



GOOD PRACTICES ON MENTAL HEALTH

IN EUROPEAN YOUTH
INFORMATION WORK

'This booklet is part of the project 'Do you mind?'



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EDITOR-IN-CHIEF: Gazmir Kadriu (“Impress” Association, Croatia)

LAYOUT: Kristina Zvježina (“Impress” Association)

AUTHORS: Tanja Herceg, Psychologist (President, “Impress” Association); Gazmir Kadriu, Project Manager (“Impress” Association)

Contributors:

- PRONI Center for Social Education (Croatia)
- European Agency for Youth Information and Counseling (ERYICA), Luxembourg
- National Youth Foundation, Romania
- Association New Generations of Social Innovators for Inclusion-Poraka Nova, North Macedonia
- Association for Extracurricular and After-School Activities -CINAZ, Croatia
- IASIS, Greece
- Community of Youth Information Centers in Croatia, Croatia

ENGLISH PROOFREADING: Gazmir Kadriu

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1.

INTRODUCTION

INTRODUCTION

This booklet presents a mapping of best practices collected as part of the “Do You Mind?” project, which focuses on promoting youth engagement, mental health, inclusivity, and social impact. The mapping serves as a practical resource for organizations, youth workers, and educators, providing examples of initiatives, activities, and methods that can be adapted or replicated to inspire positive change in both local and international communities.

These best practices contribute to the achievement of the United Nations Sustainable Development Goals (SDGs), with particular emphasis on fostering youth participation, well-being, and community development.

This mapping is part of the Erasmus+ Program under Action Type KA220-YOU – Cooperation Partnerships in Youth. The project is coordinated by the PRONI Center for Social Education (Croatia) and implemented in partnership with the following organizations:

- European Agency for Youth Information and Counseling (ERYICA), Luxembourg
- Association for Promoting Positive Affirmation of Youth in Society “Impress” Daruvar, Croatia
- National Youth Foundation, Romania
- Association New Generations of Social Innovators for Inclusion Poraka Nova, North Macedonia
- Association for Extracurricular and After-School Activities CINAZ, Croatia
- IASIS, Greece
- Community of Youth Information Centers in Croatia, Croatia

Together, these organizations have gathered and shared best practices to empower young people and strengthen youth work across Europe.

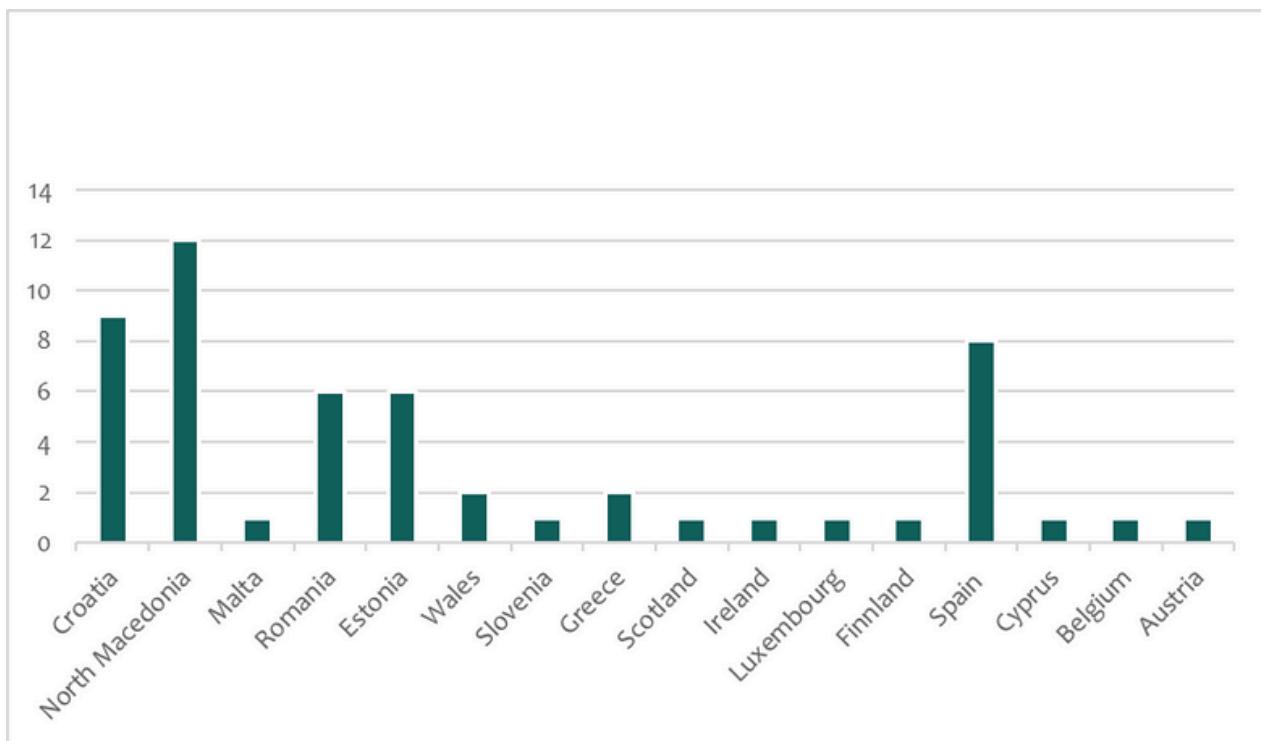
2.

**STATISTICAL DATA
COLLECTED
THROUGH THE
MAPPING OF GOOD
PRACTICES**

1.1. Cross-Border Good Practices

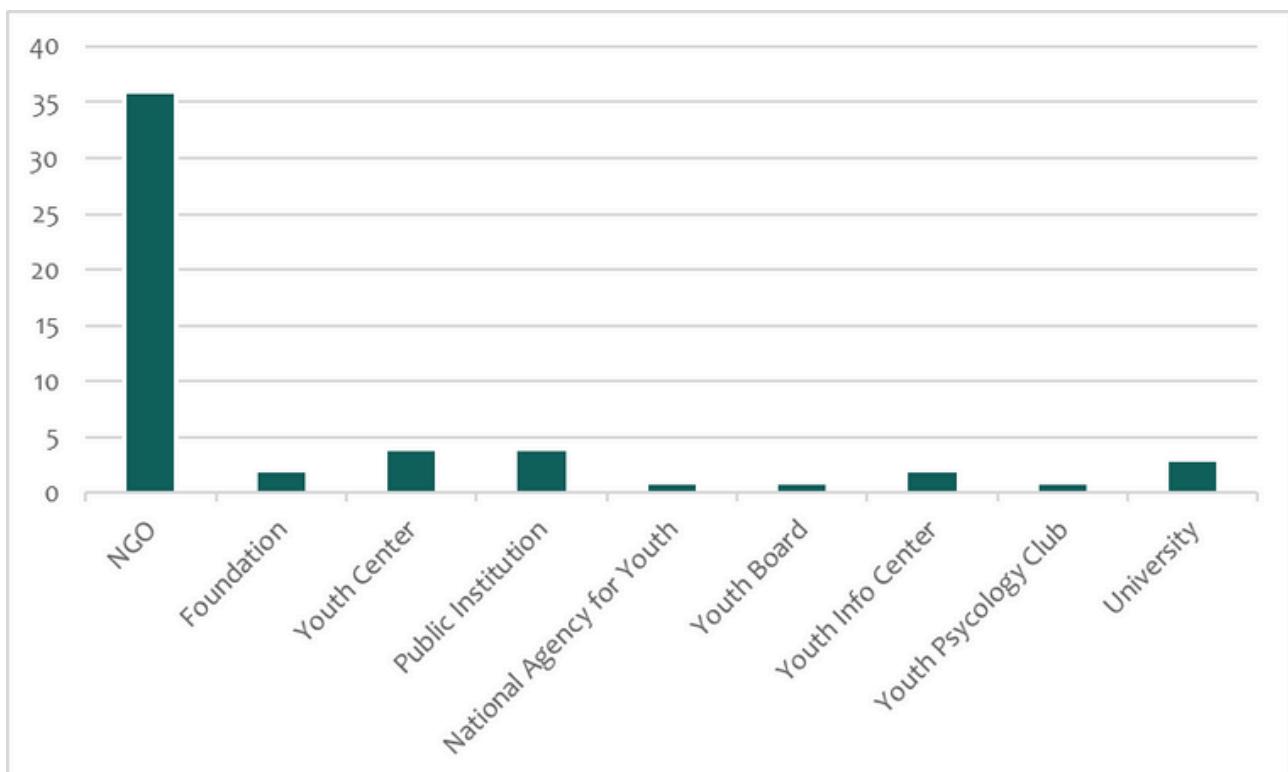
As part of the “Do You Mind?” project, we implemented a mapping process to collect good practices related to mental health support within the field of youth information work. This collaborative effort involved contributions from all project partners and was disseminated to more than 120 youth information centers and nongovernmental organizations (NGOs) across Europe. The purpose was to gather, exchange, and highlight effective practices that address youth mental health challenges in diverse social and cultural contexts.

The good practices , 54 of them, were collected from multiple countries, representing a broad geographical and contextual range: from Croatia, North Macedonia, Malta, Romania, Estonia, Wales, Slovenia, Greece, Scotland, Ireland, Luxembourg, Cyprus, Belgium, Austria and Spain. These contributions reflect a rich variety of approaches, tools, and formats currently used by professionals in the youth sector to promote mental well-being.



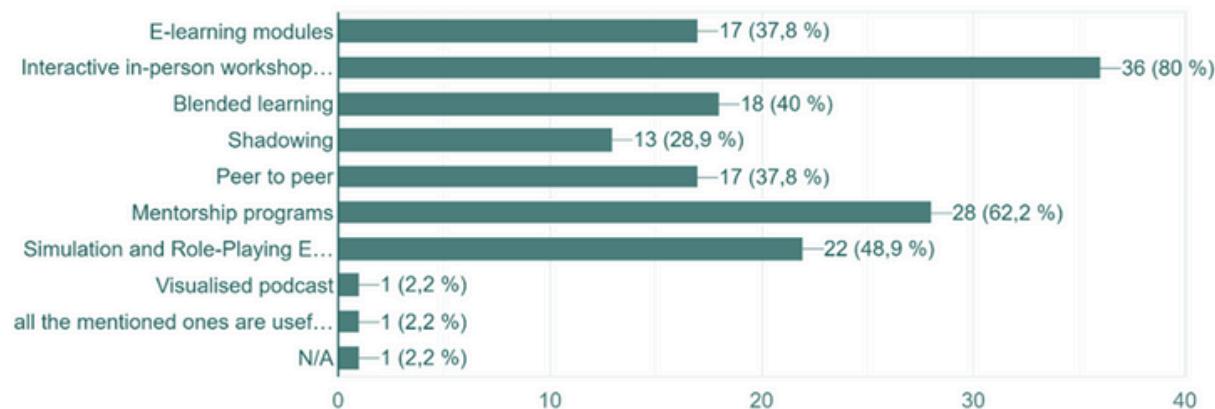
2.1. Profiles of Contributing Organizations

The good practices were shared by a diverse range of organizations actively engaged in the field of youth information across Europe. These organizations included non-governmental organizations (NGOs), foundations, youth centers, public institutions, universities, national youth agencies, youth boards, youth information centers, and youth psychology clubs. Each plays a vital role in supporting and enhancing youth information work, contributing to the mapping of best practices that are shared across borders to strengthen the overall support provided to young people.



3.1. Preferred Formats for Capacity Building

During the mapping process, information was also collected on the most used formats for capacity building among youth information workers. The responses reflected a diverse mix of training approaches implemented across different organizations. The main formats identified included e-learning modules, interactive in-person workshops, blended learning, job shadowing, peer-to-peer learning, mentorship programs, simulation and role-playing activities, and visualized podcasts. Among these, the most frequently used formats were interactive in-person workshops and mentorship programs.



4.1. Interest in Participating in Mental Health Training

During the mapping process, we also collected responses from organizations regarding their interest in participating in future training courses on mental health in youth information work. A total of 69.6% of organizations expressed a clear interest in participating, while 23.2% responded "maybe," indicating that their participation would depend on the timing of the training. The remaining organizations did not provide a response. These findings provide an insightful overview of the strong interest among youth-focused organizations in expanding their capacities and enhancing their work in the field of mental health within youth information services.

Would your organization be interested in participating in online or in-person training opportunities on the topic of youth information workers on the topic of Mental Health ?

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3.

GOOD PRACTICES FROM WALES

3.1. Mind Our Future

3.2. Meic Helpline

3.1. MIND OUR FUTURE

General Information About the Organization

Name of the Organization: ProMo Cymru

Country and City: Wales

Type of Organization: Non-Governmental Organization (NGO)

Contact Information: www.promo.cymru



MENTAL HEALTH SUPPORT SERVICES FOR YOUNG PEOPLE PROVIDED BY THE ORGANIZATION

The Mind Our Future Gwent (MoFG) project in Gwent, Wales, positions young people not just as recipients of mental health services but as active co-creators of their own support systems.

Developed with funding of £999,888 from the National Lottery Community Fund, the project is delivered by ProMo Cymru in partnership with Newport Mind. It follows a four-stage service design methodology—Discover, Define, Develop, and Deliver—ensuring that all interventions are grounded in the lived experiences of young people.

MoFG began by researching the needs of young people (Discover), identifying key challenges (Define), creating potential solutions (Develop), and is now implementing and testing those solutions (Deliver).

The project engages 11 young people aged 16–24 from across Gwent as Peer Service Designers (formerly Peer Researchers). This youth-led approach ensures that the project's direction and outcomes truly reflect the needs and priorities of young people.

During the Discovery phase, over 200 young people aged 11–27 participated in research across Gwent. Findings, published in the MoFG Discovery Report, revealed seven key insights and critical gaps in mental health support:

Staff should be trustworthy, understanding, and friendly while maintaining professionalism.

Services must be flexible and accessible to everyone.

Many young people lack awareness of available mental health services. Consistency is needed, especially during service transitions.

Negative past experiences deter young people from seeking help.
Stigma remains a major barrier to accessing support.
Timely and appropriate support is essential.

Based on these insights, Peer Service Designers co-created three core solutions:

1. Campaigning and Social Media

Recognizing the power of social media, MoFG launched a dedicated Instagram account to raise awareness about available services in Gwent, provide easy access to resources, and reduce stigma related to mental health.

2. Training

MoFG delivers training for both professionals and young people, led by Peer Service Designers.

For professionals: Training builds communication skills and confidence in supporting young people.

For peers: Training focuses on active listening, empathy, and signposting skills to enable young people to support one another.

3. Engagement

MoFG collaborates with key stakeholders to improve systems using service design principles. For example, the project works with the SPACE panel to strengthen referral pathways and engages Senedd members such as Sarah Murphy and Dawn Bowden to advocate for policy improvements.

The Mind Our Future Gwent project represents a significant shift toward a youth-centered, co-designed mental health system. It empowers young people to shape solutions that directly impact their well-being and community.

Beyond service innovation, MoFG provides valuable personal and professional development opportunities. Peer Service Designers gain hands-on experience in research, teamwork, and leadership through workshops and two residential programs over the past three years. These experiences have built confidence and inspired many to pursue higher education or employment.

Although the project continues to face challenges, such as sustaining youth engagement, securing long-term funding, and measuring impact, its foundation in youth empowerment and co-production offers a promising model for the future.



GOOD PRACTICES IN MENTAL HEALTH SUPPORT

Employing young people to lead and implement the project has proven highly effective. All participants bring firsthand experience with mental health challenges, using their insights to make services more responsive and relevant.

These young people are active contributors, not passive participants. They propose ideas, take initiative, and shape decisions, strengthening their confidence and collaborative skills.

Many participants report that their involvement has had a transformative effect, helping them develop career goals, gain employment, or access higher education.

Importantly, their work is formally recognized and compensated, each participant contributes around 10 hours per month and receives payment for their involvement.

This approach demonstrates how empowering youth as equal partners in mental health initiatives can lead to both better services and stronger communities.



3.2. MEIC HELPLINE

General Information About the Organization

Name of the Organization: ProMo Cymru

Country and City: Wales

Type of Organization: Non-Governmental Organization (NGO)

Contact Information: www.promo.cymru



MENTAL HEALTH SUPPORT SERVICES FOR YOUNG PEOPLE PROVIDED BY THE ORGANIZATION

Meic is a nationwide helpline for children and young people, offering free, confidential information, advice, and advocacy from 8:00 a.m. to midnight every day.

Young people can reach the helpline via phone, WhatsApp, text, or online chat, choosing to speak with trained Helpline Adviser Advocates in either English or Welsh.

Beyond direct calls, Meic maintains a youth-friendly digital presence:

A blog on www.meic.cymru

TikTok: Meic Helpline (English)

Instagram: Meic Cymru (Welsh and English)

These platforms share accessible information about topics such as relationships, mental health and well-being, addiction, and LGBTQ+ issues.

The Meic team also conducts in-person outreach, attending youth events across Wales to raise awareness and build trust with potential users.

Operating this service requires ongoing coordination of website management, social media, and the training and employment of Helpline Adviser Advocates. New contact methods—such as WhatsApp integration—require significant investment in time, staffing, and resources.

Meic is operated by ProMo Cymru and funded by the Welsh Government.



GOOD PRACTICES IN MENTAL HEALTH SUPPORT

Meic provides young people with an accessible, confidential, and empathetic channel to seek help when they need it most. This is particularly crucial given the long waiting lists for statutory and charitable mental health services across Wales.

Between October 2024 and December 2024, the helpline received more than 1,000 contacts through its various communication platforms—demonstrating its essential role as a first point of support for children and young people.

Through its multi-channel accessibility, bilingual service, and strong digital presence, Meic stands out as a best-practice model for responsive, youth-friendly mental health support.

4.

GOOD PRACTICES FROM ROMANIA

- 4.1. Mental Health and Psychosocial Support
- 4.2. Thematic Workshops
- 4.3. Variety of Services
- 4.4. Therapy Sessions
- 4.5. Empowering of open Communication
- 4.6. Engaging Mental Health Content

4.1. MENTAL HEALTH AND PSYCHOSOCIAL SUPPORT

General Information about the Organization

Name of the Organization: Romanian Red Cross

Country and City: Bucharest, national

Type of Organization: Non-Governmental Organization (NGO)

Contact Information: <https://crucearosie.ro/>



MENTAL HEALTH SUPPORT SERVICES FOR YOUNG PEOPLE PROVIDED BY THE ORGANIZATION

The Romanian Red Cross Health Promotion Centres provide a comprehensive range of Mental Health and Psychosocial Support (MHPSS) services designed to address the diverse needs of beneficiaries, including displaced Ukrainians, other migrants, and members of the host community.

Services include:

- **Counseling:** Short-term individual and group psychological counseling addressing a range of mental health challenges.
- **Workshops and Psychoeducation:** Interactive sessions on stress management, coping strategies, and self-care techniques.

- **Support Groups:** Peer-led and professionally facilitated groups that offer shared experiences and mutual support, such as groups of Ukrainian community members supporting other service users.
- **Information and Awareness Campaigns:** Dissemination of mental health information, available resources, and referral pathways via leaflets, social media, and community events. MHPSS services are integrated with basic medical services and delivered at the same location to ensure holistic care.

Target Group

The services primarily support:

- Ukrainian refugees and other vulnerable populations, including migrants, host community members, and marginalized groups.

- Individuals across all age groups, including children, adolescents, and the elderly.

Resources Required for MHPSS Implementation

- Human Resources: Trained psychologists, social workers, volunteers (including Ukrainian-speaking staff), interpreters, and cultural facilitators.
- Technical Tools: Digital platforms such as Easy Medical for case management and referrals.
- Physical Resources: Safe and welcoming spaces for in-person sessions, child-friendly corners, and workshop materials.
- Coordination & Networking: Established referral pathways to external services, including family doctors and psychiatric support.
- Capacity Building: Continuous training and supervision for staff and volunteers to maintain service quality.

GOOD PRACTICES IN MENTAL HEALTH SUPPORT

The Romanian Red Cross Health Promotion Centres implement several effective practices to promote MHPSS:

- Short-Term Psychological Counseling: Tailored individual and group sessions providing emotional support and coping strategies.

- Social Support: Direct engagement from social workers and community workers to enhance psychosocial well-being and community integration.
- Workshops & Psychoeducation: Interactive sessions on stress management, resilience-building, and self-care equip young people with practical skills.
- Peer Support Group Sessions: Culturally relevant, peer-led groups create safe spaces for sharing experiences and fostering mutual understanding.
- Information Campaigns: Awareness-raising materials and social media content expand access to mental health resources.
- Integrated Care Approach: Combining MHPSS and medical services under one roof provides holistic and comprehensive support.

SUCCESS FACTORS

- Cultural and Language Sensitivity: Ukrainian-speaking staff and interpreters ensure inclusivity, particularly for displaced youth.
- Innovative Tools: The EasyMedical digital case management platform improves efficiency in follow-ups and referrals.
- Safe Spaces: Child-friendly areas and welcoming environments enhance security and support for young people.
- Capacity Building: Ongoing staff and volunteer training ensures high-quality, evidence-based service delivery.

4.2. THEMATIC WORKSHOPS

General Information About the Organization

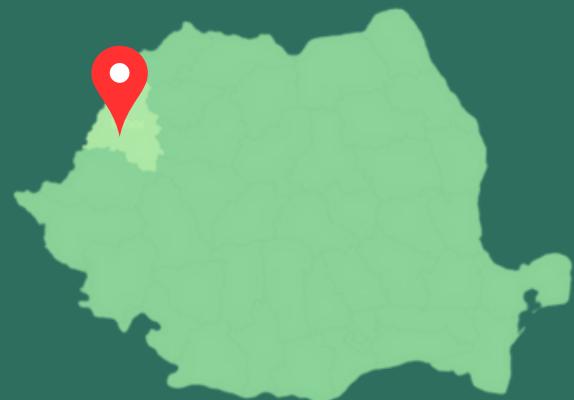
Name of the Organization: Romanian Youth

Foundation Bihor

Country and City: Romania, Oradea/Bihor

Type of Organization: Local Youth Foundation

Contact Information: bogdan.pop@rotineret.ro



MENTAL HEALTH SUPPORT SERVICES FOR YOUNG PEOPLE PROVIDED BY THE ORGANIZATION

The Romanian Youth Foundation Bihor offers a wide range of services for young people, primarily delivered through activities at its youth center. These services are designed based on periodic assessments to ensure they meet the evolving needs of the youth we work with. A common request from young people is for more recreational activities, as they often lack opportunities for meaningful leisure time, which can negatively affect their mental well-being. In response, the organization also provides counselling sessions and workshops focusing on mental health, socio-emotional development, and emotional regulation.

