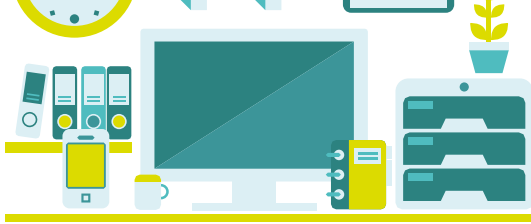


Annual Report

2014



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Letter from the President

By Luca Franceschi

All of us have heard this fashionable but all too true statement: all organizations must innovate for reasons of basic efficiency, whether economically, socially or ecologically. In a global environment marked by uncontrolled evolutions, commercial enterprises, institutions and NGOs must improve their performance on an ongoing basis to successfully cope with these changes. *Innovation has become a necessity.*

In the case of the Dianova Network, our organizations have had to quickly adapt to the effects of the crisis, especially to the cutbacks in public funding. At the same time, they have had to take up a new challenge: that of providing adequate responses to the emerging needs arising from the crisis. To make it short: *they had to do more with less.*

To resolve this paradox, Dianova organizations have responded with *innovation in services* thus diversifying and offering projects adapted to the needs of increasingly vulnerable and marginalized populations. They have managed to implement internal and external partnerships which have enabled them to develop activities that they would have been unable to carry out by themselves, while taking advantage of new opportunities.

Our organizations have also focused on *organizational innovation* with the implementation of more efficient human resource management practices focusing on: people's well-being at work, work-life balance, equal opportunities for all, suitable organization of the workplace and enhanced working methods, the implementation of quality management systems, and employee training programmes.

Dianova's most recent "Management & Development" seminar, precisely dedicated to innovation, taught us that creativity is

not a gift per se. Most people can be creative, provided they are able to listen carefully and make appropriate connections, that they are spontaneous, without prejudice and capable of thinking "out of the box". But in order to let creativity flourish, management techniques and work conditions capable of fostering entrepreneurship and innovative projects must be implemented. *We should go much farther in the implementation of such techniques.*

According to sociologist Zygmunt Bauman, we live in a "liquid modernity", a society that is more and more flexible, where people and organizations are battered by the winds of change, forced to constantly adapt to realities redefined perpetually. In order to take up a challenge which somewhat exceeds our comprehension, there is only one suitable attitude: *always think ahead and anticipate.*

The cohesion of The Dianova Network has permitted us to get through tough times; nevertheless, we won't be able to shape the future development of Dianova if we remain unassisted. The future strength of The Dianova Network is emerging today. It is made of openness, *networking and partnerships*. We will build this future by taking advantage of every single source of inspiration, by utilizing the knowledge and assets of our partners, by developing new projects, by reinforcing our network so it can carry greater weight within international forums, by exploring new funding alternatives, etc. Because being a non-profit organization does not involve that one should lose money.

The future is already present; together we will meet these challenges.



Many thanks to all those who have contributed to the success of our programmes and activities throughout the year, and thanks to our beneficiaries for their confidence!

Letter from the Director General

By Montse Rafel

2014 has been a successful year for most of our members, who responded adequately to a growing social emergency by means of diversification and by making their services sustainable.

As an example, stands out Dianova Spain's new humanitarian reception programme, implemented in reaction to the emergency situation that newly arrived immigrants are living. One may also mention our specialized facility in Uruguay, opened to address the needs of those suffering from addiction and mental illness, or dual pathology. Among other relevant events we can point out the opening of a second supportive housing unit in Quebec, Canada, for low-income homeless people, the success of the sixth edition of *Mocktails 2014*, a community-based health promotion campaign launched in Portugal, as well as the ongoing success of Dianova's Training Centre, also in Portugal.

In the education field, the organization of International seminars and the implementation of the "Convivencial" school-based programme in Chile are also worth mentioning, in addition to the educational and personal development activities developed at La Villa's centre for vulnerable adolescents, in Palombara Sabina, Italy.

As regards Dianova International activities, a great effort has been made by our International relations department with many work groups, conferences, participation to questionnaires and consultations, and organization of parallel events at high-level international meetings. Besides, as UNGASS 2016 is rapidly approaching, we participated in several conferences to advocate for better addiction treatment programmes, grounded on a public health perspective, and

strictly avoiding whatever form of repression or discrimination towards substances abusers.

Throughout the year, we also maintained our commitment to the empowerment of women. As an example, we presented in October our programme for mothers with dependent children in Chile at the informal civil society hearing chaired by the Vienna NGO Committee on Drugs at the United Nations in New York. As regards the events organized by Dianova and its partners, we have to highlight the conference "Education, Gender and maternal health", with participation from Dianova Nicaragua, at the Commission on the Status of Women in New York, and the position assumed by Dianova Spain in favour of long-term addiction treatment, at the annual meeting of the Commission on Narcotic Drugs (Austria).

With respect to communications, 2014 was marked by the success of the "React", awareness campaign launched in five countries of our Network, and impacting more than 46 million people. In addition, a great effort was done to post articles online much more frequently and with more appropriate contents in the objective of improving our corporate web site and increasing our presence on social networks.

Then, last but certainly not least, we would like to acknowledge the essential role played by our personnel. This recognition is reflected on the one hand in the progressive implementation of the human resource management model which, among other elements, focuses on equal opportunities and, on the other hand, in our determination to offer decent working environments and conditions to achieve a better work-life balance.

¹ UNGASS: the United Nations General Assembly Special Session will be dedicated to the world drug problem in 2016.

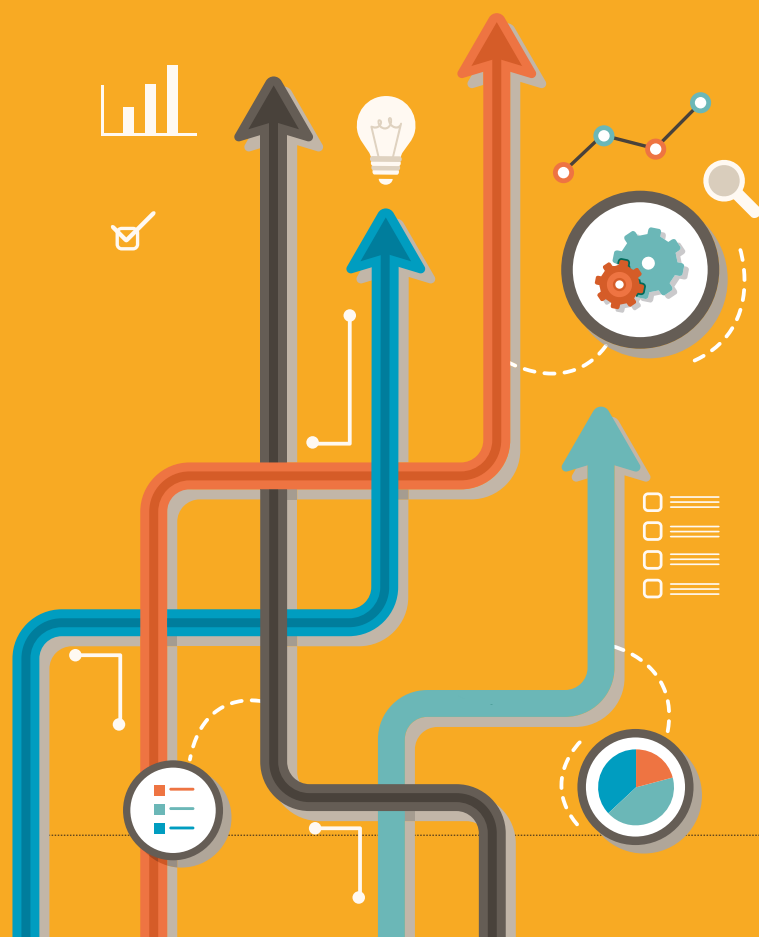
Who We Are: the Dianova Network



A Committed, Transnational Network

Dianova is a transnational network established in 11 countries of Europe and the Americas. The members of the network develop innovative initiatives and programmes in the fields of **education, addiction treatment and prevention, and social and community development.**

In addition, Dianova participates in **advocacy** activities in international organizations, along with other NGOs.



