

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

Federal Republic of Yugoslavia

5 June 2002

This Programme Update is intended for reporting on Annual Appeals.

Appeal No. 01.46/2002

Appeal Target CHF 8,516,840

Programme Update No. 1 Period covered: January to March 2002

“At a Glance”

Appeal coverage: 17,2%

Related Appeals: N/A

Outstanding needs: CHF 7,100,000

Update: With a new name proposed for the country and remaining uncertainties about the future, the Red Cross in FR Yugoslavia has an important role to play. With a new leadership and a steadily emerging plan of action, the Red Cross is preparing itself for what lies ahead. In the meantime large operations and programmes are underway, assisting refugees, internally displaced people, the elderly and the most vulnerable. At the same time, innovative programmes helping to build bridges of tolerance and friendship, economic security and self-sufficiency are also being implemented.

Operational Developments:

With support from the European Union, and under great international pressure, negotiations between Serbia and Montenegro eventually resulted in a settlement rather than a referendum on Montenegrin independence. A new state name was also decided: **Serbia and Montenegro**. The move should lessen international concerns about the violence and population displacement that might have resulted from full independence. While it will take some time for the ramifications of the agreement to become clear, it is certain that the separate Republican entities of Serbia and Montenegro will take the reins and responsibility for the vast majority of government duties. In due course, this change will be reflected in the National Society which comprises the Yugoslav Red Cross (YRC) at the Federal level, and the Red Cross of Serbia (SRC) and Red Cross of Montenegro (MRC). The political uncertainty about the future of FRY has crossed over into government and Red Cross structures, their legal basis and roles. The lack of clarity of role of the composite parts of the Red Cross and the leadership vacuum has been the key difficulty in programme implementation and long term planning. By the end of the quarter however, the National Society election process was completed and a new Secretary General, President, board members and some new branch secretaries are in place to steer the society through this transitional process.



In Kosovo there are currently two separate Red Cross organizations operating to assist vulnerable people; the Kosovo and Metohija Red Cross (KMRC); and the larger *Red Cross of Kosova (RCK)*. The Red Cross Movement works through both organizations in order to assist vulnerable people in all parts of Kosovo. In early March, Kosovo elected a president and government, which has granted minor concessions to minorities. A resolution on the final status of Kosovo remains an outstanding issue.

Last year's internationally brokered peace deal in Southern Serbia has continued to hold. With support from the OSCE, the UN and the European Union, the government of Serbia has invested 17 million US dollars in the

region to improve conditions. Assistance has also been provided to the 9,000 displaced ethnic Albanians who have returned to the area. However, there are concerns that the slow pace of reforms could lead to further instability. Municipal elections in Bujanovac and Medvedje have been announced for June. The region is also still host to refugees from the Former Yugoslav Republic of Macedonia, who are yet to return to their homes following the resolution of last year's conflict between the FYROM government forces and ethnic Albanian rebels.

The local Red Cross branches distribute relief assistance to more than 600 FYROM refugees and 3 600 ethnic Albanian returnees.

Economic reforms are taking place, and are broadly welcomed by the international community who have responded with macro-economic support. However, the latest figures for January 2002 highlight the continuing hardship faced by the average citizen. The monthly bare minimum shopping basket and heating and electricity costs is calculated at approximately 12 275 Yugoslav dinars (approximately 200 EUR). Meanwhile, the average salary falls far short, at only 7 400 Yugoslav dinars (approximately 125 EUR)¹ Unemployment is rising as state supported industries are privatized or closed. The number of people officially unemployed is predicted to reach one million, or one person in ten. That figure is set to rise throughout the year with unemployment peaking in 2004. Other estimates of unemployment put the figure at anywhere between 15 and 50 per cent.

It is within this slowly improving but still fragile situation that the Red Cross Movement finds itself. In the medium term, about a third of F.R. Yugoslavia's 10.4 million people will continue to struggle through unemployment and poverty which may worsen. **The country remains host to 620,000 refugees and internally displaced people (IDP); the largest displaced population in Europe.**

The ICRC continues to provide practical material support to vulnerable IDPs through the National Society network. They also fulfill their protection mandate, visit prisoners and strive to shed light on the fate of nearly 25 000 people still missing a decade after the end of the conflict.

The Federation works with the National Society to advocate for continued humanitarian assistance for the most vulnerable in the coming years, while trying to find more sustainable and imaginative solutions for food and economic security. There is also close work with the society as it works to define the role of the Yugoslav Red Cross, Serbian Red Cross and Montenegrin Red Cross and the role and position of the whole society with their community and government. It is essential that in these transitional times the Red Cross maintains its position in the country and establishes its new role as a valued auxiliary to government. The national network of branches and volunteers is well positioned to define their key role in disaster response, to gather information and speak on behalf of the vulnerable people in their communities, and to provide sustainable, volunteer based services to meet those needs.

The Quarter at a Glance

- National Society's statutory election process is completed; new Secretary General and President, board members
- Serbian Red Cross assumes management of the relief system from the temporary ICRC/Federation led management system
- Distribution of more than 6,500 metric tonnes of relief items
- Red Cross volunteers have made almost 70,000 home visits to house bound vulnerable people throughout FRY
- Trained counsellors provided more than 13,000 group or individual support sessions to war affected people in Kosovo
- Almost 2,000 people were provided with life saving first aid skills in Kosovo

¹ UN IA Humanitarian Situation Report January 2002

Disaster Response

The availability of humanitarian items for distribution continues to fall sharply, even though living standards are not increasing apace. Nevertheless, the National Society has been able to continue the huge task of distributing food to more than 220 000 of the most vulnerable refugees and IDPs (internally displaced people). Additionally 50 000 sets of warm underwear, 80 tonnes of non-food items (such as mattresses and stoves), and 100 000 parcels containing hygiene items have been distributed.

On completion of training and the implementation of new monitoring and control systems, the relief management has now been handed back to the National Society. The Federation will continue to provide support, advice and monitoring through the Belgrade Delegation, Montenegro sub-delegation and four field offices throughout Serbia.

Objective 1. *To continue to meet the basic food needs of 151,000 vulnerable refugees (6,000 in Montenegro and 145,000 in Serbia) and the hygiene/cleaning needs of collective centre*

With ICRC and International Federation assistance, the National Society continues to be the major distributor of relief items to the vulnerable people of FRY. While the distribution of relief items remains a major task for the National Society, the amount of humanitarian aid is rapidly decreasing. Ten thousand tonnes of humanitarian aid was distributed in January 2001, while during the same period this year only one thousand tonnes were distributed. The main partners are the UN World Food Programme (WFP) and the ICRC, who supply commodities for distribution; and UNHCR who contribute to the distribution and monitoring costs and provide other non-food assistance. The assistance to the Yugoslavia RC from these three organisations is outside the *annual appeal*.

<p>WFP food is supplied to refugees who are:</p> <ul style="list-style-type: none"> • Single parents with children up to 14 years old • Orphans and unaccompanied children up to 14 years old • All babies and infants from 0 to 1 year old • Children of financially 'destitute' parents between 1 to 15 year old • The chronically ill, mentally or physically handicapped • Pensioners over 65 without any kind of income

<p>WFP and ICRC Monthly 'Food Basket'</p> <ul style="list-style-type: none"> ▪ 12 kilos of wheatflour ▪ 1 kilo of beans ▪ 1 kilo of sugar ▪ 1 litre of oil ▪ 150 grams of salt
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The WFP has continued to provide for a monthly 15 kg 'food basket' for 151,000 refugees; which the National Society delivers from the warehouse directly into the hands of the vulnerable people.

The National Society also continues to support the ICRC in the distribution of humanitarian assistance. Over the quarter, a total of 3,560 metric tonnes of food assistance was distributed to the local branches, which is sufficient for 70,000 IDP beneficiaries. The UNHCR provided over eighty metric tonnes of assorted non-food items for refugees such as beds, mattresses, stoves, blankets, bed linen, kitchen sets, clothing, cutlery sets, sleeping bags, water containers, etc.

Through the Federation winterisation programme carried over from last year, the British Red Cross funded 60 000 winter underwear sets for extremely vulnerable pensioners over the age of 61. These are individuals who live in both collective centres and private accommodation. The final distribution was completed this quarter with the delivery of 38 321 sets in Serbia and Montenegro.

