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Operation Update Report Bosnia and Herzegovina: Population Movement

 International Federation
of Red Cross and Red Crescent Societies

Emergency appeal n° MDRBA011 Operation update n° 4	GLIDE n° OT-2018-000078-BIH
Date of issue: 13 March 2020	Timeframe covered by this update: 1 October 2019 – 31 January 2020
Operation start date: 8 December 2018	Operation timeframe: 24 months Operation end date: 8 December 2020
Funding requirements: CHF 3,800,000	DREF amount initially allocated: CHF 300,000
Overall operation budget: CHF 3, 800,000	Appeal coverage: 40%
N° of people being assisted: 35,000 migrants and 1,500 households from host community	
Red Cross Red Crescent Movement partners currently actively involved in the operation: American Red Cross, British Red Cross, Bulgarian Red Cross, Canadian Red Cross, China Red Cross – Hong Kong branch, Croatian Red Cross, German Red Cross, Iraqi Red Crescent, Irish Red Cross, Italian Red Cross, Japanese Red Cross, Kuwait Red Crescent Society, New Zealand Red Cross, The Netherlands Red Cross, Norwegian Red Cross, Red Cross of Monaco, Swedish Red Cross, Swiss Red Cross, Turkish Red Crescent Society, Red Crescent Society of the United Arab Emirates, ICRC.	
Other partner organizations actively involved in the operation: Ministry for Human Rights and Refugees, Ministry of Security, Una-Sana Cantonal Government, City of Bihac, IOM, UNHCR, UNICEF, Caritas, World Vision, MSF, Danish Refugee Council, Pomozi.ba, Catholic Relief Services, Save the Children	

Summary of the appeal

The Emergency Appeal for Population Movement in Bosnia and Herzegovina (BiH) was initially published on 8 December 2018, focusing on providing assistance to migrants accommodated in Temporary Reception Centres (TRC) and migrants on the move, as well as to the host communities in BiH. The Emergency Appeal was revised in December 2019 to reflect the needs of an increasing number of people to be assisted, an increased budget, and an adjustment of the planned activities taking into consideration worsening conditions on the ground and the winter period ahead for an extended period of 12 months. Through the revision, the IFRC aims to support the Red Cross Society of Bosnia and Herzegovina (RCSBiH) to assist a total of 35,000 people on move in the on-going migration crisis and 1,500 households from among local vulnerable population affected by the crisis. The targeted number of beneficiaries has been increased based on the number of people reached during the first 12 months through Mobile Teams (MTs) outreach activities, considering also increased number of arrivals (both registered and unregistered) in the country during 2019.

This Operations Update no. 4 is to report the progress in the implementation of activities and changing needs on the ground, covering the period from 1 October 2019 to 31 January 2020.

This document provides an up-to-date description of the migration situation in BiH, an overview of the RCSBiH and other actors on the ground as well as on the current response to migrants' needs. It also gives details on the progress of activities in the following areas of focus and strategies of implementation: **Shelter (Non-Food Items - NFIs); Livelihoods and Basic Needs; Health; Water, Sanitation and Hygiene (WASH); Protection, Gender and Inclusion (PGI); Disaster Risk Reduction (DRR) as well as Building the Capacities of the National Society.**

A. SITUATION ANALYSIS

Description of the situation

Countries throughout the Balkans experienced a significant influx of migrants in 2015 and 2017. BiH, however, not being situated on the main migratory route, was only marginally affected at that time. Since the beginning of 2018, the country has seen a significant increase in the numbers of arrivals, with migrants arriving via two different routes: one through Albania and Montenegro; and the other through the Republic of North Macedonia or Bulgaria, and Serbia. Entry points to BiH were in the areas of Trebinje, Foča and Višegrad in the Republika Srpska (RS) and Goražde in the Federation of Bosnia and Herzegovina (FBiH). The majority of people arriving were heading through Tuzla and Sarajevo to Una-Sana Canton (USC) and seeking to enter the European Union (EU) through Croatia.

Since 1 January until 31 December 2019, 29,196 registered migrants entered BiH (according to the UNHCR data)¹.

As experience from the third quarter of 2019 shows, migrants - including families - started leaving the TRCs more frequently with the purpose of trying to enter the European Union through Croatia. However, during the winter season it has been noticed that less number of migrants were leaving TRCs, and in some cases it was noticed that a “two way” migration flow took place, i.e. there was also a flow from BiH towards Serbia, where more accommodation facilities exist, given the harsh winter conditions in the Balkans.



Image 2. Mobile team providing assistance in Bijeljina town.
Photo: RCSBiH

A total of 16,662 migrants were registered in five centres across the country from December 2019 to the end of January 2020, with the majority in four centers in USC (*Source IOM*). The main declared countries of origin of the countries accommodated in the TRCs are Morocco (27%), Iraq (15%), Afghanistan (11%), Egypt (11%), and Pakistan (10%).

Overall, since 2018, most refugees and migrants arrived to BiH from Pakistan (33%), Afghanistan (13%); Syria, Iran and Iraq (9%). In total, 4,860 migrants and refugees are accommodated in all centres in BiH and 538 of them are unaccompanied. Due to the nature of the migration flow in BiH and the lack of registration of many who enter the country, it is not possible to give any precise gender and age breakdown of all migrants and refugees.

In addition to registered arrivals, a significant number of unregistered arrivals have been observed within the same period, many seeking shelter in private accommodation or hazardous abandoned buildings or simply out in the open. Challenges continue in relation to access to asylum applications. After entering to BiH, migrants have the right to register their intention to seek asylum - doing so allows them to stay legally in the country for 14 days before they either formally apply for asylum or leave the country. The requirement of registering a temporary address in BiH is a key obstacle to this. UNHCR continued raising awareness of this issue at the relevant authorities, while also suggesting that either TRCs are placed under the Ministry of Security's (MoS) Service for Foreigners' Affairs of Bosnia and Herzegovina (SFA) - which would remove the need for the asylum seekers to register their address - or that the 10 BAM administrative fee associated with the registration of an address is waived. There have been nine applications for asylum registered in 2020.

In October 2019, with growing number of arrivals to Bihać and USC, authorities started police actions collecting migrants squatting across town of Bihać, staying outside of migrant centres and taking them to Vučjak location that resulted in serious concerns for their wellbeing, considering the already appalling conditions in the camp. An average of 1,000 people were staying daily at Vučjak Camp with no functioning toilets, no running water, no electricity, no access to health, insufficient food supplies and dire shelter conditions (unheated, leaking, damaged tents). Health conditions were alarming – many have untreated injuries and scabies was widespread. The Red Cross Branch in Bihac was the only organization providing some lifesaving, basic services in Vučjak based on the request from the local authorities and in relation to the auxiliary role to the public authorities in the

¹ <https://www.unhcr.org/see/wp-content/uploads/sites/57/2020/01/BiH-Country-Fact-Sheet-December31-2019-1.pdf>

humanitarian field. The political sensitivity of the situation manifested in higher tensions in Bihać and Velika Kladuša in USC, which are the two most affected locations. The still high number of arrivals was causing serious concerns for the security in the area, as well as serious health concerns with a high number of migrants infected by scabies and moving freely outside. As a consequence, the City of Bihać and the Government of USC decided to take urgent action. The Red Cross and other stakeholders had been advocating for an alternative location to Vučjak since 2019. The EU decided not to provide any support to Vučjak through its UN implementing agencies during the entire time of its existence from June-December 2019.



Image 1. Message left for the Red Cross by migrants from Vučjak location prior to their relocation to Sarajevo area, 9 December 2019. Photo: RCSBiH

In October 2019 the USC Government announced the possible closure of IOM-managed TRCs in USC (Bira and Miral), which was raising serious concerns for 2,100 people that were staying in those two TRCs, as no alternative accommodation was available to relocate people from Bira and Miral. On 30 October, the national-level Minister of Security requested the IOM to extend the lease agreement for the privately owned Bira and Miral TRCs until end of March 2020. However, no further statement was given neither on the closure and relocation of those centres nor the extension of the lease contracts yet. (Source of information: The Minister of Interior, Una-Sana Canton, October 2019). During the reporting period, according to the information provided by IOM, the USC authorities were still requesting to close the temporary reception centres Bira and Miral.

On 21-22 November 2019, a high-level IFRC delegation, headed by the IFRC Vice-President for Europe, Acting Deputy Director of the IFRC Regional Office for Europe, and the Head of ROE DCPRR visited Vučjak camp. Also, meetings with the RCSBiH leadership and management, Prime Minister of Una-Sana Canton as well as with the ICRC Head of Delegation in BiH followed. High level meetings with the BiH Presidency member, the EU Ambassador to BiH, Head of the IOM Mission in BiH and Head of Office of the WHO in BiH were also organized during the visit.

