Arq Psychotrauma Expert Group
The founding of Arq Psychotrauma Expert Group took place in 2007. Over the years, nine institutions have joined the group. Foundation Arq is the subsidiary holding for all partners in Arq. The Arq service centre, the staff services and the Arq administrative centre facilitate each partner’s expert task so as to enable these partners to focus exclusively on their core tasks, which is wholly in line with the aims Arq has set itself. Arq Psychotrauma Expert Group’s mission is to present itself as the internationally leading group of experts in the field of overwhelming events and psychotraumatology to benefit individuals, organisations and society at large. In order to fulfil the social responsibility it feels, Arq pools and improves knowledge and experience in this field, thereby providing optimum support to the chain of care as a whole. To this end, Arq also works in close cooperation with kindred institutions, both at home and abroad. Arq deploys scientific research, education and training to achieve these goals, with its integrated products and services package, knowledge management and a sustainable workforce being spearheaded in the past year.

Stepped-up cooperation among Arq’s customer teams resulted in the holding’s further enhancing its integrated package of products and services. Major social roles involved tendering advice on how to cope with the influx of refugees in the Netherlands and giving support to those involved in their reception. For these purposes Arq set up the Psychosocial Support Centre Refugees [Psychosociaal Ondersteuningspunt Vluchtelingen, POV], which is an eminent reflection of and contribution to Arq’s efforts towards an integrated package of products and services.

The Board of Directors decided that in the future Arq should be housed at one location and subsequently purchased the land in Diemen on which the present accommodation is located. Having studied various scenarios, the Board of Directors resolved upon a new-build development project to commence in the beginning of 2016. Although drawing up and implementing these plans is certain to take up two or three years, this does not make the future look any less exciting.

The second spearhead, the development of knowledge management, will receive extra impetus in 2016 with the introduction of the social intranet that is to be deployed across Arq. Obviously, this is merely an instrumental measure. But it is also with regard to content that Arq managed to take major steps forward. In addition to such successful conferences as Arq’s Spring Conference, Inpreze’s end conference and the TERRA conference, two jubilees were celebrated: the 1940-1945 Foundation celebrated its seventieth anniversary, while the Institute for Psychotrauma (IVP) celebrated its thirtieth anniversary. Particular mention should also be made of Rolf Kleber’s retirement as endowed professor of psychotraumatology at Utrecht University. He was bid farewell on Tuesday 8 December through an engaging symposium entitled ‘Over grenzen van Psychotrauma’ [‘On / Beyond Boundaries of Psychotrauma’]. Under the chairpersonship of Prof. Claudi Bockting, Prof. Ton Robben, Prof. Wilmar Schaufeli and Associated Prof. Maarten Kunst discussed this theme. Following his farewell address, Rolf was presented with a liber amicorum entitled Psychotrauma wel beschouwd [‘Psychotrauma, All Told’] by one of his first PhD students, Prof. Peter van der Velden. Professor Kleber was then pleasantly surprised by the arrival of the mayor of Amersfoort, Lucas Bolsius, who awarded him the royal distinction of ‘Knight in the Order of the Netherlands Lion’. Yet because he is still supervising a number of PhD studies, he will, incidentally, remain involved in the partnership between the Faculty of Social and Behavioural Sciences of Utrecht University and Arq. The void that his departure leaves will, however, be filled by Arq’s appointment of Professor Paul Boelen, who holds a chair at the Department of Clinical and Health Psychology at Utrecht University. It is in this position that he will now manage the partnership between the Faculty of Social and Behavioural Sciences and Utrecht University. It is in this position that he will now manage the partnership between the Faculty of Social and Behavioural Sciences and Arq, which is dedicated to scientific research, education and academisation of clinical psychotrauma care. The appointment of Dr. Trudy Mooren, a clinical psychologist at Centrum ‘45, as a senior lecturer further boosted partnership between the two organisations. With Boelen’s arrival and Kleber’s departure, the research focus will shift from general psychotherapy to, more particularly, processing traumatic grief, Boelen’s specialist field, and one that has meanwhile also been incorporated in the day treatment given in Diemen.

What is similarly worth mentioning is Ismee Tames’s appointment as endowed professor at Utrecht University. She introduced herself in the presence of HRH Princess Beatrix at the festive celebrations of the 1940-1945 Foundation’s anniversary. On the occasion of its anniversary, the Foundation, together with Utrecht University, endowed a chair in: Stichting 1940-1945: geschiedenis en betekenis van verzet tegen onderdrukking en vervolging [The 1940-1945 Foundation: History and Meaning of Resistance against Repression and Persecution]. In addition to her professorship, Ismee Tames is research director at NIOD, the Institute for War, Holocaust and Genocide Studies. This chair aims to preserve and keep alive the memory of both the resistance, persecution and violence perpetrated against civilians in the 1940-1945 period and of the manner in which the 1940-1945 Foundation has interpreted and developed the concepts of debt of honour and exceptional solidarity. Tames’s prime interest fields include the impact of war and occupation on societies, the experience of war, processes of inclusion and exclusion, wartime behaviour and choice-making, and the role of expectations and experiences.
The youngest shoot to appear on the tree of knowledge management is the Arq Academy that was established this year. Arq Academy serves to organise and manage Arq’s third primary process, education, as it brings together the range of training programmes on overwhelming events and psychotrauma for the use of care professionals. This entails not just a strengthening of the coherence between the three primary processes of care, research and education, but also stresses Arq’s distinct position as an educational institute. With the IVP, Arq Academy covers the entire training package in the field of psychotrauma: from prevention to complex trauma and complex post-traumatic stress disorder (PTSD).

The third spearhead concerned the matter of a sustainable workforce. In consultation with the works council, a policy document was drawn up to guide proceedings in this respect. In this context, Arq had an employee satisfaction survey conducted in April in which staff could say how the employer might help them retain vitality and motivation. It is also on the basis of these outcomes that Arq devised interventions and activities for various domains, including developing skills and expertise, working conditions and culture. The underlying principle is that employees should at all times remain fit, passionate and committed to their work. The measures are to be implemented in 2016. Further, annual education plans were drawn up separately for each organisation, focusing on skills and knowledge development as well as personal development.

In the coming year, Arq intends to create greater cohesion between the many segments of its work field. First, the internal cohesion and cooperation require clarification and redefinition of work processes and consultation structures. Lean management is the means through which this compacting can be realised, whereby Arq’s positioning as an international expert centre that combines and brings together educational programmes, develops the international research school on the subject of stress and trauma and forms the European networks and the international crisis structure will be of key importance.

Organizational Chart Arq Psychotrauma Expert Group
Knowledge and Research Partners Arq

Impact

Photo: Erik Kottier
Impact

Impact is responsible for gathering and documenting knowledge of and research on psychosocial care and safety in the wake of overwhelming events. It is on this basis that Impact advises those involved in such events on how to enhance resilience and reduce any negative impacts. All activities centre around organising high-quality psychosocial care for survivors and enhancing the resilience of high-risk organisations and their staff. Besides tendering practical advice, Impact translates (inter)national scientific research into everyday clinical practice, and vice versa. The issues that Impact is engaged upon require a unique, multidisciplinary approach.

