



to the Multidisciplinary **EU-PROMENS** Mental Health Exchange Programme

Goals

We invite you to **learn** from each other's diverse expertise and **discuss** the (innovative) potential of community mental health services and country specific differences (some might be already familiar), fostering a collaborative environment that enhances our European collective knowledge and improves health care systems and mental health care for everyone.

Background Info

Background Information



EU4Health programme 2021-2027 –
a vision for a healthier European
Union - European Commission

- EU Commission's Comprehensive Approach to Mental Health
- Holistic framework based on:
 - Effective prevention
 - Access to high-quality, affordable care
 - Reintegration into society during recovery
- EU-PROMENS is one of 20 flagship initiatives under this approach
- EU-PROMENS is funded by the European Commission through the EU4Health initiative and implemented by GFA, Trimbos Institute, and Mental Health Europe
- Support from 6 EU-PROMENS Hubs:
Austria, Croatia, Czech Republic, **Finland**, Netherlands, and Spain.

(you can find all this also in the “Reading List“ on our website)

Background Information

- **European Commission Comprehensive approach to mental health:** holistic approach to mental health, based on three guiding principles
 - Adequate and effective **prevention**
 - Access to high quality and affordable mental **healthcare and treatment**
 - **Reintegration** into society during recovery



EU-PROMENS implements one of the 20 Commission flagships under this Comprehensive approach.

About EU-PROMENS



- EU-PROMENS is implemented through GFA, TRIMBOS Institute and Mental Health Europe
- We have 6 EU-PROMENS Hubs in Austria, Croatia, Czechia, Finland, Netherlands and Spain, where participants from all Member States are visiting community mental health services



**Mental
Health
Europe**

About EU-PROMENS



Geographic scope

EU-PROMENS covers 27 EU Member States, Norway, Iceland and Ukraine.

Main Objectives

- Enhance and improve the capacities of professionals across Europe working in the field of mental health.
- Promote a prevention-oriented and comprehensive approach to mental health as a public health priority across all life stages and diverse settings.
- Foster multidisciplinary collaboration across sectors, including health, education, social care, and justice.
- Support professionals working with groups in vulnerable situations through tailored, evidence-based capacity building.

About EU-PROMENS



Main Activities

1. Multidisciplinary Training Programme

- Design and implementation of a mental health training programme in 6 EU-PROMENS hubs and expand to the remaining 24 countries.

