


www.ifrc.org  
Saving lives,  
changing minds.

# Annual report Bosnia and Herzegovina

 International Federation  
of Red Cross and Red Crescent Societies

**MAABA002**  
**30/APR/2012**

**This report covers the  
period 01/JAN/2011 to  
31/DEC/2011.**

*Home Care Visit: Red Cross Volunteers  
in Action.  
November, 2011*



## **In brief**

### **Programme outcome:**

The programmes implemented by the Red Cross Society of Bosnia and Herzegovina (RCS BiH) are aligned to the aims of the Strategy 2020 to save lives, protect livelihoods, and strengthen recovery from disasters and crisis; enable healthy and safe living and promote social inclusion, and a culture of non-violence and peace. The institutional development of the National Society is in the focus, so that sustainable entities are established in complemented partnership with their governments and other stakeholders, while effectively meeting the needs of vulnerable people.

### **Programme(s) summary:**

The Federation continues to support the Red Cross Society of Bosnia and Herzegovina in its efforts related to organizational development aligned with the Strategy 2020 enabling action one: to build strong National Red Cross and Red Crescent Societies. Despite the financial and human resource challenges, the Red Cross Society of Bosnia and Herzegovina accomplished significant achievements in the fields of Disaster management, Health and Care, with the support of the Federation.

In 2011, the National Society continued to implement its core programmes with the support from donors from both within and outside the Red Cross and Red Crescent Movement. Through the Global Fund to Fight AIDS, Tuberculosis and Malaria GFATM, the National Society continued to receive support in specific areas such as “Strengthening of DOTS strategy and improving national Tuberculosis program, including multidrug resistant TB and infection control in BiH”. At the beginning of the year in addition to the regular activities the International Federation continued to support Red Cross Society of Bosnia and Herzegovina to respond to localised but extensive floods, which affected large number of people, by releasing DREF allocation 5,800 most vulnerable people were assisted (for more details refer to separate emergency reports posted at <http://www.ifrc.org/docs/appeals/10/MDRBA0062dfr.pdf>).

The Federation provided on-going support to the Red Cross Society of BiH in its efforts to deliver effective services to vulnerable groups within the following programmes:

**Disaster management.** In addition to the on-going preparedness activities and coordination among stakeholders at the local level, the Red Cross Society of Bosnia and Herzegovina continues successful advocating with the government in order to obtain defined role in Disaster management granted by the state law.

**Health and Care.** The focus is on HIV/AIDS and TB awareness. The Initiative to launch “Active ageing” and “First Aid at Work” pilot projects had taken place. Furthermore, through the “First Aid and community development” project aiming to decrease vulnerability of the Roma national minority, 341 members of the Roma community have been reached. Additionally, 27 Red Cross volunteers and 1,000 school-children have been reached through “Seven principles theatre play” project whose purpose was to promote the Red Cross values and image. During the year, 70,383 beneficiaries were reached through other components of the Health and Care program. Through the mentioned projects the beneficiaries received health education, learnt about their rights and acquired valuable skills.

**Organizational Development.** The focus here is on building National Society’s capacities, development of efficient and sustainable structural systems, procedures and human resources.

### Financial situation

The total 2011 budget is CHF 605,535, of which CHF 337,788 (56 per cent) covered during the reporting period (including opening balance). Overall expenditure during the reporting period was CHF 264,708, 43 per cent of the budget and 78 per cent of the actual funding. Closing balance was CHF 73,080 and will be transferred to the next year period.

[Click here to go directly to the financial report.](#)

### No. of people we have reached

In addition to the various projects and programmes carried out by the Red Cross Society of Bosnia and Herzegovina with the support of the International Federation, the delegation focused on building the capacities of the National Society. Hence, the direct beneficiary of this program is the National Society- its staff at the headquarters, entity and branch levels and volunteers. Therefore, together with other IFRC supported programmes the total number of population beneficiaries reached is as follows:

Projects/programmes January-December 2011	Targeted groups	People Reached
Disaster Management	Multipurpose field teams and units, technical staff	573
	Roma community development	1,000
Health and Care	Blood Donors	9,559
	Members of the Roma community, School children, Displaced persons, Prisoners, Youth, Elderly Poor, other vulnerable people	6,824
	Parents, elementary and high school children primary health institutions patients and care providers	54,000
	First Aid and Home Care staff	6
Organizational Development	RC volunteers(seven principles theatre show)	27
	Staff, volunteers	700
<b>Total:</b>		<b>72,689</b>

Table1. Number of people supported in 2011

## Our partners

Italian Red Cross provided support as both multilateral and bilateral donor. Austrian, Spanish and Swiss Red Cross have contributed mostly as bilateral donors on programmes coordinated by the IFRC. International Committee of the Red Cross provided further support for program Humanitarian Diplomacy, Tracing Service and Organizational Development programs. The UK's Department for International Development (DFID) provided support as multilateral donor while the UNDP provided support as bilateral donor. Ministry for Human Rights and Refugees together with the Ministry of Security and Rescue and other local authorities were active partners in providing support from the governmental level.