On 3 December, migrants in Vučjak started a hunger strike refusing food, water, firewood or any other assistance and demanding for border with the EU to open. Due to these strikes and as a result of significant coverage of international and national media and strong advocacy for closure from many high-level visitors to Vučjak (including the visit of the IFRC Vice President from 21-22 November and the visit of the European Councils' High Representative for Human Rights in early December), an agreement was reached between the Ministry of Security and IOM for an immediate relocation of people from Vučjak. As a result, on 10 December 2019 Vučjak Camp was closed. Most of the people from Vučjak were moved by buses to Sarajevo, 750 migrants were relocated to TRC Ušivak on temporary basis and 350 to TRC Blažuj (former military barracks in Sarajevo Canton proposed by the Ministry of Security).

In response to increasing tensions created by the steady increase in the arrival of migrants, and despite the visit by the EU Parliamentarians at the end of January 2020, the authorities of USC are still demanding the closure of Bira and Miral TRCs to deal with the evolving migrant crisis. No alternatives have been offered thus far.

Table 1. The current official numbers (as of the end of January 2020) for all Temporary Reception Centers (Source: IOM)

Temporary Reception Centre (TRC)	Sedra/ Cazin (for vulnerable categories)	Usivak/ Sarajevo	Bira/ Bihac	Miral/Velika Kladusa	Borici/ Bihac (for vulnerable categories)	Blažuj/ Sarajevo	Delijas/ Sarajevo (problematic migrants)	Salakovac/ Mostar (families/ vulnerable categories)
Current occupancy	325	769	2,128	817	289	683	24	96
Capacity	400	800	1,500	700	430	700+	154	220

The two TRCs (Bira and Miral) host more people than the official capacity they have and this is primarily due to the fact that the IOM has moved as many people as possible from the streets or abandoned buildings to the TRCs, significantly reducing the number of people residing in abandoned houses, yet resulting in overpopulation in some TRCs. However, there are still some groups sleeping in abandoned buildings in Bihać, Cazin and Velika Kladuša areas but for the moment the numbers are not as dramatic as observed over the last six months in these

areas. However, the situation is expected to change in the following months during the spring time and summer approaching with improved weather conditions (i.e. late April-May onwards increased number of new arrivals is expected, and also return to USC and Bihać is expected).

Currently there is a hot-spot in Tuzla town, where many migrants returned from USC and they are sleeping in open space on the bus station (or tiny tents), including some families. Number was higher a few weeks ago but one local NGO, named Pomozi.ba is providing accommodation for the people in a hotel with 60 rooms (approx.100 beds) to use over the winter for those who were sleeping in open air.

As of end of January, the IOM started providing financial support to Pomozi.ba for the hotel costs. Food, NFI and other relief assistance is provided by this NGO (using their own funding, not funds from the IOM). People remaining at the bus station are getting three meals per day, fire wood etc. organized by civil society volunteers who have also opened Free-Shop where local population are donating relief items and migrants can come and select what they need (i.e. shoes, clothing, towels etc.). In addition to this, Caritas also offered mobile laundry service for the people remaining at the bus station.

The overall situation exposed people to severe protection risks and threats. The environment of the camps and the poor living conditions exacerbated the mental health of the affected people, resulting in increased form of violence and aggression. Unaccompanied minors did not receive safe accommodation and access to services. Vulnerable groups, like LGBTIQ+, were also experiencing stigma and isolation, preventing them to access services or stay safe. Incidents of domestic violence, especially on women and children, were registered in the camps due to the inability of men to fulfill their gender role and responsibility, lack of job opportunities, stress and future uncertainty.

Summary of current response

Overview of the Host National Society – RCSBiH

The RCSBiH, through its field and regional branches in Bihać, Mostar, Una Sana Canton, Cazin, Ključ, Tuzla, Kalesija, Kladanj, Vlasenica, Ilijaš and Bijeljina continued distributing regularly shelter materials and household items (tents, blankets, beds, mattresses, heating fans, clothing and shoes), Meals Ready to Eat (MREs) /dry food lunch packages, hygiene kits, providing first aid (FA), rendering psychosocial support (PSS) and implementing Restoring Family Links (RFL) activities. To date, 155 RCSBiH staff and volunteers, including MTs, are engaged in the overall response operations. Considering that the highest concentration of migrants and number of TRCs are in USC and Bihać respectively, 65 staff/volunteers of RC Bihac and 34 volunteers of RC USC are directly involved in the migrant crisis response on a daily basis. Due to the Red Cross involvement in the Vučjak Camp for a 6-month period (14 June to 10 December 2019), the Bihać RC MT was not able to cover other areas where migrants were present (outside of Bira and Borići TRCs). The workload continues to be still very heavy for the two Red Cross branches of Bihac and USC since majority of the TRCs, migrants and refugees continue to be in USC and resources are limited. situation remained the same if not worse in Una-Sana Canton as the heaviest workload remained on the RC organization of City of Bihać and RC of Una-Sana Canton which have been working with very limited resources, both human and material, stretched to the limit. Due to the situation with the creation and existence of Vučjak location for a six months period (14 June to 10 December 2019, with the high needs and focus on this location), Bihać RC Mobile Team (MT) was not able to cover other areas where migrants are present (outside TRC Bira and Borići).

With such fluid and frequent changes in the situation on the ground, in USC in particular, the context and the needs as planned in the Emergency Appeal as of 8 December 2018 have changed significantly and it was necessary to respond to the changing needs. The changes were reflected in the revised Emergency Appeal (Q4 2019).

The RCSBiH Emergency Appeal Coordinator was working on all aspects of implementation of the Emergency Appeal as the NS focal point. During the reporting period, the extension of the Emergency Appeal was confirmed until 8 December 2020.

Overview of the Red Cross Red Crescent Movement in country

IFRC Communications Delegate, as staff on loan from the Finnish Red Cross, was deployed to through the Bihac Branch from mid-November to mid-December 2019 to strengthen communication capacities in the field, respond to media queries on Red Cross work and situation of migrants, in particular with relation to Vučjak Camp. The International Committee of Red Cross (ICRC): supported the RCSBiH to produce 39,546 pieces of mine awareness leaflets, posters and billboards for 10 main entering / existing areas on the BiH migratory route in five different languages. ICRC continues to provide expertise and financial support in RFL services and tools countrywide, for the benefit of migrants (mainly in USC). In order to improve visibility and safety of RCSBiH staff

and volunteers, support was provided in urgent procurement and distribution of 500 T-shirts (when Vučjak was created in June 2019). Provision of IT equipment to USC RC central warehouse in Bihać, RC MTs in Ključ and the municipal RC in Trebinje were also ensured to facilitate operational action and warehousing support.

In addition, the RCSBiH has received technical, financial and in-kind support from the ICRC and multiple other RCRC partners who have long-standing partnerships with RCSBiH and/or have been present in the country. These include:

- **Croatian Red Cross** donated household items (over 5,000 kg of clothes) to the Red Cross of Una-Sana Canton. Croatian Red Cross psychosocial support trainers from Asylum and Migration Department conducted a 3-day training for the Red Cross Bosnia & Herzegovina (RCSBiH) staff and volunteers. Furthermore, Croatian Red Cross Communication Delegate, as Staff on Loan, was deployed in June/July 2019 to the field to strengthen communication capacities in the field, in particular with relation to Vučjak Camp and scaled up interest from international and national media.
- **German Red Cross**, in addition to in-kind donation of 34 containers, mobile kitchen, 1,000 beds, 150 blankets, 200 clothing items, 500 sleeping bags and four tents, allocated financial assistance (EUR 120,000) in support of Mobile teams (three second hand vehicles) and 6,000 hygiene, 6,000 food parcels, household items (first aid kits and sleeping bags) and also 5 containers-offices. The German Red Cross has also deployed a Delegate during October – December 2019 to oversee the implementation of GRC supported activities focusing on procurement of relief items and replenishable items.
- **Italian Red Cross**, in addition to the support provided to the EA, has also donated 5,000 winter clothing items, blankets, mats, hygiene packs and a mobile kitchen and continues to support health plan of action to complement efforts in assistance in health sector in response to migrant crisis. Italian Red Cross health delegate also attended the joint health assessment mission during May 2019, organized by IFRC and RCSBiH. Italian Red Cross also supported the deployment of one IFRC Emergency Health delegate for 1 month (15 August - 15 September 2019) and NS Health Coordinator position for five months to strengthen health response component and support to the RCSBiH in establishing effective health services for migrant communities, FA and CBHFA training for capacity building of the RCSBiH volunteers/Mobile team members as well as development of related Health awareness raising materials.
- **Swiss Red Cross** implemented Cash Transfer Program for the local population in host communities, to reduce tensions towards migrants for a period of two months (December 2019-January 2020). During the reporting period Swiss Red Cross supported the work of Mobile teams in Tuzla and Kalesija. This project ended on 30 September 2019 but SRC extended its support for Mobile teams and other locations where RCSBiH is supporting migrants without access to basic services (migrants on the move and outside the TRCs). Within the first twelve months of the EA timeframe, the SRC supported the MT in Tuzla (from September 2019). The SRC also provided relief items support to the MT in Kalesija and Ključ.
- **Turkish Red Crescent** opened a country delegation in BiH in December 2018 and continues to demonstrate high level of commitment to support the RCSBiH with significant in-kind (330 tents, 2 mobile kitchens, 9,000 blankets, 1,000 kitchen sets, clothing items and other shelter and non-food items) and other donations, such as six months' rental of the central warehouse building for the Red Cross in Una Sana Canton in September 2019. The Turkish Red Crescent financed the levelling of the uneven ground in Vučjak Camp which improved conditions on these sites and prevented standing water at these locations after rain. On 21 November 2019 additional shipment of TRC arrived with 221 tents, 3,000 blankets and truck load of winter clothing.
- **The Red Crescent Society of the United Arab Emirates** remains present in the country and continues to engage with the RCSBiH in identifying areas for support.
- **Kuwait Red Crescent Society** visited Bosnia and Herzegovina in July 2019 and had various meetings with Secretary General and Secretary of the Red Cross entity of the Federation of BiH. During these visits they contributed 5,000 food parcels, 5,000 hygiene parcels, 1,500 baby diapers, 150 sleeping bags and 450 bed linen to support RCSBiH's assistance to migrants. Kuwait Red Crescent Society also continues to engage in bilateral discussions with the RCSBiH in identifying areas for support.

