

# Appeal 2006-2007



International Federation  
of Red Cross and Red Crescent Societies

## SERBIA & MONTENEGRO/KOSOVO

### 2006/2007 Appeal no. MAACS001

Appeal total: CHF 6,096,000

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*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 183 countries. For more information: <http://www.ifrc.org>*

Secretariat Programmes 2006-2007 budget (CHF)	Serbia & Montenegro	Kosovo	Consolidated Total
Health and care	2,580,000	1,010,000	3,590,000
Disaster management	731,000	208,000	939,000
Organisational development	423,000	795,000	1,218,000
Humanitarian values	-	132,000	131,000
Coordination & implementation	218,000	-	218,000
<b>Total</b>	<b>3,952,000</b>	<b>2,145,000</b>	<b>6,096,000</b>

## Focus on Serbia & Montenegro 2006/2007

The 2006 appeal seeks international support for the Red Cross of Serbia and Montenegro in addressing needs of the vulnerable population and enhancing the capacity to deal with disasters. The focus is on identifying community needs and capacities with Red Cross being the cohesive element of a well functioning community care/response system. Red Cross has identified the following areas as its primary focus

- improving health and social conditions of vulnerable and socially marginalised people (**health and care programme**);
- decreasing vulnerability of the population to natural and man-made disasters (**disaster management**);
- advocating and representing vulnerable and marginalised population as well as promoting civil society values (**coordination and implementation**);
- improving the Serbia and Montenegro Red Cross Society capacity to identify needs, develop strategies to meet these needs and deliver better services aimed at preventing and alleviating suffering (**organisational development**).

The appeal will assist Serbia and Montenegro Red Cross Society to continue their efforts in reshaping the organisation to adapt to the changing environment, simultaneously providing the essential assistance to the most vulnerable. Strategic goals defined in the Development Strategy of the Yugoslav Red Cross<sup>1</sup> 2002-2005 are the key targets that the national society and the Federation delegation jointly work to reach.

Secretariat Programme s in support of Serbia & Montenegro	2006 Total (CHF)	2007 Total (CHF)	Two-year Total (CHF)
Health and care	1,339,000	1,241,000	2,580,000
Disaster management	377,000	354,000	731,000
Organisational development	217,000	206,000	423,000
Humanitarian values	-	-	-
Coordination & Implementation	109,000	109,000	218,000
<b>Total</b>	<b>2,042,000</b>	<b>1,909,000</b>	<b>3,952,000</b>

The national society has been preparing for the change since late nineties, acknowledging the changing political, economical and social environment of a country undergoing transition after nearly a decade of conflicts. The developmental work done with the support of international donors was about setting the foundations for major changes to take place with the end of relief distribution in 2003. The activities supported through the International Federation are based on the needs of local communities, whether engaging the vulnerable population directly through health and care/social welfare activities, or working on risk prevention/preparedness. They also utilise local resources and aim to be sustainable through the acceptance by and integration in the local community.

In order to be able to support this approach, the national society underwent a three-year organisational development cycle between 2001 and 2004. This programme addressed the issues of structure of the national society, its governance and statutes, and the structure, skills and management of people in the headquarters offices. The programme was evaluated in 2004. The results of the evaluation, presented through a series of recommendations for the future development of the national society have served as a basis for planning the new cycle of development.

<sup>1</sup> When Yugoslavia changed its name to Serbia and Montenegro in 2003, the national society was accordingly renamed to Red Cross of Serbia and Montenegro

Consequently, the programme focus of the national society over the past three years will be maintained in the coming period: community based approach in health, care, prevention, promotion of humanitarian values, advocacy and representation. The central idea connecting all these programmes being Red Cross working inside the community, and with the community, in addressing the needs recognised by the community.

Over the past year, the activities of the Red Cross supported through the Federation included:

- Home care for about 10,000 elderly and vulnerable beneficiaries in 96 municipalities, utilising 1,800 volunteers and another 160 professional associates
- Roma kindergartens and workshops for children living with disabilities, covering 1,400 beneficiaries in 50 municipalities with about 60 volunteers involved
- Soup kitchen food assistance for about 16,000 beneficiaries in 58 municipalities
- HIV/AIDS awareness/prevention pilot programme in eight municipalities with 40 volunteers
- Skills training programme for refugees opting for local integration, covering 150 beneficiaries across five municipalities
- Municipal disaster preparedness pilot exercises in eight municipalities involving Red Cross with representatives of local and central government and public services
- Intensive advocacy work leading to the work on laws on Asylum, laws on Red Cross and inclusion of Red Cross in both republics (Montenegro and Serbia) into government budgets
- Organisational development work resulting in communication equipment and skills training provided for 80 branches in Serbia and all of the branches in Montenegro as well as finalisation and implementation of the management software package in headquarters of both republic organisations with rollout to the field having started.

The work in 2006 and 2007 is mainly about continuing the service delivery, improving its quality and, crucially, developing means to sustain these programmes and activities after the period of external funding is over. This demands improved internal structure and practices, which, in turn means that organisational development work is integrated in most of the programmes. The structure, the philosophy and the values of the organisation are all irreversibly changing as Red Cross keeps the efficient satisfaction of needs of the most vulnerable as its priority.

The period 2006-2008 is a crucial time in the development of the Serbia and Montenegro Red Cross society. The difficult first steps in changing the structure and functional nature of the national society have been made and there is now an interest among partners to support further development in the three year period. Moreover, the positions of the national society in relation to the government at all levels have been steadily improving in the past three years with Red Cross increasingly being viewed as a contributing partner to nationwide processes. These processes - implementation of the Poverty Reduction Strategy and The Decade of Roma Inclusion have just begun and are multi-year initiatives that demand cooperative efforts of many parties. Governmental, non-governmental and international development organisations are all working together on the same job as the state union strives towards membership of the European Union (EU). With its natural advantages (widespread network, volunteers, experience, reputation and influence), Red Cross is viewed as an important partner. The task of the Federation at this point in time is supporting the national society to use its potentials, enhance its strengths and become fully integrated into systems of support.