2. Exchange Programme

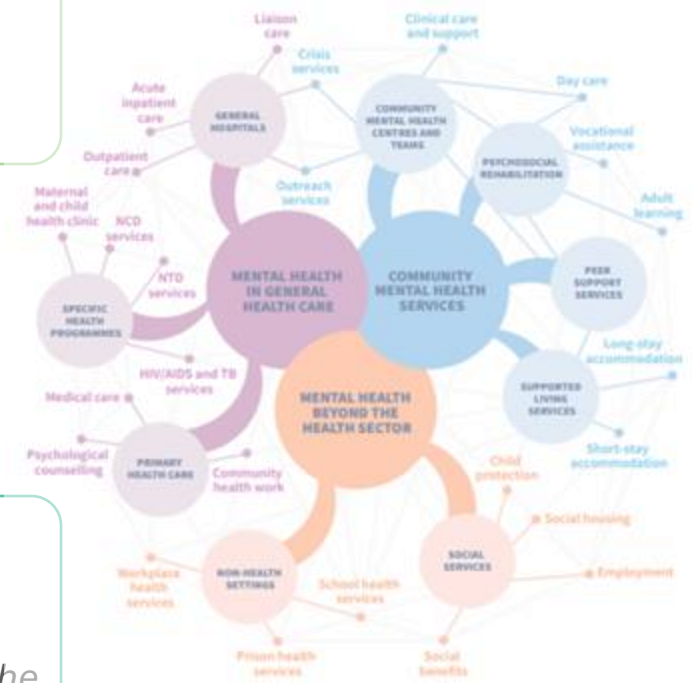
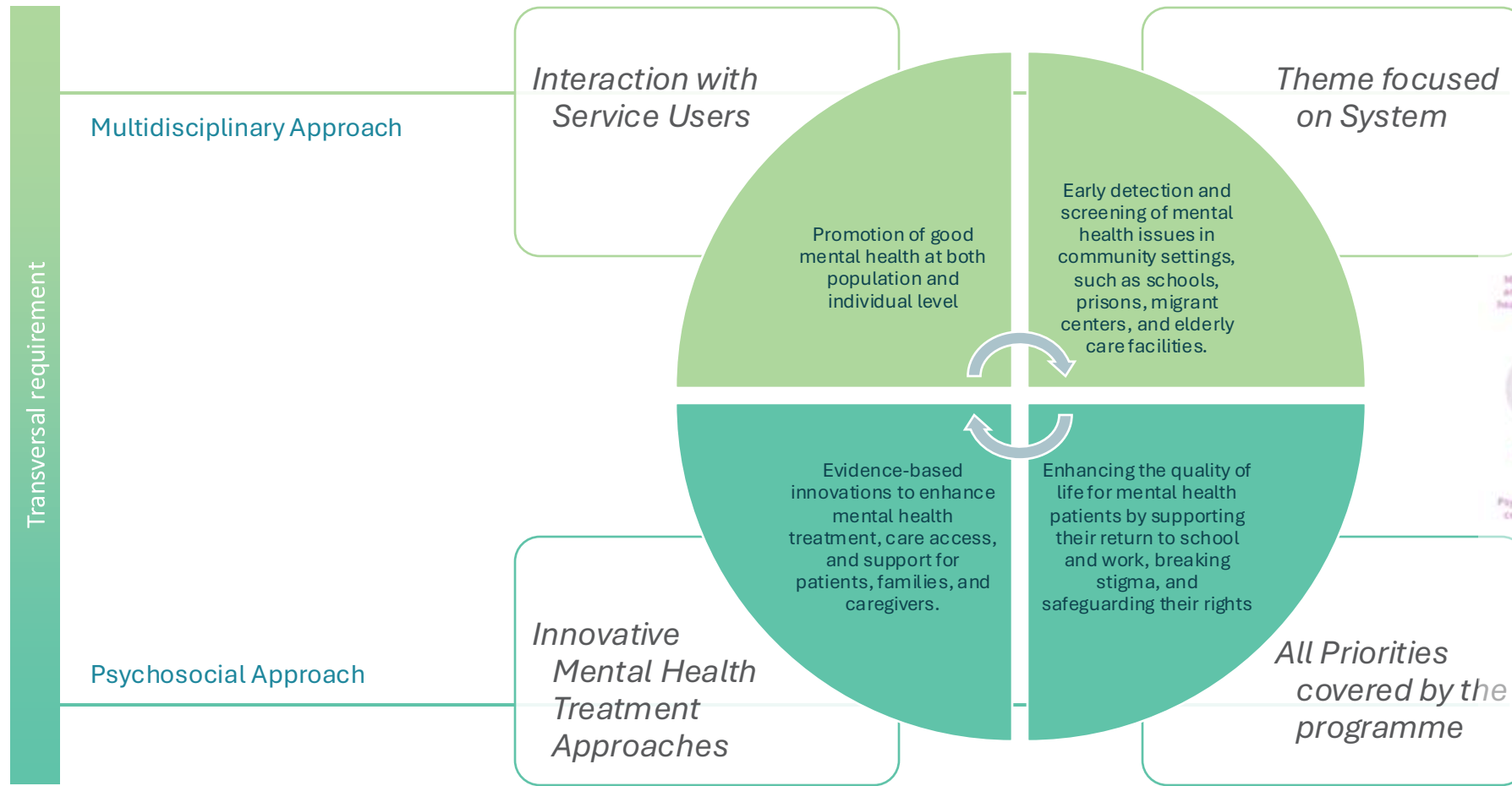
- Design and implement professional exchanges in 6 EU-PROMENS hubs to share best practices and foster collaborative care approaches.

3. Development of a Toolkit

- Create a European blueprint for multidisciplinary mental health capacity-building with practical, evidence-based recommendations.

