

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

FORMER YUGOSLAV REPUBLIC OF MACEDONIA

21 December 2001

This Programme Update is intended for reporting on Annual Appeals.

Appeal No. 01.55/2001

Appeal Target: CHF 956,952

Programme Update No. 2; Period covered: September - November 2001

(last Programme Update issued No. 01 ; August 2001

“At a Glance”

Appeal coverage: 173.1%

Related Appeals: N/A

Outstanding needs: None

Update/Summary: The Federation’s delegation in the Former Yugoslav Republic of Macedonia (FYROM) continues to effectively serve or provide all partner national societies with administrative support, allowing the PNSs to focus on programme activities in a cost effective manner. Despite this and the good coverage of the programmes/activities, the delegation faces some constraints in covering its co-ordination and management costs. Further support is needed to enable the delegation to function properly and to continue to provide adequate support to the Macedonian Red Cross (MRC).

Operational Developments:

The capital city witnessed many explosions throughout the month of September. These explosions occurred mostly in the Albanian part of town, usually going off after midnight. Apart from material damage, there were no injuries or casualties. However, the last blast happened in the center of Skopje (on October 3rd), during rush hour. It left one dead and two passersby injured. An investigation is still underway, but there has not been any concrete suspect identified for most of the blasts.

The month of October was characterized by political suspense concerning the suggested constitutional changes according to the Framework Agreement and their final adoption. The parliament would not begin sessions until the issue of missing civilians -allegedly kidnapped by the NLA- was resolved. When guarantees were given to start handling the matter, the parliament resumed its work. There were many obstacles in the way of the final adoption, like the preamble text and the article concerning religious associations in the country. In the meantime, there were many protest gatherings in the capital organized by citizens and citizen associations in order to express their displeasure with the Framework Agreement. However they all proceeded peacefully. Angry workers from companies suffering financial difficulties also shook the country with protests of a different nature,

taking to the streets or blocking strategic roads. As a result of this, an inter-ministry-working group was formed in order to discuss the bitter social problems of the workers with their union.

The latest developments include the official adoption of the constitutional changes and the beginning of the full implementation of the Framework Agreement. As of the 21st of November, the wide coalition government formed at the onset of the crisis has fallen apart. Two Macedonian political parties, one of which signed the Framework Agreement decided to go into opposition. There are different opinions among the political parties whether or not to hold parliamentary elections at the end of January 2002, as was initially agreed in the terms of the peace treaty.

As for the security situation in the crisis areas, there was much shooting reported as well as attacks on police checkpoints and reports of houses being burned. In line with the plans of the crisis management body, police patrols of mixed ethnicity returned to the villages in the crisis areas. This is seen as a step forward towards a peaceful solution. The most disturbing news was that of three police officers killed near the Tetovo village of Trebosh, (November 12th), in a mortar attack. Shooting is still reported in the crisis areas and recently an explosive device was set off in the Tetovo market place, but without any injuries or casualties.

The press and the media continue to present alarming signs of an economic slowdown in the country due to the crisis. With the constitutional changes in force, the government is hoping for a donor meeting of the European Union to inject some strength into the devastated market. Such a meeting is still being negotiated.

Disaster Response

Objective 1 To continue supporting the Macedonian Red Cross in providing hygiene supplies to the 4000 Kosovo refugees remaining in the country and the families hosting them. Activities to achieve this objective will include the purchase, storage and distribution of monthly hygiene parcels for all remaining refugees in FYR of Macedonia and of complementary parcels for their host families.

The Federation and American Red Cross have continued to support the distribution of hygienic parcels to the regular refugee beneficiaries and now the internally displaced persons (IDPs) as well. Some 33,200 ECHO hygienic parcels that are due to be merged with the 45,000 American Red Cross parcels were secured by the Federation for the American Red Cross led Relief Program. During September, October and November regular distribution of these parcels was carried out to refugees, IDP's and their host families.