## **Health and Care**

Health and care programme will focus on social welfare activities within its Home care, Roma Kindergartens and Children with disabilities projects as well as on health promotion/risk prevention activities as part of the health promotion project. It is important to maintain the services and improve their quality while simultaneously addressing the ability of the national society/branches to sustain these activities without external support. In terms of health promotion, the replication of successful projects from previous cycles of the programme will address health risk issues at a wider territory and also allow the national society to develop new health promotion strategy based on examples of best practices from the field.

**Goal:** The quality of life of particular vulnerable populations is increased. The general public awareness of at-risk behaviours is raised and as a result, the behaviour is changed.

**Objective:** The national society is recognised as a credible, influential actor within the sphere of health and care, delivering sustainable services for vulnerable people, representing and advocating for them and promoting healthy life styles.

**Expected results:**

**Home care:** Empowered local communities working through Red Cross branches identify and provide services to up to 10,000 vulnerable elderly people, advocating for their rights and providing them with assistance and support to maintain the dignity of their lives in their own homes. The sustainability of the programme is increased; branches have more sustainable resources to deliver the service and there is a national framework for support.

[<click here for project logframe>](#)

**Health promotion:** Public awareness of the benefits of healthy lifestyles is raised through health promotion activities which encourage a more strategic approach and position the national society as an auxiliary to government.

[<click here for project logframe>](#)

**Social Welfare (Roma Kindergartens/Children with disabilities):** Education and social participation of Roma children and children with disabilities in Serbia and Montenegro has been improved through continuing work with 1,500 Roma and disabled children and their families.

[<click here for project logframe>](#)

## Disaster management

Disaster management programme will continue working with local communities in enhancing their disaster response capacities through education, equipping and advocacy. Refugee population will be supported in local integration through provision of vocational education. The migration issues will be further addressed through continuing advocacy and direct support.

**Goal:** The country's most vulnerable refugees 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 coordinated response mechanism.

**Objective:** The national society continues to provide cost effective direct assistance to beneficiaries in need, while strengthening its capacity to be prepared for, and respond to emergency situations.

**Expected results:**

**Disaster preparedness:** Increased capacity to be prepared for and respond to emergency situations is achieved through additional training and equipment. The National Disaster Response Agency, with the Red Cross as one of the key actors, is established. The position of the National Society (NS) within the National Disaster Preparedness System is made clear.

[<click here for DM logframe >](#)

**Vocational Training for Refugees:** The quality of life of the 300 refugees and their families who have opted for local integration is improved and their capacity to support themselves is increased.

[<click here for Skills training logframe>](#)

**Population movement:** Asylum seekers are protected by appropriate legal framework; their accommodation conditions and treatment are improved.

[<click here for project PM logframe >](#)

## Organisational development

Organisational development work in the next three years will build on the achievements of the previous cycle. New concepts and tools in management and planning will be disseminated and become practice. Development of new procedures, values and standards will be assisted as the national society moves to better efficiency, increased self reliance and deeper integration in the community. The work in the Organisational Development programme and the work in developmental sections of other programmes should at the end of the three year period result in:

- Modern new structure of the organisation

- Staff being more skilled and more motivated
- Well defined role in the society, improved visibility and flawless public image
- Stable financial basis and procedures
- Efficiently managed programmes targeting the most vulnerable population with optimal resource utilisation and maximum impact

**Goal:** A well structured, well functioning national society is efficiently responding to the changing needs in the society, provides timely, efficient support to vulnerable population and is able to adapt to the changes in the environment.

**Objective:** The national society has devised, adopted and put into common use standard financial and managerial procedures and tools.

**Expected results:**

**Organisational Development (Human resources and public relations):** By the end of 2006, the national society has developed and adopted strategies on human resources and public relations. The staff throughout the organisation has been trained in public relations which contributes to better visibility and public image of Red Cross. [<click here for project OD logframe >](#)

**Management support:** The national society has devised, adopted and put into common use standard financial and managerial procedures and tools allowing for more efficient use of resources, better accountability towards donors and faster adaptability to changing environments. [<click here for financial development project logframe>](#)

**Commercial First Aid training:** National society has fully developed first aid training activities that bring in sufficient funds at local branch level to support the delivery of essential community services. [<click here for project logframe commercial FA>](#)

## Coordination and implementation

Over the course of 2006-2007, the Federation will look to nurture longer-term, more developmental relationships between the national society and its partners, within the International Red Cross and Red Crescent Movement and with other potential donors such as the European Agency for Reconstruction, the United Nations organisations, local donors and local and central government. The aim will be to access multi-year funding to support the delivery of sustainable programming and services, as well as to position the Serbia and Montenegro Red Cross Society as a key player in civil society and in initiatives such as the Poverty Reduction Strategy process and the Roma strategy. The delegation will assist in positioning the national society, enhancing its profile, boosting the organisation's credibility as an impartial, influential advocate, strengthening relations with other civil society actors and enabling it to develop services and programmes that alleviate the needs of the most vulnerable. In the context of Serbia and Montenegro, this will be no easy task. Still, needs exist and multi-lateral funding agencies are keen to encourage representative, indigenous civil society organisations, to identify services and programmes that respond to needs at a community level. With this in mind, the Federation is looking for partner national societies to assume a more active, engaged role in Serbia and Montenegro, among other areas in facilitating work that strengthens the capacity of the Serbia and Montenegro Red Cross Society in advocacy, partnership building and programme research and design.

