

Annual report 2011

2011

A close-up photograph of several pairs of hands cupped together, holding a mound of dark, rich soil. A small green seedling with several leaves is growing out of the center of the soil. The background is blurred, showing more hands and a hint of an orange flower.

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— A Word from the President

ANOTHER LOOK AT THE FUTURE

"We cannot solve our problems with the same thinking we used when we created them"

Albert Einstein

2011 is ending the same way as it started, in the turmoil of a global crisis of unprecedented magnitude. However, the economic crisis at least could bring to light an essential truth: without institutional safeguards and regulations, without appropriate governmental measures to support those of us who were left behind an unfettered liberalism, no country can aspire to develop stable and sustainable living conditions for its citizens. The state appears therefore to play a crucial role in providing appeasement and balance, in particular through state-third sector relationships.

With a growing number of voluntary associations, charities, foundations and cooperative societies focused on much different objectives, third sector organizations operate throughout common principles, grounded in social justice, community empowerment and solidarity. This common basis could eventually become the new founding principles of our society, in the same way as other principles which have now reached their limits: competition, free market and liberal economic thought... It is too early to tell which path we will take, however we must pursue our work and make ourselves heard.

As our NGO, Dianova International, finishes the year, difficulties persist. Our members often have to struggle. However our work is done and we always respond to all those who request our expertise. The Dianova network member



organizations have initiated programs and initiatives that have benefited thousands of people, through addiction treatment and prevention services, programs for at-risk individuals, educational and training services, or personal and community development initiatives. Thousands of people. The most vulnerable among us, first victims of the global crisis.

We have also been committed to modernize and develop the network's governance practices and corporate stance. We have hastened the implementation of the institutional principles as defined in the Dianova network's Manifesto and Accountability Charter.

In addition, third sector organizations being characterized by a greater involvement of women, Dianova was no exception and the gender perspective was integrated throughout the Network. One of 2012 and subsequent years top priorities will be to ensure gender equity for the staff and governance bodies.

We live in an era of profound shifting; because they have a different set of skills and values, women can make a difference in the world and lead our future.

Luca Franceschi,
President of Dianova International



02. Dianova, a Network of Independent NGOs Committed to a Common Mission



DIANOVA, A NETWORK OF INDEPENDENT NGOS COMMITTED TO A COMMON MISSION

A - THE DIANOVA NETWORK

Established in 11 countries (Canada, Chile, Spain, USA, Italy, Nicaragua, Portugal, Slovenia, Sweden, Switzerland, Uruguay), Dianova is a network of independent organizations that are dedicated to developing innovative initiatives and programs in the fields of education, youth, addiction treatment and prevention and for a variety of citizens' initiatives in support of social and community development.

The Dianova Network develops a plurality of intervention methods which common objective is to promote self-reliance, health and the quality of life among people and communities.

B - DIANOVA INTERNATIONAL

Dianova International is an NGO which is subject to Swiss Law; its headquarters is located in Lausanne and its operating unit in Castelldefels (Spain). Dianova International is an umbrella organization comprising every member of the Dianova network within a Mission, a Vision and Values which are common to all of them. Dianova International is responsible for defining and coordinating the network's general policies and strategic initiatives; if need be it also provides individual members with technical or financial assistance.

Dianova is governed by the Assembly of Delegates, the highest body of the organization, which comprises representatives of the network's 10 ordinary members and 5 affiliated members.

Affiliations to International Institutions

As at 31 December 2011, Dianova International has:

- Special Consultative Status to the Economic & Social Council of the United Nations (ECOSOC) – July 2007
- A status of Registered Civil Society Organization to the Organization of American States (OAS) – April 2010
- A status of NGO Official Partner (Consultative Status) of the United Nations Organization for Education, Science and Culture (UNESCO) – February 2011

Principles & Values

Each project, program or initiative that is implemented in the Dianova Network should be appraised in terms of: its contribution to the network's shared Mission, its adherence to Dianova's reason for being as defined in its vision statement; and, its respect for the core values upon which the Dianova network was founded.

Dianova accords respect to the fundamental rights, dignity and worth of all individuals. Individual service users should be treated sympathetically, with dignity and consideration, and be provided with support in a fashion that is appropriate to their needs, expectations and their potential for autonomy.

Our Mission

Developing initiatives and programs with the objective of promoting personal self-reliance and social progress.

Our Vision

Our society must cope with many social challenges such as poverty, a lack of education, violence and addictions.

Dianova's purpose is based on the conviction that, with appropriate support, each person will be able to find within him/herself the resources necessary to achieve success in his/her personal development and social integration.

Our Values

Our principles are also grounded on the following core values: commitment, solidarity, tolerance and internationality. In their specific applications these values find expression in a variety of initiatives which are dedicated to promote:

- At the individual level : mutual and self-help, search for autonomy and reintegration back in their communities;

- At the collective level: community empowerment and citizen commitment to promote health, quality of life and the development of individuals and communities; reevaluating the human being as a key factor of a sustainable, human development based on three pillars: the environment, the economy and the social aspect.

Corporate Development & Policies

In recent years, the face of the Dianova network has considerably changed. The organization's human capital has scaled up with new, professional talents leading to the development of an enriched, respectful and diverse work environment. In addition, the Network's traditional commitment has extended to more diversified activities, and it engaged with new partners including other NGOs, international organizations, companies, etc.

These profound changes underline the need for a corporate modernization of the Dianova network in order to ensure continuity of an organization which, all stages combined, has a forty-year history. For the latter reason, Dianova International's Assembly Council has implemented a **Joint Commission**, the mandate of which will be to make proposals aiming at the overall modernization

C - THE DIANOVA NETWORK'S CHARTER OF ACCOUNTABILITY AND MANIFESTO

During Dianova's ordinary Assembly held at the end of 2010, the Dianova network member organizations have formally adopted two documents which focus on the modernization of our organizations in two directions: that of an exemplary governance, with the Charter of **Accountability of the Dianova Network**, and that of a more accurate organizational stance on some major issues, with **The Dianova Network Manifesto**.

Since then, each member organization has committed to gradually implement the principles as detailed in the Charter, in addition to advocating for the ideas and causes set out in the Manifesto, in order to help Dianova become a network of organizations which are trustworthy and fully committed.

The Charter

Our member organizations commit to respecting the principles, policies and practices set out within the provisions of the Charter of Accountability of the Dianova Network, aimed at ensuring their good governance for the sake of transparency and accountability.

The Purpose of the Charter (excerpt from document)

This Charter outlines our common commitment to excellence, transparency and accountability. To demonstrate and build on these commitments, we also seek to:

- Identify and define shared principles, policies and practices ;
- Enhance transparency and accountability, both internally and externally ;
- Encourage communication with stakeholders ; and
- Improve our effectiveness as organizations.

We recognize that transparency and accountability are essential to good governance, whether by governments, businesses or nonprofit organizations. Wherever we operate, we seek to ensure that the high standards which we demand of others are also respected in our own organizations.

The Charter complements and supplements existing rules. It is a voluntary charter and draws upon a range of accepted, existing codes, norms, standards and guidelines. We agree to apply the Charter progressively to all our policies, activities and practices.



02.



The Charter does not replace existing codes or practices to which signatories may already be party, except as specified by them. Its adoption does not prevent signatories from supporting or using other tools to promote transparency and accountability. We will refine the Charter as and when appropriate, taking into account future developments, particularly those improving accountability and transparency.

Read full document online

<http://www.dianova.org/images/publications/charter-en.pdf>

The Manifesto

The Dianova Network Manifesto clarifies Dianova's organizational stance on a number of issues critical to the balanced and sustainable development of our societies.

Dianova and Gender Equality (Excerpt from the Manifesto)

Equality between men and women is one of the fundamental principles of the United Nations Charter, of all international conventions, of all European treaties, and the majority of national constitutions.

[...] Dianova supports regulatory action aimed at eliminating all direct and indirect manifestations of gender discrimination, promoting real equality between men and women and removing the obstacles that prevent this level of fairness from being achieved. Dianova is committed to working for equal opportunities for all people, regardless of their gender, race, religion or age, in all of its areas of influence, both internal and external. The incorporation of equality and diversity throughout the organization encourages an integrative

management strategy involving all employees. Dianova's ethical commitment to equality entails the development of a positive action plan for its personnel that places special emphasis on all actions that foster the highest level of personal growth. Dianova is committed to putting in place practices that integrate the vision of equality and diversity in whichever intervention it implements, with the aim of providing each person with the appropriate care.

Read full document online

<http://www.dianova.org/images/publications/manifesto-en.pdf>

D. POLITICAL BODIES & ORGANIZATION CHART

- *The Assembly of Delegates* is the highest body of the organization; each member organization appoints one or more representatives as a delegate to the Assembly.
- Among other tasks, the *Assembly council* is responsible for defining the strategic and operational frameworks common to the Dianova network member organizations.

Ordinary Members

- Asociación Dianova España
- Associação Dianova Portugal
- Associazione Dianova Italia
- Dianova Canada Inc.
- Dianova Idell Förening (Sweden)
- Dianova USA Inc.
- Fondation Dianova Suisse (Switzerland)
- Fundación Dianova Chile
- Fundación Dianova Nicaragua
- Fundación Dianova Uruguay

Affiliated Members

- Dianova Québec Inc.
- Dianova Società Cooperativa Sociale
- Drustvo "Up"
- Fondation Ciproso
- Fundación Dianova España
- Fondazione Dianova Italia

Assembly Council

- Luca Franceschi, President
- Mary-Christine Lizarza, Vice-president
- José Ángel Muñoz Rivero
- Jordi Alós
- Michele Bellasich
- Davide Brundu
- Esther del Río
- Bruno Ferrari
- Rafael Goberna
- Lander Lujanbio
- Carmen Santos