## Context

In December 2011, Bosnia and Herzegovina finally resolved its internal political crisis. However, the 14-month political deadlock did not end without consequences for Bosnia and Herzegovina's economy and society. According to the BiH's Federal Office of Statistics the living standards of people in Bosnia and Herzegovina worsened in 2011 with a poverty and unemployment rate spiralling upwards compared to 2010.

## ZAPOSLENOST

### EMPLOYMENT

#### Osnovne karakteristike stanovništva prema aktivnosti i spolu

Basic characteristics of the population, by activity and sex

	Ukupno / Total		Ženski / Females		Muški / Males	
	2010.	2011.	2010.	2011.	2010.	2011.
<b>Stopa aktivnosti</b> <i>Activity rate</i>	44,6	44,0	33,2	32,8	56,7	55,9
<b>Stopa zaposlenosti</b> <i>Employment rate</i>	32,5	31,9	23,3	23,0	42,2	41,3
<b>Stopa nezaposlenosti</b> <i>Unemployment rate</i>	27,2	27,6	29,9	29,9	25,6	26,1
<b>Učešće stanovništva ispod 15 godina</b> <i>Share of population under 15 age</i>	17,0	16,2	16,3	15,5	17,8	17,0
<b>Učešće stanovništva starog 15-64 godine</b> <i>Share of population 15-64 age</i>	67,1	67,5	66,2	66,1	68,1	68,9

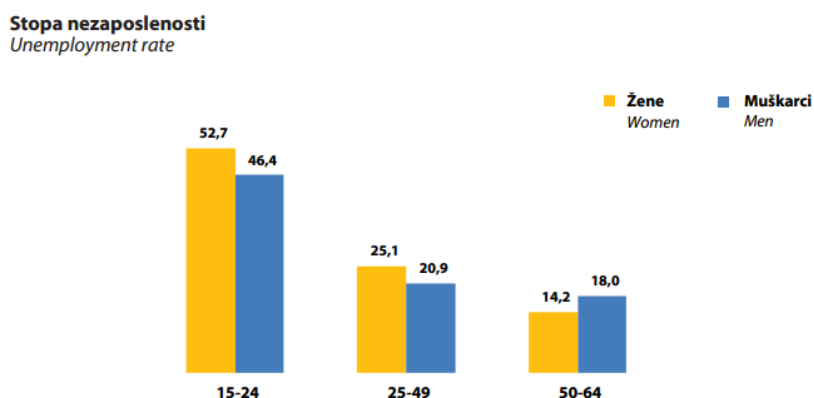
Izvor: Anketa o radnoj snazi, 2011.

Source: Labour Force Survey, 2011

Table 2. Basic characteristic of the BiH population in 2011

Source: [http://www.bhas.ba/tematskibilteni/zim\\_2011\\_001\\_01-bh.pdf](http://www.bhas.ba/tematskibilteni/zim_2011_001_01-bh.pdf)

According to the employment bureau there was 0.40 per cent increase in unemployment compared to January last year. In addition, the unemployment rate is 27.2 per cent higher than in other countries of the region. Two-thirds of unemployed are youth and more than half are women.



**Table 3. Unemployment rates for 2011.**

Izvor: Anketa o radnoj snazi, 2011.  
Source: Labour Force Survey, 2011

Source: [http://www.bhas.ba/tematskibilteni/zim\\_2011\\_001\\_01-bh.pdf](http://www.bhas.ba/tematskibilteni/zim_2011_001_01-bh.pdf)

In February 2011, Bosnia and Herzegovina had the highest basic monthly living costs in the Balkan region. With the current increase of basic food prices and oil, poverty is becoming widespread among unemployed people, welfare dependants, rural population, pensioners, and children in large families, displaced persons, national minority groups and self-supporting mothers.

