

ANNUAL REPORT



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

May 2002

Appeal No. 01.55/2001

Appeal Target: CHF 956,952

Operational Developments

Events in the Former Yugoslav Republic of Macedonia (FYROM) took an unexpected course in March 2001, when fighting broke out between Macedonian government forces and ethnic Albanian armed groups (NLA), bringing political and security upheaval to the country.

The Macedonian Red Cross (MRC), with the support of the ICRC and the Federation, had to adapt quickly to the changing situation. From the start of the crisis, all the branch secretaries in the conflict affected regions worked in tandem with the ICRC to register internally displaced persons (IDPs) and to distribute humanitarian aid. They also assisted the ICRC in evacuating civilians and visiting detainees. Escorts accompanied ICRC convoys from July onwards and continued throughout the year. All 34 branches of the MRC responded with great professionalism to the crisis, although the lion's share of relief activities was handled by the Tetovo, Kumanovo and Skopje branches. The Federation continued to support the Red Cross response by supplying hygiene parcels for distribution. Until the middle of September, IDPs were registered throughout the country, and regular distributions were carried out for all beneficiary groups (IDPs, the residual Kosovar refugee population and other vulnerable groups). During the month of November, IDPs were re-registered to obtain a more accurate figure of the numbers involved. The month of July saw a peak of 50,000 IDPs, a figure which eventually dropped to 20,000, with most accommodated in collective centers throughout the country. The Federation continued its support to the remaining Kosovo refugees and to category 1 vulnerable people¹ (as identified by the Ministry of Labour and Social Welfare).



¹ **Category 1:** includes senior citizens over 65 and long-term health cases who receive continuous financial aid.

Category 2: employed people who had not received their salaries in the last three months

Category 3: pensioner families with income of less than 55 DEM monthly for one member families/ 70 DEM

In 2001, the Federation's operational role in Macedonia was scaled down, as planned. At the same time the reporting line of the Macedonia delegation was changed from the Europe Department of the Geneva Federation Secretariat to the regional delegation in Budapest. Accordingly, all finances were processed by the Budapest regional finance unit as from 1 January 2001, and all reports by the regional planning and reporting unit as from 1 June 2001. The regional logistics unit in Budapest continued to provide support to Macedonia in procurement/fleet management. From January 2002, a Federation regional representative will be based in Macedonia, under resource development (RD), and will also be responsible for support to the Albanian Red Cross. During 2001, due to the constantly changing situation in the country, the Federation's delegation in Macedonia was the main link between the ICRC, participating national societies (PNS) operating bilaterally in the country and NGOs, helping the MRC fulfill the needs of beneficiaries.

Some Quick Facts and Figures about FYROM

- 2.5 million population (est.)
- very volatile internal situation
- ongoing decommissioning of weapons
- high potential for man-made and natural disasters
- health system suffers from acute lack of funds and shortage of some medical supplies

Objectives, Achievements and Constraints

Disaster Response

Objective 1

To continue supporting the Macedonian Red Cross by providing hygiene supplies to the 9,500 refugees remaining in the country and complementary parcels to their host families.

This objective was fully met despite the tremendous political upheaval in the country from the beginning of March. The purchase, storage and distribution of hygiene parcels for the remaining Kosovo refugees and their host families was successfully carried out.

The Federation's delegation, together with the American Red Cross, provided the MRC with hygiene parcels for monthly distributions. Federation relief officers, working together with American Red Cross staff, monitored the process in the field. Monthly distributions were organized for refugees located throughout the country.

In cooperation with the ICRC, hygiene parcels were distributed to over 32,000 IDPs in the country during the first stage of the crisis, until the ICRC could obtain additional supplies.

The quantity of HPs depends on the number of beneficiaries in the family:

Refugees in Collective Centres:

1 person family:	1 parcel every three months
2 to 4 PF:	1 parcel monthly
5 to 9 PF:	2 parcels monthly
10 and up PF:	3 parcels monthly

Refugees in Host Families:

1 person families:	1 parcel every three months
2 to 5 PF:	1 parcel monthly
6 to 10 PF:	2 parcels monthly
11 and up PF:	3 parcels monthly

Host Families: 1 parcel every second month

for two member families etc.

Category 4: people without proper documents for unemployment registration.

The World Food Programme (WFP) continued to be the main donor throughout 2001 for the food programme for refugees in host families and collective centres. Refugees received the following supplies monthly: 12 kilograms (kg) of wheat flour; 1 litre of oil; 1 kg of beans; 1 kg of sugar; 0.2 kg of salt.

