

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

SERBIA & MONTENEGRO/ KOSOVO

23 June 2003

Appeal No. 01.75/2003

Appeal Target: CHF 7,008,279 (USD 4,808,482 or EUR 4,762,265)

Programme Update No. 1

Period covered: January 1, 2003 – April 30, 2003

The Federation's mission is to improve the lives of vulnerable people by mobilizing the power of humanity. It is the world's largest humanitarian organization and its millions of volunteers are active in over 180 countries. For more information: www.ifrc.org

In Brief

Appeal coverage: (please click below for latest coverage)

http://www.ifrc.org/cgi/pdf_appeals.pl?annual03/1-2-3%20-%20ap017503.pdf

Outstanding needs: Donor support still required (please see above link)

Programme Summary: Implementation over the past quarter has been steady if not spectacular. Mirroring the wider political environment, continued uncertainty within the NS has hindered operational progress and has slowed the pace of expenditure. Nonetheless, with delegation support, the NS has provided regular relief assistance to more than 120,000 indigent persons across both Serbia and Montenegro. Moreover, the delegation has continued to support organisational initiatives such as the finance development programme that aim to strengthen the capacity of the NS to provide appropriate, sustainable and cost effective services to those in need.

Operational developments

The first quarter of the year has been dominated by two key events – the dissolution of Yugoslavia and the resultant formation of a union binding Serbia and Montenegro and the assassination of Serbian Prime Minister, Zoran Djindjic. The implications of both events have been profound and are likely to precipitate a redefining of the political, economic and social life of Serbia and Montenegro. The corollary between these two events, the humanitarian sector and the work of the Red Cross has been significant. With increasing powers devolved to republican governments – the Serbian and Montenegrin authorities respectively – the role of the federal government has been called into question. This, of course, has consequences for the RC and there is an ongoing debate within the NS regarding the future role of the federal body (what was until March the Yugoslav RC) and its relationship with the Red Cross of Serbia (RCS) and Red Cross of Montenegro (RCM). Equally, the time specific scope of the union between Serbia and Montenegro, will affect the NS and has prompted a degree of organisational introspection as management and governance start to consider what independence might mean for the structure of the NS.

Health and Care

Goal: The incidence of HIV/AIDS and substance abuse is reduced in particular amongst young people; the psychological and social well being of vulnerable groups in particular the elderly, handicapped children, refugee families in collective centres and Roma people is enhanced. The population's capacity regarding First Aid is strengthened.

Objective: To ensure active Red Cross volunteers in the local community are empowered, identifying the needs of the vulnerable in their community and responding with high quality social welfare, home care, First Aid and health promotion services in branches and the community in order to strengthen coping mechanisms and reduce vulnerability.

The NS accepts the general perception of it as a distributor of emergency relief assistance. This is perhaps not surprising when one considers that for much of the past decade the NS has provided food support to an average of one million people per year. However, the NS is also aware that it needs to develop its portfolio of services it provides to people in need. Thus, as part of a broader programme to heighten the profile of the NS concurrent to familiarising the public to the work of the NS, the Federation, in partnership with the Spanish RC, financed the production of promotional materials for the homecare programme. These were 6000 posters, 5000 brochures and 2000 folders, aimed at alerting the general public to the homecare service were printed and distributed to branches. The posters have been sited strategically in towns so that they are seen by the maximum number of people possible. Initial feedback has been encouraging with branches reporting a renewed interest in RC activities. For this reason a second print run has been sanctioned.

The production of these materials has afforded the homecare programme a distinct visual identity and it is hoped that the campaign will attract new volunteers and donors to the NS which reminding potential users that the RC is more than an agency for food distribution.

The National Society has a clear health and care role auxiliary to government which is recognised and valued by the government and the community.

With internal organisational issues taking precedence little progress has been made in this area. The Federation has continued to remind the NS of the importance of closing its relationship with the authorities and other civil society organisations and will facilitate a health and care awayday during the second quarter to look more specifically at issues of advocacy and partnership. The NS hosted a Conference during the reporting period with the aim of sharing learning on Non Remunerated Voluntary Blood Donation. With eighty health and care professionals participating, the Conference proved a useful opportunity to engage public sector decision makers and alert them to the role the NS plays in blood donation as well as highlighting other RC services and actions.

HIV/AIDS and substance abuse awareness among targeted youth is increased and their sexual and other at-risk behaviour is positively modified.

The Federation has failed to support any meaningful progress in this area as the NS struggles to define its role within the field of HIV/Aids. During the second quarter the Federation will encourage the NS to agree an overall goal for the programme, as well as making a firm commitment (capacity and resources permitting) to work to combat the spread of the disease. Unless this commitment is forthcoming there is a real danger that the NS will be disregarded by national and international decision makers and will fail to utilise the undoubted capacity it possesses.

This aside the Federation supported an HIV/AIDS prevention seminar "Let's Change" that was attended by NS personnel. In addition, the RCS delivered one peer education training of trainers seminar which was a follow up of the initial seminar held towards the end of last year. The target audience for these seminars are RC volunteers with

information on prevention, anti-stigma and anti-discrimination imparted. In the longer-term the initiative aims to develop a cadre of experienced peer educators. An associated aim is to train a team of peer educators operating at a republic level and tasked with educating their peers at school. A by product of this work will be to attract new youth volunteers to the NS. In line with the anticipated outcomes of the health and care awayday the Federation will work with the NS to develop a HIV/Aids strategy over the second and third quarters.

The mental health and quality life of 12,000 targeted refugee families in collective centre accommodation, handicapped children and Roma people have improved.

The three pronged Federation supported social welfare programme has continued to be implemented in 39 branches throughout Serbia and Montenegro. Target groups remain handicapped children, pre-school Roma children, and refugees housed in the collective centres. In addition to the provision of material assistance, the programme seeks to challenge stigma by empowering individuals and communities. In challenging the social stereotype, the programme champions a rights based approach that encourages self determination and personal dignity. Over the reporting period a concerted effort was made to work with the parents of handicapped children in a bid to better understand their needs and support them in their dealings with the authorities. Parents have emphasised the need for improved structural support for those living with disability calling for day care centres and the further assimilation of children with special needs into the state schooling system. It is hoped that the NS can play an instrumental role in representing those marginalised by disability and/or ethnicity and prompt a review of existing legislation.

