

# PROGRAMME UPDATE



International Federation of Red Cross and Red Crescent Societies  
Fédération internationale des Sociétés de la Croix-Rouge et du Croissant-Rouge  
Federación Internacional de Sociedades de la Cruz Roja y de la Media Luna Roja  
الاتحاد الدولي لجمعيات الصليب الأحمر والهلال الأحمر

## **FEDERAL REPUBLIC OF YUGOSLAVIA**

28 December, 2001

*This Programme Update is intended for reporting on Annual Appeals.*

*Appeal No. 01.56/2001*

*Appeal Target CHF 27,159,297*

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

### *“At a Glance”*

*Appeal coverage: 43.2%*

*Related Appeals: N/A*

*Summary/Update and Outstanding needs: During the reporting period the delegation underwent major changes including the establishment of a new head of delegation and senior programme coordinator. Other delegation structure and programme changes have been based upon Federation Secretariat and delegation-commissioned and coordinated assessments. These assessments have reviewed programme achievements in order to help develop future policy and programme direction, beneficiary targeting and co-ordination for the Red Cross and other agencies. In terms of outstanding needs, 20,000 hygiene parcels are required to cover the commitments until the end of the year. There is insufficient funding to cover the social welfare programme until the end of the year. Donors are also encouraged to provide timely support to the 2002 Annual Appeal for Yugoslavia (no. 01.46/2002).*

### **Operational Developments:**

The early parliamentary elections in Montenegro held on 22 April left none of the contestants satisfied with the results. While the turnout was very high, at more than eighty per cent, the votes between the pro-Yugoslav and independence coalitions were almost exactly split. A government was not formed until July and the political statement and future of the Federal Republic of Yugoslavia (FRY) looks set to remain unresolved until Spring 2002 when a referendum will be held if the terms can be agreed. The future and structure of the Yugoslav Red Cross will of course be directly affected by the political changes.

The instability in the southern Serbian regions bordering Kosovo has been greatly reduced. The Liberation Army of Presevo peacefully demilitarized and handed over their weapons to KFOR, and the Yugoslav Joint Security Forces calmly re-entered the ground safety zone between southern Serbia and Kosovo. The area has remained relatively peaceful.

The conflict between the Former Yugoslav Republic of Macedonia government forces and Albanian separatists spiraled throughout the reporting period intensifying in June and July causing an influx into Kosovo of more than 70,000 people. The *Red Cross of Kosova* provided an excellent response to the crisis, providing first aid

support, finding families for the displaced people to stay with, and distributing food items which were provided by the International Committee of the Red Cross (ICRC).

## ***Disaster Response***

### **Distribution Management and Control Centre (DMCC).**

From June the distribution of relief goods through the network of the Yugoslav Red Cross (YRC) has continued under the management and control of the newly established Distribution Management and Control Centre (DMCC). On average the YRC network continues to distribute more than 5,000,000 kg to over 300,000 vulnerable people every month.

The DMCC was set up after the YRC credibility crisis arising from the diversion of ECHO and WFP relief commodities to unauthorized beneficiaries. The YRC asked the International Federation and the ICRC for assistance which led to them assuming responsibility for the management of the YRC relief distribution system on a temporary basis. The objectives are to ensure continued support to the beneficiaries and restore partner confidence in the YRC by rebuilding an effective and efficient distribution system. This was confirmed in a Memorandum of Understanding signed between YRC, ICRC and the Federation in June 2001. The republican levels of the YRC have taken over the operational responsibility in the new system. For the Serbian Red Cross (SRC) this means building up a new structure to lead, manage and control the distribution of relief items. For the Montenegrin Red Cross (MRC) this means further capacity building of their existing distribution system.

The Federation and the ICRC are committed to supporting the SRC and MRC in building their capacities. The SRC has started appointing new staff for this distribution system. A logistics manager was put in place in November, together with a relief manager and a fleet manager. A counterpart to the Head of DMCC was appointed by the National Society in September. The post of counterpart to the finance function is still being finalized, though competent National Society staff are already working in this area. Computer experts from the National Society are staffing the commodity tracking and reporting system. ICRC will provide fleet manager and the Federation has provided eight delegates plus national staff since July. The DMCC staff, delegates and national staff of the Federation and ICRC, are conducting on the job-training for the SRC staff.

### **Basic Food Programme**

The YRC, with Federation assistance, continues to distribute World Food Programme (WFP) basic food items to the most vulnerable people of FRY. Under a UNHCR/Federation sub agreement, UNHCR provides the funding to cover the YRC distribution costs and some of the Federation monitoring costs. While WFP continues to scale down the total amount of basic food assistance by stricter targeting, the scale of the distributions remains considerable. As outlined in the relief chart below, more than twenty million kilos of WFP food commodities have been distributed over the past nine months as follows: 16,369,771 kg wheat flour, 1,143,516 kgs beans, 1,373,235 sugar, 21,967 kgs rice, 42,091 salt and 1,259,803 litres of oil. The commodities provide a 15 kg food basket to an average of almost 150,000 beneficiaries per month. The YRC also distributed a cumulative 2,771,290 kilos of wheat flour, 290,680 kilos of beans, 22,620 kilos of sugar and 32,140 litres of oil by the end of June. These additional goods were ECHO and Federation contributions that were carried over from 2000.

### **Supplementary Food Programme**

**Objectives:** to meet the supplementary food and nutrition needs of 230,000 of the most vulnerable refugees.

Unfortunately the planned distribution of supplementary protein rich food (550 gram packs of pork, chicken or beef, 500 grams of feta cheese and 77 grams of yeast) has not been carried out due to insufficient funding.

### **Essential Hygiene Parcels**

**Objective:** to provide for the basic hygiene needs of 230,000 vulnerable refugees, comprising all refugees in collective centres, the destitute as identified by the local Red Cross, and the vulnerable living in private accommodation i.e. single parent families, the mentally and physically disabled, chronically ill, and the elderly over 65.

By the end of the reporting period the YRC had distributed a total of 543,883 essential hygiene parcels to refugees living in both collective centres and private accommodation in 2001. The parcels were funded by ECHO, the Swedish Red Cross and Swedish government, the Finnish Red Cross and the German Red Cross. Each parcel contains 3kg of washing powder; 4 rolls of toilet paper; 2 pieces of soap; 75 ml of toothpaste; 250 ml of shampoo; and 20 sanitary napkins.

There are remaining parcels from a Finnish Red Cross donation, plus a new Swedish Red Cross donation for 78,500 parcels and 23,470 parcels funded by British Red Cross. Even with these parcels we will require 22,000 additional parcels to cover the outstanding needs and ensure the regular provision of hygiene items through to the end of the year.

### **Baby Parcels and Baths Programme**

**Objective:** to provide for the special hygiene needs of 8,100 babies, up to one year old, of refugee families.

A cumulative 6,008 baby bath sets were distributed to refugee families with newly born babies (up to one year in age) by the end of September. The parcels are from a Germany Red Cross donation of 8,100 sets for the 2001 programme. Each set includes a baby bath, feeding bottle, teat and sterilizer, a bib, a dummy, and some baby shampoo and soap. There has been a lower than estimated birth rate among the refugee population, however the balance is likely to be distributed by the end of the year.

### **Winter Assistance**

#### **Warm Underclothes for Elderly Refugees and Vulnerable**

**Objective:** to provide a short and a long sleeved vest and long underwear to 90,000 elderly refugees over 61 who live in private accommodation and have no income or support, and the mentally and physically disabled and chronically sick.

Procurement is underway, with British Red Cross funding, to provide two vests and some long underwear for each elderly person, over 61 years, who live in private accommodation and have no income, plus the mentally and physically disabled and chronically sick. Following the UNHCR census in March 2001, the total needs have been revised down to 60,000 people.

### **Emergency Health and Hygiene Items for Social Institutions, Hospitals and Elderly Homes**

**Objectives:** assistance to elderly institutions is not outlined in the annual appeal document. The initiative began late last year, and the objective is to provide assistance to the sick and elderly through the provision of the following health related materials to the institutions: 2,000,000 adult diapers / incontinence underwear, 200 metric tons of washing powder, 350 metric tons of disinfectant, 100,000 sets of bed linen and 1,000 sets of dressing material.

Depending on need, elderly homes, orphanages, special institutions for disabled children and adults and health institutions were provided with assistance for between three to six months. The health institutions comprised stationary primary health units, special hospitals for patients with disabilities or children, general hospitals with gerontological and paediatric wards.

Diapers were provided for residents in elderly homes; adult patients in special wards in general and special health institutions; and for incontinent patients in private accommodation including refugees, internally displaced people (IDPs) and social cases who were supplied on prescription through the Red Cross humanitarian pharmacies. By the end of September a total of 1,900,640 diapers had been distributed. 1,545,740 diapers were funded by the British Red Cross and British government (DFID), 355,300 by the Canadian Red Cross, and 106,000 by the Norwegian Red Cross late last year.

Bed linen was provided because it was the first priority according to the Red Cross assessment along with laundry and housekeeping items. In almost all institutions bed linen was in a very poor condition; old and frayed, causing frequent jams in the washing machines. All of the institutions that were assisted were supplied with two sets of bed linen per bed. A total of 99,996 bed linen sets were distributed in the second quarter, thereby fully

covering the appeal and distribution plan. The Canadian Red Cross provided for 25,004 sets of bed linen and the British Government (DFID) a further and 74,996 sets



## ***Disaster Preparedness***

**Objectives:** to continue to strengthen and improve the YRC disaster preparedness (DP) capacity; organize DP management at headquarters; standardize training methodology and materials; to provide training to 48 DP trainers, 200 disaster response team leaders, and 1,200 team members; to build up DP stocks for municipal branches and 37 regional YRC warehouses; provide personal equipment for 200 DP team members and 60 collective modules for teams; to establish, train and equip 20 specialized DP teams comprising 240 members; to further develop the communication network; to reach agreements between the YRC and government on their role in a national disaster response plan; and; to develop mechanisms for replenishing DP equipment and suitable income generation activities.

The 2001-2003 three year disaster preparedness plan of action continues to be implemented on schedule. During the reporting period a large number of planning and coordination meetings and workshops and training events have been held.

The major planning and coordination meetings were:

- A Stability Pact meeting where the YRC were able to outline their disaster preparedness capacity, plans, role, responsibilities and how they can co-ordinate with the government.
- The Ministry of Defense (civil sector) attended the YRC federal level first aid competition. The event was attended by the 72 members of the 12 best teams and was a culmination of many months training for dozens of teams.
- A one day integrated training and planning workshop was held for 44 participants from; the YRC; representatives from several government departments; the Federation regional delegation disaster preparedness delegate; and the ICRC, to develop a coordinated approach to disaster preparedness and response.
- The Federation Annual Appeal 2002-2003 was developed in close cooperation with the ICRC to avoid duplication and to draw on relevant strengths. Next year, as part of the coordinated plan, the ICRC will be providing a radio communication network and training to the YRC.
- In July the disaster preparedness delegate assisted the Federation sub-delegation in Kosovo by working with the *Red Cross of Kosova* to help develop a disaster preparedness programme.

Various training events were provided for literally hundreds of disaster preparedness members:

- Through June to August ten major life saving courses, of an average nine days each, were provided for a total of 209 participants. 160 successfully passed the course to be issued with a life saving license and become disaster response team members.
- 100 existing disaster response team members were provided with a number of refresher and advanced training courses ranging from two to ten days each.
- Mountain rescue training was provided for the 21 members of the mountain rescue team in Kopaonik mountain.

Once qualified, disaster preparedness individuals and teams are equipped:

- 700 disaster response members have been provided uniforms, helmets, rubber boots and flashlights; 500 personal first aid kits were also provided.
- 42 sets of tool kits have been purchased and pre positioned in DP warehouses along with 19 generators which were provided upon completion of generator use and maintenance classes.
- 7,360 blankets, 1,720 mattresses, 2,170 kitchen sets, 806 water containers and 626 plastic buckets have been pre-positioned throughout 168 branches.

During the reporting period the skills of the disaster preparedness teams have been put to use. The DP teams have provided first aid cover to numerous large scale events, and water life savers provided cover at pools and lakes. The disaster preparedness teams have responded to those affected by flooding in the Macvansko-Kolubarski region by providing temporary accommodation, kitchen sets, food and water, hygiene items and electricity from the YRC generators. The Montenegrin DP teams responded to severe hailstorms which damaged 500 houses by providing plastic sheeting and blankets.

