

# PROGRAMME UPDATE



International Federation of Red Cross and Red Crescent Societies  
Fédération internationale des Sociétés de la Croix-Rouge et du Croissant-Rouge  
Federación Internacional de Sociedades de la Cruz Roja y de la Media Luna Roja  
الاتحاد الدولي لجمعيات الصليب الأحمر والهلال الأحمر

## **FORMER YUGOSLAV REPUBLIC OF MACEDONIA**

14 November, 2001

*This Programme Update is intended for reporting on Annual Appeals.*

*Appeal No. 01.55/2001*

*Appeal Target: CHF 956,952*

*Programme Update No. 1; Period covered: January - September, 2001;*

### ***“At a Glance”***

*Appeal coverage: 173.1%; CHF 1,618,505 in cash, CHF 37,668 in-kind, and CHF 78,883 additional to the appeal.*

*Related Appeals: N/A*

*Summary/Update and Outstanding needs: Despite an effective donor response to the overall appeal resulting in an appeal coverage of 173 per cent (primarily for the main programmes), the coordination and management function of the delegation remains considerably under-funded. The national society also still requires significant amounts of organizational and managerial support.*

### **Operational Developments:**

The security situation deteriorated at the beginning of March 2001. Northern and western parts of the country were involved in sporadic clashes between the government forces and the National Liberation Army (NLA). The violence initially started in the city of Tetovo, then spread to the villages situated in the hills above the city and eventually to the northeastern city of Kumanovo and the neighbouring villages. The signing of the Framework Peace Treaty on August 13 resulted in a ceasefire.

NATO completed its “Essential Harvest” mission intended to collect weapons voluntarily handed in from the NLA, and while the situation in the country remains calm the recent developments have resulted in a considerable number of internally displaced persons (IDPs). The Federation reacted promptly to the situation by re-directing the hygiene parcels initially purchased for Kosovo refugees, and transferring them to the ICRC for distribution to IDPs registered by the Macedonian Red Cross (MRC). This action reflected the ability of the Federation’s delegation in the Former Yugoslav Republic of Macedonia (FYRoM) to react to a rapidly changing situation brought on by the sudden onset of the crisis. The ability of all the members of the Movement in the FYRoM (the MRC, the ICRC, the Federation and the American Red Cross) to quickly adapt to a changing situation demonstrates the strength of the Red Cross and Red Crescent Movement.

## ***Disaster Response***

**Objective 1** To continue supporting the MRC in providing hygiene supplies to the 4,000 refugees remaining in the country and the families hosting them. Activities to achieve this objective will include the purchase, storage and distribution of monthly hygiene parcels for all remaining refugees in FYR of Macedonia and of complementary parcels for their host families.

The Federation delegation, together with the American Red Cross which in January 2001 took charge of the disaster response appeal budget, provided the MRC with all the necessary supplies of hygiene parcels for monthly distributions. Federation relief officers working together with the American Red Cross staff monitored the process. Monthly distributions regularly organized for refugees were carried out throughout the country. In response to the current crisis and in cooperation with the ICRC acting as the leading agency, hygiene parcels were distributed to over 32,000 IDPs in the country during the first stage of the crisis.

**Objective 2** To continue assisting the MRC in planning, distribution and reporting on social case families in receipt of food donations from other donors through its branch distribution system. Supplemental food assistance to the 10,000-18,000 Macedonian families considered the most vulnerable social cases by the Macedonian Social Welfare Ministry will continue. The Movement will work with the MRC headquarters and branches in looking to the needs of these beneficiaries by providing monitoring and distribution assistance as well as helping in fulfilling reporting requirements.

In co-ordination with InterSOS, an ECHO-funded NGO, the Federation's delegation supports the MRC and its branches in supplying monthly food parcels to 5,800 vulnerable families throughout FYRoM, mainly by working together with the MRC to co-ordinate and report on the delivery of assistance. Distributions were ensured by both InterSOS (food items) and the Federation (hygiene parcels) from January 2001 until April 2001, covering category 1 to 4 (see below) from the list of vulnerable people provided by the Ministry of Social Welfare. As of April 2001, only category 1 will be covered which constitutes about 5,500 families.

Description of categories is as follows:

Category 1: senior citizens over 65 and long term ill-health cases that receive constant financial aid.

Category 2: employed people that have not received their salaries in the last three months.