More practically, the NS and Federation started to gather data that will be developed into a set of vocational manuals exploring work with handicapped children, Roma children and refugee families. The Federation will continue to encourage partnership and understanding between the NS and national and international NGO's serving the same beneficiary community. Options to harmonise RC programmes with those of other organisations will be considered.

All three levels of the NS are involved in implementing the programme and regular meetings were facilitated by the Federation over the reporting period looking at ways in which to sharpen operational practise and offer more consistent, sustainable support to beneficiaries.

The following table shows the number of beneficiary contacts made during the reporting period:

Reporting Period	January – April 2003
Handicapped children	585
Parents of those living with disability	249
Roma children	1,300
Parents of Roma children	1,028
Refugees in collective centres	1,791
TOTAL	4,953

Disaster Management

Goal: The country's most vulnerable refugees, internally displaced and socially vulnerable people maintain their dignity, their minimum living standards and are well nourished. The effects of local and national disasters are mitigated by a rapid, well resourced and co-ordinated response mechanism.

Objective: To ensure the National Society continues to provide food and non-food items through a professional and well-functioning relief system. The National Society has a clear role in disaster response and provides a rapid, skilled, well-resourced response to victims of disasters.

A well-integrated disaster response system with a clearly identified and understood role, effective management and activation system supported by appropriate stocks and equipment.

Bringing together the NS DP coordinator and Federation country and regional DP coordinators, the delegation facilitated a one day DP planning seminar in Budapest. The aim of the meeting was to agree operational objectives and the activities that would enable these objectives to be achieved. In total seven DP specific objectives were agreed with 28 specific activities to be undertaken. These have since been shared with the NS leadership and disseminated and formed the basis for drafting a plan of action that details timelines, establishes indicators and highlights operational responsibility.

The delegation completed the purchase of some CHF 200,000 of outstanding DP stock. General and technically specific equipment such as vehicles and mountaineering rescue equipment was delivered to the NS and is in the process of being distributed to branches around the country.

A network of disaster response teams is trained, equipped and able to provide rapid assistance and host international relief teams and Emergency Response Units.

The NS have proposed an ambitious training plan for 2003 with some 50 separate training initiatives scheduled. However the continuing lack of clarity regarding roles and responsibilities within the NS has slowed the introduction of the training portfolio and as such the programme will need to be accelerated during the second quarter. Notwithstanding this over the reporting period the following training sessions have been conducted:

- General Disaster Management training – two training sessions delivered to more than 60 branch personnel
- Sub Regional DP Coordinators – comprising representatives from 8 NS' this workshop, hosted by the NS was held in Kotor, Montenegro. (The workshop was originally planned to take place in October 2002 but for various reasons postponed till spring 2003).
- Capacity Building in Emergencies – as with the above course this was a regionally planned initiative held in Serbia and Montenegro. Twenty five NS managers attended the course and were introduced to standard Federation reporting procedures and systems. During the second quarter the NS will roll out the training to branches.

The basic food needs of 120,000 refugees in Serbia between January 2003 and June 2003, followed by a reduction to 60,000 refugees from July 2003 until December 2003 are met.

During the reporting period an average of 116,800 refugee beneficiaries received WFP food assistance from Federation/RCS distribution centres. Of these 104,000 beneficiaries were housed in private accommodation with a further 12,000 residing in collective centres dotted throughout Serbia and Montenegro. In conjunction with the NS, the Federation drafted a handover plan aimed at enabling the smooth transfer of the food assistance contract to the NS in July.

The Federation participated as observers in the WFP/UNHCR Joint Assessment Mission which reviewed the provision of food assistance to refugees and finalised an exit strategy. The Federation will withdraw from this operation at end June handing over full contractual responsibility to the NS.

Soup kitchens meet the basic food needs of 11,000 beneficiaries in Vojvodina during the winter.

Working through the Vojvodina branch of the RCS the Federation concluded its soup kitchen programme at the end of March. This coincided with the cessation of the German RC supported programme throughout the rest of Serbia and marks the end of almost a decade of international support for the soup kitchens initiative. The Austrian RC remained the key donor to the Federation programme ensuring that the provision of hot meals to the beneficiary caseload was realised. Over the reporting period 11,000 socially vulnerable beneficiaries located in 21 municipalities were supported. Of this figure some 4,220 beneficiaries received dry food (in the form of lunch

parcels) and a further 6,780 received a daily hot meal prepared in 20 soup kitchens in 14 Red Cross branches. In delivering lunch parcels to housebound beneficiaries the programme utilised the capacity of homecare volunteers.

The Federation worked closely with the NS in formulating a strategy to advocate on behalf of soup kitchens beneficiaries. These discussions are ongoing however, the Ministry of Social Affairs, has acknowledged the capacity of the NS to cost effectively provide hot meal assistance and is exploring ways to ensure continued support.

48,000 old, very young and most vulnerable refugees able to more comfortably get through the winter with warm winter jackets, boots and blankets.

With no assistance received this initiative was put on hold.

Organisational Development

Goal : Before the end of 2004, the National Society has a significantly improved image and reputation among its key stakeholders (including beneficiaries, local government, the international Red Cross and Red Crescent Movement, media, and Ministries of Social Welfare and Health) for the quality and integrity of its work.

Objective : To improve the National Society's management of human and financial resources, ability to make and implement strategic decisions, and capacity to develop delivery of community services.

The National Society has improved financial systems and management of its financial resources, with new financial management procedures and standard computerised accounting systems.

After three years of implementation the financial development project is in its penultimate year. The project has three main components: the development and implementation of accounting and business procedures; the development and implementation of standard accounting software and improving transparency and accountability by ensuring regular external audits. The project team consists of three staff : one each from the Red Cross of Serbia & Montenegro, the RCS and Federation.