## **Humanitarian Values**

**Objectives:** to continue to support the YRC in its efforts to promote humanitarian values and raise the profile of the Red Cross and its work through activities including the celebration of world Red Cross and Red Crescent day and the international year of volunteers; to increase cooperation with local and international NGOs; to exchange information with National Societies in the region; to provide communication skills training to 40 YRC staff; and; to further improve the quality of the YRC publications and website.

The main information event of the period was the promotional campaign for World Red Cross and Red Crescent Day on the 8 May. The slogan of the month-long campaign was '*share some of your time with those in need*'. It was primarily aimed at highlighting the work of the National Society's 200,000 volunteers in the context of the UN International Year of Volunteers and to encourage people to join the Red Cross. National media provided extensive coverage of Red Cross events, broadcasted the radio and video press releases and interviewed representatives and spokespersons from the YRC as well as the ICRC and the Federation Delegations in Belgrade. Heads of ICRC and Federation Delegations along with the personal advisor on humanitarian affairs of the Yugoslav President Kostunica, also addressed a crowd of more than two hundred volunteers at a Red Cross ceremony. An opening ceremony was held for a recently renovated working space funded by the ICRC and Federation funding. The new information and reporting wing has a small library and joint information and reporting offices which were shared by the YRC and Federation staff working together. Unfortunately the Federation has subsequently had to leave as the YRC felt it required the office space.

During the flooding in the Macvansko-Kolubarski region in Serbia in June (see disaster preparedness section above) the Federation information assistant and YRC information department visited the affected area with the assessment team to collect information and photographs for media.

The department organized the visit of a delegation of officials from the Swedish National Office for Migration to the Red Cross operations and collective centres to highlight the plight of the 600,000 refugees and IDPs. Volunteer guides were produced with British Government Department for Development Funding (DFID) which clarified the role of the Red Cross and its volunteers; neutrality, impartiality and the humanitarian imperative to assist all vulnerable regardless of race, religion and ethnicity.

The British Red Cross Vice President, Angela Rippon, accompanied by a photographer, visited refugees and IDPs in collective centres to highlight the harsh conditions that they are still living in, some for as long as 8 years. DFID funds also enabled the Federation to continue to provide financial support to the refugee magazines *pravi odgovor* (real answer) and *povratak* (return). The magazines provide desperately sought information to marginalized refugees and IDPs about their homes and repatriation issues. Federation technical advice and DFID funds were also used to translate and print the YRC annual report in both Serbian and English.

## **Health and Care**

### **Refurbishment of Elderly Institutions**

**Objectives:** As with the emergency health and hygiene items for social institutions, hospitals and elderly homes (see disaster response section above) the refurbishment of elderly institutions is an initiative which began late last year and is not therefore outlined in the annual appeal document. The objective is to provide much needed additional bed space in elderly homes which would be made available to vulnerable refugees.

There are 30,000 elderly refugees living in poor quality rented accommodation and a further 4,000 still housed in temporary collective centres, some for up to 8 years. Like most of Europe the FRY population is aging with 1.5 million of the total 8 million people living in Serbia (excluding Kosovo) over 65 years. There are only 8,000 beds in elderly homes. A detailed assessment of elderly institutions was completed in April. The assessment prioritizes the need to upgrade the kitchen, laundry and sanitary facilities of 9 institutions and to increase capacity in 4 institutions by 128 beds. Swedish Red Cross and Swedish government funds have been used to rehabilitate and equip two elderly homes. The extremely poor and unsanitary kitchen facilities of an elderly home in Jagodina for 220 elderly people were entirely updated. The old kitchen was totally rehabilitated and a new 54 sqm extension constructed. A 65 sqm storage facility was also provided as well as new equipment including

refrigerators, a freezer, a peeling machine, an industrial dishwasher, an electric range for the oven and kitchen trolleys. Some basic furniture in the form of bedside tables and wardrobes was provided to those without access. The possibility to build another floor thereby increasing capacity by a further 45 beds is currently being considered. The International Federation worked in coordination with the Republican Ministry of Social Welfare who provided for the rehabilitation of the 285 bed elderly home in Ruma by supplying the rehabilitated institution with furniture. In May the YRC, with Federation support, organized a major conference on elderly care. The conference brought together the Federal Ministry for Health, social welfare and labour and the Serbian Ministry for Social Welfare all relevant national and international elderly care organizations to improve co-operation and co-ordination to better serve the elderly in need. The Federation is continuing to work with the Spanish Red Cross on plans to transform the YRC collective centre in Sabac into an elderly home for refugees.

**Social Welfare Programme**

**Objectives:** the programme will continue to provide psychological support to the most vulnerable, with a particular focus on the elderly and children. The support will be provided through 100 YRC social welfare clubs and mobile teams; to recruit and train an additional 800 YRC social welfare volunteers; to continue to provide psychological support to the YRC staff to prevent ‘burn out’ syndrome; to share knowledge and experience with similar mental health professionals from other countries; and; to provide rest and recuperation holidays for 300 vulnerable children and 100 elderly people housed in collective centres.

Swedish, Norwegian and Icelandic Red Cross funds have enabled the 133 YRC branches (115 in Serbia and 18 in Montenegro) involved in the social welfare programme to support the social needs of their local communities. The key direct social welfare contacts are through various workshops which can be for the elderly, for youth, or for families. Over the reporting period six new clubs have opened bringing the total number of social welfare clubs to 122 (99 in Serbia and 23 in Montenegro). Whilst there are seasonal fluctuations, there are on average more than 2,000 workshops each month which are attended by 39,000 beneficiaries. The clubs are open to all and do not discriminate because integration of marginalized groups is an key objective. The key target beneficiaries however are vulnerable people including refugees, IDP’s, the elderly, youth and children, social cases, the sick, and unemployed people. The non-workshop social welfare contacts can be information and advice by telephone or visits to remote villages and collective centres by a mobile library and cinema. The services are provided by 748 social welfare co-workers. 263 are volunteers but the remaining majority of 485 are provided with limited financial compensation.

**Social Welfare Activities, Including Contacts with Beneficiaries and Workshops Held  
April to September 2001**

	<b>Total No. of Workshops held</b>	<b>No. of Beneficiary Visits to Workshops</b>	<b>Other Non-Workshop Social Welfare Contacts</b>	<b>Total Number of Service Contacts with Beneficiaries</b>
<b>April</b>	2,546	93,539	34,765	128,304
<b>May</b>	2,385	40,815	52,073	92,888
<b>June</b>	2,546	30,969	62,043	93,012
<b>July</b>	1,774	33,996	39,431	73,427
<b>August</b>	1,643	1,833	47,512	49,345
<b>September</b>	1,833	33,073	34,053	67,126
<b>Monthly Average</b>	<b>2,121</b>	<b>39,038</b>	<b>44,980</b>	<b>84,017</b>

The social welfare staff worked with Red Cross youth to incorporate social welfare into two of the youth summer camps. Social welfare also has close links with the home care programme. A ten day rest and recuperation holiday at the MRC ‘house of solidarity’ centre at the coast in Sutomore was provided for 100 elderly people from collective centres. A five day drawing and painting holiday and exchange was held in August by the Plandiste Red Cross, with some Federation support, for 30 talented children from FRY and Hungary, Bulgaria and the Republika Srpska.

An external evaluation held in June found the programme to have a high degree of sustainability and ownership by local branches and to be very cost effective. The evaluation also had a number of recommendations including developing a means to measure impact and improve targeting, and to hold a needs assessment and resources review which is planned for early 2002. The recommendation that the programme be consolidated and integrated with the home care programme is already being acted upon.

**Children Affected by Armed Conflict**

The social welfare programme cooperates and coordinates with the *children affected by armed conflict* programmes where children attend psycho-social and creative workshops delivered by their teachers who are trained in three day seminars. The Danish Red Cross Society has a great deal of experience in developing and running CABAC programmes and currently has two programmes in the Kraljevo and Semderevo municipalities. In September the Belgium Red Cross has begun a CABAC programme in Vranje, in southern Serbia, based on the same model.

**Home Care**

**Objectives:** to ensure that priority beneficiary needs of approximately 30,000 vulnerable elderly people are met, particularly in remote areas; to co-ordinate the home care programme with governmental social welfare/health services and other humanitarian organizations, to include linkages with the YRC’s social welfare programme; to set-up an effective YRC home care expert working group; to continue to support the YRC’s pilot home care programme in the Vojvodina region; to carry out comprehensive needs assessments in seven regions of Serbia and Montenegro; to select and train 160 professionals and 2,000 volunteers for the home care programme; equip and establish home care mobile teams; and; to retain home care volunteers’ interest in the programme.

Over the reported period the economic and structural improvements have not led to an improvement in the situation for elderly people in FRY and the government Health and Social Welfare system continues to operate under tremendous strain. A evaluation in the period by WFP and UNHCR has found that pensioners are at twice the risk of poverty as the population at large<sup>1</sup>. The 1.5 million pensioners of Serbia and Montenegro receive an average of approximately CHF 30 a month. These payments however remain irregular and when received do not even cover a basic food basket, not to mention expenses such as medicines or accommodation costs. The latest WFP minimum food and non-food basket calculation (which excludes accommodation costs) was approximately CHF 50<sup>2</sup>. The elderly refugee and IDP populations more often than not, receive no pension at all. A third of the 100,000 refugees and IDPs still living in Collective Centres are aged 65 and over.

Currently 1,500 home visits are made each month to more than 700 elderly people and other housebound vulnerable by 375 volunteers. Both the number of beneficiaries served and the number of home visits is increasing each month as more volunteers are recruited and trained, and more beneficiaries registered. During the reporting period three passenger vehicles were provided for home care visits by professionals to the beneficiaries. A van to transport beneficiaries in need of medical/other necessary services and 84 bicycles for the daily transport of volunteers in villages from 6 branches were also provided. All volunteers are provided with a rucksack and a set of uniforms. Some hygiene food parcels were also distributed to the most needy beneficiaries during the reporting period.

**Home Care Visits to Vulnerable Elderly by Red Cross Volunteers and Professionals  
April to September 2001**

	<b>Beneficiaries</b>	<b>Volunteers</b>	<b>Home Visits by Volunteers</b>	<b>Professional Home Care Staff</b>	<b>Home Visits by Professionals</b>	<b>Total Home Visits</b>
<b>April</b>	532	268	1,026	56	265	<b>1,291</b>

<sup>1</sup> WFP/UNHCR Joint Food Needs Assessment Mission, July 2001 (with collaboration from the International Federation of Red Cross and Red Crescent Societies)

<sup>2</sup> Figures for August 2001 from the WFP VAM bulletin, September 2001

<b>May</b>	518	249	917	54	296	<b>1,213</b>
<b>June</b>	552	267	1,022	54	299	<b>1,321</b>
<b>July</b>	456	246	959	43	274	<b>1,233</b>
<b>August</b>	557	227	1,108	90	288	<b>1,396</b>
<b>September</b>	n/a	n/a	n/a	n/a	n/a	n/a/
<b>Monthly Average</b>	<b>700</b>	<b>375</b>	<b>1,200</b>	<b>90</b>	<b>300</b>	<b>1,500</b>

The YRC has strengthened its management of the programme by establishing home care co-ordinators at the YRC, Red Cross of Serbia, and Montenegro Red Cross. An experienced home care delegate, from the Canadian Red Cross, joined the Federation management team in June and is helping to refocus the objectives to be more realistic and achievable, move away from expensive and unsustainable mobile home care teams, and develop a cheaper training of trainer approach to volunteer training. The experiences and lessons learnt through the development of a pilot project in 6 branches in Vojvodina and the intensive work with stakeholders, and technical inputs from professionals, has led to the development of standard training programmes, guidelines and policies which all contribute to the solid foundation for the programme as it is rolled out throughout the country. Twelve new branches in Vojvodina have joined the programme bringing the total number of branches providing home care services to 18. In July and August training was provided for 300 new volunteers and professionals from the new branches. The programme is now beginning to be rolled out to further Red Cross branches who are starting to establish and train their home care teams. 57 Red Cross branches in Serbia and 8 Red Cross branches in Montenegro are set to join shortly. The YRC / Red Cross of Serbia home care co-ordinators have conducted extensive field visits and discussions with Red Cross branches wishing to join the programme in the first round in order to have clear idea of the home care activities planned by Red Cross branches. Extensive effort has resulted in the establishment of a joint YRC and Federal and Republican Ministry for Health and Social Welfare commission on YRC Home Care for the elderly. This is the first joint commission between the YRC and the ministry which will lead to better care for the vulnerable which will be delivered through a co-ordinated local Red Cross branch and social welfare centre network. In the future it may also lead to financial support from local authorities for the YRC's work.