Positioning

In Arq, Impact coordinates the development areas Resilience & Intervention and Aftermath of Crises and Disasters. Impact is a collaborative partner pur sang, collaborating with the IVP on crisis and aggression management and the rollout of DAPPR, and with Foundation Centrum ‘45/PDC on INPREZE and the Aftercare Contact Point. Impact was also engaged in setting up the Psychosocial Support Centre Refugees. The EUR-HUMAN project is another instance of Impact pooling the strengths present in Arq. This project seeks to enhance the capacity, knowledge and expertise on the part of European member states that host refugees and migrants. The organisation develops products for the use of both professionals and refugees. With regard to content, Impact’s activities pertain to management and organisation as well as to individuals. Impact advises, for example, on the organisation of psychosocial care in the wake of disasters and in the Arq crisis team, but it also designs implementation trajectories to support high-risk organisations based on the Multidisciplinary Guideline Psychosocial Care and the Tool for Community Health Services. The underlying idea is to enhance resilience and reduce the impact of overwhelming events for survivors through high-quality care and support.

Earlier developed products such as the Self-Screener Child Porn and Vice Squads and the Operational Guidance System for crisis managers still continue to function satisfactorily. Impact’s activities in the field of scientific research likewise continue unabated. Good examples are the publications on the crash of Turkish Airlines Flight 1951 near Schiphol Airport (“Poldercrash”) and the teaching assignment on the vulnerability of countries in the wake of disasters. In addition, Impact makes its networks including the Psycho-Social Care Knowledge circles and the Survivors’ panel available for use by the authorities, care services, victims and citizens. It is Impact’s hope that together, all this will impress upon society the fact that well-organised psychosocial care will ultimately prevent high social costs.

Activities in 2015

Impact provided support and advice to the MH17 Foundation on possibilities for survivors to contact each other and on the first anniversary of the commemoration of the disaster. On the same subject, Impact is developing the Commemoration Tool Kit at the behest of the Ministry of Security and Justice. The organisation also continued its committed efforts on behalf of the Aftercare Contact Point [Nazorg Contactpunt, NCP] and the Air Disaster Ukraine Information and Referral Centre [Informatie- en Verwijscentrum, IVC]. Together with the Dutch National Institute for Public Health and the Environment (RIVM), Impact organised another four well-attended knowledge circles for partners working in psychosocial care. It also participated in the psychosocial care programme board, organised by the RIVM, in which all parties are involved. In addition, Impact disseminated the Multidisciplinary Guideline Psychosocial Care after Disasters and Crises. This is an earlier developed, practical tool for the use of Community Health Services [GGD]. Impact also set up a Survivors’ Panel, which convenes twice a year to discuss products and services provided. In addition to advising high-risk organisations, Impact also assists these in implementing resilience-enhancing strategies and tools. Together with the IVP and the Utrecht University School of Governance Impact ran the DAPPR project. At the behest of the Ministry of the Interior Impact developed, besides the DAPPR app, a DAPPR group game about dealing with aggression. Collaboration here was with Dutch Railways and Nieuw Amstelrade. Particularly valuable elements in the projects organised for police were the Self-Screener and the Suicide contact point.

Impact was also internationally active, to which visits to the crisis unit of the German Ministry of the Interior, the Federal Emergency Management Agency (FEMA) in New Orleans and the Stephenson Disaster Management Institute (Louisiana State University) in the United States bear witness. Knowledge was exchanged on the subject of “community resilience” in the context of climate change and the impact of hurricane Katrina.

Results

The results for this financial year amounted to € 113,680 deficit, which is significantly lower than the budgeted. This can not only be accounted for through the fact that fewer project proposals than expected were accepted but also through the loss of the buffer that the by now abolished subsidy for institutions from the Ministry of Security and Justice had built in previous years.
Knowledge and Research Partners Arq

Cogis

- Appstore >10,000 apps
- Patientenplatform in Google = 30,000 hits
- Schippers: “Meer zelfzorg aub!”

Photos: Alex Cohen
National knowledge institute COGIS focuses on the prevention and reduction of personal and social impacts of violence. COGIS develops, amasses and spreads knowledge and information among educational institutes and the general public and supports care givers in their work. It fulfils a major role in the recognition of the victims of WWII II and their descendants. After all, the experiences gained with them are of great importance for the approach of present-day survivors of war, violence and disasters.

Positioning

Organisationally, COGIS is merged with Foundation Impact. COGIS translates its knowledge of war and violence and its experience with victims of WWII to the practicalities of Dutch topical themes such as the refugee influx or radicalisation. It supports professionals and volunteers working with victims of war and persecution, survivors of disasters, asylum seekers and refugees, veterans and victims of aggression and domestic violence. COGIS actively targets universities and their students.

COGIS strengthened its network function. Foundation Centrum ‘45, the 1940-1945 Foundation and Pelita Foundation, and COGIS strategically join forces within the Arq WW2 programme. This programme offers these organisations an opportunity to integrate their separate tasks more and more. COGIS extends this method of working to such kindred organisations as the Central Organ Former Resistance and Victims (COVVS), the National Committee for 4 and 5 May and NIOD, the Institute for War, Holocaust and Genocide Studies as it involves these more closely in its activities.

Foundation Centrum ‘45, the 1940-1945 Foundation, Foundation Pelita and COGIS also work together within an accessible, multidisciplinary partnership for the Point of Contact Postwar Generation (POC). The POC seeks to improve the immaterial care provisions for children of war victims. The POC occasionally enlists a care giver from its own ranks but mostly refers clients for further treatment. The POC also fulfils an advisory function in the matter of the Temporary Psychotherapy Reimbursement Scheme for the Post-War Generation (TVP), in which the Ministry of Health, Welfare and Sport and the Pension and Benefit Board, and/or the Sociale Verzekeringsbank (SVB) are also involved.

Visitor numbers for the COGIS library, which collects and opens up material on the theme of the psychosocial impacts of overwhelming events, PTSD, radicalisation and terrorism, are on the increase. Focus of the collection is on PTSD and psychotrauma. Users mainly include the partners in Arq and organisations connected with WWII. The library extended its collection with literature on the subject of work-related problems, radicalisation and terrorism. In the future, COGIS is to focus less on the acquisition of books and, rather, spend its budget on providing services and accessibility.

Great importance is attached to literature studies. COGIS completed the Psychotrauma Net (www.psychotraumanet.nl) and presented the digital knowledge network to the public. Far from being static, the site will continue to be developed and improved further. This network enables COGIS to disseminate its knowledge in yet another manner, and one that is easily accessible. Very different target groups can do an easy search by theme. The COGIS library is joined up with the Psychotrauma Net, and together with the partners in Arq ensures that its knowledge remains up-to-date.

Activities in 2015

COGIScope magazine was published the usual four times, with a circulation of 900. The magazine informs about the psychosocial impacts of overwhelming events and the care provided for victims and survivors. But the burden that being recurrently involved in the aftermath of such events entails also received attention. Two issues were dedicated to e-health care in the wake of overwhelming events and to the refugee influx in the Netherlands and Europe.