A programme of financial management training for NS finance and non-finance staff commenced late last year and concluded during the reporting period. In total 252 NS personnel passed through the training which aims to provide uniform levels of understanding and knowledge in financial management, as well as improving the implementation of the new financial procedures.

The Federation has initiated a tendering process to identify a training provider charged with introducing NS staff to new legislation on accounting and auditing. The ICRC has sat in on the project steering group meetings. Equally, the Danish RC has financed the training of branch staff and joined the project steering group during the reporting period.

The RCM have continued to remain outside the prog though a project agreement has been signed. During the period a letter was written to the RCM seeking clarification and an indication of their interest in proceeding with the prog. A response is awaited.

The Yugoslav RC has more effective staff performance; the human resources project has developed commitment to good human resource management practices, including recruitment, reward and development of key staff.

The human resource project was suspended when the former Secretary of the RCS was dismissed from her post. There was no longer any leadership commitment to its implementation as it was designed. For a project to resume there is a need to have a permanently appointed Secretary with strong board backing and with considerable experience and ability.

During the reporting period, however, opportunities were identified for making modest progress. The RCS Secretary took part in a two day human resources workshop for senior executives in Serbia. The OD programme continues to provide salary support for one staff member in the Red Cross of Serbia & Montenegro OD team. It is anticipated that with the appointment of a permanent Secretary to the RCS in June 2003, that more concerted progress can be made with this project.

More suitably qualified and motivated volunteers are available, and the use of volunteers in services is improved; the volunteering project has developed better volunteer management practices at the level of service delivery. Young people have become the mainstay of the national society's volunteers.

This project, although identified as a priority by the NS has made very slow progress this period. The primary constraint has been that the key person given responsibility for this project has limited time available due to occupation by other work. This situation will be raised with the Secretary General during the next period.

The NS has an increased level of reliable and sustainable funding; the funding project has analysed the total funding requirements of the NS, and identified work to be done to ensure the sustainability of the NS after the end of the relief distribution.

A person in the RCS has been identified as a temporary lead person. Some financial information has been made available for analysis. The next planned step is a discussion workshop at which a project plan will be developed. A priority for the RCS is to assess the feasibility of the potential for running commercial first aid as an income generating business. The British RC has expressed a strong interest in supporting this work suggesting that an experienced team from the commercial first aid operations in the UK is deployed.

Branches have a methodology that can be locally resourced, to analyse local vulnerability and develop services and projects which address local needs.

No progress this quarter, not defined as a priority.

The NS has a transparently managed fund which supports the development of new and existing community services in the branches; the Branch Capacity Building Fund has developed the NS' decision-making capacity, distributed funds according to its strategic priorities, and ensured the accountability of decision-making.

Not defined as a priority, no progress this period. In addition to funds from British, Norwegian and Swedish Red Cross, the ICRC has also committed funding to this project.

The NS has improved communications between branches and headquarters; the Federation has assisted the NS to identify ways in which appropriate technology can improve the ways in which the headquarters level can communicate quickly and directly with branches.

Both Red Cross of Serbia & Montenegro and RCS identified this as their highest priority, and work has been making good progress. A project team has been established, and the needs for telecommunications and IT infrastructure have been defined. Through a public call for expressions of interest, nine potential contractors were appropriately qualified to bid for the work. The tendering and implementation phases will commence during the second reporting period.

The NS delivers improved community services by and for young people; the Federation's support to the NS' youth programme has become an integral part of the organisational development programme. Resources and development work are shared in the areas of volunteer management and training. The organisational development programme has encouraged links between the NS' main services and its young volunteers.

The Federation delegation has continued the 'staff on loan' approach, and from January, a Yugoslav RC volunteer joined the delegation's full time staff on a six month contract as youth officer. This in part replaces the youth delegate, whose mission was completed at the end of December 2002.

From the start of 2003, the priority was to agree a project plan for the year to support the implementation of the youth strategy. This has proved difficult since differences of understanding between branches and headquarters emerged as to the nature and importance of the youth strategy as a basic document and aim. As a consequence it has not been possible to agree on the main tasks to be achieved. Agreement is expected soon on an interim plan.

Results of the research 'who are our volunteers?' were analysed statistically. These findings will be useful for the development of training on volunteering and volunteer management. Work has begun to define the 'Unified Training System' concept in greater detail, and to involve all volunteer services, not just youth. One existing module of the Unified Training System ('Red Cross and Me') is being reviewed in consultation with the NS' IHL experts to refine the contents in preparation for eventual publication.

Humanitarian Values

Goal : Civil society in post-conflict Yugoslavia has become more tolerant and respectful of humanitarian values; the needs of the internally displaced, refugees and the socially vulnerable are recognised and met as far as is possible.

Objective : To create respect for the NS is as a neutral and impartial promoter of humanitarian values and a key provider of volunteer-based services to the vulnerable at community level.

The NS with support from the Federation has developed a communications strategy and operational plan to strengthen its image in the media and elsewhere as both an effective deliverer of relief assistance and an organisation which delivers essential volunteer based community level services especially in health and care.

The regional information delegate made a number of visits to Serbia and Montenegro over the reporting period. Profiling the activities of the NS, the Federation sought to nurture contact between the NS and national media. Particular efforts were placed in familiarising print journalists with the work of the NS emphasising the broad role the NS plays in civil society and stressing that the portfolio of services means the NS is much more than simply a distributor of relief assistance.

Dialogue regarding a communications strategy was established between the Federation and NS and it is hoped that tangible progress in drafting a strategy paper will take place during the second reporting period.

Federation Coordination

Goal : The Yugoslav RC and its republican entities have a well-functioning network of partners and donors who are committed to helping the National Society achieve its strategic development aims and through increased capacity better assisting the most vulnerable people in Yugoslavia.

Objective : To develop and fulfill the responsibilities outlined in a Cooperation Agreement Strategy between the Federation Secretariat delegation, the Yugoslav RC together with the ICRC, all Red Cross and other partners and donors to support the Yugoslav RC.

