

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

20 September, 2002

This Programme Update is intended for reporting on Annual Appeals

Appeal No. 01.46/2002

Appeal Target: CHF 8,516,840; Budget revised to CHF 7,005,418

Programme Update No. 2; Period covered: April to July 2002

“At a Glance”

Appeal coverage: 82.6%

Related Appeals: Central Europe 2002 Annual Appeal no. 01.42/2002

Outstanding needs: CHF 1,220,688

Update: The Yugoslav Red Cross is redefining its role as a co-ordinating body, focussing on issues of strategy, policy and external relations. Operational programmes responsibilities are increasingly delegated to the republican bodies, the Red Cross of Serbia and the Red Cross of Montenegro.

For the sake of clarity, the reporting on the Yugoslavia operation have been slightly changed. Activities in Kosovo are outlined in a separate section from those in Serbia and Montenegro. Although there were some financial constraints, especially in the area of DP and Humanitarian Values, many programme activities have been implemented as initially planned. The Red Cross in Kosovo and in Serbia and Montenegro have revised their budgets to take into account the unavailability of funding in line with the plan of action. Further support from donors is needed to carry out the objectives and remaining activities.

The tragic death of Vuko Darmanovic, the Secretary General of the Yugoslav Red Cross and President of the Podgorica branch of the Red Cross of Montenegro has been a great loss. He was greatly respected by the staff and volunteers of the Society. The International Federation extends its sincerest condolences to his family.

The Red Cross in Serbia and Montenegro

Operational Development

The major news from the previous quarter concerned the proposed change in the name of the country. Since then, little progress has



been made to establish the ramifications on the agreement to disband the Federal Republic of Yugoslavia (FRY) and form *Serbia and Montenegro*. The roles and mandates of the Republican entities of Serbia and Montenegro have not been clarified, and the Federal Republic government has been continuing to draft law. The National Society comprises the Yugoslav Red Cross (YRC) at the Federal level and the Red Cross of Serbia (RCS) and the Red Cross of Montenegro (RCM).

Economically, there is room for some optimism, with 4 per cent real growth in GDP, the IMF approving a 3 year arrangement worth 830 million US dollars and the FRY dinar becoming a fully convertible currency able to be internationally exchanged. Macro economic indicators for FRY appear to be relatively healthy. However, none of this has had an impact on the most vulnerable. As non-profit making or even non-operational state companies are rationalised thousands of redundant workers have joined the burgeoning ranks of the unemployed. They have access to little or no social security. Rates of unemployment are particularly acute in the refugee and internally displaced people (IDP) population.

Coping mechanisms are greatly depleted, and the majority of refugees and IDPs have already been forced to sell all of their assets in order to purchase food, essential hygiene items and clothing.

Of greatest immediate concern is that 2002 has witnessed the reduction and curtailment of humanitarian aid throughout FRY. This is directly related to decreased donor funding, which has resulted in many humanitarian organisations either closing or substantially reducing their relief operations. The international community remains confident that the governments of the FRY, Serbia and Montenegro, are committed to taking responsibility for providing for their vulnerable people. However, the almost continuous political crisis, embryonic policies for sustainable solutions for the huge number of refugees and IDPs and the care for socially vulnerable, and the lack of financial resources means that the vital role of the National Society in providing humanitarian relief must continue. The Red Cross Movement remains very concerned that the predicted pace of the reduction in humanitarian aid will greatly outstrip any economic development.

A large proportion of the population continue to suffer from a lack of access to basic food and necessary non-food items. The problem is not caused by a lack of availability of such commodities as markets throughout Serbia and Montenegro bulge with all the essential items. It is the result of people not having sufficient purchasing power.

The focus for the Federation over the next two years, prior to withdrawal, is to assist the National Society in the development of a small portfolio of sustainable volunteer based programmes with secure funding. However, it is recognised that there will be severe hardships for the most vulnerable people of the country for some time and that there is a need for well targeted relief and more imaginative and sustainable food security initiatives. The Federation and ICRC have been assisting the National Society down size their relief distribution network which is too large for the current amount of aid.

The National Society has made tangible steps in taking control of the direction and ownership programmes. The relief management is firmly in the hands of the Red Cross of Serbia, the social welfare programme has continued to deliver volunteer based services regardless of a total lack of financial support and the home care programme has continued to grow. From the outset the home care programme has had as a goal a community based volunteer service which would be cheap and

The Quarter at a Glance

- As planned the ICRC and International Federation led distribution management and control centre was handed over to the RCS
- Establishment of a new partnership role with WFP and UNHCR for the RCS to distribute relief to refugees in collective centres
- Social welfare programme has completed a major needs assessment
- Home care staff and volunteers have increased the number of home visits to almost 24,000 per month
- Canadian Red Cross food security pilots have delivered the cows and pigs to vulnerable families

sustainable and could be funded by government. Health promotion activities could also be funded by government but would have to establish much more effective impact measurement. During the reporting period the Government of the Republic of Serbia has outlined its policy and strategy in the three key areas of refugees and IDPs, poverty and in health in their publications:

- *National Strategy for Resolving the Problems of Refugees and Internally Displaced Persons (30 May 2002)*
- draft *Interim Poverty Reduction Strategy Paper for the Republic of Serbia*
- *The Health Policy of Serbia*

The provision of a ministerial framework coupled with the resolution of political uncertainty will lead to an environment for the National Society to be able to better define its role and position with government, and secure funding as the Federation phases out assistance over the next two years.

Disaster Response

Notwithstanding the significant reduction in humanitarian assistance, the National Society continues to remain the favoured implementing partner for all major donors including the UN and ICRC.

In the past three months the RCS distributed food to approximately 128,000 refugees and 50,000 IDPs each month, with the RCM providing bi-monthly food distributions to approximately 5,400 refugees and 9,000 IDPs.

The crisis of confidence in the National Society, following the misdirection of World Food Programme (WFP) wheat flour in 2000/2001, has now been firmly put behind them. The management of all aspects of the relief distribution system has been handed over to the RCS with well established and well functioning systems in place. Major donors have re-established co-operation with the National Society and the role of the ICRC and Federation has been reduced to an appropriate role of technical advice and support.

Red Cross of Serbia and Red Cross of Montenegro Distributed WFP Food Basket for Refugees

- 12 kilos of wheat flour
- 1 kilo of beans
- 1 kilo of sugar
- 1 litre of vegetable oil

Objective 1. To continue to meet the basic food needs of 151,000 vulnerable refugees (6,000 in Montenegro and 145,000 in Serbia).

Throughout the year the 160 Red Cross branches in Serbia and the 21 branches in Montenegro have continued to distribute ICRC food relief items for IDPs and UN World Food Programme (WFP) monthly food rations with distribution cost support from the United Nations High Commissioner for Refugees (UNHCR).

- **Food Relief for IDPs**

ICRC in partnership with the RCS and RCM distribute food and non-food relief items to 58,000 of the most vulnerable internally displaced people (IDPs) in Serbia (50,000) and Montenegro (8,000) (see the ICRC annual appeal for details [www.icrc.org]).

- **Food and material assistance for refugees with WFP/UNHCR.**

The RCS and RCM continue to distribute, to a decreasing amount of refugees, both WFP provided food and ad hoc non-food material items from UNHCR to refugees in private accommodation. During the quarter in excess of 95 tonnes of UNHCR non food articles was distributed to refugees. The articles were soap, sanitary materials, anti-lice shampoo, blankets, mattresses, sleeping bags, used clothing, beds, stoves, kitchen sets.

The Federation's role is to provide technical advice and support and to monitor the distributions under sub contract to UNHCR. UNHCR provide the Federation with nine vehicles and contribute to the costs of staffing and running the three Federation field offices in Serbia and the relief staff in the Federation office in Montenegro.

WFP provides large scale food deliveries which are divided and distributed down through the Red Cross system in order to provide a 15 kilo monthly food basket for refugees. Approximately 128,000 vulnerable refugees were provided with their commodities each month in Serbia and approximately 5,400 refugees were provided their monthly rations on a bi monthly basis in Montenegro.

**Refugees in Private Accommodation
Provided Food Assistance by Red Cross of
Serbia**

- Orphans
- Unaccompanied or fostered children
- Children living with single parents or with a caretaker over 60 years of age
- Children of destitute parents
- Physically and or mentally handicapped and chronically diseased persons
- Elderly people over 60 years of age
- Pregnant and lactating women
- Refugees from Former Yugoslav Republic of Macedonia
- Returnees to Southern Serbia from Kosovo
- Refugees in social institutions

During the year to date the Red Cross of Serbia has only distributed WFP assistance to refugees who live in private accommodation. At the request of WFP and UNHCR they will take over work currently done by other NGOs and will begin to distribute to refugees living in collective accommodation next quarter. In Montenegro the Red Cross of Montenegro distribute to refugees in both private and collective accommodation.

WFP currently apply different criteria to qualify for aid in Serbia and in Montenegro. During the reporting period the number of beneficiaries has remained relatively static at

around 128,000 people, although the eligibility criteria were modified in April/May (the criteria below were the latest at the end of the quarter).

In Serbia single parents and children up to one year old no longer qualify for WFP food assistance. However WFP continue to distribute through the RCS to the following

- ◆ Refugees from Former Yugoslav Republic of Macedonia
- ◆ Returnees to Southern Serbia from Kosovo
- ◆ Refugees in social institutions (from July)

In Montenegro single parents used to be able to qualify for aid if their children were aged up to 18, but can now only qualify if their children are under 7 years of age.

In order to implement the new criteria the Red Cross branches have had to conduct a re-categorisation and registration of refugee households in private accommodation. This has also required an upgrade of the IT beneficiary and relief monitoring system (see objective 3 for details).

The RC of Serbia, RC of Montenegro and the Federation have also been in discussion with WFP and UNHCR about relief plans for 2003. The United Nations protracted relief and recovery operation (PRRO) for Serbia is likely to see the numbers of people being provided with food assistance fall to 120,000 people for the first half of 2003 and then fall further still to 60,000 people for the second half of the year. In Montenegro the figures are likely to fall to 3,200 beneficiaries.

- Resolution of the wheat flour diversion.
As previously noted, the crisis of confidence in the National Society, following the misdirection of WFP wheat flour to a

**Refugees in Private Accommodation and Collective
Centres
Provided Food Assistance by Red Cross of
Montenegro**

- Single parents and their children under 6 years old
- Children under 6 years old
- The handicapped and chronically ill, between 18 and 60
- Pensioners over 60 years of age

non-approved school lunch programme in 2000/2001, has now been firmly put behind them. Major donors have re-established co-operation with the National Society and the role of the ICRC and Federation has been reduced to an appropriate role of technical advice and support. WFP have assisted by providing some of their distribution cost reimbursement for early 2001, however the remaining funds will not be paid until the outstanding balance of wheat flour has been provided. Along with the management of the relief system the RC of Serbia has inherited the requirement to reimburse massive amounts of wheat flour. The Serbian government has assisted by donating wheat flour and liaising with WFP to help finally resolve the issue.

- **New relief distributions to refugees in collective centres**
The RCS has agreed with WFP and UNHCR to take over the relief distributions to approximately 17,000 refugees living in collective centres in Serbia from July 1. The Federation will continue to monitor this project, with assistance from the RCS field officers.
- **Cleaning kits for Collective Centres**
The objective to procure and provide 390 industrial cleaning kits to collective centres has been removed from the appeal because there was no donor support. Fortunately, other international NGOs have addressed hygiene needs by providing individual hygiene parcels to beneficiaries living in collective centres until the end of the year.