Further, COGIS trained care givers and volunteers in nursing and old people’s homes in how to deal with war victims. A financial contribution was provided by the M.A.O.C. Gravin Van Bylandt Foundation. Yet COGIS not only trained professional groups that are frequently confronted with overwhelming events or war victims: it also provided support to volunteers and non-caregivers. The success of the well-attended course in Mental Health Care and Trauma that COGIS developed in collaboration with the Free University and Tilburg University ensured its continuation. The training was also given at the Ministry of Defence.

Conferences that COGIS helped organise include the Arq Spring conference, the INPREZE end symposium, the farewell symposium for Professor Rolf Kleber, the international TERRA conference and the double jubilee celebrations of the 1940-1945 Foundation and the IVP.

Results

Staff changes included the retirement of one employee and the departure of another due to ending of the contract. The annual accounts further show a positive operating surplus of € 5,753. Results for the year before still amounted to € 5,297 deficit. The budget had expected results to amount to € 0, -. A windfall, in other words, due to higher income and lower costs.
Knowledge and Research Partners Arq

War Trauma Foundation
War Trauma Foundation (WTF) is an NGO with an international orientation in the field of Mental Health and Psychosocial Support. Functionally a knowledge organisation par excellence, its focus is on cooperation with related organisations within and outside Arq. Targeting conflict-affected countries, War Trauma Foundation is, of necessity, active all over the world. Together with universities, NGOs and governmental organisations, WTF gains and develops knowledge of and experience with psychosocial support for individuals and communities traumatised by war and violence. WTF not only seeks to improve people’s resilience and increase their self-confidence but also to disseminate knowledge and best practices in ‘Mental Health and Psychosocial Support’ (MHPSS).

Positioning The size of the humanitarian crises that manifest themselves as a result of war and natural disasters is unprecedented. The ever-increasing violence in Syria took the lives of hundreds of thousands and forced 4.4 million to flee, half of whom are children. One ray of hope in all this was that the Ebola outbreak came under control. In November, 18 months since the outbreak, Sierra Leone, Guinea and Liberia were declared free of Ebola. However, in the countries where WTF operates, a mere one in four individuals receives adequate psychosocial care, so plenty of scope for improvement here. Throughout the year WTF was engaged upon capacity building in over ten countries, with the organisation collaborating with local and international partners from both the public and the private sectors. Staff were deployed in Congo, Ethiopia, Greece, Iraq, Cameroon, Kosovo, Uganda, the Palestinian territories, Pakistan, Sudan, South Sudan and Chad. WTF helps local authorities, humanitarian organisations and training institutes in these conflict areas cope with the traumatic events. The organisation trains care givers and develops training courses in increasing psychosocial skills. WTF joins up science and research with hands-on care work through its publication of Intervention: the International Journal of Mental Health and Psychosocial Support in Conflict Affected Areas. Worldwide, WTF works in collaboration with, among others, the World Health Organisation (WHO), UNICEF, UNHCR and the Geneva-based International Organisation for Migration (IOM). WTF is regularly invited by international humanitarian organisations to share its expertise in MHPSS, with the organisation emphatically advocating the structural inclusion of MHPSS in emergency aid. Coaching local care givers, peer review and research into evidence-based psychosocial interventions are all long pathways. WTF deploys its knowledge network as efficiently as possible for these purposes. In MHPSS, resilience, both of individuals and of communities, is central.

Activities in 2015 The year was off to an uncertain start but with the appointment, in July, of Leontien Ruttenberg as its new managing director, the organisation regained confidence and created new momentum. In accordance with its vision, WTF predominantly focused on capacity building. The organisation not only operated in the war-torn countries themselves but also in countries struggling with the impact of wars waged elsewhere. For example, WTF provided the coast guard, police and staff and volunteers working in local organisations in Greece with psychosocial first-aid training and the tools to cope with refugees and maintain their own mental health and well-being. In Iraq, the organisation supported mental healthcare workers in making informed decisions so as to improve their humanitarian interventions. At the behest of UNICEF the organisation mapped the need for MHPSS support. In Kosovo WTF evaluated the Mitrovica Rock School for the EU. This school provides young local musicians with a neutral platform from which to learn about and take part in the European music scene. Musicians without Borders and the EU facilitate this initiative, which aims to overcome postwar hostilities. In Sudan WTF, in collaboration with the university, opened the Afhad Trauma Treatment and Training Centre. This centre provides training, tools as well as a community-rooted network of mental healthcare professionals that offers methods for dealing with students from conflict zones. In the Palestinian territories, teams of WTF trainers operated in Nablus, Tulkarm and Jenin. WTF’s partner here is Birzeit University. WTF supported the caregivers with three issues of volume 13 of Intervention. These issues had the Ebola epidemic, the conflict in Nepal, Myanmar and Kashmir, and a holistic approach to local and culture-specific views in humanitarian programmes for their subject. Last, WTF and UNESCO shared the chairmanship of the Reference Group of the Interagency Standing Committee on Mental Health and Psychosocial Support. This group works to coordinate and improve MHPSS emergency aid in the wake of disasters. WTF also participated in a symposium on peace-building in various countries including Syria. The Dutch government organised the symposium with the support of the UNICEF Peacebuilding, Education and Advocacy programme.

Results War Trauma Foundation successfully formulated and submitted fundraising proposals to the Dutch government, institutional partners and private donors. WTF also maintained its relations with its many international partners. With regard to staffing, WTF appointed a new managing director. Remaining staff received support from trainees and part-time volunteers. In the course of the year, WTF was able to engage local staff the various programmes. Sickness absence rates fell from 5.5% in January to 0.6 % in December.

Arq annual review 2015 | 10
Due to security issues on the West Bank, in East Congo, Sudan, Iraq and Cameroon, the organisation introduced new travel and safety measures in the second half year. Being ISO-9001 certified, WTF meets the highest quality standards. The organisation has been designated as a PBO (Public Benefit Organisation) and thus also meets the requirements set by the ‘International Aid Transparency Initiative’. WTF has low staffing levels (4.2 FTE by the end of 2016), hiring self-employed professionals and freelancers who are experts in the field of MPHSS. Global developments will continue to increase the demand for MHSS experts while using self-employed professionals and freelancers will optimally guarantee WTF’s efficiency as well as ensure the organisation’s flexibility as to staff and resources. The year 2015 closed with favourable trading results for WTF at € 90,000.

War Trauma Foundation

Committee of Recommendation
H.H.J. Dijkhuizen (former Chair Board of Directors KPMG)
P.J.A.M. Jongstra RA (former Chair Board of Directors Ernst & Young)
Prof R.F.M. Lubbers (former Prime Minister)
P.W. Moerland PhD (former Chair Board of Directors Rabobank Nederland)
Prof A.H.G. Rinnooy Kan (Economics and Management Sciences University of Amsterdam)
J. van der Weerd (former Director Medicins sans Frontieres)
B.E.M. Wientjes, LLM (former Chair Union VNO-NCW)
Prof W.H.G. Wolters (clinical psychologist, psychotherapist)
H.H.F. Wijffels MSc (former Dutch representative World Bank)
A.R. Wynaendts MSc (Chair Board of Directors and CEO AEGON N.V)
Practice partner in Arq

IVP

Photo: Erik Kottier
The Institute for Psychotrauma (IVP) is the only private company in the Arq group, and provides training and education, for, among others, the Ministry of Education, Culture and Science, the Ministry of Security and Justice and such organisations as Dutch Railways, the Central Agency for the Reception of Asylum Seekers (COA), judicial institutions, the fire brigade, and national police. The IVP engages with high-risk professions, is committed to prevention and thinks along in processes of designing organisations and monitoring vulnerable staff. The IVP celebrated its thirtieth anniversary this year.