<p>Federation Hygiene Parcels</p> <ul style="list-style-type: none"> ▪ 3 kg of washing powder ▪ 4 rolls of toilet paper ▪ 2 pieces of soap ▪ 75 ml of toothpaste ▪ 250 ml of shampoo ▪ 20 sanitary napkins.
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Over the reporting period 41 382 Swedish and British Red Cross essential hygiene parcels were also distributed. The beneficiaries are refugees in collective centres, and vulnerable people living in private accommodation, namely; single parent families, mentally and physically disabled, chronically ill, and elderly people over 65 years of age.

The National Society also distributed more than 72 000, slightly smaller ICRC hygiene parcels to IDP beneficiaries. (these are not shown in the YRC table below).

Disaster Response - Relief Items Distributed							
January 1, 2002 to March 31, 2002							
Items & Monthly Ration	Belgrade	Kragujevac	Kraljevo	Nis	Novi Sad	Podgorica	Total Distribution in FRY
Oil 1L/mth	141,338	16,585	16,664	14,131	105,377	76,046	370,141
Salt 0.15kg/Mth	891	102	646	2,167	88	0	3,894
Sugar 1kg/mth	54,514	9,720	14,665	15,240	46,029	22,987	163,155
Beans 1 kg/mth	154,095	18,063	14,661	16,088	169,735	81,737	454,379
Wheat flour 12 kg/mth	1,791,506	216,450	217,232	207,498	2,059,797	1,015,154	5,507,637
Hygiene Parcels	49,755	776	203	1,497	58,077	146	110,454
Baby Parcels and Baths	230	2	2	6	46	32	318
Underwear Sets	23,869	2,332	3,067	1,039	21,549	0	51,856
Used clothes bales	73	0	6	0	5	7	91
UNHCR non food items kgs	61,986	5,159	5,536	4,982	43,366	0	121,029

Objective 2. *To analyze the need for humanitarian assistance in the context of the anticipated reduction of relief assistance by other agencies by mid-2002, taking into account sustainability and the capacity of the government to take responsibility for social care and welfare (see also Health and Care section).*

The Delegation's integrated assessment work is being performed by the health and care department. It is expected that the process will highlight health and social welfare needs and the practical humanitarian relief items that are needed and can support the health and care services (see the health and care section below).

This is a major undertaking. It will take some time to produce detailed results and mechanisms to support relief item targeting, delivery and monitoring. A short term assessment of the impact and need for hygiene parcels for individuals; and health, hygiene items and bed linen for institutions; may also be held in order to provide more rapid information on needs.

The Federation also intends to contribute to the forthcoming WFP/UNHCR Joint Food Needs Assessment, which is a major study on vulnerability and food needs held once a year.

Objective 3. *Continue the process begun in the second half of 2001 to improve the key management and control functions of the distribution networks with the purpose of further strengthening and supporting the Republican Red Crosses of Montenegro and Serbia in their disaster response capacity.*

In June 2001 a new disaster management and control centre (DMCC) with ICRC and Federation expatriate input was established. The object was to temporarily take over the management of the society's relief distribution management from the YRC. The key aim has been achieved: to hand over a strengthened relief and logistics distribution system to the National Society by the end of March 2002. The new relief department is now under SRC management. The ICRC and Federation continue to provide a support function. The Federation will provide assistance through a small relief department in Belgrade, and provide monitoring in the field through four remaining field offices.

Activities in the first quarter of 2002 were: the completion of in house training; assistance in developing a SRC field monitoring structure; the development of job descriptions, procedures, manuals and software; and assistance in negotiations with major partners.

The training covered all areas of the operation including the planning and implementation of relief distributions, reporting, and finance procedures.

A major achievement of the SRC has been their start to establish the first National Society monitoring and support function to the branches. The SRC has identified 8 field officers to take control of field monitoring and assist information flow to the headquarters level. The Federation field offices have provided the SRC field officers with training and support including the provision of procedures and reporting formats, and transportation support. The SRC field officers are to undertake many of the responsibilities previously undertaken by the Federation field offices, including the monitoring of fuel paid for by UNHCR. Eleven fuel supply pump stations throughout Serbia and Montenegro are used to



provide fuel to approximately 350 SRC and MRC vehicles which are used for the distribution and monitoring of humanitarian aid. From the beginning of April the SRC will officially take over responsibility for the UNHCR fuel contract, including monitoring and donor reporting. Several data bases were developed and implemented to assist the SRC relief and logistics department with reporting and accountability of humanitarian aid. A software package was created which helps invoice donors according to the tonnage distributed and also to calculate the 'flat rate' distribution fees for each branch engaged in distribution according to tonnage. The system not only saves time, but it also vastly improves the transparency of the finance system and

payments to Red Cross branches. For the first time ever, Red Cross branches will be able to know what funds they are due, at least from relief distributions, which will assist financial planning and accountability of the headquarters to their branches. The system has been implemented in the areas of relief and logistics, as well as in the finance department. A handbook and presentation accompanies the software.

Warehouse Management / Extended Delivery Points for WFP

In August 2001 the Federation accepted an offer from WFP to manage three large warehouses / extended delivery points (EDPs). The understanding was that the EDPs would be manned by SRC staff who would be trained in all aspects of commodity management. The end-goal was that the SRC would eventually take over full management of the project.

Suitable warehouses were identified and rented, standard operating procedures developed, job descriptions were drawn up, and staff recruited and trained. Following a satisfactory period of warehouse management with SRC staff and a series of negotiations, it was agreed with WFP that the SRC had gained the confidence of the donors. They were willing to hand over the management responsibility of the facilities to the SRC. Unfortunately, the terms offered by WFP to manage the warehouses did not favour the SRC who were forced to decline the WFP offer. Nevertheless, the SRC have demonstrated their abilities, and continue to distribute WFP assistance at the municipal level.

Soup kitchens

While soup kitchens are not part of the Federation *annual appeal*, the Serbian Red Cross, with German and Austrian Red Cross support, has continued to provide daily hot meals (with bread) as a safety net for up to 70 000 of the most vulnerable people in Serbia. The soup kitchens, which began in 1992, cannot be funded indefinitely, and are gradually being phased out while more sustainable means are sought. In June 2001 the ICRC phased out support for the programme, but at the same time provided large scale soup kitchen catering equipment to the local Red Cross branches, most of which have managed to install and connect this equipment to main electricity lines, etc.

The German Red Cross, utilising ECHO funding, have been providing hot meals for 59 000 extremely vulnerable people throughout Serbia. From mid-April that number will decrease to 32 000. However, SRC negotiations with central and local government have established some commitment to supporting the programme to ensure an ongoing provision of assistance.

The Austrian Red Cross has been providing bulk food for the soup kitchens of the Vojvodina Red Cross and food parcels for beneficiaries in remote villages. The assistance will be provided until the end of June. Meanwhile the VRC has continued to gain support from local government and generous food suppliers, in order to try to maintain this valuable safety net for very vulnerable people.

Community Assessment and Food Security Micro Projects

Also outside of the Federation *annual appeal*, but linked to OD objectives, the Canadian Red Cross is running a delegated project (with funding from the American Red Cross and support from the Federation). The goal is to strengthen the YRC branch capacity; encouraging community mobilization and participation; and contribute to food security with a number of small scale community led initiatives such as chicken breeding and agricultural projects (see the objective 3 of the YRC organizational development section below). The Regional Delegation participatory community development (PCD) co-ordinator assisted in this programme, by facilitating the community needs assessments in the six communities.

Disaster Preparedness

Disaster Preparedness and First Aid in FRY

The disaster preparedness programme has been focusing on efforts to review plans and training programmes. The goal is to develop a strong disaster preparedness plan with clear roles and established links with government and other Red Cross Societies, as well as with international response teams. Since plans are still being reviewed and firm commitment sought, no training has yet been provided or equipment purchased. Funds for this programme have been carried forward from the 2001 contributions of the British, Norwegian and German Red Cross Societies.

Objective 1. *Continue to strengthen and improve the YRC/SRC/MRC disaster management capacity, both at the federal and republican headquarters and at the municipal (branch) level.*

The election process (which was held at all levels of the National Society over several months) has hampered the progress of all programmes, including the DP programme. However, at the end of March, the YRC General Assembly adopted a *YRC Strategy 2002-2005* and elected new management and governance structures. In the YRC Strategy, disaster preparedness has been selected as one of the core programmes to be further developed vertically within the national society, and laterally with other relevant government bodies and institutions.

The Federal YRC Executive and Federal board have established a YRC Disaster Preparedness Commission and Disaster Management Operational Teams. The YRC boards have recommended that the SRC and MRC also establish disaster preparedness commissions.

The MRC has appointed a DP co-ordinator, and a co-ordinator for lifesaving activities, The SRC has yet to appoint anybody in charge of DP activities but is planning to do so. This is made all the more necessary due to the fact that the YRC (the federal level of the National Society) is no longer in charge of relief distributions which are now performed by the SRC and MRC.