Objective 2 To continue assisting the Macedonian Red Cross in planning, distribution and reporting on social case families, receiving food donations from other donors through its branch distribution system. Supplemental food assistance to the 10 000 –18 000 Macedonian families considered being the most vulnerable social cases by the Macedonian Social Welfare Ministry would continue. The Movement will work with the Macedonian Red Cross headquarters and branches in serving these beneficiaries by providing monitoring and distribution assistance as well as help in fulfilling reporting requirements

As reported in the previous update, as of April 2001, only category one from the list of socially vulnerable people provided by the Ministry of Labour and Social Welfare is being assisted by Inter SOS (an ECHO funded agency) with food parcels. Category one includes senior citizens over 65 and long term health cases that receive constant financial aid. Inter SOS food aid includes bag with 4 soups, 2 kg rice, 2 kg sugar, 2 litres cooking oil plus 20 kg flour for family of 1-4 members, respectively increasing the quantity of aid as the number of family members increases. Distributions are organised on monthly bases. For the reporting period of September-November, distributions have been carried out regularly as planned. Please note that the 10 000-18 000 beneficiaries (indicated in the Appeal) were assisted by Inter SOS (food items) and the Federation (Hygiene Parcels) in January 2001 till April 2001, covering category 1 to 4 from the list of vulnerable people provided by the Ministry of Social Welfare.

Following is a description of categories:

Category 1: senior citizens over 65 and long term health cases that receive constant financial aid.

Category 2: employed people that have not received their salaries in the last three months.

Category 3: pensioners families with income less than 55 DEM monthly for 1 member families/ 70 DEM for 2 members families etc.

Category 4: People without proper documents for unemployment registration

As for the internally displaced people, the Macedonian Red Cross started a re-registration process at the beginning of November that was to be completed by the end of the month. This is to update the database of the actual number of beneficiaries, which has changed as the crisis situation calmed down over the months.

Objective 3 To financially support the Macedonian Red Cross' disaster response activities. The Federation will co-ordinate support to the national society in meeting administration, storage and distribution costs related to providing food and hygiene supplies to the remaining refugees and host families on a flat rate basis.

The Federation continues to co-ordinate the storage of contingency stocks in the new central DPP warehouse which construction was co-ordinated by the Federation and financially supported by five other donors (Canadian Red Cross, Canadian Government, Spanish Red Cross, German Red Cross and Hellenic Red Cross).

Disaster Preparedness

Objective 1 To help prepare the Macedonian Red Cross in responding to any disaster that may occur in the country or region in a responsible and credible manner. In 2001, the German Red Cross will provide a delegate to work on a bilateral basis with the Macedonian Red Cross on refining its DP Programme. Stocks of supplies that have been reserved for a DPP contingency stock will be organised at a central warehouse, German Red Cross supplies and equipment from within the region will be received and additional DP supplies will be purchased if required.

As mentioned in the previous update, at the beginning of September a German Red Cross delegate arrived. He is responsible for handling the reconstruction of damaged houses in the crisis areas as well as relief and logistics matters. At the beginning of October, another German Red Cross delegate came for a one-month mission specifically targeted at construction issues in the affected regions. He successfully ended his mission at the end of November.

The Federation along with the German Red Cross continues assisting the MRC with the upkeep of supplies donated to the Macedonian Red Cross by the German Red Cross helping with the storage and customs clearance. MRC was also assisted by the Canadian Red Cross with funding of volunteer co-ordinated support.

As the need arose, in the Tetovo village of Zilche a water bladder was put up at the end of August to serve the needs of the 5000 inhabitants for safe drinking and cooking water, as the regular water supply was disrupted. The Macedonian Red Cross DPP team reacted promptly and worked closely with the ICRC delegation.

Reporting results for Objective 2 and 3 remain the same as reported in the previous update. No additional activities to fulfil objective 2 have been achieved other than securing a proper warehouse person, identified within the MRC headquarters. Workshops or other training activities have not taken place due to the crisis that slowed down the training schedule.