Category 3: pensioners families with a monthly income under 55 DEM for 1 member families/ 70 DEM for 2 members families etc.

Category 4: People without the proper documents for unemployment registration

InterSOS food aid comprises a bag with 4 cans of soup, 2 kg of rice, 2 kg of sugar, 2 litres of cooking oil plus 20 kg of flour for a 4-member family, respectively increasing the quantity of aid as the number of family members increases. Distributions are organized on a monthly basis.

## ***Disaster Preparedness (DP)***

**Objective 1** To help prepare the MRC to respond to any disaster that may occur in the country or region in a responsible and credible manner. In 2001, the German Red Cross will provide a delegate to work on a bilateral basis with the MRC on refining its DP Programme. Stocks of supplies that have been reserved for a DPP contingency stock will be organized at a central warehouse, German Red Cross supplies and equipment from within the region will be received and additional DP supplies will be purchased if required.

Together with the German Red Cross, the Federation delegation has assisted the MRC in the upkeep of supplies donated by the German Red Cross and provided support for the storage and customs clearance. Discussions are taking place to second a German Red Cross delegate to the Federation delegation to assist the MRC in planning and implementing a more detailed contingency plan to address the current situation. A German Red Cross delegate arrived at the beginning of September and his main tasks are logistics/relief, as well as DP programmes and water/sanitation issues.

**Objective 2** To train staff of the MRC in organizing, maintaining and storage of contingency stocks. MRC staff and volunteers will be trained in the proper storage and maintenance of contingency stocks to enable their distribution at short notice. Additional appropriate staff will be recruited for this aspect of the programme.

The German Red Cross and the Federation have worked together to accomplish the above objective by securing a trained warehouse person, plus staffing 3 sections with leading volunteers for the dozens of trained volunteers working in the sections.

**Objective 3** To create a small educational component within the DP Programme. The national society will be assisted in organizing small workshops to train teams of volunteers throughout the country to be readily available in times of disasters.

Due to the political developments in the country, educational courses/activities have not taken place. However, there is an ambitious initiative to create a regional DPP centre in a former collective centre for refugees. The project will be partly funded by the Macedonian government while the remaining costs are to be provided by various donors. The centre is located in the immediate vicinity of Skopje (Vodno hill), a convenient location for training courses in natural disasters, water and mountain rescue, etc. for domestic and foreign participants. The project was officially presented at the end of May.

## ***Health and Care***

**Objective 1** To continue informing refugees and vulnerable persons in the FYROM on their rights and benefits. Basic information about attaining rights and benefits will be provided to refugees and other vulnerable groups who either come to or call Skopje information centre. Referrals to agencies and various governmental and non-governmental organizations will be made when appropriate.

The Federation-funded Information Centre of the MRC continues to assist refugees and vulnerable IDPs, in referrals and direct assistance. The Center is well known and holds a solid reputation in the community. The Information Centre was established in 1992 following the Bosnian refugee crisis. With a caseload of around 50 persons a day the centre refers these persons to appropriate locations for assistance, solves housing problems, medical problems, and deals with educational issues, and in extreme cases arranges for counseling. The present refugee population requires a high level of maintenance, and the IDPs are demanding due to the ever greater levels of frustration which they feel. Other NGO's use the estimates and the data of the centre since it is the first place to which the refugees and IDPs turn to express their needs. There are no specific constraints on the everyday work of the Information Centre. All the issues that the centre can manage to solve are dealt with, and those beneficiaries whose concerns cannot be dealt with are referred to the relevant institutions and governmental services. Considering the fact that the centre has existed for almost 10 years, it has a good reputation and has established contacts that allow interventions for the benefit of the people in need. The following are the numbers of assisted persons January-August and the respective services offered:

- Interviews conducted with refugees: 2,847, and 2,997 with IDPs.
- Telephone calls concerning refugee issues: 3,521 and approximately 3,006 IDPs matters.
- Psycho-social support provided to 117 refugees and 154 IDPs.
- Medical assistance was provided to 1,024 refugees and 1,976 IDPs.
- Assistance with Educational issues was provided for 505 refugees and for 20 IDPs, registered only in the months of May and August.
- Other miscellaneous services were provided to 967 refugees and to 2,191 IDPs.

The center dealt with IDPs issues in the months of March, May, June, July and August. The numbers in regard to the IDPs below are for these aforementioned 5 months. As for refugees, the data includes all 8 months of the reporting period January- August.