YRC and MRC DP co-ordinators and a branch secretary from Vojvodina attended a nine day regional disaster management training course in Budapest. The course facilitated regional experience and knowledge sharing, and explained initiatives on Federation standards and available response mechanisms such as FACT (Federation assessment and coordination teams) and ERU (emergency response unit) deployment systems.

YRC representatives, together with a representative from the Yugoslav Federal Ministry of Defense-Civil Protection Sector attended the first annual regional disaster preparedness meeting held in Macedonia.

Objective 2. *To progressively build-up essential DP stocks at the YRC central, republican and branch levels throughout the country.*

All of the available disaster preparedness stocks at the YRC Federal level were pre-positioned in the SRC and MRC facilities and branches at the end of 2001. The YRC has also drafted a list of basic items and their quantities to be held as DP stocks at different levels of the National Society. There are some missing items, (such as plastic sheeting) and some shortfalls on certain commodities. The national society has yet to price the goods and explore the availability of funds.

Further purchase of standardized modules of personal and collective equipment for YRC DP/DR teams supported by the Federation will start during the second quarter. Currently an analysis of priorities versus the available funding is underway.

Objective 3. *To further develop and expand a standardized communication network and identify appropriate response activation mechanisms within the disaster response chain of command.*

The YRC has established a constructive operational link with the Federal Ministry of Defense-Civil Protection Sector which has also expressed an interest for supporting the expansion of the YRC radio-communication network. Once some progress has been made in terms of establishing a chain of command and a response mechanism the feasibility and cost of the radio network will be assessed.

Objective 4. *To improve co-ordination with government disaster response bodies and develop means to ensure the long term sustainability of the YRC disaster preparedness network.*

The role of the Federal and Republican government bodies remains unclear. Additionally there is not an updated national disaster preparedness plan or structured co-ordination mechanisms. Therefore, the Republican constituencies of the SRC and MRC, together with the YRC, have initiated co-operation with competent Republican bodies and institutions. The YRC has also drafted a co-ordination and co-operation plan which reflects the links between different state administrative and Red Cross levels. This is to be further discussed and developed with national disaster and response partners.

With regard to the long-term sustainability of disaster preparedness and life saving activities, the YRC has generated its first income from services. The mountain rescue teams in two major ski resorts, Kopaonik in Serbia and Kolasin in Montenegro, have received financial support based on commercial agreements reached in November 2001 with the resort owners.

In addition, and another positive development, a preliminary agreement between the YRC/MRC and the Ministry of Tourism of Montenegro was reached regarding the lifesaving activities to be performed by licensed YRC Life guards during the summer season 2002 on the beaches of Montenegro.

The YRC is in the process of developing an income generating strategy which is not expected to be finalised before the end of the year.

Objective 5. *To revitalize the existing YRC first aid training network, thereby ensuring that high standards of training and equipment are maintained and to increase the number of qualified first aiders available to react to accidents.*

During the reporting period there has been no person in charge of first aid activities. As a result, there has been no progress in this area.

Objective 6. *To recruit and train volunteer teams as the key element in the delivery of DP and FA activities.*

The next round of training activities for disaster response team members is scheduled to start at the end of April. The training curricula have been revised to include needs assessment and psychological First Aid.

In order to make training activities cost efficient, the basic 30 hour DP training module will be now be held at the branches, while the more advanced second module of 40 hours will be provided in selected regional centres.

Disaster Preparedness in Kosovo

There has been no progress in developing a disaster preparedness programme in Kosovo, mainly due to a lack of funding. However, the First Aid programme continues to be implemented (see the Kosovo First Aid programme section below).

Health and Care

Health and Care in FRY

The goal of the Federation Health and Care Department is to help the society to equip and empower local communities to identify the needs of the vulnerable in their community and to respond to those needs. Assistance to the target population is provided through a range of social welfare and home care activities and health promotion events, thereby strengthening the coping mechanisms of the vulnerable groups.

Objective 1. *Assist the National Society in defining the target population for health and care activities.*

In recent years the National Society has prioritized relief operations and has had to respond to donor requirements and donor's beneficiary criteria. The needs assessment is a short term process using existing macro information sources. It also aims to better utilize and access the grassroots knowledge of local Red Cross branches. The process should result in a document which will help to identify significant threats to the population; the capacities of people, communities and service providers to deal with threats; the groups of people that are mostly affected by these threats, and should also provide an assessment of the capacity of the National Society to respond.

Over the first quarter a significant amount of information on social vulnerability has been collected from secondary sources. This includes UN organizations, international and national NGOs, and government institutions. Additionally, information has been collected from a selected number of Red Cross branches on local social vulnerability. The needs assessment should be completed by mid April. It should help the National Society to focus resources, clarify direction, and raise awareness of needs to the government and other agencies. It will also assist the Federation to provide support to National Society programmes. While not wishing to pre-empt the results, the data is likely to be of greatest assistance to the social welfare programme, which aims to redesign support mechanisms and refocus in order to meet the needs of the most vulnerable categories.

Objective 2. *Assist the YRC in defining their role in health and care and assist the YRC in maximizing the use of resources.*

With facilitation from the Federation organizational development delegate and YRC development manager, a planning process was held in February. It involved the YRC, SRC and Federation health and care staff, with the aim being to review plans and identify priorities for 2002. For each priority programme, the responsible staff person at each level was identified. They are expected to meet to develop a work plan (including time frames and budget) for 2002. One outcome of the process was that it highlighted some National Society plans which did not have any resources or staff in place able to implement them.

The home care programme continues to be integrated along with the social welfare programme under the health and care umbrella. A description of the home care programme and summary of accomplishments to date has been sent to the Ministry of Health and Ministry of Social Welfare. Municipal branches have also been encouraged to send regular updates to their local authorities.

Based on what was learned from the pilot project in Vojvodina, the scope of the home care programme has been narrowed in order to be more focused, targeted and sustainable. Regular reporting and monitoring has also been established.

The Federation has taken part in the UNAIDS theme group meetings which will continue to support governmental structures and committees in prevention of HIV/AIDS. MRC completed research on knowledge, attitude and practices of youth with respect to sexuality and AIDS/HIV.

The major constraint continues to be the recruitment and management of human resources in the National Society. The election of the new Secretary General for YRC did not take place until late March. Some decisions regarding human resources within the YRC have been postponed for a long period. The key home care coordinator is on a temporary contract and due to illness there has not been anyone in the National Society in charge of First Aid and health promotion (including AIDS/HIV awareness).

In addition, the position of Minister of Health within the Federal government has been vacant since November and the government has yet to adopt a health strategy.

Objective 3. *Assist YRC/SRC/MRC in finding solutions for the long term sustainability of health and care activities at branch level.*

The training of trainers in home care has taken place in both Serbia and Montenegro. Trainers were then responsible to train volunteers at the municipal level throughout January and February 2002. A significant number of these volunteers were youth.

A re-training meeting was held with branch secretaries of the home care sites in Serbia in March 2002. The main purpose of the meeting was to provide ongoing support to these sites and address any

questions and concerns regarding development and implementation of the programme. The importance of the accurate completion of monthly statistics (both for information purposes and costing analysis) was emphasized. In addition, discussions on future funding, sustainability, and links to municipal authorities took place.

Internal tensions that exist between the component parts of the National Society continue to hamper the constructive development of programmes.

Objective 4: *Supporting the republican Red Crosses and local branches to implement and manage the health and care activities.*

With financial support from the Federation Regional Delegation, an HIV/AIDS and STD training manual (*Action with Youth*) was translated and printed. It will be distributed to Red Cross youth peer education volunteers.

The social welfare programme has not received any donor support since November 2001. Psycho social support is provided through social welfare clubs and with some mobile teams. It is a community-based programme with a high level of ownership of the branches. It aims to target children, adolescents and the elderly from all vulnerable categories; refugees; IDPs from Kosovo; and socially vulnerable.

In spite of funding difficulties, most of the Red Cross branches have continued to run social welfare clubs. This clearly highlights the commitment of the staff and volunteers and provides some hope for the long term sustainability of the programme. The branches are used to running at minimal expense, and most of the people involved in the programme are volunteers or work for a minimal contribution to their costs.

Reports from the field indicate three broad categories of service provision;

- 20 per cent of branches report the same or similar level of service provision

These are mostly strong branches who are able to generate other funds, and/or have good links with the local community, more volunteers and use municipal space to run clubs.