Mission, Vision and Common Values

The members of the Dianova Network develop their actions on the basis of a mission, vision and values which are common to all member organizations. Every initiative implemented by the members or the Dianova Network must be assessed beforehand based on its **contribution** to the network's **mission**, to its **adherence to the vision** and to its **respect of the core values** shared by the network's member organizations.



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, 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 ethical framework and common core values are grounded on *commitment, solidarity, tolerance and internationality*. These values constitute the bedrock of our principles of action.

Dianova International

The *Organisation Internationale Dianova*, or Dianova International is an NGO which is subject to Swiss Law; its headquarters is located in Lausanne and its operating unit in Castelldelfels (Spain).

Dianova International is responsible for **defining and coordinating the network's general policies** and for providing its members with assistance in the following areas: **technical and financial matters, international relations, knowledge sharing and human resources development and training**.

Political Bodies & Organizational Chart

The *Assembly of Delegates* is the highest-ranking body of the Dianova 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 (Spain)
- Associação Dianova Portugal
- Associazione Dianova Italia (Italy)
- Dianova Canada Inc.
- Dianova Ideell Förening (Sweden)
- Dianova USA Inc.
- Fundación Dianova Chile
- Fundación Dianova Nicaragua
- Fundación Dianova Uruguay

Assembly Council

- Luca Franceschi, President
- Mary-Christine Lizarza, Vice-president
- Davide Brundu
- Rafael Goberna
- Salina Ferrari
- Bernard Comte
- Alberto León
- Xavier Pons Formosa
- Pierangelo Puppo

Affiliated Member

- Dianova Québec Inc.
- Dianova Società Cooperativa Sociale
- Drustvo "Up" (Slovenia)
- Fondation Ciproso
- Fundación Dianova España
- Fondazione Dianova Italia
- ONG Dianova Chile

Operating Unit

- Montserrat Rafel, Director General
- Begoña Colomina, Coordinator of operating unit
- Loli Fernández-Palacios, Administration and accounting services
- Lucía Goberna, International Public Relations

External collaborators

- Elena Goti, International Public Relations
- Xavier Pons Formosa, Administration and accounting services
- Pierre Bremond, Communication & publications
- Mario Prieto, Marketing & fundraising

Affiliations

On 31 December 2014, Dianova's principal affiliations were:

Special Consultative Status to the Economic & Social Council of the UN	ECOSOC
Registered civil society organization to the Organization of American States	OAS
Consultative Status to the United Nations Educational, Scientific and Cultural Organization	UNESCO
Member of the NGO – UNESCO Liaison Committee	ONG - UNESCO
Member of the European Civil Society Forum against Drugs	CSF
Member of the Governing Board of the Vienna NGO Committee on Drugs	VNGOC
Member of the World Federation of Therapeutic Communities – with a seat in the Administrative Board	WFTC
Member of the European Federation of Therapeutic Communities	EFTC
Member of the Ibero-american Network of NGOs working in the field of Drug Dependence	RIOD
Member of the Conference of NGOs in Consultative relationship with the United Nations	CoNGO
Member of the NGO Committee on the Status of Women	NGO - CSW

Activities of the Dianova Network



Fundamental Principles

Respect for the individual – The person who chooses to request the services of Dianova is more important than the problems he or she faces. Any type of intervention must guarantee that it preserves the person's dignity and rights.

Social and educational dimension – All programmes and activities are devised as spaces or places for learning and dedicated to personal growth.

Objective/ autonomy – The objective of Dianova is to help people become self-reliant, i.e. capable of taking responsible and clear decisions (regarding the consumption of alcohol and other drugs, their social life, their choice of employment, etc.)

Integral Approach – The Dianova model 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 whatsoever.

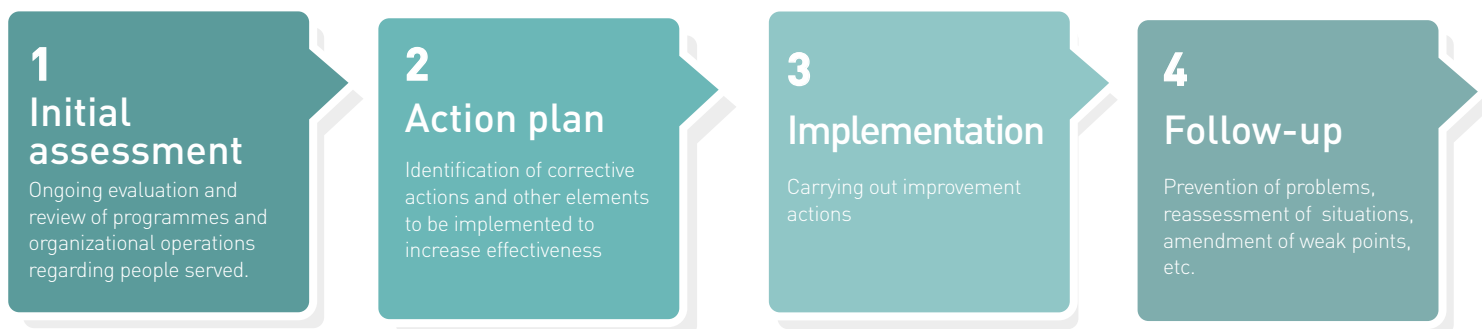
Optimal proximity – A trust-based relationship is built between service users and professionals with the objective of reinforcing people's emotional security, hence their motivation and learning capabilities.

Interdisciplinarity – The programs are comprised of teams of professionals with different complementary specializations and knowledge that enable to address each service user's unique needs adequately. This concept is also applied to their external follow-up if needed (networking with other support services, social workers, doctors, social leaders, families, etc.)

Partnering and networking – It is deemed essential that every possibility offered by existing resources be considered, to enable service users to benefit from the highest quality level of intervention.

Our Commitment to Quality

Dianova International encourages the implementation of a *Quality Approach* in order to guarantee the effectiveness of programmes while respecting people's rights and dignity. Our Quality Approach is sustained by a participative process involving all employees and affiliated collaborators.





Member Organizations: Presentation & Outcomes

Note: The information is not always shown in a uniform way because data collection may vary depending on member organizations.

The Dianova Network

- 22,194 PEOPLE SERVED
- 472 EMPLOYEES (55% WOMEN- 45% MEN)
- 37 RESIDENTIAL FACILITIES
- MORE THAN 20 DIFFERENT PROGRAMMES
- AWARENESS CAMPAIGN WITH AN IMPACT ON 46 MILLION PEOPLE

DIANOVA CANADA INC.

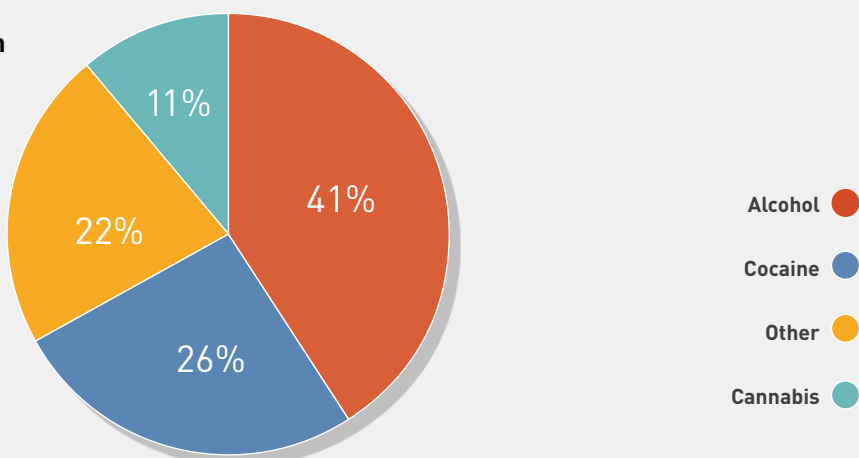
Learn more: www.dianova.ca

Opening year	1989
Employees/collaborators	21 (F. 67% - M. 33%)
Volunteers	30
Main intervention areas	Addiction treatment for adults, support for the homeless (social housing), intake, evaluation and referral addiction services
Official accreditations	Quebec Ministry of Health and Social Services (addiction services); Rent Supplement Program granted by the municipal housing office of Montreal (social housing services)
Facilities	3 1 residential centre, 2 rooming houses (social housing) including one with administrative services + Intake, Evaluation & Referral office
Total # of people served	317

