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Emergency Plan of Action Final Report The former Yugoslav Republic of Macedonia: Floods

 International Federation
of Red Cross and Red Crescent Societies

DREF operation final report DREF Operation n° MDRMK007	Glide n° FF-2016-000079-MKD
Date of issue: 16 March 2016	Date of disaster: 6 August 2016
Operation start date: 17 August 2016	Operation end date: 17 December 2016
Overall operation budget: CHF 310,228	
Number of people affected: approximately 33,522 people	Number of families assisted: 2,300 families (approximately 10,350 people) ¹
Host National Society: The Red Cross of the former Yugoslav Republic of Macedonia with 30 staff and 80 volunteers from five branches as well as Headquarters staff and Skopje city branch staff	
Other partner organizations actively involved in the operation: Crisis Management Centre, Protection and Rescue Directorate, Ministry of Interior, Ministry of Labour and Social Policy, the local municipalities of Gazi Baba, Arachinovo and Tetovo and the city of Skopje	

A. Situation analysis

Description of the disaster

In the afternoon of 6 August 2016, **torrential rains** caused **tremendous flash floods** in the former Yugoslav Republic of Macedonia, severely affecting inhabited areas and agricultural regions in Skopje and Tetovo. The rain's volume was measured at a quantity of 97 l/m², accompanied by strong winds of around 100 km/h.

The flash floods led to loss of human lives and significant material damages such as destroyed ring roads, streets, demolished vehicles and infrastructure, including water channels. The most affected areas were in the **northern part of Skopje**, where more than 70 per cent of the houses were flooded and had the furniture, personal belongings, food stocks and accompanying infrastructure inside fully destroyed. Beside Skopje, the severe flash floods also affected the **area around the city of Tetovo**. The most affected villages and communities were: Chento, Indzikovo, Singelich, Stajkovci, Smilkovci, Creshevo, Viniche, Strachinci in the Skopje region and Shipkovica, Brodec, Veshala and Poroj in the Tetovo region.

In the surrounding area of Skopje, where a new ring road was being built, most of the water channels were sealed during the construction works, which caused massive water quantities to gather and form a natural dam along the road side blocks. The accumulated water reached a critical level, the road collapsed and the water spilled towards the neighbouring villages flooding over 7,000 houses. The floods resulted in 22 casualties and more than 60 injured people as well as large material damage.

In the Tetovo region, the heavy rainfall resulted in the flooding of roads between the villages Shipkovica, Brodec, Veshala and Poroj isolating these four localities.



Relief distribution by staff and volunteers of the Red Cross of the former Yugoslav Republic of Macedonia.

Photo: Red Cross of the former Yugoslav Republic of Macedonia

¹ The average family size in the regions affected by the disaster is between 4 and 5 people.

Following the disaster, an **initial** and a **second, more detailed assessment** was conducted by the teams of the Red Cross of the former Yugoslav Republic of Macedonia. The assessments found the **following damages** caused by the floods and the **immediate relief needs**:

Name of community	Initial assessment results – first days after the disaster			Detailed assessment results – 17-30 August 2016	
	No. of inhabitants	No. of houses	% of flooded houses	No. of affected families	Relief needs
Chento	13,153	4,110	over 60%	511	Food, water, hygiene, disinfection kits, blankets, mattresses, baby kits, masks, gloves, rubber boots, rain coats, buckets, shovels,
Indzikovo	3,344	889	over 60%	35	
Singjelic	10,165	2,166	100%	1,056	
Stajkovci	3,552	960	100%	534	
Smilkovci	345	114	100%	63	
Creshevo	1,278	385	100%	20	
Viniche	500	100	100%	11	
Strachinci	1,185	266	100%	13	
Aracinovo	n/a	n/a	n/a	57	
Total	33,522	8,990	avg. 90%	2,300	

Summary of the current response

Overview of Host National Society

Over the past years, the Red Cross of the former Yugoslav Republic of Macedonia actively engaged in strengthening their response capacities both at national and local level in cooperation with local and national stakeholders and with an emphasis on community resilience. The National Society (NS) has conducted various simulation exercises in the country as a result of which there are now trained teams for disaster response at local level.

The experience from previous operations as well as the numerous trainings at local and national level facilitated a rapid and efficient response by the staff and volunteers of the Red Cross of the former Yugoslav Republic of Macedonia during the whole period of this current operation.

Activities of the Red Cross of the former Yugoslav Republic of Macedonia

Since the onset of flooding, the Red Cross of the former Yugoslav Republic of Macedonia was in constant communication and coordination with the state authorities. The Secretary General of the National Society was part of the Crisis Management Centre and was attending meetings of the government, where decisions were made on concrete measures to assist the disaster-affected population.