The political and socio-economic situation in the country did not spare the Red Cross in Bosnia and Herzegovina either. The National Society felt the increasing need for the financial resources at the same time when the government decided to cut-back its welfare programs, deepening the humanitarian impact on the most vulnerable population in the country. In response to the increasing lack of funds and need for diversification of financial sources, the Red Cross Society of BiH, with a support of the Federation, agreed resource mobilization training with the Spanish Red Cross and Europe Zone resource mobilization coordinator.

Despite the mentioned challenges, the Red Cross Society of Bosnia and Herzegovina was very successful in collecting funds to support the people of Japan, Afrika and Turkey during the catastrophic times. The citizens of BiH, through the Red Cross of BiH sent 126,367 CHF to the people of Japan, 20,892 CHF to the people of Africa and 49,679 CHF to Turkish people.

In addition, Bosnia and Herzegovina itself is prone to natural and man-made disasters that continue to affect its citizens. Storms and heavy snowfalls hit Bosnia and Herzegovina almost every year leading to floods, landslides, infrastructure damages, loss of livelihoods and lives. In response to these disasters the RCS BiH intensified its rescue and response preparations activities, proving to be of immense value to BiH's civil protection. The Red Cross Society of Bosnia and Herzegovina through its network and volunteers proved to be the only organization in the country that is able to rapidly and efficiently assess the aftermath situation and coordinate initial response activities.

## Progress towards outcomes

### Disaster Management (DM)

**Programme purpose:** Save lives, protect livelihoods and strengthen recovery from disasters and crisis

#### Programme component 1: National disaster response

##### Outcomes:

- A National disaster response team (NDRT) consisting of members from the cantonal and regional level is established
- Cantonal and regional disaster response teams have received refresher training and equipment has been updated
- Red Cross national disaster response procedures defined, with clear responsibilities and tasks identified in the whole structure. Procedures for rapid assessment and effective flow of information adopted at all levels of structure.

##### Achievements:

In 2011 set of meetings took place with the General Secretary, DM programme coordinator and relevant Ministries. The decision was made in regard to the Red Cross areas of jurisdiction at the national level, which included defining Red Cross role in the first aid, water rescue, water purification and emergency camps. Due to the country's internal policies, division of country's civil protection and other political and administrative complexities, the disaster management responsibility in case of internal emergencies remains at the entity Red Cross levels. On the other hand, in case of emergencies occurring abroad, the Ministry of Security finalized its decision by placing the National Society of Bosnia and Herzegovina as country's responsible and authorised organization for intervention.

Due to the financial constraints equipment upgrading of the cantonal and regional disaster response teams for now remains on standby. The refreshment training of the disaster response teams at the moment is not a priority for the National Society. The last training took place in 2010.

With support of the Europe Zone DM and PMER coordinator, the analysis of the RCS BiH disaster management capacities was carried out as well as identification of the key areas requiring special attention in pursuit for more efficient National Society's DM programme. This assessment formed a base for drafting standard operational procedures and contingency plans pertaining to the floods occurrence. The disaster management technical staff from whole National Society structure actively participated in the assessment and the formulation of the emergency response processes. Three meetings were held with the technical staff, where each participant contributed in defining standard operative procedures (SOPs) for the whole Red Cross Society of Bosnia and Herzegovina structure. The questionnaire developed to perform the assessment proved vital for the whole National Society as its output identified weaknesses and strengths of current DM processes in the National Society, highlighting problem areas that need to be strengthened.

#### Programme component 2: Risk reduction in municipalities

##### Outcome:

- Target communities' vulnerability to disasters has been reduced through community-based projects

### Achievements:

Most of the financial, human and material resources were engaged in response activities related to the heavy floods, which hit the country at the very end of December 2010. Despite these resources consuming efforts to reduce communities' vulnerability through community-based projects remained the priority. One of such community based, participatory community development (PCD) projects was the "First Aid education and community development for the Roma national minority".

The key serviced delivered through the project components were:

Service components	Description	Number of beneficiaries reached
Health protection education	<b>Mosnik.</b> Two educational workshops for families in Mosnik local community. Lobbying for better living standards and protection of the community with the local authorities Distribution of food parcels to the most vulnerable Roma families	100
First aid training Good hygiene and sanitation practices education.	<b>Tuzla.</b> First aid training for the Roma children Hygiene and sanitation educational workshops particularly targeting Roma women-backbones of the families Distribution of hygiene parcels	150
First aid training and development program for the Roma community	<b>Brčko.</b> First aid training-teaching the first aid fundamentals to the community. Computer literacy	750
<b>Total number of beneficiaries</b>		<b>1,000</b>

**Table 4. Break down of First aid project beneficiaries by its components and location**

Through this project the cooperation with the relevant Ministries and local Roma associations has continued. In particular, strong cooperation with the entity Ministry for Labour, Social politics and Refugees has been developed.