Addiction Services

Name	Capacity	Number of people served
Residential programme in therapeutic community for adults	44	205
Multifunctional bed unit (support to detoxification)	3	91

Primary Drug of Choice before Admission



Social Housing (2 rooming houses)

Name	Capacity	Number of people served in 2014
Social housing with community support (mixed rooms)	41	21*

* One of the facilities was under construction until November

FUNDACIÓN DIANOVA CHILE

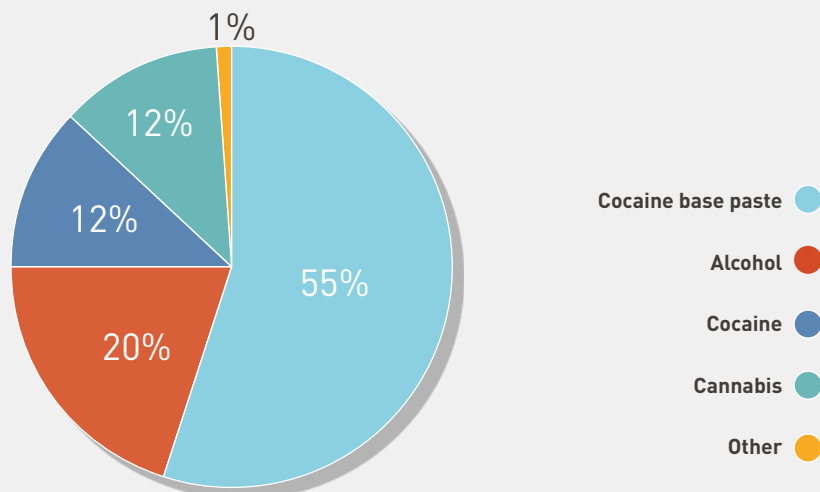
Learn more: www.dianova.cl

Opening year	1995
Employees/collaborators	87 (M. 80% - H. 20%)
Volunteers	N/A - Dianova Chile accepts internship students only
Main intervention areas	Addiction residential treatment for women with or without dependent children, outpatient addiction treatment programmes (four adolescents and young adults, women and mixed groups), educational and training programmes, prevention and health promotion.
Official accreditations	National Service for Prevention and Rehabilitation of Drug and Alcohol Consumption (SENDA in its Spanish acronym) – Ministry of Internal Affairs and Public Security, Registered in the Public Registry of Support to Educational Entities – Ministry of Education
Facilities	6 – 3 residential centres, 2 outpatient facilities, 1 information and Evaluation centre.
Total # of people served	1,150

Addiction Services

Name	Number of people served
Programa residencial con perspectiva de género para mujeres adultas con o sin hijos	141
Programa residencial para adolescentes infractores de ley con consumo problemático de drogas/alcohol	13
Programa ambulatorio intensivo para adolescente infractores de ley con consumo problemático de drogas/alcohol	88
Programa ambulatorio intensivo para mujeres (adultas)	34
Programa ambulatorio mixto para adultos con consumo problemático de drogas/alcohol	16

Primary Drug of Choice before Admission



Education & Training

Name	Number of people served
School-based intervention programme (coexistence management, prevention and quality of life, leadership (Support services to educational centres)	523
Intervention programme in universities (Pedagogy students)	200
Education workshops for professionals (along with other organizations): "Building pedagogical action networks"	80
Education meetings for professionals and students (along with other organizations)	55

ASOCIACIÓN DIANOVA ESPAÑA

Learn more: www.dianova.es

Opening year	1982
Employees/collaborators	122 (F. 39% - M. 61%)
Volunteers	38
Main intervention areas	Addiction treatment and other interventions, immigration and humanitarian aid, family support, international cooperation, education, entrepreneurship and employability programmes, health education and promotion, care for young people with behavioural disorders
Official accreditations	<i>National:</i> Development NGO, Ministry of Foreign Affairs and Cooperation; Ministry of Health, Social Services and Equality; Employment and Social Security. <i>Regional:</i> Andalusia, Aragon, Canary Islands, Castile-La Mancha, government of Catalonia, community of Madrid, Melilla, Ceuta, Murcia, Navarre, La Rioja, Valencia; <i>Local:</i> 8 city councils y 3 provincial governments. EFR – Social Economy (Family responsible organization)
Facilities	7 3 residential centres for adults, 2 residential centres for minors, 1 immigrant reception centre, 1 headquarters.
Total # of people served	7,328

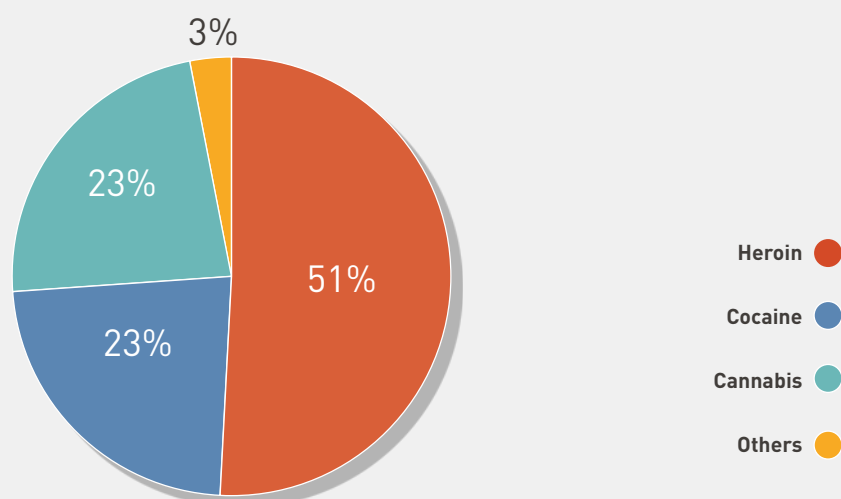
Addiction Services – Residential treatment

Name	Capacity	Number of people served
Therapeutic Community and Assistance Centre for Adults (2 facilities)	77	231
Education and Therapeutic Centres for minors (2 facilities)	40	70

Other Addiction Services

Name	Number of people served
Outpatient treatment service for minors	11
Outpatient programme for adults	271
Addiction prevention: information and debates	465

Primary Drug of Choice before Admission



Humanitarian Intervention / Immigration

Name	Public places	Service Users in 2014
Humanitarian reception centre (housing and assistance services for immigrants)	80	367
Socio-educational intervention for people from migrant backgrounds	N/A	610
Interventions and support to integration (discussions, debates and training)	N/A	1,200

Other Areas of Intervention

Name	Number of people served
Education services (in schools and other educational institutions, coeducation projects for adolescents)	1,175
Entrepreneurship and employability programme (workshops, debates, training sessions)	1,100
International cooperation (Prevention of violence in Uruguay and Erasmus+ training initiative)	1,785
Interventions with parents and family mediation	38
Leisure and free time activities programme	5

ASSOCIAZIONE DIANOVA ITALIA

Learn more: www.dianova.it

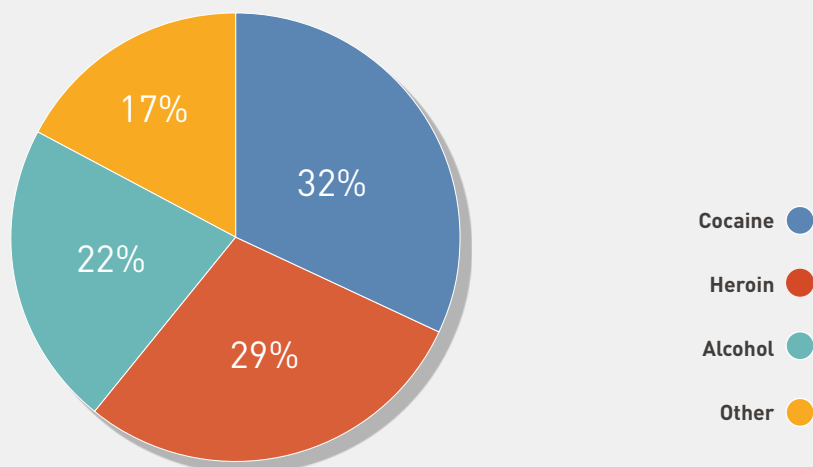
Opening year	1984
Employees/collaborators	121 (F. 41% - M. 59%)
Volunteers	6
Areas of intervention	Addiction treatment programmes for adults, programmes for adolescents experiencing social difficulties, counselling centre, educational thematic park.
Official accreditations	Accredited in the regions of Lazio, Lombardy, Marche and Sardinia, agreement with the Ministry of Justice
Facilities	9 5 residential centres for adults, 1 residential centre for adolescents, 1 apartment for admissions, 1 educational thematic park, 1 head and communication office
Total # of people served	2,078

Addictions Services (residential programmes in therapeutic communities)

Name	Capacity	Number of people served
Alcohol and polysubstance dependence programme	18	38
Emergency programme	19	143
Therapeutic rehabilitation programme	61	156
Pedagogic rehabilitation programme	69	175
Total	167	512*

* 400 people have been hosted in 2014 (361 men and 39 women). Some of them have used several services, which explains the total of 512.