**Milk for School Children**

From March to the end of the school year in July, the Red Cross of Belgrade has been providing a quarter of a litre of milk to 2,385 children in special schools throughout 10 Belgrade municipalities. The project is supported by the Norwegian Red Cross.

**Health Education Programme - HIV/AIDS and Drug Abuse Prevention**

Objectives: To establish a YRC HIV/AIDS and addictive diseases (drug , tobacco and alcohol) expert working group which will create the concept and plan of action for prevention; to establish and train a network of 200 young YRC volunteers to work on peer education projects in their respective branches/communities; to screen and increase awareness in 1,400 elementary school pupils; to design, produce and distribute educational and promotional material; to reiterate the dangers of HIV/AIDS at the community level, by implementing a YRC awareness campaign advocating healthy lifestyles, positive values and an increase in public responsibility/commitment.

The YRC and the Federation have continued to actively contribute to the UNAIDS working group to provide health information and work with the government and health sector to create a national anti HIV and AIDS plan. The Federation and YRC have provided input to the preparation of HIV awareness information for the campaign which will be launched on World Aids day on 1 December. The Federation will fund poster printing and the provision of HIV/AIDS testing materials.

The HIV/AIDS awareness campaign continues to be disseminated by youth leaders to the target audience of children (see the youth section below). School children are also reached through the training of teachers and other education providers in elementary and high schools in order that they disseminate the health messages to the children they teach. Following the first seminar in March the YRC has held a further five training seminars

for a further 150 school teachers, professors and psychologists. The courses were in Belgrade, Montenegro, Sabac, plus two which were held in Zlatibor (covering central Serbia). Training was provided by doctors from the Medical University of Belgrade and the Student Polyclinic. The standard text included the epidemiology of AIDS, terminology, the clinical path of the disease, reducing the risky behaviour of young people, the rights of HIV positive children and the role of the school and family.

### **Kosovo First Aid Programme**

This American Red Cross delegated programme is a new initiative that was not included in the 2001-2002 Annual Appeal.

Objectives: to develop a network of trained first aiders with the skills to save lives and minimize the consequences of injury or sudden illness. This will be achieved by increasing the technical and organizational capacity of the local Red Cross organizations to provide quality first aid and CPR training; and to help the local Red Cross organizations to develop sustainable funding to be able to continue their first aid services.

A first aid delegate arrived in May. The first achievement of the programme was to ensure that there was a consistent up-to-date first aid programme. An 8 hour basic first aid/CPR course for adults was developed with an accompanying text and an instructor training component. 38 trainers have successfully completed the 'training of the trainer' course. They have already gone on to train 178 instructors. Currently the majority of the training is being provided to children in the provinces schools. The 6 municipal branches of the Red Cross of Kosovo and Metohija (KMRC), which forms part of the Serbian Red Cross, have organized their own training also have also been providing training classes to children in additional secondary schools.

Mannequins, projectors, and first aid kits have been purchased and delivered to the branches. Stipends have been given to first aid trainers and branches to support this project. Other activities that have taken place include; first aid delegate monitoring of classes; developing age appropriate first aid materials with the youth delegate; working with the disaster preparedness delegate to provide first aid teams; and organizing first aid trainer working groups to enhance first aid education. Some revenue generating classes been held for the *Red Cross of Kosova (RCK)* and a financial plan developed for the generated income.

### **Kosovo Psycho-Social Programme**

Objectives: to reduce the impact of traumatic and accumulated stress to the people of Kosovo through the provision of psycho-social centres and mobile outreach teams; providing multi-language information to beneficiaries linking them with other Red Cross and Red Crescent services and other organizations; to work with the mental health structures in Kosovo including the Institute for Mental Health Recovery; to increase the number of Red Cross psycho-social paraprofessionals; to expand the number of trained volunteers; to provide training in recruiting, training and supporting volunteers; and; to help beneficiaries find work through by assisting them to search for work, and providing language and training courses.

The Psycho-Social Programme (PSP) has mobile outreach teams, comprising 18 very well trained staff, who have made an average of more than 1,600 visits per month to the homes of beneficiaries to provide one to one support to up to 839 people. Additionally there are five psycho-social centres who run more than 2,500 counseling sessions and community groups each month which reach almost 1,000 beneficiaries. Other activities are to help link beneficiaries with existing resources which can range from finding toys and school supplies for children of conflict affected families, to getting roofing kits for vulnerable families who did not know that they were available from other agencies. Towards the end of the reporting period the programme has been suffering from some staff shortages, including the psycho social programme coordinator who departed in September. Nevertheless the services, including outreach visits, support groups and classes for about 3,000 beneficiaries per month have continued to be provided. Five centers with 18 outreach workers have provide these services assisting with social and psychological support.

The ICRC has worked closely with the Federation and *RCK* in order to provide psychological support to the families of detainees held in Serbia. On days when detainees are released the PSP mobilizes teams to provide practical and emotional support to families whilst they wait for many stressful hours for loved ones to return.

A major evaluation of the programme was held in June, with the same team returning in early October to help draft the plans and annual appeal for 2002-2003. The work plan aims to assist the transition of the programme to the RCK to continue a more sustainable social services and information referral program, with psychological support which will be transferred in due course to the local mental health authorities.

The programme was supported by the American, Belgian, French, Japanese, Norwegian, Swedish and Swiss Red Cross Societies.

## **Youth**

**Objectives:** to support the youth members to complete a questionnaire for self assessment; to establish a youth committee ensuring youth member representation; to develop a youth policy, strategy and plan of action; to raise the youth profile and recruit new members; produce training manuals and education kits, membership cards, publications, and television advertisements; hold 10 training seminars for youth members and 15 advanced youth training sessions; and; to support international youth exchanges and YRC youth camps and summer school projects.

The YRC youth development programme is funded by the Norwegian Red Cross. During the reporting period a major, long term, consultative and planning process was completed. The process was initiated by the Budapest Regional Delegation in summer 2000, and was based on the customised assessment and performance indicators (CAPI) process. The aim was to focus and streamline activities and develop a strategy for the YRC Youth which will serve as a basis for the future direction of the Yugoslav Red Cross youth programme and increase representation of the youth who comprise 60% of the YRC volunteer base. The results of the assessment were presented and discussed during a two day youth conference in April. Following this process a representative work force of forty members from throughout Yugoslavia worked, with facilitation from the YRC and Federation organizational development departments, to develop a strategy and mission statement for the YRC Youth. *'To improve the quality of the programmes of the Yugoslav Red Cross by a greater participation of the young people'*.

Summer is the most active period of youth activities during the whole year. The YRC youth department and volunteers organized and held seven Red Cross summer schools and youth camps for 1,915 participants and 135 youth leaders. There were three children's summer schools and four youth summer camps, each of which focused on different activities; social welfare activities; first aid; health activities concentrating on HIV/AIDS and addictive diseases; and leadership training. Based on experiences from previous years, clear guidelines for beneficiary/participant invitation were provided to branches to improve targeting. Lessons learnt from this years camps are to start the planning and fundraising activities for the camps much earlier. The roles and responsibilities of the different contributing departments will also need to be clarified in a more timely fashion.

In September the YRC Youth Commission accepted and approved two proposals; to have a unified and standard training system for youth volunteers; and the unified visual identity for the youth programme. The two concepts will next require approval from the Executive Board of the YRC before implementation which will result in better trained volunteers with transferable skills and a better known and understood YRC youth.

## ***Institutional and Resource Development***

### **YRC Institutional Development**

**Objectives:** to assist the YRC to implement their institutional development (ID) plan to improve their legal, institutional and resource development; review YRC governance; to revise and adopt new statutes; to develop a proposal for a regional structure; to review the YRC internal structure including the establishment of public relations, fundraising and human resource (HR) departments; engage external technical HR expertise to help the YRC to develop HR strategy and guidelines; to develop a volunteer database; to expand YRC managerial capacity at all levels; to implement new improved financial procedures; to continue to improve donor reporting; and; to increase support to YRC branches ensuring professional service delivery and assist 15 branches to greatly improve their insufficient office and warehouse capacity.

With financial support from the Swedish, Norwegian and British Red Cross Societies, the Federation is providing

technical and material support to the YRC to help it fulfill its own ID plan of action which aims to improve YRC programmes, management and local branch structures, as well as their human resources and reporting capacities. The YRC strategy working group has produced a draft YRC strategy which has been distributed throughout the organization for comment. It has already been discussed by the YRC Executive Board who have made comments.

The Federation has continued to support the YRC, SRC and MRC reporting programme with technical support and training from the Federation reporting delegate, providing two computers donated by the British Red Cross, and by part-funding the salaries of the three national society reporting officers. For the first time ever the YRC had begun to produce regular monthly internal reports for information sharing and planning, which could also form the basis for donor reports. Unfortunately the future of the YRC reporting project is yet to be established following the dismissal of the YRC reporting officer. Fortunately the SRC has already followed the YRC's lead and has begun to produce clear and concise monthly activity reports in both Serbian and English which even include financial information. These reports are shared with the Federation, ICRC, UN OCHA and in future are to be distributed more widely to government, PNS and possibly put on the new SRC website which is currently being redeveloped.

The YRC is continuing a process of actively engaging with the Government. It is hosting a series of dissemination presentations, including International Federation and ICRC presentations, for local, Republican and Federal authorities. The purpose of the dissemination sessions is to inform often new members of government about the role of the YRC in the International Red Cross and Red Crescent Movement, the fundamental principles of the Red Cross, and the need for the YRC to balance its auxiliary role with independence from the state. The YRC has also approached governmental stakeholders by communicating to the members of the Federal Government and representatives of both Councils of the Federal Assembly by distributing the YRC annual report for 2000 and their plan of action for 2001. A week long dissemination training seminar was held in June for YRC disseminators. Federation representatives also attended and contributed to the training.

During the reporting period computer literacy training has been provided for 23 participants from the 10 branches and the headquarters of the MRC. Six computers have been provided to the qualified and trained staff.

Two pairs of branches have submitted plans of actions to share successful experiences and lessons learnt in the '10x10' branch twinning project. The project has paired 10 stronger branches with 10 weaker ones.

Unfortunately progress has not been made in developing a professional human resources department in the YRC. Human resources remains the major constraint to the implementation of many programmes and the problems with recruiting, contracting and paying staff have yet to be resolved. A project to accurately register the numbers, and skills of volunteers has however progressed. 50,000 volunteer database forms have been distributed to branches so far. The test version of the volunteers' database software has also been created and submitted to the YRC for testing and discussion.

Many local Red Cross branches do not have even the basic office facilities from which to manage their services, let alone a place for volunteers to meet and be provided training or from which to provide services. The Federation has been providing material assistance for basic prefabricated offices. These are provided to priority branches who need the office space but who also have the land, built the foundation, have local government agreement, and preferably material support from local government as well. The decision on which branch to support is made by a joint YRC/SRC/MRC and Federation commission, and assessments supplied by Federation field delegates. During the period an agreement has been signed with YRC regarding allocation and transferring of funds for 18 prefabricated Red Cross offices. Ten offices have been completed so far, all in Serbia. Unfortunately the MRC has been unable to provide suitable paperwork for any of the proposed offices to date.

As a part of a regional delegation initiative, a 28 day training course, to be held over the course of a year, will be provided for 20 YRC OD trainers. The training will be provided by an academic institution in FRY. The YRC approached the Belgrade University Faculty of Economy, and a curriculum for the training has been agreed

upon. Instruction was to be realized in 8 modules (Basic elements of organizational behaviour in development; team and team work; management of change; communication and facilitation of agreements of gathering; relationship building - PR management in non-profit organizations; human resources management; strategic management and basic elements of NGO financial management; and competence to deliver assistance and humanitarian services). A contract has been signed by the YRC with the Belgrade University School of Economics for them to provide OD training of trainer courses which the Federation will support.

The Federation financed the production of 5,000 posters and 200,000 start numbers for the promotional and fundraising sponsored 'race for a happier childhood' children's fun run.