Quality Criteria

Matrix for Quality Criteria





Organisational Info

Procedures and useful information



Essential Conduct


Signatures

- **Daily Attendance:** We need you to sign in each day for reimbursement and certification (necessary to receive your certificate and reimbursement!!)

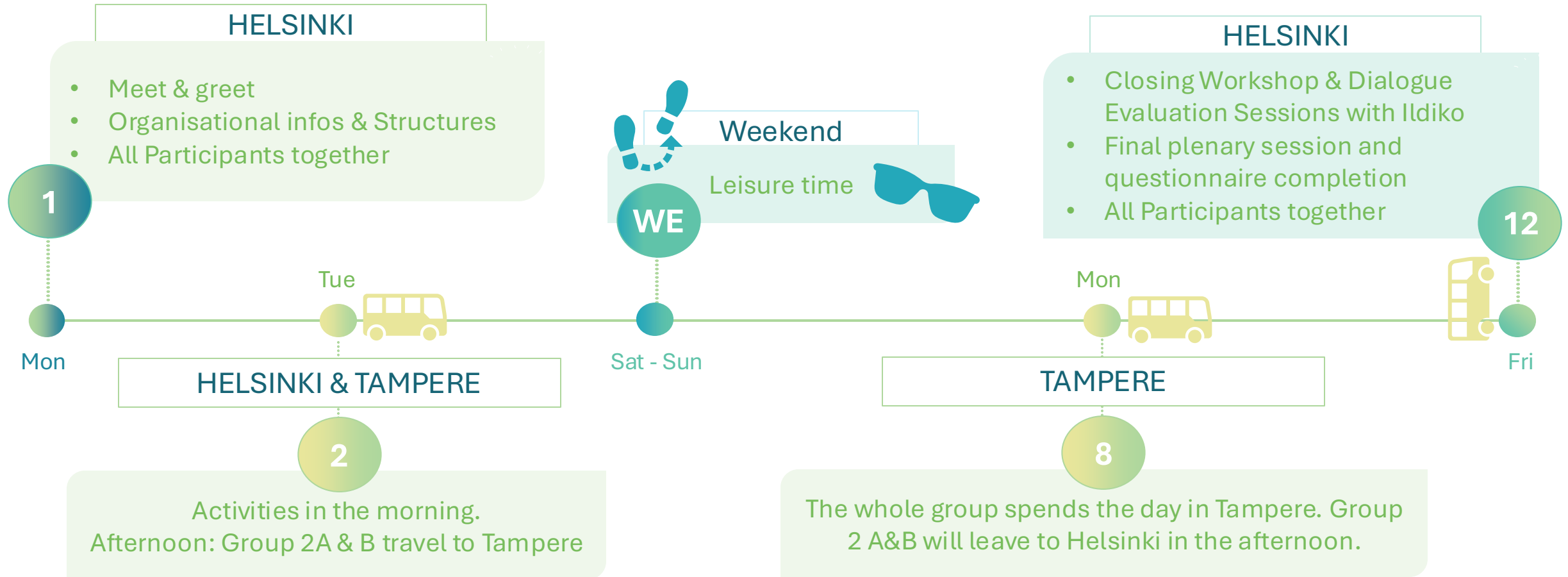
Confidentiality

- **Respect Privacy:** Do not take photos or video recordings of your fellow participants, service users or staff without explicit consent.
- **Client Confidentiality:** Do not share client information outside the clinical setting.

Professional Conduct

- **Behaviour:** Follow respectful conduct and use respectful language.
 - **Supervision:** Remain under the guidance of your hub expert, mentor, or supervisor.
- 

Event Timeline



Groups

The Programme will cover the two cities Helsinki and Tampere, to ensure broad and deep insights into our systems and services. These are the groups:



Group 1A “Reindeers”

Group 1B “Goats”

Group 2A “Eagles”

Group 2B “Owls”