Primary Drug of Choice before Admission



Programmes for Adolescents

Name	Capacity	Number of people served
Programme for adolescents experiencing social difficulties (from 14 to 18 years old*)	8	18**
"Social Camp" Educational thematic park for children, adolescents and adults	N/A	218

*Adolescents can be attended until age 21 when referred by Juvenile Courts

** Of which 6 were foreigners (European Union and other countries)

Other Areas of Intervention

Name	Number of people served
Health promotion and addiction prevention programmes	737 young people and students, and 619 adults
Interventions with parents and family mediation	450 (30 groups of 15)
Vocational training (horticulture, bakery and computer training)	23
Calls to the free emergency number	138

FUNDACIÓN DIANOVA NICARAGUA

Learn more: www.dianovanicaragua.org.ni

Opening year	1986
Employees/collaborators	21 (F. 62% - M. 38%)
Volunteers	2
Areas of intervention	Secondary and technical education (daily and boarding school), Education in farming techniques, prevention of addiction and other social problems.
Official accreditations	Ministry of Education of the Republic of Nicaragua (MINED for its Spanish acronym)
Facilities	2 1 educational centre, 1 hotel (see note below)
Total # of people served	1,141

Educational Programmes

Name	Success rate	Number of people served
Secondary and technical education (Integral Education Centre) – all levels	98%	126
Farming technical education	/	21

School-Based Prevention and Personal Development (Dianova and other schools)

People served	Men	Women	Total
Students	360	355	715
Parents and family	110	34	144
Teachers	11	24	35
TOTAL	481	413	894

The Dianova Nicaragua foundation manages the European Hotel, an establishment located in the centre of the city of Managua. The proceeds from the hotel help fund Dianova's social projects in Nicaragua. More information: www.hoteleuropeo.com.ni

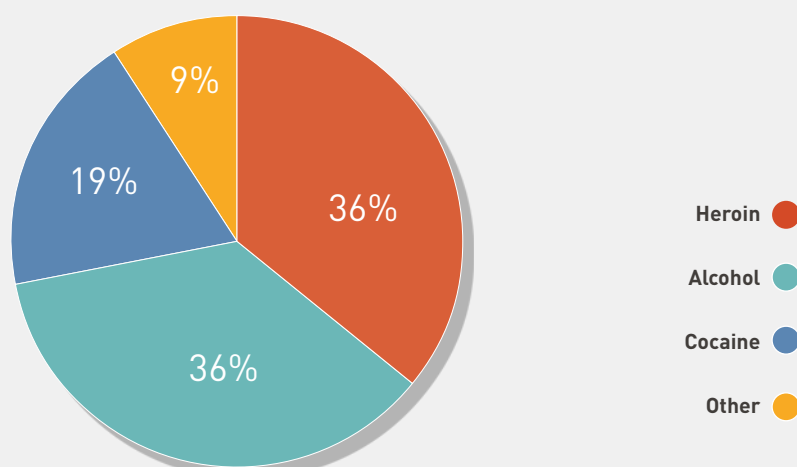
Learn more: www.dianova.pt

Opening year	1984
Employees/collaborators	32 (F. 56% - M. 44%)
Volunteers	47
Areas of intervention	Evaluation and referral, residential addiction treatment services (drugs and alcohol), reintegration programmes, family intervention, community-based prevention and health promotion initiatives, social support and community development, and psychological support
Official accreditations	Development NGO, social solidarity institution of public utility, Directorate General of Employment and Work Relations (DGERT for its acronym in Portuguese) and the Ministry of Education (as a training organization), intervention services in addictive behaviours in dependencies (SICAD – Ministry of Health), registered as a health agency (ERS), holder of the ISO 9001:2008 certification, Quality Management/ for treatment and reintegration, EFR – Social Economy (Family Responsible Organization)
Facilities	6 1 head office, 1 residential centre (addiction services) 1 reintegration apartment, 1 reintegration firm, 1 training centre, 1 psychosocial help centre
Total # of people served	9,977

Addiction Services: Treatment, Prevention, Reintegration

Name	Number of people served
Residential treatment services (drugs and alcohol) in therapeutic communities	58
Evaluation and referral	65
Socio-professional reintegration programmes	176
School-based awareness and information programmes	823
Community-based awareness and information programmes	6,182

Primary Drug of Choice before Admission



Training & Capacity-building

Name	Number of people served
Information initiatives in universities; seminars and conferences	950
Workplace training	21
Continuing vocational training	1,060

Other Areas of Intervention

Name	Number of people served
Family support (individual and group-based)	216
Community-based food aid programme	52
Social support and community development "Solidarity Place"	329
Outpatient psychological support	45

DIANOVA IDEELL FÖRENING (SWEDEN)

Learn more: www.dianovasverige.org

Opening year	1997
Employees/collaborators	5 (F. 70% - M. 30%)
Volunteers	3
Areas of intervention	Diagnosis service and orientation, Addiction intervention, socio-professional inclusion
Official accreditations	Socialstyrelsen (Health & Welfare National Board in 2001 – governmental organization), 1 regional agreement on admissions (Scania), 13 local agreements in the Stockholm region, 1 agreement with the city of Stockholm
Facilities	2 1 intake and reintegration centre, 1 head office and bureau (in Malmö, closed in September)
Total # of people served	40

Addiction Services

Name	Number of people served
Reception, evaluation and referral	33
Socio-professional reintegration programme	7

FUNDACIÓN DIANOVA URUGUAY

Learn more: www.dianovauruguay.org

Opening year	1999
Employees/collaborators	62 (F. 40% - M. 60%)
Volunteers	N/A
Areas of intervention	Information and evaluation, addiction treatment services (residential and outpatient), dual pathology treatment, family intervention, Relapse prevention.
Official accreditations	Ministry of Education and Culture, Uruguayan Institute for Children and Adolescents (INAU for its acronym in Spanish), National network for addiction treatment and care (RENADRO for its acronym in Spanish)
Facilities	3 1 outpatient facility, 2 residential centres
Total # of people served	203

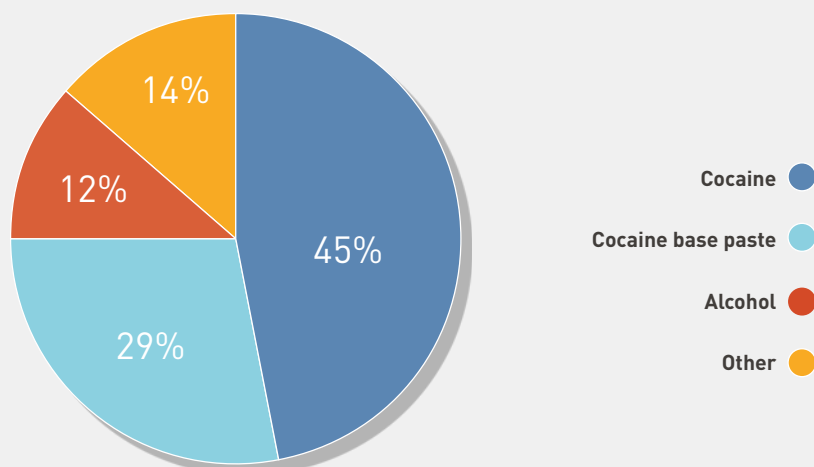
Addiction Services

Name	Capacity	Number of people served
Residential treatment in therapeutic communities in the short, medium and long term	50	40
Residential treatment for dual pathology (addiction and mental illness)	18	59
Outpatient treatment (private)	/	55
Day care and outpatient centre	30	49

Other Areas of Intervention

Name	Number of people served
Group and one-on-one evaluation and information meetings	54
Intervention with parents and family mediation	842

Primary Drug of Choice before Admission



DIANOVA USA INC.