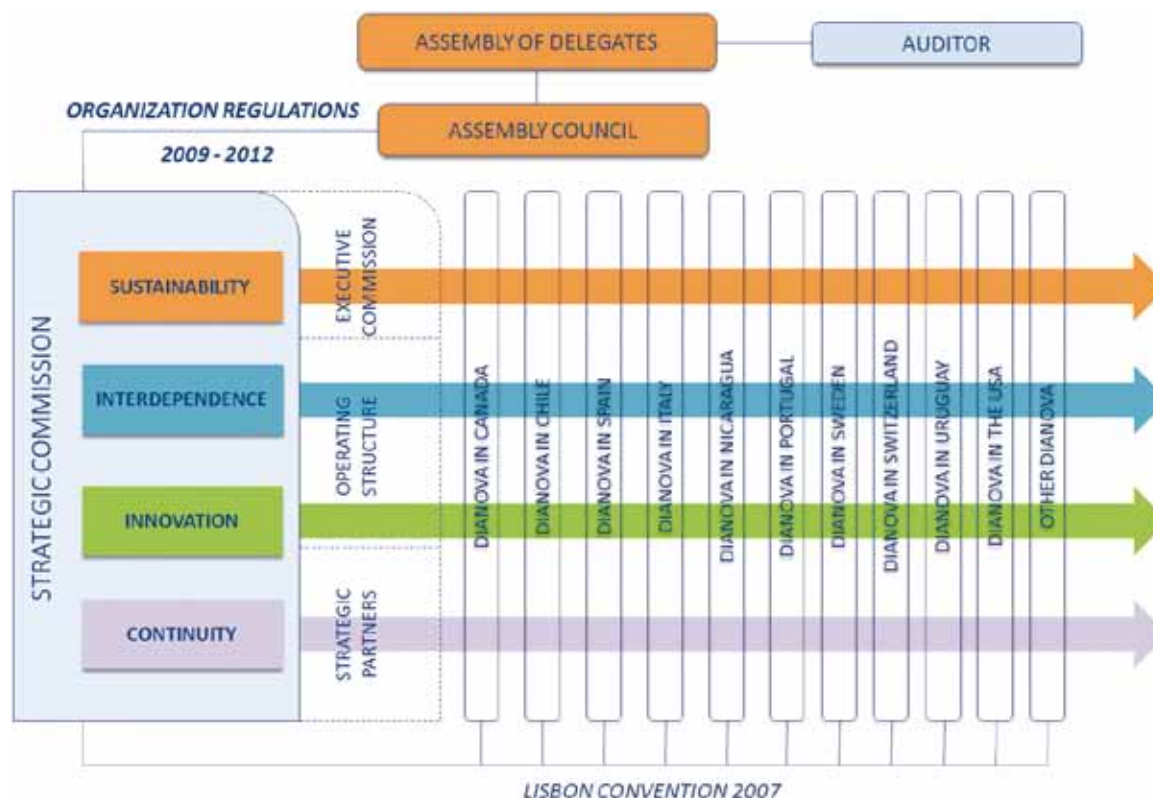
Operating Unit

- Montserrat Rafel, Director-general
- Xavier Pons-Formosa, Executive director
- Begoña Colomina, Coordinator of Operating Unit
- Loli Fernández-Palacios, Administration & Accounting Services

External Collaborators

- Elena Goti, International Public Relations
- Pierre Bremond, Communication & Publication

Dianova International, together with its entire membership and professional staff, announces with deep sorrow the passing of two of its senior members on August 2011: Mrs. Esther Del Río, Director-general of Dianova in Nicaragua, and Mr. Xavier Agustí Pagans, coordinator of Dianova International's Communication Department.





◀◀ 02.



03.



The Commitment of Dianova

A. THE DIANOVA MODEL, COMMON PRINCIPLES

A Socio-Educational Framework - formal and/or informal education is an essential feature of the Dianova network. All programs and activities are designed and perceived as special and meaningful learning spaces, the objective of which is to help service users achieve greater autonomy through personal growth.

Objective autonomy - the purpose of Dianova activities is to help people become self-reliant, in other words, capable of managing their own lives amidst the rules set out by their social and natural environment.

Integrity - the model of Dianova is characterized by a

holistic, personalized and multidisciplinary approach that deals with individual and community problems as a whole, as a condition of effectiveness in any project, whatever type of project it may be

Optimal Proximity - trust-based relationship is built between service users and professionals (addiction counselors, educators, teachers, trainers, etc.) with the objective of reinforcing the emotional security of service users and thus fostering their motivation and learning capabilities.

Involvement - service users are not passive subjects, but fully involved in the various programs or interventions, whether they are therapeutic, educational, for awareness, training, etc. They actively participate in defining the objectives for the programs and the methods utilized to achieve them

Interdisciplinarity - the programs are made up of teams of professionals with different specializations and knowledge



that are complementary so that the service user's unique needs can be responded to. This concept is also applied to their external follow-up if needed (networking with other support services, social workers, doctors, social leaders, families, etc.).

Networking – it is critical that all the possibilities offered by existing resources be considered, to enable service users to take advantage of optimum efficiency in the interventions that pertain to them.

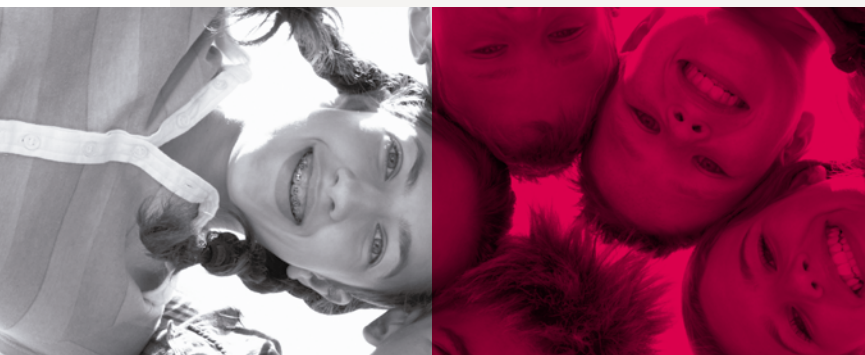
B. ACTIVITIES & PROGRAMS

The activities of the Dianova network appertain to one or more of the organization's four main areas of interest, including **education, youth, addiction** treatment and prevention, and the implementation of **citizens' initiatives**. This year though, as a

result of the increasing diversification of our members' activities and target audiences, the annual report does not present the network's 2011 outcomes within each area of interest, but all areas combined. In addition, member organizations' activities are now divided into two distinct categories: **programs** and **actions**.

Programs include network's initiatives which common denominator is to present a set of sequential activities aimed at general and specific objectives. These are the most demanding activities in terms of conceptualization, human and financial resources. For example: a long-term, residential-based drug treatment program.

Actions generally include field-based initiatives aimed at specific objectives. Actions are time limited and may be aimed at various objectives, including health promotion and education, formal education or community support.



Note: the tables presented below are intended to provide an overview of the work of Dianova member organizations. For detailed information, please refer to each member's annual report.

The table opposite shows the number of individuals who went through the Dianova network's regular programs. With regard to addiction treatment programs (the search for autonomy and/or abstinence from drugs being the primary or secondary objective of most of the programs listed above), scientific literature has shown that substance abuse is a complex disorder that often has a number of negative effects on a family, which include tearing the family apart, loss of employment, failure in school, increased domestic violence, child abuse, etc. In addition, the negative consequences of substance use are all the more complex and diversified when taking into account the evolution from traditional

NUMBER OF SERVICE USERS / TOTAL: 3.461

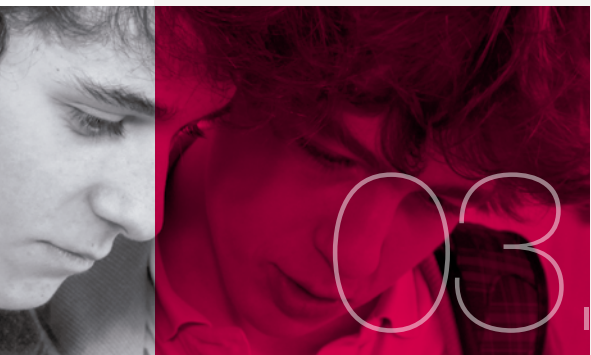
	Minors	Young Adults	Adults	Total
Formal Education	327			327
Non-formal education	20	40	72	132
Unaccompanied underage migrants	124			124
Young offenders	125			125
Addiction/residential for adults		75	839	914
Addiction/ residential for adolescents	185			185
Addiction/ outpatient programs	73	95	152	320
Add. Mothers with dependent children			99	99
Social housing with community support			27	27
Health education	284	250	550	1084
Reintegration services/vulnerable people			11	11
Youth at-risk		113		113
Total	1138	573	1750	3461

families to recomposed, single-parent or multigenerational families .

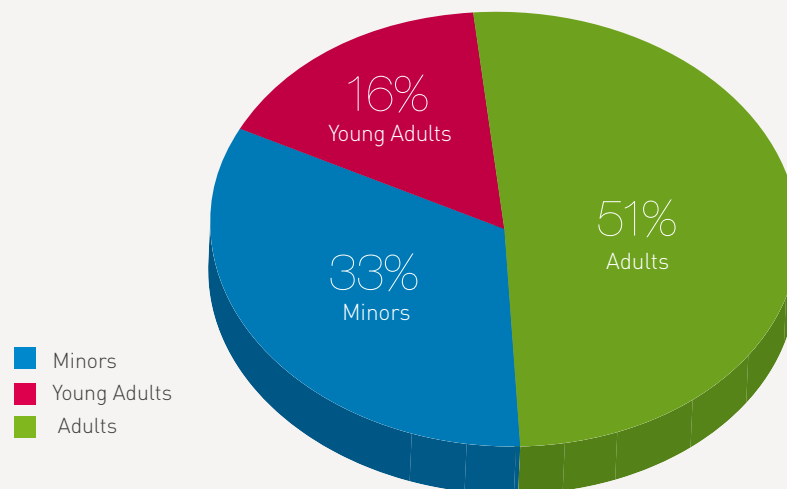
Accordingly, since drug and/or alcohol abuse or dependence not only affects the individual but also his family circle and friends, a successful treatment program will also impact the person's family members; from which it may be inferred that the number of indirect beneficiaries of Dianova's treatment programs should be multiplied by a factor of 2 up to 4, that is **a total number of beneficiaries between 6,000 and 12,000.**

1 Including: Brown, S. and Lewis, V. The Alcoholic Family in Recovery: A Developmental Model. New York: Guilford Press, 1999. Brown T.G., Kokin M., Seraganian P., Shields N. The role of spouses of substance abusers in treatment: Gender differences. Journal of Psychoactive Drugs. 1995

2 For detailed information, please read online document: Treatment Improvement Protocols, Substance Abuse and Mental Health Services Administration (US), 2004, Chapter 2: Impact of Substance Abuse on Families - <http://www.ncbi.nlm.nih.gov/books/NBK64265/>

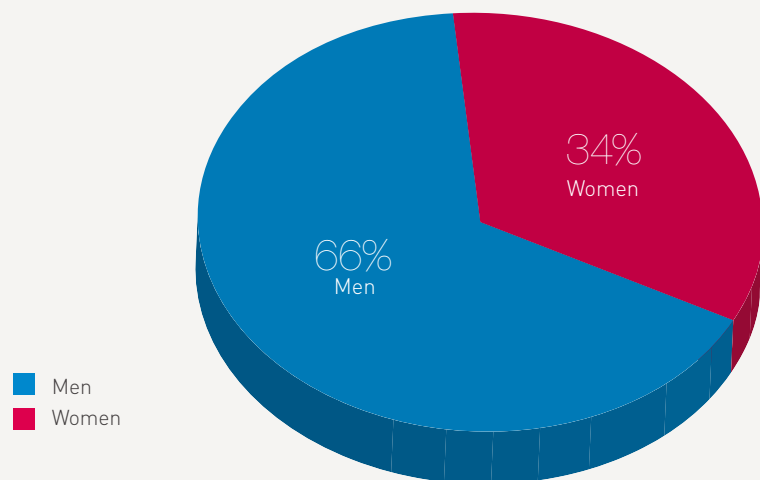


NUMBER OF SERVICE USERS (PROGRAMS) - AGE RATIO



Minors	1138
Young Adults	573
Adults	1750
Total	3461

NUMBER OF SERVICE USERS (PROGRAMS) - GENDER RATIO



Men	2270
Women	1191
Total	3461

NUMBER OF SERVICE USERS (ACTIONS) / TOTAL: 21,028

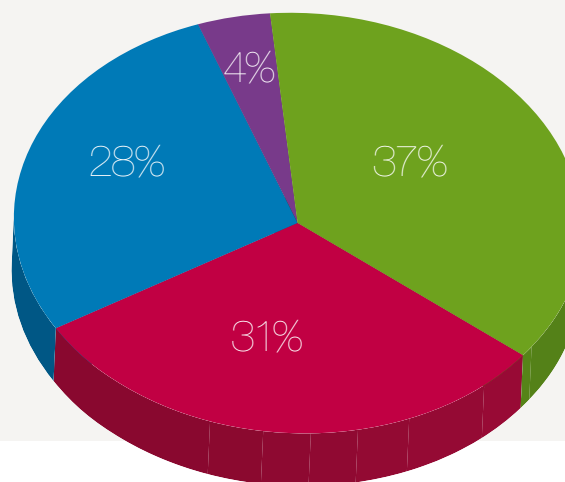
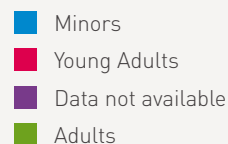
	Minors	Young Adults*	adults	Total
Promotion/Education for Health	5388	6441	6943	18772
Nonformal Education/ Training	446	121	481	1048
Social & Community Services	62	31	387	480
Community Support Services	-	-	-	728**
TOTAL				21028