Overview of non-RCRC actors in country

The International Organisation for Migration (IOM), with support from European Union continues to be the main humanitarian actor, providing accommodation for migrants by renting facilities for TRCs in Sedra hotel and, Bira and Miral factories in Una-Sana Canton. IOM also continues to support running of TRC Borići (Bihać-USC), TRC Ušivak, and recently identified new TRC in Blažuj. IOM/EU continues to support food provision implemented by the RCSBiH in all official four TRCs in Una-Sana Canton and Refugee Reception Centre (RRC) Salakovac in

Mostar, in exception of TRC Ušivak.

UNHCR is in charge of health care as well as supporting vulnerable groups by providing international protection documentation, free legal aid both in and outside of the temporary reception centres and continue to advocate for the restoration of freedom of movement of migrants, asylum seekers and refugees and accommodation in hostels and private accommodation.

Danish Refugee Council (DRC) through funding from ECHO is providing health care to migrants staying in the TRCs in Una-Sana Canton and TRC Ušivak in Sarajevo Canton. DRC also supports strengthening of four RCSBiH Mobile Teams with additional FA staff and other team members by strengthening their first aid services to migrants on the route and to provide protection and referral services.

MSF provided a container used by RC first aid teams in Borići at very early stages of the crisis before Borići became an official TRC and the Danish Refugee Council took over health care MSF international medical and continued to work with those outside of official camps and as such has been deployed in Velika Kladuša outside of TRC Miral and in a village near Vučjak camp (up to its closure on 10 December 2019) to assist those without access to health services.

The Embassy of Czech Republic in Bosnia and Herzegovina, through the cooperation with the Ministry of Security of Bosnia and Herzegovina donated the following items in the second half of January 2020:

- Dishes set – 500 pcs
- Raincoats – 2000 pcs
- Sleeping bags – 2000 pcs
- Sleeping bag covers – 2000 pcs
- Sleeping bag inserts – 2000 pcs
- Woolen blankets – 2000 pcs.

MSF Emmaus have offered accommodation for 2,000 people in Duje, near Dobož but this is off the migration route and people are not willing to stay there.

Local authorities and other actors

The central Government of BiH, with the Ministry of Security (MoS) chairing the migration coordination forums, and the Ministry for Human Rights and Refugees (MoHRR) dealing with asylum seekers and the growing migration crisis in particular related to identification of alternative accommodation facilities. However, while the existing TRCs (five) continued to be run by the IOM, the Ministry of Security took over responsibility for coordination and supporting managing reception centres. The humanitarian response continues to rely mostly on the humanitarian community, where UN agencies are the biggest stakeholders.

Once Vučjak Camp was open, the Mayor of Bihać provided support for Vučjak Camp in daily water supply, garbage collection and one time off in cash donation to the RC Bihać for food preparation (from 21 October 2019 Bihać Municipality withdrew all its support from Vučjak and from that date water provision and garbage collection was taken over by local civil protection).

Pomozi.ba, a local volunteer group, organized food distributions for migrants sleeping rough in Sarajevo and are also in charge of food provision in the Reception Centre Ušivak.

Coordination mechanisms

In addition to the regular participation in monthly UNHCR/IOM Inter-Agency Coordination Meetings held at national level in Sarajevo, the RCSBiH started to participate in national-level bi-weekly coordination meetings organized by UNHCR and IOM on outreach activities. Similar coordination meetings are held regionally in Una-Sana Canton and Salakovac.

Movement coordination is maintained by the RCSBiH with the support of the IFRC. So far, two Movement Coordination meetings and one Partnership Meeting have been held with Partner National Societies supporting the Emergency Appeal including all in-country Partner National Societies and the ICRC. In addition to these meetings, regular coordination and information sharing meetings are held at country level between the IFRC Operations Manager and PNSs present in country and ICRC.

Further coordination meetings will be held in the course of the implementation of the revised Emergency Appeal Plan of Action, and RCSBiH will continue to maintain bilateral communications with all partners.

Needs analysis and scenario planning

Needs analysis

Based on daily activities conducted as well as observations made by the RCSBiH Mobile teams the increasing number of migrants was observed in the transit areas of the following parts of BiH: Zvornik, Bijeljina, Vlasenica, Kladanj, Kalesija, Tuzla, Ključ. Additionally, an unidentified number of refugees and migrants, believed to be somewhere between 400 to 500 and fluid in number, were privately accommodated or squatting in Sarajevo. Many migrants passing through BiH were walking for many days in tough winter conditions, on their way towards Croatian border. The migrants were in need of food, water, basic hygienic items, medical assistance and vulnerabilities including skin diseases (scabies being one of major threats), psycho-social assistance.

Bearing in mind the increased influx observed as well the growing needs of the migrants on the move through BiH, who are extremely vulnerable with no access to basic assistance which is inconsistent and insufficient, there is a great need for a formalized provision of basic assistance. The RCSBiH was focusing on establishing more Mobile Teams in the transit areas with higher influx of migrants, being supported by various donors, and would continue and upscale the relief operation providing food (MRE), water and basic hygienic items for 30,000 people, NFIs for 15,000 people, first aid provision for 10,000 people, as well reaching 15,000 people with key messages to promote personal and community hygiene. The RCSBiH would also work on strengthening PGI and CEA capacities of the Mobile Teams' members to be able to respond to humanitarian needs locally and reach 5,000 people. The Mobile Teams would continue with provision of psycho-social support to 10,000 people, RFL services to 2,500 people, and would ensure access to mine awareness information. 1,500 households (approx. 6,000 people) in host communities would be supported through a cash transfer programme.

There would be a need for replenishment of NFIs as contingency for possible unexpected increases in the number of migrants over the course of 2020.

Operation Risk Assessment

The points below were considered to be the major risk factors:

- Unclear situation without a certain end date of the response;
- Sudden or continuous increase in numbers of people arriving to BiH who need assistance quickly, especially with the weather conditions improving in the spring and summer time;
- Winter conditions;
- Volunteers finding it difficult to commit for longer-term service;
- No possibility for volunteers to rotate;
- Heavy workload, long working hours and psychological stress on NS staff/ volunteers;
- Decreasing stocks and resources;
- Migration-related operations require a long-term commitment from the National Society as it is an open-ended crisis.

Training and Technical Assessments

First Aid (FA) and CBHFA (Community Based Healthcare and First Aid) training was conducted in November 2019 in Mostar for the RCSBiH volunteers and staff from different branches in order to contribute to the further improvement of hygiene conditions, with a special focus on health promotion, prevention of infectious diseases, the spread of TB, personal hygiene and sanitation. The trained volunteers will then organize hygiene promotion sessions with the involvement of migrants, using information and educational materials in the languages of migrants (Arabic, Farsi, Urdu etc.). In total, 20 people (12 males and 8 females) participated in this training.

Multi-sectoral assessment was done by the Red Cross Society of BiH and the International Federation of the Red Cross and Red Crescent Societies with the contribution from Turkish Red Crescent and German Red Cross from 17-26 October 2019. The assessment provided very comprehensive recommendations where transparency, communication, cooperation and coordination were found key for the successful RCSBiH Population Movement operation.

In the coming period the RCSBiH would continue to conduct Induction Courses for new volunteers of the Mobile Teams in order to strengthen volunteering capacities and enable them carry out their mission more efficiently, in cooperation with the staff members and the other volunteers of the National Society.

