

# Annual report



International Federation  
of Red Cross and Red Crescent Societies

## Regional Representation for Central Europe and Southern Caucasus<sup>1</sup>

MAA66001

3 May 2010

This report covers the period  
1 January 2009 to 31 December 2009



Torch march in Solferino, celebrating the 150<sup>th</sup> anniversary of the Red Cross and Red Crescent Movement. Photo: IFRC

### In brief

**Programme purpose:** Federation-supported programme areas in 2009 were disaster management, health and care, organizational development and participatory community development. These focus areas are aligned with the Federation Global Agenda goals and the Istanbul Commitments made at the VII European Red Cross Red Crescent conference.

**Programme(s) summary:** The regional representation continued engaging with the National Societies in **disaster management** with focus on contingency planning and disaster preparedness and response. The regional disaster management coordinator provided technical support to the Romanian Red Cross in developing a plan of action on strengthening the disaster preparedness and response capacity of the Romanian Red Cross. Albania was supported in risk reduction and in carrying out vulnerability and capacity assessments in local communities.

Within the **health and care** area support was provided to the Romanian Red Cross in implementing the psychological support pilot programme for multi-drug resistant TB (MDR-TB) patients and DOT (directly observed treatment) for MDR-TB patients. Social welfare, health promotion and prevention activities implemented by the Albanian Red Cross and the Red Cross Society of the Former Yugoslav Republic of Macedonia were concluded successfully. In total 36

<sup>1</sup> The Regional Representation for Central Europe and Southern Caucasus supported a total of 11 National Societies; *Albania, Armenia, Azerbaijan, Bosnia and Herzegovina, Bulgaria, Croatia, Georgia, the Former Yugoslav Republic of Macedonia, Montenegro, Romania and Serbia*, including the two Red Cross organizations in *Kosovo*. This report mainly covers Federation supported programmes in National Societies in Central Europe which are not covered by separate reports. See [www.ifrc.org/where/europe.asp](http://www.ifrc.org/where/europe.asp) for annual reports 2009 for these reports.

workshops were held and 356 mothers educated on techniques for successful breastfeeding and complementary feeding. Trained motivators carried out 280 peer educational sessions in universities and Red Cross youth clubs were established to serve as information corners. Almost 4,800 people were reached through the three projects.

In **organizational development** the Bulgaria Red Cross implemented the second phase of its volunteering management and policy project in local branches. The support from the regional representation aimed to ensure progress in implementing the policy following the main steps of the volunteer management cycle. Fifteen Red Cross experts were involved in the project facilitating mini-seminars and meetings to evaluate policy implementation. Ten mini-seminars were organized and attended by volunteers, staff and governance of the regional branches. Moreover two workshops took place in May and June in which branches' volunteer development was evaluated.

With the aim of enhancing Federation **performance and accountability** the regional representation brought together and supported seven Red Cross National Societies and organizations in developing their capacities in planning, monitoring, evaluation and reporting (PMER). A three-week online 'introductory' course focusing on problem, solution and stakeholder analysis was carried out with 25 participants signing up. Following up on the online course a five-day workshop was held in Macedonia on planning and resource mobilization<sup>2</sup>. Totally ten Movement partners were represented. Moreover the Red Cross National Societies and organizations were supported in developing their reporting skills. Increased attention to downward accountability was a priority as well. Four surveys were carried among people reached through DREF operations. The importance of involving people reached in the analysis of Red Cross Red Crescent programmes and operations is acknowledged and promoted by the Federation secretariat at global level.

With the decreased funding the **participatory community development (PCD) programme** targeted only 3 vulnerable communities instead of the 17 planned. The National Societies of the Former Yugoslav Republic of Macedonia, Montenegro and Serbia utilized the PCD approach in their work with the most marginalized groups of the society especially addressing needs among Roma people.