The Federation has hosted a series of meetings with a view to improving cooperation. The NS, partner NS' and ICRC attended the meetings agreeing that there was scope to both harmonise activities and share knowledge and experience. To move this process forward the Federation has suggested engaging a technical expert from Geneva to map out the next steps and brief the NS' management and governance on the process. This proposal has been agreed by the NS and its partners and will take place during the second quarter.

In cooperation with the ICRC and the NS the Federation have supported the drafting of an MoU. The MoU (which is scheduled to be formalised during the second quarter) articulates the relationship between the NS and international RC partners. The MoU is one of three components developed to hasten NS reform in light of the dissolution of Yugoslavia. It closely relates to the revision of the Statutes and lends impetus to the development of project agreements.

The Danish RC continue to implement the CABAC (Children Affected by Armed Conflict) programme delivering psychosocial workshops throughout the reporting period. The Belgian RC Flanders are also involved in the CABAC programme and support the initiative in Vranje whilst the Danish RC programme is centred on Kraljevo and Smederevo. Over the course of the reporting period the Belgian RC Flanders started a schools rehabilitation programme in the southern Ser. The Belgian RC (French) maintained their programme of support to Roma communities in Belgrade municipality. Through the programme the Belgian RC (French) provide material, health and educational support. Working in partnership with the NS and Federation, the Spanish RC continue to provide support to the homecare programme and to children with special needs. The Norwegian RC established an office during the reporting period and have started a wide reaching project that is looking to support and reform the emergency ambulance service.

International Representation

Goal : The policies and fundamental principles of the Federation are reflected in the values of civil society and in the policies of government and other key actors in Yugoslavia, leading to a more stable, peaceful environment where the needs of the vulnerable are addressed.

Objective : To ensure that the NS is well-positioned in civil society as a respected provider of services to, and advocate for, the needs of the vulnerable.

As befits its role the Federation has encouraged NS participation in strategic discussions that are reshaping civil society and the humanitarian sector in Serbia and Montenegro. Until now the NS, overwhelmed by large-scale operational responsibilities, have dedicated limited time and effort to fostering a clearer working relationship with the authorities and civil society. This however needs to change and the NS' senior management recognise the need to reposition the NS as a vocal and active advocate for the poor. To this end the NS have become more involved in the World Bank sponsored, PRSP (Poverty Reduction Strategy Process), UNAIDS theme group discussions and deliberations centring on the return/integration of refugees and IDP's.

KOSOVO

Programme Summary: The Federation Office in Kosovo is supporting the two Red Cross organisations in Kosovo, the Red Cross of Kosova (*RCK*) and the Red Cross of Kosovo and Metohija (*RCKM*), in their programmes related to Health and Care, Disaster Management, Humanitarian Values and Organisational Development.

The Psychosocial programme support was phased out during 2002 and transformed into a community-based information and referral service, Community Resource Centre Initiative (*CRCI*), for vulnerable populations with additional support activities and training. This information and referral service, currently supported by the Swedish RC and a Netherlands RC Delegate, is meeting the needs of beneficiaries and will be handed over to the local Red Cross by the end of 2003. Planning is ongoing with the local RC to determine what aspects of the programme will be retained and a funding plan.

The First Aid programme support, made possible through the Finnish RC, will be handed over to the local Red Cross by the end of 2003. The programme is working towards a single First Aid programme for both RC organisations.

The Youth programme, funded by the German RC and the Swedish RC and supported by a Spanish RC Delegate, will be handed over to the local Red Cross by the end of 2003. It is focused on increasing the capacities of the local Red Cross in management and training of youth volunteers, and to design and implement a youth policy.

In the Disaster Management area, a decision was made early in 2003 to postpone initiating this major effort until mid-year in order not to detract from the effort to form one Red Cross in Kosovo. The position for a Disaster Management Delegate was posted in late April with plans to begin the Disaster Assessment in July. This programme will continue through 2004, and the 2003 activities are made possible by funds donated through the British RC in 2002 and carried over into 2003.

The primary Organisational Development activities have been focused on forming one Red Cross organisation in Kosovo. Beginning in late 2002, the *RCK* and *RCKM* agreed to identify three representatives each to form a Joint Working Group (*JWG*) whose task is to develop a proposed plan for creating one Red Cross in Kosovo. The Federation and ICRC in Kosovo jointly facilitated the six meetings that have been held in the first quarter of 2003 with funding through the British RC, Finnish RC and Swedish RC. While there are still major issues to be resolved in this process, significant progress has been made to date with continuing hopes for the formation of one RC before the end of 2003.

The budget is at CHF 2,142,938, but Pledge Management Notes signed to date only total CHF 828,335, approximately 39% of budget. The remainder of CHF 1,314,603 has been covered by soft pledges, but these need to be covered by Pledge Management Notes in the near future. Due to the delay in starting the Disaster Management Programme, the total budget will be decreased by approximately CHF 120,000 for 2003.

Operational developments

Although a government structure has been formed in Kosovo at the regional and municipal levels, much still remains to be done in the areas of responsibility handed over from the United Nations Interim Administration Mission in Kosovo. Kosovo faces large socio-economic problems, which need the urgent attention of both domestic and international communities. Half of the population of Kosovo is unemployed. Unemployment rates are expected to grow as the main employers so far have been different International Organisations and NGOs which have started to close their offices and leave Kosovo. As a peak figure the international community with all its different elements paid salaries to some 50,000 Kosovars. This is expected to decrease to a four-figure level very soon. Much of Kosovo's labour is unskilled. Costs of living are unrealistically high forcing would-be employers to count on relatively high labour costs. Transport connections are very difficult. Local energy suppliers cannot guarantee electricity. Protection of private property ownership is unclear. Personal security is questionable.