**Objective 2** To help meet the medical and social needs of refugees, host families and social cases in FYROM; beneficiaries of the programme who are unable to access basic non-emergency health care services will be provided with medicine, medical transport, eye glasses, and hearing aids. A social worker will be assigned to attend to the needs of the Roma refugees living in the Shutka area of Skopje, which has the greatest number of refugees living with host families.

The MRC Information Centre supported by the Federation is the main site aiding refugees and IDPs to obtain benefits and services throughout FYRoM.

**Objective 3** To create an educational component within the exiting programme; an educational section will be established to provide various informative activities such as self care for adults, mine awareness courses, and vocational training. Staff and the necessary budgeting will be assigned.

The latest activities of the centre i.e the planned educational activities - due to the current crisis in the country - has been postponed. As for mine awareness activities, the ICRC in co-operation with the MRC has a programme on Un-exploded Objects (UXO) which is recognized as an informative campaign with posters and leaflets. ICRC teams are visiting the collective centres and the branches most affected by the armed conflict in the previous months.

**Objective 4** To continue providing psychological support for beneficiaries in need of aid; psychological support will be provided at the centre through informative sessions, counseling activities and through referrals for more advanced treatment by volunteers, clinics or hospitals. The staff needed to operate this portion of the programme will be recruited.

**Objective 5** To organize recreational activities as opportunities for re-socialization: in order to promote re-socialization of beneficiaries, staff and volunteers of the programme will be provided to direct and organize day trips, and educational, culture and sporting activities.

Due to the crisis, activities to be implemented to reach these objectives were postponed and therefore cannot be reported in the current update.

## ***Institutional and Resource Development***

**Objective 1** To strengthen the national society's capacity to provide effective, efficient and sustainable services in accordance with internationally recommended standards. Working together with the MRC and the Federation's country delegation, and in close consultation with the regional delegation, the American Red Cross will take the leading role in assisting the society with institutional development efforts. An institutional development (ID) board will be established to guide the society in adapting its mission, operational structure, and strategic plan to be more responsive to a rapidly changing environment.

The ID board was established. During this period a survey was made of the general and local counterpart organizations.

**Objective 2** To assist the MRC in designing and implementing resource development activities. Activities will include continuation of successful initiatives of previous years, which have created sources of regular income for the headquarters and branches. Branches will be assisted in designing proposals for the creation or renovation of rental properties, which will generate income for them. A committee made up of the society's leadership and the Federation's country delegation will accept eight proposals. Based on past experience, the cost per proposal average is 10,000 CHF.

The American Red Cross continues to take the lead in working with the MRC in organizational development. In a deliberate pragmatic approach they have organized committees, funded surveys, and initiated input from the Red Cross interlocutors in an attempt to direct the national society towards more focused programmes. The

renovation of the attic premises of the MRC headquarters building was finalized. Currently, part of the American Red Cross is operating from the aforementioned premises; the office space is actually supposed to be a source of regular income for the Macedonian Red Cross in the form of rent. The Canadian and German Red Cross societies are supporting the costs for the construction of warehouse facilities to be used for the DPP and ongoing operations in Petrovec, which is in the vicinity of Skopje. The warehouse has a capacity of 1,800 square meters and is located near the airport and the major east-west road system.

The construction has started and it is expected to be useful additional storage space as well as a source of income for the MRC. Work is proceeding very well and its completion date is expected for the end of September. The Federation has provided assistance in collecting bids for the construction activities, as well as lawyers to assist the MRC efforts to obtain legal ownership of the land.

## ***Coordination and Management***

**Objective 1** To encourage the handing over of direct support for ongoing programmes of the MRC to interested PNSs. Activities will include: the offering of core programmes to interested PNSs who will involve themselves directly in supporting the MRC; and effectively handing over operational responsibility from the Federation's delegation, the size of which will be reduced.

The Federation delegation in FYRoM has been successful in reassigning ownership of several ongoing programmes. The American Red Cross has assumed the responsibility for supporting the institutional and resource development of the MRC. The American Red Cross has also taken on the disaster response and relief role by providing funds and staff for monthly hygiene parcel distributions to refugees and their host families. The German Red Cross has assumed the leading role in disaster preparedness. The German Red Cross is also the main funding source for the MRC's social welfare programme and the information centre. While funding for the programmes is strong, the support for the management and coordination costs incurred by the delegation is insufficient. The delegation attempts to recover some costs from participating national societies by charging fees for certain support tasks while the overall delegation's finances remain a problem.