### Programme component 3: Disaster plans

#### Outcome:

- The National Society has updated its vulnerability and capacity assessment and developed good coordination plans with the civil protection at national and local levels.

### Achievements:

As already mentioned, due to the existing division of country civil protection and other country specific political instances, the Ministry of Security assigned a "de facto" leading role to the National Society in responding to the international emergencies while responsibilities to address emergencies occurring within the country remain at the entity Red Cross levels.

Regardless the situation, the Red Cross intensified its preparation activities in managing initial disaster response in particular when it comes to improving internal coordination, data gathering and timely response. As a result the Red Cross Society of Bosnia and Herzegovina became the only organization in the country able to make rapid assessment of the disaster affected people on entire

BiH territory. Consequently, the Red Cross in Bosnia and Herzegovina has the possibility to become the main actor through which all humanitarian assistance will be channelled during the emergency disaster responses.

The Red Cross Society of Bosnia and Herzegovina also participated in the joint meeting on Disaster Management in April 2011. It has been decided that through the NATO and Ministry of Security and Rescue initiative a multipurpose field unit that is responsible for emergency disaster response at national and international level ought to be formed. The unit will be formed by the Red Cross Society of Bosnia and Herzegovina that once again is proving the National Society's key role in disaster management in the country.

The National Society became key participant in all meetings taking place to discuss and agree upon the new National Disaster Management Response System. In addition, the National Society together with the Federation has been invited to the next regional seminar on legal components of the Disaster Management taking place in November 2011 in Bosnia and Herzegovina.

### Constraints or Challenges

Political deadlock that marked 2011 proved to be one of the major constraints in executing decisions made in regard to the National Society leading role in Disaster Management at the country level. Furthermore, the political crisis also brought financial challenges to the Red Cross Society of Bosnia and Herzegovina. Delays in formation of the state government meant obstruction of the financial support (yearly grants) given to the National Society necessary to support the NS's disaster management program. Furthermore, due to the complex administrative setup of the country mirrored in the National Society itself all operative procedures and coordination mechanisms have to respect the complex administrative setup and structure.

## Health and Care

**Programme purpose:** Enable healthy and safe living.

**Programme component 1: Prevention and control of HIV and AIDS and TB**

### Outcomes:

- The number of exposed people seeking HIV counselling or treatment or both has increased.
- The National Society has contributed to TB control and prevention through promotion and support of Directly Observed Treatment Short course (DOTS) and National Society programme staff have been further trained

### Achievements:

The National Society actively participated at the meetings organized by the State coordination and monitoring body for the implementation and prevention of HIV/AIDS and tuberculosis programme in Bosnia and Herzegovina.

With the support of the Global Fund for Fight AIDS, Tuberculosis, and Malaria (GFATM) the National Society continued with the implementation of "Strengthening of DOTS strategy and improving national Tuberculosis (TB) program including multidrug resistant TB and infection control in Bosnia and Herzegovina" project. The project focused on ensuring and maintaining access for at-risk population groups to tuberculosis (TB) screening and medical assistance. The project activities include collecting sputum samples, testing, registering and keeping the record of the new TB cases

and ensuring regular check-ups for already detected cases. In 2011, the Red Cross volunteers have distributed TB information education leaflets, brochures and posters to 54.000 persons through the schools and primary health institutions. Furthermore, a press conference was organized by the Red Cross Society of Bosnia and Herzegovina for the occasion of the TB world's day and the week of "Fight against tuberculosis". The aim of the conference was to increase general public awareness in changing their perception on tuberculosis, significance of TB prevention, timely treatment as well as the promotion of the project's activities of all relevant actors.