*Young adults: 18-25 years

**Total number of interventions, age distribution not available

NUMBER OF SERVICE USERS (ACTIONS) – AGE RATIO

Minors	5896
Young Adults	6593
Adults	7811
Data not available	728
Total	21028



The actions implemented by the Dianova network member organizations include a variety of initiatives, for the most part conducted externally, such as:

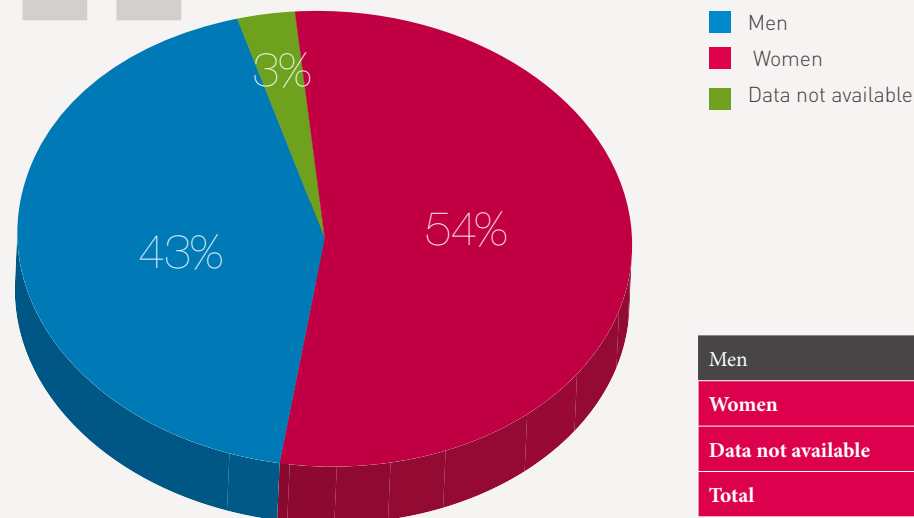
- Health promotion/education for health, including workshops conducted in workplaces, municipalities or partner organizations (Chile, Uruguay, USA); STD prevention courses and addiction counseling workshops in schools and parent support groups (Italy); psychosocial workshops for schools, parent support groups, municipalities, or the implementation of the Neovida prevention program (see page 25) in third-parties organizations (Nicaragua); environment protection and healthy lifestyles workshops, and the implementation of the Mocktail initiative in Portugal, with the participation and support of numerous volunteers (see page 26).
- Nonformal education and/or training initiatives, including the education and training services

implemented at Dianova Training Center (Portugal), experiential education courses for adolescents and young adults (Spain and the USA).

- Community-oriented initiatives, with the teaching of best practices to third-party organizations, e.g. program for women with dependent children (Chile, see page 22), or the development of innovative alliances between Dianova and HELP USA, to deliver support services for Newark's underserved population (see page 28).
- Community support services, with the support of people in their efforts to achieve successful reintegration, crisis management, psychosocial support and relapse prevention workshops implemented at the Montreal-based fair housing center, La Maison Saint-André (Canada, see page 21).



NUMBER OF SERVICE USERS (ACTIONS) – GENDER RATIO



Men	8955
Women	11345
Data not available	728
Total	21028

The Dianova Network Activity Areas – Overview

Education Services

In the Dianova model, education is a cross-disciplinary practice which is carried out in the whole of the Dianova network's day-to-day activities, including primary and secondary education, vocational training, adult learning, internal training, or even relationship building and environmental training and awareness, etc.

Such practices stem from a successful know-how; they are grounded in a set of core values essential to most educational approaches:

- Respect for others, respect for other people's needs, choices, motivations and expectations.
- Integration of democratic processes, allowing people to listen and understand, to accept criticism and self-criticism, to listen and acknowledge opposite or fringe ideas.
- Empathy, which is the ability to "put oneself into another's shoes", to understand another's emotions and feelings and what they went through.
- Tolerance, which involves the ethical choice to accept ideas, customs, attitudes that are not ours.

- The notion of a fair, sustainable human development, with the implementation of gender-sensitive projects and ecocitizenship activities.
- Resilience, finally, which reflects our commitment to help people find creative solutions and utilize their skills to cope and recover from setbacks and challenges.

Youth Services

Since its inception, the Dianova network has been focusing on youth. Programs and services are now dedicated to help at-risk or socially vulnerable young people, including unaccompanied migrant minors, street youth, dropouts, young people affected by family breakdown, violent young people or victims of violence, situations of adolescent parenthood, substance abuse and dependence, etc.

In addition to the direct support provided to these young people vis-à-vis the problems they encounter, Dianova is committed to promoting initiatives to help them find their own solutions, while supporting their creativity and expectations and raising their awareness to such critical issues as sustainable development, respect for human rights, gender equality and the empowerment of women.



Residents attend therapeutic workshop at Terrebonne residential center (Québec, Canada)

Addiction Services

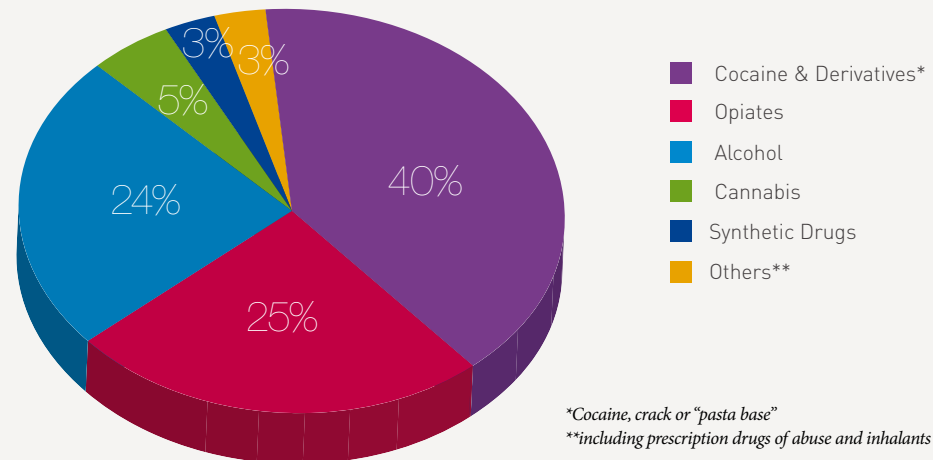
The phenomenon of addiction is multi-faceted and multicausal, accordingly, Dianova programs are not limited to a single intervention modality but encompass a variety of treatment approaches and components that have an evidence base supporting their efficacy. Programs are either fairly comprehensive or designed to address certain aspects of substance abuse and its consequences. They all utilize distinct modalities, depending on target populations. In addition, some service users may be referred to partner agencies, depending on which intervention modality appears to better suit their needs and expectations.

Dianova intervention modalities include but are not limited to:

- Residential drug treatment programs – non-specialized or for special needs
- Outpatient programs and services – motivational interviewing, cognitive-behavioral treatment, relapse prevention, etc.
- Onsite interventions – e.g. at the workplace, schools or universities: primary prevention, information on psychotropic drugs, etc.
- Community-based initiatives – i.e. programs implemented within the community and involving residents: secondary prevention, street work, etc.

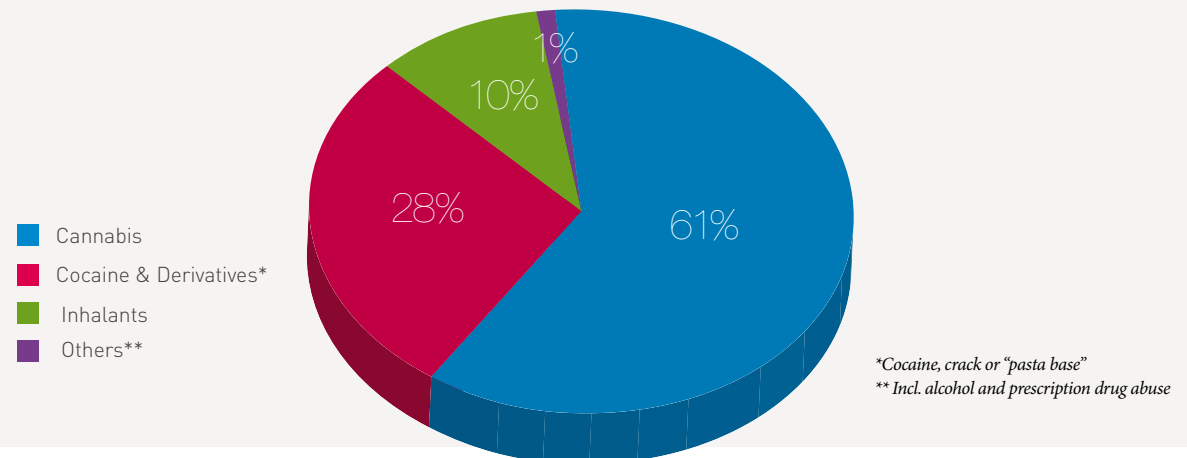
PRIMARY SUBSTANCE OF ABUSE BEFORE ENTERING PROGRAM (ADULTS)

Total = 858 service users including 700 men (82%) and 158 women (18%)



PRIMARY SUBSTANCE OF ABUSE BEFORE ENTERING PROGRAM (MINORS)

Total = 208 service users: 166 men (80%) and 42 women (20%)





03

Citizens' Initiatives

In order to better meet the needs of individuals and communities increasingly weakened by the global economic situation, the programs of the Dianova network member organizations began diversifying over the last three years by engaging partnerships with companies, schools, local agencies and community-based organizations. The implementation of such "citizens' initiatives" resulted from the Dianova network's commitment to play a more active role in helping people and communities thrive, while defending the most vulnerable. These services comprise but are not limited to:

- Social and community development
- Promotion of gender equality and women's empowerment

- Assistance and support to those who are homeless or transient
- Assistance to victims of violence or abuse
- Social assistance services
- Educator or counselor training
- Assistance and integration of unaccompanied foreign minors

C. THE DIANOVA NETWORK MEMBER ORGANIZATIONS

The Dianova network is composed of independent member organizations dedicated to developing a variety of programs and initiatives consistent with the network's communal mission, vision and core values. This chapter provides an overview of each member organization, with a description of one of their activities, best practices, highlights or study results.