B. OPERATIONAL STRATEGY

Implemented strategy

Key achievements

The Red Cross continued to do preparation and distribution of food in four Temporary Reception Centres (Bira, Borići, Miral and Sedra) in Una-Sana Canton and in Salakovac centre, near Mostar. Food provision has been covered through IOM/EU support. The current contract between IOM/EU and the RCSBiH for food provision in existing centres will cover the period until 31 March 2020. Additionally, in the reporting period the local branch in Bihać City has been preparing two meals a day for the residents of Vučjak Camp, averaging 1,500 meals per day, until 9 December 2019. So far in 2019, over three million meals have been prepared and distributed by the local Red Cross branches.

In addition, with support provided through EA and by partners, the RCSBiH procured and through its MTs distributed 5,173 food items - dry food items and 1 litre of water as an emergency food supply for people on move. Food parcels are considered as an essential relief item that will continue to be distributed to people in need.

RCSBiH has been providing hygiene parcels to migrants since the beginning of the crisis, following the Sphere standards and using a kiosk system for distribution through MTs interventions. Under this EA a total of 15,000 hygiene kits were procured². The initial content of hygiene kits, after the feedback from final recipients, was revised and made more appropriate. Through MTs, household items were distributed at the same locations as hygiene items, provided to people on move or staying in open spaces outside of TRCs. Once Vučjak was established, considering an average 800 migrants staying on daily basis in the camp, the RC Bihać set up a total of 85 tents, provided around 150 beds and 200 mattresses.

All shelter/household items distributed were in-kind donations donated by the Italian Red Cross, Turkish Red Crescent, German Red Cross/Bavarian Red Cross, Croatian Red Cross and other small NGOs or private or governmental organizations donations. Other humanitarian organizations have also made shelter/household donations to the Red Cross, including UN agencies, such as UNHCR and UNICEF.

At the initial stage of implementation, the RCSBiH was providing first aid in TRC Borići on a daily basis when other medical teams were not present. Medical teams of other humanitarian agencies visited the Borići center once per day for two hours. In the remaining time RCSBiH First Aid teams filled the gap. Once the MTs were established, First Aid provision to people on move became one of the essential services delivered and 2,476 First Aid interventions were provided in the reporting period. In addition to First Aid, 4,894 people on move were also provided with PSS assistance through MTs interventions.

With regards to Vučjak camp, the RC Bihać was running First Aid services for two months until it run out of First Aid materials. A group of international volunteers took over the provision of FA in the camp until 27 September 2019 when the group was asked to leave by the Office for Office for Foreigners Affairs, leaving migrants staying at Vučjak without any health care assistance. MSF then stepped in, entering a lengthy negotiation process with cantonal government and finally obtained a permission to provide medical support in a medical facility located in a village near Vučjak camp. However, transportation of migrants seeking medical help remained a challenge as they had to walk approximately 1.5 km to reach the facility. Until its closure in Vučjak huge health risks remained with inadequate support to migrant population, as well as for those squatting in public spaces or abandoned building without access to health institutions.

In the original Emergency Appeal and the plan of action, the RCSBiH planned and established MTs in five locations in the territory of BiH, with the aim of supporting migrants who are on their way between transit centres and have no access to basic services. Out of five planned vehicles for MTs, only three were procured due to insufficient funding. The geographical locations of the teams were defined based on common transit routes for



Image 3. Red Cross First Aid Outreach Team providing assistance in Tuzla town. Photo: RCSBiH

² Out of this amount 7, 000 kits were procured as a part of Italian RC project

migrants: Bihać, Bijeljina, Ključ, Mostar, Una-Sana Canton cantonal team. Initially planned number of migrants reached by the Mobile Teams was 5,000 but due to much higher numbers of arrivals, this number has been over exceeded by at least additional 14,000 people assisted in 2019.

As a result of increased numbers of people in need, additional MTs were created in Tuzla and Kalesija in the second half of 2019. Besides food, first aid, hygiene and household items, during the winter period, the teams were also providing hot drinks. Based on growing needs especially in Una-Sana Canton (Bihać, Cazin, Velika Kladuša, Ključ), Tuzla and lately Sarajevo, the RCSBiH expanded the number of Mobile Teams from seven to twelve in order to adequately respond to needs on the ground. The Standard Operating Procedures have been developed through series of consultations within the RCSBiH technical people and senior management as well as including technical inputs from various experts from IFRC ROE and were approved by the RCSBiH Presidency in early November 2019. The adherence to SOPs ensures alignments and synchronization of MT modus Operandi across all 12 MTs in BiH. Further to SOPs, it has been learnt from experience so far that the number of MT members has to be increased with additional member (to 4 members) ensuring rotation among team members enabling necessary rest is given to each member while carrying out their duties. In addition to support from the EA, the Swiss RC has been supporting the Mobile Teams in particular in Tuzla and Kalesija Region and has committed to continue such support in 2020. Additionally, the Federal BiH RC also signed a cooperation agreement with the Danish Refugee Council, who, with ECHO's financial support, has committed to support the existing RCSBiH Mobile Teams by amending additional First Aid person/s or funding the whole MT namely. This DRC support will end in March 2020.

In addition to the support to the migrants under the EA, the IFRC together with the RCSBiH have started the preparations for the implementation of the cash programme by identifying the recipient families in Bihać, Ključ and Velika Kladuša, to cover their basic needs and by establishing systems with the financial service provider. This activity is well coordinated with ongoing support of the Swiss Red Cross that has been supporting the RCSBiH cash program for a while now and will support vulnerable families affected by the population movement.

Despite operating in an extremely challenging and complex context, the RCSBiH, with the support of the Red Cross and Red Crescent Movement partners, continues to be flexible and adapt to the ever-changing situation to deliver much needed basic humanitarian services on the ground. In the reporting period the RCSBiH, together and with the support of the IFRC, ICRC and Partner National Societies (PNSs) on bilateral basis, provided services to migrants in the transit routes (Bihać, Bijeljina, Zvornik, Cazin, Kalesija, Tuzla, Ključ, Velika Kladuša, Vlasenica, Una-Sana Canton, Sarajevo and any potential new locations), as well as migrants outside the reception centres in Una-Sana Canton, including in Vučjak Camp (until 10 December 2019).

The details of the operational support are listed below.

Table 2. Summary of RCSBiH's response covering the period from 1 October 2019 until 31 January 2020

Shelter	Livelihoods and basic needs	Health	Wash	RFL
<p>10,445 people reached</p> <p><i>Shoes, clothes, socks, blankets, underwear, sleeping bags, raincoats</i></p>	<p>16,500 people reached</p> <p>In total 106,500 meals provided: 2 meals per day in Vučjak (one hot meal and one MRE)</p> <p>5,173 food items provided by Mobile Teams</p>	<p>7,370 people reached</p> <p>2,476 persons were provided FA services</p> <p>4,894 PSS services provided</p>	<p>6,350 people reached</p> <p>Installed sanitary container /showers and toilets) in Vučjak</p> <p><i>Note: Drinking water and technical water delivered by local water plant & Fire brigade, and garbage disposal containers provided by Bihać city/local civil protection</i></p>	<p>The information provided to 910 migrants on RFL services including Trace the Face (TTF) services.</p> <p>65 internet cards were delivered per the request and informative leaflets and posters were posted.</p> <p>In total 1,275 RFL services provided.</p> <p>1,293 Mine-awareness information provided/ leaflets, posters & billboards</p>

C. DETAILED OPERATIONAL PLAN



Shelter

People reached: 10,445
 Male: 85%
 Female: 15% (including children)

Outcome 1: Communities in disaster and crisis affected areas restore and strengthen their safety, wellbeing and longer-term recovery through shelter and settlement solutions

Indicators:	Target	Actual
3,000 people provided with safe, adequate and durable recovery shelter and settlement assistance	15,000	N/A

Output 1.1: Output 1.1: Shelter and settlements and basic household items assistance is provided to the affected families.

Indicators:	Target	Actual
3,000 people provided with safe, adequate shelter and settlement assistance	15,000	10,445
20,000 household items distributed to affected people	20,000	13,946

Progress towards outcomes

The figures in the table below show household items distributed by Red Cross Mobile teams in the locations where they operate. The greatest number of household items was distributed by the MT Ilijaš (4,365 household items) providing assistance to the migrants moved from Vučjak to Sarajevo Canton, then MTs USC follows (2,691 household items), MT Ključ (2,007 household items) and other MTs.