Web site under construction

Since its opening in 1989 and until 2011 Dianova USA provided programmes directed at the social development and personal growth of disadvantaged young people of the New York region. However, due to the economic crisis the activities had to be restructured before being suspended in 2013.

In 2014, the management board of Dianova USA decided to open a delegation in partnership with Dianova International and the United Methodist Church in order to coordinate and reinforce the relations between Dianova International and the United Nations. The project's main objectives are not only to promote and develop activities in a wide range of fields including education, addiction prevention and treatment, gender equality, women empowerment and community development, but also to help enhance civil society participation within international organizations (UNODC, OAS, and IDB)



Advocacy and International Relations

→ Dianova international activities have two main goals:
1) Defend causes and opinions through advocacy initiatives and,
2) promote and publicize the work of Dianova and its members
before international organizations, other NGOs and the public at
large. *(Learn more)*

Dianova's main advocacy initiatives in 2014 comprised:

- Addiction assistance and treatment from a human and public health perspective
- Gender equality and women's empowerment
- Promotion of quality education for all
- Reinforcement of the role of civil society in international organizations

Advocacy can be defined as set of activities and actions intended to influence the decision-making process with the goal of implementing, strengthening or modifying policies and practices, as well as support services and programmes.

Throughout 2014, Dianova International has participated in multiple meetings, seminars and conferences in 12 countries of Europe and the Americas. In addition, information technology has enabled the network representatives to attend meetings or formal sessions via the Internet. Dianova International and its member organizations have also participated in a number of surveys and consultations conducted by international organizations and other NGOs.

Drug and Addiction Services – Highlights

United Nations

In the addiction field, Dianova International maintains relationships with the United Nations through:

- The Commission on Narcotic Drugs (CND), the principal political body in charge of international drug control;
- The United Nations Office on Drugs and Crime (UNODC), responsible of helping Member States in combating drugs, crime and terrorism;
- The Vienna NGO Committee on Narcotic Drugs (VNGOC), the body responsible for facilitating relations between NGOs and the United Nations in order to establish partnerships and involve civil society in the development of drug policies.

Name of Event	Date	Place	Participation
57th session of the Commission on Narcotic Drugs (CND) or CND57 (Learn more)	10-27 March	Vienna (Austria)	Observer
Parallel event with Dianova Spain: "The therapeutic community in Spain, the value of long-term treatment" (Más información)	20 March	Vienna	Oral presentation
Civil Society informal hearing the UN (VNGOC): "Programme for Women with dependent children, added value of residential treatment" (Learn more)	10 October	New York (USA)	Oral presentation
CND Meetings	3-5 Sept. 23 Oct., 3-5 Dec.	Vienna	Observer
VNGOC Meetings	18 March, 3-5 Sept., 4 Dec.	Vienna	Contribution
UNODC surveys on "active NGOs in the field of drugs, crime prevention and criminal justice"	March	Online	Contribution

European Union

As a member of the European Civil Society Forum on Drugs (CSF) since 2013, Dianova participates in the exchange of opinions and non-formal information between the European Commission and civil society organizations. The CSF enables NGOs to bring their field experience into the development and implementation process of drugs policies.

Name of Event	Date	Place	Participation
Civil Society Task Force for the UNGASS 2016 [Learn more]	All year round	Online	Contribution
Annual Meeting of the Civil Society Forum [Learn more]	8-9 Dec.	Brussels (Belgium)	Contribution

Dianova International or its members have also participated in two surveys: Questionnaire on the *impact of the financial crisis on drug treatment services* (EURAD) for the Horizontal Drugs Group and *Evaluation of NGOs' quality standards (CSF)*.

Organization of American States (OAS)

As a registered civil society organization Dianova attends the meetings of the Organization of American States (OAS) and of the Inter-American Drug Abuse Control Commission (CICAD for its acronym in Spanish), a body in charge of channelling the efforts of OAS Member States to reduce drug trafficking and use.

Name of Event	Date	Place	Participation
44th Ordinary Session of the General Assembly of the Organization of American States. Meetings with civil society NGOs [Learn more]	3-5 June	Asunción (Paraguay)	Contribution
46th Extraordinary Session of the General Assembly of the OAS [Learn more]	19 Sept.	Guatemala City (Guatemala)	Observer
56th Ordinary Session of CICAD	19-21 Nov.	Guatemala City	Observer (online)

Spanish National Plan on Drugs

The Spanish National Plan on Drugs, the government agency in charge of coordinating public agencies' and social organizations' policies in the drug field, invited Dianova International to join a working group for the international actions of the Plan.

The aim of the group was to coordinate the proposals and the work of actions 34, 35 and 36 of the 2013-2016 national plan on drugs.

Name of Event	Date	Place	Participation
Meeting of the working group	18 Feb.	Madrid (Spain)	Contribution
Consultation of the working group	28 April	Online	Contribution (online)

NGO Federation

Dianova International regularly attends conferences and NGO federations' forums to exchange experiences and best practices.

Name of Event	Date	Place	Participation
26th World Conference of Therapeutic Communities	3-7 Nov.	Cancun (Mexico)	Oral presentation
World Forum against Drugs [Learn more]	19-20 May	Stockholm (Sweden)	Observer
European Society for Prevention Research (EUSPR) Conference- "The economics and the value of prevention" [Learn more]	16-18 Oct.	Palma de Mallorca (Spain)	Observer

Gender Equality and Women Empowerment – Highlights

Dianova's commitment to women's rights and gender equality is a cross-cutting endeavour in our network. Each year, Dianova attends the Commission on the Status of Women (CSW), and since 2013, it has been a member of the NGO Committee on the Status of Women, New York (NGO CSW/NY).

Name of Event	Date	Place	Participation
58th session of the Commission on the Status of Women (CSW)	10-21 March	New York (USA)	Observer
Side event to CSW58 – "Education, Gender and Maternal Health: Social and Public Goods" [Learn more]	12 March	New York	Oral presentation
Participation to the preparatory work for the 59th session of the CSW [Read our contribution]	24 Oct.	Online	Written presentation

Education & Youth – Highlights

Dianova pursues its commitment to education and youth through its consultative relations with the UNESCO and its affiliation in the [NGO-UNESCO Liaison Committee](#). Dianova maintains contact with the international organization through the Liaison Committee and its participation in UNESCO conferences, seminars and studies.

Name of Event	Date	Place	Participation
Contribution to the preparation of the 7th meeting of the collective consultation of NGOs on "Education for All"	9 May	Online	Contribution
7th meeting of the collective consultation of NGOs on "Education for All" (Learn more)	21-23 May	Santiago de Chile	Contribution
NGO-UNESCO Liaison Committee: "Re-enchantment of the world with the post-2015 Development Agenda"	15-18 Dec.	Paris (France)	Observer

Role of Civil Society Organizations – Highlights

Dianova promotes a greater participation of the organized civil society in international organizations and in the decision-making process with a view to having the different policies better adapted to field realities and to the needs of populations.