TARGET GROUP

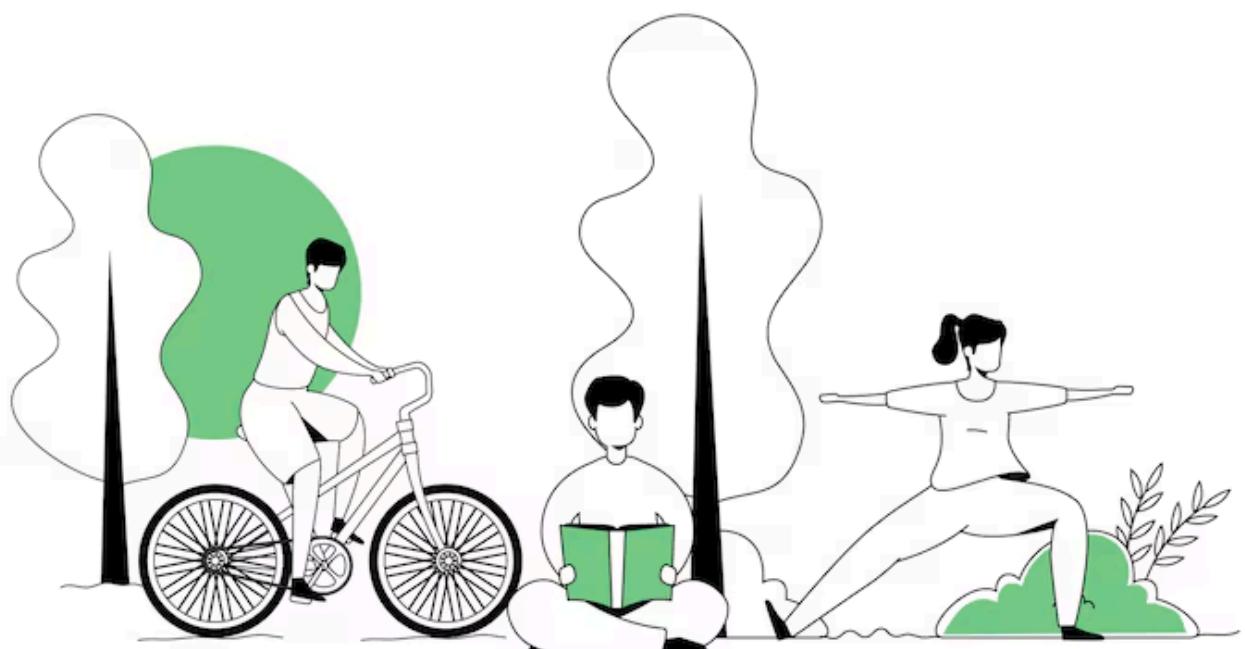
The main target group includes young people aged 14 to 30, with most participants between 16 and 22 years old. Activities are tailored to this age range and life stage, such as high school or university, to ensure relevance and maximum engagement.

RESOURCES REQUIRED

Delivering these services relies on specialized personnel, including psychologists, professional counsellors, and trained experts. Due to limited access to such professionals, the foundation frequently collaborates with local and national NGOs to ensure high-quality mental health support. Many young people seek regular one-on-one conversations with youth workers to help navigate challenges such as social anxiety, depression, and difficulties in self-expression.

GOOD PRACTICES IN MENTAL HEALTH SUPPORT

The most commonly used practices in our work include thematic workshops that focus on various aspects of mental health, as well as one-on-one sessions dedicated to personal development. In these individual sessions, youth workers tailor their approach to addressing the specific needs and challenges of each young person. We also incorporate creative methods, such as music and art, to facilitate certain workshops, making the experience more engaging and expressive for participants.



4.3. VARIETY OF SERVICES

General Information about the Organization

Name of the Organization: Mental Help

Country and City: Bucharest, Romania

Type of Organization: Non-Governmental Organization (NGO)

Contact Information: www.mental-help.ro



MENTAL HEALTH SUPPORT SERVICES FOR YOUNG PEOPLE PROVIDED BY THE ORGANIZATION

The organization offers a wide range of mental health support services, including:

1. Counseling and Workshops – Individual and group counseling sessions, along with workshops tailored to different mental health themes.
2. Support Groups and Informational Sessions – Peer-led or professionally guided groups, combined with the distribution of essential mental health resources.
3. Psychoeducation – Providing education on mental health topics, coping strategies, and emotional regulation techniques.
4. Psychiatric Evaluations – Professional assessments to identify and diagnose mental health conditions.
5. Psychological Testing – Standardized tests designed to better understand cognitive, emotional, and behavioral challenges.

4.4. THERAPY SESSIONS

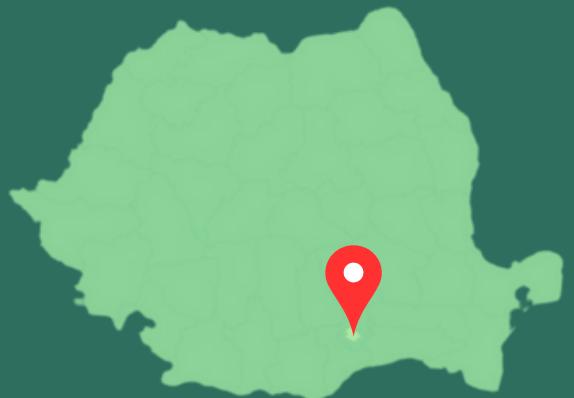
General Information About the Organization

Name of the Organization: Mental Help

Country and City: Bucharest, Romania

Type of Organization: Non-Governmental Organization (NGO)

Contact Information: www.mental-help.ro



MENTAL HEALTH SUPPORT SERVICES FOR YOUNG PEOPLE PROVIDED BY THE ORGANIZATION

Ajungem MARI is one of the largest socio-educational volunteer programs in Romania, dedicated to improving the lives of institutionalized children. With the support of approximately 1,300 volunteers, the program addresses the emotional, educational, psychological, and social needs of nearly 3,000 children in the state protection system and from disadvantaged backgrounds, ranging in age from 3 to 20 years.

Given the profound impact of abuse and neglect on these children's mental health, specialized assistance is often necessary. To meet this need, Ajungem MARI has established a psychotherapy program. This initiative allows volunteers who visit the children on a weekly basis to request counseling and psychotherapy sessions

for those showing signs of emotional difficulties or behavioral issues. These sessions are fully funded by the association.

The process begins with the volunteer consulting with the Ajungem MARI psychologist about the child's difficulties. The psychologist, who has experience working with trauma, supervises the entire process. If the child agrees to begin counseling, consent is obtained from their legal representative. A suitable therapist is then identified, and transportation to the therapy sessions is arranged. Throughout the process, Ajungem MARI maintains communication with the volunteer to receive feedback on the child's progress and also stays updated by the therapist.

Ajungem MARI promotes an integrated approach, addressing each child's educational, social, and emotional development. To support this goal, the organization provides private tutoring to help children overcome academic gaps, organizes trips and outings with volunteers (with the legal guardian's consent), and conducts personal development workshops led by psychologists, social workers, and volunteers.

GOOD PRACTICES IN MENTAL HEALTH SUPPORT

The therapy process within the Ajungem MARI program is designed to offer children a structured, supportive environment where they can explore their emotional and psychological needs. Once therapy begins, feedback is collected from all parties involved. The volunteer working closely with the child regularly monitors progress and shares observations with the Ajungem MARI psychologist. The therapist also provides weekly or monthly updates on the child's therapeutic progress. In addition, legal guardians are encouraged to share any notable changes in the child's behavior with the Ajungem MARI team. This collective feedback helps determine whether the therapy should continue with the current therapist or if a change is necessary.

Therapy sessions provide the child with a nonjudgmental, supportive space where they can freely express their thoughts and emotions. Within this safe environment, the therapist serves as a "secure base," helping the child learn emotional regulation, address relational challenges, and adopt more adaptive behaviors.

Through ongoing therapy, children develop effective coping strategies, build self-esteem, and gain a clearer understanding of their emotions. Therapists also support children in developing healthy relationships, improving social skills, and setting and achieving personal goals. By offering consistent support and encouragement, therapists empower children to overcome challenges and reach their full potential.



4.5. EMPOWERING OPEN COMMUNICATION

General Information about the Organization

Name of the Organization: FJT Tulcea

Country and City: Romania, Tulcea

Type of Organization: Foundation

Contact Information: <https://fjttulcea.ro/>



MENTAL HEALTH SUPPORT SERVICES FOR YOUNG PEOPLE PROVIDED BY THE ORGANIZATION

Our organization offers support groups that focus on key topics such as mental health, sex education, and communication skills for teenagers.

These sessions are facilitated by professional therapists in collaboration with our dedicated youth staff. This approach ensures a safe, supportive, and informative environment where young people can explore and discuss these essential topics.

GOOD PRACTICES IN MENTAL HEALTH SUPPORT

Effective Communication & Supportive Environment

We recognize the importance of open communication with young people to understand their needs.

Building trust is essential, which is why our youth staff maintains close, supportive relationships, ensuring that young people feel safe and comfortable discussing any challenges they face. The therapists we collaborate with are approachable and skilled in connecting with youth, making it easier for participants to open up. These professionals design sessions to be interactive and engaging, creating an environment where young people can actively participate and feel genuinely supported.

4.6. ENGAGING MENTAL HEALTH CONTENT

General Information About the Organization

Name of the Organization: Mental Health

Romania

Country and City: Romania, National

Type of Organization: Non-Governmental Organization (NGO)

Contact Information:

<https://mentalhealthforromania.org/en>



MENTAL HEALTH SUPPORT SERVICES FOR YOUNG PEOPLE PROVIDED BY THE ORGANIZATION

Our organization offers a variety of mental health services, including:

1. Workshops for High School Students – Interactive presentations aimed at teaching students about common mental health conditions, prevention, self-care, and how to seek professional help. Target group: high school students in Romania. Resources required: volunteers or partnering school counselors, plus electronic equipment to display materials in schools.
2. Map of Mental Health Professionals – A centralized platform listing mental health professionals in Romania, with filters for free and discounted services,

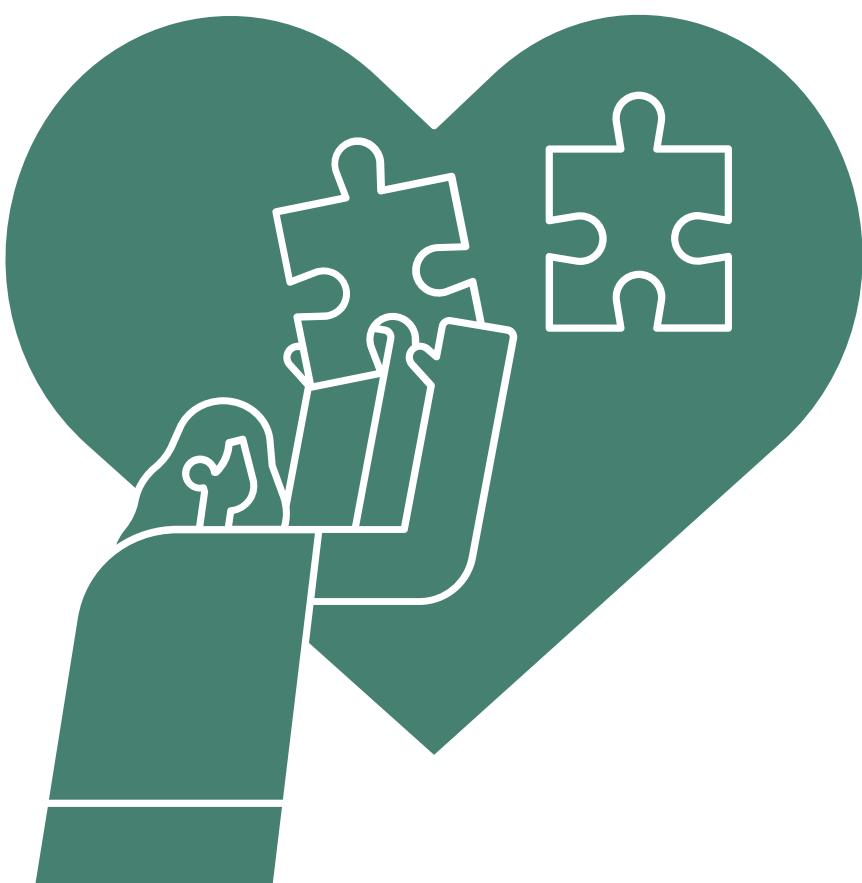
LGBTQ-friendly providers, online therapy, and more. Target group: anyone living in Romania. Resources required: web developer to implement the platform and a website to host it.

3. Support Group on Discord – Channels dedicated to specific mental illnesses, hobbies, and events. Target group: anyone in Romania, primarily youth familiar with Discord and social media. Resources required: volunteer moderators and the Discord server.
4. Online Mental Health Resources – Articles, podcasts, videos, and illustrations available online. Target group: anyone in Romania with internet access. Resources required: human resources and various online platforms.

GOOD PRACTICES IN MENTAL HEALTH SUPPORT

Most of our resources are created by, or in collaboration with, mental health professionals. We also actively gather feedback from high school and university students, and collaborate with young, creative graphic designers and web developers to ensure all materials are engaging and easy to understand. This collaborative approach and use of diverse media have made us the most visible mental health organization in Romania's online space (25k+ followers across all platforms, 100k+ website visitors), while also yielding very positive feedback for our in-person projects (e.g., a 97% satisfaction rate among high school students attending our workshops).

For the Map of Professionals, we gather feedback from both users (through platform reviews) and listed professionals (via an annual survey) to ensure the platform remains transparent and accessible to as many vulnerable groups as possible.



5.

GOOD PRACTICES FROM SLOVENIA

5.1. Youth Support Group

5.1. YOUTH SUPPORT GROUP

General Information About the Organization

Name of the Organization: ŠKUC (L'MIT - Ljubljana Network of Info Points)

Country and City: Slovenia, Ljubljana

Type of Organization: Non-Governmental Organization (NGO)

Contact Information: www.lmit.org



MENTAL HEALTH SUPPORT SERVICES FOR YOUNG PEOPLE PROVIDED BY THE ORGANIZATION

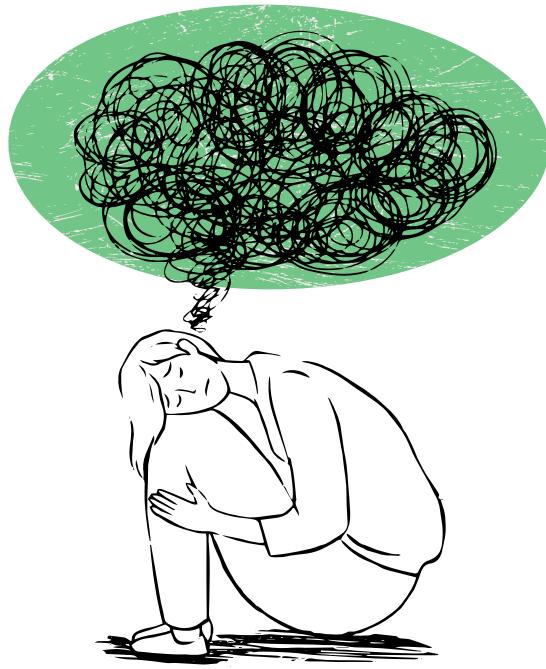
At our Info Centre, we provide general information to young people through multiple channels, including our website, in-person interactions, phone, social media, and email. In addition to informational services, we organize creative workshops and cultural-educational activities, all free of charge. We also offer educational programs for youth workers to enhance their skills and capacity to support young people.

As part of our mental health support services, we run a weekly support group for young people led by a licensed psychotherapist. These sessions take place once a week for 90 minutes at our Info Centre. The therapist provides guidance, listens to participants, and helps them work through their challenges. Additionally, we offer an art therapy group led by a qualified art therapist.

In these sessions, young people are encouraged to express their emotions through various art forms, with therapists providing support and guidance. Depending on the week, one or both therapists may lead the group.

Our primary target group for mental health activities is young people aged 16 to 30. We also provide information about external resources, such as health centers, other support groups, and free therapy services, helping youth access additional support when needed.

The successful implementation of these services relies on skilled human resources, including staff responsible for securing funding and recruiting qualified therapists to lead group sessions. One unique tool we use is the "What Makes You Happy" card game, which offers youth workers interactive methods to engage young people in exploring and expressing their emotions.



GOOD PRACTICES IN MENTAL HEALTH SUPPORT

Within our organization, the youth support group is considered one of the most effective activities in the field of youth mental health. In this group, young people are encouraged to open up about their challenges in a safe and supportive environment. Sessions are facilitated by a trained therapist who guides discussions and offers advice and support when needed.

Participants share experiences with peers, creating a strong sense of mutual support and connection. The small group setting—limited to about 10 participants—allows for a personal approach where everyone has the opportunity to be heard and express their thoughts and feelings.

The therapist uses an individualized approach and a variety of engagement methods, including small group work, talking circle methods, storytelling, questionnaires, and interactive tools such as card games. One method involves each participant selecting a card and using it to tell a story, fostering creative sharing and reflection.

Young people consistently report that they enjoy attending the group because it allows them to be authentic, feel heard, and receive support. The close-knit environment fosters friendships and trust, which often extend beyond the sessions, positively impacting participants' social lives and emotional well-being.

6.

GOOD PRACTICES FROM ESTONIA

- 6.1. Young Person-Centered Approach
- 6.2. Space Out of the Box
- 6.3. Mental Health Workshop Guide for Youth Work Specialists
- 6.4. We CARE
- 6.5. Creative Co-Creation Practices for Emotional Expression
- 6.6. Counseling and Interactive Sessions

6.1. YOUNG PERSON-CENTERED APPROACH

General Information About the Organization:

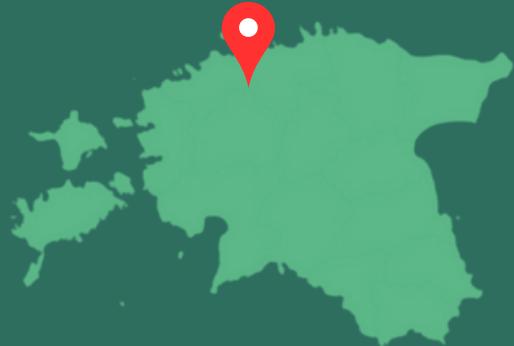
Name of the Organization: Valdeku Youth Center / Nõmme Leisure Center

Country and City: Tallinn, Estonia

Type of Organization: Youth Center (Public Institution)

Contact Information:

<https://www.nomme.ee/valdeku-noortekeskus/>



MENTAL HEALTH SUPPORT SERVICES FOR YOUNG PEOPLE PROVIDED BY THE ORGANIZATION

Valdeku Youth Center provides a safe, supportive, and inclusive environment for young people, encouraging personal development, creativity, and community involvement through self-initiative. The center focuses on several key areas:

- Recreational Activities Through Board Games: Board games are used as a tool to build community and connect different personalities of young people.
- Hands-On Activities: These include upcycling projects and board game design, helping youth engage creatively and develop practical skills.

- Guidance and Mentoring: Youth workers provide information and advice on education, career paths, and personal challenges.
- Community Engagement: The center organizes activities and events such as family board game days, flea markets, and persona-based interactive activities.
- Participatory and Collaborative Learning: Methods focus on dialogue, teamwork, and collaborative learning to help youth build confidence, skills, and relationships.

TARGET GROUP:

Young people aged 7–26, with the most active participants typically aged 7–16.

RESOURCES:

- Qualified youth workers with expertise in guiding, mentoring, and facilitating activities.
- International volunteers or interns to support events and daily operations.
- Specialized youth-friendly partners for workshops (e.g., sustainability experts, board game designers).

OTHER RESOURCES:

- A variety of board games and materials for creative workshops.
- Visual aids (e.g., persona boards, collaborative walls) to support interactive and engaging activities.
- Youth initiative fund to support event and project organization.

GOOD PRACTICES IN MENTAL HEALTH SUPPORT

- Young-Person-Centered Approach: The center actively listens to young people's needs and involves them in planning and designing activities.
- Board Games as a Tool for Engagement: Board games teach teamwork, problem-solving, social skills, communication, and self-confidence in a fun and indirect way.
- Family and Community Integration: Events like family board game days and flea markets create opportunities for youth to connect with their families and the broader community.
- Third Safe Space Concept: The center serves as a safe environment beyond home and school, where youth feel understood, included, and welcome.
- Guidance and Support: All youth workers are trained to offer guidance on personal challenges, educational paths, and career planning.
- Accessibility: Most events are free, ensuring that financial barriers do not prevent participation.



6.2. SPACE OUT OF THE BOX

General Information About the Organization

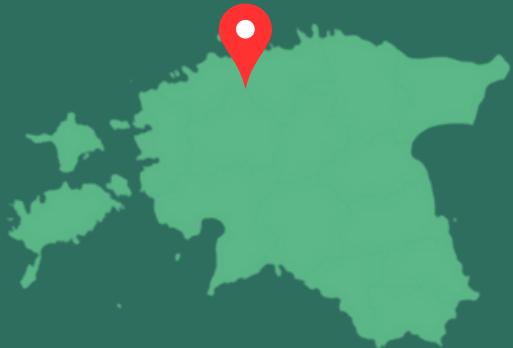
Name of the Organization: Põhja-Tallinna

Noortekeskus

Country and City: Tallinn, Estonia

Type of Organization: Youth Center, Public Institution

Contact Information: ptnk.ee



MENTAL HEALTH SUPPORT SERVICES FOR YOUNG PEOPLE PROVIDED BY THE ORGANIZATION

"Space Out of the Box" – A Youth Project on Street Art and Mental Health

As part of our mental health and youth empowerment initiatives, our organization implemented a project called "Space Out of the Box," which focused on the intersection of street art and mental health. This project offered a variety of creative, educational, and therapeutic services aimed at helping young people explore self-expression, build confidence, and support their mental well-being through the arts.

KEY SERVICES PROVIDED:

- **Artistic Expression Workshops:** Young participants engaged in street art, clay modeling, music, and art therapy sessions. These activities introduced different forms of creative expression and demonstrated how art can be a powerful tool for supporting mental health.
- **Mental Health Awareness Through Art:** Mental health education was integrated into all activities, helping youth understand the connection between creativity and emotional well-being. Art therapy techniques encouraged self-reflection, emotional expression, and resilience.
- **Legal and Responsible Street Art Education:** Participants learned how to create street art in a legal and responsible way, while also gaining practical skills for producing high-quality artwork.

- Inclusive Participation Opportunities: Initially targeting youth aged 14–18 in Tallinn, the program expanded to include participants from other regions, such as Narva. The project welcomed young people from all cultural backgrounds, regardless of prior art experience.
- Youth Camps and Skill-Building Sessions: Camps provided a space for participants to acquire street art knowledge, practice art therapy methods, and develop creative, linguistic, and social skills, supporting both personal development and employability.
- Community Engagement and Public Art Events: The project culminated in a public event in Põhja-Tallinn, where participants exhibited murals, led interactive workshops, and shared knowledge with the community. Community members were invited to submit their own street art designs. All murals focused on mental health themes.
- Collaboration with Professional Street Artists: Experienced street artists guided participants, sharing expertise and helping them create impactful, message-driven artwork.

Through “Space Out of the Box,” our organization provided an engaging, inclusive, and creative environment that empowered youth, promoted positive mental health practices, and strengthened community ties.