Disaster Response - Relief Items Distributed April 1, 2002 to June 31, 2002 (kgs)							
Items & Monthly Ration	Belgrade	Kragujevac	Kraljevo	Nis	Novi Sad	Podgorica	Total Distribution In FRY
Oil 1L/mth	122,796	16,536	15,152	11,887	147,475	7,565	321,411
Salt 0.15kg/Mth	6,092	0	334	2,325	0	0	8,751
Sugar 1kg/mth	88,559	12,227	12,395	12,934	109,928	7,935	243,978
Beans 1 kg/mth	136,173	18,064	16,315	12,853	160,421	8,369	352,195
Wheat flour 12 kg/mth	1,567,568	216,414	197,298	155,659	1,931,871	109,892	4,178,702
Hygiene Parcels	1,799	363	35	380	4,377	0	6,954
Baby Parcels and Baths	191	1	0	4	43	0	239
Underwear Sets	2,981	427	629	484	2,134	248	6,903
Used clothes bales	0	0	3	0	62	0	65
UNHCR non food items kgs	40,741	2,035	4,465	7,690	76,350	5,408	136,689

Objective 2. To analyse the need for humanitarian assistance in the context of the anticipated reduction of relief assistance by other agencies by mid-2002, taking into account sustainability and the capacity of the government to take responsibility for social care and welfare (see also Health and Care section).

The health and care department has made some initial needs assessments (see the health and care section below). Currently, limited targeted provision of hygiene items and foodstuffs is made through

the home care programme. The relief departments of the Federation, RCS, and RCM will work with the health and care departments to respond to the needs identified.

Towards the end of the quarter, the relief department began a relief activity assessment process that will form the basis for the 2003 annual appeal and highlight emergency needs for 2002. The relief department has worked with the RCS, RCM relief and health and care departments to collect secondary source information and existing vulnerability and capacity assessments. Additionally, the relief department has monitored the humanitarian relief activities of other organisations. Information has been collected through the UN Office for the Co-ordination of Humanitarian Affairs (OCHA) and directly through a telephone survey of other humanitarian actors. As predicted in the 2002/2003 *annual appeal* the number of humanitarian actors and agencies have markedly reduced. A comprehensive listing has been produced which will be developed into a data base which will contain information on agencies, target groups, type of commodities distributed, frequency of distribution cycle etc. The RC of Serbia is engaging in the process, which is important not only to ensure the reliability of the data but also to encourage the development of assessment skills and to re-enforce the importance of the needs assessment phase of the project management cycle. This final information should lead to a well targeted plan of action for late 2002 and the 2003/2004 annual appeal. The information will be shared with OCHA and other humanitarian actors including the UNHCR/WFP annual Joint Foods Needs Assessment Mission in which the Federation will participate later in the year.

Towards the end of the quarter an American Red Cross representative joined the Belgrade delegation in Serbia to continue food security work. The delegation and the American RC representative are working closely to share information and experiences to develop more sustainable and imaginative solutions to food insecurity than simple relief distributions.

Objective 3. Continue the process begun in the second half of 2001 to improve the key management and control functions of the distribution networks with the purpose of further strengthening and supporting the Republican Red Crosses of Montenegro and Serbia in their disaster response capacity.

As a result of the changes mentioned above, the National Society's storage and distribution system has undergone a major transformation. The restructuring included the closure of several warehouses and improved pre-positioning at regional level of humanitarian assistance for distribution to refugees and IDPs in the territory of Yugoslavia.

- RCS undertook direct relief management
The ICRC and Federation temporary direct management role in the relief distributions came to an end as scheduled on the 31 April when all responsibility was handed over to the RCS. At the request of the RCS the Federation continues to provide a delegate to provide technical support and advice. Additionally the Federation is continuing its monitoring role.
- RCS took over UNHCR fuel monitoring and reporting
From the 1 April the RCS took over the responsibility for the complex monitoring and reporting of the UNHCR donated fuel used by the RCM, and RCS vehicles in their distribution chain.
- RCS field officers
A very positive development early in the year was the RCS recruitment of nine field officers who are responsible for their fuel monitoring (above) and relief distribution monitoring. In addition, this provides the RC with a means of regular feedback and reporting. The field officers also act as a link between the municipal Red Cross branches and both headquarters and donor representatives in the field. Unfortunately, there are no direct counterparts in the RC of Montenegro at present, with this role being undertaken largely by the RCM Secretary.
- IT relief monitoring system - logistics control and relief system (LCRS).
The LCRS system had to be upgraded in order to be able to implement the more demanding

eligibility criteria which now includes income to refugee families. The Federation funded the upgrading of the LCRS system in order to facilitate the recording of the new data. Approximately 80 per cent of all the Red Cross branches were able to complete the data entry and implement the new criteria by the end of the reporting period.

- **The invoice and branch income tracking system**
The Federation relief department has worked with the RCS to develop a software package which allows the National Society to easily calculate the humanitarian relief tonnage distributed by the Red Cross branches. The system improves financial control for headquarters and the branches, greatly contributing to financial transparency and good practice.
- **Vehicle fleet management**
The handing over of the relief management mandate from the Federal YRC to the Republican RCS and RCM required that the vehicle fleet and its subsequent management also be handed over. First, the vehicles themselves were divided proportionally between the republican bodies with the RCS being attributed 53 trucks and 5 trailers, and the RCM being provided with 12 trucks.

The RC of Montenegro fleet was in good working condition, however an immediate inspection of the RC of Serbia fleet by their fleet manager and the ICRC workshop manager found that much of the RCS fleet was in poor condition and some vehicles were in need of major maintenance. A working group consisting of representatives from the RC of Serbia, Yugoslav RC, ICRC and Federation was established to address the problem. It has been recommended that 15 trucks should be sold and the proceeds used for the maintenance costs of the remainder. Only 38 well maintained and managed vehicles and five trailers will be required for the RCS relief distribution network.

Objective 4. To provide a winter (October 2002 - March 2003) food safety net for 11,000 of the most vulnerable people of Vojvodina.

With European Community Humanitarian Office (ECHO) funding, the German Red Cross are continuing the traditional soup kitchen programme in Serbia proper to between 35,000 to 55,000 people each day. Unfortunately, this programme was not extended to the Vojvodina region which hosts the largest number of refugees and IDPs. Therefore, at the request of the Vojvodina Red Cross (VRC) the Austrian Red Cross has been working with the Federation to provide food inputs to the programme with the most minimal of funds for distribution.

Whilst soup kitchen programmes are inherently unsustainable, the need for a food safety net through the winter months remains great. International aid for the most vulnerable is required until the governments of Serbia and Montenegro are able to care for their vulnerable people and pensions are increased and regularly paid, and also until more sustainable food security programmes have had time to be established (see disaster response section above). A recent influential vulnerability assessment in Serbia¹ cites food as the number one “most urgent short-term need” for three of the four priority vulnerable groups: Roma; single mothers; and isolated elderly people.

The Vojvodina RC have displayed genuine commitment, imagination and creativity in creating a highly flexible programme which delivers assistance to a large number of people with minimal inputs resulting in a remarkably low cost programme at 0.26 Euro per meal. A creative solution to having to pay for the services of a baker is to provide 1kg of wheatflour to bakers and in return receive a 600 gram loaf of bread which can then be cut in half for each beneficiary of the soup kitchen. Where Red Cross branches do not have and cannot afford to build or rent facilities, the ICRC provided mass catering equipment. They have established arrangements to loan the equipment to other bulk catering institutions like hospitals where the equipment is time shared and the Red Cross operate without any overheads to keep costs down. The Federation is appealing for funding for food inputs and a

¹ Vulnerability Assessment in Serbia, Action Contre La Faim, May 2002

relatively very minor contribution for fuel for distribution, and monitoring costs. The Vojvodina RC will continue to fund management costs, provide staffing and volunteers, vehicles, loading and unloading, office and facility costs and all other overheads.

- **Targeting**

The VRC will work once a month with the government centres for social welfare to continue to tightly monitor and develop the beneficiary lists for 10,000 - 11,000 of the most vulnerable people in Vojvodina.

- **Purchasing**

The VRC, with Federation advice and monitoring, to purchase and fundraise for all food items including the tendering and tax exception process, and arrange for supplier delivery to the 18 VRC soup kitchens and warehouses.

- **Hot Meals**

Depending on exact need, for the VRC to prepare approximately 6,900 hot meals five or six day per week in the 18 kitchens and transport it hot for consumption to the 45 distribution points in community centres, Roma settlements, day centres, and Red Cross Social Welfare clubs (see health and care section above).

- **Bulk Food Delivery**

The VRC to distribute bulk food to approximately 4,100 people through distribution points where they collect their items or by direct delivery to homes. There are 101 distribution points from Red Cross warehouses to community centres. Beneficiaries in rural isolated communities or those people who cannot collect their commodities will have their commodities delivered to their homes by volunteers and some paid staff, and by also using the volunteer network of the home care service.

- **Monitoring**

The Federation will provide advice, support and be responsible for assisting in financial and narrative reporting, and financial and activity monitoring.

Over the next quarter;

- the relief distributions will continue with new standard beneficiary criteria in both Serbia and Montenegro.
- the RCS will starting to distribute to refugees in collective centres.

Food provided per person per month either in bulk or through the hot food programme

- 12 kilos of wheat flour
- 600 grammes of rice
- half a litre of oil
- half a kilo of beans
- 200 grammes of stew
- 200 grammes of canned meat
- 200 grammes of red pepper
- 5 grammes of salt
- 0.25 of spices

Food Safety Net Beneficiaries

- The elderly without any pensions (or with pensions so low as to be almost irrelevant)
- Physically and mentally handicapped people
- Chronically ill people
- Single mothers
- Large Roma families
The most vulnerable of the unemployed / recently made redundant state workers



- the updating of the LRCS beneficiary monitoring and relief distribution system will be completed.
- the soup kitchen programme will only run at a minimum utilising volunteers and local donations, and will restart in the winter months.
- a washing powder donation from the Finnish Red Cross will be distributed to beneficiaries of the soup kitchen programmes through the Red Cross branches.

Community Needs Assessment / Food Security Micro Projects

Outside of the *annual appeal*, with American Red Cross funding and Federation support, the Canadian Red Cross has completed a major series of participatory community needs assessments in 6 communities in Vojvodina. The process has brought the local Red Cross together with local government, other NGOs and grassroots organizations, and wide representation from the beneficiaries. Chicken Micro -farms have been established, and in another project cows have been provided to vulnerable families and the market for milk secured so that they have a guaranteed income. The cows are insured by the local Red Cross who will receive the first calf to continue the programme with other vulnerable families.

During the next quarter the Canadian Red Cross delegate will establish a needs assessment and project design process that learns from the successes of the past. The aim is to develop a process which Red Cross branches can lead themselves that still involves the mobilisation of communities to participate and guide the creation of projects to meet their needs (see the objective 3 of the YRC organizational development section below).

Disaster Preparedness

Disaster Preparedness and First Aid

During the first half of the year equipment purchase and training was largely frozen. This was done to review direction and to ensure that the National Society has a clear vision of its role in DP in the community, nationally with government, with links to international support from Federation emergency response units (ERUs) and other Red Cross support in neighbouring countries. The delay in activities has led to the development of a new plan and budget. The budget has been reduced in order to reflect the postponement in training activities which will commence very early in the next quarter and also in the reduced size of personal equipment kits.

Key successes have been the engagement of the Republican RCS and RCM who have both nominated DP representatives, senior level commitment for DP and recognition of the role of the National Society by government.