Name of Event	Date	Place	Participation
General Assembly of the Conference of NGOs in Consultative Relationship with the United Nations (CoNGO) (Learn more)	2-4 April	New York (EE.UU.)	Contribution [elections]
CoNGO Board Meeting	6-7 Nov.	Geneva (Switzerland)	Contribution
XIV meeting of the Inter-American Development Bank – Civil Society (Learn more)	21-23 Oct.	Managua (Nicaragua)	Observer
Survey by the United Nations Development Group "Associations, civil society and other actors" dialogue on the application of the post-2015 Development Agenda	25 July	Online	Contribution

Networks, Social Projects & Communication



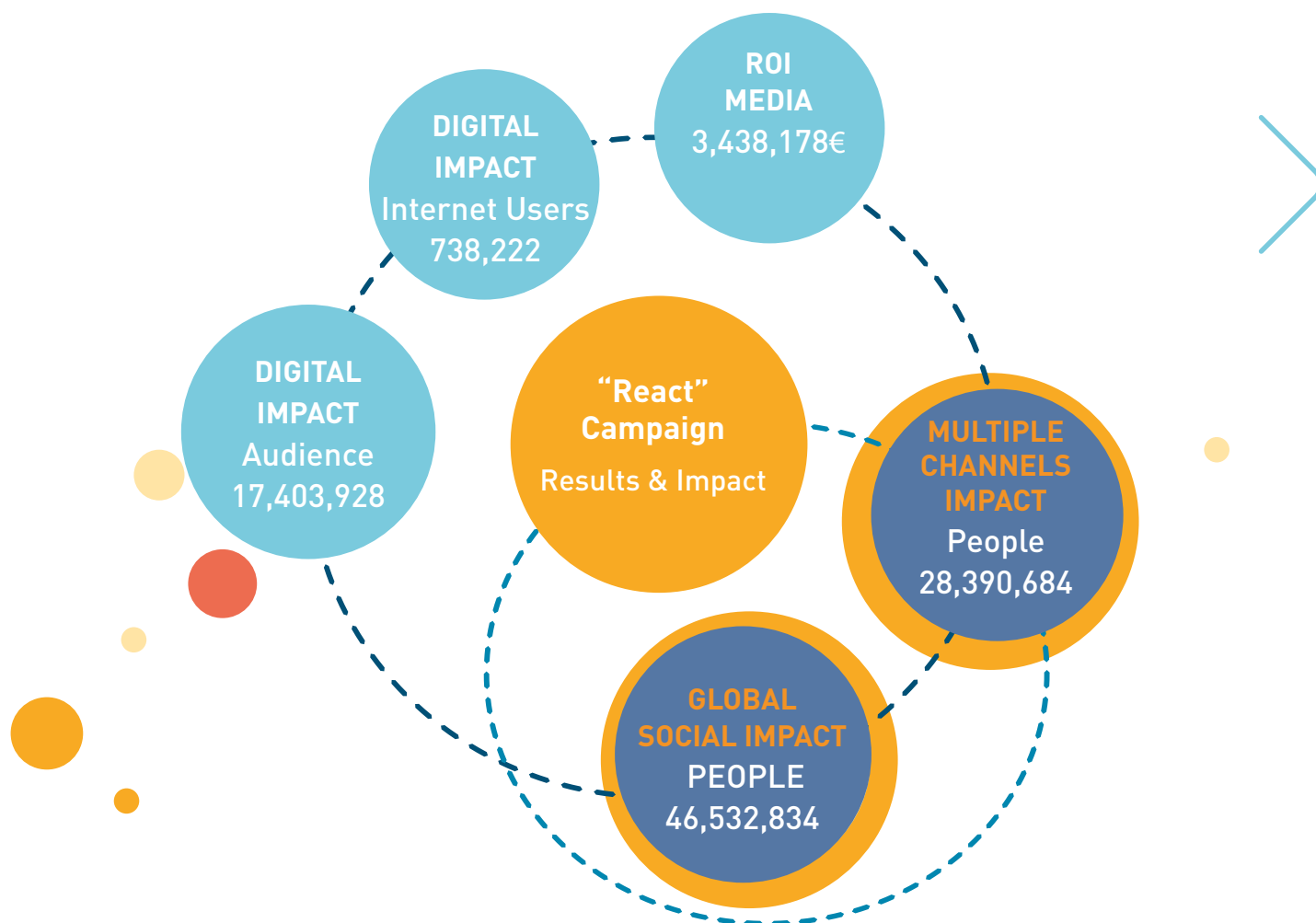
“React” campaign

Designed and developed by the agencies *Externa Comunicació* and BloodyMary Films, ‘React’ is a social advertising campaign dedicated to raising awareness on the addiction problems while, at the same time, publicizing the organization’s activities and programmes. The campaign targeted a broad audience, including youth 16 years and older, young adults and adults up to 45 years. The campaign consisted of various graphic material and videos displayed in both traditional and digital media. ([Learn more](#))

As of August 2014, five of Dianova’s member organizations (Canada, Chile, Spain, Italy and Portugal) had launched the campaign in their respective countries with a global social impact of more than 46 million people. ([Learn more](#))



“React” Campaign | Results & Impact



Website & Social Media

A great deal of effort was made to improve the organization’s corporate website and its participation in online social media as a way to enhance its visibility, publicize the Dianova Network’s various programmes, activities and services and to reinforce its position as important player in its various areas of intervention. Our presence in social media also aimed to drive traffic to our website.

Website – www.dianova.org

According to “Google Analytics”, a web analytics service on the Internet, the website www.dianova.org has had an increase (as compared to 2013) of:

30% users
30% visits to website
10% of repeat visitors

Languages & Demography

Origin of visits	%
Europe	53
South America	19
North America	15
Central America	3

Language of visits	%
Spanish	45
French	20
English	17
Italian	2
Swedish	1

In conclusion, Dianova International's corporate website has more traffic and internet users than before, and has a PageRank of 5 due to the frequency of updates and quality of its contents: around 150 opinion articles, news and editorials have been published in Spanish, English and French and a monthly newsletter was emailed to more than 600 people and organizations.

Social Media

The organization's profiles on [Facebook](#), [Twitter](#) and [LinkedIn](#) had been inactive for two years until they were reactivated in February 2014. During the following months, Google+ and YouTube profiles were also created.

Three indicators have been used to evaluate Dianova's activities on these networks (using the tools provided by the latter): **Size**, **vitality** and **activity**.

Outcomes in Principal Social Media

	Size	Vitality	Activity
LinkedIn	Followers 908	Participations 191 *	Posts 218
Twitter	Followers 492	Mentions 110**	Tweets 1,401
Facebook	Fans 906	Scope 27,940***	Visits 5,896

*clicks, recommendations and shared contents

** Any Twitter actualization including @name, in the body of the tweet

*** Number of people who have seen the post through free circulation

Conclusion

The number of followers/fans on LinkedIn, Twitter and Facebook has been on the increase since the beginning of the year, as well as the scope and interaction of Facebook publications. Besides, significant increases have occurred in different times of year, due to specific publications or the participation of Dianova in high-profile events, e.g. the CND and CSW meetings (*See International Relations and Advocacy*), or to special [interviews](#)