GOOD PRACTICES IN MENTAL HEALTH SUPPORT

“Space Out of the Box” was a creative and therapeutic project introducing young people to different forms of artistic expression—street art, clay modeling, music, and art therapy—while raising mental health awareness. The project highlighted how art can support emotional well-being and taught participants to engage in street art responsibly. Youth from diverse cultural backgrounds in Tallinn, as well as other regions like Narva, participated, with no prior art experience required. The environment was safe and supportive, offering an alternative to self-destructive behaviors and fostering positive self-development and self-esteem.

Three Thematic Camps:

1. Art & Music Therapy Camp (Feb 27 – Mar 3): This five-day camp introduced participants to art and music therapy alongside various artistic exercises. Youth shared mental health tips, explored ways to seek help, and discussed emotional well-being. Activities focused on building a safe and trusting group atmosphere. The camp included an introduction to Erasmus+ and European Solidarity Corps programs, with a visit from street artist Andrei Kedrin.

2. Street Art Design Camp (Apr 14 – 16): During this three-day camp, participants learned the history of street art and worked on personal designs. Guided by Andrei Kedrin, youth visited a legal graffiti wall in Tallinn and created the project logo, gaining hands-on street art experience.

3. Event Management Camp (Jun 27 – 29): This camp focused on event planning and organizational skills, equipping youth with tools for future professional and public engagement.

STREET ART CAMPAIGN AND COMMUNITY ENGAGEMENT:

In May, the team ran a street art campaign in collaboration with the North Tallinn Council, with categories focusing on mental health, freelance work, and professional art. Four artworks were completed across different districts, including a large-scale mural created with professional artists and the support of Soo 4. The project culminated in a public event titled “Live and Create” in Telliskivi Creative City.

Youth facilitated workshops such as art therapy, clay modeling, and cloth bag drawing. The event drew locals and visitors from other Baltic states and helped raise funds for a local shelter. Mental health experts provided resources and guidance to attendees.



REFLECTION, FOLLOW-UP, AND IMPACT:

A reflection and thank-you day was held in September, where youth worked on Youthpass certificates. Follow-up support was provided as needed. Project team meetings and planning sessions were held at the youth center and in Tartu.

Participants came from diverse cultural and educational backgrounds, communicating in both Estonian and English.

The project promoted social inclusion, fostering friendships, openness, and continued community engagement. Community members praised the positive impact of the murals and expressed interest in future projects.

Feedback from participants indicated that they had learned how to support themselves through art, better understand mental health, resolve conflicts, create street art legally, and organize events.

The project reduced stigma around mental health and provided youth and community members with practical tools and experiences to support emotional well-being.

6.3. MENTAL HEALTH WORKSHOP GUIDE FOR YOUTH WORK SPECIALISTS

General Information About the Organization

Name of the Organization: Education and Youth

Board of Estonia

Country and City: Estonia

Type of Organization: Public Institution

Contact Information: www.teeviit.ee



MENTAL HEALTH SUPPORT SERVICES FOR YOUNG PEOPLE PROVIDED BY THE ORGANIZATION

Teeviit is Estonia's national youth information platform, offering accessible, youth-friendly support for young people across the country. Mental health is a central focus, reflecting its importance in the everyday lives of young people.

The service aims to inform and empower youth with practical tools to maintain and improve their mental well-being. Its primary audience is young people aged 13–18. All content is age-appropriate, relatable, and grounded in real-life challenges that youth face today.

The Teeviit website hosts a dedicated mental health section that provides reliable, relevant information on mental health maintenance, coping strategies, and guidance on where to seek help. In addition to written content, Teeviit offers short videos and podcasts to engage youth in formats they find appealing, including expert discussions and practical, real-life advice.

Recognizing the role of social media in young people's lives, Teeviit maintains an active presence on platforms such as Instagram and TikTok. The organization regularly shares helpful content, including self-care tips, step-by-step guides for managing stress, and advice on accessing professional help. These messages are designed to be concise, engaging, and supportive, building trust with the audience.

The implementation of these services relies on a combination of skilled human resources—including content creators, youth specialists, and mental health professionals—along with effective use of digital tools, strategic partnerships, and responsive communication.

Through its integrated, multimedia approach, Teeviit empowers young people with the knowledge and confidence to take care of their mental health, helping them feel informed, supported, and never alone.

GOOD PRACTICES IN MENTAL HEALTH SUPPORT

Mental Health Workshop Guide for Youth Work Specialists

As part of its national effort to support youth mental health and information literacy, Teeviit provides a comprehensive workshop guide focused on mental health. This resource is designed for youth work specialists to facilitate workshops with young people aged 14–18, helping them explore mental well-being while strengthening information and media literacy skills.

The “Mental Health” workshop, titled “Vaimne tervis” in Estonian, is part of a broader set of 26 workshop guides covering topics such as physical health, safety, education, career planning, and LGBT+ issues. All guides are available in Estonian, Russian, and Ukrainian and can be downloaded for free from the Teeviit website:

<https://www.teeviit.ee/infotuba/>.

Hundreds of youth workers across Estonia use these resources each year to spark meaningful conversations with young people in youth centers, schools, and community settings. The materials are youth-friendly and can even be used by youth to run peer-to-peer workshops.

The main objectives of the “Mental Health” workshop are to:

- Raise awareness about maintaining positive mental health
- Introduce common mental health challenges
- Guide participants in identifying reliable sources of information and professional help

The 80-minute workshop is interactive, combining practical exercises with open discussions to encourage reflection and deepen understanding. Key components include:

- An introductory group discussion on mental well-being
- An analysis activity exploring the connection between social media and mental health
- Group work to create an informational poster
- A final reflection to consolidate learning and encourage personal insights

To further support workshop facilitation, Teeviit provides a practical facilitation brochure, available here: [Workshop Facilitation Guide \(PDF\)](#).

6.4. WE CARE

General Information about the Organization:

Name of the Organization: EVPIT

Country and City: Estonia

Type of Organization: Non-Governmental Organization (NGO)

Contact Information: Silvi@vaimukad.ee



MENTAL HEALTH SUPPORT SERVICES FOR YOUNG PEOPLE PROVIDED BY THE ORGANIZATION

Our daily work is dedicated to supporting individuals with intellectual disabilities, as well as the families, caregivers, and professionals who work with them. Our mission is to empower these individuals by helping them build the skills and confidence needed to be included in society, have their voices heard, and become self-advocates.

APPROACH AND METHODOLOGY

We use the CARE methodology, a person-centered approach that emphasizes Compassion, Autonomy, Resilience, and Empowerment.

Guided by these principles, we are developing several supportive tools and platforms, including:

- The Resilience Compass – a practical guide designed to strengthen emotional resilience.
- Coaching Cards – structured tools to support caregivers and facilitate meaningful conversations.
- An Online Support Platform – a digital space for caregivers and support persons to access resources and connect with others.

In addition, we provide training in visual methodologies to help caregivers and support persons teach soft skills more effectively. These visual tools make learning more engaging, accessible, and inclusive—ensuring that individuals with intellectual disabilities receive the support they need to thrive.

6.5. CREATIVE CO-CREATION PRACTICES FOR EMOTIONAL EXPRESSION

General Information About the Organization

Name of the Organization: Lääne-Harju Kultuurija Noortekeskus

Country and City: Paldiski, Estonia

Type of Organization: Public Youth Institution

Contact Information:

<https://laaneharju.ee/en/laane-harju-kultuuri-ja-noortekeskus>



MENTAL HEALTH SUPPORT SERVICES FOR YOUNG PEOPLE PROVIDED BY THE ORGANIZATION

Our organization offers a variety of creative, inclusive, and expressive workshops that promote self-awareness, emotional expression, and interpersonal connection among young people. These methods are rooted in the co-creation process, where participants collaboratively engage in different forms of art regardless of their prior experience or skill level.

We use the following methods to encourage self-expression and emotional exploration:

- Co-creating music – Guided sessions where participants use instruments (e.g., drums or percussion) to build rhythm together, led by a facilitator.

- Co-creating visual art – Art or pottery sessions where youth collaboratively create pieces using materials such as clay, paints, paper, and brushes.
- Co-creating dance/movement – Movement-based workshops where participants explore their emotions through physical expression and group improvisation, supported by music played through a loudspeaker.



GOOD PRACTICES IN MENTAL HEALTH SUPPORT

Creative Co-Creation Practices for Emotional Expression and Connection

Our organization offers a series of creative practices designed to support the emotional well-being and social connection of young people. These sessions include:

- Drawing and visual art
- Pottery and sculpture
- Movement and dance
- Music and rhythm creation

What makes these practices unique is that they are based on co-creation rather than individual work.

Young people work in pairs or small groups (two to three participants) to collaboratively create a piece of art, music, or movement. This shared creative process helps to:

- Build a sense of unity
- Reduce feelings of isolation
- Encourage emotional expression
- Deepen self-awareness and connection to others

These workshops create a safe, inclusive environment where participants can explore their thoughts and emotions in nonverbal ways while also strengthening interpersonal relationships through collaboration.



6.6. COUNSELING AND INTERACTIVE SESSIONS

General Information About the Organization

Name of the Organization: Youth Club Active

Country and City: Tallinn, Estonia

Type of Organization: Non-Governmental Organization (NGO)

Contact Information: <https://izum.ee/youthclub>



MENTAL HEALTH SUPPORT SERVICES FOR YOUNG PEOPLE PROVIDED BY THE ORGANIZATION

Our organization provides a variety of services and initiatives aimed at promoting mental health, emotional resilience, and well-being among young people, specifically targeting youth aged 13 to 16. These services include:

1. Psychologist Consultations

Free consultations with professional psychologists, supported by the Lasnamäe District Government, are available to help young people cope with personal and emotional challenges.

2. Volunteer Club with Mental Health Courses

We run a volunteer club that offers various courses and training programs related to mental health, personal growth, and emotional regulation.

3. Support and Mentoring System

Every participant in the organization is offered access

to a mentor as part of our peer support system, ensuring that no young person feels alone while navigating life's challenges.

4. Anti-Bullying Courses and Workshops

Through specially designed workshops and educational courses, we raise awareness and provide tools to prevent and address bullying in schools and among peer groups.

5. Projects on Sexual Education

We also implement sexual education projects tailored to the needs of our age group, offering information in a safe, respectful, and youth-friendly manner.

Resources Required for Implementation

The successful delivery of these services relies on sufficient human resources, including qualified psychologists, trainers, mentors, and youth workers, as well as consistent financial support to maintain accessibility and quality.

GOOD PRACTICES IN MENTAL HEALTH SUPPORT

Counseling and Non-Formal Mental Health Workshops.

Our organization offers counseling sessions and interactive workshops on mental health topics, using non-formal education methods to engage young people in a meaningful way.

These activities are consistently among our most popular, with high levels of youth participation, showing a strong interest and need for open discussions and support around mental health.



7.

GOOD PRACTICES FROM SPAIN

- 7.1. DIGI Mental
- 7.2. Mental Health Talks
- 7.3. Mini Guide to Mental Health
- 7.4. Resolve by Living Together
- 7.5. Psychological Counseling
- 7.6. Individual and Group Sessions
- 7.7. Psychological counseling
- 7.8. MET-Process

7.1. DIGI MENTAL

General Information About the Organization

Name of the Organization: BACKSLASH

Country and City: Valencia, Spain

Type of Organization: Non-Governmental Organization (NGO)

Contact Information: www.backslash.es



MENTAL HEALTH SUPPORT SERVICES FOR YOUNG PEOPLE PROVIDED BY THE ORGANIZATION

BACKSLASH provides a range of mental health support services for young people through its innovative projects.

In the DIGI-MENTAL project, BACKSLASH focuses on developing Virtual Reality (VR)-based tools to support mental health and emotional well-being among youth. These tools are designed to help youth workers address issues such as stress, emotional regulation, and social isolation. The project includes creating e-learning modules, conducting workshops, and piloting these digital tools to ensure they are effective and engaging.

Similarly, in the NOMO FOMO project, the organization addresses the negative mental health impacts of social media, particularly the Fear of Missing Out (FOMO).

Activities include:

- Training youth workers to build their digital skills and understand mental health challenges
- Empowering young people through peer leadership programs
- Developing interactive infographics and resources that can be used individually or in group settings

Additionally, the CONFIDENT project offers theoretical methodologies and online community spaces for youth workers and young people to tackle the negative influence of social media on mental health.

This involves:

- Creating safe digital environments
- Developing training curricula aimed at fostering better self-awareness and emotional resilience

TARGET GROUP

The primary target groups for these services include:

- Youth workers
- Educators
- Young people aged 13 to 30 years old

BACKSLASH places a particular focus on underserved populations, such as those facing social barriers, discrimination, or limited social skills. The goal is to empower both youth workers and young people with the tools and knowledge needed to address mental health challenges effectively.

RESOURCES REQUIRED FOR IMPLEMENTATION

To implement these services, BACKSLASH relies on a combination of human resources, digital tools, and physical support. This includes:

- A team of youth workers, trainers, digital tool developers, peer leaders, and psychologists
- Advanced digital tools such as VR sets, e-learning platforms, and interactive infographics
- Facilities for training sessions, workshops, and pilot activities
- Project-specific budgets to cover the costs of tools and resources

Together, these elements enable BACKSLASH to provide impactful mental health support for young people while equipping youth workers with the skills to foster positive change in their communities.

GOOD PRACTICES IN MENTAL HEALTH SUPPORT

BACKSLASH implements highly effective practices in mental health support services, leveraging innovative and evidence-based approaches to address the needs of young people.

DIGI-MENTAL Project

In the DIGI-MENTAL project, the organization utilizes Virtual Reality (VR)-based digital tools to promote mental well-being and emotional regulation. This approach is innovative due to its interactive and immersive nature, providing young people with safe, controlled environments to process emotions and build resilience.

- Success factors: The practice effectively meets young people where they are, offering technology-driven solutions that align with their digital-native lifestyles.

Outcomes:

- 75% measurable improvement in youth workers' competence using digital mental health tools
- 80% documented positive impact on emotional well-being among participants

NOMO FOMO Project

The NOMO FOMO project emphasizes addressing social media's mental health impact through peer leadership and digital engagement.

- Key practices: The use of interactive infographics, quizzes, and explainer videos creates engaging, digestible learning materials tailored to Gen Z audiences.

- Impact: These tools empower young people to combat anxiety and stress linked to social media usage while promoting positive digital citizenship.
- Success factors: The project transforms a typically passive experience into an active learning opportunity, strengthening young people's ability to cope with modern digital challenges.

CONFIDENT Project

A standout initiative, the CONFIDENT project offers a peer-to-peer e-learning platform that fosters meaningful connections and provides a supportive alternative to social media spaces.

Key features:

- Incorporates gamification elements to enhance engagement and maintain long-term participation
- Includes workshops and training sessions for youth workers and educators to address the mental health effects of social media
- Success factors: The project combines theoretical frameworks with practical tools and direct youth involvement, creating a comprehensive and accessible support system

Core Strengths and Evaluation

The effectiveness of these practices lies in their ability to integrate technology, apply evidence-based methodologies, and engage stakeholders meaningfully.

- BACKSLASH employs robust monitoring and evaluation strategies, using both quantitative and qualitative indicators to track progress.
- These initiatives yield tangible, positive outcomes, addressing mental health challenges by promoting:
 - Emotional resilience
 - Self-awareness
 - Social inclusion

Across Europe, BACKSLASH continues to innovate in youth mental health support by adapting to emerging needs and embracing cutting-edge tools that connect with today's youth.



7.2. MENTAL HEALTH TALKS

General Information About the Organization

Name of the Organization: Soto del Real Town Hall

Country and City: Soto del Real, Spain

Type of Organization: Public Institution

Contact Information: jgomez@ayto-sotodelreal.es



MENTAL HEALTH SUPPORT SERVICES FOR YOUNG PEOPLE PROVIDED BY THE ORGANIZATION

We conduct mental health talks in secondary education centers, focusing on the following key topics:

- Stress and anxiety
- Warning signs of mental health issues
- How to recognize a problem
- Where and how to seek help

Each session is delivered as a workshop per classroom, targeting students aged 12 to 16. The workshops are designed using an active and participatory methodology that incorporates recreational activities to engage students and make learning more accessible and enjoyable.

This project has been running for over five years, equipping students with the knowledge to recognize mental health challenges and providing them with practical tools and strategies to address and manage these issues effectively.

Our approach is based on prevention, fostering critical thinking, and providing tools for early problem detection and resolution.



7.3. MINI GUIDE ON MENTAL HEALTH

General information about the organization

Name of the Organization: Municipal youth service

Country and City: Ciutadella de Menorca. Balearic Islands. Spain

Type of Organization: Youth information center of the town hall. public

Contact Information: <https://www.ajciutadella.org/>



MENTAL HEALTH SUPPORT SERVICES FOR YOUNG PEOPLE PROVIDED BY THE ORGANIZATION

Following a discussion on mental health during a high school delegates' assembly, we developed a mini guide on mental health aimed at helping young people:

- Recognize common mental health disorders affecting youth on the island
- Receive practical recommendations on how to navigate emotional challenges and support peers

While we do not offer formal therapeutic tools, we support young people through educational and leisure-based programs. These programs create safe, informal spaces where mental health can be discussed openly and where youth feel heard, supported, and empowered to seek help when needed.



7.4. RESOLVE BY LIVING TOGETHER

General Information About the Organization

Name of the Organization: Youth Directorate General of the Community of Madrid

Country and City: Madrid, Spain

Type of Organization: Public Administration

Contact Information:

www.comunidad.madrid/servicios/juventud



MENTAL HEALTH SUPPORT SERVICES FOR YOUNG PEOPLE PROVIDED BY THE ORGANIZATION

Youth Directorate General of the Community of Madrid offers a specialized Psychological Support and Care Service for young people aged 14 to 30, as well as for their families and youth professionals.

This service provides individualized psychological assistance and focuses on the prevention of mild psychological symptoms, aiming to prevent their development into more complex or acute conditions. Professional psychologists with extensive experience in crisis intervention offer personalized, anonymous, and confidential assistance via telephone or WhatsApp.

The number of consultations is unlimited, allowing users to access support as often as needed.

Service Usage Statistics:

47.5% of contacts are made via WhatsApp
40.9% via phone call
11.6% via email

The service is outsourced through a contract with a specialized company, ensuring professional management and high-quality delivery.

For more information, visit:

www.comunidad.madrid/servicios/juventud/servicio-asistencia-psicologica

The Youth Department of the Municipality of Madrid also provides a Psychological Support and Coaching Service for young people aged 14 to 30. This service includes both individual and group sessions, held in person at youth centers throughout Madrid. Each session lasts approximately 50 minutes, occurs weekly, and participants may attend up to eight sessions in total. Additionally, the program offers workshops on various topics related to psychology, emotional well-being, and coaching.

For further information, see:

<https://www.madrid.es/UnidadesDescentralizadas/PoliticasSociales/Gu%C3%ADaPrestacionesSociales/DGEJyV/ficheros/040505.pdf>

GOOD PRACTICES IN MENTAL HEALTH SUPPORT

The Youth Information Services (YIS) that provide psychological counseling offer a wide range of training programs and workshops designed to strengthen emotional health and resilience among young people.

These include:

- "Resolve by Living Together"
- "Tips on Emotional Well-being"
- Workshops on emotions, emotional intelligence, and self-reflection ("Thinking on Me")

These activities are available at both youth centers and educational institutions, making them accessible to diverse groups of young people across the region. It is also noteworthy that a Mobile Youth Information Point on Emotional Well-being has been established in Parla, one of the most populous municipalities in the Community of Madrid. This mobile service brings mental health information and resources directly to young people in their local communities.

Several Youth Information Services that form part of the regional network currently offer psychological counseling.

Most of these services are supervised by qualified psychologists who are contracted professionals, rather than permanent staff members of the institution. At present, there are six Youth Information Services with access to psychological counseling, reflecting the region's commitment to expanding mental health support through both fixed and mobile initiatives.



7.5. PSYCHOLOGICAL COUNSELING

General Information about the Organization

Name of the Organization: City Council of Tudela

Country and City: Tudela, Spain

Type of Organization: Public Institution

Contact Information: www.tudelajoven.es



MENTAL HEALTH SUPPORT SERVICES FOR YOUNG PEOPLE PROVIDED BY THE ORGANIZATION

The City Council of Tudela offers a Psychological Counseling Service for Young People aged 14 to 30 years old. This service allows young people to schedule an appointment with a professional psychologist to talk about how they are feeling or to seek support in managing emotional or psychological difficulties. The service is completely free of charge, and each participant may use it up to three times.

When recurring issues or common concerns are identified among several users, the organization provides group training sessions or workshops to address these shared topics collectively and promote peer learning.



7.6. INDIVIDUAL AND GROUP SESSIONS

General Information about the Organization

Name of the Organization: San Adrián Youth Center

Country and City: San Adrián, Navarra, Spain

Type of Organization: Public Institution

Contact Information: juventud@sanadrian.es

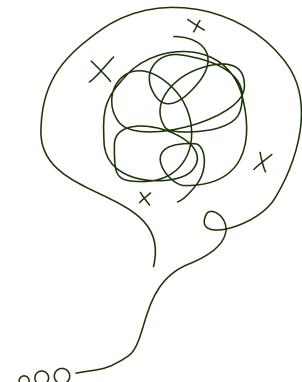


MENTAL HEALTH SUPPORT SERVICES FOR YOUNG PEOPLE PROVIDED BY THE ORGANIZATION

The San Adrián Youth Center offers a mental health support service for young people. This service includes individual psychological counseling, group therapy, psychoeducational workshops, and emotional support groups.

The program applies evidence-based methods such as active listening, cognitive-behavioral techniques, participatory activities, and informational sessions focused on emotional well-being and self-care.

The service is available to young people between the ages of 12 and 30, with particular attention given to those in situations of emotional, social, or educational vulnerability.



Resources Required to Implement the Service

Human Resources: Psychologist

Platforms and Tools: In-person consultations, psychological assessment tools, educational materials, and dedicated physical spaces for both individual and group sessions.

Other Resources: Informational campaigns on social media, printed materials, and partnerships with schools, youth centers, and the Network for the Protection and Well-being of Children and Youth.

GOOD PRACTICES IN MENTAL HEALTH SUPPORT

The Mental Health Support Service for Young People in San Adrián has been operating continuously for more than 10 years, proving to be an essential resource for the local youth community. Over the years, the service has developed and maintained a number of effective and sustainable practices that have produced excellent results.