- 60 per cent of branches report reduced service provision

The majority of branches report that they are continuing to run social welfare clubs but with a reduced number of staff, beneficiaries and number of workshops. The branches report having to shift paid staff to volunteers and to cutting workshops that require lots of material.

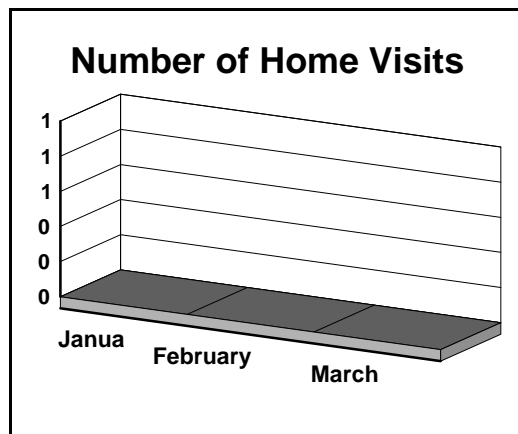
- 20 per cent of branches report ceasing the programme

Unfortunately some branches have ceased all programme activities and have not been able, or motivated to find cheaper volunteer based means of providing social welfare to their communities. Many branches are in extremely dire financial positions, mainly due to a loss in income generated from distributing humanitarian relief items.

The results are encouraging in terms of evaluating the sustainability of the programme. However, the branches do have overheads and running costs no matter how minimal, and continued support is sought.

The home care programme continues to expand its reach into the lives and homes of some of the most vulnerable people throughout FRY. Financial support is provided by the Danish Red Cross and Norwegian Red Cross and Government, and new funding from the Finnish Red Cross and their Government. The home care programme has been extended to cover 65 Red Cross branches. Limited financial support is provided to 57 municipal branches in Serbia and 8 municipal branches in Montenegro to operate their home care programme. The volunteers from these branches have been trained and provided with uniforms and ID badges.

The following chart provides the statistics for the first quarter for the Serbian sites. Montenegro sites will not begin to submit reports until April 2002. These figures very likely contain a minor percentage



error because even though it forms part of the training, record keeping and activity reporting is new to some of the branches. More training and clarification on completion of reports was provided in March to ensure more consistent reporting. Monitoring visits are made regularly and have generally been very positive. The visits include an audit of the beneficiary and volunteer files; home visits to speak with beneficiaries; and checking and advice of statistics and record keeping.

Home Care Visits in Serbia. January to March 2002

	Beneficiaries	Volunteers	Home Visits by Volunteers	Professional Home Care Staff	Home Visits by Professionals	Total Home Visits
January	4,794	891	15,035	112	3,159	18,194
February	4,924	1,185	17,082	153	5,864	22,946
March	5,908	1,606	21,867	128	4,765	26,632
Monthly Average	5,200	1,227	17,994	131	4,596	22,590

The Federation provides only a limited amount of financial support to the branches to help them with their overheads, limited professional staff and for volunteer reward. The programme relies on volunteers, which is appropriate for the Red Cross, increases sustainability and means that the programme is highly cost efficient. A visit to the home of a vulnerable person to provide practical and social support costs only 0.78 of a Swiss franc.

Some hygiene parcels have been provided to home care sites for distribution to needy beneficiaries.

There have been delays in launching the programme to the interested Red Cross branches in Montenegro because the MRC has been unable to find and recruit a home care coordinator.

More statistics are expected in the next quarter. Other activities are on hold awaiting the completion of the needs assessment in April 2002.

Children Affected by Armed Conflict

Outside of the *annual appeal*, the Federation health and care department and the National Society social welfare department and branches cooperate with the Danish and Belgian Red Cross bilateral *children affected by armed conflict* programmes. The Belgian Red Cross began work late last year and started to deliver services at the beginning of the second school term in February.



The elderly: Home visits

The Danish Red Cross started their projects in Serbia in late 2000. They have considerable international experience in these types of programmes, and share their experience and programme models with other components of the Red Cross Movement.

All the projects provide regular psycho-social support to children through their trained teachers in their schools. The children are in schools and areas that have a high concentration of children who are refugees and IDP's from conflict areas. Trained teachers deliver psycho-social and creative workshops. The programme is based on self help principles to assist affected children and to help classmates better understand and accept refugee and displaced children. There is also a small, healthy school snack element.

During the quarter the Belgian Red Cross programme provided regular workshops to 800 children in schools in Vranje. They plan to extend their programme to other parts of Southern Serbia, including Bujanovac.

The Danish Red Cross programme served 2 800 children in Kraljevo and 1,800 in the Smederevo region.

In co-operation with ‘Hi Neighbour’, (invaluable local partners in training delivery), the Belgian Red Cross are developing a pilot evaluation tool which is a mixture of quantitative assessments based on psychological criteria, and qualitative assessments based on the comparison of the creative work of the children at the beginning and end of the workshop programmes.

The Ministry of Education is currently undergoing substantial reform of its education policy and strategy including ‘service training’ to teachers. The experiences of the programme should provide a valuable contribution to the development of service training.

Psycho Social Programme in Kosovo

With continuing American Red Cross financial and technical assistance, the programme is entering its third year. The work in 2002 has been guided by two evaluations, (in June and October 2001), which cited key findings on the establishment of the psycho social programme (PSP), the participant co-operation, and lessons to be learned. The evaluations also offered key recommendations. Key findings were that, two years after the conflict, a greater focus on community development efforts is warranted and that there is a need to further develop a local structure for service delivery to beneficiaries. There are, however, very few organisations identified at the community level who can serve as a broker for beneficiary community services. Therefore, the PSP outreach groups and centres have begun to evolve into community resource centres (CRC) which will identify vulnerable groups and screen beneficiaries for social and psychological needs. By also assessing and mapping community resources they will be able to serve as a focal point for information on community needs, resources and referral.

Direct psycho social service to beneficiaries from the Federation PSP team has continued, but it is being phased out as cases are closed and the community resource centres become established. The process will lead to a reduction in Federation staff and costs, and the development of a more sustainable community based service.

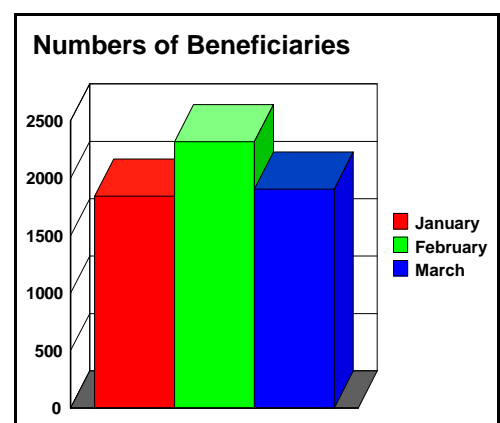
In future the numbers of centres could be increased to incorporate other branches of the *Red Cross of Kosova* as their capacity develops and lessons learnt from the pilots can be realized.

A new PSP delegate, and a new PSP co-ordinator arrived January.

Objective 1. *To increase beneficiaries awareness of and improve their access to community resources to meet their psycho-social needs.*

The community resource centres have started to become operational in three of the five branches that used to house the Federation psycho social programme centres; in Pristina, Glllogovc and Gjakova.

In February all of the PSP teams reviewed their cases and reported on whether they were ‘open or closed’. In March a baseline survey was carried out in the area of the three branches which have a CRC. Almost 1 500 ‘open cases’ beneficiaries were interviewed by the PSP teams to determine the beneficiaries’ mental health, coping strategies, knowledge and utilization of available community resources. The data collected will be analyzed during April, and then it will be used as a reference during the course of the project, to monitor ongoing activities as well as the performance of the CRC workers.



The PSP teams in all centres are making a community mapping of available service providers, which will be used to refer the ‘open cases’. The three CRCs will continue to deliver some of the services to beneficiaries. In the two branches; Podujevo and Lipjan; the PSP centres will close in May/June. The Federation will continue to work with the Red Cross branches to ascertain which services they will be able to continue to run with volunteers, in particular group activities.

Objective 2. *To increase beneficiaries ability to use adaptive skills through self-help, family support and community involvement.*

The Federation psycho social teams continued to provide direct psycho social support in order to reduce the impact of traumatic and accumulated stress on rural and urban populations and to increase the individual and community stress reducing mechanisms.

Eighteen locally recruited and trained counsellors, under the supervision of two PSP delegates and the PSP co-ordinator, provided a range of services and interventions that included individual, family and group counselling and specific activities at centres, and through mobile outreach teams to villages and in homes.

During the first quarter the PSP team provided 13 432 different group or individual counselling sessions. Female beneficiaries accounted for 60 per cent of the total.