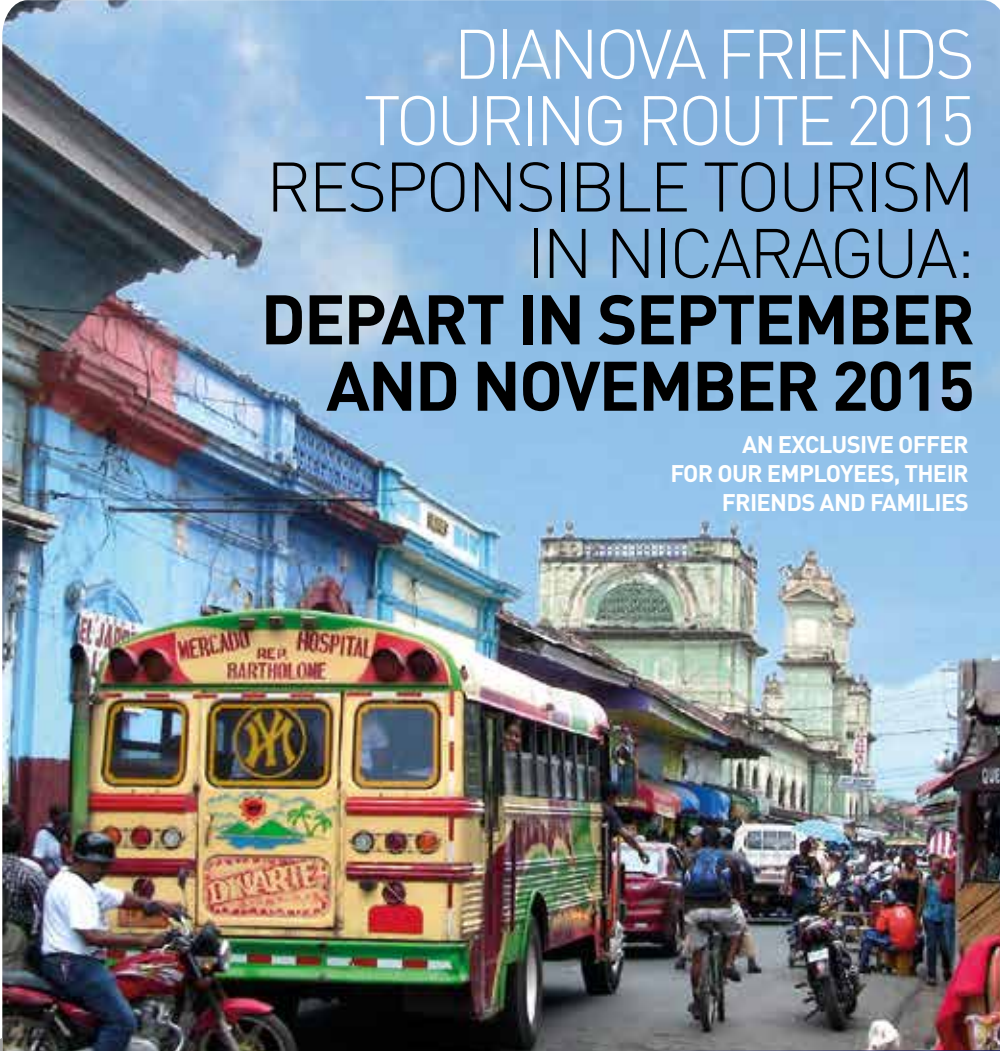
and [articles](#) on the Centre for Humanitarian Aid implemented by Dianova Spain. However, participation rates in social media remain low and they have generated very little traffic to the Dianova corporate website. In the future, Dianova will have to improve its positioning vis-à-vis its various stakeholders, while promoting diversified and quality contents likely to entail greater interactions.

Responsible Tourism

Dianova and the Nicaraguan responsible tourism company "Rutas Escondidas" (Hidden Routes) have signed a collaboration agreement, the objective of which is to generate income through the participation in the development of the Nicaraguan local economy with an eco-friendly tourism that "benefits us all".

A new website offers the public to discover Nicaragua in a responsible and sustainable way, emphasizing local participation and human development as key factors of tourism development

<http://turismoresponsable.dianova.org>



**DIANOVA FRIENDS
TOURING ROUTE 2015
RESPONSIBLE TOURISM
IN NICARAGUA:
DEPART IN SEPTEMBER
AND NOVEMBER 2015**




**AN EXCLUSIVE OFFER
FOR OUR EMPLOYEES, THEIR
FRIENDS AND FAMILIES**

A group itinerary comprising 11 days and 10 nights, for a westbound journey, from the Pacific to the Atlantic, full of contrasts, nature, colors and people.

The September group: is scheduled from 3 to 13 of September, our departure place will be the Hotel Europeo in Managua.

The November group: will also depart from the Hotel Europeo from November 5 to 15.

Visit the **DIANOVA FRIENDS** section of our website www.turismoresponsableonline.org
If you want to register, please fill out the form and send your request, you will then be provided with price information and other details.



National & International Projects

The implementation of business management practices allowing a wider vision of potential funding opportunities has enabled some of the Dianova Network member organizations to develop national and international projects co-financed by the European Union.

Examples of Co-funded National & International Projects

Name	Management (Dianova)
Strengthening educational and youth centres to prevent violence (Uruguay)	Uruguay - Spain
Translational Erasmus+ Project (information and communication in the addiction field) In Turkey, the Netherlands and Lithuania	Dianova Portugal and other agencies
Specialized training modules for people in search of employment (Operational Program for Human Potential - POPH)	Portugal
Reintegration training programme for people in a situation or at risk of exclusion, and BID/ZIP training and support to entrepreneurship projects	Portugal
Training programme for health professionals	Portugal

Partnerships & Scientific Research

As third sector NGOs, the members of the Dianova Network regularly go into partnership with universities and researchers to exchange, build and disseminate knowledge (research studies, internships agreements, seminars, publications, etc.).

Name	University	Dianova Management
Outcome study of the "Nautilus" harm reduction facility	University of Rome	Italy
Internships and pedagogical practices	University of Rome	Italy
Internships agreement and pedagogical practices	University of Barcelona, Univ. Cardenal Cisneros, Univ. Carlos III of Madrid	Spain
Practical activities for teachers and researchers	University Study Centre of Talavera de la Reina	Spain
Internship program, research, workshops, studies and publications	San Antonio de Murcia Catholic University	Spain
Scientific study "Social entrepreneurship in Portugal"	University of Porto, Faculty of Arts	Portugal
Study "Happiness in Portugal's organizations"– Happiness Works 2014 (case study)	University of Porto, Coordinated by Horton International Portugal	Portugal

Human Capital

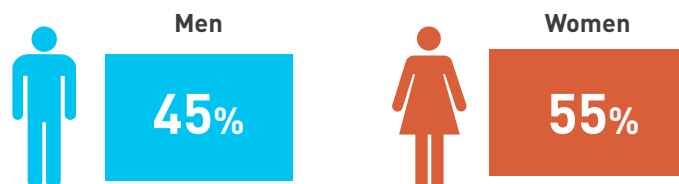


Our personnel are a great source of energy and enrichment for Dianova. Thanks to them the history of Dianova has recorded many milestones, and the Network is capable of preparing an ambitious future, grounded on the solid foundations and genuine sources of inspiration of the organization's mission and vision.

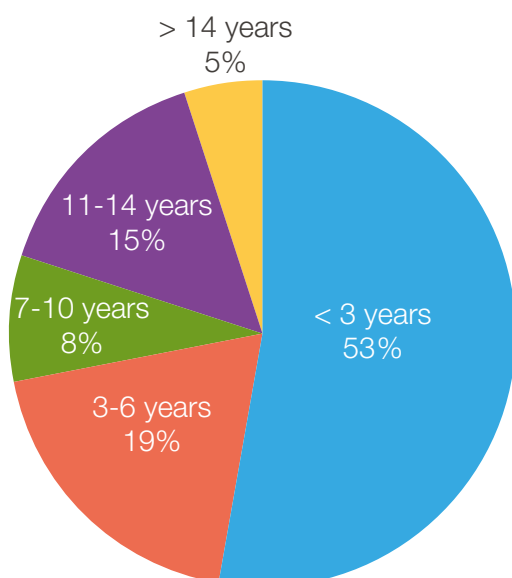
Managing human resources effectively is one of the organization's primary challenges. To take up this challenge, the network endeavours to create team environments while providing staff members with the opportunity to increase their capacities and competences while endorsing the very aims of the organization.

Characteristics

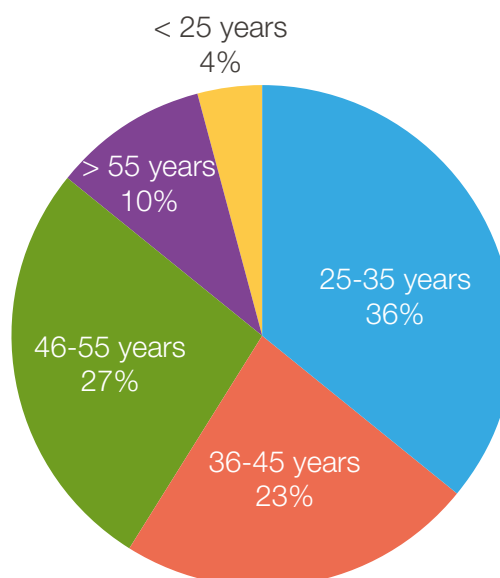
In 2014, The Dianova Network had **472 employees and collaborators**



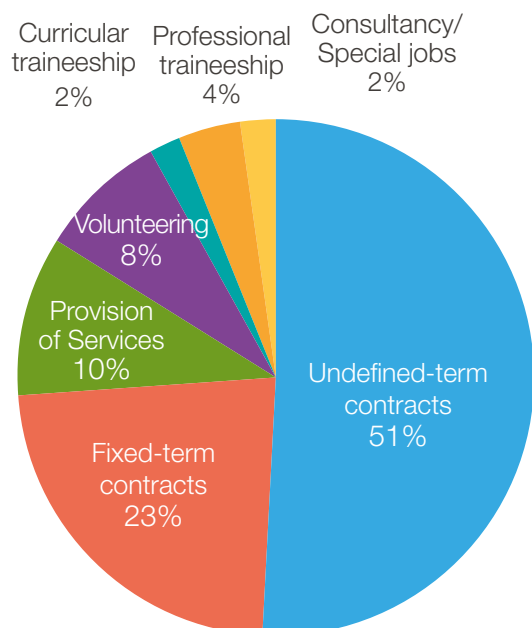
Length of service – The average length of service is 3 years.