Individualized and Confidential Support

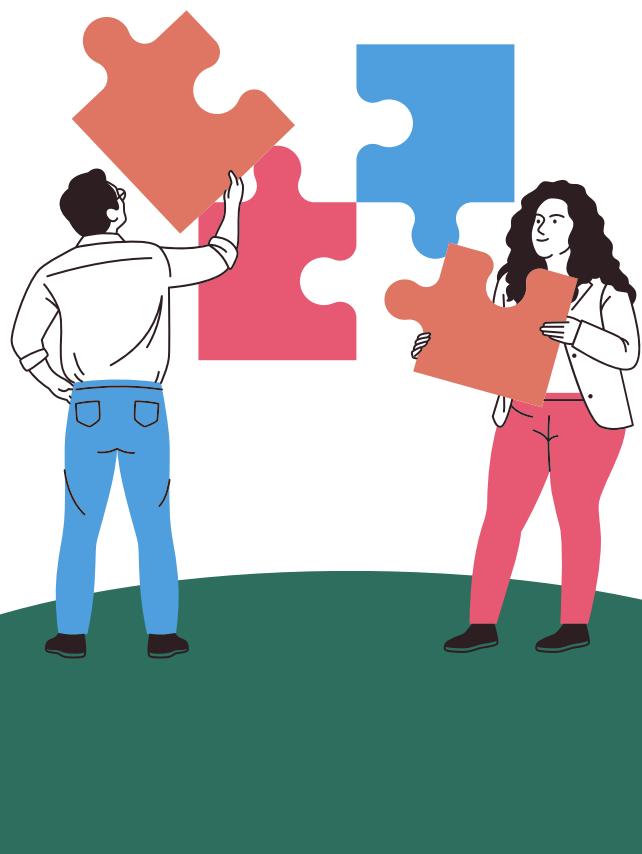
The service provides personalized psychological counseling sessions, allowing each young person to express their emotions in a safe and supportive environment. Interventions are tailored to meet individual needs, ensuring relevant and effective assistance.

Support Groups and Group Workshops:

Emotional support groups and group workshops are regularly organized on topics such as stress management, self-esteem, bullying prevention, and emotional well-being. These sessions encourage empathy, communication, and self-awareness while helping young people strengthen their coping skills.

Impact and Community Value

Through this long-standing service, the San Adrián Youth Center has contributed significantly to improving the emotional resilience, social inclusion, and overall well-being of young people in the community. By offering accessible, youth-centered psychological support and preventive education, the program continues to foster a culture of mental health awareness and mutual support among the local youth population.



7.7. PSYCHOLOGICAL COUNSELING

General Information about the Organization

Name of the Organization: Ugazte – Youth Information Office of the Huarte City Council

Country and City: Huarte, Spain

Type of Organization: Youth Information Office

Contact Information: huarte.es



MENTAL HEALTH SUPPORT SERVICES FOR YOUNG PEOPLE PROVIDED BY THE ORGANIZATION

Ugazte provides psychological counseling for young people between the ages of 12 and 30. The service offers a safe space for listening, guidance, prevention, and psychological support, ensuring that all interactions are completely anonymous, confidential, and free of charge.

The service is led by a psychologist specializing in youth, offering early detection of mental health concerns and referrals to other relevant services when needed, such as Hopeline and other mental health resources. Additionally, Ugazte has established an agreement with AVAPSI to provide free follow-up care when required.

This service is designed to promote emotional well-being, provide preventive support, and connect young people with specialized care in a timely and effective manner.



7.8. MET-PROCESS

General Information about the Organization

Name of the Organization: Asociación SEI

Country and City: Navarra, Spain

Type of Organization: Non-Governmental Organization (NGO)

Contact Information: admin@asociacionsei.org



MENTAL HEALTH SUPPORT SERVICES FOR YOUNG PEOPLE PROVIDED BY THE ORGANIZATION

Asociación SEI provides comprehensive support for recently migrated adolescents, aged 12 to 17, and their families, focusing on grief management, family reunification, and emotional well-being. The services include:

- Emotional, social, relational, educational, and family support
- Socio-educational activities and structured leisure and free-time programs
- Family support workshops, family therapy, and multi-family therapy

The organization also supports young people aged 18 and older, emphasizing social and community integration.

Methodology and Impact

Asociación SEI has been implementing this methodology for 26 years, consistently conducting impact studies that show positive outcomes, including:

- Prevention of school dropouts

- Improved relationships among family members
- Successful integration into the community

Through ongoing evaluation, the organization has developed a proprietary method called MET-PROCESS, specifically tailored to the needs of migrant youth.

This methodology works in three phases:

- Reception – welcoming and initial support for adolescents and families
- Belonging – fostering a sense of inclusion and connection within the family
- Integration into the Family and Community System – promoting social and community engagement

This holistic approach ensures that migrant youth receive personalized, evidence-based support, enhancing both family cohesion and successful community integration.

8.

GOOD PRACTICES FROM SCOTLAND

8.1. This Is How Aye Feel – Mental Health Podcasts

8.1. THIS IS HOW AYE FEEL – MENTAL HEALTH PODCASTS

General Information About the Organization

Name of the Organization: Young Scot

Country and City: Scotland, UK

Type of Organization: Youth Information Digital Agency

Contact Information: www.young.scot



MENTAL HEALTH SUPPORT SERVICES FOR YOUNG PEOPLE PROVIDED BY THE ORGANIZATION

In 2024, Young Scot launched its first health-focused podcast, This is How Aye Feel, a candid twelve-part series tackling mental health through personal stories from well-known Scottish personalities.

The podcast debuted with Mark Thorburn, a viral social media star who rose to TikTok fame after posting a video of a squirrel trapped in his toilet. Now a full-time content creator, Mark — who previously worked at Tesco — opened up about his struggles with imposter syndrome and the challenges of accepting sudden success.

Aimed at audiences aged 16 and over, the podcast is hosted by Capital DJ Katy J and provides a platform for honest conversations about mental health. It features guests such as award-winning climate activist and ethical influencer

Laura Young, Scotland's first openly gay professional footballer Zander Murray, and BBC Introducing's Scottish Act of the Year winner.

Following the success of season one, season two continued the momentum with TikTok comedian Kim Blythe, known to her followers as Kimbo. In the opening episode, Kim — now an award-winning stand-up comic — discusses how she navigates anxiety while building her comedy career. She also reflects on the inspiration and guidance she received from her mentor, comedian Susie McCabe, following a successful debut at the Edinburgh Fringe Festival.

Season two also features:

- BBC Traitors star Evie Morrison, speaking about the impact of Polycystic Ovary Syndrome (PCOS)
- Former nurse and mental health advocate Hadia, sharing her perspective on self-care
- Craig Ferguson, a passionate campaigner for male suicide prevention, who raised £60,000 by walking from Glasgow to Munich for the start of the Euros

This is How Aye Feel continues to break down stigma and create relatable, inspiring content for young people across Scotland.



9.

GOOD PRACTICES FROM NORTH MACEDONIA

- 9.1. Mental Health Toolkit
- 9.2. Tailored Support and Open Discussion
- 9.3. Personal Development Programs
- 9.4. Peer-to-Peer Workshops
- 9.5. Psychological Counseling
- 9.6. Psychological Assistance
- 9.7. Gestalt Therapy
- 9.8. Cope Well
- 9.9. Fostering Self-Awareness
- 9.10. Awareness Workshops
- 9.11. No Stigma
- 9.12. Psychological Therapy Sessions

9.1. MENTAL HEALTH TOOLKIT

General Information About the Organization

Name of the Organization: National Youth Council of Macedonia

Country and City: North Macedonia, Skopje and Bitola

Type of Organization: Non-Governmental Organization (NGO)

Contact Information: nms.org.mk/mladihub.mk



MENTAL HEALTH SUPPORT SERVICES FOR YOUNG PEOPLE PROVIDED BY THE ORGANIZATION

NYCM provides a wide range of mental health support services tailored specifically to the needs of young people across North Macedonia. These services include:

Key Services

- **Free Mental Health Sessions**

Initiated several years ago, NYCM has provided over 800 individual support sessions with licensed mental health professionals, benefiting more than 140 young people.

- **Workshops and Toolkits**

NYCM has developed multiple mental health toolkits focused on topics relevant to youth. These are freely available through the Mladihub platform.

- **National Research on Youth Mental Health**

NYCM conducted a comprehensive national study on youth mental health.

- **Action Plan for Strategy Implementation**

A structured action plan has been created to implement the national strategy. It has received positive feedback from relevant ministries and is currently awaiting official adoption and implementation.

- **Ongoing Mental Health Campaigns**

NYCM runs continuous awareness campaigns that distribute reliable information, practical tools, and support resources via social media and direct community outreach.

- **Complementary Youth Development Programs**

In addition to its direct mental health services, NYCM supports youth well-being through paid internships, career counseling, mentorship programs, and various personal and professional development initiatives.

Target Group

NYCM's mental health services are designed for young people aged 15 to 29, with a specific focus on those living in rural areas and marginalized communities. Support is provided through:

- Mladihub centers in Bitola, Tetovo, Štip, and Skopje
- A network of 51 member organizations active in over 20 cities throughout North Macedonia

Resources Required for Implementation

Successful delivery of NYCM's mental health services depends on the following key resources:

- **Human Resources:** Trained professionals including psychologists, social workers, and youth workers who provide direct support and mentorship.
- **Infrastructure and Digital Platforms:** Physical spaces like the Mladihub centers serve as venues for workshops, counseling sessions, and training. Digital platforms help extend reach and accessibility.
- **Financial and Institutional Support:** Sustainable funding and collaboration with governmental bodies, donors, and international partners are vital for expanding the scope and impact of services.
- **Advocacy and Research Capacity:** Continued policy engagement ensures proper implementation of the National Youth Mental Health Strategy and its accompanying action plan.

Through this holistic and structured approach, NYCM actively contributes to the mental well-being of young people in North Macedonia. The organization delivers direct services while also advocating for systemic change, ensuring young people are empowered to thrive personally and socially.

GOOD PRACTICES IN MENTAL HEALTH SUPPORT

Over the years, NYCM has developed and implemented several effective mental health support practices tailored to the needs of young people. Below are some of the most impactful approaches:

1. Free Professional Mental Health Sessions

Why It Works:

- Provides accessible, stigma-free support by connecting young people with licensed psychologists and therapists at no cost
- Offers individualized counseling tailored to each participant's specific needs

Impact & Measurable Outcomes:

- Over 800 sessions conducted
- More than 140 young people directly benefited
- High retention and engagement rates, with many participants continuing for multiple sessions

2. Development of Youth-Friendly Mental Health Toolkits

Why It Works:

- Delivers practical, evidence-based guidance on relevant mental health topics (e.g., anxiety, self-care, stress management)
- Designed in an engaging, youth-friendly format that makes information accessible and easy to apply

Impact & Measurable Outcomes:

- Toolkits have been downloaded and used nationwide, especially by youth workers and educators
- Freely available online via Mladihub Resources

3. National Research on Youth Mental Health

Why It Works:

- Provides a data-driven foundation for policy changes, ensuring initiatives address real youth needs
- Serves as the basis for North Macedonia's National Youth Mental Health Strategy, adopted in January 2024

Impact & Measurable Outcomes:

- Findings were instrumental in developing a nationally recognized strategy
- Research data was presented to government bodies, influencing policy discussions

4. Action Plan for Strategy Implementation

Why It Works:

- Offers a clear, actionable roadmap for rolling out the mental health strategy nationwide
- Encourages coordination between youth organizations, government institutions, and mental health professionals

Impact & Measurable Outcomes:

- Received positive feedback from key ministries
- Currently awaiting official adoption for full implementation

5. Ongoing Youth Mental Health Awareness Campaigns

Why It Works:

- Utilizes social media, videos, and interactive content to raise awareness in an engaging and relatable format
- Blends informational posts, real-life stories, and expert advice to promote open dialogue

Impact & Measurable Outcomes:

- Campaigns have reached thousands of young people through digital outreach and in-person sessions
- Contributed to greater visibility and reduced stigma around mental health

6. Indirect Mental Health Support through Career & Personal Development Programs

Why It Works:

- Strengthens emotional resilience and promotes personal growth through paid internships, career counseling, and mentorship
- Supports stress management, coping skills development, and overall well-being

Impact & Measurable Outcomes:

- Engaged over 10,000 young people in networking events
- Provided career counseling to more than 400 individuals
- Facilitated over 200 paid internships

Future Best Practice: Nationwide Career Counseling for High School Students

Why It Works:

- Addresses anxiety and uncertainty among students exploring educational and career options
- Offers structured guidance, helping students make informed choices and reduce stress
- Combines career counseling and mentorship to deliver both practical and emotional support

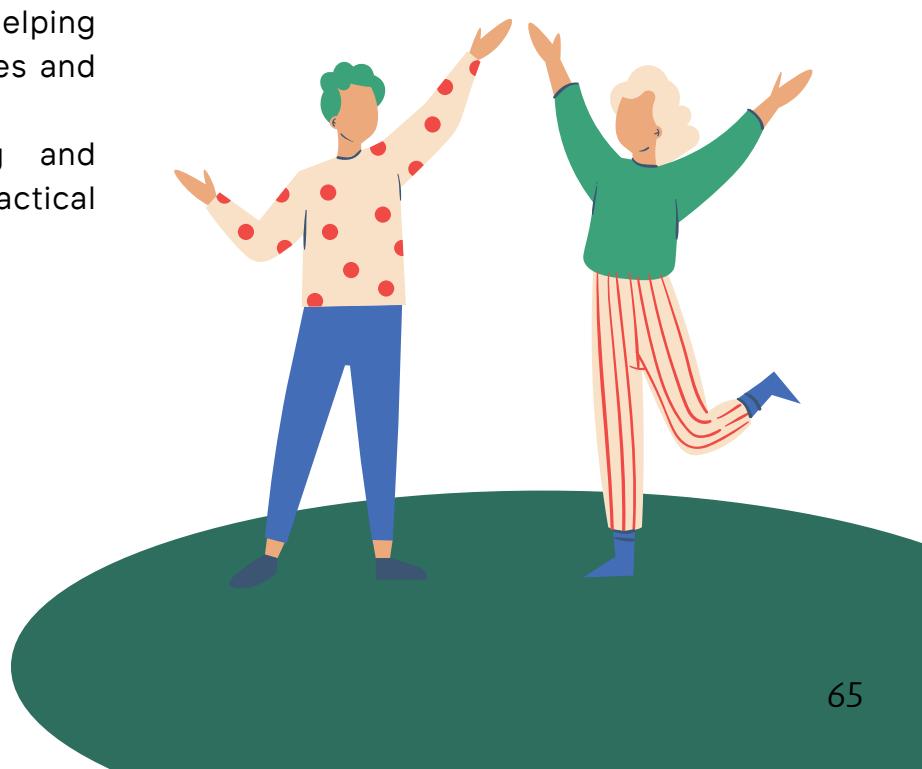
Planned Implementation:

- Career counseling to be delivered in all 108 high schools in North Macedonia
- Each school will host three career counseling sessions and one mentorship session

Expected Impact:

- Equips students with tools to make confident, informed decisions
- Enhances self-confidence, motivation, and emotional resilience
- Strengthens the link between mental health and career development, creating a holistic support system
- Acts as a preventive mental health measure by reducing stress and promoting preparedness

By combining direct services, policy advocacy, and youth empowerment, NYCM continues to lead with impactful, scalable mental health support practices. These efforts ensure that young people in North Macedonia feel supported, informed, and capable of navigating both personal and professional challenges.



9.2. TAILORED SUPPORT AND OPEN DISCUSSION

General Information About the Organization

Name of the Organization: GET INOVACIJA Bitola

Country and City: North Macedonia, Bitola

Type of Organization: Non-Governmental Organization (NGO)

Contact Information: getinnovationbitola@gmail.com



MENTAL HEALTH SUPPORT SERVICES FOR YOUNG PEOPLE PROVIDED BY THE ORGANIZATION

Key Method: Mind Mapping

Target Group: Young people aged 14–18

Resources Required: Mind mapping online tool (e.g., MindMeister, Miro, etc.)

Description:

One of the most effective and engaging methods used in our mental health support sessions is mind mapping. This approach enables young people to visualize their thoughts, emotions, and challenges in a structured and creative way. Mind mapping supports self-reflection, helps identify stressors or triggers, and encourages young people to find connections between their experiences and emotional well-being.

Why It Works:

- Promotes active participation through a visual and interactive method
- Encourages open discussions on personal challenges and mental health topics
- Supports young people in identifying their needs and potential solutions collaboratively
- Fosters a non-judgmental environment where each participant can express themselves freely

Most Successful Practice:

Beyond the mind mapping tool itself, open discussions and tailored support based on the individual needs of the young people have been the most impactful aspects. By listening actively and adapting to each group's unique concerns, we've observed strong engagement and meaningful outcomes.

9.3. PERSONAL DEVELOPMENT PROGRAM

General Information About the Organization

Name of the Organization: Association for Social Innovation VR LAB

Country and City: Bitola, North Macedonia

Type of Organization: Non-Governmental Organization (NGO)

Contact Information: vrlabbitola@gmail.com

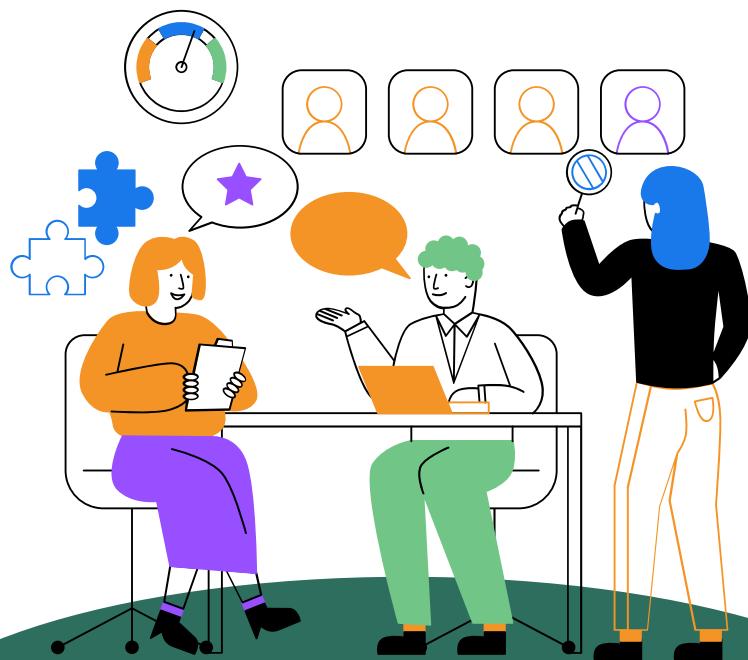


MENTAL HEALTH SUPPORT SERVICES FOR YOUNG PEOPLE PROVIDED BY THE ORGANIZATION

Within the framework of the VR LAB projects, initiatives have been implemented specifically for young girls, focusing on personal development and leadership. These projects aim to help participants become more aware of their potential.

Workshops on personal leadership and personal development have been carried out as part of these initiatives.

One of the most effective practices for supporting mental health is organizing workshops and personal development programs, which provide participants with tools for self-awareness, resilience, and empowerment.



9.4. PEER-TO-PEER WORKSHOPS

General Information About the Organization

Name of the Organization: YMCA Bitola

Country and City: Bitola, North Macedonia

Type of Organization: Non-Governmental Organization (NGO)

Contact Information: <https://ymca.mk/>



MENTAL HEALTH SUPPORT SERVICES FOR YOUNG PEOPLE PROVIDED BY THE ORGANIZATION

We offer a range of mental health workshops and career counseling services specifically designed for young people aged 16 to 30.

These initiatives are led by experienced professionals and aim to support youth in navigating emotional challenges and planning their future paths with confidence.

A key component of these programs includes peer-to-peer workshops, where young people learn from one another in a supportive, guided setting.

These sessions are facilitated by trained mentors who provide structure, guidance, and inspiration, ensuring that the peer learning environment remains safe, constructive, and empowering.

- Mental health workshops focus on emotional resilience, stress management, self-awareness, and related topics
- Career counseling helps youth explore career paths, develop goals, and gain practical skills
- Peer-to-peer workshops allow participants to share experiences and learn collaboratively, fostering a sense of community and mutual support

9.5. PSYCHOLOGICAL COUNSELING

General Information About the Organization

Name of the Organization: Career, Alumni, and Lifelong Learning Center, University St. Kliment Ohridski – Bitola

Country and City: Bitola, North Macedonia

Type of Organization: Public Institution

Contact Information:

https://uklo.edu.mk/blog/tag/kredo_/



MENTAL HEALTH SUPPORT SERVICES FOR YOUNG PEOPLE PROVIDED BY THE ORGANIZATION

Service Description:

Launched in 2019 in response to the psychological challenges brought on by the COVID-19 pandemic, this initiative emerged from a growing need for mental health support among students.

Recognizing this, university professors stepped in to provide direct psychological assistance to students, offering support through open communication and guidance.

Key Methods and Activities:

Individual support and informal counseling provided by professors

Thematic workshops covering:

- Stress management
- Effective study techniques
- Communication and conflict resolution with peers. Awareness and information sharing to reduce stigma and encourage students to seek help



9.6. PSYCHOLOGICAL ASSISTANCE

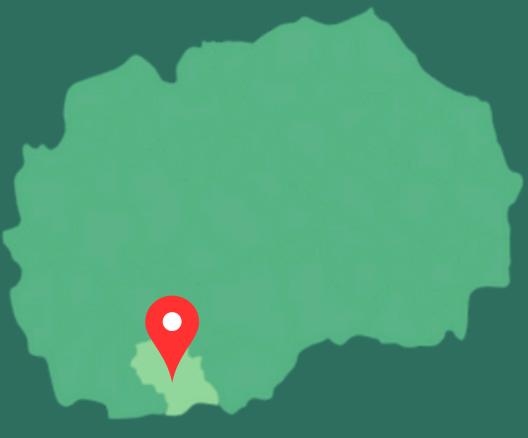
General Information About the Organization

Name of the Organization: University "St. Kliment Ohridski" – Bitola

Country and City: Bitola, North Macedonia

Type of Organization: Public Institution

Contact Information: goce.markoski@uklo.edu.mk



MENTAL HEALTH SUPPORT SERVICES FOR YOUNG PEOPLE PROVIDED BY THE ORGANIZATION

Within the University Center for Career, Lifelong Learning, and Alumni CREDO, a Psychological Counseling Center provides free mental health support services aimed at improving student well-being. This center plays a vital role in supporting young people through various forms of psychological assistance, promoting emotional resilience, and helping students successfully navigate academic and personal challenges.

The Student Counseling Center offers a wide range of services, including:

- Individual psychological counseling:** Allows students to address personal mental health concerns in a confidential one-on-one setting
- Group psychological counseling:** Offers peer support and shared experiences to foster community and mutual understanding

- Psychoeducational workshops and lectures:** Raise awareness and educate students on various mental health topics, coping mechanisms, and personal development strategies
- Life skills development workshops:** Enhance students' emotional intelligence, communication skills, and problem-solving abilities
- Development of educational and self-help materials:** Provides continuous support and guidance outside formal sessions
- Scientific and research work:** **Contributes** to the evidence-based development of mental health initiatives within the academic environment

This holistic and proactive approach ensures that students have access to meaningful mental health support and personal development resources while contributing to a healthier and more supportive academic community.