**Financial situation:** The total 2009 budget was originally 967,401 (USD 897,312 or EUR 674,951), but was revised to CHF 698,058 (USD 643,152 or EUR 457,827) of which CHF 508,769 funded. The funding, which was 73 per cent of the budget, includes opening balance and income throughout the year minus reallocation. Owing to the merging of the regional representation with the Europe zone office the balance at the end of 2009 was reallocated to corresponding projects in the zone. Most of the activities reported on in this report were implemented with funds carried over from 2008.

Financial figures 2009	
<b>Budget (final)</b>	698,058
<b>Funding</b>	508,769 (73)
<b>Expenditure</b>	507,780 (73)
<b>Balance</b>	990

Percentage of budget in brackets.

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

**Number of people we have reached:** Some 8,000 people were reached through the support from the regional representation. A key target group was vulnerable Roma people. Please see [www.ifrc.org](http://www.ifrc.org) for DREF operations in Central Europe and Southern Caucasus covering around 12,500 people.

Programme area	People reached
Disaster Management	200
Health and Care	5,000
Organizational Development	11*
Participatory Community Development	2,800
<b>Total (estimate)</b>	<b>8,000</b>
<b>Six DREF ops.</b> (floods (4), earthquake, cold wave)	12,500

\*Red Cross and Red Crescent National Societies and organizations

<sup>2</sup> Focus in resource mobilization was on EU IPA funding.

**Our partners:** The main donors supporting the regional programmes were the Norwegian Red Cross, the Swedish Red Cross, the British Red Cross, the Canadian Red Cross, the American Red Cross, the UK's Department for International Development (DfID), ECHO and IFRC's Capacity Building Fund. The regional representation and the National Societies have established partnerships with various local and national stakeholders, international organizations, governmental agencies and UN agencies.

## Context<sup>3</sup>

Across both regions, western Balkans and southern Caucasus, the global financial crisis had a drastic impact on the most vulnerable groups and contributed to widening the gaps within the society. Large disparities exist in the wealth and services between regions within the same country. These factors are being aggravated by the global food and energy price increase which hits the poor parts of the populations hardest and contributes to increased vulnerability as they are not in a position to afford the higher prices.

The National Societies in these regions are tackling the effects on people through their programmes and new initiatives. Through this work their capacity and experience to respond to the needs of the most vulnerable has been constantly growing. Such development can, in many aspects, be attributed to the many years of investment and joint development efforts put in by the National Societies themselves, and to the support of their partners from within the International Red Cross and Red Crescent Movement.

The impact of the global financial crisis on the vulnerable is closely monitored by the Federation secretariat together with the National Societies. Interviews and testimonies related to the impact on National Societies and vulnerable people were concluded with the respective Red Cross and Red Crescent organizations in the two regions. The findings were presented in the widely recognized report *The economic crisis and its humanitarian impact on Europe*.



Federation report on the Economic Crisis and its humanitarian impact in Europe.

## Progress towards outcomes

### Disaster Management

**Programme purpose** The number of deaths, injuries and impact from disasters has been reduced.

#### Region-wide

The capacities of the National Societies in Central Europe in disaster management have significantly improved in recent years. Continued Federation support has allowed the National Societies to improve in rapid assessments, coordination and service delivery to affected populations. However, limited funding meant that some of the activities related to disaster risk reduction, strengthening of national disaster preparedness and response mechanisms, regional disaster response team (RDRT) trainings and disaster management capacity-building had to be cancelled.

The meeting for disaster management coordinators in Central Europe and Southern Caucasus was held in Montenegro in May. The main objective of the meeting was to update national disaster management coordinators on the Global Alliance on Disaster Risk Reduction activities,

<sup>3</sup> Please see the report *The Economic Crisis in Europe* for testimonies from National Societies on how the crisis has affected people in Europe and the increased demands for Red Cross and Red Crescent support. [http://www.ifrc.org/Docs/Reports/Economic\\_crisis.pdf](http://www.ifrc.org/Docs/Reports/Economic_crisis.pdf). Also see the report *From Istanbul to Vienna* to learn how the Red Cross and Red Crescent has moved on since the 2007 European Conference in Istanbul. <http://cri.it/flex/cm/pages/ServeAttachment.php/L/IT/D/D.33dcb76dbc3a052ebc4c/P/BLOB:ID%3D3563>.

to discuss common disaster management activities and how Movement partners can cooperate and coordinate their disaster management activities in the future.