In 2011, according to the National Society database 6,824 persons were screened for the TB by four Red Cross Mobile Teams. 284 individuals were referred for medical assistance for closer examination out of which 21 new cases were identified. This year, the Red Cross Society of Bosnia and Herzegovina added two new Mobile Teams, so broadening the scope of its operations. The teams are now able to reach more people through the TB program. The data and subsequent information provide records necessary for better coordination of tuberculosis activities in Bosnia and Herzegovina. Furthermore, the database was upgraded during the second half of the year with gender sensitive indicators. According to the database the following records were obtained;

Targeted groups (January 2011- December 2012)	Beneficiaries screened		Directed to further medical examination		New Cases of TB
	Men	Women	Men	Women	
Roma people	113	135			
Displaced persons	2044	2174			
Prisoners	789	56			
Youth and Poor	508	314			
Elderly (65<)	214	288			
Others	148	41			
Sub-total	3816	3008			
<b>Total</b>		<b>6824</b>	<b>132</b>	<b>152</b>	<b>21</b>

Table 5. January-December 2011.TB Screening data

The on-going check-ups and medical assistance is provided to the new TB patients. By adding two additional Mobile Teams, the Red Cross in Bosnia and Herzegovina was able to reach 3,348 more people through the program compared to the first half of the year (Please refer to Table 6). The number of identified TB cases more than doubled.

Targeted groups	Beneficiaries screened	Directed to further medical examination	New cases of TB
Roma people	199		
Displaced persons	2457		4
Prisoners	39		2
Youth and Poor	431		3
Elderly (65 < )	279		1
Others	71		1
<b>Total</b>	<b>3476</b>	<b>193</b>	<b>11</b>

Table 6. January- July 2011 TB Screening data

## Programme component 2: Home care

### Outcomes:

- The National Society has a leading role in advocacy in the area of health care and social protection of elderly people, actively supporting the Government's planning
- The National society provides quality Home Care services while ensuring long term sustainability in cooperation with authorities.

### Achievements:

#### Home Care programme

Despite limited funding in 2011 the National Society continued to implement Home Care programme through its staff and volunteers in all 160 local Red Cross branches. The volunteers paid home visits to vulnerable elderly, administered food parcels; provided personal hygiene services and assistance with various administrative instances (paperwork, bills' payments, directions, general information etc).

Implementation methodology identified in the program review in 2006, continues to prove itself in enhancing the home care services, improving transparency in planning and reporting, acquiring new partnerships with local authorities and increasing the visibility of Red Cross branches in local communities.

#### South Eastern Europe Home Conference (SEE Conference)

With a support of the International Federation Red Cross Society of Bosnia and Herzegovina home care working group (4 members) have participated in South Eastern Europe (SEE) Home Care Conference together with the 50 representatives from 12 countries, including representatives from the RCRC Movement, institutions, Government agencies and Civil Society Organizations. The conference was hosted by Montenegro Red Cross with a support of the Austrian and Italian Red Cross societies. The first SEE conference took place in June 2011 and coordination was continued with the Follow-up conference in November 2011. The main aim of the conference was to discuss ageing in the context of demographic and social changes in the SEE region and to debate latest developments in care for older people, in particular in view of exchanging experience and examples of best practice regarding service provision, training of volunteers, active ageing and advocacy. Within the plenary discussions participating National Societies defined the following priorities for future work: (1) service delivery, (2) volunteering and training of volunteers, (3) active ageing and (4) practices in advocacy.

As a response to the lessons learned at the SEE conference the Red Cross Society of Bosnia and Herzegovina's home care working group decided to initiate Active aging component within the Home Care programme. Keeping in mind that the active aging is a completely new initiative for the National Society, significant research, networking and experience sharing was performed by the Home Care working group in order to build necessary knowledge and capacities. As a result, the active aging pilot project consisting of two phases has been drafted and submitted to the potential donors. Given the positive response from the donors the implementation of the project is scheduled in 2012. The first phase of the project will be supported by the IFRC while the second phase by the Italian Red Cross.

### Programme component 3: General health and voluntary blood donation

#### Outcomes:

- A unified voluntary non-remunerated blood donor database is established within the National Society.
- The National Society develops capacities to provide first aid courses according to the European first aid certificate.

#### Achievements:

##### Voluntary blood donation

The planned activities for a unified voluntary non-remunerated blood donor database established within the National Society are on standby due to the current priorities of the National Society.

The Red Cross Society of Bosnia and Herzegovina successfully organized voluntary blood donation events throughout the year. The National Society takes a leading role in bringing the new and recurring voluntary blood donors to these events. Moreover, in collaboration with the local transfuziology mobile teams, it assists in collecting the blood dosages.