Table 3. Number of distributed household items in the reporting period by Mobile teams

Household items	
MT BIHAĆ (Teams stationed in Vučjak until 10 December)	368 household items distributed: 355 pairs of socks; 5 blankets; 8 sleeping bags
MT BIJELJINA	791 household items distributed: 10 pairs of shoes; 726 pcs of clothes; 51 pairs of socks; 4 blankets
MT ILIJAŠ	4,365 household items distributed: 55 pairs of shoes; 4,300 pcs of clothes; 10 sleeping bags
MT KALESIJA	92 household items distributed; 4 pairs of shoes; 8 pcs of underwear; 53 pairs of socks; 19 raincoats; 8 blankets
MT KLJUČ	2,007 household items distributed: 144 pairs of shoes; 915 pcs of clothes; 224 pcs of underwear; 296 pairs of socks; 39 raincoats; 65 blankets; 324 sleeping bags
MT MOSTAR	226 household items distributed: 33 pairs of shoes; 79 pcs of clothes; 63 pcs of underwear; 49 blankets; 2 sleeping bags
MT TUZLA CANTON	899 household items distributed: 796 pairs of socks; 102 blankets; 1 sleeping bag
MT TUZLA	1,100 household items distributed: 128 pairs of shoes; 296 pcs of clothes; 1,033 pcs of underwear; 466 pairs of socks; 302 raincoats; 388 blankets; 56 sleeping bags
MT UNA-SANA CANTON (Teams)	2,691 household items distributed: 2,114 pcs of clothes; 577 sleeping bags

Challenges

- Volunteers retention – due to high level of stress/trauma and burn out due to lack of rest days, insufficient number of volunteers.
- Replenishment of depleted supplies and maintenance of contingency stock of textile items, such as blankets and/or sleeping bags as well as winter clothing to be distributed during the winter months.
- Frequent changes in context which requires Red Cross organization to be prepared to respond at any location in the country.



Livelihoods and basic needs

People reached: 16,500

Male: 80%

Female: 20% (including children)

Outcome 1: Communities, especially in disaster and crisis affected areas, restore and strengthen their livelihoods

Output 1.1: Basic needs assistance for livelihoods security including food is provided to the most affected communities

Indicators	Target	Actual
6,000 people reached with food assistance	30,000	16,500
30,000 meals provided to affected people	30,000	111,673

Progress towards outcomes

From the beginning of the operation, the RCSBiH and its branches in Bihać, USC and Mostar provided in total more than 3 million hot meals with financial support by the IOM/EU.

Due to the challenging environment and drastic developments on the ground, especially in Una-Sana Canton the NS focus has been on emergency interventions. With limited staff on the ground the NS has not been in a position to prioritize the cash program earlier. Regional Cash coordinator arrived to BiH at the end of January 2020 to assist with preparation and realization of Cash distribution to affected local communities. In addition to existing Mobile Teams, RCSBiH plans to establish additional Mobile Teams on the migrant routes throughout Bosnia and Herzegovina and strengthen its presence in Una-Sana Canton as the most affected with migrant arrivals. Migrants who are on their way between transit centres have no access to basic services; therefore, they urgently need assistance, in particular during the winter months. With essential food and household items, the teams will also provide hot drinks. First seven Mobile Teams are operational and have been providing support in 2019. In addition to 8 more Mobile Teams` establishment, there will be an addition of an extra team member to each MT to enable rotation within the team securing sufficient time for rest. All new teams will be established based on the developed Standard Operating Procedures during the Emergency Appeal timeframe, according to the experiences gained in the first months of the operation and adapted to migration trends. Vulnerable families in host communities will also be supported through cash assistance with the aim to reduce relatively high tensions between migrants and local community members, many of whom also live in difficult conditions with low income. Thus, the distribution will reflect the need on the ground and areas most affected with tensions.

Table 4. Food provided by Mobile teams

Food		
MT BIHAĆ (Teams stationed in Vučjak until 10 December)	106,500 meals 513 food parcels	Teams stationed in Vučjak. Food distributed by RC and financed through RC's own resources. One hot and one dry meal/day.
MT BIJELJINA	363 food parcels and 79 individual food items: 14 pcs of canned meat; 25 pcs of canned fish; 29 pcs of toast, 11 bottles of water	
MT KALESIJA	63 food parcels and 178 individual food items: 18 pcs of canned meat; 46 pcs of canned fish; 41 pcs of bread, 17 bottles of water; 10 juices	
MT KLJUČ	414 food parcels and 760 individual food items: 334 pcs of fruits; 1 jam; 400 hot drinks; 26 juices	
MT MOSTAR	230 food parcels and 1,112 individual food items: 186 pcs of canned meat; 372 pcs of canned fish; 365 pcs of toast, 182 bottles of water; 7 juices	
MT TUZLA	89 food parcels	
MT UNA-SANA CANTON (Teams)	1,332 food parcels	
MT VLASENICA	15 food parcels and 25 individual food items: 17 bottles of water; 8 juices	

Output 1.2: Households are provided with unconditional/multipurpose cash grants to address their basic needs		
Indicators:	Target	Actual
# of targeted households that have enough cash to meet their survival threshold	1,500	To be implemented in March-April 2020
Progress towards outcomes		
The preparatory meeting for the cash assistance to the local population was held on 22 January 2020 in Bihać. The participants were: Una-Sana Canton Red Cross and the City Red Cross Branch in Bihać, IFRC RDRT Delegate and Social Welfare Centre representative.		
Challenges		
<ul style="list-style-type: none"> • Changing situation on the ground, creation of Vučjak camp and huge number of people accommodated in Vučjak (until 10 December 2019) in need of emergency assistance. • Insufficient number of volunteers and staff to be allocated from emergency migrant assistance to work on cash program as during the reporting period situation has been very critical in terms of migrant crisis in Una Sana Canton and Bihać • Numbers of migrants in need of assistance over-exceeded any expectation and capacities of local RC • Tension rising between local population and migrants, and between different migrant groups • Tension rising between police and migrants, as the situation is further deteriorated and creates instability and insecurity among the local population. 		

 <p>Health People reached: 7,370 Male: 85% Female: 15%</p>		
<i>Outcome 1: The immediate risks to the health of affected populations are reduced</i>		
Indicators:	Target	Actual
# of people reached by Red Cross with services to reduce relevant health risk factors	10,000	2,476
Output 1.1: Target population is provided with rapid medical management of injuries and diseases		
Indicators:	Target	Actual
# of people trained by Red Cross in first aid	50	50
# of people reached by First Aid services (target TBC - based on needs)	9,000	2,476
Output 1.2: Psychosocial support is provided to the target population		
# of people reached with psychosocial support activities	10,000	4,894
# of NS volunteers and staff trained in psychosocial support	100	15
Output 2.3: Community -based disease prevention and health promotion measures provided.		
10,000 people reached with health promotion programming	10,000	7,370
Progress towards outcomes		
<p>Health challenges still remain insufficiently covered by involved stakeholders in the BiH migrant operation. Provision of healthcare to people of concern throughout BiH, irrespective of legal status continues to be inadequate. Migrants living outside of temporary reception centres, including those staying at Vučjak Camp (until 10 December) or those accommodated in abandoned buildings or private houses have had very limited or no access at all to the primary health assistance. Main health problems among these migrants are related to negative consequences of stress, malnutrition, unappropriated leaving conditions and risk of trauma, resulting low immune system lack of access to water and sanitation facilities, poor hygiene knowledge and practices. In result significant spread of the communicable diseases like scabies, tuberculosis, measles, respiratory infections, skin disease, ulcers as well as small injuries and wounds, blisters. RCSBiH scaled up its First Aid and Community Based Health and First Aid approach (CBHFA) assistance through increased number of Mobile Teams deployment along migratory routes or places of large migrant population gatherings – through increased number of CBHFA and FA trained staff and volunteers. Special focus on rendering First Aid of trauma and other injures, community health with particular attention to Psychological first aid (PFA) and</p>		

personal hygiene and sanitation is needed. Adequate information, support and continued interaction in prevention and promotion of health awareness and social habits will be provided to migrants. Furthermore, RCSBiH will aim to initiate basic CBHFA and FA trainings for the migrant communities staying inside of established TRCs. PSS will be a priority in the health sector. Given the shelter conditions as well as the fact that many of the migrants have been on the move for months, some even for years, and that it is becoming more and more difficult to cross the borders and as such to reach their final destination, in general migrants are experiencing heavy psychological stress due to long term traumatized situations. The RCSBiH, through its Mobile Team interventions and PSS and PFA services provided to migrants on the move, has been filling those gaps and will continue to do so.