The delegation will encourage the national society to undertake a revised needs and capacity assessment as well as help inform it as to the needs within the community and the role played by other actors. The national society's development plan for 2002-2005 will be reviewed during the coming year and this review will form an important part of this process. The delegation will advocate that the national society is awarded appropriate contracts by the state to deliver services and programmes, and that the state reimburses the national society for the delivery of these services, and will encourage a process whereby the national society is valued as a civil society partner and is approached by the state to contribute to the formulation of policy and strategy.

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*This appeal seeks to fund programmes to be implemented in 2006 and 2007. These programmes are aligned with the International Federation's Global Agenda, which sets out four broad goals to meet the Federation's mission to "improve the lives of vulnerable people by mobilizing the power of humanity":*

#### **Global Agenda Goals**

1. *Reduce the numbers of deaths, injuries and impact from disasters.*
2. *Reduce the number of deaths, illnesses and impact from diseases and public health emergencies.*
3. *Increase local community, civil society and Red Cross Red Crescent capacity to address the most urgent situations of vulnerability.*
4. *Reduce intolerance, discrimination and social exclusion and promote respect for diversity and human dignity.*

*The International Federation's is the world's largest humanitarian organization, and its millions of volunteers are active in over 183 countries. Our aim is to build safer communities, able to prevent and respond to human suffering in times of crises and distress, and where people work together to promote hope, dignity and equity. We work to support vulnerable communities through neutral, impartial, independent humanitarian action, in accordance with our Fundamental Principles and in line with the Red Cross Red Crescent Code of Conduct, the Humanitarian Charter and Minimum Standards in Disaster Response, and the SPHERE Project.*

# PROGRAMME BUDGETS SUMMARY

Appeal no.:

MAACS001 Serbia & Montenegro programme

PROGRAMME:	Health & Care	Disaster Management	Humanitarian Values	Organisational Development	Coordination & Implementation	Emergency	Total
	CHF	CHF	CHF	CHF	CHF	CHF	CHF
Shelter	0	12,000	0	0	0	0	12,000
Construction	0	0	0	0	0	0	0
Clothing & Textiles	0	0	0	0	0	0	0
Food	237,600	0	0	0	0	0	237,600
Seeds & Plants	0	0	0	0	0	0	0
Water & Sanitation	0	0	0	0	0	0	0
Medical & First Aid	0	0	0	22,000	0	0	22,000
Teaching Materials	0	0	0	60,000	0	0	60,000
Utensils & tools	41,000	40,000	0	0	0	0	81,000
Other Supplies &	24,000	1,440	0	0	0	0	25,440
<b>SUPPLIES</b>	<b>302,600</b>	<b>53,440</b>	<b>0</b>	<b>82,000</b>	<b>0</b>	<b>0</b>	<b>438,040</b>
Land & Buildings	0	0	0	0	0	0	0
Vehicles	0	0	0	0	0	0	0
Computers & Telecom	0	0	0	10,750	0	0	10,750
Medical equipment	0	0	0	0	0	0	0
Other Equipment	0	0	0	0	0	0	0
<b>LAND, VEHICLES &amp;</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>10,750</b>	<b>0</b>	<b>0</b>	<b>10,750</b>
Storage	0	0	0	0	0	0	0
Distribution &	0	0	0	0	0	0	0
Transport & Vehicles	218,720	360	0	0	0	0	219,080
<b>TRANSPORT &amp; STORAGE</b>	<b>218,720</b>	<b>360</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>219,080</b>
International Staff	78,000	24,000	0	18,000	204,000	0	324,000
Regionally Deployed	0	0	0	0	0	0	0
National staff	318,244	93,032	0	80,764	0	0	492,040
National Society Staff	297,600	14,400	0	7,200	0	0	319,200
Consultants	20,000	14,940	0	24,000	0	0	58,940
<b>PERSONNEL</b>	<b>713,844</b>	<b>146,372</b>	<b>0</b>	<b>129,964</b>	<b>204,000</b>	<b>0</b>	<b>1,194,180</b>
Workshops & Training	670,050	379,600	0	109,000	0	0	1,158,650
<b>WORKSHOPS &amp; TRAINING</b>	<b>670,050</b>	<b>379,600</b>	<b>0</b>	<b>109,000</b>	<b>0</b>	<b>0</b>	<b>1,158,650</b>
Travel & related	40,600	53,920	0	25,000	0	0	119,520
Information & Public	53,102	20,576	0	9,962	0	0	83,640
Office Running Costs	331,710	16,680	0	12,510	0	0	360,900
Communication Costs	36,582	11,256	0	9,642	0	0	57,480
Professional Fees	44,340	720	0	6,540	0	0	51,600
Other General Expenses	468	144	0	108	0	0	720
<b>GENERAL EXPENDITURE</b>	<b>506,802</b>	<b>103,296</b>	<b>0</b>	<b>63,762</b>	<b>0</b>	<b>0</b>	<b>673,860</b>
Asset Depreciation	0	0	0	0	0	0	0
<b>DEPRECIATION</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
Contributions &	0	0	0	0	0	0	0
<b>CONTRIBUTIONS &amp;</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
Programme Support	167,680	47,486	0	27,493	14,182	0	256,841
<b>PROGRAMME SUPPORT</b>	<b>167,680</b>	<b>47,486</b>	<b>0</b>	<b>27,493</b>	<b>14,182</b>	<b>0</b>	<b>256,841</b>
<b>TOTAL BUDGET:</b>	<b>2,579,696</b>	<b>730,554</b>	<b>0</b>	<b>422,969</b>	<b>218,182</b>	<b>0</b>	<b>3,951,401</b>