Health and Care

Objective 1 To continue informing refugees and vulnerable persons in the FYROM on their rights and benefits. Basic information about attaining rights and benefits will be provided to refugees and other vulnerable groups who either come to or call Skopje information centre. Referrals to agencies and various governmental and non-governmental organisations will be made when appropriate.

The following are the quantitative data of the performed interviews, telephone calls and other support provided for September until 1 November, and January till November 2001, respectively:

September- November	January- November
<u>Interviews</u> conducted with refugees 929, and 1343 with IDP's.	<u>Interviews</u> conducted with refugees 2847, and 2997 with IDP's.
<u>Telephone calls</u> 2016 including all three groups of beneficiaries	<u>Telephone calls</u> concerning refugee issues 3521, and about IDP's matters 3006.
<u>Psycho social support</u> provided to 84 persons	<u>Psycho social support</u> provided to 117 refugees and 154 IDP's.
<u>Medical assistance</u> was provided for 687 beneficiaries	<u>Medical assistance</u> was provided for 1024 refugees and 1976 IDP's .
Assistance with <u>Educational issues</u> was given to 217 persons.	Assistance with <u>Educational issues</u> was provided for 505 refugees and for 20 IDP's, registered only in the months of May and August.
<u>Other ad hoc services</u> were provided to 514 beneficiaries	<u>Other ad hoc services</u> were provided to 967 refugees and to 2191 IDP's.

Objective 2 To help meet medical and social needs of refugees, host families and social cases in FYROM; beneficiaries of the programme who are unable to access basic non-emergency health care services will be provided with medicines, medical transport, eye glasses, and hearing aids. A social worker will be assigned to attend to the needs of Roma refugees living in Shutka area of Skopje, which has the greatest number of refugees living with host families.

The Info-Office within the Macedonian Red Cross is providing medical assistance, including mainly medicines for chronically ill people, hearing devices, eyeglasses, advising, various ad hoc assistance or combining efforts with other agencies when the office cannot provide assistance.. A social worker has been appointed by the Info-Center to address the needs for psycho-social support in the Shutka collective center where some 1,200 Roma refugees are being accommodate.

The data the Info-Office gathers about the three groups of beneficiaries, refugees, IDPs and social cases have been used many times by different international and domestic aid agencies and NGOs while conducting assessments and then implementation of their programmes. In all of the nine years that the office has been operating, it has provided essential help for those in need seeing that this is the first door the beneficiaries knock on. It is well known and reputed in the community. As for quantitative data there are mentioned in objective 1, presented for the last three months and then cumulative for the year 2001, up to November.

Objective 3 To create an educational component within the existing programme; an educational section will be created to provide various informative activities such as self care for adults, mine awareness courses, and vocational training. Staff and necessary budgeting will be assigned.

The ICRC in co-operation with the Macedonian Red Cross continued carrying out the informative campaign about Unexploded Objects (UXO) in the collective centres and the red cross branches in the country. Other educational activities have still not taken place due to the strongly felt consequences of the nine-months-lasting crisis. Daily activities of the office continue addressing the immediate needs of the vulnerable people due to the crisis. All planned educational activities besides the campaign for unexploded objects are currently put on hold.

Objective 4

To continue providing psychological support for beneficiaries in need of aid; psychological support will be provided at the centre through informative sessions, counselling activities and through referrals for more advanced treatment by volunteers, clinics or hospitals. The staff needed to operate this portion of the programme will be recruited.

The Info-office mentioned above is the only place where beneficiaries receive psycho social support. When there is a grave case, the office refers them to the respective institution in the country. A physician has been employed in the centre as of September 2001 to assist with the many health issues of the refugees and the IDPs.

Objective 5 To organise recreational activities as opportunities for resocialisation: in order to promote resocialisation of beneficiaries, staff and volunteers of the programme will be provided direction in organising day trips, and educational, culture and sporting activities. Bearing in mind the continuing tense situation in the country, the priorities that emerge due to the new developments, no activities to fulfil objective 5 have been undertaken and are also put on hold.