### **Financial Development**

The British, Swedish and Finnish Red Cross Societies are funding this project to improve the transparency, efficiency and effectiveness of the YRC, SRC and MRC accounting systems.

The project is progressing well and is being given support from senior management in the national society. Technical support is provided by the International Federation and from a local arm of the accountancy consultancy company Ernst & Young. An extremely capable new head of finance department has also been recruited in the YRC. A thorough assessment has taken place. The current financial management capacity in the branches was calculated by use of a questionnaire, which showed that only a third of branches are currently using computerized accounting packages. Using last years financial audit as a basis, the current YRC finance management systems were documented, as well as local legal financial requirements and donor reporting demands. On the basis of the assessment work Ernst and Young have proposed a new financial information system and revised accounting procedures. A major consultative process has been carried out with the proposal document having been shared with all stakeholders and users for comments, plus regional workshops held in order to disseminate as widely as possible. A final workshop is planned for November for representatives from YRC, SRC, MRC and large municipalities in order to finalize the draft procedures. The programme direction and all comments are coordinated by a joint working group. In the meantime the whole plan of action of the programme was redrafted, a detailed terms of reference, and a programme agreement document prepared and submitted to YRC for their comments. The training plan is completed and is due to start in December.

### **Income Generating Projects**

**Objectives:** to assist the YRC to become more financially self sustainable by supporting their existing income generating projects (IGPs); conduct an evaluation of the success and profitability of the IGPs; and; identify and implement 30 new IGPs.

During the reporting period, twenty municipal branches have been allocated grants for their income generating projects, three of which have been additional funds for the already allocated IGPs. The total number of branch IGPs has, therefore, been increased from 136 to 153.

The monitoring and assessing of success and profitability of the IGPs is a regular task. 55 per cent of the IGPs, who have submitted reports, have created some income in 2000.

### **Kosovo Institutional Development including Youth Development**

**Objectives:** to strengthen management and governance structures and human resources in headquarters and branches; to improve the recruitment, retention and recognition of volunteers and members; to strengthen services to the population; to assist the Red Cross to become more financially self-sufficient; and; to improve communication with the public and donors.

There are currently two separate Red Cross organizations operating in Kosovo. The Red Cross of Kosovo and Metohija (KMRC) which has 6 municipal branches and forms part of the Serbian Red Cross within the YRC structure, and the *Red Cross of Kosova (RCK)* which has 26 municipal branches, covering 90% of the population, and is a separate, locally registered indigenous humanitarian organization. Both the ICRC and the Federation work impartially with both organizations and encourage them to coordinate and cooperate in order to better serve the needs of the vulnerable.

A long process of discussion, and a series of planning meetings with the *Red Cross of Kosova* have resulted in agreement on training needs and what training workshops are required. A strategic planning group has been established which comprises the *RCK* Secretary General, headquarters staff and if possible some members of the Presidency. The first workshops have looked at the present *RCK* structure; its advantages and disadvantages; and possible regional models.

Much of the planned training and workshop events had to be canceled due to the overwhelming need for the *RCK* to focus on the humanitarian needs of more than 70,000 refugees from the Former Yugoslav Republic of Macedonia. The *RCK* response to the crisis was extremely capable and received praise from both the media and international organizations. They provided first aid points at border crossings and basic assistance, such as juice and water. They encouraged families to register and where necessary linked the refugees with a suitable host family to stay with. To complement transport provided by IOM and UNHCR, *RCK* mobilized a network of volunteer taxis and buses.

Half of the population of Kosovo are under 21 and 70 per cent of the volunteers are youth members. The youth development programme has provided youth leadership training. By the end of the reporting period the new position of Kosovo youth development delegate had been filled. The Kosovo youth development delegate has been briefed by the FRY youth development delegate who will also visit Kosovo to share experiences and help develop plans.

### ***Coordination and Management***

During the reporting period the delegation has undergone major changes including the establishment of a new head of delegation and senior programme coordinator. Other delegation structure and programme changes have been based upon Federation Secretariat and delegation-commissioned and coordinated assessments. These assessments have reviewed programme achievements in order to help develop future policy and programme direction, beneficiary targeting and co-ordination for the Red Cross and other agencies.

The Belgrade delegation relief co-ordinator and the Montenegrin sub-delegation relief delegate both assisted in the WFP/UNHCR joint food needs assessment mission that will guide beneficiary targeting. There have been major independent reviews of the Red Cross social welfare programme, a Canadian Red Cross review of the distribution of relief items for elderly homes, a Geneva led review of the relief distribution system / DMCC (see disaster response section above), the psycho-social programme in Kosovo, the home care programme and the Federation's overall support to the YRC and its strategic direction.

In line with the recommendations the size of the delegation has been reduced to ensure that appropriate technical support is provided, transferring programme management into the hands of the National Society. Packages of support have been developed that are appropriate to each of the developing republican and provincial levels, each viewing programming from the perspective of the local Red Cross branches.

As more embassies and donor offices reopen in Belgrade, the delegation will work with the YRC to increase local fundraising and contacts. In co-operation with the ICRC, the delegation will lobby both local and central government to help the YRC to reposition itself within the new Yugoslavia. The delegation will help to build government confidence in the YRC and will engage in social policy debate at the federal and republican level. Whilst the YRC's auxiliary role to government will be promoted the National Society's independence will also be emphasized.

Assistance will be provided to the YRC and *RCK* to develop their strategies and plans. Working with the ICRC and donor national societies, the delegation will facilitate the development and launch of a Country Assistance Strategy (CAS) to ensure that the Red Cross Movement provides appropriate and co-ordinated assistance.

### ***Outstanding needs***

20,000 hygiene parcels are required to cover the commitments until the end of the year. There is insufficient funding to cover the social welfare programme until the end of the year.

*For further details please contact: Karin Hakansson, Phone : 41 22 730 44 66; Fax: 41 22 733 03 95; email: hakansso@ifrc.org*

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

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

Peter Rees-Gildea  
Head a.i.  
Relationship Management Department

Lynette Lowndes  
Head  
Europe Department

Federal Republic of Yugoslavia						ANNEX 1
APPEAL No.01.56/2001		PLEDGES RECEIVED			21.12.2001	
DONOR	CATEGORY	QUANTITY	UNIT	VALUE CHF	DATE	COMMENT
<b>CASH</b>						
REQUESTED IN APPEAL CHF ----->				<b>27'159'297</b>		<b>TOTAL COVERAGE 43.2%</b>
CASH CARRIED FORWARD						
AUSTRALIAN - RC		45'132	AUD	39'044	11.05.2001	HUMANITARIAN ASSISTANCE
BRITISH RC		80'000	GBP	192'800	29.03.01	OD
BRITISH RC		80'000	GBP	192'800	29.03.01	OD, KOSOVO
BRITISH RC		168'000	GBP	404'880	29.03.01	DISASTER PREPAREDNESS
BRITISH RC				661'348	31.08.2001	60'000 SETS THERMAL UNDERWEAR
BRITISH RC		73'034	GBP	174'551	31.08.2001	SENIOR PROG. CO-ORDINATOR
CANADIAN - GOVT/RC		480'150	CAD	519'762	11.01.01	ELDERLY CARE RC ACTION
CANADIAN - RC		100'000	CAD	108'250	06.04.01	HOME CARE PROGRAMME
CANADIAN - RC		10'000	CAD	10'982	25.04.2001	FOOD SECURITY PILOT PROJECT
CANADIAN - RC		6'000	CAD	6'589	24.04.2001	HOME CARE & ELDERLY CARE INSTITUTIONS PROG.
CANADIAN - RC		70'800	CAD	81'923	19.06.2001	HOME CARE PROGRAMME, DELEGATE IN-COUNTRY COSTS
CANADIAN - RC		15'000	CAD	16'341	14.08.2001	DELEGATE IN-COUNTRY COSTS
DANISH - RC		693'750	DKK	142'913	21.03.01	HOME CARE PROGRAMME
FINNISH - GOVT		504'564	EUR	758'915	22.01.01	RELIEF PROGRAMMES
FINNISH - RC		105'047	EUR	158'779	05.02.01	OD KOSOVO
FINNISH - GOVT		10'140	EUR	15'465	06.06.2001	PROGRAMME MGT & CONTROL
GERMAN - RC		33'708	DEM	26'402	20.02.01	LOGISTICS CO-ORDINATOR
GERMAN - RC		112'360	DEM	87'028	03.08.2001	DELEGATE COSTS
GERMAN - GOVT		193'258	DEM	146'161	09.04.2001	43 TONS LIQUID DISINFECTANT
GERMAN - RC		21'824	DEM	16'505	08.01.2001	PROGRAMME MGT & CONTROL
GERMAN - RC		10'812	DEM	8'177	08.01.2001	PROGRAMME MGT & CONTROL
GERMAN - RC		7'685	DEM	5'812	09.04.2001	PROGRAMME MGT & CONTROL
JAPANESE - RC				9'218	26.07.2001	SATPHONE BILL
LITHUANIAN - RC		25	USD	44	18.02.1907	
NETHERLANDS - RC				39'550	20.06.2001	RELIEF COORDINATOR
NORWEGIAN - GOVT/RC		3'189'317	NOK	609'705	22.04.2001	SOC WELFARE, HOME CARE, HEALTH PREV & EDUC, INCL. HIV/AIDS YOUTH
NORWEGIAN - GOVT/RC		3'775'619	NOK	721'789	21.05.2001	D P & INSTITUTIONAL & RESOURCE DEV. YOUTH
SWEDISH - RC		3'750	SEK	5'181	01.03.01	PSC, CLOTHES & BEDDING
SWEDISH - RC		738	SEK	128	01.03.01	PSC, SCHOOL KITS
SWEDISH - RC		3'000'000	SEK	521'100	22.03.01	DISASTER RESPONSE, HEALTH & CARE, ID/RD, COORDINATION & MGT,
SWEDISH - RC		30'750	SEK	5'341	15.03.01	ADMIN. COSTS

SWEDISH - GOVT/RC		6'100'000	SEK	998'570	08.06.2001	DISASTER RESPONSE, HEALTH AND CARE, OD, COORDINATION & MGT
UNHCR (270c\$)		1'743'789	USD	2'987'459	20.04.01	SECOND RELIEF DISTRIBUTION
<b>SUB/TOTAL RECEIVED IN CASH</b>				9'673'512	CHF	35.6%

**KIND AND SERVICES (INCLUDING PERSONNEL)**

DONOR	CATEGORY	QUANTITY	UNIT	VALUE CHF	DATE	COMMENT
FINNISH - GOVT		222'300	EUR	232'539	06.06.2001	78'000 HYGIENE PARCELS, TRANSPORTATION
GERMAN - GOVT/RC		216'236	DEM	166'264	08.01.01	8'100 BABY-PARCELS
GERMAN - GOVT/RC		436'475	DEM	335'606	08.01.01	57'000 HYGIENIC PARCELS
GERMAN - GOVT/RC		153'700	DEM	119'379	09.04.2001	1'000 DRESSING MATERIAL & TRANSPORT
SWEDISH - RC		120'000	SEK	20'844	01.03.01	1,5 MT USED CLOTHES & BEDDING
SWEDISH - RC		14'750	SEK	2'562	01.03.01	1 MT SCHOOL KITS
SWEDISH - RC		889'000	SEK	154'420	15.03.01	123'000 KG USED CLOTHES, TRANSPORTATION
Australia	Delegate(s)			12'649		
Austria	Delegate(s)			59'959		
Canada	Delegate(s)			74'579		
Denmark	Delegate(s)			25'790		
Finland	Delegate(s)			62'258		
Great Britain	Delegate(s)			116'303		
Germany	Delegate(s)			128'788		
Iceland	Delegate(s)			59'959		
Japan	Delegate(s)			117'617		
Korea Rep.	Delegate(s)			55'359		
Netherlands	Delegate(s)			59'301		
Sweden	Delegate(s)			91'826		
USA	Delegate(s)			176'754		
<b>SUB/TOTAL RECEIVED IN KIND/SERVICES</b>				2'072'756	CHF	7.6%

**ADDITIONAL TO APPEAL BUDGET**

DONOR	CATEGORY	QUANTITY	UNIT	VALUE CHF	DATE	COMMENT
<b>SUB/TOTAL RECEIVED</b>				0	CHF	

**THE FOLLOWING PROJECTS ARE LINKED TO THIS APPEAL:**

PYU560						
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# PROGRAMME UPDATE



International Federation of Red Cross and Red Crescent Societies  
Fédération internationale des Sociétés de la Croix-Rouge et du Croissant-Rouge  
Federación Internacional de Sociedades de la Cruz Roja y de la Media Luna Roja  
الاتحاد الدولي لجمعيات الصليب الأحمر والهلال الأحمر

## **FEDERAL REPUBLIC OF YUGOSLAVIA**

28 December, 2001

*This Programme Update is intended for reporting on Annual Appeals.*

*Appeal No. 01.56/2001*

*Appeal Target CHF 27,159,297*

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

### *“At a Glance”*

*Appeal coverage: 43.2%*

*Related Appeals: N/A*

*Summary/Update and Outstanding needs: During the reporting period the delegation underwent major changes including the establishment of a new head of delegation and senior programme coordinator. Other delegation structure and programme changes have been based upon Federation Secretariat and delegation-commissioned and coordinated assessments. These assessments have reviewed programme achievements in order to help develop future policy and programme direction, beneficiary targeting and co-ordination for the Red Cross and other agencies. In terms of outstanding needs, 20,000 hygiene parcels are required to cover the commitments until the end of the year. There is insufficient funding to cover the social welfare programme until the end of the year. Donors are also encouraged to provide timely support to the 2002 Annual Appeal for Yugoslavia (no. 01.46/2002).*

### **Operational Developments:**

The early parliamentary elections in Montenegro held on 22 April left none of the contestants satisfied with the results. While the turnout was very high, at more than eighty per cent, the votes between the pro-Yugoslav and independence coalitions were almost exactly split. A government was not formed until July and the political statement and future of the Federal Republic of Yugoslavia (FRY) looks set to remain unresolved until Spring 2002 when a referendum will be held if the terms can be agreed. The future and structure of the Yugoslav Red Cross will of course be directly affected by the political changes.