*Albania Red Cross*

In risk reduction Albania started developing its risk reduction capacity. Albania was a focus country for the cooperation with the World Bank Global Fund for Disaster Risk and Reduction. The Albania Red Cross intensified its work at the end of 2009 and worked closely with local communities on risk reduction activities. Vulnerability and capacity assessments (VCA) were carried out in order to define local risks, hazards, vulnerabilities and capacities. A VCA report was developed for each community as well as a plan of action on disaster preparedness and prevention, and mapping of risks and risky areas in the communities. The National Society started implementing the plan of action.

*Romania Red Cross*

A memorandum of understanding was signed between ICRC, the Romanian Red Cross and the Federation regional representation on strengthening the disaster preparedness and response capacities of the Romanian Red Cross. The implementation timeframe was April to June. The National Society was supported by the regional disaster management coordinator in this work.

**Constraints or Challenges:** In some countries governmental responses to issues of disaster management remain weak and disaster preparedness planning at the national level is underdeveloped. With the decreased funding there are limited possibilities for the regional representation to follow up on the above mentioned issues. The departure of the regional disaster management coordinator put another challenge ahead with the remaining issues left to be addressed by the Europe zone office.

## Health and Care

**Programme purpose:** Reduce the number of deaths, illnesses and impact from diseases and public health emergencies.

*Region-wide*

In order to address the global outbreak and escalation of Influenza A (H1N1) and to provide information to volunteers and staff, the regional representation shared materials developed by the Europe zone health department region-wide.

*Romania Red Cross*

The regional representation supported the Romanian Red Cross in implementing the MDR-TB project. The main goal of the project was to demonstrate the need for associating treatment of Tuberculosis with psychological support in order to increase the treatment success rate. Several hundred TB patients were reached including MDR-TB patients, new TB patients and relapse TB patients. Voluntary psychologists were interviewed and supervised with the support of professional medical personnel to provide support to MDR-TB and TB patients. The support included psychotherapy sessions, psychosocial support and health education. Four group and twenty individual therapy sessions were conducted. Therapy interventions addressed issues such as depression, anxiety, somatic disorders, mourning disorders, smoking addiction and psychiatric conditions.

*Albania Red Cross and  
Macedonia Red Cross*

The Albanian Red Cross and the Red Cross of the Former Yugoslav Republic of Macedonia successfully concluded health prevention projects which started in early 2008. In Albania three branches provided social care activities for 150 older men and women living on their own and with minimal income. Priority was given to those with no family or migrant families. Activities were conducted on a day-to-day basis. Medical care, referral service and home care was provided to older people. Trips and outdoor activities were carried out for socialization purposes. Moreover tracing was offered to re-establish links with relatives abroad. Furthermore awareness campaigns focusing on older people's situation were carried out in local communities. Active participation among older people was emphasised in particular.

Eight branches of the Red Cross of the Former Yugoslav Republic of Macedonia implemented harm reduction, blood donation awareness, breastfeeding and HIV prevention activities. The project on breastfeeding and complementary feeding was implemented in Kocani, Berovo, Delcevo, Pehcevo and Vinica to address inadequate infant and childhood nutrition which is mainly due to insufficient information and lack of knowledge. In total 36 workshops were held in clubs for mothers and 356 mothers educated on techniques for successful breastfeeding and complementary feeding as well as the use of locally available healthy food. The active participation of mothers was promising in terms of future mother-to-mother support. Harm reduction activities aimed at preventing and reducing negative health consequences associated with injecting drug use and other risky behaviours. Activities were implemented in Kicevo, Prilep and Veles. Harm reduction teams provided medical, psychological and social services, legal counselling and information as well as sterile equipment to injecting drug users (IDUs). The blood donation project was implemented in Skopje, Tetovo and Bitola targeting university students. Trained motivators carried out 280 peer educational sessions in universities and Red Cross youth clubs were established to serve as information corners. Almost 4,800 people were reached through the projects implemented by the two National Societies.