Institutional and Resource Development

Objective 1 To strengthen the national society's capacity to provide effective, efficient and sustainable services in accordance with internationally recommended standards. Working together with the Macedonian Red Cross and the Federation's country delegation, and in close consultation with the regional delegation, the American Red Cross will take the lead role in assisting the society with institutional developments efforts. An institutional development (ID) board will be created to guide the society in adapting its mission, operational structure, and strategic plan to be more responsive to rapidly changing environments.

A development board was appointed within the National Society commencing the process of restructuring the organisational society. Memorandum of Understanding was signed between the American Red Cross and the Macedonian Red Cross on the functioning of the board.

The ID board will be key to the process of strengthening the national society's capacity to provide effective, efficient and sustainable services in accordance with internationally recommended standards. In-depth internal and external assessments, the setting of clear and attainable objectives, and designing and implementing a plan for achieving these objectives will be the main activities during 2001. The board will assess the organisation using the enhanced organisational development framework currently being field tested and building upon prior Federation and American Red Cross experiences in the region. This framework incorporates best practices and research findings to more closely and appropriately link organisational development interventions to organisational effectiveness and measurable performance indicators.

Other progress is summarised below:

- Internal Constituency Satisfaction Assessment: Various CAPI (customised assessment and performance indicators) and SWOT (strengths, weaknesses, opportunities and threats) self-analyses were conducted at local and central level and are currently being analysed. Surveys are also conducted with branch personnel during the ongoing branch visits.
- Internal Constituency Satisfaction Assessment, Branch Focus Groups & Profiles: Individual assessments of 35 branches have begun, but have seriously been disrupted by the ongoing civil conflict; findings from conducted visits will be completed at a later stage.
- Resource Acquisition: Information about resource acquisitions has been gathered during focus group sessions in National Headquarters and branches based on a standardised questionnaire. The branch visits are ongoing though they have been delayed due to the security situation.

The American Red Cross is continuing to work with the Macedonian Red Cross in organisational change, image building and the mapping of local and international sources for support.

Objective 2

To assist the Macedonian Red Cross in designing and implementing resource development activities. Activities will include continuation of successful initiatives of previous years, which have created sources of regular income for the headquarters and branches.

Branches will be assisted in designing proposals for the creation or renovation of rental properties, which will generate income for them. A committee made up of the society's leadership and the Federation's country delegation will accept eight proposals. Based on past experience, the cost per proposal average is CHF 10,000.

At the end of November the new central warehouse was opened. The construction costs were covered by six donors: the Canadian government and the Canadian Red Cross, German, Spanish and Hellenic Red Cross, Canadian International Development Agency (CIDA) and the International Federation. The warehouse is to serve the needs of the Macedonian Red Cross in storing relief items, as well as for income generation through leasing possibilities. The ICRC, American Red Cross, and the Federation have already occupied the warehouse storing items for the next six-months of distribution for the IDP and refugee needs. Financial contributions are made to the Macedonian Red Cross for use of the warehouse. The Macedonian DPP team is due to store the DPP equipment as well as MRE's (Meals-Ready-to-Eat) food rations as part of the DPP stock supplies.

At the end of November, water equipment from the German Red Cross arrived and was placed in the new warehouse. Its estimated value is 60 000 DEM and it is mostly water bladders, generators, tubes and spare-parts for pumps.

Regional Cooperation

The Macedonian Red Cross continues to keep in close contact with surrounding Red Cross Societies that increases the potential for co-operation in times of need. The Yugoslav Red Cross, Turkish Red Crescent and Hellenic Red Cross have all assisted the Macedonian Red Cross and the ICRC during recent crisis.

Co-ordination and Management

Objective 1 To encourage the handing over of direct support for ongoing programmes of the Macedonian Red Cross to interested PNSs. Activities will include: the offering of core programmes to interested PNSs who will involve themselves directly in supporting the Macedonian Red Cross; and effectively handing over operational responsibility from the Federation's delegation, the size of which will be reduced.