The instability in the southern Serbian regions bordering Kosovo has been greatly reduced. The Liberation Army of Presevo peacefully demilitarized and handed over their weapons to KFOR, and the Yugoslav Joint Security Forces calmly re-entered the ground safety zone between southern Serbia and Kosovo. The area has remained relatively peaceful.

The conflict between the Former Yugoslav Republic of Macedonia government forces and Albanian separatists spiraled throughout the reporting period intensifying in June and July causing an influx into Kosovo of more than 70,000 people. The *Red Cross of Kosova* provided an excellent response to the crisis, providing first aid

support, finding families for the displaced people to stay with, and distributing food items which were provided by the International Committee of the Red Cross (ICRC).

## ***Disaster Response***

### **Distribution Management and Control Centre (DMCC).**

From June the distribution of relief goods through the network of the Yugoslav Red Cross (YRC) has continued under the management and control of the newly established Distribution Management and Control Centre (DMCC). On average the YRC network continues to distribute more than 5,000,000 kg to over 300,000 vulnerable people every month.

The DMCC was set up after the YRC credibility crisis arising from the diversion of ECHO and WFP relief commodities to unauthorized beneficiaries. The YRC asked the International Federation and the ICRC for assistance which led to them assuming responsibility for the management of the YRC relief distribution system on a temporary basis. The objectives are to ensure continued support to the beneficiaries and restore partner confidence in the YRC by rebuilding an effective and efficient distribution system. This was confirmed in a Memorandum of Understanding signed between YRC, ICRC and the Federation in June 2001. The republican levels of the YRC have taken over the operational responsibility in the new system. For the Serbian Red Cross (SRC) this means building up a new structure to lead, manage and control the distribution of relief items. For the Montenegrin Red Cross (MRC) this means further capacity building of their existing distribution system.

The Federation and the ICRC are committed to supporting the SRC and MRC in building their capacities. The SRC has started appointing new staff for this distribution system. A logistics manager was put in place in November, together with a relief manager and a fleet manager. A counterpart to the Head of DMCC was appointed by the National Society in September. The post of counterpart to the finance function is still being finalized, though competent National Society staff are already working in this area. Computer experts from the National Society are staffing the commodity tracking and reporting system. ICRC will provide fleet manager and the Federation has provided eight delegates plus national staff since July. The DMCC staff, delegates and national staff of the Federation and ICRC, are conducting on the job-training for the SRC staff.

### **Basic Food Programme**

The YRC, with Federation assistance, continues to distribute World Food Programme (WFP) basic food items to the most vulnerable people of FRY. Under a UNHCR/Federation sub agreement, UNHCR provides the funding to cover the YRC distribution costs and some of the Federation monitoring costs. While WFP continues to scale down the total amount of basic food assistance by stricter targeting, the scale of the distributions remains considerable. As outlined in the relief chart below, more than twenty million kilos of WFP food commodities have been distributed over the past nine months as follows: 16,369,771 kg wheat flour, 1,143,516 kgs beans, 1,373,235 sugar, 21,967 kgs rice, 42,091 salt and 1,259,803 litres of oil. The commodities provide a 15 kg food basket to an average of almost 150,000 beneficiaries per month. The YRC also distributed a cumulative 2,771,290 kilos of wheat flour, 290,680 kilos of beans, 22,620 kilos of sugar and 32,140 litres of oil by the end of June. These additional goods were ECHO and Federation contributions that were carried over from 2000.

### **Supplementary Food Programme**

**Objectives:** to meet the supplementary food and nutrition needs of 230,000 of the most vulnerable refugees.

Unfortunately the planned distribution of supplementary protein rich food (550 gram packs of pork, chicken or beef, 500 grams of feta cheese and 77 grams of yeast) has not been carried out due to insufficient funding.

### **Essential Hygiene Parcels**

**Objective:** to provide for the basic hygiene needs of 230,000 vulnerable refugees, comprising all refugees in collective centres, the destitute as identified by the local Red Cross, and the vulnerable living in private accommodation i.e. single parent families, the mentally and physically disabled, chronically ill, and the elderly over 65.

By the end of the reporting period the YRC had distributed a total of 543,883 essential hygiene parcels to refugees living in both collective centres and private accommodation in 2001. The parcels were funded by ECHO, the Swedish Red Cross and Swedish government, the Finnish Red Cross and the German Red Cross. Each parcel contains 3kg of washing powder; 4 rolls of toilet paper; 2 pieces of soap; 75 ml of toothpaste; 250 ml of shampoo; and 20 sanitary napkins.

There are remaining parcels from a Finnish Red Cross donation, plus a new Swedish Red Cross donation for 78,500 parcels and 23,470 parcels funded by British Red Cross. Even with these parcels we will require 22,000 additional parcels to cover the outstanding needs and ensure the regular provision of hygiene items through to the end of the year.

### **Baby Parcels and Baths Programme**

**Objective:** to provide for the special hygiene needs of 8,100 babies, up to one year old, of refugee families.

A cumulative 6,008 baby bath sets were distributed to refugee families with newly born babies (up to one year in age) by the end of September. The parcels are from a Germany Red Cross donation of 8,100 sets for the 2001 programme. Each set includes a baby bath, feeding bottle, teat and sterilizer, a bib, a dummy, and some baby shampoo and soap. There has been a lower than estimated birth rate among the refugee population, however the balance is likely to be distributed by the end of the year.

### **Winter Assistance**

#### **Warm Underclothes for Elderly Refugees and Vulnerable**

**Objective:** to provide a short and a long sleeved vest and long underwear to 90,000 elderly refugees over 61 who live in private accommodation and have no income or support, and the mentally and physically disabled and chronically sick.

Procurement is underway, with British Red Cross funding, to provide two vests and some long underwear for each elderly person, over 61 years, who live in private accommodation and have no income, plus the mentally and physically disabled and chronically sick. Following the UNHCR census in March 2001, the total needs have been revised down to 60,000 people.

### **Emergency Health and Hygiene Items for Social Institutions, Hospitals and Elderly Homes**

**Objectives:** assistance to elderly institutions is not outlined in the annual appeal document. The initiative began late last year, and the objective is to provide assistance to the sick and elderly through the provision of the following health related materials to the institutions: 2,000,000 adult diapers / incontinence underwear, 200 metric tons of washing powder, 350 metric tons of disinfectant, 100,000 sets of bed linen and 1,000 sets of dressing material.

Depending on need, elderly homes, orphanages, special institutions for disabled children and adults and health institutions were provided with assistance for between three to six months. The health institutions comprised stationary primary health units, special hospitals for patients with disabilities or children, general hospitals with gerontological and paediatric wards.

Diapers were provided for residents in elderly homes; adult patients in special wards in general and special health institutions; and for incontinent patients in private accommodation including refugees, internally displaced people (IDPs) and social cases who were supplied on prescription through the Red Cross humanitarian pharmacies. By the end of September a total of 1,900,640 diapers had been distributed. 1,545,740 diapers were funded by the British Red Cross and British government (DFID), 355,300 by the Canadian Red Cross, and 106,000 by the Norwegian Red Cross late last year.

Bed linen was provided because it was the first priority according to the Red Cross assessment along with laundry and housekeeping items. In almost all institutions bed linen was in a very poor condition; old and frayed, causing frequent jams in the washing machines. All of the institutions that were assisted were supplied with two sets of bed linen per bed. A total of 99,996 bed linen sets were distributed in the second quarter, thereby fully

covering the appeal and distribution plan. The Canadian Red Cross provided for 25,004 sets of bed linen and the British Government (DFID) a further and 74,996 sets



## ***Disaster Preparedness***

**Objectives:** to continue to strengthen and improve the YRC disaster preparedness (DP) capacity; organize DP management at headquarters; standardize training methodology and materials; to provide training to 48 DP trainers, 200 disaster response team leaders, and 1,200 team members; to build up DP stocks for municipal branches and 37 regional YRC warehouses; provide personal equipment for 200 DP team members and 60 collective modules for teams; to establish, train and equip 20 specialized DP teams comprising 240 members; to further develop the communication network; to reach agreements between the YRC and government on their role in a national disaster response plan; and; to develop mechanisms for replenishing DP equipment and suitable income generation activities.

The 2001-2003 three year disaster preparedness plan of action continues to be implemented on schedule. During the reporting period a large number of planning and coordination meetings and workshops and training events have been held.

The major planning and coordination meetings were:

- A Stability Pact meeting where the YRC were able to outline their disaster preparedness capacity, plans, role, responsibilities and how they can co-ordinate with the government.
- The Ministry of Defense (civil sector) attended the YRC federal level first aid competition. The event was attended by the 72 members of the 12 best teams and was a culmination of many months training for dozens of teams.
- A one day integrated training and planning workshop was held for 44 participants from; the YRC; representatives from several government departments; the Federation regional delegation disaster preparedness delegate; and the ICRC, to develop a coordinated approach to disaster preparedness and response.
- The Federation Annual Appeal 2002-2003 was developed in close cooperation with the ICRC to avoid duplication and to draw on relevant strengths. Next year, as part of the coordinated plan, the ICRC will be providing a radio communication network and training to the YRC.
- In July the disaster preparedness delegate assisted the Federation sub-delegation in Kosovo by working with the *Red Cross of Kosova* to help develop a disaster preparedness programme.

Various training events were provided for literally hundreds of disaster preparedness members:

- Through June to August ten major life saving courses, of an average nine days each, were provided for a total of 209 participants. 160 successfully passed the course to be issued with a life saving license and become disaster response team members.
- 100 existing disaster response team members were provided with a number of refresher and advanced training courses ranging from two to ten days each.
- Mountain rescue training was provided for the 21 members of the mountain rescue team in Kopaonik mountain.

Once qualified, disaster preparedness individuals and teams are equipped:

- 700 disaster response members have been provided uniforms, helmets, rubber boots and flashlights; 500 personal first aid kits were also provided.
- 42 sets of tool kits have been purchased and pre positioned in DP warehouses along with 19 generators which were provided upon completion of generator use and maintenance classes.
- 7,360 blankets, 1,720 mattresses, 2,170 kitchen sets, 806 water containers and 626 plastic buckets have been pre-positioned throughout 168 branches.

During the reporting period the skills of the disaster preparedness teams have been put to use. The DP teams have provided first aid cover to numerous large scale events, and water life savers provided cover at pools and lakes. The disaster preparedness teams have responded to those affected by flooding in the Macvansko-Kolubarski region by providing temporary accommodation, kitchen sets, food and water, hygiene items and electricity from the YRC generators. The Montenegrin DP teams responded to severe hailstorms which damaged 500 houses by providing plastic sheeting and blankets.