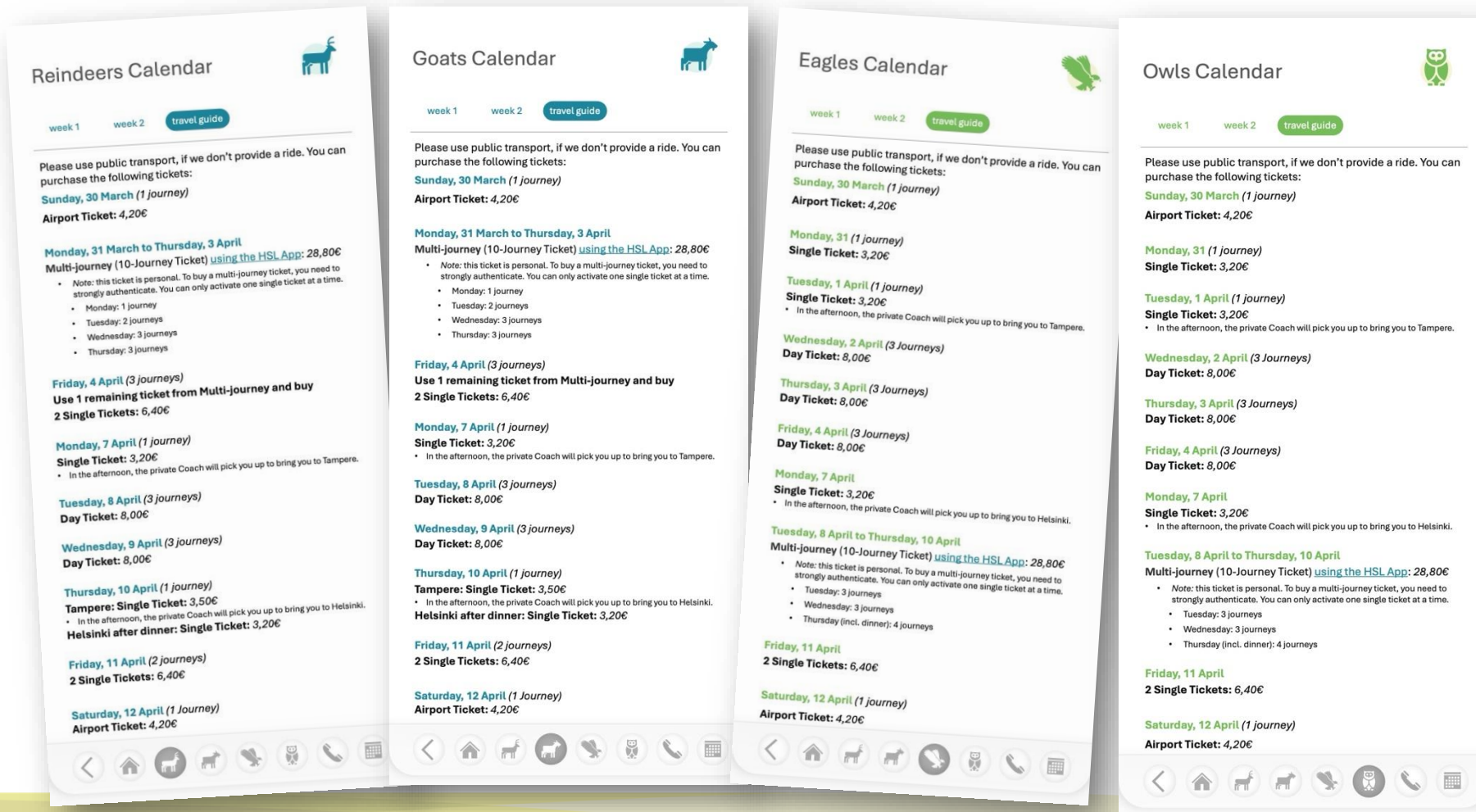
Group lead

- We have organised coaches that will bring you to **Tampere and back**, to make the trips more pleasant for you
- For some specific routes we also organised transport, because the travel time would be too long by public transport. You find these timings in the Programme
- We need 1 person per Group who ensures that all people of that group (18 to 19 people) are on the coach / taxi
 - Who would like to do that?