For the records on the number of voluntary blood donors during the 2011 please refer to the table below (note that data are updated annually);

No	CANTON	Number of voluntary blood donors	Number of collected blood dosages
1	Unsko-sanski canton		1.514
2	Posavski canton	374	318
3	Tuzlanski canton	2.536	1.866
4	Zeničko-dobojski canton	3.5	735
5	Bosansko-podrinjski canton	149	149
6	Srednobosanski canton	152	100
7	Hercegovačko-neretvanski canton	1.014	826
8	Zapadnohercegovački canton	527	392
9	Kanton Sarajevo	1.126	
10	Canton 10	181	134
	<b>TOTAL:</b>	<b>9559</b>	<b>6034</b>

Table 7. Voluntary blood donors.

##### First Aid

The “First Aid at Work” project aims to develop the capacity in the Red Cross Society of Bosnia and Herzegovina to provide training courses for Automated External Defibrillator (AED) and First Aid (FA) training according to the European First Aid Certificate (EFAC). Further objective of the project is to guarantee the provision of the First Aid training in Bosnia and Herzegovina according to the highest standards and to provide the Red Cross of Bosnia and Herzegovina with a specific expertise

that could bring a leading role in providing the First Aid training in the country as the country starts applying to the First Aid standards of western European countries. Consequently, the National Society will benefit from the fees for attending the courses and obtaining the certificate, just as what is currently happening with the training for first aid certificates for drivers. The operational phase of the project started in May 2011. In accordance with the developed plan of action the first activities were advocacy meetings with the relevant authorities to raise awareness on the use of AED as well as to promote adoption of relevant laws and regulations.

Moreover, with a support of the International Federation, two National Society's First Aid (FA) trainers have attended two international First Aid events aimed at further developing and strengthening their knowledge. The first event was held in Brussels and Berlin between January and February 2011 under European First Aid Manual Steering committee addressing the standards for writing, control-related advice and support for European First Aid Manual. With a support of the IFRC European FA center the second event took place in Bulgaria-Sofia in September 2011, where NS's First Aid trainers had an opportunity to receive the First Aid Master Instructor certificate consequently becoming first trainers to receive FA Master certificate in Bosnia and Herzegovina.

### Red Cross Principles

With the support of the Federation, the Red Cross volunteers, lead by the National Society first aid Master trainer, organized and put on the "Seven Principles" theater play in order to promote the Red Cross values to different communities and to mobilize new volunteers. The play itself was organized through the Red Cross Youth Club Volunteers' initiative. 27 Red Cross volunteers implemented the show in two BiH cities (Lukavac and Srebrenik). The show attracted approximately 1,000



*"Seven Principles" theater play: promotion of RC values.  
Photo by: Red Cross Society of Bosnia and Herzegovina December 2011*

viewers and received great local media coverage. All the revenue from the ticket sales was donated to the most vulnerable community members.

### Constraints or Challenges

Limited founding available for only small scope of activities presented major constraint in implementing most of the Health and Care programme activities. Political deadlock or a mere lack of central government in 2011 significantly affected implementation of the First Aid at Work project in particular activities pertaining to the government lobbying and advocacy.

## Organizational Development

**Programme purpose:** Build a strong National Red Cross Society: increase Red Cross capacity in addressing the most urgent situations of vulnerability and her capacity to be sustainable.

### Programme component 1: Leadership, governance and management

- The National Society's governance members and management staff have improved their skills in chairing the Society.

### Programme component 2: NS Structure optimisation

- The National Society's structure is assessed and revised to optimize coordination, tasks and responsibilities division among its components.

### Programme component 3: Systems and performance for programmes and services

- The National Society has identified priority programs to be implemented at all levels of its structure, aligned her strategy to Strategy 2020 and is more effective in programme planning, reviewing, monitoring and reporting.

### Programme component 4: Fundraising strategies and developing new funding Sources

- The National Society has expanded and diversified its funding-base and has improved its fund-raising capacity.

### Achievements:

The organizational development programme is one of the most important programmes, which success is the key to all other programmes, projects and activities of the National Society. In 2011, with the support of the ICRC an external independent evaluation of the National Society was conducted. The results reconfirmed the Organizational Development plans prepared by the National Society giving a further reassurance to the planned activities. All activities leading to amendments of the Red Cross Society of Bosnia and Herzegovina Law and implementation of the Law on the use and protection of the Red Cross Society of Bosnia and Herzegovina emblem and name have been completed and submitted to the resource Ministry for a consideration and adoption. Furthermore, the National Society's statute was updated and sent to Joint Statutory Commission in Geneva for further recommendations.