During the quarter the YRC disaster preparedness and relief department have worked with the RC of Serbia and the relevant Red Cross branches to respond to a number of disasters:

- Earthquake in Kosovo. The RCS dispatched 30 tents, blankets, mattresses, food and hygiene parcels to the affected area.
- Fire in a Roma settlement in Palilula, Belgrade. The Red Cross responded with tents, food, hygiene parcels, baby diapers and psychological first aid to the 63 people affected by the fire.
- Flooding in the Kragujevac region of central Serbia. Following a joint National Society, Federation and UN OCHA assessment the National Society provided mattresses, blankets and food and set up a temporary shelter in a school for those few families who did not have friends and family outside of the flood affected area to stay with.

Objective 1. Continue to strengthen and improve the YRC, RCS, RCM disaster management capacity, both at the federal and republican headquarters and at the municipal (branch) level.

Two senior level meetings on disaster preparedness were held with the newly elected YRC, RCS and RCM leadership. The meetings were to confirm commitment to DP as a core role of the Red Cross in Serbia and Montenegro and to develop the strategy and programme directions for disaster preparedness. Terms of reference for the YRC Disaster Preparedness Commission and Disaster Management Operational Teams were adopted by the Federal and both republican level governance boards.

YRC representatives attended the second annual regional DP meeting in Bulgaria. The meeting focused on the contingency planning and Federation annual appeal planning process.

Objective 2. To progressively build-up essential DP stocks at the YRC central, republican and branch levels throughout the country.

During the quarter the Federation purchased standardised water and sanitation equipment consisting of four large scale bladder tanks, pumps and water quality analysis kits. Two National Society staff are to attend a water and sanitation ERU training in Austria (see objective 6 below).

Objective 3. To further develop and expand a standardized communication network and identify appropriate response activation mechanisms within the disaster response chain of command.

The YRC has reviewed its initial project to develop a national radio-communication network. The new plans are more cost effective and easier to implement and have been approved by the Federal Ministry of Defence-Civil Protection Sector which has expressed an interest in supporting its implementation.

Objective 4. To improve co-ordination with government disaster response bodies and develop means to ensure the long term sustainability of the YRC disaster preparedness network.

The well established cooperation between the YRC and the Civil Protection Sector of the Federal Ministry of Defence was formalised through a letter of intent on the status of the Red Cross in the national disaster response system. The document, which will be used as a basis for a Memorandum of Understanding, recognizes the YRC as a partner in delivering first aid, caring for vulnerable and injured people and performing specialised rescue activities.

A formal agreement between the YRC, RCM and the Ministry of Tourism for Montenegro was signed regarding the life saving activities to be performed by licensed YRC life guards during the summer season 2002 on the beaches in Montenegro. The YRC and Federation have also contributed towards the planning of a UN regional disaster management training programme scheduled for Autumn.

Objective 5. To revitalize the existing YRC first aid training network, thereby ensuring that high standards of training and equipment are maintained and to increase the number of qualified first aiders available to react to accidents.

During the reporting period there was no person in charge of first aid activities and no interest from the National Society to manage and coordinate a national First Aid programme, therefore, no progress has been made in this area.

Objective 6. To recruit and train volunteer teams as the key element in the delivery of DP and FA activities.

The majority of the planned training activities for the second quarter have been postponed until the third quarter of the year. However, the training curricula for DP teams has been revised and a two day refresher course provided for nine disaster preparedness trainers. Special emphasis was placed on psychological first aid. An expert team in psychological first aid was established and a methodology produced. A two day training of trainers course was held for 11 participants, professional psychologists and psychiatrists and Red Cross volunteers.

In May, 26 life guards were trained in Montenegro, of whom 22 were awarded a life saving licence and will be deployed on beaches in Montenegro. A refresher course was also held at the end of the reporting period for 57 previously trained life guards in Montenegro.

A training course on life saving was also held for 20 participants in the municipality of Lazarevac in Serbia.

At the invitation of the Austrian RC, the YRC has selected two candidates for a ERU Water/Sanitation training session to be held in Austria at the end of the reporting period.

The activities planned for the next quarter are;

- To hold four three day Trainer of Trainer refresher courses in disaster management, first aid and water and sanitation
- To hold six regional DP meetings (5 in Serbia and 1 in Montenegro) for branch secretaries to provide an update on the DP programme, outline criteria and responsibilities for the selection of local Red Cross participants for DP training and the branch responsibilities to provide the minimum 30 hours of induction and basic DP training.
- Provide a three day needs assessment and field coordination training course for the 9 RCS field officers and a RCM representative
- To establish YRC/RCS/RCM DP stock monitoring teams who will be responsible for ensuring that DP stores are well stocked, maintained and that there is suitable emergency access.
- Provide one water life guard training course for 25 participants
- Continue to purchase DP equipment

Health and Care

The goal of the Health and Care Department is to provide technical advice to headquarters to develop programmes which support and motivate the local Red Cross branches and their volunteers to identify the health needs in their community and to provide appropriate Red Cross volunteer based assistance through the social welfare, home care and health promotion activities.

The budget for health and care has been modified. It has been reduced to take account of the lack of funding and activities to date for the social welfare programme and for the new reduced and more targeted activities planned for the remainder of the year. Whilst the home care programme has continued to expand the budget has also been reduced to reflect the closely coordinated bilateral contributions from the Spanish Red Cross.

Objective 1. Assist the National Society in defining the target population for health and care activities.

The Federation and National Society social welfare programme staff have been taking the lead in assessing health needs in Serbia and Montenegro as recommended in the programme evaluation². The collection of existing secondary information and discussions with government, international and national health care providers continued from the first quarter of 2002. This information on needs was compared with surveys from a selected number of Red Cross branches on the social vulnerability in their areas. The needs assessment highlighted the following people as a priority; elderly people without family support; refugees in collective centres; the Roma community; and handicapped people.

- Elderly people without family support
Elderly people are considered to be one of the most vulnerable groups in Serbia and Montenegro. State pensions are around 100 Euro per month, and farmers pensions are even less at around 29 Euro per month. Approximately 49 per cent of pensioner households have an income below the minimal subsistence level³. The Red Cross can provide limited hot food, bulk food parcels and hygiene parcels but on a larger and more sustainable level home care volunteers can help to fill the social and practical needs caused by “the breakdown of traditional family support, due in part to the migration of youth and working adults [which] has increased the vulnerability of rural elderly households”⁴

² The Yugoslav Red Cross Social Welfare Programme - An Evaluation with Recommendations, Hurford and Jonsson, June 2001

³ Vulnerability Assessment in Serbia, Action Contre La Faim, May 2002

⁴ Vulnerability Assessment in Serbia, Action Contre La Faim, May 2002

- Additionally, the home care programme will be able to incorporate established and well functioning Red Cross services such as social welfare programme, elderly clubs and the Belgrade Red Cross telephone help line for the elderly.
The home care programme training includes identification and assessment of potential beneficiaries. Most of the branches have good co-operation with local geriatric and social welfare institutions who help local branches to identify potential beneficiaries who meet the criteria for inclusion.
- Refugees in collective centres
Some 20,114 refugees, 5 per cent of the refugee population, live in “extremely poor living, hygienic and sanitary conditions”⁵ of the 456 collective centres of Serbia. In collective centres the most vulnerable among the refugee population are single mothers, elderly, chronically ill and the physically and mentally handicapped. In addition to well documented statistical poverty indicators, the high levels of unemployment and problems of integrating into new communities, which many refugees have opted to do, leads to social stress and problems. The Commissariat for Refugees is committed to closing collective centres in the next five years. The Red Cross has a relief role in providing distributions to the refugees in collective centres (see disaster response section above), but can also help to provide social support through social welfare clubs.
- Roma
The Roma population is undoubtedly one of the most vulnerable groups in society. The size of the Roma population is hard to assess with greatly varying estimates and undoubtedly incorrect census figures, but the most realistic population range is between 400,000 to 450,000 people⁶. According to the Centre for Antiwar Action, 40% are children up to the age of 16. A staggering 78 per cent of Roma children drop out of primary school. “Education constitutes the key element in breaking the vicious cycle of poverty; Roma are poor because they are unemployed and they are unemployed because they are uneducated”⁷. The Red Cross social welfare project for Roma children will focus on pre-school children stimulating their development, raising their learning capacities as well as involving parents and stimulating their interest in their children’s education.
- Handicapped children
The handicapped in Serbia and Montenegro are often stigmatised and neglected by society and are mainly left to the care of parents, with little or no external support. The estimated number of handicapped people is between 350,000 to 500,000. The common problems affecting handicapped people are a lack of opportunities for a social life and social interaction, poor access to education, lack of accommodation, discrimination and poverty (79 per cent of handicapped people live below the poverty level and only 14 per cent of handicapped are employed).
The social welfare programme will focus on providing social interaction, psychological and functional encouragement and support to handicapped children and their parents as well as support in their integration within the local community.

The final need is that of the care of the Red Cross volunteers and staff. The social welfare programme will also provide help to helpers in stress management and burnout syndrome management.

One of the main constraints to the development of full and complete home care beneficiary lists has been the reluctance of some Red Cross branches to work with other NGOs either providing home care or other elderly care. The problem is that other organizations are often perceived as competition instead of vital partners. Red Cross branches are being encouraged to share information and coordinate.

Objective 2. Assist the YRC in defining their role in health and care and assist the YRC in maximising the use of resources.

⁵ National Strategy for Resolving the Problems of Refugees and Internally Displaced Persons, Government of the Republic of Serbia, May 2002

⁶ UN OCHA HRA No. 17 Assessing the Needs of the Roma Community in FRY, Sept 2001

⁷ UN OCHA HRA No. 17 Assessing the Needs of the Roma Community in FRY, Sept 2001

The Federation has been providing support to the National Society social welfare counterparts to produce their needs assessment as outlined above. This will guide the development of their role and refocused social welfare programme and has reaffirmed the need and importance of the existing home care service.

The Federation, through the youth development delegate and National Society, has continued to take part in the UNAIDS HIV/AIDS theme group meetings. The YRC have also recruited an HIV/AIDS health awareness officer for a probationary period.

The major constraint (as in previous reports) is the recruitment and management of human resources in the National Society. There are gaps in staffing and it is often unclear who is responsible for what task in the various component parts of the National Society. Additionally, the Federation health and care delegate position has been vacant for many months, although fortunately a well qualified and experienced candidate has been identified and will be joining the delegation in mid -July.

Objective 3. Assist YRC/RCS/RCM in finding solutions for the long term sustainability of health and care activities at branch level.

Financial sustainability of Red Cross services is obviously a long term aim. At a central level, the National Society have lobbied the health ministries and provided information on the home care services, and the Red Cross branches have been encouraged to do the same. The potential for the Red Cross to work with government structures in health promotion and home care, and to be provided with sustainable funding was highlighted by the Government of Serbia's stated commitment to partnership with NGOs. In particular, they have stated that "alternatives will be devised to the expensive hospital treatment in the form of day-care hospitals and home care and treatment."⁸ Also, as outlined in the disaster preparedness section above, the RCM have established formal life saving agreements with the Ministry of Tourism for Montenegro.

Objective 4. Supporting the republican Red Crosses and local branches to implement and manage the health and care activities.

For the first six months of 2002 neither the YRC or the Federation had a person in charge of health and care. However, there were programme management staff for the social welfare and home care programmes and the youth development delegate has been providing assistance to the HIV/AIDS health education programme which is largely implemented through and targeted at youth. The new health and care delegate will join the delegation in mid July.