The delegation continues to serve as a focal point for service to the two participating national societies, The German Red Cross and American Red Cross. The German Red Cross has returned to Macedonia working out of the Federation's delegation for DPP activities with the MRC and a reconstruction project for villages affected by the recent conflict in the country.

Objective 2 To co-ordinate the programme activities of PNSs working in Macedonia and provide administrative support to them.

The Federation's delegation in Skopje continue to serve all participating national societies with administrative support (including banking accounts, personnel contract issues, mobile phone service, customs clearing, VAT refund, and transportation needs). All of these services allow PNSs to focus on programme activities in a cost effective manner. Also, no registration of PNSs is required with the government prior to beginning their work, as they are operating under the already signed Status Agreement.

Outstanding needs

Despite good coverage of the programmes/activities, the delegation faces some difficulties to cover its co-ordination and management costs. Additional support is needed to allow the delegation to function properly and enable it to provide adequate support to the MRC.

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All International Federation Operations seek to adhere to the Code of Conduct and are committed to the Humanitarian Charter and Minimum Standards in Disaster Response (SPHERE Project) in delivering assistance to the most vulnerable.

For further information concerning Federation operations in this or other countries, please access the Federation website at <http://www.ifrc.org>.

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FYR Macedonia						ANNEX 1
APPEAL No. 01.55/2001		PLEDGES RECEIVED				21.12.2001
DONOR	CATEGORY	QUANTITY	UNIT	VALUE CHF	DATE	COMMENT
CASH						
REQUESTED IN APPEAL CHF ----->				956'952		TOTAL COVERAGE 173.1%
CASH CARRIED FORWARD				303'732		
REPAYMENT				-285'125		
AMERICAN - RC				14'821	31.01.2000	
AMERICAN - RC		158'258	USD	271'128	09.04.01	DIRECT TO ARC IN MACEDONIA
CANADIAN - GOVT/RC		250'470	CAD	275'066	10.04.2001	DPP
CANADIAN - RC		125'000	CAD	145'525	08.06.2001	RELIEF
ECHO (20001)		300'000	EUR	443'550	04.10.2001	RELIEF
GERMAN - RC				167'416	23.01.2001	SOCIAL WELFARE PROGRAMME
GREEK - RC		18'000'000	GRD	80'586	16.07.2001	WAREHOUSE CONSTRUCTION
NETHERLANDS - RC				11'420	03.05.2001	RUNNING COSTS FOR NRC TRUCK
UNHCR - 01/AB/MCD/CM/270		62'540	USD	104'755	26.12.00	MONITORING FOOD DISTRIB
SWEDISH -RC		200'000	SEK	34'740	22.03.01	HEALTH & CARE, COORD & MGT
SWEDISH - GOVT		300'000	SEK	49'650	07.06.2001	D R & HEALTH & CARE
SWEDISH -RC		7'500	SEK	1'241	04.07.2001	PSB ON USED CLOTHES
SUB/TOTAL RECEIVED IN CASH				1'618'505	CHF	169.1%
KIND AND SERVICES (INCLUDING PERSONNEL)						
DONOR	CATEGORY	QUANTITY	UNIT	VALUE CHF	DATE	COMMENT
SWEDISH -RC		227'900	SEK	37'668	04.07.2001	30 MT CLOTHES, TRANSPORTATION
SUB/TOTAL RECEIVED IN KIND/SERVICES				37'668	CHF	3.9%
ADDITIONAL TO APPEAL BUDGET						
DONOR	CATEGORY	QUANTITY	UNIT	VALUE CHF	DATE	COMMENT
SPANISH - RC		8'531'665	ESP	78'883	26.03.01	HYGIENIC PARCELS, BLANKETS, CASH DIRECTLY TO ONS
SPANISH - RC/ECHO		2'000'000	ESP		08.02.01	MACED RC SOCIAL PROG, 1'200 FOOD PARCELS TO SOCIAL CASES, BILAT.
SUB/TOTAL RECEIVED				78'883	CHF	