## **Humanitarian Values**

**Objectives:** to continue to support the YRC in its efforts to promote humanitarian values and raise the profile of the Red Cross and its work through activities including the celebration of world Red Cross and Red Crescent day and the international year of volunteers; to increase cooperation with local and international NGOs; to exchange information with National Societies in the region; to provide communication skills training to 40 YRC staff; and; to further improve the quality of the YRC publications and website.

The main information event of the period was the promotional campaign for World Red Cross and Red Crescent Day on the 8 May. The slogan of the month-long campaign was '*share some of your time with those in need*'. It was primarily aimed at highlighting the work of the National Society's 200,000 volunteers in the context of the UN International Year of Volunteers and to encourage people to join the Red Cross. National media provided extensive coverage of Red Cross events, broadcasted the radio and video press releases and interviewed representatives and spokespersons from the YRC as well as the ICRC and the Federation Delegations in Belgrade. Heads of ICRC and Federation Delegations along with the personal advisor on humanitarian affairs of the Yugoslav President Kostunica, also addressed a crowd of more than two hundred volunteers at a Red Cross ceremony. An opening ceremony was held for a recently renovated working space funded by the ICRC and Federation funding. The new information and reporting wing has a small library and joint information and reporting offices which were shared by the YRC and Federation staff working together. Unfortunately the Federation has subsequently had to leave as the YRC felt it required the office space.

During the flooding in the Macvansko-Kolubarski region in Serbia in June (see disaster preparedness section above) the Federation information assistant and YRC information department visited the affected area with the assessment team to collect information and photographs for media.

The department organized the visit of a delegation of officials from the Swedish National Office for Migration to the Red Cross operations and collective centres to highlight the plight of the 600,000 refugees and IDPs. Volunteer guides were produced with British Government Department for Development Funding (DFID) which clarified the role of the Red Cross and its volunteers; neutrality, impartiality and the humanitarian imperative to assist all vulnerable regardless of race, religion and ethnicity.

The British Red Cross Vice President, Angela Rippon, accompanied by a photographer, visited refugees and IDPs in collective centres to highlight the harsh conditions that they are still living in, some for as long as 8 years. DFID funds also enabled the Federation to continue to provide financial support to the refugee magazines *pravi odgovor* (real answer) and *povratak* (return). The magazines provide desperately sought information to marginalized refugees and IDPs about their homes and repatriation issues. Federation technical advice and DFID funds were also used to translate and print the YRC annual report in both Serbian and English.

## **Health and Care**

### **Refurbishment of Elderly Institutions**

**Objectives:** As with the emergency health and hygiene items for social institutions, hospitals and elderly homes (see disaster response section above) the refurbishment of elderly institutions is an initiative which began late last year and is not therefore outlined in the annual appeal document. The objective is to provide much needed additional bed space in elderly homes which would be made available to vulnerable refugees.

There are 30,000 elderly refugees living in poor quality rented accommodation and a further 4,000 still housed in temporary collective centres, some for up to 8 years. Like most of Europe the FRY population is aging with 1.5 million of the total 8 million people living in Serbia (excluding Kosovo) over 65 years. There are only 8,000 beds in elderly homes. A detailed assessment of elderly institutions was completed in April. The assessment prioritizes the need to upgrade the kitchen, laundry and sanitary facilities of 9 institutions and to increase capacity in 4 institutions by 128 beds. Swedish Red Cross and Swedish government funds have been used to rehabilitate and equip two elderly homes. The extremely poor and unsanitary kitchen facilities of an elderly home in Jagodina for 220 elderly people were entirely updated. The old kitchen was totally rehabilitated and a new 54 sqm extension constructed. A 65 sqm storage facility was also provided as well as new equipment including

refrigerators, a freezer, a peeling machine, an industrial dishwasher, an electric range for the oven and kitchen trolleys. Some basic furniture in the form of bedside tables and wardrobes was provided to those without access. The possibility to build another floor thereby increasing capacity by a further 45 beds is currently being considered. The International Federation worked in coordination with the Republican Ministry of Social Welfare who provided for the rehabilitation of the 285 bed elderly home in Ruma by supplying the rehabilitated institution with furniture. In May the YRC, with Federation support, organized a major conference on elderly care. The conference brought together the Federal Ministry for Health, social welfare and labour and the Serbian Ministry for Social Welfare all relevant national and international elderly care organizations to improve co-operation and co-ordination to better serve the elderly in need. The Federation is continuing to work with the Spanish Red Cross on plans to transform the YRC collective centre in Sabac into an elderly home for refugees.

**Social Welfare Programme**

**Objectives:** the programme will continue to provide psychological support to the most vulnerable, with a particular focus on the elderly and children. The support will be provided through 100 YRC social welfare clubs and mobile teams; to recruit and train an additional 800 YRC social welfare volunteers; to continue to provide psychological support to the YRC staff to prevent ‘burn out’ syndrome; to share knowledge and experience with similar mental health professionals from other countries; and; to provide rest and recuperation holidays for 300 vulnerable children and 100 elderly people housed in collective centres.

Swedish, Norwegian and Icelandic Red Cross funds have enabled the 133 YRC branches (115 in Serbia and 18 in Montenegro) involved in the social welfare programme to support the social needs of their local communities. The key direct social welfare contacts are through various workshops which can be for the elderly, for youth, or for families. Over the reporting period six new clubs have opened bringing the total number of social welfare clubs to 122 (99 in Serbia and 23 in Montenegro). Whilst there are seasonal fluctuations, there are on average more than 2,000 workshops each month which are attended by 39,000 beneficiaries. The clubs are open to all and do not discriminate because integration of marginalized groups is an key objective. The key target beneficiaries however are vulnerable people including refugees, IDP’s, the elderly, youth and children, social cases, the sick, and unemployed people. The non-workshop social welfare contacts can be information and advice by telephone or visits to remote villages and collective centres by a mobile library and cinema. The services are provided by 748 social welfare co-workers. 263 are volunteers but the remaining majority of 485 are provided with limited financial compensation.

**Social Welfare Activities, Including Contacts with Beneficiaries and Workshops Held  
April to September 2001**

	<b>Total No. of Workshops held</b>	<b>No. of Beneficiary Visits to Workshops</b>	<b>Other Non-Workshop Social Welfare Contacts</b>	<b>Total Number of Service Contacts with Beneficiaries</b>
<b>April</b>	2,546	93,539	34,765	128,304
<b>May</b>	2,385	40,815	52,073	92,888
<b>June</b>	2,546	30,969	62,043	93,012
<b>July</b>	1,774	33,996	39,431	73,427
<b>August</b>	1,643	1,833	47,512	49,345
<b>September</b>	1,833	33,073	34,053	67,126
<b>Monthly Average</b>	<b>2,121</b>	<b>39,038</b>	<b>44,980</b>	<b>84,017</b>

The social welfare staff worked with Red Cross youth to incorporate social welfare into two of the youth summer camps. Social welfare also has close links with the home care programme. A ten day rest and recuperation holiday at the MRC ‘house of solidarity’ centre at the coast in Sutomore was provided for 100 elderly people from collective centres. A five day drawing and painting holiday and exchange was held in August by the Plandiste Red Cross, with some Federation support, for 30 talented children from FRY and Hungary, Bulgaria and the Republika Srpska.

An external evaluation held in June found the programme to have a high degree of sustainability and ownership by local branches and to be very cost effective. The evaluation also had a number of recommendations including developing a means to measure impact and improve targeting, and to hold a needs assessment and resources review which is planned for early 2002. The recommendation that the programme be consolidated and integrated with the home care programme is already being acted upon.

**Children Affected by Armed Conflict**

The social welfare programme cooperates and coordinates with the *children affected by armed conflict* programmes where children attend psycho-social and creative workshops delivered by their teachers who are trained in three day seminars. The Danish Red Cross Society has a great deal of experience in developing and running CABAC programmes and currently has two programmes in the Kraljevo and Semderevo municipalities. In September the Belgium Red Cross has begun a CABAC programme in Vranje, in southern Serbia, based on the same model.

**Home Care**

**Objectives:** to ensure that priority beneficiary needs of approximately 30,000 vulnerable elderly people are met, particularly in remote areas; to co-ordinate the home care programme with governmental social welfare/health services and other humanitarian organizations, to include linkages with the YRC’s social welfare programme; to set-up an effective YRC home care expert working group; to continue to support the YRC’s pilot home care programme in the Vojvodina region; to carry out comprehensive needs assessments in seven regions of Serbia and Montenegro; to select and train 160 professionals and 2,000 volunteers for the home care programme; equip and establish home care mobile teams; and; to retain home care volunteers’ interest in the programme.

Over the reported period the economic and structural improvements have not led to an improvement in the situation for elderly people in FRY and the government Health and Social Welfare system continues to operate under tremendous strain. A evaluation in the period by WFP and UNHCR has found that pensioners are at twice the risk of poverty as the population at large<sup>1</sup>. The 1.5 million pensioners of Serbia and Montenegro receive an average of approximately CHF 30 a month. These payments however remain irregular and when received do not even cover a basic food basket, not to mention expenses such as medicines or accommodation costs. The latest WFP minimum food and non-food basket calculation (which excludes accommodation costs) was approximately CHF 50<sup>2</sup>. The elderly refugee and IDP populations more often than not, receive no pension at all. A third of the 100,000 refugees and IDPs still living in Collective Centres are aged 65 and over.

Currently 1,500 home visits are made each month to more than 700 elderly people and other housebound vulnerable by 375 volunteers. Both the number of beneficiaries served and the number of home visits is increasing each month as more volunteers are recruited and trained, and more beneficiaries registered. During the reporting period three passenger vehicles were provided for home care visits by professionals to the beneficiaries. A van to transport beneficiaries in need of medical/other necessary services and 84 bicycles for the daily transport of volunteers in villages from 6 branches were also provided. All volunteers are provided with a rucksack and a set of uniforms. Some hygiene food parcels were also distributed to the most needy beneficiaries during the reporting period.

**Home Care Visits to Vulnerable Elderly by Red Cross Volunteers and Professionals  
April to September 2001**

	<b>Beneficiaries</b>	<b>Volunteers</b>	<b>Home Visits by Volunteers</b>	<b>Professional Home Care Staff</b>	<b>Home Visits by Professionals</b>	<b>Total Home Visits</b>
<b>April</b>	532	268	1,026	56	265	<b>1,291</b>

<sup>1</sup> WFP/UNHCR Joint Food Needs Assessment Mission, July 2001 (with collaboration from the International Federation of Red Cross and Red Crescent Societies)

<sup>2</sup> Figures for August 2001 from the WFP VAM bulletin, September 2001

<b>May</b>	518	249	917	54	296	<b>1,213</b>
<b>June</b>	552	267	1,022	54	299	<b>1,321</b>
<b>July</b>	456	246	959	43	274	<b>1,233</b>
<b>August</b>	557	227	1,108	90	288	<b>1,396</b>
<b>September</b>	n/a	n/a	n/a	n/a	n/a	n/a/
<b>Monthly Average</b>	<b>700</b>	<b>375</b>	<b>1,200</b>	<b>90</b>	<b>300</b>	<b>1,500</b>

The YRC has strengthened its management of the programme by establishing home care co-ordinators at the YRC, Red Cross of Serbia, and Montenegro Red Cross. An experienced home care delegate, from the Canadian Red Cross, joined the Federation management team in June and is helping to refocus the objectives to be more realistic and achievable, move away from expensive and unsustainable mobile home care teams, and develop a cheaper training of trainer approach to volunteer training. The experiences and lessons learnt through the development of a pilot project in 6 branches in Vojvodina and the intensive work with stakeholders, and technical inputs from professionals, has led to the development of standard training programmes, guidelines and policies which all contribute to the solid foundation for the programme as it is rolled out throughout the country. Twelve new branches in Vojvodina have joined the programme bringing the total number of branches providing home care services to 18. In July and August training was provided for 300 new volunteers and professionals from the new branches. The programme is now beginning to be rolled out to further Red Cross branches who are starting to establish and train their home care teams. 57 Red Cross branches in Serbia and 8 Red Cross branches in Montenegro are set to join shortly. The YRC / Red Cross of Serbia home care co-ordinators have conducted extensive field visits and discussions with Red Cross branches wishing to join the programme in the first round in order to have clear idea of the home care activities planned by Red Cross branches. Extensive effort has resulted in the establishment of a joint YRC and Federal and Republican Ministry for Health and Social Welfare commission on YRC Home Care for the elderly. This is the first joint commission between the YRC and the ministry which will lead to better care for the vulnerable which will be delivered through a co-ordinated local Red Cross branch and social welfare centre network. In the future it may also lead to financial support from local authorities for the YRC's work.