Counselling Sessions in the First Quarter

Month	Home Visit Beneficiaries	Home Visits	Centre beneficiaries	Centre sessions	TOTAL beneficiaries	TOTAL sessions
January	696	1,212	1,149	2,651	1,845	3,863
February	1,077	2,096	1,242	3,294	2,319	5,390
March	905	1,026	934	3,153	1,839	4,179
Monthly Average	892	1,444	1,108	3,032	2,001	4,477

The joint PSP centre and RCK branch in Gillogovc will have to be relocated as they must vacate the building they have been working in since 1999. Fortunately however, UNMIK, the municipality and Norwegian KFOR, are all supporting the relocation to a prefabricated building, donated at the end of 2001 by the Italian Red Cross.

Objective 3. To develop the capacity of the RCK to assist vulnerable groups.

Training, support and negotiation has continued with the RCK branches in order that they can establish their own community resource centres by the end of the year. Talks were held at regular intervals with RCK headquarters about the transition of PSP into community resource centres. The future direction of the programme and the role of RCK were the most important issues.

As per objective 2 above, the PSP is still functioning as intended while the first steps for the transition into community resource centres is made. The critical factor which will allow the programme to achieve the objectives of the timetable will be the relationship and co-operation with the RCK headquarters. In spite of efforts by all the Federation staff, progress in co-operation is slow and will have to improve shortly in order to reach the goals set by the programme.

In January a PSP delegate introduced an exercise known as nominal group technique. The purpose was to find consensus on positive characteristics for the well functioning of beneficiaries. The results of the exercise were very consistent in the different subgroups and partly used in designing the baseline survey. A one-day training on baseline survey with all PSP staff was held in early March. It included interview techniques with beneficiaries, survey tool use and indicators, data entry and all other information for handling survey data.

Later in March, all PSP counselors attended a one-day closure training. It will give counselors adequate skills in order to close remaining beneficiary cases. The training included case closure counselling skills, closure criteria and referral options.

In February three counselors attended a five-day training session provided by IOM, on psycho-social support for minorities. The training session was the first in a series of five scheduled throughout 2002.

The abandoned babies project continues to provide a human bond to infants who receive no one to one care. RCK volunteers spent several hours in the hospital each week providing nurture and stimulation to more than 25 babies that have been abandoned in Pristina hospital. The PSP is playing a major role in the recruitment and training of volunteers, while efforts are being made by the appropriate authorities to find a more permanent solution for the babies.

The major constraint in the reporting period that substantially threatens progress is in institutional differences of opinion between the RCK and the Federation Sub-Delegation. The identification and

hiring of a *RCK* counterpart for the PSP/CRC was postponed, which endangers the progress of the hand-over of CRC to *RCK* before the end of 2002. At the branch level however relations continue to be good and the co-operation and implementation of assistance programmes is not suffering as a result of difficulties at headquarters.

Kosovo First Aid Programme

The American Red Cross funded First Aid programme in Kosovo has made solid and tangible progress in the quarter, resulting in almost two thousand people now having First Aid skills. Some initial income has been generated by the *RCK* which could well develop into a regular source of sustainable income. Unfortunately a jointly planned *RCK* and KMRC programme development meeting was cancelled, but it is hoped that in the future that the Red Cross organizations will be able to develop joint plans and programme co-operation.

Objective 1. *To strengthen the current first aid programme by providing a consistent and co-ordinated educational programme.*

Red Cross of Kosova

During the quarter *RCK* have provided 98 basic 8 hour First Aid courses to 1,348 participants. These courses took place in secondary schools and within the adult Red Cross volunteer groups. A course for instructors also took place for 10 participants.

Fifty six cardiopulmonary resuscitation (CPR) mannequins and associated supplies were purchased and distributed. Projectors for training have also been provided. Uniforms have been ordered.

The First Aid co-ordinator for the *RCK* met with the trainer group to discuss programme progress, plans, and concerns. This group has also begun to develop small work groups that will deal with specific issues, such as instructor update modules.

An advisory commission is being formed which will consist of several non Red Cross members, a president, branch secretary, trainer, the First Aid co-ordinator and the First Aid delegate. The commission will work to advise the First Aid programme on technical and non technical issues and provide accountability and transparency.

Kosovo and Metohija Red Cross

The KMRC co-ordinator has provided a more traditional method of providing First Aid training to children in the schools. Training has been provided to between 240 and 400 attendees in the quarter. KMRC is preparing some of the children and youth for a FA competition. There is also a small committee that is used as an advisory group.

Fourteen CPR mannequins and associated supplies, eleven white boards, and three projectors were provided. Uniforms have not been ordered due to delays in receiving bids.

Updated First Aid materials, with text, for an 8 hour adult course has been provided, but it has not yet been utilised.

Whilst First Aid training to children and youth is an achievement, the programme has retained a very traditional focus on youth competition, as opposed to wide scale dissemination of quality First Aid knowledge and skills. Unfortunately there has been little, if any, training for adults.

Objective 2. *Incorporate first aid activities into the youth programme.*

Joint programming.

Unfortunately, the planned retreat with both *RCK* and KMRC to develop the youth First Aid programme was cancelled due to the lack of availability of one of the co-ordinators.

Red Cross of Kosova

The youth first aid programme was further developed by the *RCK*. The course will target 7-11 year olds, with 16 - 18 year olds as youth leaders. The focus will be on prevention with some simple first aid. Games, group activities, demonstrations and pictures will be used. The programme is being developed with the youth delegate and staff. The first draft of the leaders text was completed.

Kosovo and Metohija Red Cross

As previously noted, youth has been the focus of their First Aid project. All information developed by the *RCK* has been given to KMRC.

By targeting the very young, it is hoped that this programme will spark an interest in the Red Cross movement and also help the development of youth leaders. It will provide prevention education as well as capacity building.

It had been hoped that a joint planning retreat with both organizations would have initiated some dialogue at the programme level. Additionally the youth programmes would have been consistent throughout Kosovo. It is hoped that joint planning could take place in the future.

Objective 3. *To incorporate first aid volunteers into the disaster preparedness plan at branch level.*

The *disaster plan* for Kosovo, at this time, does not include the Red Cross in any of its activities.

There is currently no funding for the disaster preparedness programme and no disaster preparedness delegate in the Delegation.

The Red Cross of Kosova is developing a large pool of trained adult First Aiders but does not have a disaster preparedness officer at present.

Kosovo and Metohija Red Cross reports that it has a disaster plan and volunteers but insufficient materials for the disaster plan.

Objective 4. *To provide a revenue generation source for the local Red Cross to encourage long term sustainability.*

Red Cross of Kosova

The *RCK* First Aid co-ordinator has approached a number of businesses in order to market the 8 hour basic First Aid course. They have also been in negotiation with the UN, OSCE, and various other organizations. There has been a positive response and interest, and two organizations purchased the course. A proposal has been submitted to UN Mission in Kosovo (UNMIK) that the *RCK* provide first aid training to all drivers' license applicants. A transparent, clear plan for the appropriate use of this income has not yet been developed. Although it has been discussed with the FA co-ordinator, this is an issue for the presidency.

Kosovo and Metohija Red Cross

Unfortunately, KMRC has very limited opportunities for income generation as the majority of the Serbian population continue to live in enclaves. There is very little economic activity and Serbs do not leave their enclave unless escorted by international police or military.

Humanitarian Values

There has been no funding for the Federation humanitarian values programme, therefore none of the planned activities have been held or objectives achieved. The SRC has continued to hold regular open and transparent press conferences which are contributing towards a gradually improving image of the Red Cross. Additionally, the Federation and ICRC have met with the YRC information department to plan and coordinate promotional activities for the World Red Cross and Red Crescent Day on May 8. Although direct funding was not acquired for the objectives outlined in the appeal, some work was still undertaken. This included the areas of population movement and advocacy, supported by the Budapest Regional Delegation.

Organisational Development

YRC Organizational and Resource Development

A new development delegate joined the delegation in late January 2002. Their main activity during the remainder of the first quarter of the year, was to initiate discussion on the form and content of a 3 year organizational development programme, based on the National Society's strategy. A concept paper will be produced during April 2002, for further discussion.

The OD programme is also providing support to the Health and Care department in its needs assessment (see the health and care section above). The work of a short term OD/co-operation delegate to assess the impact of PNSs on the capacity building of the National Society will contribute to the needs and capacity assessment (see the coordination and management section below for more details of this work).