In collaboration with the European Community Humanitarian Office (ECHO), the Federation supported internally displaced persons and their host families during the months of September, October and November with the following relief supplies: one parcel per IDP family and one parcel per host family.

In September and October only host families were covered (7,429 hygiene parcels distributed), while in November both IDPs and their host families were assisted (13,447 hygiene parcels distributed). The American Red Cross assisted the IDPs from December 2001 to February 2002.

The following table gives an overview of distributions of hygienic and baby parcels to refugees, host families and internally displaced people (the IDPS were not originally included in the appeal 2001-2002), carried out over the year.

Period	RF in host family	RF in C. centres	No. of host families	No. of hygiene parcels	No. of distributed mattresses	No. of distributed blankets	No. of baby parcels
Jan-Feb	5'643	1'850	1'050	11'791	105	110	1'485
Mar-Apr	5'099	2'033	1'019	5'305	97	14	336
May-June	4'149	1'947	916	5'023	148	127	0
July-Aug	3'798	1'852	940	3'690	221	443	0
Sept-Oct	3'441	1'900	754	12'104	82	26	104
Nov-Dec	2'260	1'850	749	18'563	45	78	536

Objective 2

To continue assisting the Macedonian Red Cross in planning, distribution and reporting on social case families receiving food donations from other donors through its branch distribution system. Supplemental food assistance to the 10,000 to 18,000 Macedonian families considered to be the most vulnerable social cases by the Macedonian Social Welfare Ministry will continue.

In coordination with InterSOS, (an ECHO funded NGO), the Federation delegation supported the Macedonian Red Cross and its branches in planning the distribution schedule and supply of monthly food parcels to 5,800 vulnerable families throughout Macedonia. This was done mainly by working together with MRC to coordinate and report on the assistance.

The Federation, including PNSs, worked with the Macedonian Red Cross headquarters and branches to serve these beneficiaries by providing monitoring and distribution assistance as well as helping to fulfil reporting requirements.

It should be noted that the figure (10,000 to 18,000) originally cited in Appeal 2001- 2002 was covered by InterSOS (food items) and the Federation (hygiene parcels) from January until April 2001. This covered categories 1 to 4 of the list of vulnerable people provided by the Ministry of Social Welfare. As of April 2001, only category 1 was covered (some 5,500 families).

Incoming goods:

The total amount of goods received in 2001 was as follows:

Hygiene parcels (IFRC/ECHO)	33,200 pieces
Hygiene parcels (American RC)	24,369 pieces
Baby parcels	5,000 pieces
Baby parcels American RC	6,000 pieces
Food parcels	30,000 pieces
Used clothes	834 bales

Objective 3

To financially support Macedonian Red Cross disaster response activities.

Macedonian Red Cross branches were supported for their administration, distribution and storage costs with a flat rate of DM 1 per hygiene parcel distributed to refugees and their host families. This was funded by the American Red Cross.

MRC branches were also financially supported by the ICRC for disaster response activities in relation to IDPs.

Disaster Preparedness

Objective 1

To help prepare the Macedonian Red Cross to respond to any disaster that may occur in the country or region in a responsible and credible manner.

A German Red Cross delegate arrived at the beginning of September, to support the MRC in its disaster preparedness, logistics and relief activities. Existing stocks were re-organized and some were stored in the new MRC central warehouse (see institutional and resource development section for further details).

The Federation's delegation assisted the Macedonian Red Cross in the upkeep of supplies donated by the German Red Cross. This mainly involved assistance with storage and customs clearance.

The German Red Cross also supported a project for the reconstruction of damaged houses in conflict areas.

Additional Achievements

The Macedonian Red Cross DP team helped to maintain the water supply for the hospital in Kumanovo as well as in other areas where supplies were disrupted because of the conflict.

In November, the MRC DPP team signed a cooperation agreement with the national emergency response agency; the MRC team had a joint radio frequency with that of the national agency, which meant that the team could react promptly on short notice.

Objective 2

To train staff of the Macedonian Red Cross in organizing, maintaining and storing contingency stocks.