Residential center (Terrebonne, Canada)

Dianova in Canada - www.dianova.ca

In Canada, Dianova is a nonprofit organization dedicated to addressing the needs of the most vulnerable and to helping them achieve greater autonomy. Dianova activities include two major components: addiction treatment services, and social housing and community support services. The addiction component is composed of:

- **Intake, Evaluation & Referral Services.** Located downtown Montreal, this service is dedicated to adequately referring applicants to the resources that suit them depending on their needs and expectations.
- **Terrebonne Residential Addiction Treatment Center.** Located in the Lanaudière region, close to Montreal, the center provides services to adult men and women struggling with an addiction problem, within a residential program based on the therapeutic community treatment model. Terrebonne center is certified by the Ministry of Health & Social Services (Quebec).
- **Outpatient Addiction Services.** One of several Dianova offerings in Montreal, the outpatient addiction services may be used as a step-down program after graduating from Terrebonne residential addiction treatment center. In addition, after comprehensive evaluation, people can directly enter outpatient addiction services if they are not ready to enter residential program or if they don't need such level of treatment.

MAISON SAINT-ANDRÉ: SOCIAL HOUSING & COMMUNITY SUPPORT SERVICES



20 residents dwell in well appointed single rooms

After having acquired and renovated a rooming house in downtown Montreal, Dianova committed since June 1st, 2009 to provide social housing and community support services for people who are homeless, transient or living periods of residential instability.

Maison Saint-André has 20 fully equipped rooms, a community lounge and various community support services ensuring a secure and functional environment which fosters tenants' residential stability and security and facilitates their reintegration into society. All residential units are accredited to the Rent Supplement Program, funded by the Montreal housing authority (Office d'Habitation de Montréal), a program which provides low-income individuals with subsidized quality accommodations, ensuring that tenants will pay a monthly rent not exceeding 25% of their income. In addition, Dianova provides a warm living environment, promoting a sense of belonging which strengthens the persons' integration capacity.

Residents' profile – applicants must meet all of the following eligibility requirements:

- To submit an application, be 18 years of age and live alone,
- To be able to manage one's budget, prepare meals and keep unit clean
- To have completed Dianova's therapeutic program or any other qualified reintegration program
- To have sufficient income to pay rent on time and/or to prove eligibility to low-rental housing units.

Dianova in Chile - www.dianova.cl

Dianova in Chile consists of a foundation and a nonprofit organization dedicated to helping people who abuse alcohol and other drugs through a variety of educational and therapeutic programs targeting prevention, rehabilitation and social integration. The staff of Dianova integrates multidisciplinary teams of professionals, technicians and former service users having successfully completed their therapeutic program, the latter element being considered as an innovative methodology in third-sector organizations. Activities are in ongoing development, they currently include:

- **Information & Evaluation Services**, on the one hand they offer information about the drug and alcohol problem and, on the other hand, they provide counseling services and coping strategies to those struggling with these issues.
- **The outpatient program** addresses the specific needs of young adult and adult population at risk for drug and alcohol addiction or suffering from addiction and motivated to treatment. The program provides individualized services based on comprehensive biopsychosocial evaluation.
- **Dianova's integrated program for juvenile offenders** addresses the needs of adolescent males between 14 to 18 years of age involved with the juvenile justice system and experiencing problems associated with substance misuse. The program uses educational and behavioral approaches which help adolescents acknowledge, assess and respond to their situation at all levels.



Visit of Chilean President, Mr. Sebastián Piñera at Dianova's San Bernardo center

RESIDENTIAL PROGRAM FOR WOMEN WITH DEPENDENT CHILDREN

The Residential Program for Women is taking place in Southern Chile at the Domo Paihuén Center, near the city of Loncoche. It is specifically designed for women who are addicted to drugs and/or alcohol, with their dependent children. The objective of the program is to help women identify and amend the multi-faceted factors contributing to the establishment and difficulty to drop their addiction to alcohol and other drugs.

The program offers a holistic psycho-educational intervention under the responsibility of a multidisciplinary team comprising a psychiatrist, a psychologist, occupational therapists, social workers, technicians and parenting assistants. The objective of the program is to help women develop

skills, behaviors and attitudes that enable them to learn values and to become accountable vis-à-vis their relationships with their children. Ultimately, women gain self-reliance capabilities and they are more concerned for their personal welfare and that of their children, which facilitate career opportunities and their reintegration into society.

Interventions comprise:

- Individual and group psychotherapy,
- Family therapy sessions and occupational therapy workshops,
- Social and recreational activities, physical expression, relaxation workshops, therapeutic outings, tutoring, educational workshops, etc.



Center of Can Parellada (Spain)

Dianova in Spain - www.dianova.es

In Spain, Dianova has a long tradition in the management of centers and residential treatment programs and in providing assistance to people undergoing social and personal difficulties. The organization has 9 residential centers, 4 of which are reserved for minors, 2 for adults and 3 for Unaccompanied Foreign Minors (UFM).

Dianova activities in Spain include:

- **Programs for adults** with problems of substance abuse or dependence (addiction services)
- **Programs for minors** with behavior and attitude problems (protection of minors)
- **Orientation, assistance and mediation programs** for adolescents and their family members.

INICIA PROGRAM – ORIENTATION, ASSISTANCE AND PARENT/ADOLESCENT MEDIATION

The INICIA program is intended to support and guide young people and their families to a better communication and understanding in order to help them find practical solutions to long-term difficulties. The INICIA program can help answer some of the many questions that may arise, to help adolescents and adults develop communication skills and facilitate relationships and personal growth.

The program comprises:

- Intake and evaluation sessions for adolescents, families and educational agents;

- Mediation sessions, individual, family or group therapy;
- Personal development training activities and prevention of multiple risky behaviors. The latter sessions are aimed at teachers, educators (formal and informal) parents and adolescents.

Duration of the program depends on the individual treatment plan developed with the participation of those concerned. All sessions are held at Dianova's intake, assessment and referral services, in Madrid.



03.



Therapeutic community of Cozzo (Garbagnate - Italy)

Dianova in Italy - www.dianova.it

In Italy, Dianova is a legally recognized ONLUS, i.e. a nonprofit organization of social utility, dedicated to serve people struggling with substance abuse and related issues. The organization is accredited as a public service in the regions of Lazio, Lombardy, Marche and Sardinia, with 5 residential therapeutic communities and 3 counseling centers.

Residential programs serve adults with substance abuse disorders, some of whom having co-occurring health conditions or judicial issues (except severe psychiatric history). Outpatient programs are conducted in dedicated counseling centers and develop three types of activities: psychological intervention for the families, treatment for cocaine users and individualized reintegration services. Dianova service offerings comprise additional, specialized intervention services in legal, social, educational and healthcare issues.

THE AGORA PROJECT, A PARTICIPATORY PROJECT PLANNING IN THE GARBAGNATE THERAPEUTIC COMMUNITY (MILAN REGION)

Funded by the Nord Milano community foundation and implemented by Dianova in collaboration with the Contraprogetto Laboratory, the Agora project aims to develop and maintain the Abetina village's surrounding environment in order to make it a pleasant area and a meeting place for residents and tourists.

The Abetina village's natural green space is located near the Garbagnate Milanese hospital; it is considered belonging to nobody and the only ones

who are dedicated to taking care of its maintenance are the residents of Dianova, as part of their day-to-day activities.

The idea arose from a joint initiative by the center's residents, the villagers and some of the region's other residents, young and adults with the aim to help redevelop the area, with the collaboration of the Controprogetto Laboratory which specializes in environmental challenges through citizens' participation and the use of recycled materials.

Dianova in Nicaragua - www.dianovanicaragua.org.ni

Dianova's Esther Del Rio Integral Education Center (CEID) has been officially affiliated to UNESCO's Associated Schools Project Network (ASPnet). It admits each year about 400 students aged 6 through 18 years, most of whom are stemming from low-income families, living in extreme poverty, and/or in at risk situations (dysfunctional families, misbehavior, child neglect or abuse, alcoholism, etc.). The CEID currently comprises 5 programs:

- **The educational program** is accredited by the Ministry of Education and hosts every year 400 students in primary or secondary education.
- **The residential boarding program** can host up to 80 students with a psychosocial follow-up; the program is accredited by the Ministry of the Family as a Center for Child Protection.
- **The NEOVIDA program** is dedicated to help students thrive in the classroom and develop better communication abilities with their parents; it also helps parents find a trust-based relationship with their children.
- **The environmental program helps** develop and promote environmental protection and awareness.
- **The sports program is** considered a tool for effective substance abuse prevention; it is intended to help build positive community relationships and reduce youth and domestic violence.

Highlights

Hotel Europeo – Dianova's educational activities in Nicaragua are partially funded through profits earned by Hotel Europeo. This 3 star hotel is located downtown capital city, Managua, in the heart of a tropical, colorful natural environment. The hotel clients can enjoy comfortable rooms, a swimming pool and an excellent restaurant serving local food at very reasonable prices. <http://www.hoteleuropeo.com.ni/>

Sports Activities – The young athletes from Dianova's Espartinas Sports Club participated in the 5th National Junior Championship, organized by the Nicaraguan Institute of Sport, with the aim to participate in the Junior and Cadet Central American Championship to be held in Nicaragua. Of the 66 participants, 10 have been officially selected.



Dianova sports team in Nicaragua

CEID ESTHER DEL RÍO-LAS MARÍAS, PROGRAMS OUTCOMES

In order to evaluate the impact of the educational and social programs implemented by Dianova in Nicaragua, an evaluation process has been conducted with a sample of 36 parents and 40 students among the 247 alumni who have graduated between 2002 and 2010.

The family evaluation survey shows that 100% of the families consider that Dianova CEID provides high quality education and would recommend it to other people; 55% believe that Dianova School has higher quality standards than others. They mention that the school offered psychosocial assistance and that the residential program helped them save money through the scholarships program, tuition and food costs.

The alumni evaluation survey shows that 90% have successfully completed 5th grade and 75% continued studying after leaving the CEID. 15% have a family and 8% have a professional activity; 2% dropped their studies after leaving the CEID.

All alumni have completed Dianova's Neovida prevention program. 53% mention having gained information useful to their personal growth; 18% say that the program helped them improve their

personal relationships and another 18% mention that it helped them improve their educational level. 11% state that they had a positive school experience, in terms of substance abuse prevention and in the acquisition of scholarships for higher studies.

75% of graduates indicate that workshops with parents helped them improve personal and family relationships. Students report that they received quality education standards and that they were fully confident of the Dianova personnel teaching capabilities.

Over the years, the CEID has become a school which is capable of addressing risk factors and strengthening students' protection factors. Children and adolescents were given realistic information appropriate to their age about substance abuse related risks and consequences. Furthermore, the CEID helped them improve social and communication skills in addition to their relationship with their families. Last but not least, those who needed it most could have complete scholarships, either because of their financial situation, emotional problems or because they lived at far distance from the nearest school.