- Social welfare programme. The programme has been without donor support since November 2001. However, as reported in the first quarter, the majority of branches have reported that they have been able to continue some level of activity even without financial support. Broadly speaking, about 20 per cent of branches have ceased all social welfare activity, but 20 per cent say that they are running the same number of social welfare clubs for youth and elderly, and 60 per cent of branches involved in the social welfare programme report that they are able to run a diminished level of volunteer branch based social care activities.

The social welfare needs assessment process has been completed and in the beginning of the next quarter the social welfare team will produce a redesigned social welfare programme which will be more limited in financial scale and the number of branches involved, but which will aim to address the recommendations of last years review.⁹ The new programme will aim to have better targeting, improved indicators, attempt to assess impact and have improved record keeping on activities and services and will avoid the general term 'contracts with beneficiaries'. Draft projects will be provided

⁸ The Health Policy of Serbia, Government of the Republic of Serbia

⁹ The Yugoslav Red Cross Social Welfare Programme - An Evaluation with Recommendations, Hurford and Jonsson, June 2001

to branches which address the target groups outlined above. Branches can then respond by submitting proposals which outline the number of beneficiaries, volunteers, proposed activities and budgets to a YRC, RCS, RCM and Federation committee to decide upon.

- Home care programme. Over the quarter, the Federation has continued to provide limited financial support to those branches providing home care (to predominately elderly vulnerable people) and correctly reporting on activities. The programme relies on volunteers and is extremely cheap and therefore very sustainable. Currently there are 55 Red Cross branches in Serbia and 8 branches in Montenegro making almost 29,000 visits to more than 7,000 people each month. During the period, two branches were excluded from the programme because they were not meeting service delivery and reporting standards. Some of the funds saved were provided to two well functioning branches to assist them in their efforts to expand their services to more people. From June, the Spanish Red Cross long term partnership will commence. They will fund approximately two-thirds of the expenses of 36 Red Cross of Serbia branches. Additionally, the Spanish Red Cross has agreed to purchase and distribute equipment for the branches.

✓ Training. Trained home care trainers have been providing training to volunteers in their respective local Red Cross branches and in some larger regional training courses.

Following the training and planning meeting held in March (for all the secretaries of the branches involved in the programme) the reporting and communication with headquarters has greatly improved. The branches now demonstrate good understanding and commitment to the programme priorities, headquarters and donor expectations, and have displayed autonomy and imagination within the programme boundaries.

✓ Data collection and reporting. In order to help with identification and targeting of beneficiaries, and data collection and reporting, a tender is currently being held for a standard computer software application. The software should provide a solid basis for a nation wide database not only on current service provision but will also highlight the numbers of vulnerable people who still require assistance. This information could be a useful advocacy tool for government, donors and other NGOs and could assist the National Society to become a respected government partner in information gathering and needs assessment. Branch staff who will be using the software are participating in the recruitment selection process.

Home Care Beneficiaries

Elderly at least over 65 who are single or in a two person family who are also;

- ill
- socially vulnerable due to poverty
- have the lowest state pension
- a beneficiary who may also care for another person

Whilst there are clear programme criteria there is space on the programme for people outside the criteria if justified e.g. someone who is not poor but who is lonely and could benefit from social interaction.

Home Care Visits in Serbia and Montenegro 2002

	Beneficiaries	Volunteers	Home Visits by Volunteers	Professional Home Care Staff	Home Visits by Professionals	Total Home Visits
January	4,794	891	15,035	112	3,159	18,194
February	4,924	1,185	17,082	153	5,864	22,946
March	5,908	1,186	21,867	113	4,765	26,632
April	6,328	1,382	21,489	145	4,877	26,366
May	6,485	1,259	21,470	135	4,942	26,415
June	5,624	1,170	17,963	122	3,988	21,938
Monthly Average	5,677	1,179	17,994	130	4,596	23,748

✓ Field visits and monitoring. Monitoring visits are regularly made by the YRC/RCS and Federation home care staff together. The visits include an audit of the beneficiary and volunteer files

and home visits to speak with beneficiaries. The results have generally been very positive and any branch which has had weaknesses pointed out has generally addressed them and improved their performance following a visit. Monitoring for the new branches that have joined the programme from Montenegro will begin in July. As the programme grows in size the Federation will discuss with the National Society the possible need to increase monitoring capacity.

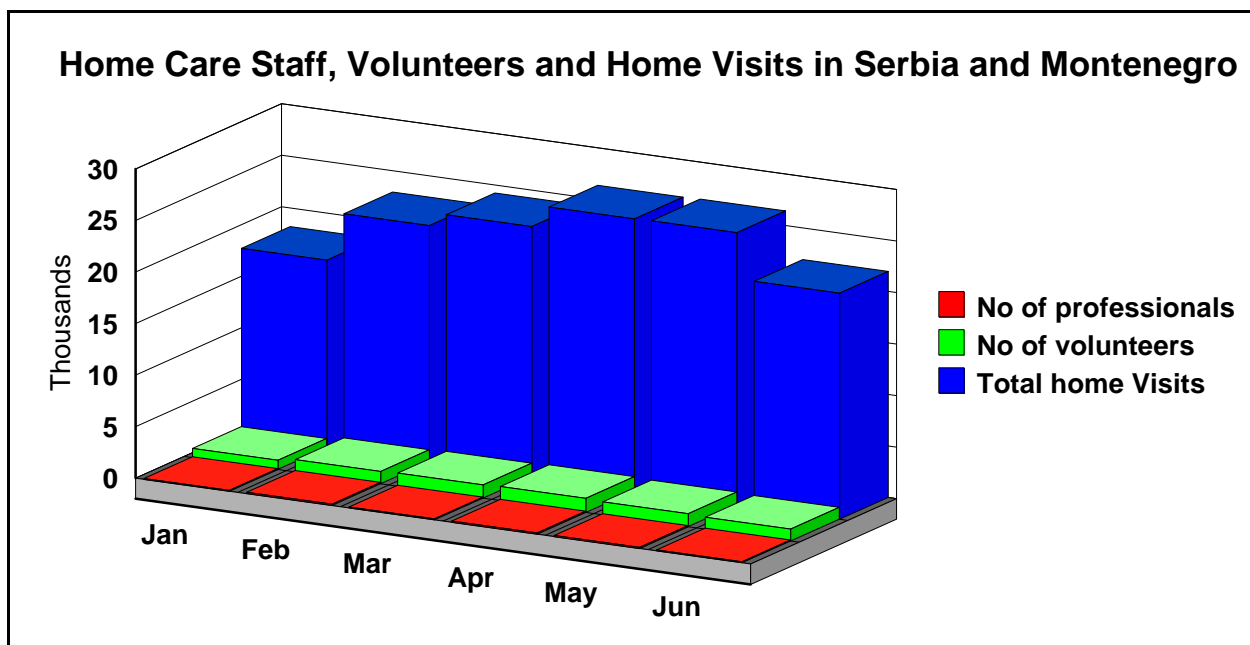
In addition to formal monitoring visits the programme has received visits from Federation delegation management and representatives of PNS including the Canadian, Norwegian, Spanish and Swedish Red Cross societies.

Field visits also improve the understanding of the YRC, RCS and Federation headquarters staff and leads to programme modifications which are designed with practical branch implementation in mind such as alterations to the reporting form and the system for branches to claim expenses. Additionally, headquarters staff have a practical understanding of the programme and are better able to represent the programme in proposals, reports and when addressing ministries.

✓ Hygiene parcels and food kits. A total of 2,952 hygiene parcels containing basic personal and kitchen hygiene items (shampoo and soap, washing powder etc.) and 918 food container kits (food containers which neighbours and volunteers can use to transport hot food in) were distributed to priority beneficiaries through the programme in March. A second distribution of 1,052 hygiene parcels was beginning at the end of the reporting period.

✓ Home care field handbooks. A home care handbook for field volunteers and staff is currently being designed to be a useful tool to support training and clarify the programme aims and guide the service delivery. The handbook is being based on the experiences of the programme in Serbia and Montenegro and on other similar handbooks from home care programmes in neighbouring countries.

✓ Programme promotion and volunteer recruitment. Discussion has started about a communication strategy to make members of the public aware of the service to reach more vulnerable people, to recruit more volunteers to be able to explain the programme, and to local government. This activity is not scheduled to start until the last quarter of the year.



There have been delays in launching the programme to the interested Red Cross branches in Montenegro due to the need for a management link in the headquarters of the RCM. The status of the home care manager in Montenegro is currently unclear, and little communication with headquarters has been made.

- HIV/AIDS awareness

The programme aims to promote awareness and safe sexual behaviour. The Federation is also assisting the RCS and RCM to identify their role with other organisations and the UN. During the quarter monitoring visits were made to branches in Montenegro and Serbia to gauge activity levels. A new budget has been developed to account for the dissemination training activities which will be held in the second half of the year.

It was identified that a refresher and reactivation training course is required for HIV/AIDS youth peer educators in Montenegro. Up to 50 of the more active and capable of the 136 previously trained youth peer educators will attend. The aim of the course will be to provide refresher training to stimulate the peer educators to implement more activities and to provide a programme framework with activity reporting forms and a collection system, a baseline and impact indicators.

The Indija branch has developed a travelling education HIV/AIDS programme that will deliver health promotion and safe behaviour messages to 400 children and youth throughout the eight surrounding municipalities.

The Ruma branch continued its HIV/AIDS programme which started in 1997. The programme has young volunteers delivering education seminars but also engages professional actors to deliver a theatre based play called 'virus'.

After a long gap, the YRC have recently recruited a person to be in charge of HIV/AIDS awareness on a probationary period, and the RCM has also embarked on a recruitment process for an HIV/AIDS awareness officer.

Over the next quarter some of the major health and care activities will be;

- To produce a redesigned social welfare programme which addresses targeting and impact
- To complete the development of the beneficiary targeting and data collection and activity reporting software
- To begin to provide training on the new software
- The distribution of hygiene parcels
- To complete the first draft of the home care field handbook International youth camp on HIV/AIDS awareness and the promotion of humanitarian values
- Refresher and re-activation training for the 136 youth peer educators in Montenegro
- To ensure that all trained peer educators are provided with the HIV/AIDS peer education manual action with youth

Children Affected by Armed Conflict

Outside of the *annual appeal*, the National Society social welfare department and branches cooperate with the Danish and Belgium Red Cross bilateral *children affected by armed conflict* (CABAC) programmes. The Belgian Red Cross began work late last year and started to deliver services at the beginning of the second school term in February. The Danish Red Cross started their projects in Serbia in late 2000. They have considerable international experience in these types of programmes and share their experience and programme models with other components of the Red Cross Movement.

Trained teachers deliver psycho-social and creative workshops. The workshops aim to provide therapeutic support to affected children, and help classmates to better understand and accept refugee and displaced children. There is also a small, healthy school snack element.

The summer holiday period started at the end of the period, therefore next quarter will only have a limited number of preparatory activities. The programme will resume after the vacation.

Humanitarian Values

While there has not been any funding for the Federation humanitarian values programme, the Federation and ICRC have provided advice and support to the YRC information department. One of the key stumbling blocks to be addressed prior to the development of an effective communication

strategy is the lack of a clear and focused portfolio of programmes. Also lacking is a clear public perception regarding the role of Red Cross volunteers and a clear identity of the National Society. It is planned that the YRC, RCS and RCM senior management will address these strategic issues through a series of round table meetings (see objective 2 of the OD section below).

While a national campaign was not held, there was some local media coverage of Red Cross branches and volunteers celebrating World Red Cross and Red Crescent Day on May 8 throughout Serbia and Montenegro.

The youth programme continues to promote Red Cross humanitarian values (see OD section). There are no planned activities for the next quarter, but if the National Society decide on a strategy and image that it wishes to promote, the Federation and the ICRC remain committed to assisting. The budget has been reduced to account for the lack of actual and planned activity.