A key constraint to all activities has been the lengthy election process and the subsequent delay in electing a new Secretary General for the YRC, which has meant that discussions about the future

shape of the OD programme could not be concluded. Since March 20, the new Secretary General is in place and more rapid progress can be made.

Objective 1. *To support the legal, organizational and resource development of the YRC and its constituencies including the possible restructuring and expansion of its managerial and human resource capacities as an integral part of all core programmes.*

- The National Society has been going through a long process of statutory elections from branch to federal levels. This process is now completed, and a new Secretary General and President of YRC have been elected.
- The YRC received a visit from the joint Federation/ICRC statutes commission to assist them in resolving statutory issues relating to the status of Kosovo within the YRC, amongst other things. The process of revising statutes continues, led by the YRC.
- Two project cycle management courses for 40 Red Cross branch secretaries have been conducted in Vojvodina.
- The Federation's *National Society Governance Guidelines* were translated into Serbian in full and summary format, and distributed to new governance members following the elections.
- Modular training of 20 staff in organization management continued at the Belgrade School of Economics with a 3 day course in team work.

Objective 2. *To encourage and assist YRC and its republican constituents in strategic planning to ensure that programmes and activities are based on the National Society's strategy.*

- The YRC draft strategy was approved by its General Assembly in March 2002. Further work on identifying and resolving strategic issues will continue through 2002. It will be achieved through a series of 'round-table' discussions on specific strategic issues, with senior management and governance, and key outside experts. The first one, on future funding for the National Society, is due to be held in April.

Objective 3. *To further strengthen the YRC's branch capacity, ensuring a coherent and integrated approach in the development and implementation of programmes and activities addressing local community vulnerabilities by mobilizing volunteers in line with the National Society's strategy.*

- The Canadian Red Cross community-based food-security project in Vojvodina continues (see also the disaster response section above). Local Red Cross Branches with community representatives have gathered their communities together in order to make their own assessments and suggestions on what assistance they would like. The teams have drafted proposals for community-based pilot projects, which are being considered by the donors, the American and Canadian Red Cross societies. The proposals focus mainly on agricultural projects to increase the food security of poor people in rural areas.

Objective 4. *To develop YRC funding sources which will gradually decrease its dependency on international funding for the implementation of programmes and the maintenance of its structure.*

- Since 1997, the Federation Delegation has been supporting branches to develop income generating activities (IGAs). Funding for this project has now completed, and an evaluation will be carried out to assess the impact, and also to learn how to support Red Cross branches during crises in other parts of the world. A Terms of Reference document for the review has been drafted, and the review is planned for the second quarter, 2002.

YRC Finance Development

The Finance development project manager was working part-time as Federation delegation finance manager from November 2001 to March 2002. Since the arrival of a new finance delegate, she will now be able to work full-time on project implementation.

In the first quarter of 2002 the National Society published its annual and four year finance reports. The National Society also prepared their 2002 budget proposals, with Federation support, as a funding application to the respective governments (federal and republican). As a result of their application, the Yugoslav Red Cross has obtained an annual budget commitment of 25 million Yugoslav Dinar (EUR 415,000) from the Federal Government, the Serbian Red Cross 9 million Yugoslav Dinar (EUR 150,000) and Montenegro Red Cross EUR 50,000 from their republican governments. The commitment and support from government is very welcome, although it is a budget and the funds are not guaranteed.

The Federation was actively involved in supporting the SRC to establish clear financial *standard operating procedures* when it took over the relief distribution system from the YRC. The Federation relief officer designed special software for cash flow control and organized a presentation for the SRC finance department. The SRC is expected to fully implement it in the second quarter.

The Federation is engaged in trying to solve the legal and financial problems related to implementation of new tax legislation in Serbia. At the same time the National Society has been very active in following the new legislation proposals regarding Red Cross financial and accounting requirements.

The Red Cross of Montenegro has still not appointed a finance development co-ordinator despite stating their commitment in the project agreement. Consequently, project implementation in Montenegro is slow.

Objective 1: *To establish an effective financial information system and management information system within the National Society in accordance with local legislation and international community requirements, so as to improve financial management capacity of the NS in order to better serve all the stakeholders, increase sustainability at both the headquarters and branch levels and assist the NS in moving towards self-sufficiency.*

Adoption of the new standardized accounting and financial procedures

The procedures have been officially adopted by the respective Executive Boards on the Federal and Republican level and the recommendation to do the same was sent out to the Provincial and Branch Red Cross bearing in mind that there might be some adjustments required due to the different organizational structure at different levels. In-house meetings within Red Cross organizations were held with all project managers and senior staff in order to introduce the new financial business procedures. Monitoring of the implementation will start in the second quarter.

Adoption of the standardized chart of accounts: following previous discussions with the National Society at all levels the joint working group has designed a standardized chart of accounts based on current local legislation with compulsory four-level coding (project/donor/account/place of the cost origin). Monitoring of the implementation will start in the second quarter.

Adoption of the standardized financial documents and reporting forms: the Federation has offered a set of standardized financial documents and forms to the National Society. It is planned that these should be redesigned and finalised, and implemented in the second quarter. They will also be included in the training programme in the practical case studies.

Training

Training seminar on reporting requirements for NGOs for 2001: four key finance staff from the YRC and SRC headquarters attended training organized by the Belgrade Institute of Economics and Finance on the latest changes in the local legislation accounting requirements to annual reporting. The participants then provided information and consulted with branches on the implementation of the new legislation. The Federation has provided official manuals related to the latest local legislation accounting procedures for the federal, republican, provincial, city and branch Red Cross organizations.

Finance and resource development workshop: the National Society finance development co-ordinator (YRC head of finance) and the Federation finance development manager participated at the workshop organized by the Federation Secretariat in Geneva and will use the knowledge in preparing the finance management training that is planned for the second quarter.

The Federation finance development manager together with YRC and SRC co-ordinators is preparing a series of financial training for financial and non-financial staff to be held during the second quarter. An Invitation to Tender for sub-contracting training organizations has been sent out and the tendering process started.

Establishment of the internal control function

The National Society will have to undergo radical statutory changes to be able to structurally incorporate and institutionalize internal control bodies. So far there has been a series of motivational and instructional meetings with the National Society management, finance staff and project managers in order to implement the internal control mechanisms as stipulated in the newly adopted financial procedures.

Objective 2. *To design and implement new business procedures to reflect organizational changes in the National Society.*

This has been planned for the later stage in the project, probably third or fourth quarter, possibly later, depending on the reorganization of the National Society itself.

YRC Youth Development Programme

The programme has been running since February 2001 with Norwegian Red Cross support. The majority of the efforts in 2001 have been to clarify the status and role of youth in the National Society where youth comprise 60 per cent of all human resources. The major achievement of 2001 was the design and adoption of the *Youth development Strategy 2005*. The activities in 2002 are oriented towards implementing the strategy.

Objective 1. *To ensure full ownership of the 'Yugoslav Red Cross youth development strategy 2005' at all levels of the National Society and increase understanding of the aims of the YRC youth programme among stakeholders and the general public.*

- The *Youth Development Strategy 2005* was adopted by Federal Board and as part of the overall Strategy of the National Society during General assembly of the YRC.
- A presentation of the *Youth Development Strategy 2005* was made during the youth annual meeting in Subotica, which gathered around 150 young people and branch secretaries from different branches as well as the leadership of the YRC and SRC.
- YRC Youth Commission members committed themselves to be responsible for dissemination of the strategy. It was also agreed that they will hand over their work to the newly appointed youth commission during its first meeting.

The key constraint was that the momentum behind the approval and launch of the strategy was missed due to the lengthy election processes at all levels of the organization. To try to overcome this, youth leaders continued to disseminate the purpose and meaning of the Youth Strategy at all Red Cross youth gatherings until the General Assembly, when the Strategy could formally be approved.