The extremely poor are predominantly Albanian but the incidence of extreme poverty is the same across Serbs and Albanians. The majority of the extremely poor live in rural areas, but the incidence of extreme poverty is higher in urban areas. (Kosovo Poverty Assessment/KPA, December 2001, Volume I, World Bank). Certain factors show

no signs of improvement, including: the high level of unemployment (about 49%), the poverty level (around 50%), percentage of the population receiving social benefits (7-9%), and problems with public services, especially electricity. To date neither UNMIK nor the Kosovo institutions have produced a consistent strategy to tackle these challenges. (Early Warning Report #2, September-December 2002, Institute for Development Research "Reinvest".

According to the World Bank report, Children born into poor households appear to be trapped in a vicious cycle, in which the low incomes of their families translate into poor educational outcomes. (KPA/2001). Kosovo's Albanian majority population partly boycotted and partly was excluded from proper education through a period of over ten years. This past history makes today's work to improve the situation of Kosovo even more difficult.

In terms of education and health care, the situation has started to change. The process will be intensive, expensive and will take years to establish a proper health care system that will reach everyone. Kosovo's health sector has crumbled under the combined effects of neglect by Belgrade, ethnic disagreements, and chaos after the break up of the former Yugoslavia. The legacy of these difficulties has left a population with inadequate health coverage. This has resulted in a deteriorated health status, limited access to care for some populations, and a system that is heavily financed through out-of-pocket payments. Infant mortality, maternal health and the decline in immunization coverage are areas of particular concern in Kosovo. The most common barrier to access to health care is the cost of services. (KPA/2001). The Human Development Report, Kosovo, 2002 notes that the health systems need to be reoriented towards primary health care and family medicine, with an emphasis on preventive health care, including immunization and education programs. Research is needed to detect prevalence rates for both HIV/AIDS and sexually transmitted infections. More steps must be taken to educate the public on ways to reduce the risks of infection.

With regard to the RCK and RCKM, both organisations have expressed a willingness to form one Red Cross organisation in Kosovo and identified their representatives for a Joint Working Group (JWG) to develop a proposed plan. This effort was supported by the Federal Board of the former Yugoslavian RC in November 2002, but recently the Board has stated they believe the process is moving too quickly. This came after the Government of Serbia and Montenegro stated their dissatisfaction with the decentralisation of authority from UNMIK to the local government bodies in Kosovo – an effort that they perceived as a move towards an independent Kosovo. While the JWG has made significant progress in the first quarter of 2003, the issue of the final status of Kosovo continues to be an obstacle to their work. The ICRC Headquarters and the Federation Secretariat have been asked to determine what the status of one Red Cross in Kosovo should be under the UN Protectorate in an effort to resolve this issue.

Health and Care

First Aid Programme

Goal: The local Red Cross are implementing efficient and responsive programmes, which contribute to improve the health of the Kosovo population.

Objective: To save lives and reduce the suffering from injury and sudden illness in Kosovo resulting from First Aid education

Progress:

The First Aid programme is integrated into the planned OD structure

This will take place the moment the one RC is accomplished.

A single first aid programme for the people of Kosovo will have been developed for both RC organisations. By July 2003, all active branches will have a youth first aid instructor trained by the piloted branches trainers. By the end of 2003, all branches will have been providing the same Youth First Aid course, enabling uniform education for all ethnic groups and youth first aid volunteers are increased by 20 per cent in the active branches. An advanced first aid course will have been developed by the end of 2003. Safety

components for/or in addition to the first aid course are developed. First aid coordinators and staff are developing a network within Europe by attendance of European First Aid conference.

RCK

A First Aid training for children (7-11 years) by the Youth trainers has been organized in one branch. Four new branches have been identified for FA activities; the Training for Trainers will start in May. Additional safety components were developed and added to the Youth First Aid Manual.

RCKM

The Federation (medical) field officer in Mitrovica has conducted three courses of Training for Trainers; one training took place in Gorazdovac enclave. All twenty five participants have received the certificate of FA instructor, they will cover the FA trainings for all branches. To date, in three branches five FA trainings have taken place. In the enclave six FA trainings have taken place both for adults and youth.

The first aid programme will have supported the overall organisational financial structure through a proper marketing plan. Capacity of the local Red Cross is being built by supporting clear accountability practices of the income generated by first aid.

Last year a contract between the Red Cross of Kosova (*RCK*) and the Ministry of Transportation and Telecommunication was signed to organise *RCK* First Aid training courses for driving license candidates. Trainers and instructors were re-certificated. Since January all *RCK* branches have implemented the First Aid training course. Each candidate pays EURO 10 for the training. To date, 12,000 candidate drivers have been trained. In this way the First Aid budget of *RCK* has risen significantly.

First aid education is providing capacity to respond to disaster by increasing the number of volunteer Disaster Response teams.

No action has been undertaken yet.

Impact: Children who participated in the Youth FA training have more information on prevention and safety from injuries on the street. Parents assisting the training realised the importance of FA for children. They became more interested to be involved in FA and in *RCK* future activities.

Constraints:

RCK

One of the main constraints is the coordination with *RCK* HQ First Aid programme, meetings for planning and discussion are infrequent as the person is only partly available.

RCKM.

The FA program activities have been given less attention. The Federation medical field officer in Mitrovica has been assigned for a program in reproductive health, financed by CARE. The program gives an additional positive impact on the health care in the communities, especially in the enclaves and adds to the capacity building of the *RCKM*.

Coordination: The good cooperation with the *RCK* and the Ministry of Transportation and Telecommunication has resulted in an income generating activity for the *RCK* by providing FA training for driving licence candidates

Social Welfare

Goal: The local Red Cross are implementing efficient and responsive programmes, which contribute to improve the health of the Kosovo population.

Objective: Increase the beneficiaries' ability to effectively meet their own basic needs through Community Resource Centre Initiative (CRCI)

Progress:

The CRC model and the role of CRCs in community building serving all ethnic groups will have been expanded from the current three to six centers

Before identifying three new centers, the following criteria were set by the *RCK* HQ and the Federation: conflict-affected community, vulnerability of the beneficiaries, differences in ethnic groups and ownership of the building of the local branch.