The German Red Cross and the Federation worked together to accomplish this objective. A warehouse staff person was hired, and three sections had team leaders who trained other volunteers. A Federation relief team, together with American Red Cross staff, carried out preparedness activities with all MRC branches in July. Short training sessions with the branch secretaries were conducted to improve on reaction in emergency situations. Training was carried out on: the distribution of ready-to-eat meals, proper storage of DP supplies, and the mobilization of local resources to meet the immediate needs of displaced people within the first hours of arrival.

The Canadian Red Cross, (through the Canadian International Development Agency), also funded the salaries of the Macedonian Red Cross DP team to further strengthen the ongoing capacity building process.



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 available for activation in times of disasters.

Due to the political developments in the country, these activities did not take place. However, an ambitious initiative was launched to create a regional DP centre in a former collective centre for

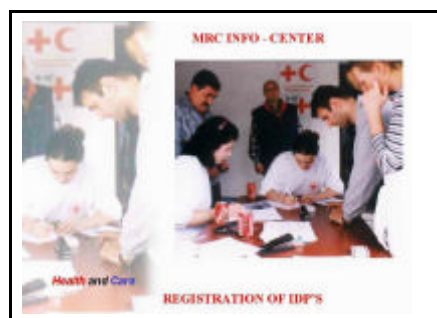
refugees. The project was to be partly funded by the Macedonian government while the remaining costs were to be provided by various donors. The centre is located in the immediate vicinity of Skopje (Vodno hill), convenient for training courses in natural disasters, water and mountain rescue, etc., for both domestic and foreign participants. By year's end, there were no further developments on this initiative.

Health and Care

Objective 1

To continue informing refugees and vulnerable persons in FYROM about their rights and benefits. Basic information about attaining rights and benefits will be provided to refugees and other vulnerable groups who

The Federation-funded Information Centre of the Macedonian Red Cross continued to assist refugees and vulnerable IDPs, through referral and direct assistance. The centre is well known and enjoys a positive reputation in the community. The centre refers these persons to proper locations for assistance, solves housing problems, medical problems and schooling issues, and in extreme cases arranges for counselling. Other NGOs use the evaluations and data the centre has compiled, since it is the first place refugees and IDPs come to.



either come to or call the Skopje information centre. Referrals to agencies and various governmental and non-governmental organizations will be made when appropriate.

There have been no major constraints regarding the work of the MRC information centre. All the issues that the centre can solve are dealt with directly, while those that fall outside its capacities are referred to the appropriate institutions and governmental services. The following table lists the numbers of persons assisted from January-December and the respective services offered:

Activities	Assisted refugees	Assisted IDPs
Interviews	4'173	7'080
Telephone calls	6'809	3'158
Psychological support	248	154
Medical support	2'275	1'725
Educational support	886	20
Other activities	1'774	2'191

Objective 2

To help meet the medical and social needs of refugees, host families and social cases in FYROM.

In 2001 the MRC's social welfare programme continued to address the medical and social needs of beneficiaries. Persons who were unable to access basic non-emergency health care services were assisted, ad hoc medical aid was provided through donations of medicines, hearing devices, eyeglasses and similar non-emergency supplies. A social worker was assigned (on a daily basis) to the Shutka collective centre, where most of the Roma refugees were accommodated, and to the entire Shutka area. The information centre also helped with referrals when necessary.

Objective 3

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

In 2001 the social welfare office continued to run a kindergarten in the Shutka collective centre, as well as a pre-school class. The target population also includes parents, with counselling and various informative services offered depending on needs.

With regard to mine-awareness activities, the ICRC, in cooperation with the Macedonian Red Cross, continued its mine-awareness programme on the dangers of unexploded objects (UXO) that was conducted through an information campaign with posters and leaflets. ICRC teams visited the collective centres and the branches most affected by the armed clashes of the previous months.

Objective 4

To continue providing psychological support for beneficiaries in need of aid.

Psychological support was provided at the centre through informative sessions, counselling activities and through referrals for more advanced treatment by volunteers, clinics or hospitals. The staff required to carry out this component of the programme was recruited.

This objective was covered within the core activities of the social welfare office, which was the first site vulnerable people tended to visit. The centre is well known and was a place where people came to ask for advice and support.

Objective 5

To organize recreational activities as opportunities for resocialization: in order to promote the resocialization of beneficiaries, staff and volunteers on the programme will be given direction in the organizing of day trips, and educational, culture and sporting activities.

Unfortunately, this objective was only partially achieved owing to the internal conflict in the country.