Objective 2. *To further raise the profile of the youth programme and attract and retain youth members in the local community.*

- As part of the process of designing a unified identity for Red Cross Youth, branches were invited to participate in a competition to design the unified visual identity for youth. The response has been excellent with 330 designs submitted. A special committee will be set up to evaluate and choose the best design.
- Preparation for International camp in Yugoslavia is ongoing. This camp will look at the topics: HIV/AIDS and promotion of human values.
- No separate Project Cycle Management (PCM) and fund raising seminars will be organized as planned; instead this topic will be covered in the 'basic training course for youth leaders' as part of the Unified Training System of the Red Cross Youth.
- Preparation for first 'basic training course for youth leaders' has continued. It will take place from the 12 - 17 April in Bogovadja. It will be attended by 30 participants and five facilitators. The key topics which will be covered are the Red Cross Movement; YRC, SRC, MRC programmes; the youth programme of the National Society; project writing and fundraising; communication; understanding different cultures; work in groups, and the role of a Red Cross Youth leader.
- Over the last year the main target group of youth activities was young people between 15 and 27. During this year it was decided that more activities would be aimed at children from 5 to 14 years. A promotional leaflet is being printed ready for World Red Cross and Red Crescent Day on May 8.
- Since the first of March the youth development programme has embarked on a new staff on loan initiative. The aim of this initiative is dual: to provide assistance to the youth development delegate; but to also provide on the job training to someone from the National Society Youth and to provide them with exposure to Federation delegation working methods and procedures. By working alongside International Federation staff the Federation will gain a closer relationship and a better perspective of the National Society, and the staff on loan candidate will widen their perspective of the Red Cross Movement. After the assignment period of four months the employee will return to their position in the National Society which is being held open for them.

- The Federation youth delegate conducted a visit to seven Red Cross branches in Montenegro in co-operation with the French Red Cross. The branches were involved in a French Red Cross project which started last summer when 28 young people from the Montenegro Red Cross were educated in project writing and fundraising. After this training course seven proposals were chosen to be funded by FRC. The Federation and French Red Cross have worked together in order to ensure sustainability after the French Red Cross leave FRY, which they have now done. The plan is to ensure that these trained young people are involved in the future projects and/or activities of the YRC.

Kosovo Organizational and Resource Development

Objective 1. Strengthen management, governance and human resources in headquarters and branches.

In co-operation with the RC of Kosova the Federation has initiated discussion about the structure of the organization. A working paper for analysing and discussing a new structure was prepared by the Federation, at the behest of the RCK. A workshop was held in January with the Secretary General, some headquarters staff and the Strategic Planning Group in order to discuss the structure. In February the RC of Kosova had internal discussions regarding the proposed structure. It is generally agreed that the organization has a large and unsustainable structure that will have to be reduced. There are still discussions regarding a time frame for the reorganisation and the RC of Kosova would like to see continued Federation funding at this moment in time and discussion regarding this issue is continuing.

A number of elementary English language courses have been provided to the KMRC management. The RCK has received similar support at an earlier stage.

Objective 2. Ensure that recruitment, retention and recognition of volunteers and members.

Support and training on volunteer recruitment is included in RC of Kosova Youth leader training. Additionally the provision of training to volunteers, such as HIV/AIDS and the principles of the Red Cross and International Humanitarian Law, all contribute to the retention and motivation of volunteers.

Objective 3. Assist the Red Cross to move towards self sufficiency, recognizing that this is a long term process, and ensure adequate financial and technical support.

Progress has been made by the RC of Kosova in generating some income from the provision of First Aid training courses (see Kosovo First Aid programme above). However the RC of Kosova continues to depend on external assistance for the payment of its staff, offices and warehouses. The raised expectations and culture where the Red Cross structure has been paid from government mean that it is difficult for the RC of Kosova to appreciate the need to become self-sufficient. Additionally the economic conditions in Kosovo continue to make self-sufficiency extremely difficult.

Objective 4. Improve communication with the public and donors.

No progress has been made to achieve this objective due to the co-operation problems resulting from the ongoing discussions regarding the structure.

Objective 5. Continue the implementation of the youth programme.

Twenty one RC of Kosova youth participants were provided with youth leader training on budgeting, planning and volunteer recruitment. The group also contributed to the finalization of the 2002 plan of action for youth. The new Youth leaders join the existing team who were trained last year to form a cadre of 50 RC of Kosova Youth leaders.

Following joint planning with the RC of Kosova headquarters, a two day workshop was held in Gjakove for the RC of Kosova Youth to develop an HIV/AIDS awareness campaign. The campaign will be based on peer education and be supported by a documentary.

Leadership training for 20 RC of Kosova Youth members is planned for April or May. A major constraint of the programme is that there is not a Youth counterpart in the RC of Kosova. Kosovo has a very young population and the RC of Kosova an enthusiastic Youth, therefore the Federation have committed to support the salary of a youth co-ordinator, but the RC of Kosova has consistently refused until the structure and salary support issues are resolved.

Regional Cooperation

Coordination and Management

	PNS	Activities
Disaster Preparedness	Icelandic RC	Warehouse construction, renovation of branch premises
Disaster Response	Austrian RC	Daily soup kitchens for 11000
	German RC	Soup kitchen programme for 55000, coal for winter heating, rehabilitation of childrens and elderly home, anti-violence youth campaign
	Luxembourg RC	Micro-finance projects for returnees, funds school snack element of CABAC programme
	Icelandic RC	Soup kitchen equipment, support to refugees
	Danish RC	Repatriation support
Health and Care	Belgian RC-Flanders	Children affected by armed conflict programme for 800 children (CABAC)
	Belgian RC-Francophone	Work in five Roma communities: mother and baby care, kindergartens etc.
	Danish RC	Children affected by armed conflict programme for 3000 children, water and sanitation, reconstruction of health facilities (CABAC)
	French RC	Renovation of institution for mentally handicapped, equipment for orphanages and elderly homes
	Spanish RC	Rebuilding of centre for children with respiratory diseases, long term support to home care programme
	Norwegian RC	Rehabilitation of hospital emergency room,
Humanitarian Values	Norwegian RC	Anti-small arms campaign, promotion of humanitarian values
Organisational Development	American RC/ Canadian RC	Funds Canadian food security programme/ community development programme
	French RC	Youth programme planning and micro-project funding

The Delegation has also recognized the need to provide a more flexible and responsive approach to the coordination and co-operation needs of the various PNS and components of the Red Cross Movement. The Delegation has invested in coordination and co-operation by providing more active leadership and provision of information to partners. The Delegation has also contracted a short term OD/co-operation delegate mission who is responsible for coordination and co-operation, specifically with regard to PNS and other bilateral partners in FRY. The YRC has also recently developed the position of PNS coordinator.

The key aims of this work are;

1. *To produce an analysis of the impact of PNS activities on the National Society headquarters and branches.*

Approximately half of all of the PNS will leave FRY during spring and summer, therefore it was imperative to make a rapid assessment in order to record lessons learnt which may benefit the National Society and Movement in general. Over the reporting period the Delegation has regularly consulted with the PNS and made visits to all of the bilateral projects. Consultation was also made with the National Society headquarters and branches involved.

2. *To improve institutional learning within the Federation and the National Society and build stronger links between the Red Cross Movement and other organizations outside of the Movement.*

From January to March the first two *international co-operation meetings* were held. The first was hosted by the Federation, but the second by the YRC with organizational support from the new YRC PNS coordinator. These meetings bring together the Federation, ICRC, PNS, relevant

government ministries, ICVA (international council for voluntary agencies) and the YRC. They facilitate information sharing, eliminate risks of duplication and help to establish links and networks.

The Federation welcomes the relatively recent interest from the YRC in the coordination of PNS bilateral activities. Support and advice is provided to the new PNS coordinator.

3. *To analyze the current and future possibilities and threats to Red Cross branches.*

In addition to the visits to PNS projects, branches and the ICRC, a standardized approach to information collection has been developed. Due to the drastic reduction in the amount of goods distributed through the Red Cross relief system, most of the branches are suffering from very poor cash flow and are very concerned about their ability to continue functioning. The key information requested from the branches is about the transformation from relief to development, their role and sustainability which should feed into current and future planning.

The Delegation senior management continue to contribute to regular UN and Red Cross coordination meetings and coordination meetings held by Princess Katarina, a member of the former royal family who has been tasked by the government with the coordination of humanitarian aid to FRY.

Outstanding needs

While both the new direction of the Federation and National Society, and the annual appeal were well received by donors at the Partnership Meeting in Budapest in November 2001, the tangible support has yet to filter through the Delegation and the National Society. The Federation has been unable to provide social welfare programme support since last year and many programmes now have very limited funding. Even with staff cuts, fleet reductions and large cost savings by the end of the quarter the appeal coverage stood at a mere 15 per cent, approximately.

The Kosovo sub-delegation has reasonable funding situation, apart from the disaster preparedness programme which was unfunded.

Two key international delegate positions remain vacant for health and care and programme coordination.

Conclusion

The Serbian Red Cross has taken back control of the relief distribution management on behalf of the society. Intensive efforts have been deployed to establish a disaster response mechanism. The home care programme has expanded rapidly and was providing almost 27,000 home care visits per month by the end of the quarter. In Kosovo 13,432 psycho social services were provided and almost 2,000 people provided first aid training. The National Society has elected a new leadership who have approved a draft strategy for the society. The RCK has engaged in discussions and requested support in the rationalization of their current structure.