For more information, visit the official website of the Psychological Counseling Center:
<https://www.psiholoskosovetuvaliste.uklo.edu.mk>

9.7. GESTALT THERAPY

General Information About the Organization

Name of the Organization: Anima Center

Country and City: Skopje and Bitola, North Macedonia

Type of Organization: Non-Governmental Organization (NGO)

Contact Information: <https://animacentar.com/>



MENTAL HEALTH SUPPORT SERVICES FOR YOUNG PEOPLE PROVIDED BY THE ORGANIZATION

One of the effective mental health support practices implemented by Anima Center is education in Gestalt therapy, counseling, and group work for individuals aged 18 and above.

This educational and therapeutic work is facilitated by certified Gestalt trainers recognized by the European Association for Gestalt Therapy (EAGT).

In certain cases, counseling is also provided by trainees as part of their supervised learning process, allowing them to gain practical experience while offering meaningful support to participants.

A central component of this approach is group work, which promotes shared experiences, peer support, and personal insight within a collective environment.

These settings enhance participants' self-awareness, relational skills, and emotional expression — all essential elements of long-term mental well-being.

This model successfully combines high professional standards with accessibility and inclusiveness, making it a valuable and sustainable practice in supporting mental health across adult and young adult populations.

9.8. COPE WELL

General Information About the Organization

Name of the Organization: Civil Society

Organization Eco Logic

Country and City: North Macedonia

Type of Organization: Non-Governmental
Organization (NGO)

Contact Information:

andrijana.ecologic@gmail.com



MENTAL HEALTH SUPPORT SERVICES FOR YOUNG PEOPLE PROVIDED BY THE ORGANIZATION

Current mental health practices often overlook the physical manifestations of psychological distress. Experts emphasize the importance of integrating body-focused therapies to address somatic symptoms such as muscle tension, fatigue, and headaches.

Recommended methods include:

- Body scans
- Progressive muscle relaxation
- Breathwork
- Mindful movement (e.g., yoga, tai chi)

These techniques help individuals tune into their bodily sensations, reduce physical stress responses, and enhance overall mental well-being.

Promotion of Creative and Restorative Practices

Creative and restorative approaches are recognized as powerful tools for emotional healing, stress relief, and burnout prevention. These methods promote self-expression, emotional regulation, and a deeper connection to the self.

Effective practices include:

- Creative therapies such as art, music, and dance
- Mindfulness-based activities
- Digital detox practices
- Nature walks and time spent outdoors

Together, these practices support a holistic approach to mental health, fostering emotional rejuvenation and encouraging sustainable self-care.

GOOD PRACTICES IN MENTAL HEALTH SUPPORT

The COPE WELL project is designed to support the mental well-being of adults, particularly those with fewer opportunities.

It introduces accessible, engaging, and empowering tools that aim to build practical mental health skills through the following key components:

- Easy-to-use exercises and videos that help adults strengthen their mental well-being competencies.
- A board game that offers a social, interactive, and engaging learning experience. The game promotes self-reflection, self-regulation, and activates a learner's sense of agency, leading to increased motivation, empowerment, and self-esteem.

To ensure the relevance and effectiveness of the project:

- Validation is conducted through collaboration with external groups of adult education (AE) professionals, experts in mental well-being, and AE learners, especially those from underrepresented groups. These participants engage in pilot training activities aligned with COPE WELL's objectives.
- A strong emphasis is placed on dissemination and capacity building, aiming to raise awareness, empower adults, and promote the development of mental well-being skills and competencies.

COPE WELL combines structured educational tools with creative, learner-centered approaches to promote resilience, emotional regulation, and lifelong learning.



9.9. FOSTERING SELF-AWARENESS

General Information About the Organization

Name of the Organization: Centre for Human Rights AMOS

Country and City: Bitola, North Macedonia

Type of Organization: Non-Governmental Organization (NGO)

Contact Information: amos@amos.org.mk



MENTAL HEALTH SUPPORT SERVICES FOR YOUNG PEOPLE PROVIDED BY THE ORGANIZATION

AMOS offers a range of targeted services to support the mental well-being of young people through education, peer involvement, and therapeutic interventions. These services are designed to meet the diverse needs of youth in schools, universities, and community settings.

Educational and Experiential Workshops
Specially designed for children and youth, these workshops help participants understand and manage mental health challenges.

Core topics include:

- Understanding mental health
- Coping with anxiety and depression
- Risky behaviors and their consequences
- Building resilience and self-confidence
- Navigating social media and using the internet safely

- Recognizing and responding to violence
- Strategies to improve mental well-being
- Tools for self-reflection: questionnaires, tests, and self-assessment scales

These interactive sessions help young people build emotional awareness and life skills in a safe, supportive environment.

Peer Education Programs

Young people are trained as peer educators to support their peers in schools, creating a relatable and approachable network for mental health conversations. These programs foster leadership, empathy, and peer-to-peer guidance.

Psychological Support Services

In collaboration with Gestalt-trained professionals and mental health experts, young people have access to:

- Individual and group Gestalt therapy sessions
- Ongoing psychological counseling tailored to their developmental stage and needs

These services provide youth a space to explore emotions, build coping mechanisms, and strengthen their emotional health.

Support Groups for Families of Young People

While primarily youth-focused, these services also indirectly benefit young people by supporting their caregivers:

- Support groups for single parents
- Support groups for parents of children with disabilities

These services contribute to a healthier home environment and greater emotional support for youth.

Target Youth Groups

- Adolescents (8th and 9th graders across Bitola)
- Secondary school students in all Bitola schools
- University students from selected faculties
- Youth from vulnerable family contexts

These resources are widely used by educators, youth workers, and young people themselves to promote ongoing mental health awareness and self-care.

GOOD PRACTICES IN MENTAL HEALTH SUPPORT

This project focuses on promoting mental health awareness, empowering youth, and fostering self-awareness through a series of educational, experiential, and supportive initiatives aimed at young people and their families.

Core Activities

- Educational and Experiential Workshops: Focus on self-awareness, mental health literacy, and equipping youth with the knowledge and skills to manage their mental well-being. Topics include resilience-building, recognizing mental health challenges, and practical coping strategies.
- Raising Awareness and Responsibility: Emphasizes collective responsibility and the importance of promoting mental well-being among young people.
- Support Groups for Youth and Parents: Provide safe environments where participants can share experiences, challenges, and strategies, encouraging open dialogue and mutual support.
- Peer Education Training: Trains youth to act as peer educators, advocating for mental health awareness and supporting peers in schools and communities.
- Progress Monitoring with Mental Health Self-Assessment: Tracks participant progress through pre- and post-training assessments using the Mental Health Self-Assessment Scale, measuring improvements in emotional, social, and psychological well-being.

9.10. SELF-AWARENESS WORKSHOPS

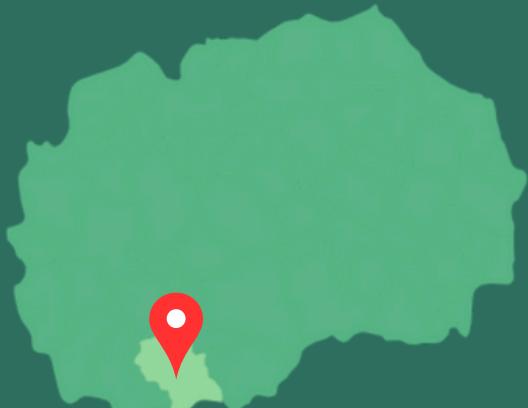
General Information About the Organization

Name of the Organization: Poraka Nova

Country and City: Bitola, North Macedonia

Type of Organization: Non-Governmental Organization (NGO)

Contact Information: contact@porakanova.org



MENTAL HEALTH SUPPORT SERVICES FOR YOUNG PEOPLE PROVIDED BY THE ORGANIZATION

All of our mental health activities are related to the various projects we are implementing. Within these projects, target groups range from young people aged 14 and above to people with disabilities and their families.

We use different approaches depending on the target group and activity, but we typically involve professional support from psychologists. Based on our experience, face-to-face approaches consistently yield the best results.

GOOD PRACTICES IN MENTAL HEALTH SUPPORT

The direct approach is always the most effective. In addition to the workshops we deliver, other highly effective practices include:

- Direct contact with schools and collaboration with school representatives.

- Holding workshops in classrooms, where students are in a familiar and comfortable environment surrounded by peers.

This method allows us to reach a larger number of students, rather than just a few. In this way, all students receive the support they may need, even if they were unsure how, where, or from whom to ask for help. Furthermore, workshops held in schools are always supported by the school psychologist, ensuring accessibility without barriers.

Additionally, we conduct workshops at our own premises to raise awareness about mental health. These workshops are led by young psychologists and facilitators. Attendance is open to anyone, regardless of age, and facilitators use various non-formal methodologies to help participants face challenges in a more approachable and engaging way.

9.11. NO STIGMA

General Information About the Organization

Name of the Organization: Association for Roma Community Development SUMNAL

Country and City: Skopje and Bitola, North Macedonia

Type of Organization: Non-Governmental Organization (NGO)

Contact Information: <http://www.sumnal.mk>



MENTAL HEALTH SUPPORT SERVICES FOR YOUNG PEOPLE PROVIDED BY THE ORGANIZATION

Service Description: We have delivered educational workshops on mental health specifically tailored for the Roma community, featuring invited experts in the field.

Key Purpose:

Due to a general lack of mental health education within the community—and the persistent stigma associating psychologists solely with mental illness—these workshops focus on awareness-raising and reducing stigma.

Key Methods and Activities:

- Expert-led educational workshops introducing the basics of mental health and well-being
- Culturally sensitive discussions aimed at breaking down misconceptions
- Follow-up engagement, where community members actively request referrals or appointments with mental health professionals
-

Impact:

The workshops have proven effective, as they not only increase understanding but also empower participants to seek professional support for themselves or their families.

9.12. PSYCHOLOGICAL THERAPY SESSIONS

General Information About the Organization

Name of the Organization: Association for Mental Health, Association Misla

Country and City: Skopje, North Macedonia

Type of Organization: Non-Governmental Organization (NGO)

Contact Information: infor@msla.org.mk



MENTAL HEALTH SUPPORT SERVICES FOR YOUNG PEOPLE PROVIDED BY THE ORGANIZATION

We offer group psychotherapy sessions, self-help groups, and cultural/recreational activities to support mental health and social connection.

- Group Psychotherapy:** Led by licensed professionals, these sessions help participants explore emotional challenges, build coping skills, and reduce isolation through shared experiences.
- Self-Help Groups:** Peer-led support groups that foster mutual encouragement and shared strategies for managing stress, anxiety, or other mental health challenges.

Cultural & Recreational Activities: Art, music, games, and community events that promote socialization, reduce stress, and strengthen emotional well-being in an inclusive environment.

These approaches collectively support emotional resilience, social integration, and community healing.



10.

GOOD PRACTICES FROM CYPRUS

10.1. We Stand Together

10.1. WE STAND TOGETHER

General Information About the Organization

Name of the Organization: Youth Board of Cyprus

Country and City: Cyprus

Type of Organization: Semi-governmental organization

Contact Information: <https://onek.org.cy/en/>



MENTAL HEALTH SUPPORT SERVICES FOR YOUNG PEOPLE PROVIDED BY THE ORGANIZATION

The Youth Board of Cyprus actively implements a variety of programs and initiatives to support the mental health, personal development, and psychosocial well-being of young people. Below is an overview of key services and projects currently offered in collaboration with national stakeholders:

"We Stand Together" ('Stekomaste Mazi')

This initiative is part of the psychosocial empowerment programs of the Youth Board of Cyprus, implemented in collaboration with the University of Cyprus.

The program's goal is to develop and apply scientifically documented and systematic primary prevention measures against school bullying during the 2023–2026 period.

- It includes:
- Training of school teachers
- Training of students aged 12–14
- Experiential workshops for parents

These workshops are open to the public and are organized across Cyprus at the Multi-Centers of the Youth Board.

"I Know What I Am Looking For" ('Xero ti Zitao')

This psychosocial empowerment program, implemented in collaboration with the Nursing Services of the Ministry of Health, consists of a series of 12 educational modules delivered in secondary schools. The program aims to develop life skills and prevent all forms of addiction among students.

During the 2023–2024 school year, the program was implemented in six schools across all districts of Cyprus. Through teacher training, the number of participating schools is expected to increase annually over the next three years.

"Supporting Mental Health Resilience Among Youth in Cyprus"

This Technical Support Instrument (TSI) project focuses on strengthening mental health services in community settings such as:

- Youth centers
- Adolescent/youth clubs
- Outreach programs
- Online communities and platforms

The project also outlines a National Strategy for Mental Health Resilience Among Youth, aiming to enhance and harmonize the national approach to mental health support. It facilitates active consultation with young people through large-scale surveys and youth engagement activities.

The Youth Board of Cyprus serves as a key partner in:

- Developing effective and sustainable youth engagement strategies on mental health
- Identifying the best channels for providing support, both offline and online

GOOD PRACTICES IN MENTAL HEALTH SUPPORT

The following initiatives demonstrate the Youth Board of Cyprus's commitment to scientifically grounded and collaboratively implemented programs that respond to the evolving mental health and psychosocial needs of young people across the country.

Evidence-Based Program Design and Strategic Partnerships

All psychosocial empowerment programs of the Youth Board of Cyprus are developed based on annual survey results conducted by the organization and its partners. These findings identify the most pressing issues among youth, ensuring that programs remain relevant and impactful.

Every initiative is implemented in collaboration with universities, ministries, and other entities, contributing to the scientific credibility and effectiveness of the programs.

Program Reach and Impact (Estimated by End of 2025)

- "We Stand Together" ('Stekomaste Mazi'): Through this anti-bullying prevention program, approximately 1,800 students and 200 teachers are expected to be trained in methods for preventing and addressing bullying.

- “I Know What I Am Looking For” ('Xero ti Zitao'): This program, focused on developing mental health resilience and preventing harmful behaviors related to addiction, will train over 2,000 students and more than 350 teachers.

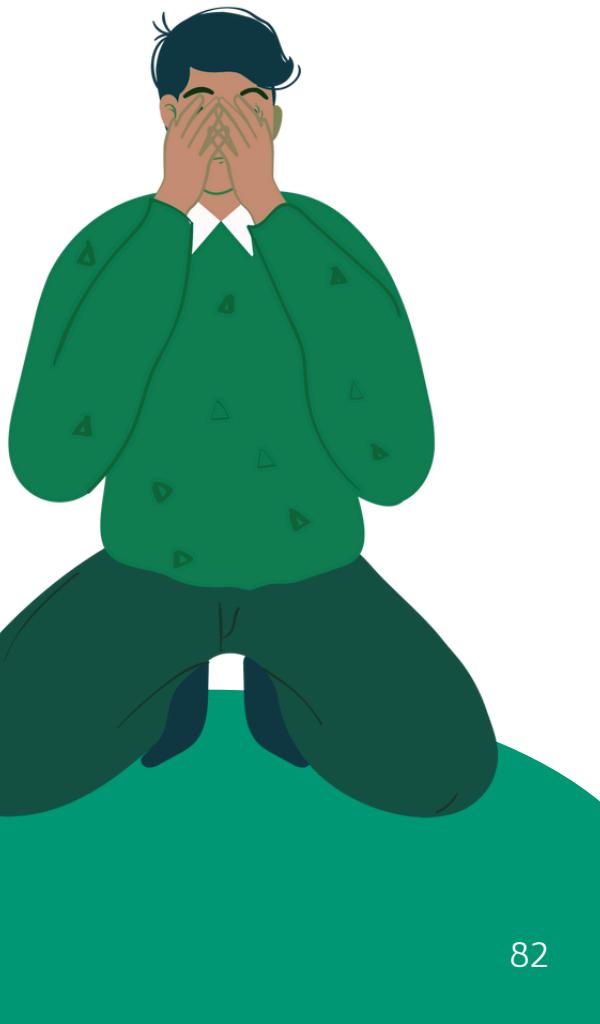
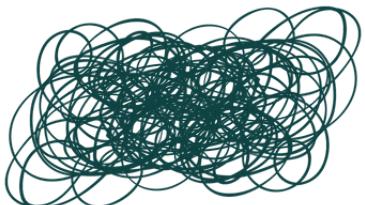
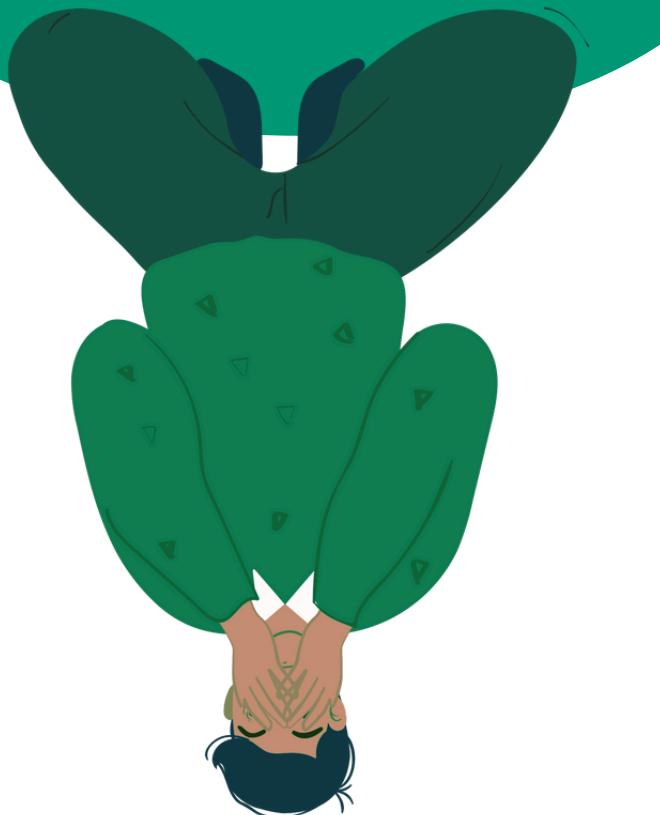
Expansion of Mental Health Support Services (TSI Project)

The “Supporting Mental Health Resilience Among Youth in Cyprus” project, funded through the Technical Support Instrument (TSI), will continue through 2025. Its goal is to enhance existing youth mental health services for individuals aged 15–29.

Key focus areas include:

- Making services more youth-informed, youth-influenced, and youth-friendly
- Increasing accessibility for vulnerable groups (e.g., youth from disadvantaged areas or with migrant/refugee backgrounds)
- Extending services beyond formal education settings

The project also emphasizes implementing youth engagement strategies to ensure that services are responsive to real needs and inclusive of diverse youth voices.



11.

GOOD PRACTICES FROM MALTA

11.1. Mindful Mosaic

11.1. MINDFUL MOSAIC

General Information About the Organization

Name of the Organization: Aġenzija Żgħażagħ

Country and City: Malta

Type of Organization: National Youth Agency (Public Institution)

Contact Information: <https://youth.gov.mt/>



MENTAL HEALTH SUPPORT SERVICES FOR YOUNG PEOPLE PROVIDED BY THE ORGANIZATION

Below is a comprehensive overview of the mental health-related services and initiatives offered by Aġenzija Żgħażagħ:

1. Youth Worker Online

The Youth Worker Online service provides valuable support to young people through a digital platform, connecting them with a professional youth worker for guidance on education, employment, and personal development. Through video calls, young people receive tailored advice and support, empowering them with the confidence and skills to overcome challenges and achieve their goals.

This free and accessible service can be used from any location. Individuals simply complete an online form to schedule an appointment at their convenience.

2. Research Support and Campaigns

- Aġenzija Żgħażagħ actively supports research initiatives and student theses, contributing resources and insights to academic and institutional projects.
- An online campaign featured interviews with mental health professionals, helping young people understand their roles and where to seek help.
- The "*Be Kind To Your Mind. Mental Health Matters.*" campaign included short films produced by young people during the Jumpstart Festival, raising awareness about mental health and available services.
- The "*Mental Health Matters*" video series, created by Mental Health Ambassadors in collaboration with Mental Health Malta, encouraged young people to seek professional help and helped reduce stigma around mental health.

3. Young Mental Health Ambassadors Program

This initiative, conducted in collaboration with Mental Health Services and Mental Health Malta, brought together youth workers, occupational therapists, and young participants through workshops that explored:

- Current mental health struggles among youth
- Mental well-being tips and service gaps
- Effects of youth culture on mental health

The program concluded with a webinar where young people shared their concerns and suggestions with mental health professionals.

4. Mindful Mosaic

Held at Villa Psagion in Dingli, this day-long program aims to build mental resilience through interactive activities and discussions led by youth workers. Accommodating up to 25 students per session, it provides a supportive space to explore strategies for personal growth and mental health awareness.

5. Zen Zone & "In Tune with Myself"

- Zen Zone focused on encouraging self-care and well-being.
- "In Tune with Myself" helped participants build emotional vocabulary, manage stress, and develop empathy to promote understanding and cooperation.

6. Resiliency Toolbox

Aimed at youth aged 12–16, this workshop promotes resilience-building and self-reflection. It provides tools to understand and manage emotions, practice gratitude, and face life's challenges with confidence.

7. FINEonline

Through three themed sessions — ENGAGE, ENLIGHTEN, and EMPOWER — this program teaches young people how to manage digital health and well-being. Participants learn to maintain a healthy online-offline balance and develop responsible digital habits.

8. MCAST Podcasts

Four podcasts were produced in collaboration with MCAST students, exploring eating disorders, depression, ADHD, and anxiety. Featuring guest speakers and personal stories, these episodes helped break stigma and foster greater understanding.

9. Info Points and Festival Participation

Info Points are set up at various events and institutions, including the "Journey On" Wellbeing Festival, to discuss a wide range of well-being topics, with mental health as a key focus.

10. "Trust Yourself to Talk – Anxiety: Is This You?" Campaign

Held in October to mark World Mental Health Day, this campaign aimed to reduce stigma and encourage help-seeking behavior among youth.

Key initiatives included:

- Access to the Youth Worker Online service (see above)
- A virtual session on anxiety with youth organizations
- • Four awareness videos in Maltese and English, shared online and on TV
- A well-being calendar mailed to 8,000 EYCA cardholders, with tips and service contacts
- Posters placed strategically around Malta and Gozo, near schools, universities, and entertainment venues
- Campaign stickers distributed to encourage peer-to-peer awareness

Through these multifaceted programs, Aġenzija Żgħażagħ continues its mission to promote mental health awareness, empower young people, and create supportive spaces for personal and emotional growth.

GOOD PRACTICES IN MENTAL HEALTH SUPPORT

Aġenzija Żgħażagħ promotes mental health awareness, resilience, and well-being among young people through diverse, youth-centered programs and collaborative efforts.

The organization's initiatives effectively address the varying needs of youth by offering a broad range of programs tailored to different age groups and

environments. Through interactive workshops, school-based initiatives such as *Mindful Mosaic*, and collaborations with youth organizations, young people are engaged meaningfully and supported with practical tools to navigate life's challenges and enhance overall well-being.

Digital and social media initiatives significantly expand the organization's reach, delivering reliable and engaging content in accessible formats. Additionally, Info Points and holistic program structures ensure consistent support across multiple settings, strengthening connections with young people.