Public Transport Guide for Finland Trip

- For all other travels to the partner sites, we ask you to take **public transport** and make sure to be on time onsite.
- Due to budget constraints, we cannot reimburse you for Taxi, Uber, Bolt, etc. or monthly tickets.
- The Programme-Document contains all infos on your travels:
 - Where you have to go
 - What ticket you need to buy

Public Transport Guide for Finland Trip



Programme

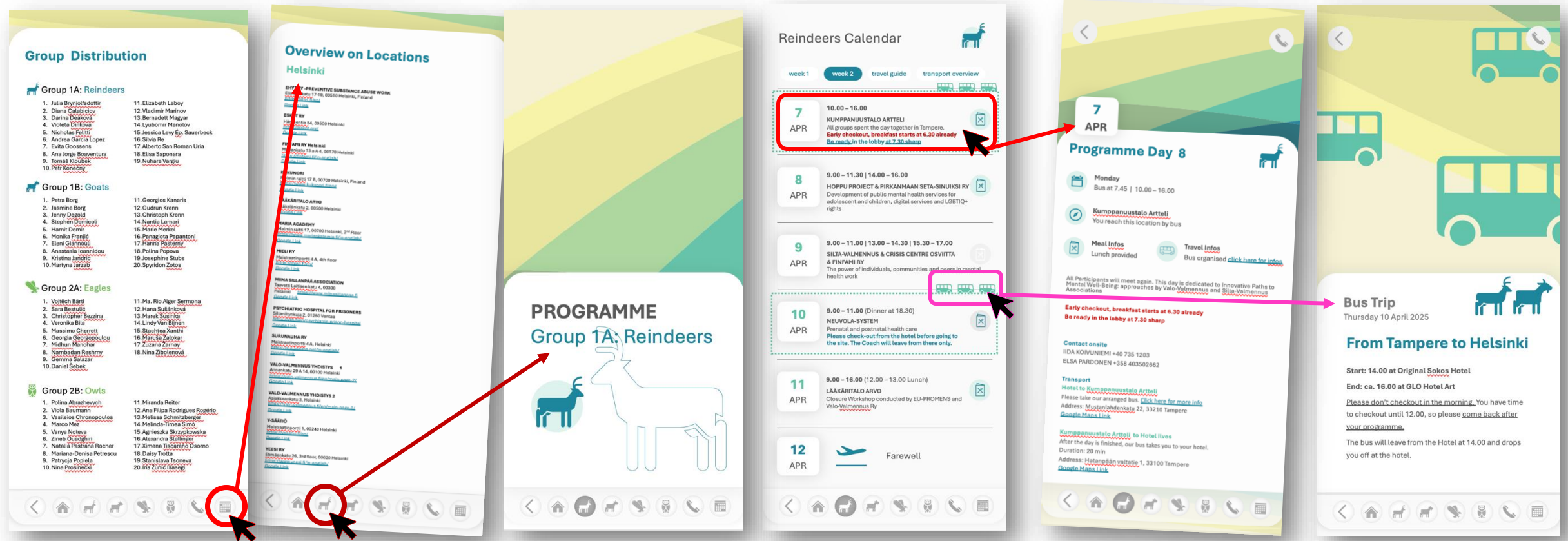
- If you haven't done already, please save the Programme for your mobile:



<https://eu-promens.eu/exchange-visit-finland-1/pages/programme-infos>

Programme – how to use it (example)

- It's a pdf, so scroll up and down, but it has links so you can treat it as a mobile site:





Collaborate

EU-PROMENS Community of Practice



- To make this exchange sustainable we created an online Community of Practice for you!
- This is a (new) online space to stay connected over time, where you can share and discuss lessons learned of the exchange and more!
- Register via EU login



[https://epale.ec.europa.eu/en/private/
eu-promens-community-practice](https://epale.ec.europa.eu/en/private/eu-promens-community-practice)

Communication in Finland

- **LinkedIn**

- Use #EUPROMENS when posting from personal accounts.
- Respect service-user confidentiality and confirm signed photo consent where applicable.
- See draft posts for inspiration.
- GFA has created closed events — your requests have been or will be accepted.
- Group Discussions: Unmoderated, open for exchange.