During the months of April and May in 2011, priority programs were identified. In addition the RCS BiH strategy 2011-2015 was finalized with the support from the ITRC. Great support in this work was provided by the 2020 strategy facilitator from the Netherlands' Red Cross.

Due to the severe financial situation caused by the political deadlock in the country, the Red Cross Society of Bosnia and Herzegovina directed a letter of request for support to the IFRC and ICRC regional offices. As a response the IFRC Europe Zone Office (EZO) organized a meeting with the representatives of the National Society's Governance and Management as a unique occasion for the National Society representatives to present Red Cross Society of Bosnia and Herzegovina plans and activities for the next three years and discuss directly with the IFRC EZ Director any possibilities of additional support from the IFRC. Priority requests of the National Society, resulting from the meeting, were the need for financial support for the salaries of the staff working in the National

Society Headquarters and assistance in finding a donor for the reconstruction of the NS property building in Sarajevo.

Among the achievements the following can be selected:

- The RCS BiH representatives attend the Planning, Monitoring, Evaluation and Reporting (PMER) training at the beginning of September in the Federation Europe Zone Office, Budapest.
- EZ PMER coordinator paid a visit to RCS BiH during which Plan of Action for the process of harmonization of the reporting templates was developed and agreed with the NS's structure.
- Fundraising training agreed with the Spanish Red Cross and will take place in first half of 2012.
- Planning training organized and implemented by the ICRC

The Project Cooperation Agreement with UNDP BiH, as the Principal Recipient of the TB Program, has been signed until the end of September 2012.

The National Society, in its joint efforts with the Federation and the ICRC continues its commitment in reaching the youth and introducing volunteers to the Red Cross environment. In this regard, it is noteworthy to mention its involvement in the international Kids Festival. The Kids Festival represents the biggest event for the children in the region. Since 2004, over 40.000 children attend the Festival on an annual basis. The National Society participates in this event since 2007. This year the Red Cross Society of Bosnia and Herzegovina contributed with the following programs and presentations: first aid, dissemination, tracing service and mine awareness. Besides the first aid presentations, a first aid service was also provided at the Festival. Dissemination activities were realized mostly through promotional materials, talks with children, workshops, sharing videos and stories. Each day of the festival, the instructors would also teach children on the potential mine threats still active in Bosnia and Herzegovina.

### **Constraints or Challenges**

The lack of the state government marked 2011 bringing significant financial challenges to the National Society as most of its operational costs are covered by the yearly renewable government grants. Lack of the state government also meant delays in adoption of the amendments of the Red Cross Law and implementation of the intellectual property Law.

### **Working in partnership**

The Red Cross Society in Bosnia and Herzegovina works in partnership with the International Federation. The Federation's office is well integrated within the National Society headquarters, and as such is able to provide efficiently technical support and guidance to the National Society. The IFRC's office in Bosnia and Herzegovina is primarily supported by the Italian Red Cross (ITRC). The ITRC also supports National Society's key project i.e. Organizational Development, as well as activities targeting Roma minorities in Bosnia and Herzegovina. Together with the Federation, the ITRC is a strong supporter of humanitarian diplomacy and multilateral projects such as Home Care and First Aid.

The Red Cross Society works in partnership with several other Participating National Societies in their bilateral activities in Bosnia and Herzegovina;

- International Committee of Red Cross (ICRC) has its office in the country and is providing financial and technical support to the National Society. The ICRC support mainly focuses its support to Humanitarian diplomacy, tracing services and Organizational Development,
- Austrian Red Cross is supporting training in Disaster Management for the National Society,
- Spanish Red Cross supported emergency operations through the replenishment of DREF and it continues to support Humanitarian diplomacy and youth activities. It is also supporting the NS in OD in coordination with the IFRC. Resource mobilisation training will be performed in beginning of 2012 by the Spanish Red Cross.
- Swiss Red Cross provides bilateral support to Home Care programme and it has supported National Society in responding to the natural disasters,
- German Red Cross, also bilaterally supports Home Care program
- Norwegian Red Cross provides bilateral support to Disaster Management and youth activities.

Besides, the Red Cross donors, the United Nations Development Program (UNDP) and DFID contribute to the funding of Health and Care program. The UNDP financial assistance for the Tuberculosis programme has enabled the National Society to excel in this programme for the past three years. Moreover, the Home Care programme is implemented through several partnerships at local level including local authorities, centres for social welfare and private donors.

As a result of the complex administrative structure present in the country of Bosnia and Herzegovina the National Society collaborates with the state government and governments operating in the two entities.