Organizational and Resource Development

Organizational Development

There has been an organisational development programme in FRY since 1998. Since the beginning of 2002, the programme has been changing its focus and approach, following the recommendations of a major evaluation in August 2001.¹⁰

The organizational development programme produced a concept paper on the future of the programme which was widely circulated and discussed. It was presented and discussed with the new leadership of the National Society, and received positive feedback and broad agreement. This paper now forms the basis of the programme for the next three years. The budget for the programme has been re-examined, resulting in considerable savings. The next stage is to produce and agree a programme document which will identify three-year objectives and indicators and a monitoring and evaluation process. It is hoped that the programme document will attract long-term funding commitments to the development programme, ensuring its continuity and impact.

During the second quarter the RCS identified an experienced and competent staff member as the contact person for organizational development. This is a very positive step, and indicates a determination to address organizational issues.

The short-term cooperation delegate on loan from the Danish Red Cross has produced a draft final report on co-operation with PNSs and the impact of PNS work on the National Society. This report will contain useful recommendations for both PNS and Federation delegations in order to strengthen co-operation (see objective 2 of the coordination and management section below).

The ICRC introduced a new co-operation delegate for Yugoslavia. He is working closely with the Federation Delegation to provide coordinated support for the National Society.

The development delegate and the YRC organisational development officer participated in an American Red Cross strategic planning session for the Balkans, providing input from both a National Society and a Federation perspective.

Objective 1. To support the legal, organizational and resource development of the YRC and its constituencies including the possible restructuring and expansion of its managerial and human resource capacities as an integral part of all core programmes.

Both the YRC and the RCS continued the work to review their statutes with support provided from the joint ICRC-Federation Statutes Commission.

¹⁰ Evaluation of Federation Assistance in to the YRC in FRY. Wiles, Blewitt and Udden, August 2001

With Danish Red Cross funding, three further training modules were provided by the Belgrade University Faculty of Economics to twenty key National Society staff from headquarters, branches and regional offices. A one week long joint training course was provided by the regional delegation for twenty National Society and Federation staff in the Federation's new Project Planning Process (PPP) logical framework planning methodology. The course not only developed new skills essential for project planning and proposal-writing, it also strengthened personal and working relationships between Federation and National Society.

This quarter also saw preliminary discussions on the way in which the Federation can further assist the development of human resources in the National Society.

Objective 2. To encourage and assist YRC and its republican constituents in strategic planning to ensure that programmes and activities are based on the National Society's strategy.

The proposed strategy round-table discussions have not yet taken place. Work is continuing to find an acceptable forum in which National Society leaders can together discuss and resolve major strategic issues, such as future funding.

Objective 3. To further strengthen the YRC's branch capacity, ensuring a coherent and integrated approach in the development and implementation of programmes and activities addressing local community vulnerabilities by mobilizing volunteers in line with the National Society's strategy.

A proposed branch capacity building fund has proved a popular idea. Work is under way to define criteria for disbursement (and by implication, to define branch 'capacity'), a transparent and accountable decision-making process, and possible mechanisms for sustaining the fund from domestic fund-raising sources.

The implementation phase of the Canadian Red Cross community needs assessment and food security micro projects has begun. The three Vojvodina Red Cross municipal branches have purchased livestock for the food and income generating schemes for people living in poverty in six communities. The Canadian delegate will return to Yugoslavia in July 2002 to carry out a short-term mission to build on the lessons learnt to develop a needs-assessment and project design process that is appropriate for branches to conduct, using their own resources.

Two meetings of branches involved in the '10+10' branch twinning project took place during this quarter, involving mainly young Red Cross volunteers.

Objective 4. To develop YRC funding sources which will gradually decrease its dependency on international funding for the implementation of programmes and the maintenance of its structure.

The review of the income generating activities project will now take place in September 2002. The review has received support from PNSs, and will be carried out by a multi-disciplinary team from Britain, Sweden and Yugoslavia.

The third-quarter priorities will include;

- Finalise the human resources project plan and the first stages of the project's implementation.
- Develop a project plan for funding and fundraising.
- Carry out the review of the income generating activities project.
- Draft the terms of reference for the branch capacity building fund.

Finance Development

The finance development project is in the second year of a four year timetable. In the first quarter of the year the National Society finance officers were mainly engaged in preparing annual and four year

financial reports, and presenting budget proposals as a funding application to their respective governments (Federal and Republican).

The project work plan has been revised, and this section of the appeal reflects the amended objectives.

In the second quarter of 2002 the main achievements were:

- Revising the 2002-2004 plan of action, which won the approval of the finance development steering committee (which met for the first time in June 2002);
- Follow up on the latest taxation changes and local legislation changes that threatened to introduce another new chart of accounts for the YRC, RCS and the branches in an already inconsistent legal framework;
- The appointment of new finance development co-ordinators in the YRC and RCS. To date, the RCM has still not appointed a co-ordinator and has not been involved in the work plan revision;
- Continuing support to the RCS in implementing and improving financial standard operating procedures for the relief distribution system. The newly designed invoice tracking system is fully implemented for 2002 distribution costs (see the disaster response section above).

The budget has been revised to reflect that the large scale information technology purchasing is likely to be held in early 2003.

Objective 1. To design, adopt and implement standardised accounting and bookkeeping guidelines, and business policies and procedures that comply both with current local legislation as well as specific donor requirements and improve the internal financial control function

- Adoption of financial procedures
The new financial and accounting procedures have been approved and adopted by the YRC and RCS governance and have been in force from January 2002.
- Implementation
In the first quarter of 2002, in-house meetings were held with all project managers and senior staff to introduce the new financial business procedures.
- Adoption of the standardised chart of accounts
In the first quarter a standardised chart of accounts based on current local legislation with compulsory four-level coding was designed. This was distributed to the field in March and April 2002. In the meantime there was an unforeseen change in Serbian legislation which introduced a new chart of accounts. Because the RCS is partially funded by the republican government, they may be forced to adopt it. The RCS finance department is waiting for Ministry of Finance permission to use just one chart of accounts for the whole National Society structure. In the meantime the YRC and RCS finance departments have upgraded their accounting software to meet the new four level coding requirements.
- Adoption of the standardised financial documents and reporting forms
In March 2002 the project offered a set of standardised financial documents and forms to the National Society. The YRC has designed three forms for the initial stage of implementation (project report, forecast and financial plan) to be tested and circulated to the field. These will be included in the training programme.
- Training
In the first six months of 2002 the Federation financed training for the YRC and RCS key finance staff in: finance and resource development, reporting requirements for NGOs and international comparative accounting and finance (European accounting). The participants then went on to consult other staff and branches on the implementation of the new legislation. The Federation

provided copies for all Red Cross organizations of two new official manuals: layout of chart of accounts & financial, taxation and accounting regulations for NGOs.

Objective 2. To establish an integrated computerized accounting system.

This phase of the project is planned to start in 2003.

Objective 3. To have regular annual external audits of accounts performed at the YRC, RCS and RCM level.

The YRC is planning to propose this in autumn 2002. Currently the project team is working on disseminating the idea and obtaining understanding and support from the management and governance.

Objective 4. To establish good project management and proper and regular project funding from donors.

The joint finance development working group is monitoring project implementation and providing follow-up for the activities. The group is meeting at least twice a month and reporting to the finance development steering committee. The steering committee consists of the YRC secretary general, the two republican Red Cross secretaries, the Federation head of delegation, the development delegate and the finance development project manager. It meets quarterly to oversee and ensure project implementation, review the project deliverables, identify problems, make recommendations on key decisions and sign-off of final documents.

The third-quarter activities will be;

- To assess the adoption of the new financial procedures in the National Society headquarters.
- To test, revise and distribute the new financial forms.
- Complete the formulation of the training requirements for finance and non-financial staff and identify training consultants.
- To monitor and react to the frequent local legislation changes.
- To contribute to the statutory commission development by defining financial information requirements for the new National Society statutes and structure.
- To continue the monthly joint workgroup meetings.
- The finance team to report back to the next steering committee meeting.

YRC Youth Development Programme

The Federation has been providing youth programme development support since February 2001. The Federation is supporting the development of the youth programme management and the implementation of the National Society's Youth Development Strategy 2005. The programme is currently funded by the Norwegian Red Cross.

Objective 1. To ensure full ownership of the 'Yugoslav Red Cross youth development strategy 2005' at all levels of the National Society and increase understanding of the aims of the YRC youth programme among stakeholders

The *youth development strategy 2005* aims to improve National Society programmes by the greater involvement of youth. Mid way through the year the Federation is confident that the strategy is being well disseminated and understood. Contrary to the plan which involved organising separate strategy dissemination workshops it was agreed with the National Society that it would be more effective and make more sense to incorporate the dissemination through all other existing youth workshops and training.

- During March and May the youth field units of Novi Sad and Zvezdara held their youth annual meeting. A total of 400 youth volunteers, branch secretaries and the leadership of the RCS and

the YRC met to review activities and work plan.

During the course of the day time was made for the youth development delegate to present the National Society's *youth development strategy 2005*. Whilst the strategy was written by the National Society, based on self assessments and consultation, every opportunity was taken to explain the strategy, consult and check and to gain 'buy in' to its aims.

- A strategy presentation was also made during the first unified youth training course

Objective 2. To further raise the profile of the youth programme within the society and attract and retain youth members in the local community.

Mid way through the year the role and status of the youth programme with the National Society is much clearer. The youth department is now seen as the primary recruitment and volunteer management tool of the society. The youth field units have been motivated to become much more community needs focused rather than internally oriented. Instead of only running their own youth camps and meetings, they are recognizing the needs of their peers and community and are beginning to run practical community care activities including new projects for HIV/AIDS and peer education.

- **Recruiting youth and children volunteers and disseminating humanitarian and Red Cross values**

Each youth field unit has traditionally had its own Red Cross logo. A competition was held to identify a new Society wide logo in order to increase unity and to address concerns about the accidental abuse of the Red Cross emblem. 400 entries were submitted by the youth members. The winning logo will be used as the youth visual identity.

The main target group of the youth activities has been the 15 - 27 year group. In response to requests for assistance to relate to younger people from 5 - 14 a very economical 'frog' game / information leaflet was designed and printed. 10,000 copies were made for Serbia and 1,000 for Montenegro. It has proved so popular with the youth team in the branches that a further 10,000 will be made in the next quarter.



Red Cross youth humanitarian values dissemination 'frog' game

- **Training**

There was once a proliferation of different non standard youth training courses. The unified training programme has now been developed. The first one week 'basic training course for youth leaders' was held in April. It was internally evaluated as extremely successful and had trainers from a range of departments of the National Society, Federation and the ICRC. Additionally, the development of the first level training course 'Red Cross and me' has been completed.

Much of the quarter's energies have been deployed in preparation for the summer camp activities. The Federation will provide part funding for a total of six general summer camps, five in Serbia and one in Montenegro. The camps will train youth members on Red Cross principles, the role of the National Society and the International Red Cross and Red Crescent Movement, humanitarian values and conflict resolution and first aid skills. There will also be time for painting and play! Three additional summer camps will focus on HIV/Aids awareness and the risks of drug addiction.

Finally there will be one youth training of trainers on the Red Cross youth game 'what do I know about Red Cross'.

- **Cooperation between the National Society youth and the youth of other National Societies.** Preparations have continued for an international camp which will involve approximately 100

participants from other Balkan and European countries. The two key topics will be HIV/AIDS awareness and the promotion of humanitarian values.