- **Mental Health Ambassador**

- Promote respectful, inclusive dialogue on mental health.

Conclusive Workshop key discussion

- Panellists present their experiences and key takeaways from the visits, framed through their professional lens.
- We will have a moderated discussion on:
 - Collaborative approaches, challenges encountered, and best practices
 - The role of community mental health in early diagnosis and prevention
 - How clinical services can collaborate with social services to provide holistic care
 - The impact of mental health on student performance and behaviour and the role of schools in promoting mental health awareness

Conclusive workshop preparations

Reflections to keep in mind

- What are your ideas on collaborative/multidisciplinary approaches in mental health?
- How can we increase collaboration within and across borders? How can this be done between clinical and social care services?
- What are the challenges and how can these be overcome?
- What are best practices you identified – either in the hub or outside?
- What is the role of community-based mental healthcare – in your own country but also across borders?
- What is the role of educational institutions in promoting mental health awareness?

Reimbursement

What is covered

Reimbursement

- **Eligibility:**

- Only those who **sign the daily attendance** sheet are eligible
- You need to **collect and keep the receipts** for your **travels** (Meals not necessary).

- **Further details:**

- For further details, consult the policy or visit the EU-PROMENS website called “Reimbursement”
- You will receive all necessary information from Rani beforehand. If you have any further questions, please contact her.

Travels: what we reimburse

Travel to reach the Airport or Programme sites

- All public transport
- Shared Uber / Bolt (etc.) / Taxi that is **equal or less to 3,50€ per Person**
- **Car:** €0.22 per km for distances max. 80 km one way
 - **Please note:** if you use a car, provide a screenshot of the route from Google Maps, and make sure to show kilometres and addresses



Travels: we don't reimburse

All Travels

X Taxis, Uber, Bolt, etc. that is more than 3,50€ per Person

(if you require this service please contact us beforehand)

X **Car:** distances more than 80 km one way



All related fees to personal travels or to people accompanying you

Other Fees

- If your partner accompanies you, all fees related to this person will be paid by you (hotel, transfer, etc.).
- For the hotels, it is approximately 20€ / day (the breakfast), but please check with them. They are aware that you might bring a partner.
- All fees related to personal spendings will be paid by you.
- Additionally, all travels during the weekend will be paid by you, because it is free time.

Procedure

Steps for a smooth reimbursement



Gather all Receipts –

- Keep & collect all travel receipts and any necessary documents.
- If you don't have receipts, copies of your bank statement are accepted. Please make sure that these are official documents. We don't accept photos or screenshots that don't contain name, bank account number, etc. You can blackout everything that we are not supposed to see.
- If you used Uber or Bolt: generate invoice through the app. Note down the people you shared it with
- Rename Receipts according to the date used, in American format; e.g.: 10-27-2024



Fill in the provided Excel form –

- Use the file sent to you via email ("Travel Expense Report").



Sign & Upload your documents – then you have two options:

- Send all receipts via email: rani.bil@gfa-group.de
- Or go to our [Reimbursement Website](#)
Password: eu-promens-exchange-1st wave-form







1

Gather receipts

Sort & Rename them according to the date used



Rename Receipts

Reimbursement	
PDF Documents	
	11-03-2024.pdf
	11-04-2024.pdf
	11-05-2024.pdf
Spreadsheets	
	Travel Expense Report_NL-G1-21_Doe.xlsx

*Rename it so it fits the American Format:
Month-Day-Year*

Like that it is sorted correctly.

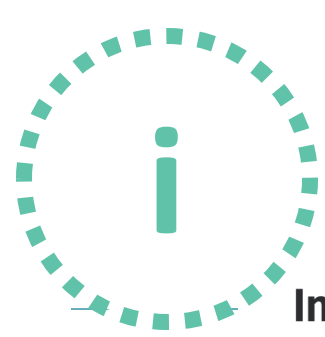
You can also provide all pdfs in one file.