Table 5. Red Cross FA Teams

Team 1	Team 2	Team 3	Team 4	Team 5	Team 6	Team 7
Red Cross Tuzla Canton	Red Cross Kalesija	Red Cross Ključ	Red Cross Mostar	Red Cross Bijeljina	Red Cross Ilijaš - Sarajevo	Red Cross Cazin USC
3 FA members 1 PSS professional	2 FA/PSS members (medical doctor included)	2 FA/PSS members (nurse included)	1 member in charge for FA/PSS	1 member in charge for FA/PSS	3 FA members (nurse included)	3 FA members (all of them medical workers)

Table 6. Most frequent injuries & conditions Source: RCSBiH reports

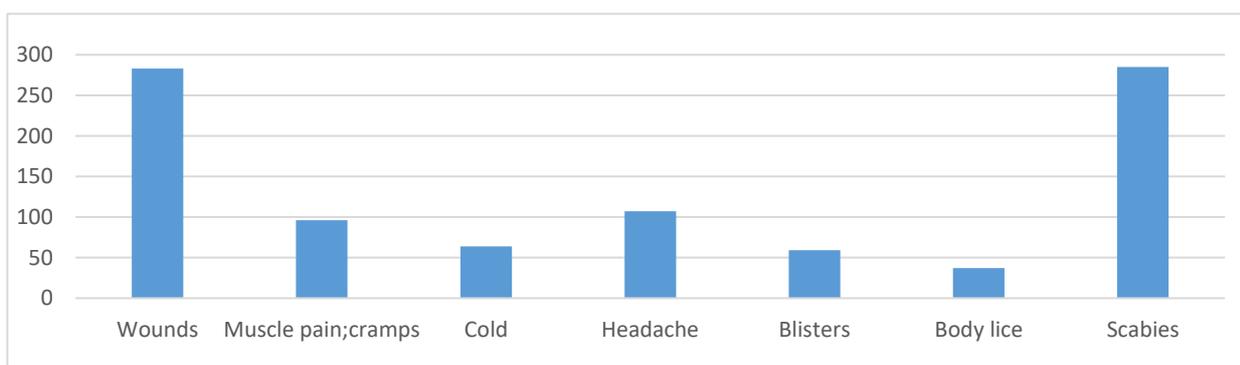


Table 7. Number of FA/PSS services provided in the reporting period by Mobile teams

Health			
MT BIHAĆ (Teams stationed in Vučjak until 10 December)		513 PSS Services	Teams stationed in Vučjak. Numbers of services provided in the above section.
MT BIJELJINA		403 PSS Services	
MT ILIJAŠ	2,476 First Aid services	1,507 PSS Services	
MT KALESIJA		88 PSS Services	
MT KLJUČ		337 PSS Services	
MT MOSTAR		267 PSS Services	
MT TUZLA CANTON		806 PSS Services	
MT TUZLA		404 PSS Services	
MT UNA-SANA CANTON (Teams)		434 PSS Services	
MT VLASENICA		135 PSS Services	

Since the Red Cross is not the leading organization in the management of the TRCs in USC, there was no direct access to all centers where migrants are hosted. All visits and requests of interviews were organized and/or accompanied by IOM, DRC staff and/or staff of Red Cross USC and Bihac.

The RCSBiH Mobile Teams provided FA assistance to 2,476 persons outside the TRCs, and PSS services to 4,894 persons.

Challenges
<ul style="list-style-type: none"> • Insufficient financial or in-kind support to cover growing needs which have increased due to significant increase of arrivals. • Lack of FA materials/replenishments. • Lack of access/opportunities to engage with migrants. • Limited number of trained NS staff, lack of transportation means to be used for MT activities • Limited quantities of relief/FA materials available for use/distribution by MTs on the ground • Insufficient experienced medical staff to relieve current staff and ensure rotation in shifts • Insufficient supply of water for hygiene purposes and extremely poor sanitation conditions posing huge health risks • Many cases of scabies (i.e. 70% of residents of Vučjak), some cases of hepatitis and tuberculosis identified at Vučjak location

 Water, sanitation and hygiene People reached: 6,350 Male: 80% Female: 20%		
Outcome 1: Immediate reduction in risk of waterborne and water related diseases in targeted communities.		
Indicators:	Target	Actual
# of people reached with key messages to promote personal and community hygiene	15,000	To be implemented in the upcoming period.
Output 1.1: Hygiene promotion activities which meet Sphere standards in terms of the identification and use of hygiene items provided to target population		
Indicators:	Target	Actual
3,000 people reached with hygiene promotion activities	15,000	N/A
# of volunteers involved in hygiene promotion activities (target TBC)	50	N/A
Output 1.2: Hygiene-related goods which meet Sphere standards and training on how to use those goods is provided to the target population		
# of sets of essential hygiene items distributed	30,000	6,350
Progress towards outcomes		
Hygiene items distribution: Following the recommendations of the IFRC Health delegate RCSBiH has started designing a brochure with the basic First aid steps, Health & Hygiene procedures, such as hand washing, prevention of scabies, etc. It will be translated in 5 different languages (Urdu, Farsi, Arabic, Pashtu and English). The brochures will be delivered to all Red Cross mobile teams and will be used during MT humanitarian and health assistance.		
Table 8. <i>Number of distributed hygiene items in the reporting period by Mobile Teams</i>		
Wash		
MT BIHAĆ (Teams stationed in Vučjak until 10 December)	Installed showers and toilets (Container donation of German RC)	Drinking water and technical water delivered by local Water plant & Fire brigade respectively
Hygiene		
MT BIHAĆ (Teams stationed in Vučjak until 10 December)	3,457 Hygiene parcels	
MT BIJELJINA	149 Hygiene parcels; 5 individual hygiene items: 3 sanitary pads; 2 diapers	

MT KALESIJA	4 Hygiene parcels; 18 individual hygiene items: 4 soaps; 4 shampoos; 4 toothpastes; 6 vet wipes
MT KLJUČ	333 Hygiene parcels; 2 individual hygiene items: 2 diapers
MT MOSTAR	243 Hygiene parcels; 1,021 individual hygiene items: 411 soaps; 203 shampoos; 203 toothpastes; 203 vet wipes
MT TUZLA CANTON	253 Hygiene parcels
MT TUZLA	190 Hygiene parcels; 1 individual hygiene item: 1 vet wipes
MT UNA-SANA CANTON (Teams)	666 Hygiene parcels; 8 individual hygiene items: 6 sanitary pads; 2 diapers

Challenges

- Limited number of trained volunteers.
- Extremely poor sanitation conditions in Vučjak where only 8 toilet seats have been installed for an average 700 people at site and most of time even those are unusable (clogged). The hygiene and living conditions there (until its closure) were below any standards.



Protection, Gender and Inclusion

People reached:

Male:

Female:

Outcome 1: Outcome 1: Reduce harm and exposure to protection risks and strengthen wellbeing of affected population

Indicators:	Target	Actual
5,000 people reached with services for protection assistance	5,000	To be implemented in the upcoming period

Output 1.1: Mainstreaming protection in the response

Indicators:	Target	Actual
5,000 people reached with services for protection assistance	5,000	To be implemented in the upcoming period
50 NS staff and volunteers trained on protection	50	15

PGI Output 1.2: Strengthening outreach and protection monitoring

	Target	Actual
10,000 people reached with outreach services	10,000	To be implemented in the upcoming period

PGI Output 3: strengthen the position of the NSs among protection actors

	Target	Actual
50 people reached with RFL services	50	To be implemented in the upcoming period

Progress towards outcomes

A CEA/Protection survey has been developed in conjunction with the mobile teams to pro-actively collect feedback from people migrating through Bosnia. The KoBo survey has been finalised and is now waiting to be piloted prior to roll-out.

SOPs were revised and disseminated to mobiles teams to strengthen their response to the people on the move and have in place protection standards. SOPs were translated into the local language and revised by the teams. Induction training planned for volunteers will support the team in the roll-out the procedures.

PGI standards were also included in the cash component to have in place, basic referral mechanisms for those in need of specialized services. The cash assessment was also revised, and observation criteria were included in the assessment,

A new PGI focal point was appointed at the RCSBiH HQs and initial support provided to coaching the new person on the PGI approach and standards. The focal point was also involved in preparing the new training for volunteers, to be a part of induction training planned to be held in February 2020.



Migration

People reached: 4,670

Male: 80%

Female: 20%

Outcome 1: Communities support the needs of migrants and their families and those assisting migrants at all stages of migration (origin, transit and destination)

Indicators:	Target	Actual
# of people reached with services for migration assistance and protection	5,000	4,670 ³

Output 1.1: Assistance and protection services to migrants and their families are provided and promoted through engagement with local and national authorities as well as in partnership with other relevant organizations.

Indicators:	Target	Actual
# of people reached with services for migration assistance and protection	5,000	4,670 ⁴
# of NS staff and volunteers trained on and protection	50	20

Output 1.2: "Family links are restored for people separated from, or without news of, their loved ones as a result of the disaster"

Indicators:	Target	Actual
# of people reached with RFL services (target TBC – to be reported based on actual activities)	2,500	910

Progress towards outcomes

RFL activities continued as in the previous reporting period. Table below provides number of visits by RFL teams to the TRCs and number of services provided. It is planned to equip additional staff/volunteers with RFL bags/equipment in the upcoming period in order to increase RFL assistance on the ground. ICRC delegation is in continuous contact with NS and is providing technical support to NS RFL team.