During the quarter the youth development delegate travelled to Montenegro to monitor and learn lessons from RCM youth activities initially started with support from the French Red Cross. The youth work is continuing in all three branches. In Cetinje the youth are working with disabled children, in Tivat the volunteers mix with deaf children and in Niksic they are continuing their HIV/AIDS health promotion.

The four month youth staff on loan pilot has proved to be extremely satisfactory for all parties. A National Society youth member joined the delegation on loan and was able to learn about the Federation Delegation and all of its departments and the Delegation in turn was afforded the opportunity to increase its understanding of the National Society. It is seen as a more creative, sustainable and positive alternative to the Delegation employing short term national staff.

The third quarter activities will be;

- Hold the planned summer camps and activities.
- Recruit a new youth staff on loan position.
- Print and distribute 10,000 additional Red Cross and humanitarian value 'frog' leaflets for 5 - 14 year olds.
- Complete the design of the new youth visual identity.

Regional Cooperation

In April the YRC leadership and population movement coordinator attended the 6th European Regional Red Cross and Red Crescent Conference in Berlin where the Red Cross and Red Crescent of fifty countries throughout Europe including the YRC pledged themselves to provide greater support to migrants regardless of their legal status, including advocating on their behalf with European governments.

The YRC, under the umbrella of the regional population movement programme for Croatia, Bosnia and Herzegovina and FRY, initiated a pilot cross border information programme with the Croatian Red Cross. Five branches will offer a service where refugees in FRY can speak with returned refugees to Croatia and with Croatian volunteers to provide them with links to home and information about returning to their home towns and villages. FRY continues to host the largest population of refugees and IDPs in Europe. The regional population movement programme brings the Red Cross societies of the region together for advocacy internally and externally and to create projects, links and share experiences which will improve the lives of refugees and returnees (see the Central Europe *annual appeal* and *programme update* for further information).

Co-ordination and Management

Objective 1. To operate an efficient delegation that works in accordance with the regulations, procedures and standards of the Federation Secretariat to help fulfil the goals of Federation supported programmes and the National Society's strategy.

The Delegation management has met to review the *evaluation of Federation assistance to the YRC* report of August 2001 and is confident that the majority of the recommendations have been acted on. The Delegation has redirected its role to that of support and advice and no longer 'runs' programmes as in the past. The Delegation has also continued to work with the National Society to develop more detailed and realistic multi year work plans with better indicators of success, but acknowledges that more work in this area is required.

As planned, the finance and administration delegate role will be taken over by a national staff member and the reporting delegate tasks will be absorbed by the new programme coordinator role. Following a thorough but slow recruitment process the two key positions of health and care delegate

and programme coordinator have been filled and the delegates due to arrive in the delegation in mid-July and mid-August respectively.

The budget for the year has been greatly reduced in order to reflect the substantial savings that the delegation has made in the first half of the year due to reducing staffing and the fleet to a more appropriate and sustainable level.

Objective 2. To co-ordinate with all the components of the International Red Cross and Red Crescent Movement, other agencies and governments to ensure adequately-funded, effective and consistent support to the National Society.

The short term Federation OD / cooperation delegate and YRC PNS coordinator have continued their coordination work;

1. To produce an analysis of the impact of PNS activities on the National Society headquarters and branches.

During the previous reporting period in March 2002, feedback was collected from PNSs concerning their working relationships with the National Society. Visits were then made to all PNS representatives in April and May and their projects along with the relevant local Red Cross branches. The information collected from these visits was later shared and analysed with the YRC PNS coordinator, various PNS representatives and colleagues in the FRY delegation. In June the *analysis of the impact of PNS operations on the National Society* report was completed and distributed to relevant partners in the country.

2. To improve institutional learning within the Federation and the National Society and build stronger links between the Red Cross Movement and other organizations outside of the Movement.

In the first quarter the YRC nominated a PNS coordinator who is now responsible for coordination, including the international cooperation meetings which bring the National Society together with the Federation, PNS and the ICRC. The third international cooperation meeting was held towards the end of the reporting period in June, following on from the first two meetings which were hosted in February and March. Whilst the first two meetings were information sharing forums, the last was a workshop to discuss the report on the impact of the PNS activities on the National Society and to discuss the 'lessons learnt'. The meetings have provided the National Society with an opportunity to become more active and assertive in the coordination of the Red Cross Movement in Serbia and Montenegro. The forums provide an opportunity for frank discussions on themes and will assist the National Society to more clearly define its role and its expectations of Red Cross partners in its country. The forum should prove to be invaluable in the development of a cooperation assistance strategy (CAS) planned for the second half of the year.

3. To analyse the current and future possibilities and threats to Red Cross branches.

A more standardized approach to information collection was developed over the course of the PNS project and branch visits. All the information on branch visits was shared within the Federation and with the YRC in order that the key possibilities, threats and concerns of the Red Cross branches are taken into account when developing strategies, programme and funding plans and the CAS.

The results of the increased coordination activities are;

- The YRC have established the position of a PNS coordinator.
- The YRC have taken the lead in the organization of the international cooperation meetings.
- Increased information exchange and coordination between PNS managing their own operations.
- Increased exchange of experience between PNSs and other partners within the Movement implementing similar programmes.
- More consultation by the PNS with the respective Federal and Republican headquarters.
- More interest from the YRC headquarters in PNS projects.

- Better Federation understanding about the different activities of the PNS and the different forms of capacity-building.

The short term OD / cooperation delegate mission was completed at the end of the reporting period, however cooperation activities will continue. Activities for the next quarter are;

- The YRC PNS coordinator to continue to hold international cooperation meetings with support from the Federation and ICRC. It is recommended that Red Cross branches are represented in future.
- The country assistance strategy process should be initiated. The development of a CAS will be coordinated closely with the organizational development team's efforts to support the National Society to developing a strategic development plan.

The delegation senior management has continued to contribute to regular UN and Red Cross coordination meetings.

The Delegation senior management continue to regularly contribute to coordination meetings and are represented at the regular UN and Red Cross coordination meetings.

	PNS	Activities
Disaster Preparedness	Icelandic RC	Warehouse construction, renovation of branch premises
Disaster Response	Austrian RC	Daily soup kitchens for 11000
	German RC	Soup kitchen programme for 55000, coal for winter heating, rehabilitation of childrens and elderly home, anti-violence youth campaign
	Luxembourg RC	Micro-finance projects for returnees, funds school snack element of CABAC programme
	Icelandic RC	Soup kitchen equipment, support to refugees
	Danish RC	Repatriation support
Health and Care	Belgian RC-Flanders	Children affected by armed conflict programme for 800 children (CABAC)
	Belgian RC-Francophone	Work in five Roma communities: mother and baby care, kindergartens etc.
	Danish RC	Children affected by armed conflict programme for 3000 children, water and sanitation, reconstruction of health facilities (CABAC)
	French RC	Renovation of institution for mentally handicapped, equipment for orphanages and elderly homes
	Spanish RC	Rebuilding of centre for children with respiratory diseases, long term support to home care programme
	Norwegian RC	Rehabilitation of hospital emergency room,
Humanitarian Values	Norwegian RC	Anti-small arms campaign, promotion of humanitarian values
Organisational Development	American RC/ Canadian RC	Funds Canadian food security programme/ community development programme
	French RC	Youth programme planning and micro-project funding

Outstanding needs

By the end of the reporting period a number of soft pledges were being finalised

Budget revision

Financial statement (01/01-31/07/2002)

Conclusion

The Federation and ICRC are both pleased to be able to hand over full management control of the well functioning relief management department which has solid procedures established. The disaster response programme is continuing to provide relief aid in the face of sharp fall in funding for relief activities and the number of humanitarian actors. The Federation will continue to work with the National Society to map out relief activities and needs in order to be able to flexibly respond and ensure that there is a minimal safety net for the most vulnerable people. Additionally lessons will be learnt from the more sustainable food security pilots.

The social welfare programme has identified the most vulnerable in FRY and over the next quarter will complete a redesign of the programme in order to attempt to meet both those needs and the recommendations of the review. The home care programme has steadily increased volunteer numbers and with that the numbers of vulnerable people whose daily lives can be improved through home visits. However that increase is slowing down. The slow down could in part be due to limited funding which could be increased in the more active branches. The slow down could also be due to the finite number of volunteers that branches have. The branch secretaries opinion will be sought and discussion has already started on a communication plan to recruit volunteers and increase awareness in beneficiaries and government

The Next Quarter at a Glance

Disaster Response:

- ✓ The continued distribution of relief aid
- ✓ RCS will begin to distribute WFP food relief to 17,000 refugees who live in collective centres. The Federation will be responsible for monitoring the distributions.

Disaster Preparedness:

- ✓ To provide 3 trainer of trainer courses
- ✓ Hold a 3 day needs assessment course
- ✓ Have 6 regional DP meetings for branch secretaries
- ✓ Complete the major round of purchasing

Health and Care:

- ✓ The redesigned social welfare programme, which addresses targeting and impact, will be produced
- ✓ The home care programme will complete the development of the beneficiary targeting and data collection and activity reporting software
- ✓ The first draft of the home care field handbook circulated for comment

Organizational Development:

- ✓ An independent review of the income generating activities project will be held
- ✓ The development of the human resources project will be completed and work started
- ✓ The international youth camp on HIV/AIDS awareness and the promotion of humanitarian values will have been held
- ✓ Refresher and re-activation training provided for the 136 youth peer educators in Montenegro.

The Red Cross in Kosovo

Operational Development

In the political sphere, the Assembly of Kosovo elected a President of Kosovo and approved the nomination of Prime Minister and his ministers. The socio-economic problems continue, with a largely unskilled labour force, a collapsed industrial sector and hesitancy amongst international investors. In addition, the health sector is not in a position to meet the needs of a poor population, and the eventual return of internally displaced people (IDP) from neighbouring countries will exacerbate this problem. There are however, reasons for optimism. The fears that violence would break out as a result of the bitterness of the election campaign did not materialise. Also, education and health care are showing signs of improvement, although it is recognised that this will be a lengthy and costly process, not aided by the economic situation.

The parallel Red Cross structures in Kosovo are still operating, although there is evidence that both groups are willing to resolve what is an unsatisfactory situation. In collaboration with the Federation and ICRC, conditions for establishing a single multi-ethnic Red Cross structure for Kosovo were looked at. This process remains a priority to be addressed in the future.

Important developments were made in this quarter in First Aid and under the Community Resource Centre Initiative (CRCI). First Aid courses were attended by the public and there was a conscious involvement from the youth. In CRCI, three centres are now established as Community Resource Centres. The earthquake that hit Kosovo in April was met by a quick and effective response by the Red Cross. This included mobilising volunteers who organised activities for children and the elderly whose houses had been damaged.



The involvement of the Red Cross societies in the planning process was an aim of the Federation in this quarter. This involvement will encourage more self sustainability, allowing the Federation to take a more supporting role.

Disaster Preparedness in Kosovo

There has been no progress in developing a disaster preparedness programme in Kosovo, mainly due to a lack of funding. However, through the regional programme (regional workshops, Stability Pact DPPI) DP issues such as contingency planning, RC DP plans, conflict preparedness were addressed. The DP delegate for Central Europe will continue to actively support the Red Cross in Kosovo. The First Aid programme continues to be implemented (see the Kosovo First Aid programme section below).

Health

Objective 1. To strengthen the current first aid programme by providing a consistent and coordinated educational programme.