Center of Quinta das Lapas (Portugal)

Dianova in Portugal - www.dianova.pt

In Portugal, Dianova is an innovative organization dedicated to offering addiction treatment programs nationwide. The institution was granted a status of nonprofit association of public utility which specializes in four areas of activities:

- **Dianova Training Center** addresses the training needs of the general public, organizations, the educational community and companies, offering educational and training services in the fields of personal development, social, education and behavioral sciences, in addition to assistance services for youth as well as referral and social services.
- **Social and Community Support Services**, with a temporary housing center for people who are victims of abuse, in emergencies, victims of social deprivation or poor housing conditions. The center provides a safe environment which helps promote physical balance and reintegration capacity.

- **Addiction Treatment and Prevention**, with Quinta das Lapas (Torres Vedras) therapeutic community, the very first addiction treatment facility which successfully implemented the ISO 9001:2000 quality management system.
- **Social and Vocational Reintegration**, with the Lisbon's supported housing program providing living arrangements to those who successfully completed a drug treatment program and begin to reintegrate back into the mainstream, through holistic intervention methodologies, a social integration enterprise based on greenhouse floriculture and oriented on sustainable development.

« MOCKTAILS » - EDUCATION & HEALTH PROMOTION INITIATIVES IN PORTUGAL

Since 2009, Dianova has been developing an innovative, health promotion initiative, "Mocktails, Memories of a Night of fun", in collaboration with over 30 local and national partners. The initiative is grounded in internal and external, local volunteer commitment with the participation of strategic partners such as schools, local businesses, bars, restaurants and nightclubs in addition to municipal police and civil protection services, the Municipal chamber and other national institutions wishing to engage in promoting healthier behaviors and lifestyles among the general public.

Health promotion is considered an effective approach to bring about positive change. Individuals and groups learn behaviors which are likely to promote, maintain or restore healthier lifestyles by mobilizing the general public through the invol-

vement of the whole community in a socially-oriented citizens' initiative;

The project's primary objective is to help people become more aware about drug related behavioral and social consequences, including school dropout, increase of anxiety and depression prevalence and DUI-related accidents among young persons and young adults aged 15-25.

The methodology used is that of a personalized approach, face to face. This approach is one of the key-factors of the initiative's success: in 2011, the initiative permitted to reach out to 3978 persons, for a total of 13460 young and young adults since the activity began.

This best practice will be presented during the 55th Session of the United Nations Commission on Narcotic Drugs to be held in Vienna (Austria), in March 2012.

Dianova in Uruguay
- www.dianovauruguay.org

La Fondation Dianova en Uruguay est une institution sans but lucratif dédiée à la prévention et à la réhabilitation des personnes présentant une problématique d'abus ou de dépendance aux drogues. Depuis sa création en 1993, plus de 4000 personnes ont bénéficié de ses programmes de traitement socioéducatifs et de soutien aux familles. Les modalités du programme de Dianova en Uruguay incluent:

- **The information and assessment center** offers information and awareness services to those seeking objective information about drugs and treatment resources. The center's professionals (psychiatrists, psychologists and social workers) assess the person's needs and expectations, and establish an individual care plan with the person concerned.
- **The residential program** addresses the needs of adult men and women, offering a protected environment which provides service users with a treatment program tailored to their specific needs. The program may be short (1-2 months), medium (3-4 months) or long term (5-8 months)
- **The outpatient program's** purpose is to inform and support adult men and women and their families. Its objective is to help people achieve greater autonomy vis-à-vis alcohol and drug use without having to abandon their responsibilities towards their families, school or at work.
- **The day center** is for adolescents over 12 years of age who perceive their use of substances as a problem and accompanied by a parent/

adult referent. The center provides a protected environment where individuals can achieve long-term quality of life improvement, get objective information and become more aware of the importance of healthy living for their personal growth.



Casa Melilla (Uruguay)

INTERNATIONAL TREATMENT CENTER

Dianova's International Treatment Center in Uruguay is meant to address the specific needs of those who are knee deep into alcohol or drug addiction and cannot get out without resorting to a treatment center located abroad, far from their accustomed environment.



The International Treatment Center is located in the Montevideo region, within a protected, 91 hectare natural reserve, the *Humedales de Santa Lucia*, near the river of the same name. Programs are tailored to each individual's profile in terms of duration and treatment intensity. Program methodology is based on cognitive-behavioral treatment approach and grounded in the integral perspective that incorporates the expectations of all participants.

Mainly stemming from Europe and Latin American countries, service users (adult men and women) are encouraged to acquire healthier lifestyles while their reinforce protection factors and decrease risk factors. An individualized treatment plan is prepared for and with each individual, covering the following intervention areas: physical and mental health, substance use, personal growth, social and relational development, family relationship, leisure and free time.

Therapeutic interventions may include, but not limited to, thematic workshops, sports activities, recreational outings, individual or group therapy sessions, etc.

Dianova in the United States

www.dianova.us

For nearly fifteen years, Dianova in the United States has run a summer camp designed to provide young people from New York region's disadvantaged areas with activities oriented to their personal development. Since the camp eventually closed in 2009, Dianova has been dedicated to develop innovative partnerships to draw on its former experience providing support and development programs for the most vulnerable.

Dianova in USA spent much of 2011 developing and building foundations to support a new strategic direction. Dianova's goal is to be an agent of positive

social change, by leveraging the network's thirty years of experience. This new focus is designed to raise Dianova's profile and expand service offerings to a much wider audience. It is accomplished via a two-pronged approach:

On the first hand, Dianova is dedicated to **providing programs which build self-esteem, personal accountability and group dynamics**. For example, in July 2011, Dianova began delivering experiential education programs at Epworth Retreat Center, located 90 miles from New York City. This symbiotic relationship helps both of our organizations increase capacity to serve our client base and leverage our individual strengths. 440 youth and young adults participated

in our programs, which focus on self-esteem, personal accountability, and healthy group dynamics.

On the other hand, Dianova is committed to the implementation of **consultative services and innovative alliances** with other, community-based organizations, e.g., the partnership between Dianova and HELP USA, described hereafter.

These separate yet complimentary activities accomplish multiple purposes: to help raise the public awareness of Dianova USA as an agent of social change; to create replicable programs which will attract support and future funding; and to provide an income stream to support our sustainability.



PROVIDING CONSULTATIVE SERVICES AND DEVELOPING INNOVATIVE ALLIANCES – DIANOVA & HELP USA

HELP USA is the leading national developer of housing and provider of jobs and services for at-risk populations in the country. In October 2011, Dianova partnered with HELP USA to create a Residential and community outreach program at HELP's JBJ Genesis Apartments in Newark, New Jersey. This program delivers comprehensive support services for center residents and the surrounding community it serves, including formerly homeless people, families, single mothers, youth, people living with HIV/AIDS, and veterans.

In practice, Dianova has provided resources to hire and train the residential center's Program & Community Service Coordinator: her role is to make the most of Dianova's expertise through

comprehensive support services aimed at housing stabilization of residents. Dianova USA also procured donations and volunteer support for three events held in New York's Hudson Valley, to raise funds to assist impoverished families and victims of Hurricane Irene.

In two months, more than 130 people were directly impacted by the following programs and events:

HYPE (Helping Youth Progress through Education) Academic Club and Rutgers University Mentoring Program, for resident and neighborhood youth.

Holiday Food Donations from Newark city council and Ward's Island Correctional facility.

Clothing Donations courtesy of Tommy Hilfiger.



A Swedish delegation visits the center of Cozzo (Italy)

Dianova in Sweden www.dianovasverige.org

In Sweden, Dianova is dedicated to addressing the assessment and referral phases of people struggling with addictions challenges, in addition to carrying out drug prevention and awareness activities, and reintegration, aftercare and post-treatment follow-up programs. The peculiarity of Dianova in Sweden is to focus on collaboration and networking with other, community-based organizations to implement its treatment component. Several cooperation agreements were signed with the other Dianova network member organizations enabling service users to attend residential treatment programs in Italy, Canada, Portugal, Spain and Uruguay. When they return to Sweden, Dianova provides service users with post-treatment follow-up services, including support to reintegration and prevention of relapse, within two urban facilities located in Stockholm and Malmö.

OPTIMIZING TREATMENT EXPERIENCE AND SUCCESS THROUGH ENHANCED NETWORKING

In Sweden, addiction treatment is often closely related to market and competition issues. Accordingly, addiction counselors tend to work in isolation, without coordinating their actions to provide better services to people. This situation led Dianova in Sweden, along with three other NGOs (Comesta, HanteraLivet and Nämndemansgården), to initiate an alliance which is based on what they have in common, rather than ideology and orientations. These common treatment practices include:

- The support of the person by his/her peers, people having experienced similar difficulties,
- The certainty that any person is able to overcome one's addiction problems, with appropriate support,
- The appropriateness of long-term interventions to achieve solid treatment outcomes
- Individualized treatment programs,

This partnership resulted in various benefits, including: **better visibility** for each organization, as each one of them is committed to promoting the other three in its website, contacts with social services, etc.; **referral services** made easier through the implementation of a cooperation agreement

between the four partners; and resulting from the detoxification offerings by one or our partners (Nämndemansgården), Dianova in Sweden benefits from the following advantages:

- A rapid detoxification service to provide immediate and short-term clinical support to individuals who are withdrawing from alcohol and other drugs;
- After completing detox, the individuals concerned have the possibility to attend a treatment program abroad, in the residential centers of the Dianova network member organizations;
- The individuals concerned may visit a doctor before leaving, in order to initiate or stabilize a medication capable of providing a better quality of life during program, and a better chance of success;
- The individuals can participate in motivational interviewing during detoxification period.

In conclusion, this active and innovative alliance helped maximize opportunities to provide service users with a treatment program tailored to their needs, while reducing waiting time before treatment. In addition, it allowed staff members to expand their area of expertise through the exchange of experiences and practices.

Dianova in Switzerland - www.dianova.org

The Dianova foundation in Switzerland aims to help people and families with an addiction problem and other, vulnerable, marginalized or disadvantaged people. It is also active in terms of representation within international organizations in Switzerland. As part of its statutory goals, the Foundation can also provide ad hoc assistance, more particularly to projects implemented by the Dianova network member organizations.



DEVELOPMENT ASSISTANCE – IMPROVING THE FACILITIES OF ESTHER DEL RIO-LAS MARIAS EDUCATIONAL CENTER IN NICARAGUA

Nicaragua is the second poorest nation in the Americas, especially in rural areas where poverty rates are up to five times higher than in major cities. Endemic poverty remains one of the greatest barriers to human development, in addition to prompting many youngsters to indulge in violence and crime in a country where 41% of the population is under 15 years old. In regards to education, despite improvements in recent years, the Nicaraguan education system is still performing poorly, even by Central American standards.

Esther del Rio – Las Marias educational center admits about 320 students every year in primary and secondary education, most of whom stem from rural areas. The school provides full scholarships (externship and boarding education) enabling students to receive free education. In addition, boarding students receive a comprehensive care including housing, food, educational materials and healthcare services.