The National Society's partner at the national level is the Ministry of Human Rights and Refugees. The Red Cross heavily depends on this Ministry in receiving its annual support for the programmes such as tracing service, family reunion and international cooperation.

### **Contributing to longer-term impact**

All projects and activities implemented by the Red Cross Society of Bosnia and Herzegovina are aligned with the International Federation Strategy 2020 and its emphasis on preventing and reducing deaths, injuries and illnesses as well as building local communities capacities to combat their own vulnerabilities. Further, programmes' components are aligned with the local and regional incentives such as The Decade of Roma Inclusion and the Poverty Reduction Strategies. In addition, all programmes have a clear gender focus. The National Society works to ensure gender equality, access, participation and mainstreaming in all its work with vulnerable population in Bosnia and Herzegovina. A special emphasis is put within the psychological component of disaster preparedness and health promotion.

Capacity, competence and organizational building are the key elements in all project activities carried out by the Red Cross Society of Bosnia and Herzegovina as it encourages knowledge, skills and experience development. Building on the key elements has in return helped the Society to provide opportunities for people to carry out social initiatives and advocacy for their rights and needs in their communities.

All programmes have integrated and implemented monitoring and evaluation mechanism at national level. Nevertheless, the National Society strives to improve its monitoring and evaluation capacities and apply lessons learned through the experiences of the entire Red Cross structure.

## Looking ahead

The National Society aspires to become an effective organisation at national level, providing support to people in need, an organization that represents an added value to the country still fighting to abandon its administrative and political divisions in favour of a more united government. During 2011 it has become more apparent that unstable political cycles significantly affect the National Society's operations primarily in terms of funding. Therefore, the National Society has decided to plan its restructuring within limited time periods i.e. middle term periods only, aiming for a more efficient and independent structure that will be able to continue its assistance to the people in need, regardless of political developments in the country.

The National Society will continue to gradually move away from exclusively being a provider of humanitarian assistance towards being an advocate for the vulnerable, through its role as a partner and driving force behind processes of civil society building at both national and local levels.

Volunteering and involvement of youth, perhaps not the most evident factor in organizational development, performance and capacity building, but certainly significant contributor to the programmes is reaching a maximum level of importance to the Red Cross Society of Bosnia and Herzegovina. There is a growing understanding that the developing volunteering is the main way to fulfilling the organization's mission.

Disaster management remains a priority for the country and consequently for the National Society that will continue to work to improve her effectiveness in this area.

The National Society is also increasing its attention to the long term consequences of the worldwide economic crisis and the possible future repercussions for the most vulnerable in Bosnia and Herzegovina.

## How we work

All IFRC assistance seeks to adhere to the [Code of Conduct for the International Red Cross and Red Crescent Movement and Non-Governmental Organizations](#) (NGO's) in Disaster Relief and the [Humanitarian Charter and Minimum Standards in Disaster Response \(Sphere\)](#) in delivering assistance to the most vulnerable.

The IFRC's vision is to inspire, encourage, facilitate and promote at all times all forms of humanitarian activities by National Societies, with a view to preventing and alleviating human suffering, and thereby contributing to the maintenance and promotion of human dignity and peace in the world.

[www.ifrc.org](http://www.ifrc.org)  
Saving lives, changing minds.



The IFRC's work is guided by Strategy 2020 which puts forward three strategic aims:

1. Save lives, protect livelihoods, and strengthen recovery from disaster and crises.
2. Enable healthy and safe living.
3. Promote social inclusion and a culture of nonviolence and peace.

Find out more on [www.ifrc.org](http://www.ifrc.org)

## Contact information

For further information specifically related to this report, please contact:

- **In the Red Cross Society of Bosnia and Herzegovina**
  - Dušan Kulušić, Secretary General; email: [secretary\\_general@rcsbh.org](mailto:secretary_general@rcsbh.org); phone: +387 33 263 936, fax: +387 33 263 936.
- **In the Federation office in Bosnia and Herzegovina**
  - Michele Rezza Sanchez, Federation Country Representative, email: [michele.rezzasanchez@ifrc.org](mailto:michele.rezzasanchez@ifrc.org); phone: +387 33 263 945; fax: +387 33 263 945.
- **In the Europe Zone**
  - Anitta Underlin, Director Europe Zone; email: [anitta.underlin@ifrc.org](mailto:anitta.underlin@ifrc.org); phone: +36 1 8884 501; and fax: +36 1 366 1516;