Organizational 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 Macedonian Red Cross and the Federation's country delegation, and in close consultation with the regional delegation, the American Red Cross took the lead role in assisting the society in its organizational development. An organizational development (OD) board was created to guide the society in adapting its mission, operational structure, and strategic plan to be more responsive to rapidly changing environments.

The OD board was key to the process of strengthening the national society's capacity to provide effective, efficient and sustainable services in accordance with internationally recommended standards. In-depth internal and external assessments, the setting of clear and attainable objectives, and designing and implementing a plan for achieving these objectives were the main activities during 2001. The board assessed the organization using the enhanced organizational development framework currently being field tested and building upon prior Federation and American Red Cross experience in the region. This framework incorporates best practices and research findings to more closely and appropriately link organizational development interventions to organizational effectiveness and measurable performance indicators.

The OD board was successfully established. During this period a survey was conducted on the general and local counterpart organizations. In conjunction with the Federation, the American Red Cross was deeply involved with the re-organizational activities of the national society, mainly serving as an advising element. The national society changed its lead management when the secretary general retired. The actual president at that time was elected by the General Assembly as the next secretary general, while an active member of the Tetovo Red Cross branch was elected as president. The national society's OD committee approached the Federation and American Red Cross for suggestions regarding an improved operational structure based upon examples of other national societies, as well as Federation models. Meetings were held regularly in order to achieve the set goal. By year's end, the process was still ongoing.

Objective 2

To assist the Macedonian Red Cross in the design and implementation of resource development activities. Activities will include a continuation of successful initiatives in previous years, which created sources of regular income for the headquarters and branches.

Branches were 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 accepted eight proposals. Based on past experience, costs per proposal averaged Sfr 10,000.



The American Red Cross delegation finalized the renovation of the attic premises of the Macedonian Red Cross headquarters building. Currently, part of the American Red Cross Macedonia delegation is operating from these premises; the office space is eventually meant to be a source of steady income for the Macedonian Red Cross in the form of rent.

The MRC central DP warehouse project was successfully concluded in November 2001. This comprised the construction of a 1,800 square meter warehouse building, located in Petrovec village, near Skopje. Having the national airport and the major east-west road system just nearby the warehouse offers perfect access in and out, as needs arise. The main donors to the project were: the Canadian Government and the Canadian Red Cross, the German Red Cross, the Spanish and the Hellenic Red Cross.

All DP stock supplies were transferred to the warehouse, and the generation of income has started through renting half of the space for ICRC storage of distribution items.

The Federation delegation provided assistance in collecting bids for the construction activities, as well as providing lawyers to assist the Macedonian Red Cross efforts to obtain legal ownership of the land.

Coordination and Management

Despite an effective donor response to the overall appeal resulting in coverage of 176 per cent (primarily for the main programmes), the coordination and management function of the delegation remained considerably under-funded.

Objective 1

To encourage the hand over of direct support for ongoing programmes of the Macedonian Red Cross to interested PNSs.

The American Red Cross assumed responsibility for supporting organizational and resource development, and also took on disaster response and relief by providing funds and staff for distributions of monthly hygiene parcels to refugees and their host families.

The German Red Cross assumed the lead role in disaster preparedness. The German Red Cross was also the main funding source for the Macedonian Red Cross's social welfare programme and the information centre. The Swedish Red Cross also provided funding for the social welfare programme.

During 2001 the Federation's delegation was down-sized, and from the beginning of 2002, a Federation representative, assisted by a small number of local staff, will be based in Skopje and will also cover Albania.

Objective 2

To coordinate programme activities of PNSs working in Macedonia and provide administrative support to them.

The Federation's delegation in Skopje continued to serve participating national societies present in Macedonia with administrative support (including bank accounts, personnel contract issues, mobile phone service, customs clearing, VAT refund, and transportation needs). All of these services allowed PNSs to focus on programme activities in a cost effective manner. Also, PNSs were not required to register with the government prior to beginning their work, as they operated under an already existing status agreement. These service mechanisms proved to be very helpful for all the PNSs working in the country.

Conclusions

The Federation successfully assisted the Macedonian Red Cross throughout the year. Local Red Cross branches were strengthened, and were able to deal with the additional burdens imposed on them by the volatile security situation. The Federation provided different means of financial support to the national society, and offered a helping hand during the reorganization process of the of the society's operational structure. This is part of long-term programmes begun in 2000, which will be continued within the framework of Appeal 2002-2003.