The *RCK* Social Welfare Coordinator and the Federation *CRCI*/SW staff carried out an assessment in 10 local branches. According to the above criteria, the three branches of Rahovec, Peja and Kacanik were selected.

Capacity building of local RC on social welfare and community building will have been increased as progress occurs towards one Red Cross Organization in Kosovo. The *RCK* Social Welfare Department is established within its organizational structure

The hiring of the SW Coordinator at HQ was an important step towards the re-establishment of the SW department within the *RCK*. Training of the SW coordinator and integrating her into the *CRCI* / SW program has been the main activity during this quarter. This has resulted in a major input of the *RCK* in the selection of the three new centers.

The *RCK* has placed all Federation *CRC*/SW counsellors on *RCK* contracts and the local RC salary scale starting from March. This will further build the capacity and contribute towards the process of handing over the programme to *RCK* by the end of 2003.

During a workshop with *RCK* HQ, 6 branch secretaries and the Federation it became clear that the programme and SW activities implemented by the Community Resource Centers need to move towards a more traditional Social Welfare programme. Together with *RCK* a SW policy will be developed in 2003 to be used as a direction of the programme for the future.

The information and referral systems in all *CRCs* are able to properly link beneficiaries to available SW services

The information and referral system, established within *CRCs* will continue to provide services to beneficiaries in order to meet their basic needs. From May the referral system will also be established in the three new centres. Since January 2003, the *CRCs* referred 85 (psycho)-social cases to local NGO's to meet their basic needs. A major concern in referral is the decrease of local and international NGOs and local institutions not being able to provide the needed services.

The role of SW volunteers within *CRCs*, in community organization and community building has been developed. Micro-projects in the field of community development as part of PCD will have been implemented through the *CRCs*.

The programme is putting more efforts in engaging volunteers in social welfare and community building activities. Moreover, the volunteers are taking on more responsibility from the counselors in organizing and conducting sewing classes, English language courses and other social activities in the *CRCs*.

Other ongoing activities organized by the RC counselors and the volunteers are family planning workshops, and workshops on the asocial behavior of children.

Five family planning workshops (FPW) have been organized in Gjakova, Prishtina and Gillogovc branches. The branches together with volunteers invited more than 110 women to participate. Gynecologists from each community have facilitated the workshops on a voluntary basis. The aim of the workshop is to give basic knowledge to women about their health, family planning and how to prevent sexually transmitted diseases. The reaction has been very positive from the participants, especially in the small villages. A future plan has been made to organize more family planning workshops.

After a request from a school in Prishtina, a workshop on asocial behavior of children was organized together with the Youth volunteers of *RCK* Prishtina branch. The children (8-14 years) learned basic knowledge regarding regressive behavior and how to prevent it. Approximately 200 children participated in the week-long workshop. After receiving positive feedback from the children and the teachers, it was decided to prepare a training pack for all six centers, and to train volunteers in this field.

In cooperation with ICRC and *RCK* a psychosocial support group with families of missing persons was organized in the Gjakova center, as the number of missing persons is the highest in this region. The aim of the group is to discuss the problems families are facing and how to cope. A local psychologist and the SW counselor facilitated in

total six group sessions. The feedback from the participants was very positive; a second support group has been prepared in coordination with Medica Mondiale to start in May.

Participatory Community Development (PCD) is continuing in three communities (Sushice, Koloni, Verbovc). Two communities are composed of different ethnicities. In Sushice the Albanian and Serbian communities are working together and in Koloni the Albanian, Roma and Bosnian communities are involved. The PCD communities have carried out, with the support of different stakeholders, an assessment in order to get preliminary result of the needs in the community.

As part of the process a Large Group Workshop (LGW) was carried out in each community with a wider participation of community members. The aim of the workshop was to prioritize the needs identified in the assessment within the four core areas of the Federation Strategy 2010. In Sushice and Verbovc the communities identified access to water as their first priority. In Koloni it was decided to develop educational skills. Together with a local NGO, Bethany Christian Services, a vocational training plan will be developed in their center.

Several meetings were held, between community members, stakeholders, municipalities and *RCK* in order to identify next steps in implementing the project. The Federation and *RCK* branches will assist in designing a Micro-Project (MP) for each community.

Beneficiary statistics from 3 *RCK* CRC/SW centers:

Period	Beneficiaries	Opened cases	Closed cases	Referred cases	Participants in activities*
January – April	1,012	1,128	888	85	1,403

* Activities includes sewing classes, computer and English language classes, support groups, FPW, etc.

The role of CRCs in advocacy of humanitarian values and dissemination of Fundamental Principles has been developed.

This process has been planned to start once all six centres are fully operational in the second quarter.

Impact: The PCD project is one of the activities where the engagement of beneficiaries is crucial. For many years the Kosovo communities have not been able to undertake initiatives in solving their difficulties. With PCD, the needs identified by the communities, will be implemented through micro projects with the support of beneficiaries, municipalities and other stakeholders.

All women participating in family planning have more information on prevention and health issues. Many of the women have shown interest in becoming RC volunteer and assisting in different social and health activities.

The members of families of missing persons participating in the psychosocial support group have been (partially) released from the pain they were keeping inside. Some older women with more than one family member missing expressed their great appreciation for the psychosocial support, it gave them strength for the future.

Constraints: Since 1999 the PSP/CRCI program has worked in cooperation with the *RCK*. The *RCKM* has an established Social Welfare Program, which is financial and programming supported by the Yugoslav Red Cross and the Federation in Belgrade. For not duplicating and dual programming no funding and support has been provided by the PSP/CRCI to *KMCR*. This leads to constraints for one policy for the Social Welfare programme and it will not be finalized before one Red Cross has been accomplished.

Coordination: In co-operation with the Saudi Joint Relief Committee (SJRC), the programme provided medicines for some critical health cases.