The vast majority of migrants have smart phones, with the vast majority of migrants using Viber, WhatsApp and FB to communicate with each other and their families, as well as to access information, news and entertainment. From January 2019 onwards, all TRCs (except for Vučjak) have had internet access, through support provided by different organizations. However, due to the number of people accommodated in some centres, the internet is not accessible to all at all times. Internet access is critical for migrants, and as well as providing a critical link between families and loved ones, also represents an opportunity to reach people with practical life-improving and life-saving information – points that were picked up in the initial IFRC PGI-IM_CEA assessment in 2019. Recommendations were made for mobile teams to provide mobile Wi-Fi access through a dongle enabling those they attend to contact their families and travelling companions. Teams are also equipped with mobile phone chargers to help those whose batteries have run out. Recommendations have also been made to promote internet links to key sites providing useful information (First Aid and Health advice, language support, legal advice etc) to migrants.

³ RC Volunteers have been providing protection assistance to at least 30-35 migrants on daily basis since the establishment of Vučjak Camp

⁴ An average of 30-35 migrants have been provided with migration and protection assistance in Vučjak – considering that average population in the camp was 700 per day.

Eighteen copies of a British Red Cross Multi-Lingual Phrasebook adapted to Bosnian were provided through the CEA delegate in Budapest to support the mobile teams in communicating with migrants.

The Red Cross RFL Team in USC continued with regular visits to four TRCs and Vučjak (until the end of November 2019), promoted and provided RFL services in accordance with the needs. In total, the team had direct contact with 910 migrants during the reporting period. With the ICRC support, 65 migrants were provided with Internet Credit Cards to facilitate the communication with their family in the country of origin or in Europe. The RFL team also provided daily information and were doing promotion of RFL and TTF services and intervened 247 times, providing a mobile phone charge service. In the reporting period Mobile Teams provided 53 RFL services.

In the reporting period, the RFL team worked in the camps as follows:

1. Camp "Borići" in Bihać visited in total: 23 times (X 5; XI 7; XII 6; I 5)
2. Camp "Bira" in Bihać were visited in total: 25 times (X 6; XI 6; XII 6; I 7)
3. Camp "Sedra" in Cazin visited in total: 27 times (X 8; XI 6; XII 5; I 8)
4. Camp Miral in Velika Kladuša visited in total: 11 times (X -; XI 3; XII 2; I 6)
5. Camo Vučjak visited in total: 13 times (X 5; XI 8; XII -; I -)
6. Checkpoint "Velečevo" visited in total: 9 times (X -; XI 8; XII -; I 1)

Challenges

- Number of trained volunteers.
- Lack of financial means.

Strengthen National Society

Outcome 1.1: National Society capacity building and organizational development objectives are facilitated to ensure that National Societies have the necessary legal, ethical and financial foundations, systems and structures, competences and capacities to plan and perform

Indicators:	Target	Actual
# of volunteers engaged in implementation	150	155

Output 1.1.4: National Societies have effective and motivated volunteers who are protected

Indicators:	Target	Actual
# of volunteers insured	150	100
# of PS sessions held for volunteers (target TBC)	n/a	N/A
# of volunteers reached with PSS	n/a	30

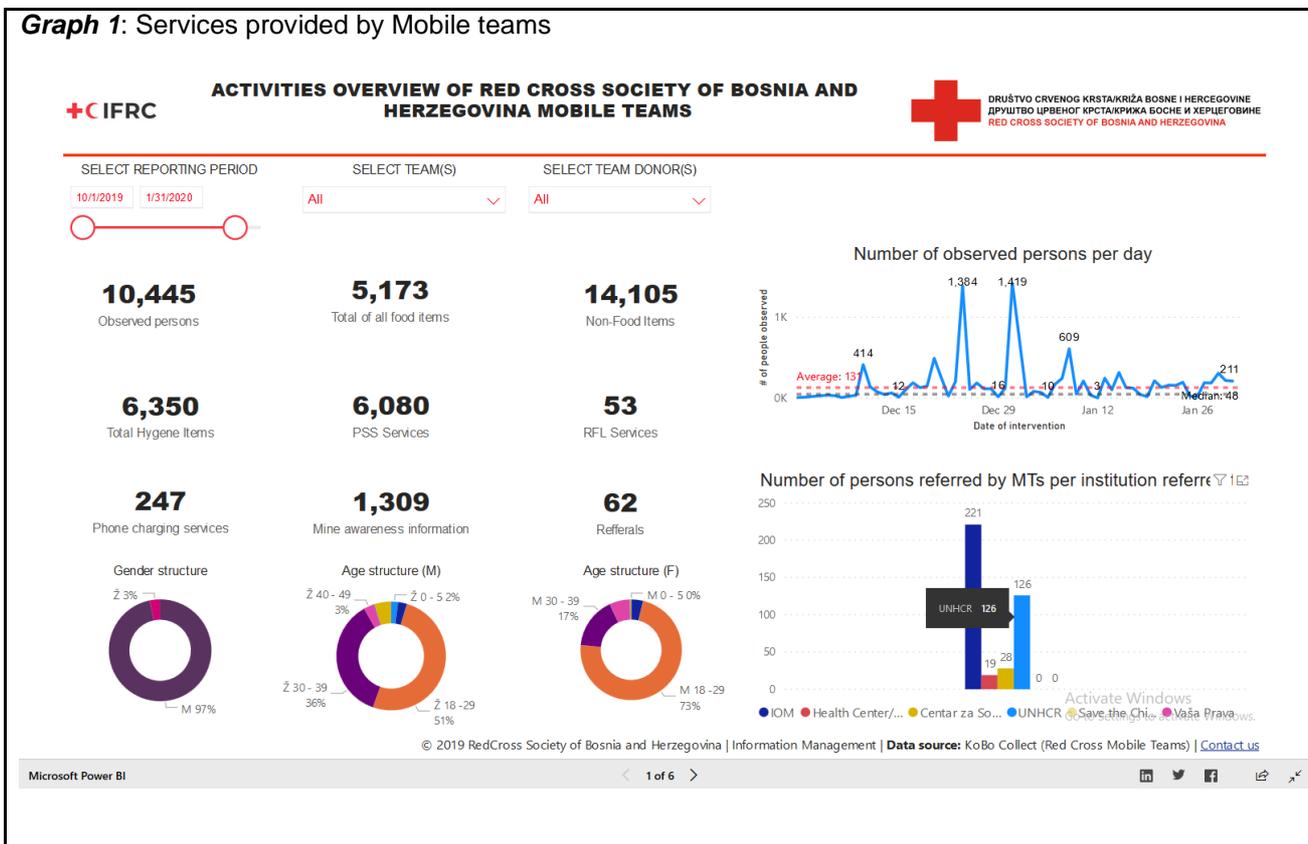
Output 1.1.7: NS capacity to support community-based disaster risk reduction, response and preparedness is strengthened

Indicators:	Indicators:	Indicators :
# of vehicles procured	5	3
# of Mobile teams established	5	15
# of NS staff participating in Emergency Needs Assessment training	5	1
# of NS volunteers trained (Mobile team members)	50	60
# of interventions of the Mobile teams	1,000	10,445

Progress towards outcomes

Three vehicles were purchased and distributed to three mobile teams (Bijeljina, Mostar and Una-Sana Canton). At the end of month of September tender was initiated to purchase equipment for MTs (flashlights, cell phones, power banks). Due to a very tense setting in which volunteers work and especially those in Vučjak location, it is necessary to provide PSS services to those volunteers to cope with the stressful situations they encounter every day.

Graph 1: Services provided by Mobile teams



International Disaster Response		
Outcome 2.1: Effective and coordinated international disaster response is ensured		
Indicators:	Target	Actual
# of number of surge deployments that strengthened the NS capacity	6	5
Output 2.1.1: Effective response preparedness and NS surge capacity mechanism is maintained		
Indicators:	Target	Actual
70% of target population satisfied with level of consultation, information and involvement in the operation	70%	To be implemented in the upcoming period
70% of target population satisfied with support received	70%	To be implemented in the upcoming period
#Trainings completed	n/a	Mobile Teams Training, PGI-CEA-IM Training, PMER Training, Procurement and Logistics completed
# of trained staff	40	32
# Surveys carried out	4	To be implemented in the upcoming period
# feedbacks that are received and resolved	20	To be implemented in the upcoming period

70% of service users satisfied with feedback/complaints system	100%	To be implemented in the upcoming period
Output 2.1.4: Supply chain and fleet services meet recognized quality and accountability standards		
# of staff and volunteers with enhanced knowledge on logistics and procurements (target TBC based on trainings provided)	n/a	2
Outcome 2.2: The complementarity and strengths of the Movement are enhanced		
Indicators:	Target	Actual
Number of coordination meetings/Skype calls with the Movement.	n/a	5
Output 2.2.1: In the context of large-scale emergencies the IFRC, ICRC and NS enhance their operational reach and effectiveness through new means of coordination.		
Indicators:	Target	Actual
# number of Movement Partners participating	10	13
Output 2.2.5: Shared services in areas such as IT, logistics and information management are provided		
Indicators:	Target	Actual
# of NS staff and volunteers with enhanced knowledge on information management	50	20
Number of virtual platforms and tools that have been implemented	2	2
Progress towards outcomes		
Following the cash distribution, NS will conduct post-distribution monitoring. It is planned to have staff and volunteers trained in IM tools to improve reporting.		
By February 2020 PGI-CEA-IM training was held in Sarajevo as a part of Induction Course for volunteers – members of Mobile teams. The total of 15 volunteers - members of the RCSBiH MTs from Sarajevo, Mostar and Vlasenica participated in the Induction course. The objectives of the 2-day course were to: 1) strengthen volunteering capacities enabling them to carry out their mission more efficiently; 2) develop their knowledge about the Red Cross and Red Crescent movement; 3) strengthen their PGI and CEA capacities to respond to humanitarian needs locally, in cooperation with staff members and the other volunteers of the National Society; and 4) strengthen RCSBiH capacities in areas of Volunteer Management, PGI and CEA.		
It is planned to have NS Staff trained and educated on principles and rules of IFRC operations in order to alleviate misunderstanding and confusion when it comes to realization and implementation of activities financed by IFRC.		