Macedonian Red Cross volunteers collecting used syringes. Photo: Red Cross of the Former Yugoslav Republic of Macedonia

**Constraints or Challenges:** Limited funding meant that no other activities planned within health and care could be implemented in 2009.

## Organizational Development

**Programme purpose:** Increase local community, civil society and Red Cross Red Crescent capacity to address the most urgent situations of vulnerability

### Region-wide

With the aim of enhancing Federation performance and accountability the Federation secretariat, through its regional representation, supported seven Red Cross National Societies and organizations<sup>4</sup> in developing their capacities in planning, monitoring, evaluation and reporting (PMER).

The starting point for building PMER capacities is to build upon ongoing internal processes and through this to ensure the ownership and commitment. Eventually, this is expected to yield more sustained results and ultimately, better performance and accountability. The building of PMER capacities is approached as a cross-cutting issue which requires integration with programme areas such as organizational development, finance development and resource mobilization as well as programmes. In order to deliver effective support in line with this approach, the Federation secretariat draws upon and coordinates its internal capacities in the same areas.

Key activities and achievements in 2009 included:

- A three-week online 'introductory' course in November focusing on problem, solution and stakeholder analysis. Twenty five participants signed in for the course which included practical assignments that participants could try out independently and in co-operation with each other. These assignments formed the basis of a workshop held the following month.
- A five-day workshop was held in Macedonia in December focusing on planning and resource mobilization<sup>5</sup> (RM). Totally ten Movement partners were represented. Together with programme staff and volunteers from the Red Cross Societies and organizations, the Spanish Red Cross, the Danish Red Cross, the Red Cross EU office and representatives from IFRC, some 30 people attended the workshop. Running the event in conjunction with RM also meant that representatives from Albania Red Cross and Croatia Red Cross were able to participate.

<sup>4</sup> Red Cross in Albania, Bosnia and Herzegovina, Croatia, Macedonia, Montenegro, Serbia and Kosovo.

<sup>5</sup> Focus in resource mobilization was on funding from the EU Instrument for Pre-Accession Assistance.

- The Red Cross organizations have been supported in developing their reporting skills either directly from Budapest or through Federation country offices. Federation staff in these offices carried out several training sessions for local staff and volunteers. Although some work remains to be done in reaching a satisfactory level in reporting, some progress has been achieved. To a certain extent, the local Red Cross organizations are better able to analyse their work and show how support through IFRC supports the organizations' overall and longer-term priorities.
- Increased attention to downward accountability has been a priority for the regional representation's support to the Red Cross in Central Europe. Four surveys have been carried out following DREF operations with the support of the Federation secretariat. The importance of involving people reached in the analysis of Red Cross Red Crescent programmes and operations is acknowledged and promoted by the Federation secretariat at global level.

*Macedonia Red Cross*

The Red Cross of the Former Yugoslav Republic of Macedonia carried out an assessment of the operation of its local branches in order to improve their efficiency and hence, the functioning of the National Society as a whole. This assessment builds upon a process for transforming the organization into a well-functioning National Society which started in 2004. As part of this process and in order to improve the quality of the operation of the local branches, the Red Cross Society carried out an assessment in 2005 to determine the operation of the branches and to build their capacities. The assessment produced recommendations for the next two years for developing programmes and projects. Recommendations included improving the information management system, continuous training of the human resources, introducing new forms for recruitment and retention of volunteers, building partnership alliances and cooperation with non-governmental organizations, governmental institutions, local self-governments and undertaking activities for the mobilization of funds.

In order to determine the progress during these two years and to detect future measures and activities for capacity-building, in April the Red Cross leadership decided to conduct a second assessment. Questionnaires were sent to local branches in order to obtain quantitative and qualitative data for the operation of the branches in the last two years. In the next assessment phase the assessment working group visited all the branches and conducted semi-structured interviews with branch governance and management representatives in order to obtain additional data. During the assessment process totally 93 visits to 35 branches were carried out. The assessment was carried out in four phases including the development of questionnaires and field visits; processing and analysis of gathered data through questionnaires; additional field visits and development of separate assessments for single branches.