To ensure referral from and to the CRCs the program keeps close contacts with national and international NGOs and institution; Mother Theresa, CSW, ICRC, Medica Mondiale, CATAR, Handikos, Save the Children, ICMC, Caritas, the Ministry of Health and the Government (mainly for legal assistance)

Disaster management

Goal: A disaster management program in Kosovo, that meets the needs of the victims and communities in a disaster, is created and implementation has begun.

Objective: To build up the disaster management capacities of the local Red Cross organisation in Kosovo.

Progress:

A qualified Disaster Management coordinator is hired by the local Red Cross.

This was accomplished by the *RCK* in mid/April 2003.

Vulnerability And Capacity Assessment (VCA) has occurred.

The Federation's VCA was translated into Albanian and Serbian in preparation for the assessment planned to begin in July/August 2003.

Based on VCA results, training needs are assessed and appropriate training is occurring.

No activity to date.

An increase in volunteers is noted due to involvement in DM program.

No activity to date.

Equipment needs are identified and procurement has begun.

No activity to date.

Disaster Management coordinator is involved at regional level, in order to receive updated information and network with other Red Cross societies.

As the *RCK* was unable to hire a qualified Disaster Management Coordinator until mid-April, the Federation staff assigned to Disaster Management attended the Disaster Regional Disaster Response Team workshop in Montenegro in March.

Impact: None to date.

Constraints: Little has been accomplished in this activity as the programme will not be initiated until July 2003. The decision to delay the programme was reached in consultation with the leadership of the local Red Cross and the ICRC in Kosovo as all believed that initiating a Disaster Vulnerability and Capacity Assessment in the first quarter of 2003 would have a negative impact on current efforts to form one Red Cross in Kosovo. In late April the position of the Disaster Management Delegate was posted with a start date of July 2003. If a suitable candidate cannot be found by that date, the programme will be initiated using local Federation staff supported by the Regional Delegation in Budapest.

Coordination: An initial meeting has been held with the UNDP in Prishtina to discuss the current status of Disaster Management in Kosovo and the Federation plans to initiate a VCA in July/August 2003. In late April, the Federation DM staff and the newly hired *RCK* Disaster Management Coordinator attended a three-day UNDP Disaster Management Training Programme workshop attended by OCHA, IOM, local government Disaster Emergency Management staff and UNMIK .

Humanitarian values

Goal: The needs of the most vulnerable are met throughout the territory of Kosovo in accordance with the Fundamental Principles.

Objective: To establish one multiethnic Red Cross organisation ensuring involvement and the coverage of all ethnicities in Kosovo.

Progress:**Technical solution for one Red Cross organisation is found and approved by different components of the Movement.**

Since late last year, the effort to create one Red Cross in Kosovo has made significant progress. Beginning in November 2002, the Federation and the ICRC in Kosovo have worked together with the leadership of the *RCK* and *RCKM* to form a Joint Working Group (JWG) tasked with the responsibility of developing a plan for creating one Red Cross organization. The members of the JWG are: Mr. Besim Dumnica, President of the Prishtina Branch and *RCK* Presidency Member; Dr. Adem Nura, President of the Mitrovica Branch and *RCK* Presidency Member; Mr. Raif Gash, *RCK* Presidency Member; Mr. Vanja Puzic, *RCKM* Board Member and Deputy of the Strpce Branch; Mr. Radisav Milunovic, *RCKM* Board Member ; Mr. Milan Kulic, Secretary of the *RCKM* Prizren Branch; ICRC and Federation representatives. Mrs. Feride Hyseni, SG of the *RCK*, and Mr. Dragisa Murganic, SG of the *RCKM*, became members of the JWG in March.

From 24 January 2003 to 21 April 2003, there have been a total of six JWG meetings in Prishtina with two meetings lasting more than one day. To date, the JWG has identified 20 issues that need to be resolved in order to establish one Red Cross in Kosovo and have reached agreement on several of the issues – the name of the one Red Cross, its emblem and logo, and the location of the HQ. Other issues, such as statutes, structure, representation and programmes have been discussed, but full agreement has not yet been achieved.

Impact: For the first time both Red Crosses set together to discuss issues towards one Red Cross. This achievement had a large impact on all parties involved and stimulates the process.

Constraints: The status of the Red Cross in Kosovo, under the UN Protectorate, continues to be an unresolved issue and one that has implications for the newly constituted Serbian and Montenegro Red Cross, which continues to provide considerable support to the *RCKM*. The ICRC Headquarters and the Federation Secretariat have been requested to assist in resolving this issue.

Coordination: There is a close coordination and cooperation between IFRC, ICRC and both Red Crosses. Efforts of the other five PNS's are enhancing the forming of one Red Cross.

Organisational development

Goal: A well functioning Red Cross Organization meeting the needs of the beneficiaries and supporting the value and development of young people in Kosovo.

Objective: To strengthen management, governance and human resources in all levels of the organization and to meet the needs and requirements of young people in Kosovo, through modern activities and structures.

Progress:

A new and approved structure for the organization outlining new Red Cross statutes, financial structure, role and responsibilities of all staff members and volunteers policy created.

The Federation has worked with the leadership of the *RCK* to develop a more efficient structure for its 26 branches. This plan has not yet been implemented and has been postponed until the effort to form one Red Cross is finalized.

To be able to support the work of the *RCK* and *RCKM*, the Federation continues supporting the key staff members with the stipends at the both *RCK/RCKM* HQs levels (SGs, and program coordinators).

A finance person at *RCK* HQ was hired in January. The Federation assisted in her training and in producing a *RCK* annual financial report for 2001 and 2002. This is an important achievement for the *RCK*, additional work is planned to improve their financial management systems and reporting capacity.

Since the person in charge of communication and information has been hired at RCK HQ level, communication with the public, authorities and some donors has been improved and the image of and the trust in the Red Cross has been enhanced.

A Red Cross Strategy for three years is developed enabling the organization to provide quality services to beneficiaries. The plan of action for its implementation is developed and adopted by governance bodies. Work on developing a long-term strategy has been postponed until the one RC process is completed.

A long term training plan with a time frame for staff members at all levels of the organization is created and implemented.