## Focus in Kosovo 2006/2007

Secretariat Programme s in support of Kosovo	2006 Total (CHF)	2007 Total (CHF)	Two-year Total (CHF)
Health and care	613,000	397,000	1,010,000
Disaster management	128,000	80,000	208,000
Organisational development	432,000	363,000	795,000
Humanitarian values	73,000	59,000	132,000
Coordination & Implementation	-	-	-
<b>Total</b>	<b>1,246,000</b>	<b>899,000</b>	<b>2,145,000</b>

The unresolved status of Kosovo and the provisional constitutional framework in place are among the major obstacles for the work of the secretariat and its partners with vulnerable people. The Federation will have to re-evaluate its approach once Kosovo's final status is defined.

The outlined strategic direction and structure of the Federation Office in Kosovo does not apply in case of emergencies because this may require a different temporary set-up to effectively support the Red Cross organisations.

Since the end of the 1999 conflict in Kosovo, there have been two local Red Cross organisations operating within the boundaries of Kosovo. The Red Cross of Kosova (RCK) with 26 branches, works on behalf of 93% of the population, while the Red Cross of Kosovo and Metohija (RCKM) works with 6 branches (recognized by the ICRC and Federation Offices in Kosovo) that form part of Serbian RC within the Serbia and Montenegro Red Cross Society structure. A process of dialogue has been started, intended to lead to the establishment of one strong multi-ethnic Red Cross body in Kosovo.

In 2005, the Federation Office supported local RC organizations through an Organizational Development Programme including Youth a Health and Care Programme consisting of family health education, HIV/AIDS awareness and first aid, and a Disaster Management Programme.

The Federation Office provided support to the Red Cross of Kosova (RCK) in organizing their second post-conflict Assembly, in March 2005. During the Assembly a new Presidency, consisting of 15 members including one Kosovar Serb, one Bosnian, one Turkish and one Ashkali, was elected for a 4-year term. The newly-elected President of RCK is Prof. Dr. Xhevat Shkodra from Pristina and the vice-President is Dr. Ilaz Poroshtica from Gjilan. The diversity of the professions of Presidency members as well as the gender balance were improved in comparison with the Presidency of 2001. The Assembly also adopted new Statutes, Mission and Vision statements and a framework providing the basis for a three-year Strategy Plan. Technical support had been provided to RCK in amending and developing their new Statutes based on the Federation Guidelines for national society (NS) Statutes.

The Federation supported the initiative of RCK to have a three-day workshop on Strategy Planning. A local external expert was hired to facilitate this process. The session was an excellent capacity building experience for the RCK.

The refresher training for Family Health Education (FHE) instructors was completed in the beginning of May 2005. Altogether 87 RCK FHE instructors, including Serbian and Roma, participated in seven trainings facilitated by the National Institute for Public Health and the Ministry of Health.

The appeal 2006/2007 seeks international support for the Red Cross organisations in Kosovo, for enhancing and developing their capacity to better respond to the basic needs of most vulnerable groups in society. The fields of support included in the appeal are based on the prioritized needs of the two local RC organisations. Through the programme support from the Movement, the RC organizations are expected by the end of 2007 to have:

- contributed to the improvement of the general health of population (health and care programme)
- contributed to the beneficiaries' ability (target groups) to effectively meet their basic social needs (social welfare programme)
- helped reduce the vulnerability to the impact of disasters (disaster management programme)
- become better functioning organisations with increased capacity to offer support to vulnerable groups including minorities (organisational development programme)
- trained and structured youth volunteers that offer support to vulnerable groups (youth development programme)
- increase capacity and contributed to having a more tolerant civil society (humanitarian values programme)

## Health and Care

Six years after the war in 1999, Kosovo has gone a long way in the development of health services. Over the last four years health services in Kosovo have benefited from a large amount of donor support. While many achievements are undisputable, a lot of work still remains to be done. Some of the deficiencies in the provision of health services which must be addressed are an extremely low quality of service in various parts of the health system, an underdevelopment of a number of important services and the need to reorganize the public health system.

The limited data that is available on the health status in Kosovo suggest that the province ranks among the lowest in Europe on every health indicator. Infant mortality rate, maternal health and the decline in immunization coverage are areas of particular concern. The population is extremely vulnerable due to a number of problems including the lack of access to safe drinking water, poor hygiene and different post-conflict psycho-social problems.

Maternal health in Kosovo has already been a problematic issue in the period before the conflict (between 1990 and 1999) due to the general problem of having access to health care. After the conflict, the issues were caused by the low level of health institution development. Infant mortality remains one of the highest in Europe, rating at 35-40 per 1000 live births. Many factors contribute to high infant and maternal mortality rates including: poor nutrition, limited use of health services, inadequate antenatal care and low levels of health education and promotion.

The prevalence of HIV/AIDS among young people is another concern for Kosovo society. There are many factors for an explosive increase of HIV/AIDS in Kosovo including stigmatization of AIDS, a large young population, high unemployment, rapid social changes, a growing drug problem (including intravenous use), prostitution, high mobility of Kosovars in and out of Kosovo, and a large international community.

Drug users and those at high-risk of sexually transmitted diseases (STD) and HIV/AIDS also require special attention in terms of prevention. In addition, there have been big changes in the behaviour of young people in Kosovo in terms of substance abuse and sexual behaviour (e.g. multiple sexual partners). Much needed information on topics, such as drugs, HIV/AIDS, sexual behaviour and tolerance is deficient in the educational system, social network or home environment.