Influence others as leading strategic partner		
Outcome 3.1: The IFRC secretariat, together with National Societies uses their unique position to influence decisions at local, national and international levels that affect the most vulnerable.		
Indicators:	Target	Actual
Number of articles as a result of proactive media outreach	n/a	72
Output 3.1.1: IFRC and NS are visible, trusted and effective advocates on humanitarian issues		
Number of NS staff trained in comms	n/a	2
Output 3.1.2: IFRC produces high-quality research and evaluation that informs advocacy		
Number of evaluation reports	1	n/a
Outcome 3.2: The programmatic reach of the National Societies and the IFRC is expanded.		
Output S3.2.1: Resource generation and related accountability models are developed and improved		
# of NS staff with enhanced knowledge on PMER	40	4
Progress towards outcomes		
Reporting tool for FA teams is under development.		
Communication Surge Delegate Hannu-Pekka Laiho from Finnish Red Cross had been deployed for a period		

of one month in November – December 2019 who managed media crews visiting Vucjak camp and acted as spokesperson for the international media, having been contacted by up to 150 media outlets. He also prepared content in the form of photos, video clips, pieces to the camera from the field, volunteer profiles, daily updates for social media, updated Q & A and key messages.

PMER-IM on-the-job training for Mobile Team members was conducted in Bihać in October 2019. A national level PMER training was organized in October 2019 for key National Society staff involved in reporting. The training was facilitated by PMER Officer from the IFRC Regional Office for Europe David Kohlmann and the RCSBiH Emergency Appeal Co-ordinator Aleksandar Panić.

Effective, credible and accountable IFRC		
Outcome 4.1: The IFRC enhances its effectiveness, credibility and accountability		
Output 4.1.2: IFRC staff shows good level of engagement and performance		
Indicators:	Target	Actual
# of IFRC technical experts supporting the NS in implementation	0	8
Output 4.1.3: Financial resources are safeguarded; quality financial and administrative support is provided contributing to efficient operations and ensuring effective use of assets; timely quality financial reporting to stakeholders		
Indicators:	Target	Actual
# of financial reports following the IFRC standards	7	See progress below
Progress towards outcomes		
<p>Technical assistance from IFRC ROE was provided since the beginning of the implementation of the emergency appeal on operational management, Community Engagement and Accountability (CEA), disaster preparedness, information management, communications, protection gender and inclusion, planning, monitoring, evaluation and reporting, finance and procurement during technical staffs' mission to country. In the reporting period two delegates were deployed to support the National Society in Logistics and Health sectors, to support procurement process and to assess implementation of health activities respectively.</p>		

D. BUDGET

The interim financial report is [attached](#) to this report.

For further information, specifically related to this operation please contact:

Reference documents

Click here for:

[Previous Appeals and updates](#)

In the Red Cross Society of Bosnia and Herzegovina

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In the IFRC Regional Office for Europe

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- **Louise Daintrey**, Head of Partnerships and Resource Development, louise.daintrey@ifrc.org

In IFRC Geneva

- **Antoine Belair**, Senior Officer, Operations Coordination - Response and Recovery, antoine.belair@ifrc.org

How we work

All IFRC assistance seeks to adhere to the [Code of Conduct](#) for the International Red Cross and Red Crescent Movement and Non-Governmental Organizations (NGOs) in Disaster Relief and the [Humanitarian Charter and Minimum Standards in Humanitarian Response \(Sphere\)](#) in delivering assistance to the most vulnerable. The IFRC's vision is to inspire, **encourage, facilitate and promote at all times all forms of humanitarian activities** by National Societies, with a view to **preventing and alleviating human suffering**, and thereby contributing to the maintenance and promotion of human dignity and peace in the world.

The IFRC's work is guided by Strategy 2020 which puts forward three strategic aims:



Save lives.
protect livelihoods,
and strengthen recovery
from disaster and crises.



Enable **healthy**
and **safe** living.



Promote social inclusion
and a culture of
non-violence and **peace**.

Emergency Appeal

INTERIM FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2018/12-2020/01	Operation	MDRBA011
Budget Timeframe	2018/12-2020/12	Budget	APPROVED

Prepared on 02 Mar 2020

All figures are in Swiss Francs (CHF)

MDRBA011 - Bosnia and Herzegovina - Population Movement

Operating Timeframe: 07 Dec 2018 to 08 Dec 2020; appeal launch date: 07 Dec 2018

I. Emergency Appeal Funding Requirements

Thematic Area Code	Requirements CHF
AOF1 - Disaster risk reduction	0
AOF2 - Shelter	342,000
AOF3 - Livelihoods and basic needs	1,360,000
AOF4 - Health	152,000
AOF5 - Water, sanitation and hygiene	231,000
AOF6 - Protection, Gender & Inclusion	62,000
AOF7 - Migration	77,000
SFI1 - Strengthen National Societies	426,000
SFI2 - Effective international disaster management	250,000
SFI3 - Influence others as leading strategic partners	170,000
SFI4 - Ensure a strong IFRC	730,000
Total Funding Requirements	3,800,000
Donor Response* as per 02 Mar 2020	1,524,873
Appeal Coverage	40.13%

II. IFRC Operating Budget Implementation

Thematic Area Code	Budget	Expenditure	Variance
AOF1 - Disaster risk reduction	0	43	-43
AOF2 - Shelter	62,243	0	62,243
AOF3 - Livelihoods and basic needs	379,758	759,120	-379,362
AOF4 - Health	67,685	2,139	65,546
AOF5 - Water, sanitation and hygiene	74,713	0	74,713
AOF6 - Protection, Gender & Inclusion	13,905	106	13,799
AOF7 - Migration	67,537	17,315	50,222
SFI1 - Strengthen National Societies	363,914	77,509	286,405
SFI2 - Effective international disaster management	53,013	5,752	47,260
SFI3 - Influence others as leading strategic partners	19,170	1,248	17,922
SFI4 - Ensure a strong IFRC	313,934	3,970	309,964
Grand Total	1,415,871	867,202	548,668

III. Operating Movement & Closing Balance per 2020/01

Opening Balance	0
Income (includes outstanding DREF Loan per IV.)	1,422,688
Expenditure	-867,202
Closing Balance	555,486
Deferred Income	0
Funds Available	555,486

IV. DREF Loan

* not included in Donor Response	Loan :	300,000	Reimbursed :	300,000	Outstanding :	0
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Emergency Appeal

INTERIM FINANCIAL REPORT

Selected Parameters			
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Budget Timeframe	2018/12-2020/12	Budget	APPROVED

Prepared on 02 Mar 2020

All figures are in Swiss Francs (CHF)

MDRBA011 - Bosnia and Herzegovina - Population Movement

Operating Timeframe: 07 Dec 2018 to 08 Dec 2020; appeal launch date: 07 Dec 2018

V. Contributions by Donor and Other Income

Opening Balance							0
Income Type	Cash	InKind Goods	InKind Personnel	Other Income	TOTAL	Deferred Income	
American Red Cross	149,343				149,343		
British Red Cross	284,712				284,712		
Bulgarian Red Cross	2,500				2,500		
China Red Cross, Hong Kong branch	25,407				25,407		
Croatian Red Cross			4,037		4,037		
Iraqi Red Crescent Society	2,005				2,005		
Irish Red Cross Society	38,472				38,472		
Italian Red Cross	49,108				49,108		
Japanese Red Cross Society	90,380				90,380		
New Zealand Red Cross	1,672				1,672		
Norwegian Red Cross	159,055				159,055		
On Line donations	285				285		
Red Cross of Monaco	22,640				22,640		
Slovenia Government	43,598				43,598		
Swedish Red Cross	114,114				114,114		
The Canadian Red Cross Society (from Canadian Gov	119,153				119,153		
The Netherlands Red Cross (from Netherlands Govern	316,206				316,206		
Total Contributions and Other Income	1,418,651	0	4,037	0	1,422,688	0	
Total Income and Deferred Income					1,422,688	0	