**Objective 2** To coordinate the programme activities of PNSs working in FYRoMa and provide administrative support to them. The Federation's delegation in Skopje will continue to provide all participating national societies with administrative support (including bank accounts, personnel contract issues, a mobile phone service, customs clearing, VAT refund, and transportation needs). All of these services will allow PNSs to focus on programme activities in a cost effective manner. In addition no registration of PNSs will be required with the government prior to beginning their work, as they will operate under the already signed Status Agreement.

The Federation performs all the above mentioned activities such as bank accounts, VAT refund mobile phone services, customs clearing, transportation needs etc..

## ***Outstanding needs***

Despite the overall appeal coverage of 173 per cent, the coordination and management function of the delegation remains under-funded. The national society still also requires considerable amounts of organizational and managerial support.

## ***List of Contributions***

See attached list of contributions.

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*All International Federation Operations seek to adhere to the Code of Conduct and are committed to the Humanitarian Charter and Minimum Standards in Disaster Response (SPHERE Project) in delivering assistance to the most vulnerable.*

*For further information concerning Federation operations in this or other countries, please access the Federation website at <http://www.ifrc.org>.*

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APPEAL No. 01.55/2001		PLEDGES RECEIVED				12.11.2001	
DONOR	CATEGORY	QUANTITY	UNIT	VALUE CHF	DATE	COMMENT	
<b>CASH</b>							
REQUESTED IN APPEAL CHF ----->				<b>956'952</b>		<b>TOTAL COVERAGE 173.1%</b>	
CASH CARRIED FORWARD				303'732			
REPAYMENT				-285'125			
AMERICAN - RC				14'821	31.01.2000		
AMERICAN - RC		158'258	USD	271'128	09.04.01	DIRECT TO ARC IN MACEDONIA	
CANADIAN - GOVT/RC		250'470	CAD	275'066	10.04.2001	DPP	
CANADIAN - RC		125'000	CAD	145'525	08.06.2001	RELIEF	
ECHO (20001)		300'000	EUR	443'550	04.10.2001	RELIEF	
GERMAN - RC				167'416	23.01.2001	SOCIAL WELFARE PROGRAMME	
GREEK - RC		18'000'000	GRD	80'586	16.07.2001	WAREHOUSE CONSTRUCTION	
NETHERLANDS - RC				11'420	03.05.2001	RUNNING COSTS FOR NRC TRUCK	
UNHCR - 01/AB/MCD/CM/270		62'540	USD	104'755	26.12.00	MONITORING OF FOOD DISTRIBUTION	
SWEDISH -RC		200'000	SEK	34'740	22.03.01	HEALTH & CARE, COORDINATION & MANAGEMENT	
SWEDISH - GOVT		300'000	SEK	49'650	07.06.2001	DISASTER RESPONSE & HEALTH & CARE	
SWEDISH -RC		7'500	SEK	1'241	04.07.2001	PSB ON USED CLOTHES	
<b>SUB/TOTAL RECEIVED IN CASH</b>				<b>1'618'505</b>	<b>CHF</b>	<b>169.1%</b>	
<b>KIND AND SERVICES (INCLUDING PERSONNEL)</b>							
DONOR	CATEGORY	QUANTITY	UNIT	VALUE CHF	DATE	COMMENT	
SWEDISH -RC		227'900	SEK	37'668	04.07.2001	30 MT CLOTHES, TRANSPORTATION	
<b>SUB/TOTAL RECEIVED IN KIND/SERVICES</b>				<b>37'668</b>	<b>CHF</b>	<b>3.9%</b>	
<b>ADDITIONAL TO APPEAL BUDGET</b>							
DONOR	CATEGORY	QUANTITY	UNIT	VALUE CHF	DATE	COMMENT	
SPANISH - RC		8'531'665	ESP	78'883	26.03.01	IN KIND HYGIENIC PARCELS AND BLANKETS, AND CASH DIRECTLY TO ONS	
SPANISH - RC/ECHO		2'000'000	ESP		08.02.01	MACEDONIA RC SOCIAL PROGRAMME 1'200 FOOD PARCELS TO SOCIAL CASES, BILATERAL	
<b>SUB/TOTAL RECEIVED</b>				<b>78'883</b>	<b>CHF</b>		