There were approximately 73 Basic First Aid courses during this quarter, with over 700 attendees. The courses were held in secondary schools, and focus was placed on teaching adult volunteers. Some courses were also provided on a fee paying basis in line with the objective of generating revenue to make the local RC sustainable in the long term (objective 4). The number of courses offered meant that effective monitoring was very difficult to conduct. Having identified this difficulty, it is planned that future courses will have more built in monitoring .

While the number of monthly trainer meetings decreased in this period, the First Aid coordinator continued to plan an update for the instructors. The uniforms, vests, and hats that were ordered were also delivered in this quarter.

The Kosovo and Metohje Red Cross focused on providing a traditional First Aid programme for young people. The First Aid coordinator did not think that adults would be interested in taking a basic FA course, unless they were paid to attend. However, it was agreed that some training sessions for trainers in basic First Aid should be offered, in anticipation of being able to provide this course for a fee at a later date. A First Aid competition will be held for several teams who have already been selected and are currently making their preparations. Events such as these not only provide a focus for improving the quality of FA provision, but also raise the profile of the RC in Kosovo. Other preparations included buying the make up needed for making the injuries look realistic and translating the Basic First Aid text into Serbian.

The FA coordinator at the Kosovo and Metohje RC did not feel there was sufficient interest at the present time for adults to take a First Aid course. However, there are plans to start the basic First Aid course.

Objective 2. Incorporate first aid activities into the youth programme.

A youth First Aid programme is planned, which will focus largely on safety with a first aid skill component. The course will be provided to 7-11 year olds, taught by Youth volunteers aged 16-18. The 10 session course will be held at the branch office with the goal that trainers will be able to go on to teach other youth volunteers at a later date.

A training text in English, Albanian and Serbian with professional illustrations, activities and games was developed and will be used in the course. The course will last three days, with the first day being a First Aid course, the second day teaching methodology and the third day working with the text.

A joint meeting between the Kosovo RC and the Kosovo and Metohje RC, planned to discuss the programme, had to be cancelled due to a lack of support from local RC organization management.

The first trainer course is scheduled for early July 2002. An education specialist is scheduled to teach methodology, while Kosovo RC staff will teach First Aid, RC and Youth or First Aid staff will review the text with attendees.

Attendees at the Kosovo and Metohje RC programme will be provided with an up-to-date course that focuses on accident prevention. The course teaches safety and first aid, as well as, providing recognition of the Red Cross movement and branches and potentially build capacity. Providing the same course to both RC organizations provides consistency throughout Kosovo.

Objective 3. To incorporate first aid volunteers into the disaster preparedness plan at branch level.

There is no Disaster Preparedness delegate in the delegation at this time, although one is scheduled to begin work later in the summer of 2002.

The Kosovo RC has been training adult volunteers, although there are still no specified First Aid teams. The earthquake in May, 2002, highlighted the need for first aid volunteers to be part of the DPP.

Objective 4. To provide a revenue generation source for the local Red Cross to encourage long term sustainability.

The Kosovo RC coordinator has been marketing the basic First Aid course with some success. During this quarter, a contract with the Federation and the ICRC to train the staff in Kosovo was drawn up. A contract with the UN Mission in Kosovo (UNMIK) for First Aid training of their security staff of over 600 people is in the final stages. The Kosovo RC provided First Aid training to enclaves for the Danish Red Cross. No decision has been made by UNMIK regarding mandatory First Aid training for

driving licence applicants. The Kosovo RC developed a formula for distribution of income generated by this course, although as yet no financial reports have been received.

Kosovo and Metohje RC found that due to isolation, poverty, security issues, and a general lack of organizations who can afford FA courses, there was a limited opportunity for income generation. The Kosovo and Metohje RC plans to adopt the 8 hour basic FA course when the situation allows. Providing such a course will be a marketable endeavour.

Kosovo psycho-social programme (PSP)

Objective 1. To increase beneficiaries' awareness of and improve their access to community resources to meet their psycho-social needs.

After almost three years, the Psycho-Social Programme (PSP) was modified under the Community Resource Centre Initiative (CRCI). In three of the former PSP centres of Prishtina, Glllogovc and Gjakova there are now Community Resource Centres. Two more PSP centres in Lipjan and Podujevo were closed.

A complete beneficiary list of open and closed cases in the five PSP centres was compiled in April, after all PSP counsellors had been trained to that effect.

A baseline survey of 1 148 people was conducted in April in the CRCI target communities of Prishtina, Glllogovc and Gjakova to collect baseline information on impact indicators for the CRCI. The data from this quantitative and qualitative assessment was used as a reference during the life of the CRCI project. This reference will monitor ongoing programme activities, evaluating the performance of CRCI staff and give a context to the final evaluation of the project.

Objective 2. To increase beneficiaries' ability to use adaptive skills through self-help, family support and community involvement.

Regular support activities continued in all five PSP centres and in the three CRC centres. Self-support groups for women who lost or are missing relatives, children's groups with creative and sports activities continued. The counsellors continued working with individual cases where needed, and were supervised by the delegates.

Resource organizations, which provide services to the community in the places where the three CRC centres opened, were identified and further contacts for referral and cooperation were established.

A community mapping system was designed and started to be implemented at the beginning of June. In addition, first steps were taken for the organisation of a Participatory Community Development project in the communities of the three CRC's.

Objective 3. To develop the capacity of the Kosovo RC to assist vulnerable groups.

The transition of the psycho-social programme (PSP) into the Community Resource Centre Initiative was thoroughly discussed with the Kosovo RC HQ and branches. Cooperation with the branches was both positive and constructive.

Plans for further training of Kosovo RC staff in Stress Management, Coping Skills and Problem Solving Techniques are being designed, as well as the training of RC volunteers in community organisation and community involvement, directed at self-help.

Regular talks were held with the Kosovo RC HQ to discuss outstanding issues and to keep them informed about the developments of the programme. The joint preparation of the Appeal was used as another opportunity to allow the Kosovo RC get as familiar as possible with the programme.

Due to differences of opinion between the Federation Office and the Kosovo RC on the organizational structure of the Kosovo RC and the ensuing refusal of the Kosovo RC to accept the proposed salary support by the Federation, negotiations for greater involvement of the Kosovo RC in

PSP/CRCI were put on hold. The Kosovo RC HQ refused to appoint a qualified counterpart for the programme and did not want to sign the contracts for the staff in the PSP/CR centres. This not only meant that the counsellors were on temporary contracts, but also disturbed the planned timetable for the hand-over of the programme. The branches were more cooperative, partly out of genuine interest in the well-being of the beneficiaries and partly for the financial and material benefits the programme offers to the branches. Now that the salary issue has been resolved, the Kosovo RC HQ has promised to start seriously looking for a qualified counterpart. His or her appointment will improve the understanding and interest of the Kosovo RC in the programme, without which a successful hand-over in 2002 will prove problematic.

A further constraint is that the concept of 'community' in Kosovo is disputed. Some officials in the Kosovo RC maintain it does not exist in Albanian, others contend that it is understood quite differently from the 'western' way of thinking. In any case, the fact is that the sense of community is not very developed. A town or village is, in most cases, divided along ethnic lines. However, even when the locality is purely Albanian, there is more often than not, a division into clans, groups or families. To find common ground for community development in the way that is conventionally understood, is the big challenge. Kosovo RC officials and volunteers have to make big steps to endorse community development and will likely feel more comfortable doing so at a gradual pace.

The critical assumptions mentioned in the appeal, such as the number of planned Community Mental Health Centres opened and the capacity of the Centres for Social Work increased by the Department of Health and Social Welfare, are not likely to come into force in 2002. In combination with the receding number of NGO's, this will have an impact on the availability of resources and possibilities for referrals.

Other programme activities

In May the abandoned babies were transferred from Prishtina hospital to SOS Kinderdorf, where the conditions provided are far better than those in the hospital. A project proposal for continuation of volunteer visits to these babies was prepared and submitted to SOS. The CRCI will continue to coordinate the work of RC volunteers in this project.

A strong earthquake, 5.2 on the Richter scale, hit the region of Gjilan at the end of April. The PSP teams of Prishtina and Lipjan were sent to the area to evaluate the situation and to provide psycho-social counselling to victims. They also assisted the local branch in its needs assessment and relief activities.

Staffing

In May all PSP counsellors, interpreters and drivers were interviewed for the CRCI positions. One Kosovo RC official was involved in the interview process. As a result of the transition of PSP into CRCI, 18 PSP staff (counsellors, interpreters, drivers, security guards and housekeepers) had to be laid off.

Organizational Development Programme

Objective 1. Strengthen management, governance and human resources in headquarters and branches

The Organizational Development goal is to have a well functioning Red Cross Organization, with an improved structural, legal, financial, managerial and programme capacity, at both HQ and branch levels. There should be a particular focus on responsive and focused strategic branch-level volunteer-based programmes.

After many meetings the new Kosovo RC Structure was finally reviewed. This resulted in a reduction of approximately 50% in staff members at different levels of the organization. A Memorandum of Understanding was signed during this quarter by both the Kosovo RC and the Federation to partially support salaries.

A Project Planning Process training session was organized by the Kosovo Federation Office with the support of the Budapest Regional Delegation and the Secretariat in Geneva. Three key people working at the Kosovo RC HQ were invited to attend this training session: Senior Co-ordinator, First Aid Co-ordinator and Youth Programme Co-ordinator. By having these people trained in PPP it is expected that the capacity of the HQ and branches in Kosovo to plan their projects more effectively will be increased. The training started on 27 May and lasted until 31 May.

Objective 2. *Ensure the recruitment, retention and recognition of volunteers and members.*

By including youth volunteers in several activities (HIV campaign, etc.), training measures and handing over responsibilities for these activities, it was possible to increase their motivation enormously.

Objective 3. *Assist the Kosovo Red Cross and the Kosovo and Metohje Red Cross to move towards self sufficiency, recognizing that this is a long term process and ensure adequate financial and technical support.*

As was reported under objective 4 of the First Aid section, some revenue generating First Aid courses were provided in Kosovo. Continuing with such initiatives is one way that more self sufficiency can be achieved.

Objective 4. *Improve communication with the public and donors.*

Activities related to this objective were postponed, pending a decision on the future structure of both the Kosovo RC and Kosovo and Metohje RC.

Objective 5 . *Continue the implementation of the youth programme*

After finishing the second leadership training for Kosovo RC youth volunteers in January, there are approximately 50 trained youth volunteers in 7 branches. A definite answer to the question of what a Kosovo-wide youth structure should look like is still missing. By putting slight pressure on HQ (e.g. with an official visit of German RC representatives at the end of April), the whole issue hopefully will be moved. Six youth trainers facilitated for the first time at the leadership training in January. While including more volunteers in the youth trainers group and providing the best training possibilities for these youth trainers, a standard model for training should be in place this summer. With the Kosovo RC HQ it was agreed to conduct another youth leadership training session in April or May. At this session more responsibilities should be handed over by Branch Secretaries and the Youth Development Programme to the youth trainers. Additionally four new youth trainers will gain first experience in facilitating. A plan for activities in 2002 was presented to the Kosovo RC and the Kosovo and Metohje RC HQ, in early 2002. In both cases a general agreement for the activities was received, but also some questions were left unanswered. Especially the topic of the ongoing discussion on the structure is often stated as an excuse for not giving a final answer. Together with the First Aid Programme and First Aid Coordinators from Kosovo RC and Kosovo and Metohje RC, the development of a first aid concept for 7-11 year old children was started. Several brainstorming and planning workshops on the preparation of the HIV campaign were organized by youth volunteers of the Kosovo RC. The lack of a qualified youth coordinator in the Kosovo RC HQ hindered the planning and implementation of activities and training. The position will be filled once the new structure and set-up is agreed. Training for the Kosovo and Metohje RC youth coordinator is planned, which will include dissemination sessions on the history of the Movement, its principles and International Humanitarian Law.