**Milk for School Children**

From March to the end of the school year in July, the Red Cross of Belgrade has been providing a quarter of a litre of milk to 2,385 children in special schools throughout 10 Belgrade municipalities. The project is supported by the Norwegian Red Cross.

**Health Education Programme - HIV/AIDS and Drug Abuse Prevention**

Objectives: To establish a YRC HIV/AIDS and addictive diseases (drug , tobacco and alcohol) expert working group which will create the concept and plan of action for prevention; to establish and train a network of 200 young YRC volunteers to work on peer education projects in their respective branches/communities; to screen and increase awareness in 1,400 elementary school pupils; to design, produce and distribute educational and promotional material; to reiterate the dangers of HIV/AIDS at the community level, by implementing a YRC awareness campaign advocating healthy lifestyles, positive values and an increase in public responsibility/commitment.

The YRC and the Federation have continued to actively contribute to the UNAIDS working group to provide health information and work with the government and health sector to create a national anti HIV and AIDS plan. The Federation and YRC have provided input to the preparation of HIV awareness information for the campaign which will be launched on World Aids day on 1 December. The Federation will fund poster printing and the provision of HIV/AIDS testing materials.

The HIV/AIDS awareness campaign continues to be disseminated by youth leaders to the target audience of children (see the youth section below). School children are also reached through the training of teachers and other education providers in elementary and high schools in order that they disseminate the health messages to the children they teach. Following the first seminar in March the YRC has held a further five training seminars

for a further 150 school teachers, professors and psychologists. The courses were in Belgrade, Montenegro, Sabac, plus two which were held in Zlatibor (covering central Serbia). Training was provided by doctors from the Medical University of Belgrade and the Student Polyclinic. The standard text included the epidemiology of AIDS, terminology, the clinical path of the disease, reducing the risky behaviour of young people, the rights of HIV positive children and the role of the school and family.

### **Kosovo First Aid Programme**

This American Red Cross delegated programme is a new initiative that was not included in the 2001-2002 Annual Appeal.

Objectives: to develop a network of trained first aiders with the skills to save lives and minimize the consequences of injury or sudden illness. This will be achieved by increasing the technical and organizational capacity of the local Red Cross organizations to provide quality first aid and CPR training; and to help the local Red Cross organizations to develop sustainable funding to be able to continue their first aid services.

A first aid delegate arrived in May. The first achievement of the programme was to ensure that there was a consistent up-to-date first aid programme. An 8 hour basic first aid/CPR course for adults was developed with an accompanying text and an instructor training component. 38 trainers have successfully completed the 'training of the trainer' course. They have already gone on to train 178 instructors. Currently the majority of the training is being provided to children in the provinces schools. The 6 municipal branches of the Red Cross of Kosovo and Metohija (KMRC), which forms part of the Serbian Red Cross, have organized their own training also have also been providing training classes to children in additional secondary schools.

Mannequins, projectors, and first aid kits have been purchased and delivered to the branches. Stipends have been given to first aid trainers and branches to support this project. Other activities that have taken place include; first aid delegate monitoring of classes; developing age appropriate first aid materials with the youth delegate; working with the disaster preparedness delegate to provide first aid teams; and organizing first aid trainer working groups to enhance first aid education. Some revenue generating classes been held for the *Red Cross of Kosova (RCK)* and a financial plan developed for the generated income.

### **Kosovo Psycho-Social Programme**

Objectives: to reduce the impact of traumatic and accumulated stress to the people of Kosovo through the provision of psycho-social centres and mobile outreach teams; providing multi-language information to beneficiaries linking them with other Red Cross and Red Crescent services and other organizations; to work with the mental health structures in Kosovo including the Institute for Mental Health Recovery; to increase the number of Red Cross psycho-social paraprofessionals; to expand the number of trained volunteers; to provide training in recruiting, training and supporting volunteers; and; to help beneficiaries find work through by assisting them to search for work, and providing language and training courses.

The Psycho-Social Programme (PSP) has mobile outreach teams, comprising 18 very well trained staff, who have made an average of more than 1,600 visits per month to the homes of beneficiaries to provide one to one support to up to 839 people. Additionally there are five psycho-social centres who run more than 2,500 counseling sessions and community groups each month which reach almost 1,000 beneficiaries. Other activities are to help link beneficiaries with existing resources which can range from finding toys and school supplies for children of conflict affected families, to getting roofing kits for vulnerable families who did not know that they were available from other agencies. Towards the end of the reporting period the programme has been suffering from some staff shortages, including the psycho social programme coordinator who departed in September. Nevertheless the services, including outreach visits, support groups and classes for about 3,000 beneficiaries per month have continued to be provided. Five centers with 18 outreach workers have provide these services assisting with social and psychological support.

The ICRC has worked closely with the Federation and *RCK* in order to provide psychological support to the families of detainees held in Serbia. On days when detainees are released the PSP mobilizes teams to provide practical and emotional support to families whilst they wait for many stressful hours for loved ones to return.

A major evaluation of the programme was held in June, with the same team returning in early October to help draft the plans and annual appeal for 2002-2003. The work plan aims to assist the transition of the programme to the RCK to continue a more sustainable social services and information referral program, with psychological support which will be transferred in due course to the local mental health authorities.

The programme was supported by the American, Belgian, French, Japanese, Norwegian, Swedish and Swiss Red Cross Societies.

## **Youth**

**Objectives:** to support the youth members to complete a questionnaire for self assessment; to establish a youth committee ensuring youth member representation; to develop a youth policy, strategy and plan of action; to raise the youth profile and recruit new members; produce training manuals and education kits, membership cards, publications, and television advertisements; hold 10 training seminars for youth members and 15 advanced youth training sessions; and; to support international youth exchanges and YRC youth camps and summer school projects.

The YRC youth development programme is funded by the Norwegian Red Cross. During the reporting period a major, long term, consultative and planning process was completed. The process was initiated by the Budapest Regional Delegation in summer 2000, and was based on the customised assessment and performance indicators (CAPI) process. The aim was to focus and streamline activities and develop a strategy for the YRC Youth which will serve as a basis for the future direction of the Yugoslav Red Cross youth programme and increase representation of the youth who comprise 60% of the YRC volunteer base. The results of the assessment were presented and discussed during a two day youth conference in April. Following this process a representative work force of forty members from throughout Yugoslavia worked, with facilitation from the YRC and Federation organizational development departments, to develop a strategy and mission statement for the YRC Youth. *'To improve the quality of the programmes of the Yugoslav Red Cross by a greater participation of the young people'*.

Summer is the most active period of youth activities during the whole year. The YRC youth department and volunteers organized and held seven Red Cross summer schools and youth camps for 1,915 participants and 135 youth leaders. There were three children's summer schools and four youth summer camps, each of which focused on different activities; social welfare activities; first aid; health activities concentrating on HIV/AIDS and addictive diseases; and leadership training. Based on experiences from previous years, clear guidelines for beneficiary/participant invitation were provided to branches to improve targeting. Lessons learnt from this years camps are to start the planning and fundraising activities for the camps much earlier. The roles and responsibilities of the different contributing departments will also need to be clarified in a more timely fashion.

In September the YRC Youth Commission accepted and approved two proposals; to have a unified and standard training system for youth volunteers; and the unified visual identity for the youth programme. The two concepts will next require approval from the Executive Board of the YRC before implementation which will result in better trained volunteers with transferable skills and a better known and understood YRC youth.

## ***Institutional and Resource Development***

### **YRC Institutional Development**

**Objectives:** to assist the YRC to implement their institutional development (ID) plan to improve their legal, institutional and resource development; review YRC governance; to revise and adopt new statutes; to develop a proposal for a regional structure; to review the YRC internal structure including the establishment of public relations, fundraising and human resource (HR) departments; engage external technical HR expertise to help the YRC to develop HR strategy and guidelines; to develop a volunteer database; to expand YRC managerial capacity at all levels; to implement new improved financial procedures; to continue to improve donor reporting; and; to increase support to YRC branches ensuring professional service delivery and assist 15 branches to greatly improve their insufficient office and warehouse capacity.

With financial support from the Swedish, Norwegian and British Red Cross Societies, the Federation is providing

technical and material support to the YRC to help it fulfill its own ID plan of action which aims to improve YRC programmes, management and local branch structures, as well as their human resources and reporting capacities. The YRC strategy working group has produced a draft YRC strategy which has been distributed throughout the organization for comment. It has already been discussed by the YRC Executive Board who have made comments.

The Federation has continued to support the YRC, SRC and MRC reporting programme with technical support and training from the Federation reporting delegate, providing two computers donated by the British Red Cross, and by part-funding the salaries of the three national society reporting officers. For the first time ever the YRC had begun to produce regular monthly internal reports for information sharing and planning, which could also form the basis for donor reports. Unfortunately the future of the YRC reporting project is yet to be established following the dismissal of the YRC reporting officer. Fortunately the SRC has already followed the YRC's lead and has begun to produce clear and concise monthly activity reports in both Serbian and English which even include financial information. These reports are shared with the Federation, ICRC, UN OCHA and in future are to be distributed more widely to government, PNS and possibly put on the new SRC website which is currently being redeveloped.

The YRC is continuing a process of actively engaging with the Government. It is hosting a series of dissemination presentations, including International Federation and ICRC presentations, for local, Republican and Federal authorities. The purpose of the dissemination sessions is to inform often new members of government about the role of the YRC in the International Red Cross and Red Crescent Movement, the fundamental principles of the Red Cross, and the need for the YRC to balance its auxiliary role with independence from the state. The YRC has also approached governmental stakeholders by communicating to the members of the Federal Government and representatives of both Councils of the Federal Assembly by distributing the YRC annual report for 2000 and their plan of action for 2001. A week long dissemination training seminar was held in June for YRC disseminators. Federation representatives also attended and contributed to the training.

During the reporting period computer literacy training has been provided for 23 participants from the 10 branches and the headquarters of the MRC. Six computers have been provided to the qualified and trained staff.

Two pairs of branches have submitted plans of actions to share successful experiences and lessons learnt in the '10x10' branch twinning project. The project has paired 10 stronger branches with 10 weaker ones.

Unfortunately progress has not been made in developing a professional human resources department in the YRC. Human resources remains the major constraint to the implementation of many programmes and the problems with recruiting, contracting and paying staff have yet to be resolved. A project to accurately register the numbers, and skills of volunteers has however progressed. 50,000 volunteer database forms have been distributed to branches so far. The test version of the volunteers' database software has also been created and submitted to the YRC for testing and discussion.

Many local Red Cross branches do not have even the basic office facilities from which to manage their services, let alone a place for volunteers to meet and be provided training or from which to provide services. The Federation has been providing material assistance for basic prefabricated offices. These are provided to priority branches who need the office space but who also have the land, built the foundation, have local government agreement, and preferably material support from local government as well. The decision on which branch to support is made by a joint YRC/SRC/MRC and Federation commission, and assessments supplied by Federation field delegates. During the period an agreement has been signed with YRC regarding allocation and transferring of funds for 18 prefabricated Red Cross offices. Ten offices have been completed so far, all in Serbia. Unfortunately the MRC has been unable to provide suitable paperwork for any of the proposed offices to date.

As a part of a regional delegation initiative, a 28 day training course, to be held over the course of a year, will be provided for 20 YRC OD trainers. The training will be provided by an academic institution in FRY. The YRC approached the Belgrade University Faculty of Economy, and a curriculum for the training has been agreed

upon. Instruction was to be realized in 8 modules (Basic elements of organizational behaviour in development; team and team work; management of change; communication and facilitation of agreements of gathering; relationship building - PR management in non-profit organizations; human resources management; strategic management and basic elements of NGO financial management; and competence to deliver assistance and humanitarian services). A contract has been signed by the YRC with the Belgrade University School of Economics for them to provide OD training of trainer courses which the Federation will support.

The Federation financed the production of 5,000 posters and 200,000 start numbers for the promotional and fundraising sponsored 'race for a happier childhood' children's fun run.