The Delegation will continue to work closely with the ICRC and other active Red Cross partners in order to provide co-ordinated support to the National Society and the people of F.R.Yugoslavia. A paper attempting to learn lessons and assess the impact of PNS programming on the local Red Cross branches and vulnerability will be produced.

The region has remained relatively calm and the people of Yugoslavia have been able to enjoy stability and work towards rebuilding their lives. The macro economic picture looks optimistic for the medium to long term and FRY has a high level of international support for its solid steps towards economic restructuring. However, the humanitarian situation and the situation of the majority of people has remained unchanged or even worsened. The number of humanitarian actors and the assistance available have both begun to decrease sharply. The phasing out of relief aid and how the vulnerable people will cope is of paramount concern to the National Society and Red Cross Movement.

The National Society's election of an experienced Secretary General and President has brought to an end a leadership vacuum and a period of uncertainty. It will take some time for government and

institutions to establish the effect of the broader political changes and institutions that will manage the nation state of Serbia and Montenegro.

The Next Quarter at a Glance:

Disaster Response:

- ✓ NS to continue distribution of humanitarian relief
- ✓ Federation monitoring under UNHCR contract
- ✓ Work with the Health and Care department needs assessment to identify relief needs
- ✓ Complete relief training and the operational manual

Disaster preparedness

- ✓ The SRC will nominate a DP coordinator
- ✓ Further personal and team DP equipment will be purchased
- ✓ DP training activities will commence in April

Health and Care

- ✓ Funding will be sought for the social welfare programme; assistance to the most active RC branches on the basis of quality of services and targeting vulnerable people
- ✓ Number of home care visits to expand, data collection tightened, monitoring continued
- ✓ Regular counselling services will continue to be provided to beneficiaries in Kosovo. The service will continue its transition into a community based information and referral service delivered through the community resource centres.
- ✓ Youth first aid programme in Kosovo to begin providing first aid skills

Organizational Development

- ✓ Three year OD programme paper for FRY will be produced
- ✓ Major income generating programme for the YRC will be reviewed
- ✓ YRC branches who have been provided assistance in premises construction will be visited and surveyed to see progress and impact, also to direct the future of the funding
- ✓ Work to establish a new structure for the RCK will progress

Financial Update/List of Contributions

Project Summary Financial Statement by Appeal

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All Donors.
All CODA transaction types.

Project	Opening	INCOME					EXPENDITURE							Closing		
		Voluntary Contributions.					Supplies	Capital	Transport	PS	Personnel	General Expenditure	Transfers		Provisions	Total Expenditure
		Selected Donors	Others	Transfers	Other Income	Total Income										
Europe																
Europe Former Yugo																
Europe Yugoslavia																
PYU001 - Serbia/Montenegro- NS Development	107,450	0	0	0	0	0	8,489	0	2,440	6,715	24,517	31,546	0	-768	72,941	34,508
PYU002 - FR.Y - Information	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
PYU003 - FR.Y - Youth Development	131,080	0	0	0	0	131,080	10	0	5,254	6,437	31,067	27,310	0	0	70,080	61,000
PYU004 - France Development Program 4	37,062	0	0	0	0	37,062	98	0	0	4,603	7,703	18,885	0	0	31,291	5,771
PYU008 - Kosovo - OD 1999-2001	-35,827	53,020	0	0	0	17,192	0	257	7,815	1,834	5,933	19,721	0	0	35,561	-18,368
PYU010 - Kosovo-OD 2002	0	49,699	0	0	0	49,699	435	317	3,567	5,520	18,399	16,929	0	0	45,268	4,430
PYU160 - FR.Y - DFP	388,426	0	0	0	0	388,426	391	0	3,222	11,300	12,620	83,744	0	0	111,279	477,147
PYU501 - Serbia/Montenegro-Yugoslav in Delegat	-21,223	38,761	0	-30,000	39,170	20,708	0	2,302	-68	5,201	93,345	-22,427	0	-8,000	70,353	-49,645
PYU503 - Serbia/Montenegro - Medical Sub-delegation 1999-2001	-30,050	0	0	0	0	-30,050	0	0	0	-10,033	0	0	0	-102,380	-112,414	82,364
PYU509 - Serbia/Montenegro-Marzene go	-35,818	63,575	0	0	0	27,756	0	0	0	-1,633	-15,822	0	0	0	-17,456	45,213
PYU510 - Serbia/Montenegro Social Welfare	-4,394	0	0	0	0	-4,394	0	0	18	16,224	3,150	140	0	126,892	146,425	-150,820
PYU516 - Kosovo- PSP 1999-2001	18,828	0	0	0	0	18,828	0	0	1,174	-5,235	-3,061	647	0	-20,925	-27,400	46,229
PYU519 - Montenegro Health VFD	-502,966	0	0	0	0	-502,966	0	0	-736	941	-11,011	9	0	0	-10,796	-452,169
PYU521 - F.R.Yugoslavia - Home Care	37,260	0	0	0	0	37,260	0	0	59	6	0	0	0	-1,566	-1,501	38,761
PYU524 - Kosovo Pilot Aid SWP	117,582	49,632	0	0	0	167,214	20,776	0	3,211	7,985	14,902	19,030	0	-8,508	57,398	109,815
PYU529 - Montenegro - SWP	23,573	0	0	0	0	23,573	53,497	0	5,858	8,466	13,463	30,791	0	0	112,077	-88,503
PYU546 - FR Y/Kosovo program 1.fr	0	30,400	0	0	0	30,400	4,187	0	41,357	23,391	158,850	49,764	0	0	277,551	-247,151

Transactions recorded during the period January through December of 2002 for project(s) relating to 01.46/02 - FEDERAL REPUBLIC OF YUGOSLAVIA

FR of Yugoslavia

ANNEX 1

APPEAL No. 01.46/2002

PLEDGES RECEIVED

16.05.2002

DONOR	CATEGORY	QUANTITY	UNIT	VALUE CHF	DATE	COMMENT
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CASH

REQUESTED IN APPEAL CHF	8,516,840	TOTAL COVERAGE	19.7%		
CASH CARRIED FORWARD	0				
BRITISH - RC		40,000	11.01.2002	FINANCE DELEGATE 4 MONTHS	
BRITISH - RC		60,000	10.01.2002	DMCC	
DANISH - RC		14,910	21.02.2002	ID DELEGATE COSTS	
FINNISH - RC	87,275	EUR	99,489	22.01.2002	ORGANIZATIONAL & RESOURCE DEVELOPMENT
FINNISH - GOVTRC	58,899	EUR	87,251	25.02.2002	HOME CARE
GERMAN - RC		38,110	04.01.2002	YOUTH DELEGATE	
ICELANDIC - RC		60,000	28.02.2002	DISTRIBUTION MGT & CONTROL CENTER	
ICRC		175,000	22.02.2002		
NETHERLANDS - RC		27,600	14.02.2002	RELIEF COORDINATOR	
NETHERLANDS - RC		70,326	14.03.2002	MANAGEMENT & CONTROL CENTRE	
NORWEGIAN - GOVTRC	519,665	NOK	100,010	03.05.2002	PSYCHOSOCIAL PROGRAMME
NORWEGIAN - GOVTRC	550,094	NOK	107,806	03.05.2002	ORGANISATIONAL DEVELOPMENT
WFP			325,000	30.01.2002	EDP MANAGEMENT SERVICES
SUB/TOTAL RECEIVED IN CASH			1,316,315	CHF	14.2%

KIND AND SERVICES (INCLUDING PERSONNEL)

DONOR	CATEGORY	QUANTITY	UNIT	VALUE CHF	DATE	COMMENT
AUSTRIA	DELEGATE(S)			29,739		
CANADA	DELEGATE(S)			20,940		
DENMARK	DELEGATE(S)			29,733		
FINLAND	DELEGATE(S)			87,720		
GERMANY	DELEGATE(S)			44,583		
ICELAND	DELEGATE(S)			23,655		
NETHERLANDS	DELEGATE(S)			79,013		
GREAT BRITAIN	DELEGATE(S)			108,239		
USA	DELEGATE(S)			38,918		
SUB/TOTAL RECEIVED IN KIND/SERVICES				470,309	CHF	5.5%

ADDITIONAL TO APPEAL BUDGET

DONOR	CATEGORY	QUANTITY	UNIT	VALUE CHF	DATE	COMMENT
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For further details please contact: Karin Hakansson, Phone : 41 22 730 44 66; Fax: 41 22 733 03 95; email: Hakansso@ifrc.org

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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