Positioning
The IVP is extending its scope to include such underrepresented branches as hospitals or construction companies; its priorities further include aggression management and education. With reference to the former, the IVP, together with Impact, runs the project ‘Aggression management for public sector workers’ for the Ministry of the Interior. As to education, the IVP appointed an ambassador for the topics ‘safe school climate’ and ‘radicalisation’. On these projects, the IVP collaborates with School and Safety, which coordinates these programmes for the Ministry of Education, Culture and Science.

So as to enhance its visibility as a centre of expertise, the IVP regularly joined radio and TV programmes on such topics as the Paris attacks. The IVP improved its information systems and prepared the digital administration of diagnostic questionnaires scheduled for 2016. In addition, it contributes to innovative treatment programmes. Examples include IVP’s participation in 3MDR (Memory Desensitization & Reconsolidation) doctoral research conducted at Centrum ’45, and in a study on the EMD (Eye Movement Desensitization) app, in which 12 IVP therapists along with 60 clients will take part.

As a result of all these efforts, a wide variety of other organisations, including the Salvation Army, undertakers and councils, have found their way to the IVP, so that they too can now structure their care provisions for their employees. Being part of Arq is key for the IVP. Up-to-date knowledge gained through the development areas and contributions from PhD students and professors are thus made even more pertinent and close at hand, with the IVP, in its turn, contributing practical experience.

Activities in 2015
Obviously, support activities in the aftermath of the MH17 air disaster continued. In addition, the IVP fulfilled a role in the aftermath of the crane crash in Alphen aan de Rijn and engaged in activities at asylum seekers’ centres following the growing influx of refugees. In Turkey, the IVP worked together with the emergency centre there.

The IVP further organised tailor-made training programmes on the subject of aggression management, care and assistance & aftercare and trauma therapy for the use of staff working in the police and public transport services, employees of judicial institutions and retailers. The IVP is available for acute emergency assistance 24 hours a day. Together with the PDC and Foundation Centrum ’45, the IVP forms part of the outpatient unit for police. The PDC carries out diagnostic tests and establishes diagnoses, and if necessary issues referrals to the IVP, Centrum ’45 or elsewhere.

The IVP works in similarly close partnership with Impact, which is in complete conformity with Arq’s philosophy. Where Impact conducts research and formulates policy, the IVP provides, as said, practical experience. Excellent examples are the DAPPR project, the Suicide contact point for police, the Arq crisis team, and the inventory of stress factors at the Erasmus University Medical Center intensive care unit. Together with its care partners, finally, the IVP is further developing new e-health applications such as the EMD app.

Results
The IVP scores 8.2 on staff satisfaction and has low sickness absence rates. As before, the organisation invested in training programmes in the field of coaching and e-learning. A junior trainer and an inside staff member joined the organisation, thus strengthening it further. The financial objective of at least matching the results for 2014 was achieved, despite the fact that more and more clients prefer tendering. They thus focus on cost reduction rather than on quality. Fortunately, a number of health insurers and large organisations understand that this merely produces short-term cost savings.

The IVP reports healthy financial results that are in sync with expectations. While results for Care slightly decreased (by 65%), results for Training & Education slightly increased (by 23%). Turnover for Projects (12%) rose more, so that results were maintained, despite investments in marketing and systems.

The IVP is expected to attract and partner up with more and more organisations in the future. This is expected to result in an increase in both turnover and profits.
Care partners in Arq

PDC
The Psychotrauma Diagnosis Centre (PDC) is one of the care partners in Arq. The PDC investigates the psychological impact of traumatic events and advises on treatment possibilities.

Positioning
A specialist knowledge centre, the PDC performs an important function as a provider of second opinions and consultation for fellow institutions and primary and secondary healthcare. It focuses hereby exclusively on diagnostics, consultation and advice in the field of psychotrauma. Within just one day the PDC carries out psycho-diagnostic tests that focus on the traumatic events in the life of the individual concerned. At the end of the test day the resulting diagnosis is discussed with the client. The PDC offers its treatment advice within a fortnight. The PDC fulfils a national function and occupies an independent position.

Activities in 2015
In the PDC, a major role is reserved for the outpatient unit for police, the referral centre for police officers with trauma-related complaints. From all over the Netherlands police officers visit this outpatient unit for diagnostics and treatment of posttraumatic stress disorder (PTSD). PDC staff are fully cognizant of the organisation and culture of the police. The PDC police outpatient unit collaborates with the Academic Medical Center (AMC), which, being affiliated with the University of Amsterdam (UVA), is responsible for scientific research, and with Foundation Centrum ‘45, which provides tertiary psychotrauma care. In the early nineties, the then outpatient unit for police officers, housed with the AMC, developed the Brief Eclectic Psychotherapy (BEP) that is to this day applied in the present PDC outpatient unit for police. In addition to BEP, the PDC offers other forms of treatment such as ‘Eye Movement Desensitization and Reprocessing’ (EMDR).

The PDC has a network of psychotherapists across the Netherlands. The organisation always endeavours to engage the services of a therapist in the client’s area. If such is preferable, the PDC will refer the client to a specialist treatment institute. On account of its collaboration with AMC/UVA, the PDC also contributes to educational programmes in the form of traineeships. The PDC occasionally asks clients to take part, on a voluntary basis, in scientific research.

In Arq, the PDC closely collaborates with the IVP, which, after all, offers support and assistance services to companies and governmental institutions in the wake of traumatic events. If so requested, the PDC makes diagnoses for the IVP, which, in turn, uses the PDC therapist network for brief PTSD treatments.

Results
In the past year, general admissions numbered 75, with 342 admissions to the outpatient unit for police. The financial results for the PDC have been added, together with those for the Equator Foundation, to those for Foundation Centrum ‘45.

PDC

Directors
E. Sas MSc, managing director
R.A. Jongedijk, psychiatrist, medical director
Care partners in Arq

Foundation Centrum ’45
Foundation Centrum ‘45 is the largest care partner in Arq Psychotrauma Expert Group. Centrum ‘45 aspires to an ever more effective way of treating psychotrauma, with a primary focus on individuals with serious and complex psychotrauma complaints as a result of persecution, war and violence. Knowledge transfer to organisations engaged on similar problems is of paramount importance. This is evident from the wide range of training courses offered by Centrum ‘45 and, also, from the network of psychotrauma centres that has been set up. The institution has been awarded the TOP Clinical Mental Health Care quality mark [TOPGGz] and is HKZ certified.