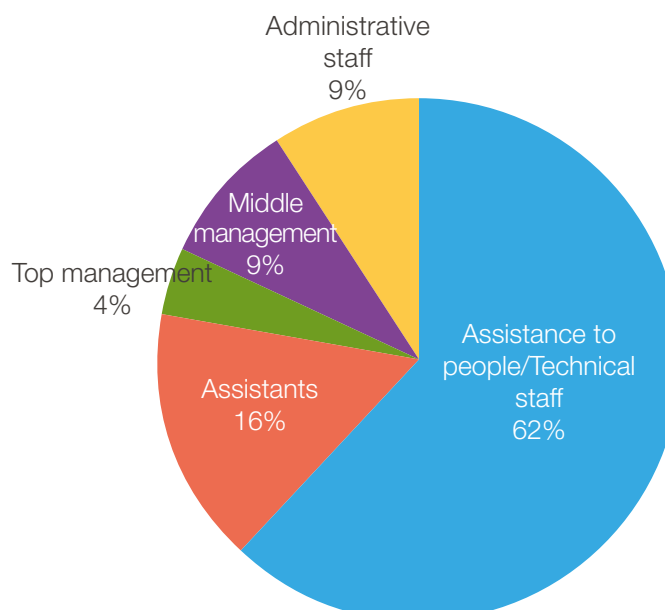
Age – 25 to 35 years old is the most represented age group



Type of Employment Contract – The undefined-term contract is mostly used



Professional category – Assistance to people a/technical services is the most represented professional category



Equal Opportunities & Conciliation

The principle of equal opportunity must be enhanced by every actor in society, both public and private, in order to guarantee and promote the right to a full citizenship for all. This principle is applied through policies which promote gender equality.

Dianova International is committed to supporting the development, coordination and implementation of these policies by means of regular dissemination and promotion of best practices in the Dianova Network.

Training Management

Dianova International remains committed to the development of people as a key factor in the success of its organizational strategy.

10th “Management & Development” Seminar – “Activating a Global Vision”

The 10th “Management & Development” training seminar was held on June 14th in Castelldefels (Spain) with 40 participants. The seminar was chaired by Rafa Goberna, consultant in personal and organizational development and member of Dianova International Assembly Council. The theme of the seminar was “Activating a Global Vision” [Learn more](#) – read [Rafa Goberna’s interview](#).

Social Media & Communication– “Dianova’s Digital Ambassadors”

On June 12th a training session on **Media and Social Networks in the Strategic Management of Stakeholders** was held in Castelldefels with 20 participants. The training included inter alia the history of social media, their use by NGOs and how to build support communities. The Chair of the session was Rui Martins, Communications Director at Dianova Portugal.

[Learn more](#)

Financial Resources



With a volume of operations of 1,021,390.30 CHF in 2014, Dianova International registered a positive balance of 289,418.80 CHF in comparison with the negative balance of 897,859.55 CHF in 2013, when the volume of operations was 1,666,819.08 CHF. The core reasons of this radical change in the results are, in the first place, an exceptional subsidy of 263,915.83 CHF and, in the second place, the absence of need to allot a provision for risks in the depreciation of the financial assets value. In the latter case, the risk of depreciation, protective measures are still being carried out in order to obtain the reversion of the allotments at the earliest opportunity.

In 2014, the total amount of resources managed by the members of the Dianova International network in the accomplishment of

their common mission and social actions was 19,289,744.57 CHF (16,043,368.88 EUR), the structure of Dianova International weighing 5 per cent as compared to the whole Network.

The annual accounts for the 2014 financial year have been analysed and revised by the external auditor AMS Conseils, S.A., Carouge – Geneva (Switzerland) whose auditing report is available in its entirety on Dianova International's website (<http://www.dianova.org>).

After the accounts have been approved by the Annual General Meeting of delegates, they will be lodged with the Financial Administration Office of the Canton of Vaud.



DIANOVA INTERNATIONAL ORGANIZATION

Lausanne

BALANCE 31 DECEMBER 2014

	2014	2013
ASSETS		
Fixed Assets		
Intangible assets	1,00	1,00
Material assets	299,980.00	301,150.37
Financial assets	1,167,541.73	1,190,021.53
Total Intangible Assets	1,467,522.73	1,491,172.90
Liquid Assets		
Cash and fixed-term deposits	487,650.66	764,146.57
Short-term deposits	31,343.44	31,271.83
Medium to long-term deposits	2,760,131.41	3,269,834.22
Transitional assets	24,680.63	31,309.42
Total Liquid Assets	3,303,806.14	4,096,562.04
TOTAL ASSETS	4,771,328.87	5,587,734.94

NET ASSETS & LIABILITY

	2014	2013
Net Assets		
Donations to the foundations	1,250,000.00	1,250,000.00
Reserves	-562,808.95	335,050.60
Foreign currency re-evaluation fund	12,222.20	19,912.87
	699,413.25	1,604,963.47
Results for the financial year	289,418.80	-897,859.55
Total Net Assets	988,832.05	707,103.92
LIABILITIES		
Short-term liabilities	28,230.75	25,836.64
Long-term liabilities	2,664,452.69	3,174,703.71
Transitional liabilities	42,468.38	75,856.20
Provision for risk	1,047,345.00	1,604,234.47
Total Liabilities	3,782,496.82	4,880,631.02
TOTAL NET ASSETS AND LIABILITIES	4,771,328.87	5,587,734.94

PROFIT AND LOS ACCOUNT- FINANCIAL YEAR 2014

	2014	2013
INCOME		
Contributions	43,284.60	42,279.75
Net subsidies	661,292.50	661,770.00
Exceptional subsidies	263,915.83	0,00
Donations	0,00	11,734.16
Income from rent	1,047.04	1,065.66
Extraordinary income	17,092.96	0,00
Income and financial products	34,651.55	50,191.21
Foreign exchange gains	105.82	1,918.77
Total Income	1,021,390.30	768,959.54
EXPENDITURE		
Salaries And social security	292,754.02	275,089.41
Rent	39,669.51	39,226.25
Professional fees	203,759.97	198,078.86
Bank interest and charges	14,396.47	13,648.05
Contributions and donations	234.46	413.80
General expenditure	18,187.14	22,206.71
Advertising & marketing	16,248.32	20,182.40
Travel expenses	110,280.13	118,752.38
Foreign exchange losses	5,360.65	937.19
Extraordinary expenses	15,340.56	60.05
Taxes	5,414.05	10,880.35
Previous year taxes	475.35	0.00
Property costs	8,702.62	10,525.04
Provision for risk	0.00	953,550.00
Amortizations	1,148.25	3,268.59
Total Expenditure	731,971.50	1,666,819.08
BALANCE		
Positive balance Income	289,418.80	-897,859.55

All figures are in Swiss francs (CHF)

1 EUR = 1.2255 CHF (31/12/2013) 1 EUR = 1.20235 CHF (31/12/2014)

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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)
- Consultative relationship with the UNESCO
- Member of the European Civil Society Forum on Drugs (CSF)

Dianova International	www.dianova.org
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
Dianova Portugal	www.dianova.pt
Dianova Sweden	www.dianovasverige.org
Dianova Switzerland	www.dianova.ch
Dianova Uruguay	www.dianovauruguay.org
Dianova USA	<i>Under construction</i>
Drustvo Up (Slovenia)	www.drustvo-up.si