The project of improving the facilities of Esther del Rio – Las Marias educational center in Nicaragua is intended to ensure proper continuity of education

and prevention programs, which are critical tools to help reduce poverty and economic exclusion. However, the economic situation of the Dianova foundation in Nicaragua did not allow bearing the costs of the project, which is why the foundation addressed a formal request and a detailed report to the Dianova foundation in Switzerland, including financial justification, technical report, sustainability plan, etc.

After completion of the evaluation process, the Dianova foundation in Switzerland decided to support the project with a donation of 47,000 Euros.





04.

Networks,
Social Pro-
jects &
Communi-
cations



NETWORKS, SOCIAL PROJECTS & COMMUNICATIONS



A. INTRODUCTION

Following the impact of global economic and social crisis, Dianova International had to curtail some of its activities such as the organization's corporate relations department which budget has been halved. Nevertheless, a significant effort was made in 2011 to fulfill the obligations of Dianova and the overall quality of the organizations international activities. Throughout the year, more than twenty Dianova representatives, including Dianova International and member organizations (Portugal, Sweden, Uruguay and Canada) could participate in 25 different events in Europe, South America and North America.

B. THE IMPACT OF THE DIANOVA NETWORK MANIFESTO

The approval of the "Dianova Network Manifesto", at the end of 2010, had also a significant impact on the development of the

organization's corporate relations, such document serving at the same time as an intervention guide and as mandate.

The development of the Manifesto resulted from the network's engagement to influence effectively social policies towards: *"the promotion of health and the quality of life by contributing to the development of people and communities and the empowerment and revaluation of the human being as a key factor in sustainable, balanced development in the fields of economics, social progress and the environment."*

To achieve this goal, the Manifesto states that *"Dianova believes that the role of supra-national organizations is fundamental and that these organizations must espouse a long-term, general interest view, disassociated from the political and economic pressures (...) Dianova would like to work with these organizations, playing and active, cooperative role in areas of mutual interest."*



From this perspective, Dianova representatives were entrusted with a mandate to start advocating for those who are most vulnerable in the areas addressed by the Manifesto, including: gender equality, education, poverty and social exclusion, social and community development, etc. In addition, it is recommended to start building inter-sectoral alliances between third sector organizations, the business world and the university world in order to achieve this goal.

« *The Dianova Network Manifesto* »

<http://www.dianova.org/images/publications/manifesto-en.pdf>

A. CORPORATE RELATIONS – DIANOVA INTERNATIONAL

Relations with the United Nations

Social & Economic Council (ECOSOC)

NGOs in special consultative status with the Council, must submit to the Committee on NGOs, every four years, a brief report of their activities, specifically on the contributions that they have given to the work of the United Nations and to the Millennium Development Goals.

The quadrennial report is a tool which is key to ensuring efficient relationships between NGOs in consultative status and the United Nations. In addition, the quadrennial review presents the opportunity for NGOs to make their activities in support of the UN more widely known and at the same time receive valuable feedback on their

work programs and acknowledgement of their contribution as partners to global development.

Dianova International's quadrennial report was submitted in June 2011 and, consequently, its status to the ECOSOC was renewed.

NGOs are able to establish a mutually profitable cooperative relationship with the UN, through consultative status to the ECOSOC. In order to fulfill its mission more effectively, ECOSOC calls upon the resources offered by NGO's whose activities and expertise may complement those of the UN.

The consultative relationship between NGOs and the United Nations is reciprocal. Dianova International is granted the privilege of participating in a wide variety of UN-sponsored meetings and activities and in return Dianova is expected to contribute in some way to furthering the development aims of the ECOSOC and the United Nations at large.



From left to right: Mr. Michele Bellasich, Ms. Cipriana Arteaga (Dianova) and Mr. Michel Perron, president of VNGOC

United Nations Office at Vienna (Austria)

The United Nations Office at Vienna performs representation and liaison functions with permanent missions to the United Nations (Vienna), the host government and Intergovernmental and non-governmental organizations in Vienna, including the Vienna NGO Committee on Drugs (VNGOC), which

The VNGOC is composed of members representing international, national and local NGOs; the committee is a vital link between NGOs and the key intergovernmental and international agencies involved in drug policy, strategy and control: the Commission on Narcotic Drugs (CND), the International Narcotics Control Board (INCB) and the United Nations Office on Drugs and Crime (UNODC).

Board of Officers comprises Dianova International, represented by Ms Elena Goti who is serving as Deputy Secretary.

Dianova activities in Vienna were therefore mainly related to the action of the VNGOC, which contribution proved essential to helping Dianova make the voice of civil society be heard by the United Nations member states, particularly on the issues of drug treatment and prevention, and human rights; in addition Dianova helped implement advocacy initiatives in the same areas of interest.

April 2011 -during the annual meeting of the Commission on Narcotic Drugs, Dianova International organized a reception table to accommodate and guide the various NGOs attending this meeting from around the world. Dianova attended plenary sessions, workshops and debates held on this occasion.

The Global Sport for Youth was created in 2005 under the leadership of the United Nations Office against Drugs and Crime (UNODC) and the Qatar Olympic Committee. It is a 10-year project to provide ongoing opportunities for youth living in developing countries to actively participate in amateur sport. GSY-supported activities aim to be models for what can be accomplished by sport on and off the field by helping young people make choices that will improve their lives.

Dianova also participated in various meetings organized with the Global Sport for Youth to study the possibility to implement a youth summer camp in the Barcelona area.

June 2011 – On the occasion of the International Day against Drug Abuse and Illicit Trafficking on 26 June 2011, Dianova representatives attended the unveiling ceremony of the “Tree of Hope”. Located prominently at the main entrance of the United Nations Office at Vienna, the monument serves as a reminder that each year more than 200,000 people die from drug-

related causes; however, it also symbolizes hopes of a fresh start and the need to prevent, and help people recover from, addiction.

United Nations Headquarters in New York (USA)

February 2011 – Dianova International participated in the fifty-fifth session of the Commission on the Status of Women (CSW55), the global policy-making body dedicated exclusively to gender equality and the advancement of women, and to the celebration of the historic launch of UN Women, on 24 February 2011. UN Women, formally known as the United Nations Entity of Gender Equality and the Empowerment of Women, combines four previous UN bodies and represents the United Nations’ most ambitious effort ever to accelerate actions to achieve gender equality.

November 2011 – Dianova organized a meeting at the headquarters of the United Nations Office on Drugs and Crime (UNODC), during which a cooperation agreement was made to allow the Vienna NGO Committee on Drugs (VNGOC) organize once a year a meeting during the United Nations General Assembly in New York.



Office des Nations Unies à Genève (Suisse)

July 2011 – Representatives from Dianova could attend the Economic and Social Council of the United Nations' High Level Segment, from 4 to 8 July, as part of the annual, substantive session of the ECOSOC. The debate aimed to advance the agenda of the Education for All (EFA) international initiative.

United Nations Educational, Scientific and Cultural Organization (UNESCO)

July, September, December 2011 – In February 2011 Dianova was approved as an NGO in operational relations with UNESCO. On the one hand this status enables UNESCO to secure advice, technical cooperation and documentation from non-governmental organizations and, on the other, it enables such organizations, which represent important sections of public opinion, to express the

views of their members.

Later this year, UNESCO announced that, following an independent, external evaluation, it had decided to renew its statutory framework, in order to allow civil society and other partners contribute to defining UNESCO's objectives rather than being regarded solely as vehicles for program delivery, and to make the organization more accessible and less bureaucratic.

From this perspective, Dianova International participated in several meetings, debates and discussions between UNESCO and civil society organizations to help the latter contribute to the development of UNESCO's new statutory framework.

Eventually, UNESCO's new statutory framework for cooperation with NGOs was adopted during the 36th session of the organization's General Conference (25 October – 10 November). The framework's general principles provide, amongst others, for the transition from three relational categories (operational, formal consultative and formal associate) to two partnership categories, namely consultative partnership and associate partnership. Following the adoption of the new directives, Dianova International's partnership was reclassified into NGO "official partner" of the UNESCO (consultative status).

Organization of American States (OAS)

As a civil society organization (CSO) registered in the Organization of American States (OAS) in 2010, Dianova became since one of the organization's strategic partners. Dianova representatives have attended various political events as observers and they have participated in civil-society related events and debates.

CSO registration to the Organization of American States resulted crucial to helping reinforce the presence of Dianova in the Americas and its relationships with the organization's member states. Dianova could contribute and provide support to the OAS's various commissions, departments and institutes, including the Inter-American Drug Abuse Control Commission (CICAD), the Inter-American Children's Institute (IIN), the Inter-American Commission of Women (CIM) and the Department of Human Development, Education and Culture (DD-

HEC), in carrying out their ongoing activities.

World Federation of Therapeutic Communities (WFTC)

As a member of the Board of the World Federation of Therapeutic Communities, Dianova Internationals attended the organization's spring and fall sessions in New York (USA) and Medellín (Columbia).

Following a partnership agreement between both organizations, Dianova International opened a new office located within the premises of the Daytop Village organization in Manhattan (New York, NY, USA) on 54 West 40th Street. The presence of Dianova in New York City aims to help develop new alliances with national and international NGOs to increase the Dianova network's capacity for action and visibility within international bodies such as the United Nations.



Relations with CoNGO

Since Dianova International received official consultative status to the Economic and Social Council of the United Nations (ECOSOC), a close partnership was engaged with the Conference of NGOs with Consultative Relationship with the UN (CoNGO) – an independent organization dedicated to facilitating the development of a dynamic and informed worldwide NGO community able to influence policies and actions at all levels of the United Nations. Since then, Dianova has maintained contact with the CoNGO through its participation in the Civil Society Development Forum, a yearly event which brings together NGOs

to develop a common position and make recommendations to the Economic & Social Council on a given issue. “

February 2011 – Dianova attended the General Assembly of CoNGO held in New York (USA), during which our representative participated in the election of the organization’s new President, following the expiry of Mr. Liberato Bautista’s presidential mandate initiated in 2007.

December 2011 – Participation in a contact meeting between NGOs and CoNGO’s newly elected president, in Geneva (Switzerland).

Latin American Conference of Therapeutic communities

October 2011 – the XIII Latin American Conference of Therapeutic Communities (TCs) was held in Medellin (Columbia), under the auspices of the Latin American and Colombian Federations of TCs. The XIII conference aimed to “generate spaces for reflection through experience-sharing and outcomes research, while promoting the implementation of alternatives likely to contribute to the improvement of addiction treatment”. Dianova representatives attended the event and participated in various discussions and debates dedicated to helping build “The therapeutic community we dream about.”



D. CORPORATE RELATIONS – THE DIANOVA NETWORK

Spain – Affiliation to RIOD

July 2011 – During its July 21 General Meeting, the Ibero-American Network of NGOs working in the field of drug dependence (RIOD) approved an application for membership from Dianova in Spain. The RIOD is a nonprofit umbrella organization which main role is to help connect Ibero-American addiction service providers that are working in the fields of substance abuse prevention and treatment, social and professional integration, and vocational training.

Dianova membership to the Ibero-American Network of NGOs working in the field of drug dependence (RIOD) responds to the need to better coordinate international efforts in the field of addiction treatment and prevention, while reinforcing reintegration capabilities, and the exchange of professionals and best practices.