Positioning
Foundation Centrum ‘45 is the treatment and expertise centre in the field of psychotraumatology in the Netherlands. Treatment goes hand in hand with quality control and scientific research, for which purposes a databank was set up. This enables innovation. Centrum ‘45 treats PTSD in connection with other trauma-related psychological disorders from a contextual perspective. Together with such other Arq partners as Impact, IVP and War Trauma Foundation, Centrum ‘45 and Equator Foundation develop knowledge and expertise in the field of psychotraumatology and its treatment. The aim is to make a contribution to public policy, both nationally and internationally, and to thus enhance the integrated products and services package provided by the Arq partners. Care is geared towards chained care, and it is to this end also that Centrum ‘45, within the Netherlands Psychotrauma Network, works together with fellow institutions in the field of psychotrauma.

Performing a national coordinating role, the care partners attracted two high-profile projects that further strengthened their position: the Care Standard Trauma and Stressor Related Disorders, and the Generic Module Diversity. Centrum ‘45 manages both projects, which will establish standards for all mental healthcare across the Netherlands to follow. Apart from this care standard, a breakthrough was achieved in the development of the national Netherlands Psychotrauma Network. Parties agreed to work in active and close collaboration on the further development of the focal area of psychotrauma in mental healthcare, with the care standard being the governing standard. A proceedings agenda was determined upon and a covenant was entered into. The next step is to draw up the multi-annual plan for sharing knowledge.

Foundation Centrum ‘45 aspires to being an excellent organisation with permanent quality control, transparently organised care pathways and care provisions that are measured and assessed through Routine Outcome Monitoring (ROM). This ought to lead to Centrum ‘45 fulfilling the pioneering role within mental healthcare in the psychotrauma domain, with the centre utilising the knowledge it has gained for purposes of prevention and early detection. Stepped intake procedures and diagnostics corresponding to psychotrauma phases are instrumental in these. The care partners subsumed the educational and training activities into the Arq Academy, thus creating a nation-wide, Arq-transcending range of training options. The establishment of the Psychosocial Support Centre Refugees and the close collaboration with WTF and the IVP on international training programmes, and the diagnostics and treatment of police officers, respectively, further shaped Arq’s integrated products and services package.

Activities in 2015
Centrum ‘45 created expertise teams, which, together with the development areas, provide a crucial link between innovation and hands-on treatment practice. These teams outline treatment pathways and develop innovative treatment methods on the basis of ROM data. On the other hand, Centrum ‘45 discontinued the separate Child & Family treatment team. Having a preference for a model that allows its Child & Family expertise to be used across all care pathways, the organisation set up a Child & Family expertise team. Major steps towards innovation were also made with regard to treatment. Promising developments include 3MDR, a combination of EMDR, Exposure and Cognitive Behaviour Therapy, highly intensive EMDR, a very intensive, one-week clinical programme, and the EMD App, a self-help application to be used with re-experiencing. These developments, which are all joined up with scientific research, will increasingly form part of the treatments offered.

Foundation Centrum ‘45 entered into a covenant with the Central Agency for the Reception of Asylum Seekers (COA) and health insurer Menzis for the purposes of optimising care provisions for asylum seekers. The most active centres in the Netherlands occupy a prominent position in terms of enhancing care provisions over the next two years, with the care partners playing a most active role in this. Another covenant was entered into with the Amsterdam–Amstelrand Sexual Violence Advice Centre (SCG). This centre seeks to make forensic, medical and psychological care services more readily accessible to victims so as to allow timely preventative medical intervention, and prevent PTSD complaints from developing or worsening.

In the field of e-health and digitalisation, the online support platform for civilians Quli is increasingly taking shape. With the introduction of psycho-education and a stabilisation module Centrum ‘45 made the first content available to users. Moreover, a Minddistrict module has helped speed up the trajectory of a welcoming application. The care partners’ position in the eLab Psychotrauma Co-operative is a strong one in terms of content, and focuses on the appeal of The Journey, a ‘serious game’. Centrum ‘45 strengthened its care logistics through the appointment of a case-mix specialist.
and an application manager for Questmanager, Quli and the Electronic Health Record (EHR).

Last, the seven PhD projects undertaken concerned research in 3MDR, complex trauma, veterans, refugees’ resilience, postwar generation, Narrative Exposure Therapy (NET) with older patients, and undocumented aliens. Further, Foundation Centrum ’45 / Equator Foundation produced 31 publications in scientific journals, besides a number of lectures.

Results
The results given here denote the joint results of the three care partners in Arq. Operating results amounted to € 320,723*, as against € 237,212 in the previous year. Staffing costs rose due to the extra deployment of temporary staff, the early replacement of retirees, and extra administrative input.

The Dutch health insurance act finances 55% of the care for adult patients, while the remainder is covered through the Regulation Care Asylum Seekers [Regeling Zorg Asielzoekers, RZA], via the Dutch National Health Care institute, which covers the costs for uninsured patients (25%) and the municipalities, which cover the costs for care to minors (20%).

Uninsured patients are a matter of concern. Their share has increased considerably over the past years while the tariffs for uninsured individuals are low and interpreter costs are not reimbursed. In other words, this group is financially under pressure. As a national knowledge centre, Centrum ’45 receives funding for special services availability, for the time being as a lump sum. Next year a final settlement will be compiled on the basis of actual realisations.

Constituting a highly specialist centre, the care partners occupy a unique position, both nationally and internationally, which is at the same time also a vulnerable one, as there is no funding system in place for high specialism. The care partners counter this vulnerability through their proven effectiveness. This effectiveness is amply demonstrated by excellent patient assessments and effect measurements. The partners also reduce their vulnerability by making regular high-profile breakthroughs in scientific research and treatment.

* The 2015 annual accounts of Foundation Centrum ’45 have not been formally approved as yet. This is occasioned by the problem of vagueness as to standardization in the case-mix system that Dutch mental healthcare is encountering on a nation-wide scale, and which has confronted the auditors with too substantial a measure of uncertainty to be able to issue an approved financial statement.
Inleiding
Het COPPA is een onderdeel van het project 'De patstelling doorbroken: effectieve samenwerking en zorg voor ongedocumenteerden met psychiatrische problematiek in Amsterdam'. Het project is gestart in februari 2014 en loopt af in juni 2015. Daarbij sleutelde een teamwork van de organisaties het nodig, om de resultaten van COPPA te analyseren.

De situatie van ongedocumenteerden met psychiatrische problematiek is complex. Vaak is sprake van een langdurige situatie van uitzichtloosheid door illegaal verblijf, dakloosheid en gebrek aan toekomstperspectief. Om hieruit te komen is het nodig dat alle betrokken organisaties met elkaar samenwerken: Dienst Terugkeer en Vertrek (DT&V), Immigratie- en Naturalisatiedienst (IND), Medisch Opvangproject Ongedocumenteerden (MOO), Gemeentelijke Gezondheidsdienst (GGD) en Equator Foundation (geestelijke gezondheidszorg).

Het doel van het COPPA is per casus gezamenlijk een trajectplan op te stellen, gericht op een uitweg uit de patstelling. Het beoogde toekomstperspectief is vrijwillige terugkeer naar het land van herkomst of alsnog een verblijfsvergunning. Het COPPA ondersteunt en bevordert de samenwerking, vergroot het begrip voor elkaars positie en stimuleert het buiten de eigen werkkaders treden om tot werkbare oplossingen te komen.