2

Fill in Excel Form

”Travel Expense Report”



1. Fill in personal Information



Invoice | Travel Expenses 2024



Funded by
the European Union

Invoice Recipient

GFA Consulting Group GmbH
Eulenkrogstraße 82
22359 Hamburg
Germany

Invoice Sender

Jane Doe
Street 1234
394FJ 86 City
Germany

Check your details

Invoice No.: 2182070-01

Project No.: 2182070

Project & Event Details

Name: Mental Health Exchange Programme
Event type: 1st Wave Exchange Programme
Group No.: Group 1

Start Date: Monday, 28. October 2024
End Date: Friday, 8. November 2024
Destination: Netherlands

Bank Details for Payment of the Reimbursement

Account Holder: Jane Doe
Name of Bank: Name
Account Number: 1234
BIC: 1234

*Check if bank
details are correct*

*** to be filled in by Event managers ***

Conversion Rate: ✓
EUR 1 EUR
EUR 1 EUR

Month of conversion rate:

GFA guideline: InforEuro.eu



2. Fill in info from **travel** receipts

Travel Costs that have been paid by You							
Reason	Date	notes	<small>**Only applicable for cars** Please insert km here and please provide proof. We reimburse 0.22€ per km</small>	gross amount	Used Currency	Currency Conversion Rate	Gross Amount in EUR
Carto Airport in Berlin	30.03.2025	Hometown Frankfurt (Oder) to Airport Berlin	75	16.5	EUR-Euro		€ 16.50
Train from Airport Helsinki to Hotel	30.03.2025			19.2	EUR-Euro		€ 19.20
Uber for 4 people from Val Rytö to Yees Ry	01.04.2025	Reason: no transport available, People: R2D2, Han Solo, Darth Vader, Me		24.5	Please select		€ -
Subtotal Travelcosts				60.20	EUR - Euro		35.70 €

*Please use the **exact amount**. Don't round off or up! Example: 6,09€ is correct – 6€ is not correct*

*Provide all travel details:
one row per travel item*

*Select the used currency, otherwise the subtotal
will not be added to the total amount.*

- Don't forget to select the used currency – if not done, the amount doesn't add to the total sum!

The total amount will generate automatically.

- **Conversion Rate:**








- If you used Euro, Conversion rate is left out and adds to the amount.
- We pre-fill in the currency that you might use for paying. We take that from your country of residence
- If you used another currency than indicated, please contact me.



If you paid transport (e.g. taxi) for more people, please put the names them in the Cell "Reason"



3. Check per diem calculation

Per Diem Allowances								
Location:		Netherlands						
Daily Allowance (Arrival / Departure):		32		EUR				
Daily Allowance (stay for 24hrs):		47		EUR				
Date	Duration (Hours)	Allowance	Breakfast Included	Lunch Included	Dinner Included	Deduction	Total Reimbursement	Currency
Sunday, 27. October 2024	Arrival	32	Yes	No	No	6,40	25,60 €	EUR
Monday, 28. October 2024	stay for 24 hrs	47	Yes	Yes	No	28,20	18,80 €	EUR
Tuesday, 29. October 2024	stay for 24 hrs	47	Yes	Yes	No	28,20	18,80 €	EUR
Wednesday, 30. October 2024	stay for 24 hrs	47	Yes	No	No	9,40	37,60 €	EUR
Thursday, 31. October 2024	stay for 24 hrs	47	Yes	No	No	9,40	37,60 €	EUR
Friday, 1. November 2024	stay for 24 hrs	47	Yes	No	No	9,40	37,60 €	EUR
Saturday, 2. November 2024	stay for 24 hrs	47	Yes	Choose 	No	9,40	37,60 €	EUR
Sunday, 3. November 2024	stay for 24 hrs	47	Yes	Choose 	No	9,40	37,60 €	EUR
Monday, 4. November 2024	stay for 24 hrs	47	Yes	Choose 	No	9,40	37,60 €	EUR
Tuesday, 5. November 2024	stay for 24 hrs	47	Yes	Choose 	No	9,40	37,60 €	EUR
Wednesday, 6. November 2024	stay for 24 hrs	47	Yes	Choose 	No	9,40	37,60 €	EUR
Thursday, 7. November 2024	stay for 24 hrs	47	Yes	Choose 	No	9,40	37,60 €	EUR
Friday, 8. November 2024	stay for 24 hrs	47	Yes	Choose 	Yes	28,20	18,80 €	EUR
Saturday, 9. November 2024	Departure	32	Yes	No	No	6,40	25,60 €	EUR
Total							446,00	EUR

Check if all is correct. We try to prefill all.
Don't leave anything blank!