Following these challenges the Red Cross of Kosova (RCK) identified the following activities in health and care: continuation of family health education courses, activities on reducing the spread of HIV/AIDS and other risk behaviors and first aid courses for children and youth.

With the support from the International Federation and the Ministry of Health, RCK will continue to provide family health education courses, through an already trained instructor's network. The family health education project will be implemented in all 26 branches covering mainly rural areas. The existing training modules include; personal hygiene; family planning; pregnancy and delivery, nutrition and baby care. The family health education is also

promoting family health awareness and disease prevention to the most vulnerable communities. The National Institute for Public Health, as part of the Ministry of Health responsible for health education activities in Kosovo, will monitor and evaluate the quality of courses provided by RCK.

HIV/AIDS activities will be implemented through trained volunteers focusing on young people. Different community activities and campaigns will be organized in order to raise awareness, fight the spread and reduce HIV/AIDS stigmatization. Special round tables with young people will be organized in order to get more information on the disease and learn about the negative aspects of risk behaviours. Promotional and educational materials will be designed, printed and distributed to young people in community.

The proposed First Aid activities aim at strengthening the volunteer first aid in both Red Cross organizations. They will include basic first aid courses with a special focus on children in the schools and the youth. This part of the program will be conducted jointly with the Youth program. A planning group will be established, composed of First Aid instructors, youth representatives as well as staff from HQ and Federation, to design a plan of action by considering appropriate teaching material and methods through peer to peer education.

**Programme goal:** The general health of the population in Kosovo has improved

**Project objective:** The awareness of population on health education, HIV/AIDS prevention and risk behaviour is increased. [<click here for project logframe HEALTH PPP>](#)

**Expected results:**

- Red Cross branches are organizing health education courses in the community
- The awareness on HIV/AIDS and risk behaviour, particularly among youth, is increased.
- Basic First Aid courses for communities, including children and youth, is being taught in selected Red Cross branches.
- Public awareness on different health issues is raised through traditional health activities organized by Red Cross branches

## **Social Welfare**

While the overall situation in Kosovo is slowly improving, social services will struggle to keep up with the demand. For the Red Cross of Kosova (RCK) there is an important role to facilitate the linking of beneficiaries with services, and to perform an auxiliary role by helping those people falling through the gaps of health and care as well as social services.

The activities in this program include: social welfare activities for targeted groups and home care for elderly.

In 2005, the British Red Cross, supported by the International Federation, undertook a Participatory Action Research (PAR) with the Red Cross of Kosova. The research was conducted in two branches, Gjakova and Kacanik, with the full support and participation of RCK headquarters. The purpose of the research was to identify ways to augment the current RCK Social Welfare Program by listening to the voices and opinions of vulnerable groups and employing alternative research methods to identify their strengths and capacities. The research targeted several vulnerable groups; social cases, single female-headed households, elderly, families of missing, youth and disabled.

After three weeks of identifying the strengths, capacities, weaknesses and challenges of these targeted groups, the PAR research team prioritized the following three groups for interventions in the social welfare programme: youth, single female-headed households and elderly.

Single female-headed households (many of them widowed during the conflict) often face both economic and social isolation. Those from rural areas are likely to be less educated and therefore have very few opportunities to generate an income for their families; they may even face discrimination from within the family (e.g. from in-laws) who oft-times struggle to provide for their deceased son's or brother's wife and fear embarrassment from perceived improper behaviour. The children of such families are also more likely to be taken out of secondary education to support their families and assist with the domestic and agricultural chores.

Elderly people are one of the groups mostly affected by the socio-economic instability and the changes in Kosovo. No proper services are provided for elderly, especially in remote areas. The elderly home institution in Pristina, administered by the Ministry of Labour and Social Welfare, is providing some health and social services to limited number of elderly. Many national and international organizations are voicing their concerns of the worsening situation and living conditions of elderly people in Kosovo. However, only few organizations are addressing the needs, mainly by providing some food and non-food items. The situation is exacerbated by the fact that many of the elderly are not receiving any social assistance and/or pensions, which is increasing their challenges in meeting their daily needs. Some of these elderly are also living in isolated places with no proper care and limited access to health and social services.

Based on the recommendations from the PAR, two multi-purpose centers, will be established in two branches of the RCK. The centers will offer different activities for single female-head households, youth and elderly. Youth activities will be designed and coordinated by the Youth Programme (see below).

The Social Welfare Program will include the following activities:

- income generation for single female-headed households such as sewing, embroidery, handicrafts and selling of plants/flowers/seedlings; any income generating activities must include a strong marketing component to ensure services and outputs are sellable
- skill building for multiple target groups; courses will include but are not limited to: computer training, job-seeking, hairdressing and parenting
- awareness raising for multiple target groups; programs will include various Red Cross topics such as dissemination of principles and volunteering among others. Other awareness programs will be developed based on beneficiary inputs. Suggestions during PAR included maternal child health, general health and hygiene, life skills, HIV/AIDS, STDs and reproductive health.
- socialization for multiple target groups; activities in the centres, depending on local complimentary inputs, will include, painting, arts and crafts, reading (books and local papers), coffee, and social activities and various games for elderly (chess and cards)

Advocacy will be a strong component of the program. During the PAR survey, several advocacy messages were identified for several groups on multiple issues. A detailed plan will be designed

Home Care for elderly will be implemented by the two Red Cross organizations in Kosovo.

### **Programme goal**

The beneficiaries' ability to effectively meet their own social basic need is improved

### **Programme objective**

The well-being of target groups is improved through social welfare and home care based programmes.