Opzet en structuur
Het COPPA kent de volgende werkwijzer:
• Vierwekelijkse bijeenkomsten van circa 2 uur op een centraal gelegen locatie. Het COPPA werkt met een vaste voorzitter, notulist en agendavoering.
• Zoveel mogelijk van DT&V, IND, MOO, SVAZ, GGD, Equator en gemeente Amsterdam.
• De deelnemers onderhouden een geheime inzetcomputer, waardoor ze elk moment niet betrokken is de casuïstiek (aanwezig of niet).
• Subject zijn ongedocumenteerde vreemdelingen met psychiatrische problematiek die in Amsterdam verblijven en begeleid worden door het MOO project 'Medisch Opvangproject Ongedocumenteerden' (MOO) of door de Stichting Vluchtelingenwerk Amstel tot Zaan.
• De deelnemers behouden zich de vrijheid voor: causale vormgiving van het trajectplan en discussie over de volgende stappen, afhankelijk van de hot topics in het bijzonder en de toekomstperspectief van de deelnemer.
• Samenwerkingen worden gestuctureerd om overwegende aanzetten bij het formuleren van een toekomstperspectief in te schatten, of welke conclusies te trekken zijn voor het volgende trajectplan.
• Alle deelnemers zullen hun perspectieven van de toekomst aan de andere deelnemers meten en aanpassen in de bijeenkomsten.

Een voorbeeld van het COPPA proces kan worden afgelezen op de website van de Stichting Arq (www.arq.nl). Hierin worden de resultaten van COPPA gepresenteerd en onderzocht.
Equator Foundation is the care partner in Arq Psychotrauma Expert Group that is committed to enhancing the mental recovery and social bonding of traumatised refugees and victims of human trafficking in the Netherlands. A highly qualified institution, Equator was awarded the TOP Clinical Mental Health Care quality mark [TOPGGz]. The organisation fulfils the function of an expert, both nationally and internationally. Equator structurally joins up care services with scientific research, knowledge transfer and innovation.

Positioning
Together with Centrum ‘45 and such other Arq partners as Impact, IVP and War Trauma Foundation, Equator Foundation develops knowledge and expertise in the field of psychotraumatology and its treatment. The underlying idea is to enhance the Arq partners’ integrated care package in such a way that it serves the social interest.

Equator has two specialist programmes for refugees: trauma-oriented day treatment and day treatment for traumatic grief. These programmes are based on three treatment phases: stabilisation, trauma processing and resocialisation. Naturally, they have been carefully made to tie up with related treatment programmes offered by Foundation Centrum ‘45, and always approach the treatment of PTSD in conjunction with other trauma-related mental disorders from a contextual perspective.

Equator’s specific expertise is, in particular, brought to bear on the cross-cultural treatment of migrant groups within the scope of rehabilitation programmes. The methodology developed for these purposes is based on the principles of Systematic Rehabilitation-Oriented Action. Equator utilises the proven model of stepped diagnostics with trafficking victims in crisis care at the Amsterdam Coordination Point against Human Trafficking [Coördinatiepunt tegen Mensenhandel].

Activities in 2015
Undocumented migrants frequently suffer from mental problems that make it impossible for them to size up their lives or appraise their future. They need psychiatric diagnostic tests and treatment. In order to provide these, Equator develops initiatives to improve the mental healthcare chain for this group. An important link here is the outpatient unit for undocumented aliens and asylum seekers whose asylum application has been refused and who suffer from trauma-related complaints. Because they lead a precarious existence, fast access to care, sound and well-delineated care trajectories and careful coordination with care organisations and public services must be in place so that crises may be prevented and some prospects for the future may be offered. After all, despair and hopelessness often loom upon the rejection of an asylum application. In its outpatient unit, Equator works in close cooperation with other Amsterdam mental healthcare and chain partners. The outpatient clinic was endorsed by the Ministry of Security and Justice since treatment often proves a prerequisite to a voluntary decision to depart. Since many clients do not have a residence status, coordination takes place with the Repatriation and Departure Service and the Immigration and Naturalisation Services.

Equator subsumed its activities on behalf of trafficking victims and for the undocumented aliens’ outpatient unit into what can justifiably be termed innovative projects. Equator seeks to further strengthen and structurally embed these valuable activities in its care package. It is in part also for this reason that Equator joined the agreement that Centrum ‘45 entered into with the Central Agency for the Reception of Asylum Seekers (COA) and health insurer Menzis on optimizing the care for asylum seekers. The organisation is also a party to the agreement with the Amsterdam–Amstelland Sexual Violence Advice Centre. This centre is committed to making care provisions more accessible so as to allow early detection and intervention. By extension, Equator is investigating whether it could perform a national function for Sexual Violence Advice Centres. Rotterdam and Utrecht have already appealed to Equator to deploy its expertise in the problems of human trafficking victims in their catchment areas. Equator designed a project plan to this end, which delineates how it could deploy and hand over its expertise.

Like Centrum ‘45, Equator collaborates with RINO Noord-Holland training institution, where it organises regular modules and yearly guest lectures for academic and higher vocational training.

Results
The results for Equator Foundation have been added, together with those for the Psychotrauma Diagnosis Centre, to those for Foundation Centrum ‘45. Equator Foundation’s results for the financial year amounted to € 30,780 deficit, an improvement against the year 2014, which saw a negative balance of € 131,652. However, this loss is easily accounted for through, primarily, the set-up costs for the outpatient unit for undocumented aliens. Interpreter costs also play a part here since the Dutch National Health Care institute does not pay for these expenses.

Equator Foundation
Directors
E. Sas MSc, managing director
R.A. Jongedijk, psychiatrist, medical director
Special Interest Partners in Arq

Foundation 1940-1945

Photo: Erik Kottier
The 1940-1945 Foundation promotes the interests of former members of the resistance, victims of persecution and civilian war victims from the Netherlands. The Foundation provides help with applications under the Extraordinary Pensions Act 1940-1945 (Wbp), the Benefits for Victims of Persecution Act 1940-1945 (Wuv) and the Benefits Act for Civilian War Victims (Wubo) and it arranges for payment of extraordinary pensions. Where necessary and possible, the Foundation supports clients in medical or legal matters. Further, the Foundation provides for social care services and supports voluntary work. On 27 June 2015 the Foundation celebrated its seventieth anniversary and commemorated the seventieth anniversary of the end of the Second World War.

Positioning

Core activity of the 1940-1945 Foundation is performing its legal duty whereby the Central Executive Committee (Centrale Bestuurscommissie, CBC) is responsible for issuing ‘declarations of resistance membership and worthiness’ to the Pension and Benefit Board under the Extraordinary Pensions Act. By virtue of its umbrella function for target group organisations, the Foundation gives organisational and administrative support to the Central Organ Former Resistance and Victims (COVVS), the Women of Ravensbrück Committee, the Buchenwald Commemoration Committee, the Foundation Friends of Mauthausen, and the Society National Contact Group Resistance Pensioners 1940-1945 (LKG).