The assessment showed that 60 per cent of the branches progressed notably since 2006. The remaining branches showed some stagnation and are in need for developing its capacities in the coming period. Recommendations represent a starting point for planning in the shorter-term for the branches. A trilingual report in Macedonian, Albanian and English language was produced with the assessment findings. Totally 580 copies were printed.

*Bulgaria Red Cross*

The Bulgaria Red Cross implemented a volunteering management cycle project which started in May 2008 and ended in September 2009. With the limited funding provided, the Bulgarian Red Cross continued implementing the second phase of its volunteering policy for regional branches. The support from the regional representation aimed to ensure progress in implementing the policy following the main steps of the volunteering management cycle. Fifteen Red Cross experts are involved in the project facilitating mini-seminars and meetings to evaluate the policy. To date ten mini-seminars were organized and attended by volunteers, staff and governance of the regional branches. Moreover two workshops took place in May and June focusing on volunteering management and in which local branches' volunteer development was evaluated.

**Constraints or Challenges:** The Red Cross of the Former Yugoslav Republic of Macedonia faced challenges in completing the assessment according to the foreseen timeframe and in the

same time providing and processing all the data in order to be able to make a comparative evaluation with the assessment in 2005. This was mainly due to the fact that several visits to some of the branches were needed in order to obtain and check on-the-spot all the required documents and information.

## Participatory Community Development

**Programme purpose:** Promote respect for diversity and human dignity, and reduce intolerance, discrimination and social exclusion

*Macedonia Red Cross  
Serbia Red Cross  
Montenegro Red Cross*

The National Societies of the Former Yugoslav Republic of Macedonia, Montenegro and Serbia implemented projects in local communities utilizing the participatory community development (PCD) approach. The overall objective was to work with local communities in a participatory way aiming at reducing vulnerability and strengthening the process of social integration of marginalized groups. Totally 800 people benefitted directly from the projects while another 1,200 benefitted indirectly. The main target groups included Roma people and members of other groups, returnees and children with disabilities. A core feature of the participatory approach is to include all stakeholders and create space for discussion, understanding and agreement. Stakeholders included representatives from local communities and associations, local authorities, social welfare and health centres, local NGOs and media and

### Standard PCD programme activities

- Selection of Red Cross branch to work with community members
- Introductory meeting on participatory community development.
- Identification of target community and forming of participatory rapid appraisal team.
- Training in participatory rapid appraisal.
- Field work including needs assessment.
- Large-group workshop.
- Development of micro-project proposals

Red Cross volunteers and staff.

Key findings during the field work were high unemployment rates and lack of access to social allowances; low health standards and lack of health insurance; illiteracy and non-attendance in school; and generally very low living standards. Based on the findings, the following micro-projects were agreed in large group workshops:

<b>Serbia</b> <i>Roma community in Aleksinac</i>	<b>Montenegro</b> <i>Roma community in Plevlje</i>	<b>FYR of Macedonia</b> <i>Roma community in Benevo Trio</i>
<ul style="list-style-type: none"> <li>• Supporting children aged up to seven</li> <li>• Supporting people with disabilities</li> <li>• Improving hygiene conditions</li> </ul>	<ul style="list-style-type: none"> <li>• Targeting especially children and youth with educational activities</li> <li>• Supporting health and social welfare activities</li> </ul>	<ul style="list-style-type: none"> <li>• Dislocating garbage dump and providing waste disposal cans</li> <li>• Conducting vocational training for youth</li> <li>• Conducting courses for illiterate women</li> </ul>

The PCD programme cycle was successfully implemented in three local vulnerable communities. The main benefits for the vulnerable communities included improved living conditions; acquirement of new skills; opportunities to establish partnerships and raise important issues before stakeholders; empowerment through equal participation and decision-making; raised socio-cultural levels in the communities; and improved opportunities for initiative-taking.