3

Sign the Form

“Travel Expense Report”



4. Sign the Travel Expense Report

You have 3 Options:

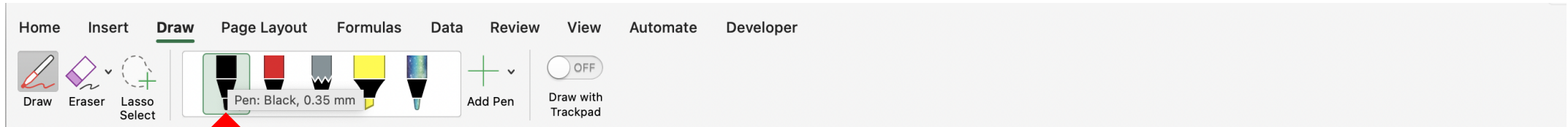
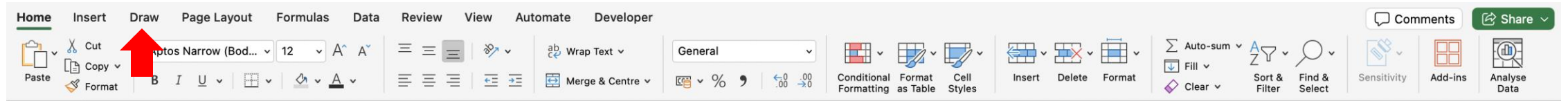
- 1. Sign with Excel**
2. Save as a PDF and sign
3. Print, Sign and Scan (not recommended)

1st Option

Sign with Excel

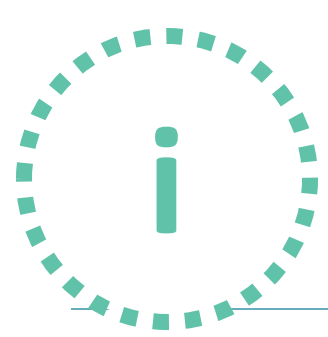


1st Option: Sign with Excel



2nd Option

Create PDF and sign



2nd Option: Convert to PDF and sign

- **Save the Excel file as a PDF:**
 - *In Excel, go to "File" > "Save As" > Choose: PDF*
- **Open the PDF and use a PDF viewer (like Adobe Reader)**
- **Add a signature:**
 - *In Adobe Reader: Select "Fill & Sign," then click "Sign Yourself."*

3rd Option

Fill in, print, sign, scan



3rd Option: Print, sign, scan

- **Print** the form, **sign** it with a pen.
- **Take a photo or scan** it with your phone.
- **Please make sure to provide an accurate resolution. The scan has to be clear, in A4, colour and not blurry.**
- *iPhone: Use the Notes-App*
Android: Use a Scan-App



4

Send or Upload all

Go to our website

Send all Documents to the event manager

You have 2 Options here:

- **Option 1:**

Send all documents (travel expense report, if necessary Google maps screenshot, all receipts) to: rani.bil@gfa-group.de

- **Option 2:**

Go to our website: <https://eu-promens.eu/reimbursements>

Password: eu-promens-exchange-1st wave-form

- **Remember:**

- Check if all documents are attached: Receipts for travel (invoices, receipts, bank account statements), Travel Expense Report signed (as Excel or PDF file)
- Check if you need to add a screenshot of Google Maps

Steps Recap



Prep

- Collect, rename and order all receipts
- If possible, save as one file



Fill in

- Fill in Travel Expense Report
- Check all pre-filled data




Sign

- Sign the Excel / PDF file
- Check if you need to add something



Send or upload all Documents

Rani will send you ...

1. ... This presentation for your records
 2. ... A good sample for doing the Travel Expense Report
 3. ... Your personalised Travel Expense Report as Excel sheet
- 



Have a wonderful Exchange!