To ensure that the archive can still be consulted in the future, staff have started conservation work on the archival records. These activities are expected to take until 2018, when the archive is to be transferred to the National Archive. The Foundation is an organisation that is phasing out its activities. In order to avoid compulsory redundancies Arq has been seeking suitable alternative employment for staff concerned, if at all possible within its own ranks. The Committee Future 1940-1945 Foundation advised on the phase-out and on ways to safeguard tasks, whereby the executive board’s plan of action will be leading. Following a staff satisfaction survey management and staff created an action plan of their own to boost efficiency and reduce vulnerability. The Committee also advised that the mental legacy of the Foundation, the memory of the resistance, persecution and violence towards civilians in the 1940-1945 period and the interpretation of the notions ‘exceptional solidarity’ and ‘debt of honour’ be preserved and propagated. This aspiration was realised through the endowment of a chair, Stichting 1940-1945: geschiedenis en betekenis van verzet tegen onderdrukking en vervolging [The 1940-1945 Foundation: history and meaning of resistance against repression and persecution] at the Faculty of Humanities of Utrecht University.

As a consequence of the drop in tasks and activities, the Foundation also changed its organisational form and articles of association. On 1 January 2016 the Foundation Council and the District Councils will be wound up. From that moment on, only the Advisory Board, which was expanded to include two members on the recommendation of the Foundation Council, will remain in existence.

The Foundation worked in close cooperation with Cogis and Pelita on the Point of Contact Postwar Generation (POC), on the implementation of the Temporary Psychotherapy Reimbursement Scheme (TPV) and on assistance with applications under the Benefits for Victims of Persecution Act 1940-1945 and the Benefits Act for Civilian War Victims. Yet it is also their other activities that the organisations seek to integrate wherever possible. Within Arq’s WW2 programme, the Foundation works together with Impact and Centrum ‘45, as well as with Cogis and Pelita, to maintain high-level treatment and services for WWII survivors and to put their expertise to good use for survivors of present-day conflicts.

Activities in 2015

On 27 June 2015 the Foundation organised a festive event in Amersfoort, on the occasion of its seventieth anniversary. In the presence of HRH Princess Beatrix the newly appointed professor, Dr Ismee Tames, introduced herself. The princess was further presented with the first copy of the jubilee book De onderlinge belofte. Zeventig jaar Stichting 1940-1945 [The Mutual Promise. Seventy Years’ 1940-1945 Foundation]. The book was sent to all members of the target group. The audience was shown the beautiful documentary Wij zullen voor hen zorgen [We Will Take Care of Them]. The documentary was later even broadcast on Dutch national television, in the programme Andere Tijden, under the title Steun voor het verzet [Support for the Resistance].

Twenty first applications for an extraordinary pension under the Extraordinary Pensions Act 1940-1945 were processed. The Foundation issued 35 ‘worthiness declarations’ for applications from surviving relatives. Thirty-eight first and 73 supplementary reports were produced under the terms of the Benefits Act for Civilian War Victims and the Benefits for Victims of Persecution Act 1940-1945. Under the Extraordinary Pensions Act 1940-1945 and as part of the remit of the 1940-1945 Foundation, Arq paid over the extraordinary pensions to 1753 individuals on a monthly basis.

Other income, with the exception of old-age pension, can also be paid over in this manner. These figures signify a decrease by 243 clients compared to the previous year. Further, the Foundation is happy to inform clients at their request on rules and regulations and calculations. Moreover, the Foundation furnished legal advice or support in 21 cases of appeals lodged under the war victims acts. In addition, the legal adviser provided advice on other subjects in 45 cases.

The 1940-1945 Foundation transferred its social work activities to Foundation de Basis in Doorn. However, the Foundation
retained its monitoring and referral function with respect to these activities.
As to social services, clients can turn to the 1940-1945 Foundation Service Centre for information, assistance or simply to talk to someone with a sympathetic ear. The Service Centre was contacted 238 times for these purposes. A further 179 clients asked to inspect files.
Volunteer work and contacts with fellow survivors fall within the remit of the District Councils, which receive support in this from the Service Centre. Active volunteers who visit clients are 120 in number. They also organise meetings for fellow survivors and holiday weeks. The Contactblad Stichting 1940-1945 appeared four times, with a circulation of 7500.

Results
Legal and official tasks and conservation work on the archives are in the main funded through the Ministry of Health, Welfare and Sport. The volunteer work and the Contactblad are funded by the Foundation itself.
The Foundation achieved negative operating results amounting to €80,417, in contrast with the positive results to the value of €284,377 in the previous year. However, the budget had factored in an adverse result of €545,000. Results are therefore more favourable than expected. This is accounted for through higher income, lower costs, the release of provisions and higher investment results.

Foundation 1940-1945

Director
J.H.M. Driever MA

Advisory Board
P. Boomsma, chair
Ms J.M. Hage-Zoetewe, member
Ms S.E. Scheepstra MA, member
J.H. de Boef, member
E.R. van den Bout MSc, RA, member

Stichtingsraad (Foundation Council)
W.J.A. Nieuwenhuijse, chair
G.D. Yspeert, deputy chair
Ms P.D. Dijkerman
Ms R. Hoolt
D. de Boef
T.J. de Boer
A. den Breejen
F. Dam
H.A. Dijkstra
H.J. Goedhart
G. Verrijn Stuart MA
J.B. Weltkamp MA
Special Interest Partners in Arq

Pelita Foundation
The Pelita Foundation draws up reports within the framework of laws for war survivors and provides social services for Dutch Indonesians and Moluccans. Pelita supports voluntary organisations and initiatives on the subject of welfare and care for Dutch Indonesians and Moluccans. Pelita’s services are culture and context specific. This helps clients feel recognised in both their cultural background and in their experiences of war and violence. Pelita is currently engaged upon expanding its volunteer pool and strengthening the social networks within the target group.

Positioning
Pelita In the Arq WW2 programme Pelita works closely together with such Arq partners as the 1940-1945 Foundation, Impact, Cogis and Centrum ‘45. This programme not only aims to maintain the high-quality services for WWII survivors but also intends to pool the expertise on WWII for use in the context of present-day issues. The Arq WW2 programme further seeks to create synergy in the field of knowledge development and commemoration with such external organisations as NIOD, the Institute for War, Holocaust and Genocide Studies and the National Committee for 4 and 5 May.

As it carries out its legal tasks, Pelita’s collaboration with the 1940-1945 Foundation is increasingly intensified. The two foundations are also looking to integrate other tasks, but will always ensure that their individual identity is recognizably maintained for the various target groups.

Under the training programme Djalan Pienter, the smart pathway to culture-specific care, Pelita works together with assisted living complex Raffy and the National Steering Committee Elderly Moluccans [Landelijke Stuurgroep Molukse Ouderen, LSMO]. These partners formed a knowledge network with the Haaglanden assisted living complexes, the Humanitas Foundation, the tanteLouise-Vivensis Foundation and Zinzia Care Group/Rumah Kita for the realisation of culture-sensitive elderly care for Dutch Indonesians and Moluccans.

Pelita supports related voluntary organisations and in this context also participates in the OneWW2 Working group, a partnership of voluntary organisations of WWII survivors from both Europe and Asia. The working group intends to realise a physical and a digital platform for European and Asian voluntary organisations. In addition, the working group hopes to establish a dialogue across younger generations in order to develop a vision on future commemorations of WWII and their concomitant ceremonial aspects.