For further details please contact: Penny Elghady, Phone: 41 22 730 43 19; Fax: 41 22 733 03 95; email: Elghady@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>.

John Horeskens
Head
Relationship Management Department

Lynette Lowndes
Head
Europe Department

FR of Yugoslavia						ANNEX 1
APPEAL No. 01.46/2002		PLEDGES RECEIVED			16.09.2002	
DONOR	CATEGORY	QUANTITY	UNIT	VALUE CHF	DATE	COMMENT
CASH						TOTAL COVERAGE
REQUESTED IN APPEAL CHF ----->				7'005'418	82.6%	
CASH CARRIED FORWARD				0		
AMERICAN - RC		7 000	USD	11 648	28.05.2002	HYGIENE PARCELS
BRITISH - RC				40 000	11.01.2002	FINANCE DELEGATE 4 MONTHS
BRITISH - RC				60 000	10.01.2002	DMCC
BRITISH - RC		500'000	GBP	1'150'000	31.07.2002	HOME CARE, YOUTH DEV., INFO/HIV, RELIEF DEV. FOOD SAFETY, DELEGAT KOSOVO
BRITISH - RC		200'000	GBP	459 220	31.07.2002	SERBIA & MONTENEGRO, ORGANISATIONAL DEV.
DANISH - RC				14 910	21.02.2002	ID DELEGATE COSTS
DANISH - GOVT/RC		523'034	DKK	103 822	26.06.2002	ORGANISATIONAL DEV., CAPACITY BUILDING
FINNISH - RC		67 275	EUR	99 493	22.01.2002	ORGANIZATIONAL & RESOURCE DEVELOPMENT
FINNISH - RC		3 458	EUR	5 071	03.05.2002	REG. DELEGATION
FINNISH - GOVT/RC		58 866	EUR	87 251	26.02.2002	HOME CARE
FINNISH - GOVT/RC		9 220	EUR	13 576	08.07.2002	DISTRIBUTION, TRANSP./INS.
GERMAN - RC				38 110	04.01.2002	YOUTH DELEGATE
GERMAN - RC				86 471	24.05.2002	KOSOVO, YOUTH PROGRAMME
ICELANDIC - RC				60 000	28.02.2002	DISTRIBUTION MGT & CONTROL CENTER
ICRC				175 009	22.02.2002	
NETHERLANDS - RC				27 600	14.02.2002	RELIEF COORDINATOR
NETHERLANDS - RC				70 326	14.03.2002	MANAGEMENT & CONTROL CENTRE
NETHERLANDS - RC		134 831	EUR	197 703	17.05.2002	PSYCHO-SOCIAL PROGRAMME IN KOSOVO
NORWEGIAN - GOVT/RC		519 665	NOK	100 010	03.05.2002	PSYCHOSOCIAL PROGRAMME
NORWEGIAN - GOVT/RC		559 084	NOK	107 596	03.05.2002	ORGANISATIONAL DEVELOPMENT
NORWEGIAN - GOVT/RC		1 298 085	NOK	260 006	03.05.2002	DISASTER PREPAREDNESS
NORWEGIAN - GOVT/RC		520'000	NOK	104 156	03.05.2002	HIV/AIDS, YOUTH
NORWEGIAN - GOVT/RC		550'000	NOK	110 165	03.05.2002	HOME CARE
NORWEGIAN - GOVT/RC		780'000	NOK	156 234	03.05.2002	SOCIAL WELFARE
NORWEGIAN - GOVT/RC		1'300'000	NOK	260 390	03.05.2002	HOME CARE
NORWEGIAN - GOVT/RC		1 938'161	NOK	388 214	03.05.2002	ORGANISATIONAL DEVELOPMENT
SWEDISH - RC		1 000'000	SEK	158 100	15.04.2002	DISASTER RESPONSE, HEALTH & CARE, INSTITUTIONAL & RESOURCE DEVELOPMENT, COORDINATION & MANAGEMENT
SWEDISH - GOVT		2 800'000	SEK	450 800	20.05.2002	DISASTER RESPONSE, HEALTH & CARE, INSTITUTIONAL & RESOURCE DEVELOPMENT, COORDINATION & MANAGEMENT
WFP				325 000	30.01.2002	EDP MANAGEMENT SERVICES
SUB/TOTAL RECEIVED IN CASH				5 120 881	CHF	73.1%
KIND AND SERVICES (INCLUDING PERSONNEL)						
DONOR	CATEGORY	QUANTITY	UNIT	VALUE CHF	DATE	COMMENT
AUSTRIA	DELEGATE(S)			44 846		
CANADA	DELEGATE(S)			22 176		
DENMARK	DELEGATE(S)			29 733		
FINLAND	DELEGATE(S)			87 720		
GERMANY	DELEGATE(S)			59 959		
ICELAND	DELEGATE(S)			23 655		
NETHERLANDS	DELEGATE(S)			59 794		
GREAT BRITAIN	DELEGATE(S)			160 492		
USA	DELEGATE(S)			84 106		
FINNISH - GOVT/RC		62 050	EUR	91 368	08.07.2002	98'300 KG WASHING POWDER, TRANS. INS.
SUB/TOTAL RECEIVED IN KIND/SERVICES				663 849	CHF	9.5%
ADDITIONAL TO APPEAL BUDGET						
DONOR	CATEGORY	QUANTITY	UNIT	VALUE CHF	DATE	COMMENT
SUB/TOTAL RECEIVED				0	CHF	

		ANNEX 1
<u>BUDGET SUMMARY (REVISED)</u>	APPEAL No. 01.46/2002	
Federal Republic of Yugoslavia		
TYPE	VALUE	
RELIEF NEEDS	IN CHF	
Shelter & constructions	50'000	
Clothing & textiles	18'600	
Food & seeds	398'250	
Water and sanitation	24'000	
Medical & first aid	25'120	
Teaching materials	37'195	
Utensils & tools	63'950	
Other relief supplies	812'052	
TOTAL RELIEF NEEDS		1'429'167
<u>CAPITAL EQUIPMENT</u>		
Vehicles	-3'672	
Computers & Telecom. equipment	37'197	
Other equipment	4'855	
<u>PROGRAMME SUPPORT</u>		
Programme management	472'000	
Technical support	141'000	
Professional services	157'000	
<u>TRANSPORT STORAGE & VEHICLE COSTS</u>	596'985	
<u>PERSONNEL</u>		
Expatriate staff	1'096'765	
National staff	1'020'950	
<u>ADMINISTRATIVE & GENERAL SERVICES</u>		
Travel & related expenses	166'610	
Information expenses	167'898	
Administrative & general expenses	911'023	
External workshops & seminars	807'640	
TOTAL OPERATIONAL NEEDS		5'576'251
TOTAL APPEAL CASH, KIND, SERVICES		7'005'418

Financial statement - January to July 2002

Project Summary Financial Statement by Appeal

*All Donors.
Period: January through July of 2002
Appeal: 01.46/02 - FEDERAL REPUBLIC OF YUGOSLAVIA (01.01.2002 - 31.12.2002)*

Project	Opening	INCOME				EXPENDITURE							Closing			
		Voluntary Contributions				Supplies	Capital	Transport	PS	General Expense	Trans- fers	Provision Expenditure		Total		
	Selected Donors	Others	Transfer	Other Income	Total Account											
Europe																
<i>Europe Central Europe</i>																
<i>Europe Yugoslavia</i>																
FYU001 - Serbia/Montenegro- NE Development	303,451	50,147	0	0	0	353,598	1,490	0	310	14,438	61,617	63,148	0	-2	148,201	8,397
FYU002 - FBY - Information	0	1	0	0	0	1	0	0	0	0	0	0	0	0	0	0
FYU003 - FBY - Youth Development	131,080	1	0	0	0	131,080	318	0	6,256	14,863	66,877	39,634	0	0	127,448	3,433
FYU004 - Kosovo Development Programme	37,069	1	0	0	0	37,070	99	0	0	4,317	15,853	19,278	0	0	39,367	-2,304
FYU005 - FBY Organizational Development	0	138,664	0	0	0	138,664	0	0	0	1,328	0	9,915	0	0	11,243	123,517
FYU008 - Kosovo - OD 1999-2001	-35,827	53,028	0	21,702	0	38,899	0	257	8,816	4,168	3,933	19,721	0	0	38,899	0
FYU011 - Kosovo-OD 2002	0	315,197	0	-21,702	0	293,495	1,498	1,080	10,901	23,282	50,064	124,300	0	0	211,325	192,170
FYU101 - FBY - DEF	388,427	1	0	0	0	388,427	21,475	0	2,782	25,810	28,653	148,258	0	0	227,195	361,232
FYU102 - FBY - Disaster Response	0	72,233	0	0	0	72,233	0	0	2,116	4,161	-2,386	4,816	0	0	8,722	63,508
FYU103 - Serbia/Montenegro-Yugoslavia via Delegation	-27,224	-45,833	0	-30,800	-39,170	-25,778	0	-2,302	-1,215	6,382	83,627	-23,311	0	-8,030	39,825	-94,206
FYU104 - Kosovo Sub-Delegation 1999-2001	-35,818	-63,575	0	-45,515	0	-144,908	0	0	0	-1,955	-15,833	0	0	0	-17,778	0
FYU110 - Serbia/Montenegro Social Welfare	18,829	104,042	0	0	0	122,871	0	0	1,124	-2,729	-2,936	648	0	-20,925	-24,708	147,639
FYU116 - Kosovo - FRP 1999-2001	-502,966	246,601	0	0	0	-256,364	0	0	1,881	-1,860	-10,958	10	0	0	-18,127	-246,237
FYU121 - F.R. Yugoslavia - Home Care	117,383	101,734	0	0	0	219,117	28,776	0	5,139	24,450	188,188	42,826	0	21,847	223,746	-4,439
FYU124 - Kosovo First Aid	23,574	34,034	0	0	0	57,608	53,756	0	10,120	15,817	23,380	34,816	0	0	136,489	-88,879
FYU146 - FBY/Kosovo FRP-2002	0	308,935	0	0	0	308,935	7,227	923	66,962	53,160	272,976	79,198	0	0	473,445	-164,510
FYU151 - FBY Delegation/Brigade	0	75,492	0	38,600	0	114,092	0	-5,342	11,490	23,438	277,429	-81,808	0	0	227,424	-124,022
FYU152 - FBY Kosovo Sub-Delegation 2002	0	0	1	47,479	65,195	112,674	4,965	0	9,791	11,680	81,409	-1,826	0	0	106,019	6,649
FYU162 - Disaster Relief Manag. & Control Centre	-497,493	598,773	1	43,755	0	144,835	0	3,930	57,880	-27,584	101,595	31,125	0	0	166,946	-22,111
Europe Yugoslavia	-75,521	2,214,179	1	45,693	304,365	2,288,716	119,784	-2,949	191,303	194,563	145,293	504,045	0	-7,160	2,154,882	133,834
Europe Central Europe	-75,521	2,214,179	1	45,693	304,365	2,288,716	119,784	-2,949	191,303	194,563	145,293	504,045	0	-7,160	2,154,882	133,834
Europe	-75,521	2,214,179	1	45,693	304,365	2,288,716	119,784	-2,949	191,303	194,563	145,293	504,045	0	-7,160	2,154,882	133,834
01.46/02	-75,521	2,214,179	1	45,693	304,365	2,288,716	119,784	-2,949	191,303	194,563	145,293	504,045	0	-7,160	2,154,882	133,834