Youth-led mental health forums, such as the **Young Mental Health Ambassador Program**, have proven especially impactful. These platforms empower young people to express their views, share experiences, and contribute actively to mental health discussions. A key achievement of the Ambassador Program has been enabling youth participants to present their findings to policymakers — gaining valuable advocacy experience and influencing mental health policy and service delivery.

Collaboration with public institutions such as **Mental Health Malta** has been crucial to enhancing program quality and effectiveness. By combining professional expertise and community insight, Aġenzija Żgħażagħ delivers comprehensive, evidence-based, and responsive programs.

A strong referral system ensures that young people are directed to appropriate professional services for specialized support when needed.

Programs are continuously refined through feedback and pilot testing, ensuring responsiveness to the evolving needs of young people. Consistently positive feedback highlights the meaningful impact and tangible value of Aġenzija Żgħażagħ's mental health initiatives in improving the lives and well-being of youth.



12.

GOOD PRACTICES FROM IRELAND

12.1. Youth Consultation

12.1. YOUTH CONSULTATION

General Information About the Organization

Name of the Organization: Spunout

Country and City: Ireland (Nationwide)

Type of Organization: Non-Governmental Organization (NGO)

Contact Information: <http://www.spunout.ie>



MENTAL HEALTH SUPPORT SERVICES FOR YOUNG PEOPLE PROVIDED BY THE ORGANIZATION

Spunout is Ireland's leading youth information and support platform, working toward an Ireland where all young people are supported and empowered to thrive. The organization is run by young people, for young people, with a target age range of 16–34, and a primary focus on 16–25-year-olds living in Ireland.

Spunout offers four key services designed to promote mental health, well-being, and empowerment among young people:

1. Website and Information Platform

Spunout's website provides factual, youth-friendly information on topics such as mental health and well-being, sexual health, education and employment, physical health, harm reduction, and climate action.

All content is reviewed by young people and subject matter experts to ensure accuracy, reliability, and relevance to youth needs.

The website also features a Voices Section, offering young people a platform to share their lived experiences and opinions on various topics.

Running this platform requires:

- Financial support and human resources (content production, editorial, graphic design, web design, youth facilitation, governance, HR)
- SEO expertise and voluntary content validation from both young people and professionals

2. Social Media Channels

Spunout maintains a strong presence across social media platforms including Facebook, Instagram, TikTok, and YouTube, sharing engaging multimedia content that informs young people about topics featured on the website.

Content formats include image-based posts, video explainers, and storytelling features, often promoted through targeted paid advertising to reach young audiences most in need of support.

Operating these channels requires:

- Financial support and funding for location rental and travel
- Skilled staff for content creation, video production, social media management, and advertising strategy
- Collaboration with young people and subject matter experts to feature lived experience stories and expert insights

3. Text About It – 24/7 Support Service

Text About It is a free, anonymous, 24/7 text messaging service where people in Ireland can reach out for anything from a calming conversation to immediate emotional support.

The service is staffed by trained volunteers and supported by clinical supervisors to ensure quality and safety.

Running this service requires:

- Financial and technical support (web maintenance, digital advertising, fundraising)
- Skilled staff for content creation, video production, social media management, and advertising strategy
- Collaboration with young people and subject matter experts to feature lived experience stories and expert insights

3. Text About It – 24/7 Support Service

Text About It is a free, anonymous, 24/7 text messaging service where people in Ireland can reach out for anything from a calming conversation to immediate emotional support.

The service is staffed by trained volunteers and supported by clinical supervisors to ensure quality and safety.

Running this service requires:

- Financial and technical support (web maintenance, digital advertising, fundraising)
- Human resources (volunteer recruitment, training, supervision, and governance)
- Clinical oversight and digital infrastructure for secure communication

4. Spunout Academy

The Spunout Academy is a free, self-directed digital learning platform where young people can access interactive courses designed to build skills that support their mental health, resilience, and well-being.

As with other services, the platform relies on:

- Financial backing and web development support
- Content creation, video production, and editorial teams
- Youth engagement, social advertising, and expert input

5. Youth Action Panel (YAP)

Spunout's Youth Action Panel plays a central role in organizational decision-making. The panel provides insight, feedback, and innovative solutions to ensure that Spunout's work remains relevant and responsive to the real needs of young people.

Managing this program requires:

- Expertise in youth participation and facilitation
- Funding for volunteer expenses and event logistics
- Support for governance, communication platforms, and staff coordination

GOOD PRACTICES IN MENTAL HEALTH SUPPORT

Spunout's approach to mental health support is youth-centered, participatory, and evidence-based.

- Continuous Youth Consultation:

The organization prioritizes youth input through its Youth Action Panel, ensuring that all programs and campaigns reflect young people's lived experiences. This requires significant investment, including three dedicated staff members focused solely on youth participation.

- Youth Participation Embedded in Operations:

Youth involvement is a core principle across all internal systems, projects, and strategic plans. Spunout's organization-wide strategic measurement framework tracks and evaluates youth engagement through defined participation metrics.

- Volunteer-Led Content Creation:

A nationwide network of young volunteers contributes to and reviews all content before publication. This peer-review model guarantees that materials are authentic, relatable, and truly meet young people's informational and emotional needs.

Through these integrated practices, Spunout ensures that youth voices drive its work at every level – from service design to implementation – creating a trusted, inclusive, and empowering support system for young people across Ireland.

13.

GOOD PRACTICES FROM GREECE

- 13.1. Psychotherapy Sessions
- 13.2. Holistic Care Model

13.1. PSYCHOTHERAPY SESSIONS

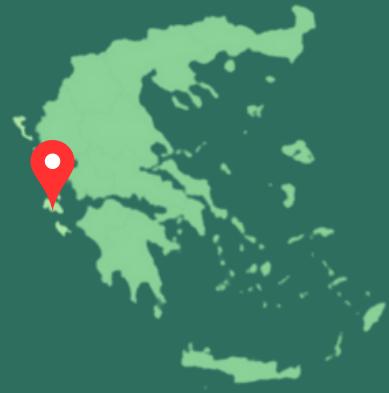
General Information about the Organization

Name of the Organization: EPROPSI

Country and City: Ioannina, Greece

Type of Organization: Non-Governmental Organization (NGO)

Contact Information: <https://epropsi.gr/>



MENTAL HEALTH SUPPORT SERVICES FOR YOUNG PEOPLE PROVIDED BY THE ORGANIZATION

EPROPSI offers a range of mental health services and support practices for children, adolescents, and their families, focusing on early assessment, prevention, and community-based care.

Core Services Offered:

1. Assessment, Prevention, and Family Support

Early identification and support for families to promote overall mental well-being.

2. Evaluation and Diagnosis

Diagnosis of developmental disorders and child psychiatric conditions.

Detection of learning difficulties using standardized tools and expert evaluation.

3. Treatment of Behavioral and Conduct Disorders

Comprehensive approaches to identifying and treating pathological behaviors and conduct-related issues.

4. Community Education and Mental Health Promotion

Implementation of programs aimed at raising mental health awareness and building resilience within the community.

Target Group:

Children, adolescents, and their families

Key Resources Required:

- Human resources (trained mental health professionals)
- Technology (mobile phones, tablets, laptops)
- Diagnostic tools
- Transportation (vehicles for outreach and community visits)

Good Practice Approaches:

- **Pharmacotherapy:** Medication management as part of a broader, individualized treatment plan.
- **Psychotherapy:** Individual and group therapy sessions tailored to the specific needs of participants.
- **Parental Counseling:** Guidance for parents to better understand and manage their child's mental health challenges.



13.2. HOLISTIC CARE MODEL

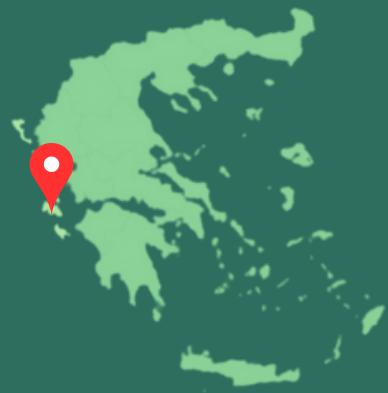
General Information about the Organization

Name of the Organization: ICSD

Country and City: Ioannina, Greece

Type of Organization: Non-Governmental Organization (NGO)

Contact Information: www.icsd.gr



MENTAL HEALTH SUPPORT SERVICES FOR YOUNG PEOPLE PROVIDED BY THE ORGANIZATION

ICSD provides mental health support services through two main initiatives, tailored to the needs of children, adolescents, and young adults, including refugee populations.

1. Service Provision Framework

- **Direct Services:** Delivered through two specialized mental health facilities primarily serving children, teenagers, and young adults.
- **Indirect Services:** Delivered within refugee host settings, including three host structures and two Supported Independent Living Houses.

All services are grounded in counseling, but depending on individual needs, the mental health team may also employ additional methods, including:

- Support groups
- Awareness and informational activities
- Therapeutic and educational workshops

2. Target Groups

- Mental Health Facilities: Children, teenagers, and young adults
- Refugee Host Facilities: Children and teenagers up to adulthood

3. Human Resources and Methodology

ICSD employs highly trained and experienced mental health professionals. Human resources are strategically allocated based on each facility's population needs. For example, psychologists with specialized training in complex PTSD (cPTSD) work specifically with children affected by war or trauma.

While ICSD does not currently operate dedicated digital platforms, all professionals utilize widely recognized diagnostic tools and techniques, including:

- Structured questionnaires
- Evidence-based methodologies

Additional tools and interventions may be applied according to the specific needs of each case, under the guidance of the facility's scientific director or manager.

Note: ICSD operates a total of four mental health facilities. In addition to the two facilities mentioned above, there is a boarding house and a Day Centre for dementia. This overview focuses solely on services for children and young adults relevant to the scope of this summary.

GOOD PRACTICES IN MENTAL HEALTH SUPPORT

One of the most effective practices at ICSD is the implementation of a holistic care model, which integrates multidisciplinary support teams and experiential activities tailored to the needs of each target group:

- **Day Centres:** Emphasis on practices that promote socialization and integration, helping individuals connect with others and build interpersonal skills.
- **Other Mental Health Facilities:** Focus on developing practical life skills, equipping young people with tools to manage everyday challenges and foster independence.
- **Refugee Centres:** Specialized practices enhance mental resilience and support the resolution of mental trauma, recognizing the complex experiences many individuals have endured.

Key Success Factor: The individualized approach applied in every facility ensures personalized care. Mental health practitioners avoid a "one-size-fits-all" methodology, instead tailoring support to the unique needs, experiences, and backgrounds of each individual, ensuring care that is both respectful and effective.



14.

GOOD PRACTICES FROM CROATIA

- 14.1. Speak Clearly – Speak Loudly
- 14.2. Play Therapy and Group Support
- 14.3. Evidence-Based Method
- 14.4. Nonformal Workshops
- 14.5. Peer-Led Workshops
- 14.6. Creative Content and Active Approach
- 14.7. Action Involvement Approach
- 14.8. Conversation Starter Cards
- 14.9. Preventive Psychological Workshops

14.1. SPEAK CLEARLY – SPEAK LOUDLY

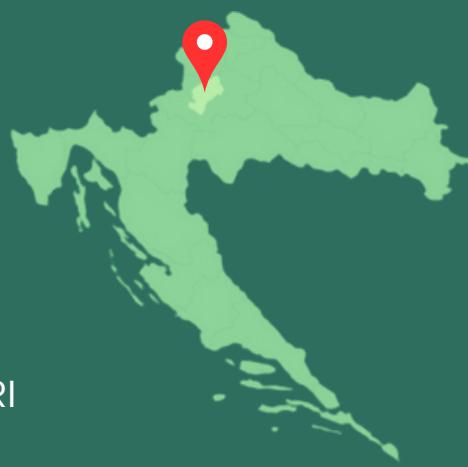
General Information About the Organization

Name of the Organization: PROJECT PARESIA

Country and City: Zagreb, Croatia

Type of Organization: Non-Governmental Organization (NGO)

Contact Information: PROJEKTPARESIA.HR/GOVORI



MENTAL HEALTH SUPPORT SERVICES FOR YOUNG PEOPLE PROVIDED BY THE ORGANIZATION

The “Speak Clearly! – Speak Loudly!” project is a dynamic initiative designed primarily for children and young people in primary schools, though it also reaches parents, teachers, professors, experts, trainers, and group leaders.

The project aims to:

- Prevent the fear of public speaking
- Encourage self-expression
- Support the development of talents, skills, and confidence in young people

The program features a variety of engaging and interactive elements:

The play “I’m Not That YouTuber”, starring the popular Croatian YouTuber Marko Kofs, who participates in an interactive way.

Video messages from well-known actors, public figures, and experts, offering encouragement and tips.

Original songs from the play that reinforce its themes.

An upcoming youth novel that continues the story of the main character from the play.

Target Audience

Primary school students are the primary focus of the project.

How We Operate

The project reaches young audiences through:

The BLABLA youth drama group, which performs the play in schools and public settings.

Video interviews with well-known actors and experts to deepen the message and inspire students.

This initiative is all about helping young people find their voice and express themselves with confidence—empowering them for future success both in and out of the classroom.

GOOD PRACTICES IN MENTAL HEALTH SUPPORT

The “Speak Clearly! – Speak Loudly!” project serves as an innovative and effective good practice in addressing the mental health and emotional development needs of young people. Through creative expression, public speaking support, and relatable storytelling, the project fosters self confidence, reduces anxiety, and empowers young minds.

Why It Works

The project integrates several key elements that make it both engaging and relevant to its target audience—primarily primary school students:

Involvement of Public Figures: The program features well known individuals who specialize in public speaking. These figures share their personal experiences and encouraging messages, helping to normalize fear and anxiety around speaking publicly and promoting emotional resilience.

Relatable and Dynamic Play: The center piece of the project is the play “I’m Not That YouTuber”, which stars Marko Kofs, the most followed Croatian YouTuber with a primarily young audience. His presence instantly connects with children, making the theme more relatable and impactful.

Designed for Today’s Youth:

The play includes rapid scene and costume changes, live drumming and guitar performances, and video integration, ensuring high levels of engagement.

Actors are the same age as the audience, which strengthens identification and relatability.

Therapeutic Storytelling: The script, developed by Tina Primorac—a writer, professional storyteller, and interactive bibliotherapy expert—was written with a deep understanding of the therapeutic power of storytelling. It encourages self expression, empathy, and emotional literacy among young students, their parents, and educators.

Empowering Music: Original songs created for the play not only engage audiences but also promote positive messaging, strengthen connections between young people and adults, and reinforce the program’s goals of empowerment and mental well being. These songs have been made publicly available, extending their reach and impact.

The “Speak Clearly! – Speak Loudly!” project stands out as a creative and holistic approach to supporting young people’s mental health. By combining entertainment with education and empowerment, it helps build a foundation of confidence, self awareness, and emotional resilience in a fun, accessible way.

14.2. PLAY THERAPY AND GROUP SUPPORT

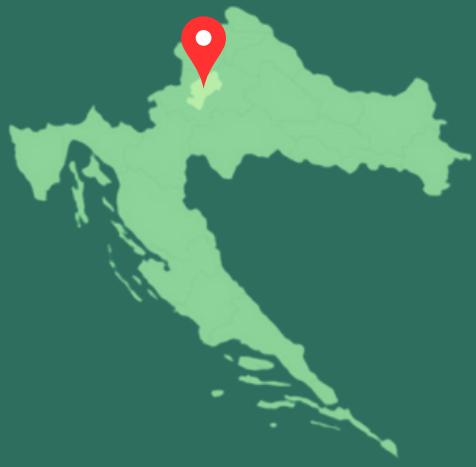
General Information About the Organization

Name of the Organization: Association Play

Country and City: Zagreb, Croatia

Type of Organization: Non-Governmental Organization (NGO)

Contact Information: <https://udrugaigra.hr/>



MENTAL HEALTH SUPPORT SERVICES FOR YOUNG PEOPLE PROVIDED BY THE ORGANIZATION

Association Play provides a comprehensive range of mental health support services for children, young people, and their parents, with a strong focus on overall well-being, personal development, and resilience.

Description of Services & Key Methods

Psychosocial Counseling and Psychotherapy:

Individual and group sessions are delivered by trained professionals using integrative therapeutic approaches, including Gestalt therapy, child and adolescent integrative psychotherapy, and body-oriented therapy.

Educational Workshops:

Workshops cover essential topics such as emotional regulation, resilience, self-esteem, and coping strategies.

Support Groups:

Peer support is provided in safe, structured environments facilitated by mental health experts, allowing participants to share experiences and receive guidance.

Raising Awareness & Psychoeducation:

Both online and in-person activities are used to promote mental health awareness and reduce stigma within the community.

Target Group

Children and Young People at Risk (Ages 8-30):

Including individuals from vulnerable backgrounds, those experiencing emotional distress, or facing social exclusion.

Families and Caregivers:

Parents and guardians seeking guidance and support in navigating mental health-related challenges.

Resources Required

Human Resources:

Licensed psychologists, psychotherapists, and trained facilitators form the backbone of service delivery.

Platforms & Tools:

Services are offered through in-person sessions at safe, accessible locations, as well as online platforms (e.g., video counseling, digital resources) for remote support.

Collaborations & Materials:

The program works in partnership with schools, social welfare institutions, and community organizations and utilizes educational materials and tools tailored to the needs of young people.

GOOD PRACTICES IN MENTAL HEALTH SUPPORT

Association Play implements evidence-based and innovative practices to effectively support the mental health of young people.

Most Effective Practices

Individualized Psychosocial Support:

Personalized counseling and psychotherapy using integrative approaches such as Cognitive Behavioral Therapy (CBT), play therapy, and body-focused practices.

Group Support & Peer Networks:

Therapeutic and psychoeducational group sessions encourage emotional expression, peer learning, and mutual support.

Strength-Based Approach:

Focusing on young people's strengths and resources rather than their deficits, empowering them to build resilience.

Psychoeducation & Prevention Programs:

Workshops on emotional intelligence, coping strategies, and stress management aimed at preventing mental health crises.

Holistic and Multi-Sectoral Collaboration:

Working closely with schools, social welfare institutions, and families to ensure a supportive environment for young people.

What Makes These Practices Successful?

Young-Person-Centered Approach:

Tailored interventions address the specific needs and experiences of each young person.

Accessible & Flexible Support:

Offering both online and in-person services ensures outreach to those who may not seek traditional support.

Safe and Non-Judgmental Spaces:

Creating environments where young people feel heard, understood, and respected.

Evidence-Based Methodologies:

Utilizing established therapeutic models with measurable improvements in well-being.

Continuous Evaluation & Adaptation:

Collecting feedback and tracking progress to refine and improve services based on the needs of the young people served.

14.3. EVIDENCE-BASED METHOD

General Information About the Organization

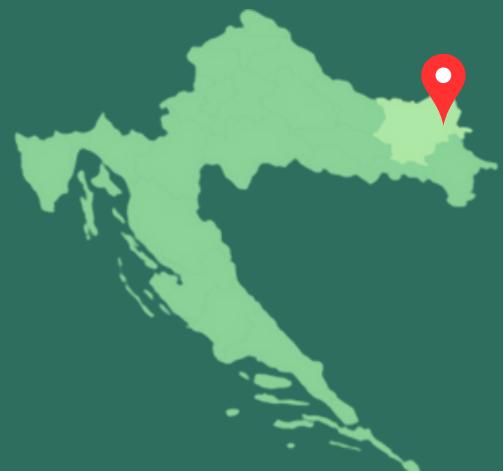
Name of the Organization: Psychology Students' Club of the Faculty of Humanities and Social Sciences in Osijek "Psihos"

Country and City: Osijek, Croatia

Type of Organization: Non-Governmental Organization (NGO)

Contact Information:

<https://psihos7.wordpress.com/>



MENTAL HEALTH SUPPORT SERVICES FOR YOUNG PEOPLE PROVIDED BY THE ORGANIZATION

The Psychology Students' Club Psihos provides preventive, educational, and awareness-raising activities aimed at improving the mental health and well-being of young people. Their work focuses on psychoeducation, early prevention, digital outreach, and the development of emotional and social competencies.

Key Services

Digital Mental Health Education

Psihos develops accessible mental health content for social media platforms such as Instagram, Facebook, and LinkedIn. These materials provide youth with reliable information on mental well-being, prevention of psychological difficulties, and practical coping strategies for stress, anxiety, and emotional challenges. Content is tailored to be engaging, youth-friendly, and easy to understand.

Expert Lectures and Panel Discussions

The organization hosts public lectures and panel discussions with psychologists, psychotherapists, and other mental health professionals. These events allow young people to deepen their understanding of mental health topics, participate in interactive dialogue, and gain practical tools for recognizing and managing psychological challenges.

School Workshops

Psihos conducts workshops in primary and secondary schools to strengthen emotional and social skills. Workshop themes include emotional regulation, resilience, self-confidence, and healthy communication. Activities are interactive and experiential, helping students apply newly learned skills in real-life contexts.

Violence Prevention Programs

In collaboration with organizations such as the Nansen Dialogue Centre, Psihos implements workshops focused on preventing violence in romantic and peer relationships.

Target Group

Psihos primarily supports young people aged 13 to 30, including:

- Primary school students
- Secondary school students
- University students
- Young adults

The organization also reaches a broader audience interested in mental health education and stigma reduction.

Resources Required

Human Resources

Volunteers from the Psychology Students' Club contribute to the development of educational materials, implementation of workshops, and organization of public events.

- Physical and Digital Infrastructure
- Social media platforms (Instagram, Facebook, LinkedIn)
- Online meeting tools (Zoom, Google Meet)
- Classrooms, lecture halls, and community spaces for in-person workshops and events

Promotional and Educational Materials

Educational leaflets, brochures, posters, worksheets, and digital content used in campaigns and workshops.

GOOD PRACTICES IN MENTAL HEALTH SUPPORT

Psihos combines interactive learning, youth-centered communication, and evidence-informed educational methods to support mental health literacy among young people.

Interactive School Workshops

Workshops in high schools are among the organization's most successful practices. They are structured to help students build emotional awareness, understand mental health concepts through real-life scenarios, and practice communication and problem-solving skills.

Success Factors:

- Immediate application of newly learned skills
- Safe and supportive environment for open discussion
- High engagement through group activities, role-play, and case-based learning
- Positive feedback indicating increased confidence in managing emotional and social challenges

Violence Prevention Workshop

During the "16 Days of Activism Against Gender-Based Violence" campaign, Psihos conducted a workshop focused on preventing unhealthy relationship dynamics.

Success Factors:

- Improved recognition of early signs of unhealthy or harmful behavior
- Strong emphasis on respectful communication and boundary-setting
- Students reported feeling better equipped to handle problematic situations in relationships

Digital Mental Health Outreach

Psihos ensures accessible and reliable mental health information through visually appealing online content.

Success Factors:

- High reach among young people who may not access in-person services
- Youth-friendly language and design
- Consistent engagement through social media campaigns

Through these services, Psihos strengthens emotional competencies, promotes early help-seeking, and empowers young people to care for their mental health. Their combination of digital outreach, school-based education, and expert-led discussions makes them a key contributor to youth mental health promotion in Osijek and beyond.