The micro-projects showed a clear trend in increasing the educational element within the PCD programme. Apart from the most common outputs of the PCD micro-projects such as improved hygiene, better basic infrastructure and improved health, the specific longer-term focus on children and youth through education activities in a non-discriminative and supportive environment is likely to yield sustainable results and will support the integration process of marginalized groups such as Roma people.

**Constraints or Challenges:** In Serbia the Roma community showed lack of motivation for participating in the project. The future of the PCD in 2010 and onward is uncertain following the

unsuccessful application to the Norwegian Ministry of Foreign Affairs. Most likely the planned evaluation of the programme will not be completed.

## Working in partnership

The main partners for the regional representation are the 11 National Societies in the region. All National Societies in the region have partnerships with their respective governments and other partners support their work with the most vulnerable groups of society. Several partner National Societies are also working bilaterally supporting various programmes and activities.

- The Norwegian government, the German government and the Swedish government through the respective National Societies, the British Red Cross, the Netherlands Red Cross and the Swedish Red Cross were key supporters of the disaster management programme. The strengthening of the disaster preparedness and response capacity of the Romanian Red Cross was supported by the International Committee of the Red Cross (ICRC) bilaterally and technically by IFRC. The Albania Red Cross was supported by the World Bank Global Fund for Disaster Risk and Reduction in risk reduction.
- Key supporters of the health and care programme were the Swedish Red Cross and the Swedish government, the Swiss government, the Norwegian government, the Italian Red Cross, the Finnish Red Cross and the British Red Cross. Ely Lilly supported the Romanian Red Cross in implementing the psychological support pilot programme for multi-drug resistant TB (MDR-TB) patients and DOT (directly observed treatment) for MDR-TB patients. Social welfare, health promotion and prevention activities implemented by the Albanian Red Cross and the Red Cross of the Former Yugoslav Republic (FYR) of Macedonia were supported by the Canadian Red Cross.
- The Norwegian Red Cross supported the IFRC's work in enhancing Federation performance and accountability and the PCD project in the FYR of Macedonia, Serbia and Montenegro. Other supporting actors of organizational development were the British Red Cross and the Swedish Red Cross and the Swedish government. IFRC supported organizational development through its Capacity Building Fund (CBF).
- Other supporting National Societies were the Austrian Red Cross, the Japanese Red Cross and the Red Crescent Society of the United Arab Emirates.

A large number of local stakeholders were involved in all stages of the PCD process. The participation and improved understanding of local community needs will enable different stakeholders to contribute with their resources to the micro-projects and to support other community initiatives. At local level all relevant actors were mobilized during the implementation, especially local municipalities, centres for social welfare, private companies and NGOs.

## Contributing to longer-term impact

The regional representation has developed a practice of utilizing the best practices and experiences available in the region through its human resource roster mechanism. This is a pool of expertise from all the National Societies in the region and from IFRC offices in the region who have competence and experience in various fields and are available to assist National Societies in need. Some of the National Societies using the PCD methodology have trained other branches that are not familiar with the participatory methodology. This is enabling National Societies to expand their activities using this approach with the most vulnerable people in identifying and addressing their needs and also using it in other programme areas. The PCD method is intended to be introduced and applied in other programmes within the Red Cross of Serbia. The National Society has already developed its capacities to work according to the participatory approach with local communities through its TB programme. In addition, monitoring of the programmes was carried out by the regional representation through visits, interviews and meetings with staff, volunteers and local authorities.

The assessment in the FYR of Macedonia represents monitoring and evaluation of the National Society and its local branches. The assessment findings will be used for doing necessary corrections in the operation of local branches in order to enable successful capacity-building. The process will be monitored by the Red Cross Society working group appointed for following up the implementation of the measures. This will take place on a monthly basis. The findings which produced different information regarding the gender balance, equity, diversity and community empowerment will serve as a base for promoting these aspects in the coming years in the branches where additional efforts are required.

The comparative analysis with the former assessment provided the National Society with a better picture of the accomplished results in the last two years. The report will serve as a tool for knowledge sharing and improvement of quality standards for all Red Cross branches in the FYR of Macedonia as all branches will be able to contact the more successful branches in specific areas in order to replicate successful elements in their operation.