With the support of the Danish RC, a management training was organized for RCK staff members (HQ and 26 branch secretaries) in March. The Federation in April conducted the same training for RCKM staff and volunteers. Follow-up management training is planned as a joint RCK/RCKM activity later in 2003.

In April a Capacity Building and Reporting workshop was held with the support of IFRC Regional Delegation in Budapest. The participants of the training were staff from the RCK, the RCKM, ICRC and IFRC Office in Prishtina.

The IFRC Secretariat in Geneva conducted a Budget Holders workshop in Macedonia, IFRC Prishtina participated in this workshop with the Albania RC, the Macedonian RC and IFRC Macedonia

A long-term training plan will be designed when the One Red Cross has been accomplished.

A fundraising department at headquarters level is established.

Work on developing a fundraising department has been postponed until the one RC process is completed.

Impact: Federation Finance & Administration department has supported RCK in preparing the financial report demand by UNMIK. The new finance person at RCK HQ has received additional training about the basic finance procedures.

The Capacity Building and Reporting workshop in April has been a successful first joint RCK/ RCKM training..

Constraints: The fact of having two Red Cross organisations in Kosovo has influenced the implementation of OD plans. The progress in the activities has been slowed down. Planning needed regular revising according to the direction of the one Red Cross process.

Coordination: There is a good coordination with the IFRC Regional Delegation who has been supportive for all activities, especially with the one Red Cross process.

Close coordination with the PNSs has resulted in a support from the Danish RC by the management training as part of capacity building for the RCK.

Youth development programme

Goal: A well functioning Red Cross organization meeting the needs of the beneficiaries and supporting the value and development of young people in Kosovo.

Objectives: To strengthen management, governance and human resources in all levels of the organization and to meet the needs and requirements of young people in Kosovo, through modern activities and structures.

Progress:

A youth policy, which corresponds to the overall volunteer strategy, is formulated by a working group, and agreed within local Red Cross permitting the implementation of the Youth Development Programme to reach all municipalities in Kosovo where the number of volunteers is increased by 20 per cent.

RCK

A new RCK youth coordinator has started to work in March.

The number of youth volunteers has been increased by 16 per cent since the beginning of the year and 7 branches have formed a new group of youth volunteers. Currently, 25 of the 26 branches of RCK have a youth group, however only the Pristina branch has an active youth group with regular activities. The youth volunteers of the other 24 branches have only been involved as a human resource for activities organized by the adults, e.g. the April Clean-up Campaign.

In order to increase the number of branches with regular youth activities, meetings with the youth volunteers of ten branches will be held in the second quarter to develop a working plan for them to start regular activities.

In order to improve the management of the youth volunteers a simple database has been created.

An advanced information and communication network, including modern youth attracting means, such as Internet and e-mail, is established. Volunteers, governance bodies and management are introduced and interlinked in the system and promotions for the Internet Home Page of Red Cross youth in the public is started.

RCK

In April the web page of RCK went on-line at (www.rckonline.org). To promote it, the web page address was included in the pamphlet done for the April Clean-up Campaign. 2000 copies of the pamphlets were distributed through the most popular daily newspaper in Kosovo "Kohaditorein".

An e-mail group has been created to exchange information between the different branches and the Head Quarters. One youth volunteer of each branch has been selected responsible for information and communication for the youth group of its branch. A basic workshop has been designed and will be implemented in the first week of May. An on-line information bulletin has been designed, and will be distributed during the second quarter to include the email addresses of youth volunteers.

The pilot projects on new modules for the youth volunteers trainings system are finished and evaluated and HIV peer-to-peer education is continued inside the schools and new activities to promote the topic also outside the schools are found and implemented.

RCK:

An HIV prevention strategy has been devised for presentation to the Ministry of Education for permission to conduct a HIV peer education programme in all Kosovo municipalities. The Prishtina branch has started the HIV peer education programme with Bosnian minorities. This has attracted the interest of the media and a Kosovo television station has included the activity in its program.

The design of the volunteer training system is finished and fully handed over to the local Red Cross. A training plan is created and trainings are conducted according to this plan and new core activities (e.g. street children or elderly people) of the Red Cross youth is chosen and implemented by the youth. Young First Aid courses are conducted in the whole of Kosovo and an international youth camp is organized in Kosovo.

RCK:

A training plan for 2003 has been designed with the Headquarters. To date, 17 youth volunteers from seven branches have participated in a Leadership Course facilitated by youth who were trained last year in Training of Trainers Course.

Four branches have been identified to start Youth First Aid activities. All RCK branches participated in an April Clean-up Campaign, directly linked with one of the core activities chosen by the Youth Commission.

Impact: The capacity of the youth volunteers to develop activities for vulnerable people in their branches according Strategy 2010 and the Fundamental Principles of Red Cross has been increased by the Training Plan, Communication System and HIV Strategy.

Constraints: It had been planned for this year to do joint activities with youth volunteers of both local Red Cross organisations. The local Red Cross leadership has decided that this will not be possible until the one Red Cross issue is resolved.

Meetings with the Red Cross of Kosovo and Metojia (RCKM) have been infrequent and coordination has been less than planned. The RCKM Headquarters is in Northern Mitrovica and security reasons caused several meetings to be cancelled. Additionally, the RCKM is still closely linked with the Red Cross of Serbia and Montenegro and tends to take their direction from and received support for their programmes from Belgrade. This provokes in many cases a conflict of interests, the RCKM leadership has not resolved this issue. In the last meeting with the RCKM Youth Coordinator it was agreed to have a planning meeting in early May and, security permitting, have regular meetings to implement the plan.

Coordination: Meetings have been held with the UN Youth Department to discuss how to best develop the RCK youth policy and how the UN Youth Department can finance some of the local Red Cross projects. Attended meetings of the Kosovo Youth Network to be informed about what other youth organizations are doing in Kosovo.

Coordination with the Belgian Red Cross in order to plan the First Aids for Kids programme.

Coordination with ICRC Cooperation Department about external representation of both local Red Cross.

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