Portugal – National Coordinator of “European Action on Drugs”

March 2011 – as national coordinator of the « European Action on Drugs » – a EU-led initiative to provide civil society with a platform to increase awareness and to promote exchanges of best practice as regards drugs and drug-related risks and consequences – Dianova organized a conference at Lisbon’s Jean Monnet Center, to present the outcomes of its national drug awareness campaign: “Helping you not to throw your life away”.

About one hundred participants attended the conference, including representatives from universities, municipalities, government agencies and community-based organizations, who gathered to achieve a common objective: to help prevent licit and illicit drug use. After the meetings organized in Rome, Warsaw and Berlin, the Lisbon Conference was the fifth of its kind and one of the most successful, in



Mss. Cristina Lizarza and Elena Goti, and Mr Rui Martins, during a conference at Lisbon’s Jean Monnet Center

the words of the Director-General of Justice, *Freedom and Security of the European Commission*.

Portugal and Sweden- 13th EFTC Conference

September 2011 – the 13th European Federation of Therapeutic Communities (EFTC) conference was held in the UK with more than 150 delegates representing most of the federation’s member organizations. This 4-day conference provided an opportunity to hear from various experts who discussed the TCs’ various outcomes and best practices. Cristina Lopes and Michele Bellasich, respectively representatives from Dianova in Portugal and Dianova in Sweden (both EFTC members) attended the event.

The conference, held in the picturesque building of Oxford’s Keble College, provided a key forum of discussion and debates with colleagues attending from around the world. The various speakers presented several scientific studies proving the effectiveness of the therapeutic community treatment model.

Italy – Dianova Finalist in the “Sodalitas Social Innovation” Project

October 2011 – Dianova in Italy was awarded a prize as a finalist in the first edition of the Sodalitas Social Innovation project, with a prevention initiative in the workplace. The Sodalitas Social Innovation was launched by the Sodalitas foundation to support nonprofit organizations and help them develop corporate abilities and skills necessary to effectively present their social business plans and obtain grants or partnerships.



Chile - Dianova Takes up Reconstruction Challenge

In 2010, one of the most devastating earthquakes in modern history struck Chile, causing over 800 deaths and millions of people left homeless and shattering buildings, roads and railways. Whether there was no direct casualty in the centers of Dianova, the organization's residential centers in the Maule region, near the epicenter, had to be demolished after suffering major structural damages (Chacabuco and Casa Viscaya centers in the city of Curico).

Opening of New Centers

May 2011 – In the aftermath of the 2010 devastating earthquake, Dianova in Chile has been able to quickly revive the bulk of its activities thanks to the courage of its staff and beneficiaries and through a support network implemented by other Dianova member organizations. In 2011, Dianova could finally, and symbolically, turn the page with the inauguration of Dianova's new therapeutic and educational center, held in Curico, May 4.

August 2011 – Opening of the Domo Paihuén center, the very first treatment facility in Southern Chile (from the Araucania region down to the south) designed specifically for women who are addicted to drugs and/or alcohol. The center is located in Loncoche, in a beautiful, natural environment where the residents have the opportunity to enroll in a fruitful therapeutic and counseling program. The center's residential program will accommodate up to 12 women, whether pregnant or not, with their infants and children aged 0 to 5 years.



Inauguration of new facility in Curico (Chile)

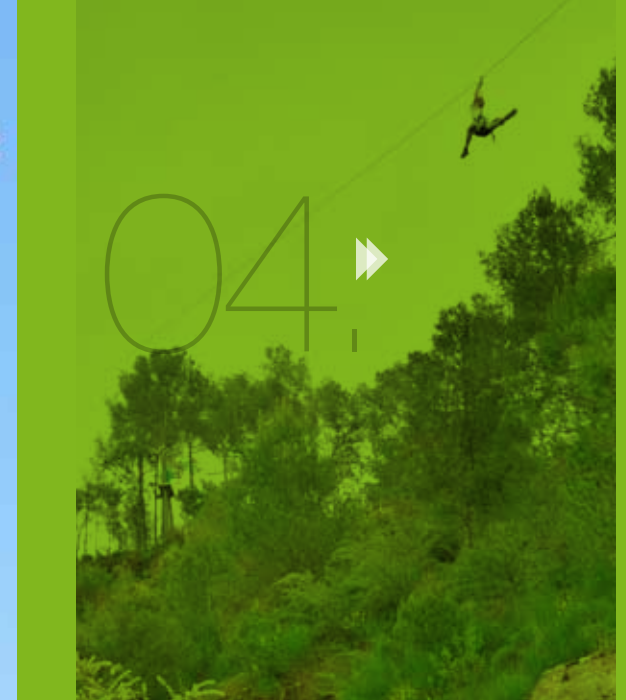
Chilean President Visits Dianova's San Bernardo Center

Mai 2011 – May 11, Mr. Sebastian Piñera, President of the Republic of Chile, accompanied by Interior Minister, Rodrigo Hinzpeter, and the Executive Secretary of the National Narcotics Control Board (CONACE), Francisca Florenzano, chose Dianova's San Bernardo Center, to announce Chile's new prevention and treatment initiative to reduce alcohol and illegal drug use by 2014. During his speech, Mr. Piñera surrounded himself with mothers with their children, presently undergoing a treatment program at San Bernardo.

Resulting from a joint work between CONACE, other government agencies and civil society, through a large-scale public consultation, Chile's national drugs and alcohol enforcement strategy will serve as a guideline to support government-led initiatives in the next four years.



Mr. Piñera (President of the Republic) and Mr. Hinzpeter (Interior Ministry), with the residents of San Bernardo therapeutic center (Chile)



E. NETWORKS, SOCIAL PROJECTS & COMMUNICATION

Alliance between Dianova and Catalunya en Miniatura Theme Park

After deciding to fuel the organization's growth through diversification and innovation, a new business partnership agreement was created with "Cataluña en Miniatura" a family company dedicated to operating Europe's largest scale model theme park.

This innovative, corporate-third sector partnership was first initiated at the end of 2008, with the creation of the Bosc Animat (The Enchanted Wood), a large adventure ropes course located in the forest which overlooks the theme park, and which half of the profits are given to Dianova's social projects worldwide.

2011 has been devoted to many promotional activities, including exhibitions of scale models in malls, special offers and invitations offered to some of the region's bu-

siness enterprises, utilization of the park as a shooting site for TV shows, tour groups for disabled persons, etc.

With nearly 70,000 entries (Bosc Animat and scale model park combined), the Catalunya en Miniatura theme park has obtained a result which is in line with forecasts and constantly increasing.



The "Catalunya en Miniatura" theme park



The "Bosc Animat" adventure ropes course



Cooperative Agreement between Dianova in Nicaragua and in the USA

In 2011, Dianova in the USA entered into a cooperative agreement with Dianova in Nicaragua, the objective of which was to provide **financial support in the amount of 291,660 USD** for the Dianova Integral Education Center (DIEC) Esther del Rio – Las Marias. This financial contribution will support Dianova in Nicaragua during a two-year transition period,



Dianova Integral Education Center "Esther del Rio – Las Marias" (Nicaragua)

until the organization is able to achieve long-term financial and functional stability.

The financial support provided by Dianova in the USA will enable the following:

- Construction of new educational facilities, such as science laboratories, an auditorium, livestock facilities and will improve existing facilities such as recreational areas;
- The collaboration will also support improvement and expansion of the Hotel Europeo's services. This will in turn, increase the Hotel's net income, which is an integral source of funding for the Dianova Nicaragua Foundation;
- Additionally, the financial support provided will facilitate the development of administrative, financial measurement and monitoring systems, which will strengthen Dianova Nicaragua's position when applying for grants.

Ongoing Communication Activities

In addition to the various initiatives which have been conducted within the development of Dianova's international relations, the organization has maintained ongoing communication activities with its member organizations and various stakeholders, whether public or private.

Annual Report

An annual report of activities is published every year; it covers the activities of Dianova in the countries where the network operates, in Europe, South America and North America. In addition, the annual report provides a general picture of each one of the network's member organizations and their social commitment.

Web Site – www.dianova.org

In 2011, Dianova International committed to restructuring its website and move from static html to a content management framework allowing publishing, editing and modifying contents and site maintenance from a central page, as well as greater interactions between the organization and the general public. For the sake of reducing production and maintenance costs, Dianova chose the free, "open source" Joomla project, for its templates, built-in extensions and multilingual content. Many news and opinion articles have been published throughout the year.

The Dianova Network News Briefs

Various communication initiatives were launched throughout the year and four editions of the network's e-newsletter, the Dianova network's News Briefs were sent to the network's stakeholders.



05. Human Capital & Training



HUMAN CAPITAL & TRAINING



Basic Principles

Dianova's human resource management is based on three basic principles: quality of working life, gender equality and sustainable development.

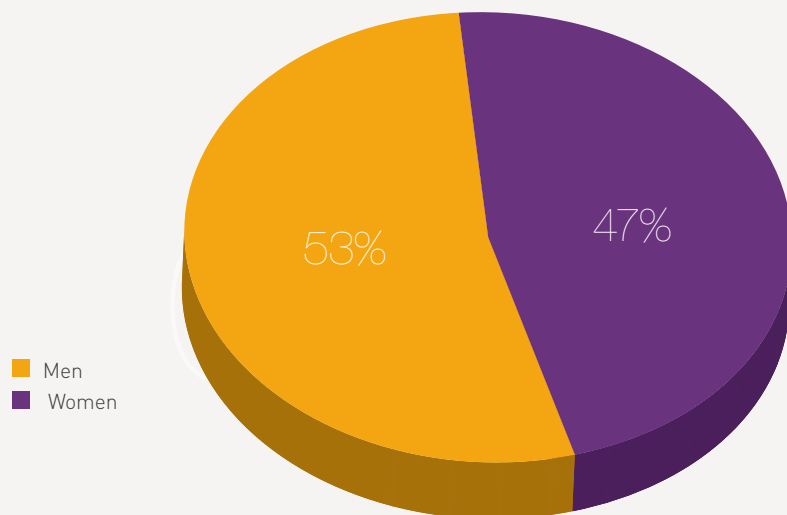
The Commitment of Dianova

As a third sector NGO engaged with people and communities for a just and sustainable human development, Dianova International encourages the implementation of all measures capable of ensuring compliance with the aforementioned basic principles. Dianova has based the management of its human capital on a model comprising:

- A right balance between work and life demands;
- Respect for gender equality;
- High levels of job autonomy and personal development through ongoing training activities;
- A model which embraces responsibility for the organization's actions and promotes a positive environmental and social impact;
- A quality system encouraging ongoing service development and improvement while promoting human and environmental respect.

For example, Dianova in Spain recently filed an application to become acknowledged as a Family Accountable Organization. This certification is granted to organizations which commit to the implementation and ongoing improvement of policies oriented to promoting work/life balance, diversity management and equal opportunities for all.