14.4. NONFORMAL WORKSHOPS

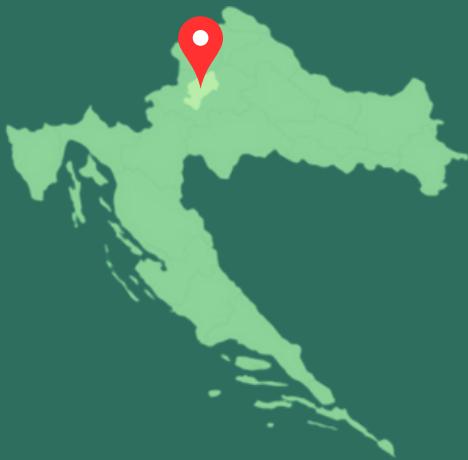
General Information About the Organization

Name of the Organization: Croatian Debate Society

Country and City: Zagreb, Croatia

Type of Organization: Non-Governmental Organization (NGO)

Contact Information: www.hdd.hr



MENTAL HEALTH SUPPORT SERVICES FOR YOUNG PEOPLE PROVIDED BY THE ORGANIZATION

The Croatian Debate Society (HDD) provides mental health support to young people through its initiative Solidarity and Mental Health. This program focuses on education, awareness, and stigma reduction, empowering young people to recognize mental health challenges and seek appropriate support.

Key Services

Workshops

Interactive workshops are delivered to high school students, focusing on recognizing mental health challenges, supporting peers, and addressing stigma. Activities include role-playing, group discussions, and practical exercises that help young people engage with mental health topics in a relatable way.

Online Discussions

Live discussion sessions are hosted on YouTube and other digital platforms. These sessions feature mental health professionals and young experts who share insights about mental health, answer anonymous questions, and provide accessible and reliable information. All sessions remain available for later viewing.

Support Through Information Sharing

HDD creates educational materials such as the Solidarity on Mental Health brochure. These resources include workshop guidelines, professional help contacts, mental health expert insights, and practical tips for young people seeking support.

Advocacy and Public Dialogue

The organization hosts roundtable discussions involving youth, psychologists, educators, and policymakers. These events encourage open dialogue, raise awareness of mental health challenges, and promote improvements in local and national mental health services.

Social Media Awareness Campaigns

Through online campaigns such as #OdbaciStigmu, HDD shares personal stories, facts, and coping strategies aimed at normalizing discussions about mental health and reducing stigma among youth.

Target Group

The initiative primarily supports:

- Young people ages 13 to 30, with a focus on high school students
- Youth living in small or rural communities with limited mental health services
- Young people facing socio-economic barriers, mental health challenges, or risk of social exclusion

Resources Required

Human Resources

- Youth workers and educators trained in mental health awareness and peer-support methods
- Mental health professionals, including psychologists and youth counselors
- Volunteers and peer educators who help facilitate discussions and support their peers

Platforms and Tools

- Online communication tools such as Zoom, YouTube Live, Facebook, and Instagram
- Printed and digital materials including brochures, infographics, and resource lists
- Logistical support for organizing workshops, mentoring sessions, and roundtables in schools and community spaces

GOOD PRACTICES IN MENTAL HEALTH SUPPORT

The Croatian Debate Society implements several effective, youth-centered practices that enhance mental health awareness and engagement.

Peer-Led Mental Health Education and Awareness Workshops

Success Factors

Workshops are facilitated by young educators who easily connect with participants. The sessions use interactive techniques such as role-playing, debates, and case studies. This method encourages active participation and helps students better recognize mental health challenges and learn concrete steps for seeking help.

How It Addresses Young People's Needs

These workshops create a safe, supportive environment where students feel comfortable discussing sensitive topics. Participants gain practical skills for supporting their own well-being and that of their peers.

Measurable Outcomes

- Eight workshops conducted in high schools
- More than 80 students actively engaged
- Positive feedback indicating increased confidence in discussing mental health topics

Online Discussion Sessions on Mental Health

Success Factors

Sessions are live-streamed on YouTube and saved for continued access. They feature mental health professionals as well as young people with lived experience, creating a credible and relatable learning environment. Anonymous question submission increases inclusivity and comfort among participants.

How It Addresses Young People's Needs
The digital format ensures access for young people in rural or remote communities and promotes mental health conversations in a low-pressure environment.

Measurable Outcomes

- Three live-streamed discussion sessions held
- High engagement, with sessions viewed and shared widely

"Overcome the Stigma" Social Media Campaign

Success Factors

The campaign uses personal storytelling and youth-friendly content to raise awareness about mental health. It also includes interactive challenges that encourage engagement and participation across platforms.

How It Addresses Young People's Needs

The campaign normalizes mental health discussions, reduces stigma, and provides reliable information in a format that young people use daily.

Measurable Outcomes

- More than ten posts reaching hundreds of young people
- Increased interaction and meaningful discussions in comments across social media channels



14.5. PEER-LED WORKSHOPS

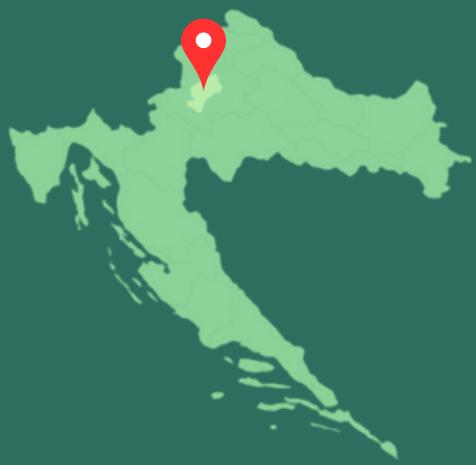
General Information About the Organization

Name of the Organization: Educational Institution in Turopolje

Country and City: Velika Gorica, Croatia

Type of Organization: Public Institution

Contact Information: marivanescic@gmail.com



MENTAL HEALTH SUPPORT SERVICES FOR YOUNG PEOPLE PROVIDED BY THE ORGANIZATION

The Educational Institution in Turopolje provides mental health support through creative and expressive techniques that encourage young people to explore emotions, develop self-awareness, and enhance interpersonal and communication skills. These activities also foster collaboration, tolerance, self-confidence, and personal growth while helping participants establish supportive social networks.

Key Services

Workshops on Creative Techniques

Workshops are designed to promote self-expression, introspection, and personal development. Objectives include recognizing and understanding emotions, appreciating diverse perspectives, expressing personal opinions respectfully,

improving communication skills, practicing public speaking, and developing focus, perseverance, and concentration.

Puppet as a Tool for Self-Expression

Participants create characters and design puppet personalities. The puppet serves as a voice for exploring inner thoughts and emotions, fostering self-awareness and reflection. Group discussions follow the exercises to process experiences and insights.

Shadow Theater

This method helps participants bring hidden emotions and thoughts to the surface, especially for those who struggle with verbal expression. Shadow theater provides a safe and creative way to communicate feelings. While a final performance may be presented, the primary goal is personal development and emotional exploration.

Educational Process Drama

Building on Shadow Theater techniques, this approach uses structured role-playing and performance-based learning to explore personal and social themes.

Fractal Drawing

A therapeutic drawing technique that allows participants to creatively investigate their mental and emotional health. Fractal drawing promotes self-awareness, identification of personal goals, and strategies to overcome trauma, stress, anxiety, or depression.

Blindfold Drawing

Encourages creative problem-solving and empowers participants to actively address challenges instead of passively following instructions.

Hand Sewing

Enhances concentration, focus, and fine motor skills while providing a mindful and engaging activity.

Target Group

The primary target group is males aged 14 to 23. These creative techniques can also be adapted for students, professionals, and adults in various educational or therapeutic settings.

Resources Required

Human Resources: Staff trained in applying creative techniques

Training Programs: Workshops and training sessions for staff to implement these methods effectively

GOOD PRACTICES IN MENTAL HEALTH SUPPORT

The most effective practices focus on engaging young people in meaningful and creative content that motivates them to become active participants in shaping their own lives. The creative techniques used are innovative, interactive, and encourage introspection in a non-intrusive way.

Participant Engagement and Feedback

Participants engage at their own pace and provide feedback verbally or through evaluation forms. Satisfaction and personal growth are observed through active participation and responses during workshops.

Recognition and Validation

Performances and exhibitions allow participants to present their work to broader audiences, including sales exhibitions. This recognition validates their efforts, boosts self-esteem, and reinforces the positive outcomes of the creative process.

Impact

By promoting creativity, self-expression, and collaboration, these practices strengthen emotional development, resilience, and social skills in young people, contributing significantly to their overall mental well-being.

14.6. CREATIVE CONTENT AND ACTIVE APPROACH

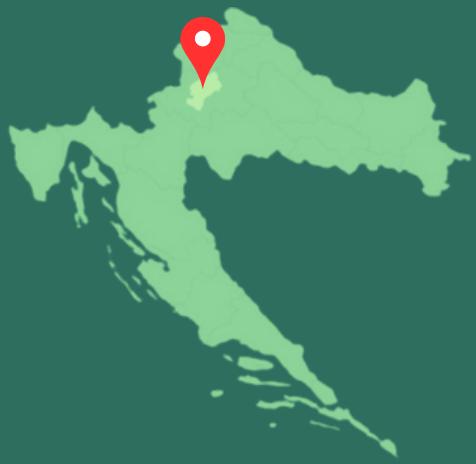
General Information About the Organization

Name of the Organization: Circles Centre

Country and City: Zagreb, Croatia

Type of Organization: Non-Governmental Organization (NGO)

Contact Information: <https://krugovi.hr/>



MENTAL HEALTH SUPPORT SERVICES FOR YOUNG PEOPLE PROVIDED BY THE ORGANIZATION

Circles Centre was established in 2011 with the mission to enhance quality of life by strengthening individual potential. The team has over ten years of experience working with diverse age groups and has observed that socially excluded individuals are at higher risk of developing mental health disorders. The organization focuses on promoting personal development, cultural and artistic activities, talent cultivation, and a fulfilling lifestyle. By empowering individuals, Circles Centre aims to create supportive circles in the community where personal growth inspires others.

Key Services

Counseling:

Individual, group, and art therapy sessions to support mental well-being and personal growth.

Workshops:

Artistic workshops, mindfulness programs, addiction and violence prevention, dance and movement therapy, and networking workshops to foster peer connections.

Information and Awareness:

Distribution of leaflets, posters, notebooks, bookmarks, stickers, and articles on the web portal to raise awareness of mental health issues and promote community engagement.

Target Group

- Youth in general
- Young people who are not in education, employment, or training (NEET)
- Young people from rural areas
- Students and volunteers

Circles Centre emphasizes raising mental health awareness, providing counseling support, connecting individuals with practical help, and coordinating volunteers. Volunteers benefit from engagement by strengthening their sense of purpose, personal satisfaction, and overall well-being. The organization prioritizes volunteer mental health to prevent secondary traumatization, operating on the principle that individuals who are well themselves can best support others.

Resources Required

Human Resources:

Experienced counselors, therapists, workshop facilitators, and volunteer coordinators.

Physical and Digital Infrastructure:

Spaces for counseling and workshops; online platforms for outreach and awareness.

Promotional Materials:

Printed and digital resources for education and engagement, including leaflets, posters, and online articles.

Collaborations:

Partnerships with local authorities, schools, universities, NGOs, and social service institutions to ensure accessibility and impact.

GOOD PRACTICES IN MENTAL HEALTH SUPPORT

Circles Centre actively involves beneficiaries and participants in the creation, implementation, and dissemination of initiatives. The organization begins with assessing the needs of participants and collecting feedback from volunteers and collaborating professionals. This ongoing evaluation allows continuous improvement of programs to better serve the community.

Collaboration and Community Engagement

Circles Centre acts as a bridge between local governments, citizens, and professionals. Through collaboration, it develops diverse programs to address mental health challenges. The organization maintains regular partnerships with:

- City and state governments
- Media outlets
- Universities and schools
- Local authorities
- Social welfare institutions
- Social enterprises
- Non-governmental organizations specializing in human rights, social services, and culture

Impact on Social Services and Mental Health

Circles Centre has achieved recognition for:

- Increasing availability of non-institutional social services for vulnerable groups in urban and rural areas
- Improving quality of social and counseling services
- Reducing social exclusion and ensuring marginalized populations receive support
- Preventing unnecessary doctor visits and premature institutionalization
- Enhancing the quality of life and mental health for socially vulnerable groups
- Developing cooperative relationships between service providers, government units, NGOs, and institutional care systems for children and at-risk populations

Promotion of Initiatives

The organization promotes initiatives using authentic storytelling, sharing real-life experiences of beneficiaries. Workshop materials and participant contributions are also used for awareness campaigns. Volunteers play a key role by creating and sharing content on mental health topics through the organization's website.

Advocacy and Social Policy Change

Circles Centre uses evidence from its direct work to advocate for social policy improvements and the rights of vulnerable groups. These efforts aim to bring meaningful, long-term improvements to the lives of individuals and communities the organization serves.



14.7. ACTION INVOLVEMENT APPROACH

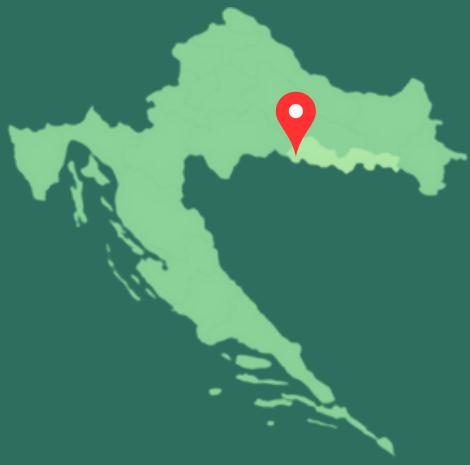
General Information About the Organization

Name of the Organization: Association Studio B

Country and City: Bodovaljci, Croatia

Type of Organization: Information Center / Public Institution

Contact Information: www.udrugastudiob.com



MENTAL HEALTH SUPPORT SERVICES FOR YOUNG PEOPLE PROVIDED BY THE ORGANIZATION

Association Studio B provides free counseling services within the Community Centre Bodovaljci, created in partnership with the local municipality. The service is offered on a monthly basis, ensuring full anonymity for participants, which is particularly important in a small rural community where stigma around mental health still exists.

Counseling is available for young people ages 13 to 30 from the municipality and the broader Nova Gradiška area. Services are provided by an in-house psychologist with a master's degree and occasionally by an external specialist in clinical psychology. In addition to individual counseling, group support sessions are offered for young people who are not in education, employment, or training (NEET).

These sessions focus on identifying personal interests, providing career guidance, and exploring internal reasons for inactivity using tools such as personality assessments.

Key Services

Individual Counseling:

Professional, confidential sessions offering support and guidance on emotional and mental health challenges.

Group Support for NEET Youth:

Interactive sessions to identify interests, explore personal barriers, and develop strategies for social and career engagement.

Career Guidance and Personal Development Tools:

Use of personality questionnaires and other assessments to promote self-awareness and informed decision-making.

Target Group

- Young people ages 13 to 30
- Residents of Bodovaljci municipality and the wider Nova Gradiška area
- NEET youth seeking guidance and personal development support

Resources Required

Human Resources:

In-house psychologist with a master's degree, occasional external clinical psychology specialists, and trained facilitators for group sessions.

Physical Infrastructure:

Community Centre Bodovaljci for individual counseling and group activities.

Materials and Tools:

Personality questionnaires and other assessment tools for individual and group work.

GOOD PRACTICES IN MENTAL HEALTH SUPPORT

Free Psychological Counseling Center: "Let's Have a Coffee in the Center"

This monthly counseling initiative provides a safe and supportive space for young people to discuss sensitive topics and seek professional guidance. Full anonymity ensures that participants feel comfortable sharing personal challenges.

Success Factors:

- Flexible scheduling tailored to participants' availability, including morning and afternoon sessions
- Regular, ongoing access rather than limited to a single fixed date
- Professional support provided by a trained psychologist, with additional expertise from a clinical psychology specialist when needed

Impact:

- Approximately 30 young people have used the counseling service since its inception
- Participants report improved mental well-being and confidence in addressing personal challenges
- The flexible, anonymous, and youth-centered approach has contributed to higher engagement and better outcomes compared with rigidly scheduled sessions

This practice demonstrates the importance of accessibility, confidentiality, and participant-tailored scheduling in promoting mental health and well-being among young people in small communities.

14.8. CONVERSATION STARTER CARDS

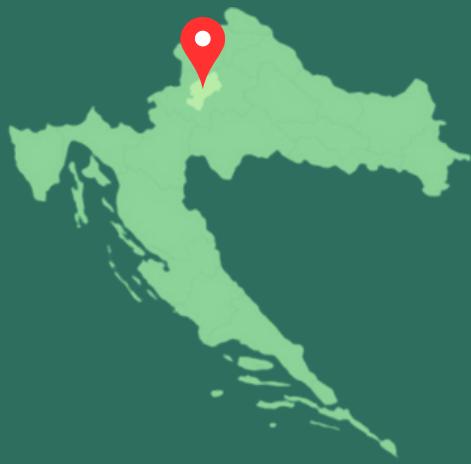
General Information About the Organization

Name of the Organization: Status M

Country and City: Zagreb, Croatia

Type of Organization: Non-Governmental Organization (NGO)

Contact Information: www.status-m.hr



MENTAL HEALTH SUPPORT SERVICES FOR YOUNG PEOPLE PROVIDED BY THE ORGANIZATION

Status M, in collaboration with psychology experts from the Zagreb Psychological Association, developed Conversation Starter Cards, a tool designed to help young people understand and manage their emotions while supporting overall mental health.

The cards are divided into four categories: thoughts, emotions, body sensations, and behaviors. Through guided activities, young people explore how their thoughts influence their emotions, physical reactions, and coping strategies in various situations.

This initiative aims to enhance emotional literacy and foster the development of healthier coping mechanisms. Conversation Starter Cards are used in workshops, individual sessions, and group activities to promote self-awareness and emotional regulation.

Target Group

- Young people ages 11 to 18
- Participants in educational, therapeutic, and counseling settings
- Settings include schools, youth centers, and mental health programs

Resources Required

Human Resources:

Facilitators trained in guiding sessions with Conversation Starter Cards, including psychologists, educators, and youth workers.

Materials and Tools:

- Conversation Starter Cards (available [here](#))
- Workshop materials for group activities and individual sessions

Platforms and Spaces:

- In-person workshops at schools, youth centers, and counseling programs
- Flexible use for group or individual guidance

GOOD PRACTICES IN MENTAL HEALTH SUPPORT

Conversation Starter Cards

This innovative tool offers a structured yet interactive approach to exploring emotions. By engaging in guided self-reflection, young people learn to recognize the connection between their thoughts, feelings, physical sensations, and behaviors.

Success Factors:

- Non-intimidating and interactive, encouraging active participation
- Professionally recognized by psychologists and youth practitioners
- Facilitates open dialogue about emotions at home and in educational settings

Impact:

- Increases emotional literacy and self-awareness among young people
- Encourages healthier coping strategies
- Supports normalization of emotional experiences, particularly during adolescence
- Prepares young people to navigate real-life challenges by practicing coping strategies in a safe environment

Why This Practice Works:

By combining structured guidance with creative self-exploration, the Conversation Starter Cards make mental health discussions engaging, relatable, and meaningful. They empower young people to reflect on their internal experiences and develop practical skills for emotional regulation.



14.9. PREVENTIVE PSYCHOLOGICAL WORKSHOPS

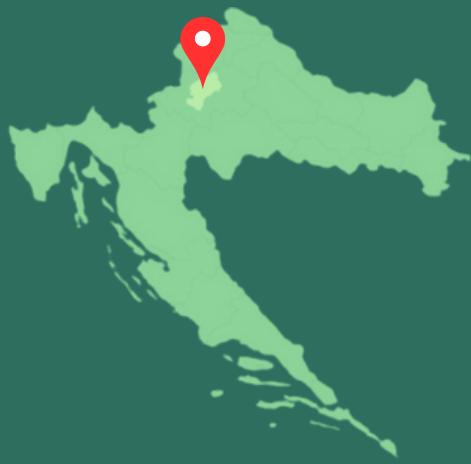
General Information About the Organization

Name of the Organization: Impress

Country and City: Daruvar, Croatia

Type of Organization: Non-Governmental Organization (NGO)

Contact Information: www.udruga-impress.hr & info@udruga-impress.hr



MENTAL HEALTH SUPPORT SERVICES FOR YOUNG PEOPLE PROVIDED BY THE ORGANIZATION

Impress is a youth-focused NGO providing daily, open-access mental health support through low-threshold, community-based services. Young people can access support every working day without appointments, referrals, or stigma, making Impress a reliable and easily reachable point of help.

The organization promotes mental well-being through preventive, educational, and participatory approaches, offering young people safe environments to seek support, build resilience, and develop emotional and social skills.

Key Services and Initiatives

1. Counseling and Support Centre

Impress provides a free, non-clinical counseling and psychosocial support service for young people. Trained staff conduct initial conversations, help young people reflect on their situations.

When higher levels of risk or more complex needs are identified, young people are referred to professional psychological or social services through established cooperation mechanisms.

2. Youth Centre Impress – Daily Informal Support

The Youth Centre offers a safe, non-judgmental environment where young people can build relationships and receive informal emotional support through everyday interactions with youth workers.

Activities include:

drop-in social spaces, creative and recreational workshops, non-formal educational activities that strengthen self-confidence and emotional awareness.

3. Preventive Psychological Workshops and Health Initiatives

Impress regularly organizes preventive psychological workshops addressing: stress management, emotional regulation, self-awareness, healthy relationships, and resilience building and International Health Week initiative, in cooperation with universities and health institutions.

GOOD PRACTICES IN MENTAL HEALTH SUPPORT

These are some good practices we apply in daily work with youth.

- **Low-Threshold and Accessible Support**

Impress offers open, non-clinical support that lowers barriers to seeking help. Young people can access guidance through everyday activities, informal conversations, and trusted relationships.

- **Early Recognition and Referral**

Youth workers are trained to identify early signs of distress, conduct initial conversations, and guide young people toward appropriate professional support, ensuring continuity of care.

- **Integration of Mental Well-Being into Daily Youth Work**

Mental health is not treated as a separate topic but is integrated into non-formal education, volunteering, creative activities, and everyday interactions at the Youth Centre.

- **Continuity and Trust**

A key strength of Impress is its long-term presence and consistency. Support is built through sustained relationships rather than one-off interventions.

Relevance for Smaller and Rural Communities

Operating in a smaller city context, Impress demonstrates how effective mental health support for young people can be delivered outside major urban centers, where access to specialized services is often limited.

To reach young people in geographically isolated and poorly connected areas, Impress regularly organizes mobile youth work activities, bringing trained staff and volunteers directly into communities and schools. These interventions are implemented on site in close cooperation with educational

Resources and Capacity

Human Resources:

Trained youth workers, counselors, and volunteers. All staff are equipped to recognize early signs of distress, conduct supportive conversations, and respond appropriately.