[<click here for project logframe Social welfare>](#)

### **Expected results:**

- Red Cross has established two multi-purpose centres for social welfare activities
- Income generating projects, skill building and awareness trainings are organized for target vulnerable groups in selected branches with special focus on single female households and youth.
- Different social activities are organized for multiple target groups.
- Both Red Cross organizations have trained volunteers, providing home care for elderly people
- Branches are organizing home care based activities for elderly people of all ethnicities.
- Advocacy plan for selected vulnerable group is developed and implemented.

## **Disaster Management**

The specific situation in Kosovo, of having two Red Cross organizations, has led to difficulties in developing the Red Cross disaster management capacity as this requires a high degree of coordination and working together in the field. Kosovo is one of the most densely populated areas in the mountainous region of the Balkans. The ravages of conflict, destruction of homes and agricultural infrastructure - together with economic deprivation and environmental degradation - have resulted in extensive population displacement and its concentration in increasingly congested urban settlements along valley floors and on the narrow plains that extend to the lower reaches of foothills. Lack of effective planning and control has fostered the construction of poorly built houses on

ground of marginal safety, in a landscape of limited and largely unprotected water sources. For most people, access to electric power is, at best, intermittent. Although not prone to frequent natural disaster, the geological configuration of Kosovo (its location within a region characterised by seismic volatility) renders it susceptible to earthquake, the most recent of which occurred in April 2002. Seasonal river floods, avalanches and landslides are also relatively common events.

The RCK disaster management coordinator continues to participate effectively in regular meetings of the governmental Disaster Management Team (DMT). Tentatively the DMT has given to the RCK a leading role in water sanitation and assisting role in first aid and shelter as a partner in Kosovo wide DM plan. The law on disaster preparedness and response has been drafted by the Department for Emergency and was sent to the Kosovo parliament commission for review.

The Disaster Management program aims to strengthen the capacities of RCK based on the defined role within the Kosovo national plan. Trainings will be provided at both HQ and branch level in order to effectively and professionally carry out all assigned duties according to DM plan. It is envisaged that successful and fulfilling engagement with the disaster management programme will motivate young women and men of all ethnic groups within Kosovo to increasingly regard the Red Cross as the humanitarian organisation of choice within which to voluntarily commit their skills.

Young people constitute the heart of both Red Cross organisations. Already actively involved in awareness raising campaigns, dissemination of the Movement's principles and the promotion of humanitarian values, they are an essential element of efforts to encourage and promote the ideal of voluntary service. In Kosovo, it is intended that they become key activists in the development of branch and community initiatives for disaster preparedness, mitigation and response.

### **Programme Goal**

Vulnerability to the impact of disasters is reduced in Kosovo.

### **Programme Objective**

The capacity of Red Cross of Kosova to plan and manage effective disaster preparedness and response initiatives based on the national plan is increased. [<click here for project logframeDM PPP>](#)

### **Expected results:**

- Disaster Management Plan is disseminated at all levels of the organization
- The organizational capacity to manage and co-ordinate disaster management, trainings and activities through trained staff and volunteers has improved.
- Adequate and appropriate training equipment and materials are available in the central and branch level.
- Effective networking between Red Cross and other agencies (national and regional) engaged with disaster management.

## **Organisational Development**

The complex situation with two RC organisations reflecting the ethnic polarisation in Kosovo has in many aspects hampered developmental work. Recent experience of working with both local RC organizations has shown the Federation and ICRC that the ultimate goal of one RC in Kosovo remains somehow distant. In the meantime, confidence building initiatives will be the priority.

The Federation will continue to strengthen the overall capacity of the two Red Cross organizations in accordance with the policies and guidelines of the Federation Strategy 2010. Simultaneously, it is imperative to encourage the emergence of one RC organization that both reflects and serves the multicultural composition of Kosovo.

The authorities and the public have increasing trust in the RC as a reliable and specialized service provider. Positive response of the community to the RC is evidenced by an increased number of volunteers and members and increased participation in program implementation and fund-raising.

The OD programme will serve to strengthen the capacity of the Red Cross organizations, both at branch and central level. Capacity building is integrated in all planning, management, implementation and evaluation activities including financial control and reporting. Specific training will occur in the areas of human resource development,

communication, coordination and technical specific areas relating to the activities of the operation. Active participation will be encouraged in all areas at both headquarters and branch levels.

The Federation will coordinate with all the components of the International Red Cross and Red Crescent Movement, other agencies and governments to ensure that adequately funded, effective and consistent support will be provided to the Red Cross organizations in Kosovo. This will lead to the development of a Cooperation Agreement Strategy with a clear and unified direction that provides a 'living' tool to improve coordination on the local / national societies' terms.

**Program Goal:**

Better functioning Red Cross organisations with increased capacity to offer support to vulnerable groups including minorities

**Program Objective:**

Improved management skills and structure of RC organizations with increased volunteer and programme capacity at all levels of organisation [<click here for project logframe OD PPP>](#)

**Expected results:**

- Strengthened management and governance structures and increased capacities of human resources, both volunteers and staff in HQ and branches and clear roles in all levels respected by all.
- Improved financial system and financial management resources, with new procedures, trained personnel and computer software for accounting.
- A new volunteer management structure is established, with trained volunteers and members involved in ongoing and new programmes; and qualified RC trainers at the branch level, securing the availability of new volunteers in different activities.
- Development of an adequate communication infrastructure including training for efficient use
- Some of the RC office working conditions are improved.
- Stronger cooperation with local institutions, relevant Ministries as well as UN Agencies.
- Cooperation Agreement Strategy (CAS) and commitment from partners is signed.
- Participation of RCK in international events, as well as regional visits, has helped in better cooperation with other NSs.
- The process of creating the one Red Cross organisation in Kosovo is ongoing and joint activities have been implemented when possible

## **Youth Development (within OD)**

The Kosovo population is the youngest in Europe and the rate of natural increase of population is believed to be one of the highest in Europe. One-third of the population is under 15, about half of it under 24, and only about 6 percent of the population is older than 65.