### **Financial Development**

The British, Swedish and Finnish Red Cross Societies are funding this project to improve the transparency, efficiency and effectiveness of the YRC, SRC and MRC accounting systems.

The project is progressing well and is being given support from senior management in the national society. Technical support is provided by the International Federation and from a local arm of the accountancy consultancy company Ernst & Young. An extremely capable new head of finance department has also been recruited in the YRC. A thorough assessment has taken place. The current financial management capacity in the branches was calculated by use of a questionnaire, which showed that only a third of branches are currently using computerized accounting packages. Using last years financial audit as a basis, the current YRC finance management systems were documented, as well as local legal financial requirements and donor reporting demands. On the basis of the assessment work Ernst and Young have proposed a new financial information system and revised accounting procedures. A major consultative process has been carried out with the proposal document having been shared with all stakeholders and users for comments, plus regional workshops held in order to disseminate as widely as possible. A final workshop is planned for November for representatives from YRC, SRC, MRC and large municipalities in order to finalize the draft procedures. The programme direction and all comments are coordinated by a joint working group. In the meantime the whole plan of action of the programme was redrafted, a detailed terms of reference, and a programme agreement document prepared and submitted to YRC for their comments. The training plan is completed and is due to start in December.

### **Income Generating Projects**

**Objectives:** to assist the YRC to become more financially self sustainable by supporting their existing income generating projects (IGPs); conduct an evaluation of the success and profitability of the IGPs; and; identify and implement 30 new IGPs.

During the reporting period, twenty municipal branches have been allocated grants for their income generating projects, three of which have been additional funds for the already allocated IGPs. The total number of branch IGPs has, therefore, been increased from 136 to 153.

The monitoring and assessing of success and profitability of the IGPs is a regular task. 55 per cent of the IGPs, who have submitted reports, have created some income in 2000.

### **Kosovo Institutional Development including Youth Development**

**Objectives:** to strengthen management and governance structures and human resources in headquarters and branches; to improve the recruitment, retention and recognition of volunteers and members; to strengthen services to the population; to assist the Red Cross to become more financially self-sufficient; and; to improve communication with the public and donors.

There are currently two separate Red Cross organizations operating in Kosovo. The Red Cross of Kosovo and Metohija (KMRC) which has 6 municipal branches and forms part of the Serbian Red Cross within the YRC structure, and the *Red Cross of Kosova (RCK)* which has 26 municipal branches, covering 90% of the population, and is a separate, locally registered indigenous humanitarian organization. Both the ICRC and the Federation work impartially with both organizations and encourage them to coordinate and cooperate in order to better serve the needs of the vulnerable.

A long process of discussion, and a series of planning meetings with the *Red Cross of Kosova* have resulted in agreement on training needs and what training workshops are required. A strategic planning group has been established which comprises the *RCK* Secretary General, headquarters staff and if possible some members of the Presidency. The first workshops have looked at the present *RCK* structure; its advantages and disadvantages; and possible regional models.

Much of the planned training and workshop events had to be canceled due to the overwhelming need for the *RCK* to focus on the humanitarian needs of more than 70,000 refugees from the Former Yugoslav Republic of Macedonia. The *RCK* response to the crisis was extremely capable and received praise from both the media and international organizations. They provided first aid points at border crossings and basic assistance, such as juice and water. They encouraged families to register and where necessary linked the refugees with a suitable host family to stay with. To complement transport provided by IOM and UNHCR, *RCK* mobilized a network of volunteer taxis and buses.

Half of the population of Kosovo are under 21 and 70 per cent of the volunteers are youth members. The youth development programme has provided youth leadership training. By the end of the reporting period the new position of Kosovo youth development delegate had been filled. The Kosovo youth development delegate has been briefed by the FRY youth development delegate who will also visit Kosovo to share experiences and help develop plans.

### ***Coordination and Management***

During the reporting period the delegation has undergone major changes including the establishment of a new head of delegation and senior programme coordinator. Other delegation structure and programme changes have been based upon Federation Secretariat and delegation-commissioned and coordinated assessments. These assessments have reviewed programme achievements in order to help develop future policy and programme direction, beneficiary targeting and co-ordination for the Red Cross and other agencies.

The Belgrade delegation relief co-ordinator and the Montenegrin sub-delegation relief delegate both assisted in the WFP/UNHCR joint food needs assessment mission that will guide beneficiary targeting. There have been major independent reviews of the Red Cross social welfare programme, a Canadian Red Cross review of the distribution of relief items for elderly homes, a Geneva led review of the relief distribution system / DMCC (see disaster response section above), the psycho-social programme in Kosovo, the home care programme and the Federation's overall support to the YRC and its strategic direction.

In line with the recommendations the size of the delegation has been reduced to ensure that appropriate technical support is provided, transferring programme management into the hands of the National Society. Packages of support have been developed that are appropriate to each of the developing republican and provincial levels, each viewing programming from the perspective of the local Red Cross branches.

As more embassies and donor offices reopen in Belgrade, the delegation will work with the YRC to increase local fundraising and contacts. In co-operation with the ICRC, the delegation will lobby both local and central government to help the YRC to reposition itself within the new Yugoslavia. The delegation will help to build government confidence in the YRC and will engage in social policy debate at the federal and republican level. Whilst the YRC's auxiliary role to government will be promoted the National Society's independence will also be emphasized.

Assistance will be provided to the YRC and *RCK* to develop their strategies and plans. Working with the ICRC and donor national societies, the delegation will facilitate the development and launch of a Country Assistance Strategy (CAS) to ensure that the Red Cross Movement provides appropriate and co-ordinated assistance.

### ***Outstanding needs***

20,000 hygiene parcels are required to cover the commitments until the end of the year. There is insufficient funding to cover the social welfare programme until the end of the year.

*For further details please contact: Karin Hakansson, Phone : 41 22 730 44 66; Fax: 41 22 733 03 95; email: hakansso@ifrc.org*

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

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

Peter Rees-Gildea  
Head a.i.  
Relationship Management Department

Lynette Lowndes  
Head  
Europe Department

Federal Republic of Yugoslavia						ANNEX 1
APPEAL No.01.56/2001		PLEDGES RECEIVED			21.12.2001	
DONOR	CATEGORY	QUANTITY	UNIT	VALUE CHF	DATE	COMMENT
<b>CASH</b>						
REQUESTED IN APPEAL CHF ----->				<b>27'159'297</b>		<b>TOTAL COVERAGE 43.2%</b>
CASH CARRIED FORWARD						
AUSTRALIAN - RC		45'132	AUD	39'044	11.05.2001	HUMANITARIAN ASSISTANCE
BRITISH RC		80'000	GBP	192'800	29.03.01	OD
BRITISH RC		80'000	GBP	192'800	29.03.01	OD, KOSOVO
BRITISH RC		168'000	GBP	404'880	29.03.01	DISASTER PREPAREDNESS
BRITISH RC				661'348	31.08.2001	60'000 SETS THERMAL UNDERWEAR
BRITISH RC		73'034	GBP	174'551	31.08.2001	SENIOR PROG. CO-ORDINATOR
CANADIAN - GOVT/RC		480'150	CAD	519'762	11.01.01	ELDERLY CARE RC ACTION
CANADIAN - RC		100'000	CAD	108'250	06.04.01	HOME CARE PROGRAMME
CANADIAN - RC		10'000	CAD	10'982	25.04.2001	FOOD SECURITY PILOT PROJECT
CANADIAN - RC		6'000	CAD	6'589	24.04.2001	HOME CARE & ELDERLY CARE INSTITUTIONS PROG.
CANADIAN - RC		70'800	CAD	81'923	19.06.2001	HOME CARE PROGRAMME, DELEGATE IN-COUNTRY COSTS
CANADIAN - RC		15'000	CAD	16'341	14.08.2001	DELEGATE IN-COUNTRY COSTS
DANISH - RC		693'750	DKK	142'913	21.03.01	HOME CARE PROGRAMME
FINNISH - GOVT		504'564	EUR	758'915	22.01.01	RELIEF PROGRAMMES
FINNISH - RC		105'047	EUR	158'779	05.02.01	OD KOSOVO
FINNISH - GOVT		10'140	EUR	15'465	06.06.2001	PROGRAMME MGT & CONTROL
GERMAN - RC		33'708	DEM	26'402	20.02.01	LOGISTICS CO-ORDINATOR
GERMAN - RC		112'360	DEM	87'028	03.08.2001	DELEGATE COSTS
GERMAN - GOVT		193'258	DEM	146'161	09.04.2001	43 TONS LIQUID DISINFECTANT
GERMAN - RC		21'824	DEM	16'505	08.01.2001	PROGRAMME MGT & CONTROL
GERMAN - RC		10'812	DEM	8'177	08.01.2001	PROGRAMME MGT & CONTROL
GERMAN - RC		7'685	DEM	5'812	09.04.2001	PROGRAMME MGT & CONTROL
JAPANESE - RC				9'218	26.07.2001	SATPHONE BILL
LITHUANIAN - RC		25	USD	44	18.02.1907	
NETHERLANDS - RC				39'550	20.06.2001	RELIEF COORDINATOR
NORWEGIAN - GOVT/RC		3'189'317	NOK	609'705	22.04.2001	SOC WELFARE, HOME CARE, HEALTH PREV & EDUC, INCL. HIV/AIDS YOUTH
NORWEGIAN - GOVT/RC		3'775'619	NOK	721'789	21.05.2001	D P & INSTITUTIONAL & RESOURCE DEV. YOUTH
SWEDISH - RC		3'750	SEK	5'181	01.03.01	PSC, CLOTHES & BEDDING
SWEDISH - RC		738	SEK	128	01.03.01	PSC, SCHOOL KITS
SWEDISH - RC		3'000'000	SEK	521'100	22.03.01	DISASTER RESPONSE, HEALTH & CARE, ID/RD, COORDINATION & MGT,
SWEDISH - RC		30'750	SEK	5'341	15.03.01	ADMIN. COSTS

SWEDISH - GOVT/RC		6'100'000	SEK	998'570	08.06.2001	DISASTER RESPONSE, HEALTH AND CARE, OD, COORDINATION & MGT
UNHCR (270c\$)		1'743'789	USD	2'987'459	20.04.01	SECOND RELIEF DISTRIBUTION
<b>SUB/TOTAL RECEIVED IN CASH</b>				9'673'512	CHF	35.6%

**KIND AND SERVICES (INCLUDING PERSONNEL)**

DONOR	CATEGORY	QUANTITY	UNIT	VALUE CHF	DATE	COMMENT
FINNISH - GOVT		222'300	EUR	232'539	06.06.2001	78'000 HYGIENE PARCELS, TRANSPORTATION
GERMAN - GOVT/RC		216'236	DEM	166'264	08.01.01	8'100 BABY-PARCELS
GERMAN - GOVT/RC		436'475	DEM	335'606	08.01.01	57'000 HYGIENIC PARCELS
GERMAN - GOVT/RC		153'700	DEM	119'379	09.04.2001	1'000 DRESSING MATERIAL & TRANSPORT
SWEDISH - RC		120'000	SEK	20'844	01.03.01	1,5 MT USED CLOTHES & BEDDING
SWEDISH - RC		14'750	SEK	2'562	01.03.01	1 MT SCHOOL KITS
SWEDISH - RC		889'000	SEK	154'420	15.03.01	123'000 KG USED CLOTHES, TRANSPORTATION
Australia	Delegate(s)			12'649		
Austria	Delegate(s)			59'959		
Canada	Delegate(s)			74'579		
Denmark	Delegate(s)			25'790		
Finland	Delegate(s)			62'258		
Great Britain	Delegate(s)			116'303		
Germany	Delegate(s)			128'788		
Iceland	Delegate(s)			59'959		
Japan	Delegate(s)			117'617		
Korea Rep.	Delegate(s)			55'359		
Netherlands	Delegate(s)			59'301		
Sweden	Delegate(s)			91'826		
USA	Delegate(s)			176'754		
<b>SUB/TOTAL RECEIVED IN KIND/SERVICES</b>				2'072'756	CHF	7.6%

**ADDITIONAL TO APPEAL BUDGET**

DONOR	CATEGORY	QUANTITY	UNIT	VALUE CHF	DATE	COMMENT
<b>SUB/TOTAL RECEIVED</b>				0	CHF	

**THE FOLLOWING PROJECTS ARE LINKED TO THIS APPEAL:**

PYU560						
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