Partnerships:

Psychological Centre Putokaz, universities, healthcare institutions, and local NGOs.

Tools:

Workshop materials, IT infrastructure, and creative and recreational resources.



15.

GOOD PRACTICES FROM LUXEMBOURG

15.1. Approachable Mental Health Information

15.1. APPROACHABLE MENTAL HEALTH INFORMATION

General Information About the Organization

Name of the Organization: Agence Nationale pour l'Information des Jeunes asbl (ANIJ)

Country and City: Luxembourg

Type of Organization: Non-Governmental Organization (NGO)

Contact Information: Tiana@anj.lu



MENTAL HEALTH SUPPORT SERVICES FOR YOUNG PEOPLE PROVIDED BY THE ORGANIZATION

The Agence Nationale pour l'Information des Jeunes (ANIJ) does not provide direct psychological support services. Instead, ANIJ focuses on informing and guiding young people toward appropriate mental health resources. The organization works to break stigmas, raise awareness, and ensure youth have access to reliable, youth-friendly information about mental well-being.

Key Actions and Initiatives

1. Project 2022–2024: "Santé mentale et bien-être : du concret pour l'info des jeunes!"

- Creation of a podcast series focused on mental health and well-being
- Development of the booklet "Gestion des émotions", providing practical tools for youth workers and teachers to support young people

2. Digital Information Platforms

- Dissemination of accessible, youth-oriented content via platforms such as jugendinfo.lu, Instagram, and the podcast series

3. Awareness-Raising Campaigns: D'info on Tour

- Street interviews to gather young people's perspectives and experiences on mental health
- Providing youth with a voice and helping break down taboos surrounding mental health

Resources and Collaboration

- Human Resources: A content creation team develops campaign materials and digital content
- Collaborations: Partnerships with mental health experts and public institutions ensure content accuracy and support project activities
- Project Management: A dedicated project manager oversees implementation and coordination

GOOD PRACTICES IN MENTAL HEALTH SUPPORT

ANIJ empowers youth by making mental health information approachable, relatable, and widely accessible through creative, youth-centered methods.

Digital and Accessible Content

- Content is shared via social media, podcasts, and street interviews to reach young people both online and in their communities
- Designed to be digestible and engaging, ensuring information is accessible and relevant

Youth-Friendly Language

- Uses a tone and style that resonates with young people
- Helps break down stigmas and encourages open conversations about mental health
- Fosters a more inclusive and welcoming environment

Sharing Real Experiences

- Incorporates testimonies from young people to make discussions more relatable and authentic
- Normalizes mental health conversations and creates a sense of community and understanding

Impact

- Increases awareness of mental health resources among youth
- Reduces stigma and encourages help-seeking behavior
- Provides young people with practical tools and information to manage their well-being effectively



16.

GOOD PRACTICES FROM FINLAND

16.1. Walk-In Therapy

16.1. WALK-IN THERAPY

General Information About the Organization

Name of the Organization: The Finnish Association for Children and Youth

Country and City: Finland

Type of Organization: Non-Governmental Organization (NGO)

Contact Information:

<http://www.lnk.fi/walkinterapia>



MENTAL HEALTH SUPPORT SERVICES FOR YOUNG PEOPLE PROVIDED BY THE ORGANIZATION

The Finnish Association for Children and Youth offers Walk-In Therapy, a solution-focused, short-term form of mental health support for young people. The service is designed to provide flexible, accessible, and professional guidance on a wide range of topics and concerns.

Key Services

Walk-In Therapy

- Each session involves a conversation with a professional therapist
- Sessions are solution-focused and short-term, typically lasting 45–60 minutes
- Youth can attend multiple sessions; the therapist may vary from visit to visit
- No prearranged number of sessions –participants decide how often they attend

- Each session can address a different topic based on the participant's current needs
- Sessions can be attended without an appointment, though some offices allow booking in advance

Target Group

- Young people aged 13 to 30

Operational Details

- The service is managed by a responsible operator
- A sufficient number of trained therapists ensure continuous, high-quality care
- Available in accessible office locations across Finland

GOOD PRACTICES IN MENTAL HEALTH SUPPORT

Walk-In Therapy is recognized as an effective practice because it provides **flexible, immediate, and professional support** for young people, addressing their mental health needs in a low-threshold environment.

Key Strengths

- **Accessibility and Flexibility:** Young people can attend sessions based on their needs and schedule, reducing barriers to seeking help.
- **Youth-Friendly Approach:** Sessions are designed to be non-intimidating, welcoming, and supportive, helping youth feel comfortable discussing personal challenges.
- **Personalized Support:** Each session is tailored to the participant's current emotional state or concern, making the service relevant and immediately useful.
- **Professional Guidance:** All sessions are led by qualified therapists, ensuring high-quality mental health support.
- **Empowerment Through Choice:** Youth can decide the frequency and topics of sessions, fostering autonomy and self-directed care.

Impact

- Provides immediate support for emotional and mental health concerns
- Encourages early help-seeking and reduces the stigma associated with mental health issues
- Supports young people in developing coping strategies and problem-solving skills
- Offers a flexible, low-threshold service accessible to diverse youth populations



17.

GOOD PRACTICES FROM BELGIUM

17.1. Together for Empathy, Awareness, and Mutual Support

17.1. TOGETHER FOR EMPATHY, AWARENESS, AND MUTUAL SUPPORT

General Information About the Organization

Name of the Organization: Jugendinfo

Ostbelgien

Country and City: Belgium (Eupen & St. Vith)

Type of Organization: Youth Information Center, NGO, Public Institution

Contact Information: www.jugendinfo.be



MENTAL HEALTH SUPPORT SERVICES FOR YOUNG PEOPLE PROVIDED BY THE ORGANIZATION

Jugendinfo Ostbelgien provides mental health awareness, education, and community support through its T.E.A.M campaign (Teil eines achtsamen Miteinanders – Together for Empathy, Awareness, and Mutual Support). The focus is on fostering resilience, promoting well-being, and creating a supportive environment for young people.

Key Services and Initiatives

1. T.E.A.M Campaign – Mental Health Awareness

- Encourages young people to share their personal experiences and mental health journeys.
- Uses video storytelling with actors representing participants' experiences to ensure privacy while maintaining authenticity.

- Highlights regional support services at the end of each video to connect youth with professional help.

2. Volunteer Engagement

Volunteers manage all technical and operational aspects, including video production, editing, and distribution. Demonstrates the value of solidarity and active community participation.

3. Public Engagement and Social Media Outreach

Strong presence on Instagram to reach youth directly. Participation in public events to maintain visibility and engagement over the long term.

4. Referrals and Helpline Access

Active listening and empathetic guidance for young people seeking help. Referrals to specialized support services to ensure professional care. Promotion of a 24/7 free helpline for confidential assistance.

Target Group

- Young people aged 12 to 26.
- Youth in formative stages seeking support, guidance, or mental health resources.

Resources Required

- Human Resources: Volunteers managing technical, creative, and outreach tasks; youth workers providing guidance and referrals.
- Platforms and Tools: Social media channels (Instagram, other digital platforms), printed posters, giveaways for events.
- Funding: Financial support from the Council of German-speaking Youth and other sources for materials and campaign activities.

GOOD PRACTICES IN MENTAL HEALTH SUPPORT

Community-Focused Mental Health Campaign

- **What Makes It Successful:** By using relatable storytelling and sensitive video representation, T.E.A.M provides an empathetic platform for youth experiences while maintaining confidentiality.
- **How It Addresses Young People's Needs:** Normalizes conversations about mental health, reduces stigma, and connects youth to professional services and peer support.
- **Impact:** Encourages openness, fosters understanding, strengthens resilience, and ensures youth feel heard and supported in their community.

Volunteer-Driven Implementation

- Volunteers provide technical and creative support, ensuring youth voices are amplified effectively.
- Promotes active civic engagement and the value of community solidarity.

Digital and In-Person Engagement

- Combines online campaigns with public events to maximize reach and long-term impact.
- Social media presence ensures accessibility, especially for youth in remote or isolated areas.



18.

GOOD PRACTICES FROM AUSTRIA

18.1. How are you?

18.1. HOW ARE YOU?

General Information About the Organization

Name of the Organization: Österreichische Jugendinfos

Country and City: Austria

Type of Organization: Non-Governmental Organization (NGO)

Contact Information: <https://www.jugendinfo.at>



MENTAL HEALTH SUPPORT SERVICES FOR YOUNG PEOPLE PROVIDED BY THE ORGANIZATION

Österreichische Jugendinfos provides mental health information and resources for young people and those working with youth. Their focus is on awareness, education, and guidance rather than direct therapeutic services.

Key Services and Initiatives

1. National Level Initiatives

- Distribution of the brochure "Wie geht es dir?" ("How are you?"), providing youth-friendly information on mental health, why it matters, and how to seek help.
- Educational materials for teachers and social media campaigns/posts.
- Participation in the EU project YIMinds.

2. Federal State Level Initiatives

- Selected youth information centers offer individual counseling sessions.
- Workshops for schools on mental health topics.

Target Group

- Young people across Austria.
- People working with young people, including teachers and youth workers.



Resources Required

- **Human Resources:** Youth information workers trained to provide counseling and workshops on mental health topics as part of their broader role. Mental health is not the exclusive focus of any staff member, but many have relevant training or education.
- **Platforms and Tools: Brochures and educational materials available for order or download via the website (<https://www.jugendinfo.at/projekte/psychische-gesundheit/>).** Social media channels of federal state youth information centers are used to share posts, campaigns, and updates. Workshops and counseling sessions can be booked through regional centers (<https://www.jugendinfo.at/ueber-uns/jugendinfostellen/>).

GOOD PRACTICES IN MENTAL HEALTH SUPPORT

1. Brochure "Wie geht es dir?"

- **What Makes It Successful:** Tens of thousands of copies are distributed yearly to young people and schools. The brochure offers an accessible introduction to mental health, highlights its importance, and provides guidance on how to get help when feeling unwell. Feedback has been overwhelmingly positive.
- **Impact:** Serves as a practical tool to initiate conversations on mental health among youth and educators.

2. Workshops and Interactive Training

- **What Makes It Successful:** Workshops are delivered in-person and peer-to-peer, encouraging interactive learning and discussion. They allow participants to explore mental health topics actively and practice coping strategies.
- **Impact:** Provides a space for young people and youth workers to engage with mental health education in a hands-on and supportive environment.

19.

KEY CAPACITY-BUILDING NEEDS FOR YOUTH ORGANIZATIONS SUPPORTING MENTAL HEALTH

KEY CAPACITY-BUILDING NEEDS FOR YOUTH ORGANIZATIONS SUPPORTING MENTAL HEALTH

1. Mental Health First Aid & Crisis Intervention

- Recognizing early warning signs of distress, anxiety, depression, and suicidal ideation.
- Providing immediate support and de-escalation in crisis situations.
- Guidance on referral pathways to connect youth with professional services.
- Practical skills for handling emergencies, conflicts, and emotionally charged situations.

Examples from Organizations:

- Youth workers often lack structured training; rely mostly on personal experience or networking.
- Training opportunities are limited and often fully booked; scarcity of grants for such activities.
- Crisis intervention guidelines are missing in some centers.

2. Trauma-Informed & Non-Judgmental Communication

- Active listening, empathetic communication, and motivational interviewing.
- Creating safe spaces for youth to share emotions without fear of stigma or judgment.
- Understanding the effects of trauma, complex grief, or developmental issues.
- Conflict resolution, team collaboration, and boundary-setting skills.

Examples from Organizations:

- Need for skills to manage migratory grief, family separation, abandonment, and other emotional challenges.
- Youth workers require ongoing supervision and support to process their own emotional burden.
- Emphasis on trust-building and youth-friendly communication.

KEY CAPACITY-BUILDING NEEDS FOR YOUTH ORGANIZATIONS SUPPORTING MENTAL HEALTH

3. Youth Mental Health Literacy

- Understanding common mental health issues: anxiety, depression, stress, burnout, trauma, addictions.
- Knowledge of how thoughts, emotions, bodily sensations, and behaviors are connected.
- Awareness of regional mental health trends, emerging risks, and prevention measures.
- Capacity to provide structured psychoeducation and reliable information.

Examples from Organizations:

- Workers need training on mental health instruments, assessment tools, and interventions.
- Gap in understanding culturally responsive approaches and digital impacts on mental health.
- Need to adapt communication for youth in different socio-economic, cultural, or family contexts.

4. Digital Literacy & Social Media Awareness

- Using digital tools and social media to engage youth effectively.
- Creating youth-friendly content for mental health awareness campaigns.
- Addressing online risks: cyberbullying, misinformation, digital burnout.

Examples from Organizations:

- Some organizations already use social media campaigns but need training on content creation and digital well-being strategies.

KEY CAPACITY-BUILDING NEEDS FOR YOUTH ORGANIZATIONS SUPPORTING MENTAL HEALTH

5. Volunteer & Staff Support / Self-Care

- Training volunteers in mental health first aid, psychological knowledge, and practical coping strategies.
- Providing ongoing supervision and guidance to avoid burnout.
- Emotional discharge days or structured reflection sessions for staff and volunteers.
- Skills to train and supervise volunteers in qualitative methods and youth-centered approaches.

Examples from Organizations:

- Volunteers need supervision in using knowledge from training in practice.
- Limited opportunities for job shadowing with professional psychologists or youth workers.

6. Peer Support Facilitation & Community Engagement

- Organizing and moderating peer-support groups.
- Encouraging youth participation in mental health awareness campaigns.
- Collaborative approaches with local mental health professionals and other organizations.

Examples from Organizations:

- Need for practical tools to build trust, encourage youth voice, and create safe environments.
- Some centers have no resident psychologist, limiting direct professional guidance for staff.

KEY CAPACITY-BUILDING NEEDS FOR YOUTH ORGANIZATIONS SUPPORTING MENTAL HEALTH

7. Professional Development & Specialized Knowledge

- More structured and continuous education in psychological concepts, therapy techniques, and youth mental health approaches.
- Opportunities for training in mindfulness, personal development, creative and expressive methods.
- Expanding knowledge in areas not directly covered by staff specialization (e.g., migration-related grief, family trauma, neurodiversity, LGBTQIA+ issues).

Examples from Organizations:

- Many youth workers learn through experience rather than formal training.
- Strong interest in workshops, seminars, and practice-oriented courses.
- Need for continuous learning pathways and practical exercises, including simulations, role-playing, and observation of professionals.

8. Referral Knowledge & Networking

- Understanding local mental health services and referral procedures.
- Building partnerships with social services, schools, and mental health providers.
- Coordinating multi-agency approaches to support youth holistically.

Examples from Organizations:

- Lack of established referral networks in some regions.
- Need for structured collaboration between youth centers, NGOs, and health institutions.

20.

**MENTAL HEALTH
SUPPORT
SERVICES AND
HELPLINES FOR
YOUTH**

MENTAL HEALTH SUPPORT SERVICES AND HELPLINES FOR YOUTH

Croatia

- **Hrabri telefon (Children and Youth Helpline):** 116 111 – <https://hrabritelefon.hr/>
- **Plavi telefon (Helpline for Children and Adults):** 01 4833 888 – <https://www.plavi-telefon.hr/>
- **Udruga Životna linija (Support for Depressed and Suicidal Individuals):** info@zivotnalinija.hr – <https://zivotnalinija.hr/>
- **SOS RIJEKA – Center for Nonviolence and Human Rights:** 051 211 888 (Weekdays 10:00–16:00) – <https://www.sos-rijeka.org/>
- **Centar za zdravstvenu zaštitu mentalnog zdravlja, prevencije i izvanbolničkog liječenja ovisnosti (ZZJZ Osijek):** <https://www.zzzosijek.hr/centar-za-zdravstvenu-zastitu-mentalnog-zdravlja-prevenciju-i-izvanbolnicko-lijecenje-bolesti-ovisnosti>
- **Sunce – Society for Psychological Aid:** https://www.instagram.com/sunce_dpp/?hl=en
- **Lezbijska organizacija Rijeka „LORI“:** <https://lori.hr/o-lori/>
- **Psihološki centar Tesa**

Italy

- **Progetto Itaca** - [Progetto Itaca](#)
- **StayAleeve Onlus** - [StayAleeve Onlus](#)
- **Aps UniVox** - [Aps UniVox](#)
- **Animenta** - [Animenta](#)
- **Telefono Amico** - [Telefono Amico](#)
- **Telefono Azzurro** - [Telefono Azzurro](#)
- **Spazio Giovani** - [Spazio Giovani](#)
- **Croce Rossa Italiana – Free Psychological Support:** <https://cri.it/supporto-psicologico/>
- **Free Online Chat with Psychologists:** <https://www.salute360.eu/chat-gratuita-con-psicologo-online/>
- **UnoBravo:** <https://www.unobravo.com/>

MENTAL HEALTH SUPPORT SERVICES AND HELPLINES FOR YOUTH

Romania

- **DepreHub:** <https://deprehub.ro/>

Cyprus

- **Mental Health Protection Association**
- **Cyprus Samaritans**
- **Young Minds Matter – UNICEF Cyprus**
- **Free Helplines**
- **Cyprus National Addictions Authority (NAAC):** 1402
- **Helpline for Problematic Gambling:** 1422
- **Children and Teen Support Line (relationships, violence, loss):** 116111
- **Free Smoking Cessation Line:** 1431
- **National Betting Authority (under 22 years old):** 1454
- **National Betting Authority (22 years and older):** 1456
- **European Hotline for Missing Children:** 116000
- **Cyprus Family Planning Association (adolescence, contraception, STIs):** 1455
- **SPAVO – Violence in the Family Support:** 1440
- **Drug Law Enforcement Service – Cyprus Police:** 1498
- **Foni – Sexual Abuse Support (children, teens, parents, educators):** 1466

Government Services by Category

- **Anxiety, Depression, Phobias, Peer/Parent Relationships:** Community Mental Health Nursing Service (Nicosia, Limassol, Larnaka, Pafos, Famagusta)
- **Eating Disorders:** Center for Prevention and Treatment of Eating Disorders (KEPADD), Makarios Hospital
- **Addictions:** Adult Rehabilitation Center "Anakampsi"; "Perseas" Counseling Center for Adolescents and Families; Secure Psychiatric Care Unit – Nicosia General Hospital; "Promitheas" – Prevention and Counseling Center for Adolescents and Families
- **Psychosocial and Emotional Difficulties:** "Panton Chara" Day Center; Multidisciplinary Intervention Center (adults 22+ with addictions); Center for Prevention and Psychosocial Intervention (KE.P.PSY.PA.); Inpatient Unit for Children and Adolescents (TENE), Makarios Hospital

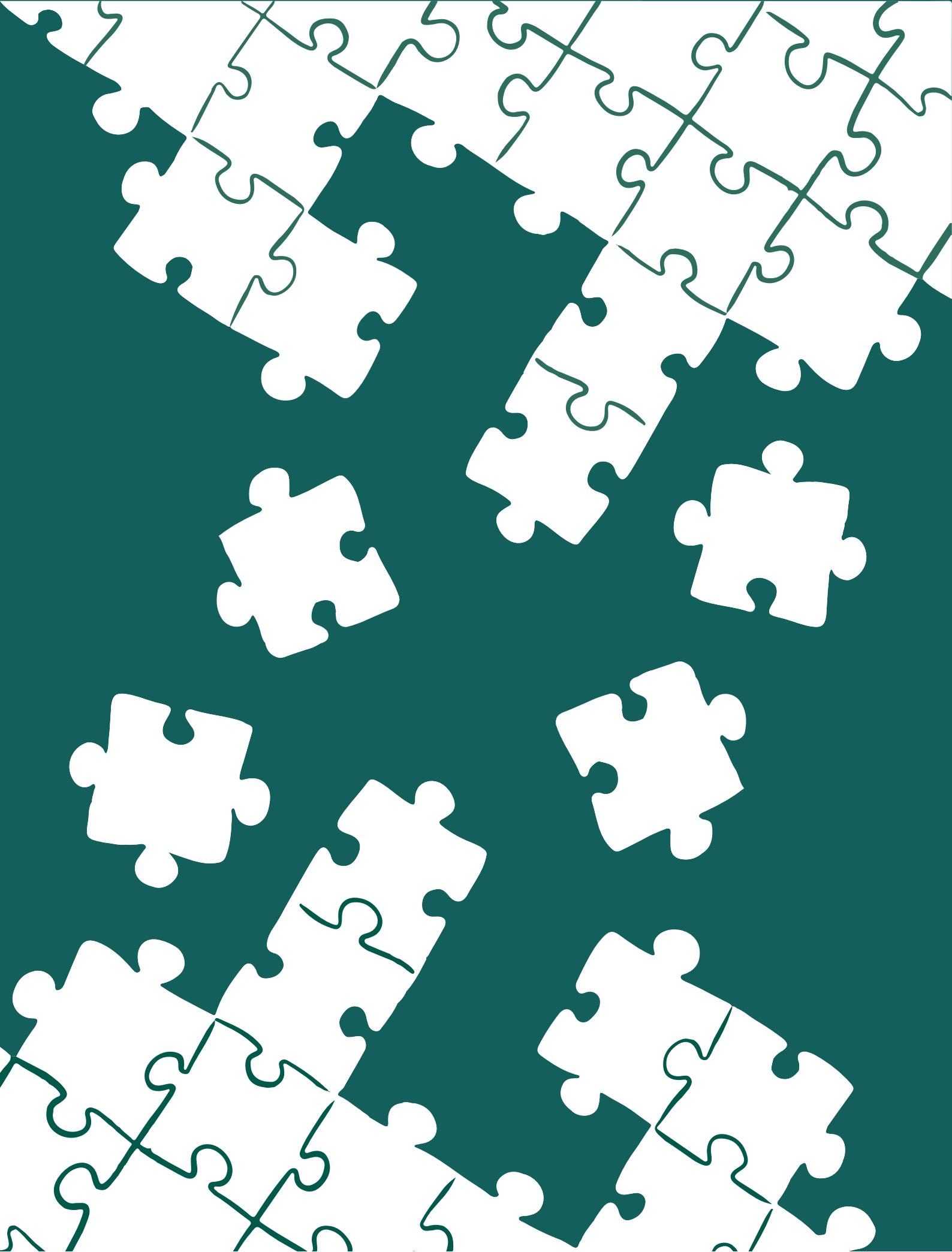
MENTAL HEALTH SUPPORT SERVICES AND HELPLINES FOR YOUTH

Luxembourg

- **KJT – Youth Information Center:** <https://www.kjt.lu/en/>

England

- **YoungMinds:** <https://www.youngminds.org.uk>
- **Mind – Young People's Support:** <https://www.mind.org.uk/for-young-people/how-to-get-help-and-support/useful-contacts/>
- **Kings Trust – Wellbeing Support:** <https://www.kingstrust.org.uk/how-we-can-help/who-else/housing-health-wellbeing/wellbeing/mental-health>



'This booklet is part of the project 'Do you mind?'