The Federation, through the Appeal, will support the existing Youth Development Program to continue strengthening the network of youth volunteers through activities and modern structures as well as recruiting new youth volunteers.

Implementing activities, structural forming process and establishing the training system, will support the continuation of youth work in local RC branches. The program will target the needs of kids & youth in Kosovo, recruit new volunteers, update and create new activities.

Ten years of neglect and conflict has left Kosovo youth almost without any local organizations offering social activities for youth and the possibility to be involved in their community. Neither sport clubs nor any other organizations exist, where youth can spend their time. Therefore a café-bar mentality arose, resulting in the youth 'hanging around' in café-bars most of the time. Failing formal economies have encouraged the growth of informal economies, like selling cigarettes and illegally copied compact discs but also including increased trade in drugs.

In Kosovo, as elsewhere in South Eastern Europe, information on drug use and young people has been, until now, incomplete and often anecdotal. Dramatic shifts in societal and cultural norms have resulted in an increase in the enabling factors for increasing use of all psychoactive substances (alcohol, tobacco and other drugs). Political, economic and social transition has led to decline and deterioration in many aspects of life. These include access to

services, education opportunities, access to livelihood and employment, and a decrease in health. An increase in risk behavior is especially evident amongst young people.

Drugs of all types, including heroin, are available in Kosovo. Among young people attending school, levels of drug use are comparable with most European Union countries. However, conditions for an increase of drug use problems among young people exist. Recent studies on sex, HIV/AIDS, other STDs and condom usage in Kosovo conducted by Population Services International (PSI), indicates a low knowledge of HIV transmission. Only 12% of respondents were correctly informed about the transmission routes of HIV<sup>2</sup>.

A WHO/UNICEF assessment highlights the situation of youth in Kosovo:

- 60% of the Kosovo population is under 25 years of age
- High unemployment and few prospects for employment for people in all age groups
- Radical change in social structures
- Large scale internal and international migration
- Instability and unpredictability of political, legislative and law enforcement structure which are in a process of rapid change

These figures show the necessity of a strong youth organization, where youth are taking over responsibilities towards the problems of youth in Kosovo.

At the moment 70% of the active volunteers of RCK and RCKM are youth. There are no standard ongoing programs based on actions made by groups of volunteers, neither do real groups of volunteers exist. RCK youth activities have been mainly carried out as yearly short-term activities (one day activities like manifestations, etc.), planned mainly by the staff members from branches and headquarters. The RCKM, although being a part of the Serbian Red Cross, is more or less isolated in their activities and needs extensive support in developing their programs, including youth program. At the same time a strong desire exists in both organizations to be able to develop youth activities and involve more youth members. To attract and involve the young population in Red Cross activities and to deal with the problems of youth in Kosovo, proper structures with strong involvement of youth in governance and management bodies must be created and relevant programs must be available.

Initiating a Kosovo-wide Red Cross youth program would strongly contribute to the efforts of the International Federation and the ICRC to open a dialogue and establish co-operation between these two RC organizations.

#### **Program Goal:**

Better functioning RC organisations with increased youth capacity to offer support to vulnerable groups.

#### **Program Objective:**

Red Cross organisations in Kosovo have raised the profile of the Youth Program and attracted and retained youth members through a more structured Youth volunteer system.

[<click here for project logframe YOUTH>](#)

#### **Expected results:**

- Standard training manual and education kits have been designed and printed.
- New youth volunteer management structure is established at regional and branch level
- Youth leaders have established volunteers groups, and qualified RC youth volunteers groups (including minorities) are trained in different fields.
- Skilled youth volunteers groups support in better implementation of all RC programs and activities
- Through 7 youth officers and HQ Youth Program coordinators assigned by the Youth Commission, youth volunteer involvement in all the programmes and activities is better coordinated and has an adequate reporting system.
- Youth participated in international events and have exchanged youth volunteers with other NSs.
- Improved capacity of youth volunteers for assessment, planning, implementation, monitoring and evaluation.

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<sup>2</sup> One third of young people believed that ticks could transmit HIV and nearly 20% thought that transmission might occur by just standing next to a person with HIV. Nearly 80% would demand to remove an infected person from the class. Only 11% would continue a friendship with an HIV infected person. Furthermore a quarter of the respondents thought that condoms would not protect them against STDs or HIV.

- Kosovo wide Youth and others have been informed of all RCK activities through a dedicated web page and youth magazine.

## Humanitarian Values

Ethnic intimidation, harassment and violence are still an aspect of life for many people in Kosovo. The consequence of this is an ethnically polarized society, where many people live in fear. The current situation in Kosovo does not represent a lasting political solution, which secures the stability and economic growth for the population.

The promotion of humanitarian values in Kosovo has so far been addressed as an integral part of the programs of the RC organizations. Based on the different multi-ethnic debates organized by youth volunteers, the Red Cross recognized the need to raise public understanding and awareness of humanitarian values including discrimination. It will focus on appreciating the differences between people, building an environment of mutual understanding, promoting respect for diversity and fighting intolerance and discrimination.

To do so, the capacity of the local RC organizations has to be built. This will be done with the support of volunteers, the Federation, ICRC and in cooperation with other NS and relevant organizations/institutions.