HUMAN CAPITAL (EMPLOYEES) – MEN/WOMEN RATIO



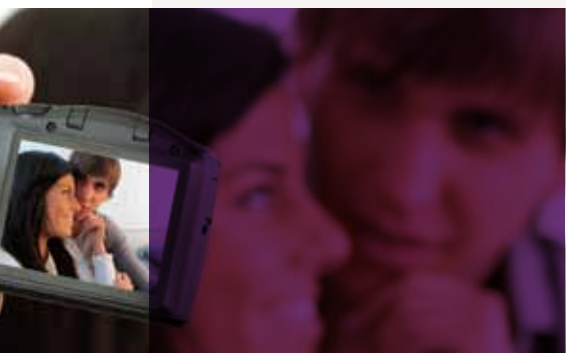
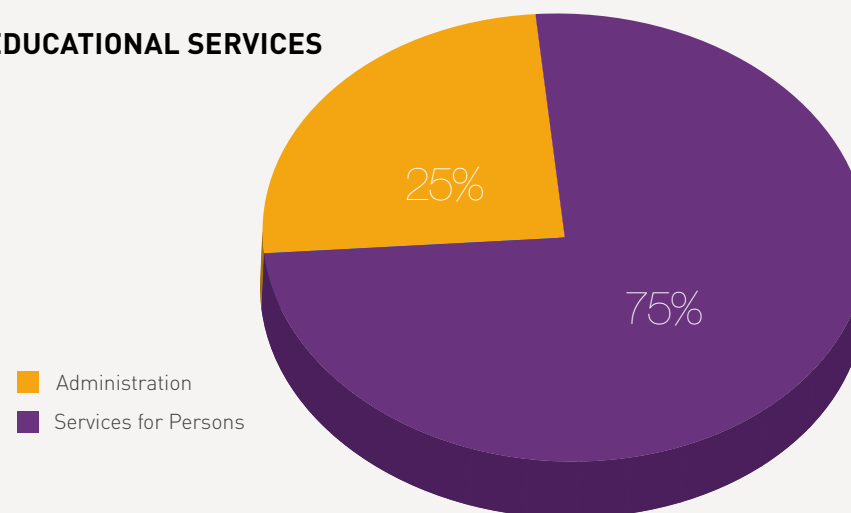
HUMAN CAPITAL – DIANOVA NETWORK

	Administration		Services for Persons		Total		Total
	Men	Women	Men	Women	Men	Women	
Employees	76	72	237	207	313	279	592
Volunteers/Trainees*	40		39		79		

*Men/Women distribution not available

With 592 employees, all contract types and sectors combined, the Dianova network has slightly increased the number of its human resources compared to 2010 (579). However the number of trainees has decreased from 99 to 39 people

RATIO / ADMINISTRATIVE SERVICES TO THERAPEUTIC/EDUCATIONAL SERVICES





Mr. Arnoldo Cisternas, facilitator of the experiential education training module

TRAINING IMPARTED TO OR BY DIANOVA INTERNATIONAL

“Management & Development” Seminar

Dianova International organized in Castelldefels (Barcelona, Spain), the 7th annual, “Management & Development” Seminar, the theme of which was “Third Sector Alliances”.

The Seminar’s original purpose was to explore and analyze the various strategies and ethical aspects of managing corporate-third sector partnerships and to provide practical guidance on navigating the challenges. On this occasion, Mr. Jose Antonio Lavado – CEO of BIDEA, a company specializing in environmental markets and sustainable business models, including sustainability criteria assessment – facilitated a teamwork activity dedicated to imagine successfully managed and mutually beneficial partnerships between the Dianova network and the business sector.

Participants: senior executives of the Dianova network member organizations. Duration: 8 hours.

Experiential Education

This training seminar on Experiential Education was held at the premises of the Catalunya en Miniatura theme park, with the objective of providing guidance

and support to the various initiatives implemented by the Dianova network member organizations in this field.

The training aimed firstly to teach the theoretical foundations of experiential education, and secondly (and especially) to devise experiential education practices through a diversity of role playing games and other activities.

Participants: 24 employees, from the Dianova network member organizations (Italy, Portugal, Spain and Dianova International). Duration: 24 hours.

Information & Communications Technologies (ICT)

Imparted by Mr. Jaime Izquierdo, social media consultant and lecturer, the ICT training aimed to learn how to manage the organization’s interactions with customers, contacts and stakeholders through a Customer Relationship Management system (CRM).

Participants: 4 employees and consultants (Dianova International). Duration: 8 hours.

HUMAN CAPITAL TRAINING – DIANOVA NETWORK

	Sessions	Hours	Participants
SENIOR EXECUTIVES	60	839	100
PERSONAL DEVELOPMENT/STAFF	70	1260	334
SPECIAL TRAINING SESSIONS:			
Services for persons	145	6544	411
Administration and Support Services	45	607	156
Communication	3	12	6
INFORMATION & COMMUNICATION TECHNOLOGIES	17	1064	43
OTHERS*	16	526	19
TOTAL	356	10852	1069

*Cognitive therapy training



06.

Financial Resources



FINANCIAL RESOURCES



Dianova International is an NGO which is subject to Swiss law in terms of international activities, in accordance with the definition established in the European convention about the legal recognition of international non-governmental organizations. Dianova International is dedicated to providing help and support to the Dianova network in terms of corporate identity, knowledge exchange, ongoing training of human resources, organizational management and finances. These activities are carried out from the organization's corporate headquarters in Lausanne (Switzerland) and operating unit in Castelldefels (Spain).

A negative surplus of 469,909.06 CHF (387,106.90 EUR) was recorded for the 2011 financial period, as compared with the similarly negative surplus of 655,786.27 CHF recorded for the 2010 financial period. This negative result has been mainly influenced by the provisions made due to the impairment

of long-term loans and the impact of negative exchange differences due to Swiss franc Euro parity.

The volume of resources managed during the period almost reached 1,057,000 CHF (871,000 EUR), the vast majority of which came from the benevolent and generous collaboration of institutions, enterprises and individual people (77%), the provision of services to third parties (16%), contributions from the Dianova network member organizations (4%) and, from the performance of financial assets (3%).

Practically all the resources have been dedicated to providing direct (partial, non-refundable funding for social projects and activities) or indirect support and assistance (corporate identity, knowledge exchange, ongoing training programs, etc.) to the Dianova network member organizations, the general operating expenses representing slightly over 8% of the organization's resources.



During 2011 financial period, Dianova International continued to provide Dianova USA with short-term financial support with an allocation of almost 66,000 CHF (54,000 EUR) to help finance the strategic reorientation of its activities.

The Bosc Animat project completed third full year of activities, as part of initial business forecasts, with a positive operating result before amortization.

Dianova International signed on 1st August, 2011 an option purchase agreement to acquire 51% of the shares of Catalunya en Miniatura S.A, the company operating the theme park of the same name; the purchase option was exercised on 30 March, 2012, after completion of the revision process, business and due diligence plans. Parallel to the activities already implemented, this acquisition aims to stimulate and develop Dianova's own activities in the park, especially in the field of personal development programs for young people.

The annual accounts for the 2011 period have been subject to review by external auditor AMS Conseils, S.A., Carouge – Geneva (Switzerland), which positive audit report is available on the organization's web site (www.dianova.org).

Once the accounts have been approved by the

Annual General Assembly, they are lodged with the Canton de Vaud Finances Administration.

The resources managed in 2011 by Dianova International and the Dianova network to carry out its mission and social initiatives totaled 22,880,000 CHF (18,885,000 EUR).

BALANCE SHEET - 31 DECEMBER 2011

	2011	2010
ASSETS		
Fixed Assets		
Intangible fixed assets	1,00	1,00
Tangible fixed assets	8.326,47	12.978,69
Estate Nicaragua	299.979,99	299.980,00
"Bosc Animat" Project	0,00	500.180,00
Option to purchase "Catalunya en Miniatura"	91.042,50	0,00
Guarantee Deposits	4.870,53	5.017,18
Total Fixed Assets	404.220,49	818.156,87
Liquid Assets		
Cash and Bank, financial investments	817.140,52	970.435,80
Short-term debtors	106.032,87	77,20
Loan "Catalunya Miniatura" (Bosc Animat)	485.560,00	0,00
Advances and loans to members	3.032.388,31	4.029.669,33
Member debtors	2.924,08	0,00
Temporary assets	44.973,40	31.641,72
Advance "Catalunya en Miniatura"	12.139,00	0,00
Total Liquid Assets	4.501.158,18	5.031.824,05
TOTAL ASSETS	4.905.378,67	5.849.980,92

Figures in CHF
 1 EUR = 1,25045 CHF (31/12/2010)
 1 EUR = 1,2139 CHF (31/12/2011)

NET ASSETS & LIABILITIES

	2011	2010
EQUITY		
Constitutive endowment	1.250.000,00	1.250.000,00
Additional endowment	918.580,21	1.574.366,48
	2.168.580,21	2.824.366,48
Excess of expenditures during period	-469.909,06	-655.786,27
Total Net Assets	1.698.671,15	2.168.580,21
Liabilities		
Short-term creditors	73.585,16	57.827,44
Long-term creditors	2.685.146,80	3.468.822,50
Accrued liabilities	71.524,51	34.650,00
Bosc Animat project provision	0,00	120.100,77
Loan loss provision	266.451,05	0,00
Provision general risks	110.000,00	0,00
Total Liabilities	3.206.707,52	3.681.400,71
Total Net Assets & Liabilities	4.905.378,67	5.849.980,92

Figures in CHF

1 EUR = 1,25045 CHF (31/12/2010)

1 EUR = 1,2139 CHF (31/12/2011)

2011 FINANCIAL YEAR PROFIT & LOSS ACCOUNT

	2011	2010
EARNINGS		
Member fees and donations	45.521,25	53.098,24
Subsidies and donations	820.122,40	906.576,25
Earnings from activity	96.712,26	187.609,06
Rebilling "Catalunya en Miniatura" charges	75.729,15	0,00
Financial earnings	18.770,78	28.411,00
Total Earnings	1.056.855,84	1.175.694,55
EXPENSES		
Social initiatives	57.061,70	131.917,47
Wages and social security	554.824,84	638.793,66
Rents	50.730,57	47.851,72
Office and administration expenses	32.380,46	44.783,76
Remuneration of third-parties	265.056,61	255.504,42
Business trip and meeting	185.935,65	229.805,91
Interest and charges	16.781,20	19.914,40
Publications, marketing, subscriptions and donations	7.348,19	8.373,80
Dissolution provision Bosc Animat	-116.590,29	0,00
Foreign exchange losses	58.531,28	386.835,72
Amortization	4.272,87	18.212,34
Taxes	4.964,01	15.824,99
Nicaragua estate expenses	29.016,76	7.865,97
Loan loss provision	266.451,05	0,00
Provision general risks	110.000,00	0,00
Bosc Animat project endowment provision	0,00	25.796,66
Total Expenses	1.526.764,90	1.831.480,82
RESULT		
Overspending	-469.909,06	-655.786,27

Figures in CHF

1 EUR = 1,25045 CHF (31/12/2010)

1 EUR = 1,2139 CHF (31/12/2011)



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NGO with Special Consultative Status to the Economic & Social Council of the United Nations (ECOSOC)

Registered Civil Society Organization to the Organization of American States (OAS)

NGO Official Partner of UNESCO

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Dianova Canada	www.dianova.ca
Dianova Chile	www.dianova.cl
Dianova Spain	www.dianova.es
Dianova Italy	www.dianova.it
Dianova Nicaragua	www.dianovanicaragua.org.ni
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