Indicators and recommendations for future activities aim at diversifying sources of income, mobilizing funds from the corporate sector and promoting cooperation with partner organizations, particularly with governing bodies at local level for ensuring sufficient funding and a coordinated approach in disaster relief and other programme activities. Improved efficiency of the National Society at all levels will result in successful implementation of the society's plans of actions for contributing to the Global Agenda Goals and eventually, the Millennium Development Goals.

## Looking ahead

As per 1 January 2010 the regional representation was merged with the Europe zone office in Budapest. A focal point will address the support and cooperation with the National Societies and organizations in Central Europe and Southern Caucasus. Support will be provided on ad hoc basis as part of membership services obligations. In terms of programmes light plans will incorporate programme support features. IFRC recognizes the deployment of technical support personnel from the Europe zone as the best way of support. In parallel and in order to maximise its membership services and general support the IFRC pursues a policy of integrating with National Societies. This has already taken place in the case of the Red Cross Society of Bosnia and Herzegovina and in the Azerbaijan Red Crescent Society.

The support to the Red Cross in Central Europe to enhance performance and accountability will continue until August 2010 and will contribute to making the Red Cross Societies and organizations stronger. The National Societies and organizations followed up through visits, workshops and trainings, building upon ongoing processes in the organizations which enhanced capacities in PMER. For example the Red Cross in Bosnia and Herzegovina is about to embark upon a reorganization process which involves programme review, strategy development and planning; and the Red Cross organizations in Kosovo are about to develop their first all-encompassing strategies in which planning, monitoring and evaluation will be addressed. Other initiatives to be pursued include: the piloting of the Federation-Wide Reporting System (FWRS) in one or two Red Cross organizations; project/programme planning including finalization and dissemination of a new manual; and finalization and dissemination of a Federation evaluation policy.

Listed on the right are the forthcoming measures of the Red Cross of the FYR of Macedonia that will be done for developing

### *Red Cross of the FYR of Macedonia Assessment and Analysis*

#### **Forthcoming measures**

- Defining development policies and strategies
- Developing volunteer management system to increase numbers of volunteers and members
- Providing governance and management training
- Promoting a monitoring and evaluation system
- Promoting resource mobilization
- Preparing programmes and projects directed at needs of vulnerable people
- Fitting normative acts of the society to changing needs and developments in the country
- Promoting partnership relations with governmental institutions
- Building operational alliances and cooperation with the civic sector
- Promoting decentralized programme activities

local Red Cross branches. These measures have been identified based on the assessment process. Moreover the findings from the assessment represent the basis for future planning in the National Society. The foreseen activities will be incorporated in the priorities of the forthcoming Development Plan 2010 of the Red Cross of the FYR of Macedonia, in all programme strategies of the society, as well as the annual plans of action.

<b>How we work</b>	
<p>The International Federation's activities are aligned with its 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".</p>	<p><b>Global Agenda Goals:</b></p> <ul style="list-style-type: none"> <li>• Reduce the numbers of deaths, injuries and impact from disasters.</li> <li>• Reduce the number of deaths, illnesses and impact from diseases and public health emergencies.</li> <li>• Increase local community, civil society and Red Cross Red Crescent capacity to address the most urgent situations of vulnerability.</li> <li>• Reduce intolerance, discrimination and social exclusion and promote respect for diversity and human dignity.</li> </ul>
<b>Contact information</b>	
<p>For further information specifically related to this report, please contact:</p> <ul style="list-style-type: none"> <li>• <b>In the Europe Zone Office:</b> Elias Ghanem, Head of Support Services, Budapest; email: <a href="mailto:elias.ghanem@ifrc.org">elias.ghanem@ifrc.org</a>; phone: +361 888 4518, fax: +361 336 1516</li> <li>• <b>In the Europe Zone Office:</b> Leon Prop, Head of Operations, Budapest, email: <a href="mailto:leon.prop@ifrc.org">leon.prop@ifrc.org</a>; phone: +36 1 8884 502; fax: +361 336 1516</li> </ul>	