Activities in 2015
As part of its legal duty Pelita drew up 193 first and 264 supplementary applications. This amounts to a significant increase on the year before by 31 and 88, respectively, which can in part be ascribed to the implementation of the General War Injuries Scheme [Algemene oorlogsongevallenregeling, AOR] that came under the responsibility of the SVB/Pension and Benefit Board on 1 January. Consequently, Pelita now also draws up reports within the scope of the General War Injuries Scheme.

The one-stop-shop function that Foundation de Basis fulfils with regard to social services more than served its purpose, as evidenced by the 250 individuals who found their way to the specialist social workers at De Basis. In combination with the monitor function, this instrument constitutes an effective means of ensuring that a coherent and robust support and social services package will continue to be in place. Within the scope of its social services, Pelita organises numerous target group meetings. These accessible meetings serve to combat social isolation and function as an information and advice platform. They also enable early detection of any problems. Staff and volunteers organised Masoek Sadjas, family days, Moluccan contact days and Indies dining tables at 27 different locations. On a yearly basis, visitor numbers are well above 10,000. The staff further organised social-contact groups and surgeries. A relevant development is that half of these meetings is now organised by volunteers.

The Djalan Pienter programme organised training for 180 staff from the Nusantara Foundation and the tanteLouisa-Vivensis Foundation.

Pelita Nieuws, which counts Dutch Indonesians, Moluccans and any other interested parties among its target groups, appeared the usual six times, with a circulation of 5500. Every three weeks, Pelita’s digital newsletter found its way to almost 4000 subscribers.

Striving to strengthen social networks, Pelita organised the national informal care networking day for Dutch Indonesian and Moluccan organisations on 19 September. The day’s outcomes resulted in a publication that Pelita disseminated among participants and other interested parties. The day also revealed a need for a follow-up in the shape of regional networking days when enhancing informal care and strengthening the links between formal and informal care should be major priorities. Consultation with the municipalities is a prerequisite to realising these matters within the scope of the Social Support Act (Wmo). Pelita was deemed eminently placed to take upon itself the role of intermediary between the parties involved. In Eindhoven and Zwolle Pelita set up pilot projects to coordinate the cooperation between care providers and voluntary organisations. The commitment of volunteers, carers and clients is then certain to lead to enhanced support.
Pelita Foundation

Results
As regards its quality system, Pelita decided to switch from HKZ certification to ISO-9001. This switch proved successful, with the exception of one ‘minor’. Three staff members left the foundation upon reaching retirement or obtaining a new position within Arq. Pelita achieved positive operating results amounting to € 86,979. The budget had expected results to amount to € 62,609, which therefore means that the results are more favourable, by € 24,370, than anticipated.

Pelita Foundation
Director
H. Ferdinandus MA

Advisory Board
P.C.J. Isaak, chair
Ms A.W. Everts-Kuik, member
Key Figures in concept

EUR x 1,000

The 2015 annual accounts of Foundation Centrum ‘45 and – on account of the consolidation- Foundation Arq have not been formally approved as yet. This is occasioned by the problem of vagueness as to standardization in the case-mix system that Dutch mental healthcare is encountering on a nation-wide scale, and which has confronted the auditors with too substantial a measure of uncertainty to be able to issue an approved financial statement. The pathway decided on by the Ministry of Health, Welfare and Sport, the Dutch Healthcare Authority, Health Insurers and Dutch Association of Mental Health and Addiction Care (GGZ-NL) to resolve these uncertainties has not been completed yet, as a consequence of which the annual accounts will not be formally approved until the autumn, at the earliest.

<table>
<thead>
<tr>
<th>CONSOLIDATED STATEMENT OF INCOME AND EXPENSES</th>
<th>2015</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Income</strong></td>
<td></td>
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<tr>
<td>Income provided by care activities under the Health Care Insurance Act (ZW)</td>
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<td>11,620</td>
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<tr>
<td>Income provided by care activities other</td>
<td>6,200</td>
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<td>Total income care activities</td>
<td>16,767</td>
<td>16,436</td>
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<td>Project Income</td>
<td>5,659</td>
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<td>Project income from European funding</td>
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<td>Training courses and education</td>
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<td>Donations</td>
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<tr>
<td>Other income</td>
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<td>Total operating income</td>
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<td><strong>Expenses</strong></td>
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<td>Depreciation</td>
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<td>Other operating expenses</td>
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<td>26,487</td>
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<td><strong>Gross operating income</strong></td>
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<td>Financial income and expenses</td>
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<tr>
<td><strong>Net operating income</strong></td>
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<tr>
<td><strong>Cash flow provided by operating activities</strong></td>
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<td>4,157</td>
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<td><strong>BALANCE</strong></td>
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<tr>
<td><strong>Assets</strong></td>
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<td>Fixed assets</td>
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<td>Receivables</td>
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<td>Cash and cash equivalents</td>
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<td>Vorderingen</td>
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<td>Liquide middelen</td>
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<td><strong>Total assets</strong></td>
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<tr>
<td><strong>Liabilities</strong></td>
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<td>Shareholders’equity</td>
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<td>Provisions</td>
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<td>Long-term liabilities</td>
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<td>Short-term liabilities</td>
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<td><strong>Total liabilities</strong></td>
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<td><strong>EMPLOYEES</strong></td>
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<td><strong>SOLVENCY</strong></td>
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Acknowledgements

The activities of Arq Psychotrauma Expert group have been made possible through individual contributions from donors and by the following customers and (project) financiers: Abbas Fund, Achmea, Ambulance, Fire Brigade, Youth Care (Bureau Jeugdzorg), Central Agency for the Reception of Asylum Seekers (COA), CZ, CbusineZ, Dusseldorp Kinderfonds, Dutch Association of Mental Health and Addiction Care (GGZ-NL), EUR-Human, European Committee, European Union and European Regional Development Fund (for Opsic, TERRA, Inpreze/Kansen voor West projects), Foundation BOO, Foundation School & Safety, GCA, Municipality of Amsterdam, Municipality of Alphen a/d Rijn, Municipality of Hilversum, Gieskes-Strijbis Foundation, Ms Heijn, Foundation Employees Charity Fund ING, Salvation Army, Lippincott Williams & Wilkins, Menzis, Menzis/COA Administration, Ministry of Internal Affairs, Ministry of Defense, Ministry of Foreign Affairs, Ministry of Health, Welfare and Sport, Ministry of Infrastructure and the Environment, Ministry of Security and Justice, Multizorg, Dutch Railways (NS), National Police, NutsOhra Foundation, Nidos, Porticus, Dutch National Institute for Public Health and the Environment (RIVM), SASS, Sociale Verzekeringenbank (SVB), SSC-Custodial Institutions Agency (SSC-Dienst Justitiële Inrichtingen), Staatsbosbeheer, UNHCR, UNICEF, United States Institute of Peace, VGZ, vfonds, VNG, Wolters Kluwer, Netherlands Organisation for Heath Research and Development (ZonMw), Health Insurers (Zorgverzekeraars Nederland, ZN).