### Program Goal:

More tolerance and respect for humanitarian values in civil society

### Program Objective:

The capacity of the Red Cross organizations for promoting humanitarian values in cooperation with relevant organizations is increased [<click here for project logframeHV PPP>](#)

### Expected results:

- Increased number of volunteers and staff among different ethnic groups within RC organizations
- Increased general respect for the RC organizations role and mission in civil society through its efforts to promote humanitarian values and advocate on behalf of the most vulnerable

#### **For further details on Kosovo please contact:**

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*This appeal seeks to fund programmes to be implemented in 2006 and 2007. These programmes are aligned with the International Federation's Global Agenda, which sets out four broad goals to meet the Federation's mission to "improve the lives of vulnerable people by mobilizing the power of humanity":*

#### **Global Agenda Goals**

1. Reduce the numbers of deaths, injuries and impact from disasters.
2. Reduce the number of deaths, illnesses and impact from diseases and public health emergencies.
3. Increase local community, civil society and Red Cross Red Crescent capacity to address the most urgent situations of vulnerability.
4. Reduce intolerance, discrimination and social exclusion and promote respect for diversity and human dignity.

*The International Federation's is the world's largest humanitarian organization, and its millions of volunteers are active in over 183 countries. Our aim is to build safer communities, able to prevent and respond to human suffering in times of crises and distress, and where people work together to promote hope, dignity and equity. We work to support vulnerable communities through neutral, impartial, independent humanitarian action, in accordance with our Fundamental Principles and in line with the Red Cross Red Crescent Code of Conduct, the Humanitarian Charter and Minimum Standards in Disaster Response, and the SPHERE Project.*

# PROGRAMME BUDGETS SUMMARY

Appeal no

MAACS001 Kosovo programme

PROGRAMME:	Health & Care	Disaster Management	Humanitarian Values	Organisational Development	Coordination & Implementation	Emergency	Total CHF
	CHF	CHF	CHF	CHF	CHF	CHF	
Shelter	0	0	0	0	0	0	0
Construction	5,500	0	0	2,530	0	0	8,030
Clothing & Textiles	0	0	0	0	0	0	0
Food	0	0	0	0	0	0	0
Seeds & Plants	0	0	0	0	0	0	0
Water & Sanitation	0	0	0	0	0	0	0
Medical & First Aid	0	0	0	0	0	0	0
Teaching Materials	5,200	14,000	0	0	0	0	19,200
Utensils & tools	0	0	0	0	0	0	0
Other Supplies &	7,000	0	0	0	0	0	7,000
<b>SUPPLIES</b>	<b>17,700</b>	<b>14,000</b>	<b>0</b>	<b>2,530</b>	<b>0</b>	<b>0</b>	<b>34,230</b>
Land & Buildings	0	0	0	0	0	0	0
Vehicles	0	17,000	0	0	0	0	17,000
Computers & Telecom	0	0	0	20,540	0	0	20,540
Medical equipment	0	0	0	0	0	0	0
Other Equipment	0	0	0	0	0	0	0
<b>LAND, VEHICLES &amp;</b>	<b>0</b>	<b>17,000</b>	<b>0</b>	<b>20,540</b>	<b>0</b>	<b>0</b>	<b>37,540</b>
Storage	0	0	0	0	0	0	0
Distribution &	0	0	0	0	0	0	0
Transport & Vehicles	57,154	12,588	6,022	50,186	0	0	125,950
<b>TRANSPORT &amp; STORAGE</b>	<b>57,154</b>	<b>12,588</b>	<b>6,022</b>	<b>50,186</b>	<b>0</b>	<b>0</b>	<b>125,950</b>
International Staff	144,000	28,800	14,400	100,800	0	0	288,000
Regionally Deployed	0	0	0	0	0	0	0
National staff	125,471	31,630	26,422	100,720	0	0	284,243
National Society Staff	9,300	4,650	4,650	18,600	0	0	37,200
Consultants	0	0	0	0	0	0	0
<b>PERSONNEL</b>	<b>278,771</b>	<b>65,080</b>	<b>45,472</b>	<b>220,120</b>	<b>0</b>	<b>0</b>	<b>609,443</b>
Workshops & Training	491,800	64,700	51,425	326,950	0	0	934,875
<b>WORKSHOPS &amp; TRAINING</b>	<b>491,800</b>	<b>64,700</b>	<b>51,425</b>	<b>326,950</b>	<b>0</b>	<b>0</b>	<b>934,875</b>
Travel & related	11,141	2,114	2,096	10,273	0	0	25,624
Information & Public	25,550	5,061	2,501	32,768	0	0	65,880
Office Running Costs	55,143	12,377	13,496	72,050	0	0	153,066
Communication Costs	5,499	1,240	1,472	6,190	0	0	14,401
Professional Fees	0	0	0	0	0	0	0
Other General Expenses	1,630	410	747	1,784	0	0	4,571
<b>GENERAL EXPENDITURE</b>	<b>98,963</b>	<b>21,202</b>	<b>20,312</b>	<b>123,065</b>	<b>0</b>	<b>0</b>	<b>263,542</b>
Asset Depreciation	0	0	0	0	0	0	0
<b>DEPRECIATION</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
Contributions &	0	0	0	0	0	0	0
<b>CONTRIBUTIONS &amp;</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
Programme Support	65,653	13,526	8,567	51,680	0	0	139,425
<b>PROGRAMME SUPPORT</b>	<b>65,653</b>	<b>13,526</b>	<b>8,567</b>	<b>51,680</b>	<b>0</b>	<b>0</b>	<b>139,425</b>
<b>TOTAL BUDGET:</b>	<b>1,010,041</b>	<b>208,096</b>	<b>131,798</b>	<b>795,071</b>	<b>0</b>	<b>0</b>	<b>2,145,005</b>