This is a crucial time for both the country itself and the Macedonian Red Cross. It is important that donors continue to offer support for valuable and much-needed programmes. Some of Europe's most vulnerable people have sought refuge in Macedonia, and the Red Cross Red Crescent Movement therefore needs to continue to support relief operations, while at the same time assisting in the creation of more effective national society structures.

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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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INTERNATIONAL FEDERATION OF RED CROSS AND RED CRESCENT SOCIETIES

Interim report	
Annual report	X
Final report	

Appeal No & title: 01.55/2001 F.Y.R. of Macedonia

Period: year 2001

Project(s): MK001, MK160, MK161, MK502, MK503, MK511, MK512, MK515, MK517

Currency: CHF

I - CONSOLIDATED INCOME 2001. CASH. KIND. SERVICES

FUNDING	CASH		KIND & SERVICES		TOTAL INCOME
	Contributions	Reallocations	Goods/Services	Personnel	
Appeal budget	956,952				
less					
Cash brought forward	303,733				
TOTAL ASSISTANCE SOUGHT	653,219				
<u>Contributions from Donors</u>					
American Red Cross (DNUS)	89,884				89,884
Canadian Govt.via Canadian Red Cross (DGNC)	3,041				3,041
Canadian Red Cross (DNCA)	144,475				144,475
Donor - Unidentified (D000)	58,328				58,328
ECHO - Macedonia non-food supp IDPs (DEMK)	356,259				356,259
German Red Cross (DNDE)	163,528				163,528
Hellenic Red Cross (DNGR)	77,231				77,231
ICRC-IFRC Kosovo (DM0409)	347,988				347,988
ICRC (DM04)	15,000				15,000
Netherlands Red Cross (DNNL)	10,164				10,164
Swedish Govt.via Swedish Red Cross (DGNSE)	48,570				48,570
Swedish Red Cross (DNSE)	36,123				36,123
UNHCR Contract No.1 (DH0201)	53,546				53,546
Sweden			72,881		72,881
TOTAL	1,404,137		72,881		1,477,018

II - Balance of funds

Opening balance	303,733
CASH INCOME Rcv'd	1,404,137
CASH EXPENDITURE	-1,626,357

CASH BALANCE	81,513

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III - Budget analysis / Breakdown of expenditures

Description	Appeal Budget	CASH Expenditures	KIND & SERVICES		TOTAL Expenditures	Variance
			Goods/services	Personnel		
<u>SUPPLIES</u>						
Shelter & Construction	50,000	331,573			331,573	-281,573
Clothing & Textiles			72,881		72,881	-72,881
Food/Seeds	20,736	10,950			10,950	9,786
Water						
Medical & First Aid	26,400	63,370			63,370	-36,970
Teaching materials	1,500	11,227			11,227	-9,727
Utensils & Tools						
Other relief supplies	27,600	369,777			369,777	-342,177
Sub-Total	126,236	786,897	72,881		859,778	-733,542
<u>CAPITAL EXPENSES</u>						
Land & Buildings						
Vehicles						
Computers & Telecom equip.						
Medical equipment						
Other capital expenditures		2,503			2,503	-2,503
Sub-Total		2,503			2,503	-2,503
<u>TRANSPORT & STORAGE</u>	264,967	158,021			158,021	106,946
Sub-Total	264,967	158,021			158,021	106,946
<u>PERSONNEL</u>						
Personnel (delegates)	96,960	125,136			125,136	-28,176
Personnel (local staff)	172,766	240,396			240,396	-67,630
Training						
Sub-Total	269,726	365,532			365,532	-95,806
<u>GENERAL & ADMINISTRATION</u>						
Assessment/Monitoring/experts	9,600	10,905			10,905	-1,305
Travel & related expenses	9,752	6,516			6,516	3,236
Information expenses	5,120	10,680			10,680	-5,560
Administrative expenses	166,286	142,059			142,059	24,227
External workshops & Seminars		183			183	-183
Sub-Total	190,758	170,343			170,343	20,415
<u>PROGRAMME SUPPORT</u>						
Programme management	64,527	93,249			93,249	-28,722
Technical services	19,316	27,919			27,919	-8,603
Professional services	21,421	30,971			30,971	-9,550
Sub-Total	105,265	152,140			152,140	-46,875
Operational provisions		-9,079			-9,079	9,079
Transfers to National Societies						
TOTAL BUDGET	956,952	1,626,357	72,881		1,699,238	-742,286

Consumption rate: Expenditures versus income 119%
Expenditures versus budget 178%