Over **50 teams** from the national disaster response system were involved in conducting the initial needs assessment, in which the NS also took part. The National Society had a clear and well-defined mandate within the national disaster response system for the provision of response services especially in the areas of health and relief.

A total of **103 people** was **provided with first aid** by the NS teams and there were four emergency medical transports. The National Society opened its warehouses to receive donations from individuals and companies as well as from other Red Cross branches across the country. In addition, a private company provided a warehouse for the storing of bigger quantities of donations and international support. All four warehouses were operating from 8 a.m. to 6 p.m.

The **disaster response teams** were recruited from the NS branch of Skopje and the neighbouring branches of Veles, Kriva Palanka, Kumanovo and Gostivar. In coordination and cooperation with the government, the Red Cross of the former Yugoslav Republic of Macedonia distributed 3,000 daily meals to the affected population.

The entire operation of the NS was supported by **110 staff and volunteers**, divided in seven mobile teams for first aid and relief distribution. Volunteers were recruited and deployed from the different branches as well as partner organizations on a daily basis to conduct different activities such as packing and preparing relief items for transportation.



Distribution by Red Cross staff and volunteers in the flood-affected region.

Photo: Red Cross of the former Yugoslav Republic of Macedonia

The NS used seven field vehicles, two trucks, one van, one minivan and five rented trucks as well as eight light vehicles.

The detailed needs assessment and the distribution of humanitarian assistance were made difficult and delayed because of the existing political situation in the country and the tense climate around the elections. Activities were delayed so as to prevent that people connect the humanitarian assistance with any of the political parties and undermine the fundamental value of neutrality.

On 7 August 2016, the Red Cross of the former Yugoslav Republic of Macedonia launched a **domestic appeal for raising funds** for the provision of canned meat, baby food, diapers, potable water and disinfectants to the population in need. Citizens were invited to donate items for the National Society's warehouse in Momin Potok (Skopje) or through pledges by telephone. Individuals and companies were also invited to donate money to the solidarity account of the National Society. These funds were used for the procurement of material assistance and reconstruction of the houses. The **total raised amount was 70,173,794 Macedonian denars (approx. EUR 1,141,037)**. A total of **4,754 families** was assisted with **cash assistance**.

On 12 August 2016, the Red Cross of the former Yugoslav Republic of Macedonia started implementing relief activities in the **three reception centres of Ranka Milanovic, Senic and Partenie Zografski**, where 150 people were sheltered. They were provided with different relief items such as medicines, therapy for chronic diseases and vitamin therapy for the most vulnerable. These centres were coordinated by the Ministry of Labour.

Movement Coordination

Throughout the operation, the Red Cross of the former Yugoslav Republic of Macedonia was in constant communication with the IFRC Regional Office for Europe in Budapest as well as all disaster management coordinator colleagues in the Balkan region. In addition, the Red Cross and Red Crescent Societies from Austria, Bosnia and Herzegovina, Bulgaria, Croatia, Germany, Montenegro, Serbia and Turkey offered bilateral support in the form of dispatching disaster teams, rescue equipment, material assistance and funding. The operative centre of the NS followed and coordinated the activities of the staff and volunteers deployed in the field.

Overview of non-RCRC actors in country

The National Crisis Management Committee included the Crisis Management Centre, the Protection and Rescue Directorate, the Ministry of Health, the Ministry of Transport and Communication, the Ministry of Labour and Social Policy, the Ministry of Interior, the Ministry of Defence, local municipalities and the Red Cross of the former Yugoslav Republic of Macedonia. On 7 August 2016, the Government declared a state of emergency for a period of 15 days due to the flash floods. All the above organizations were actively present on the ground and provided immediate support for the affected population in the process of evacuation, sheltering, provision of medical services and immediate relief. The government also deployed three ambulances to constantly patrol the area. There were also open field coordination centres in the affected communities with representatives from the local population and the local municipality. At the start of the operation the Red Cross of the former Yugoslav Republic of Macedonia was immediately included in the overall government efforts for the alleviation of the damaging consequences of the disaster. The engagement of the Red Cross was coordinated with all relevant institutions.

Through the European Mechanism for Civil Protection, teams from Bulgaria, Serbia, Kosovo and Turkey were deployed in the country to support the relief activities and the assessment process.

The Head of Office for Western Balkans of the European Commission's Directorate-General for European Civil Protection and Humanitarian Aid Operations (ECHO) joined the NS field teams during the needs assessment.

Needs analysis and scenario planning

Supported by the national disaster response teams, the local staff and volunteers of the Red Cross of the former Yugoslav Republic of Macedonia were closely and constantly cooperating with the local municipalities and affected communities to better understand people's needs.

Beneficiary selection: The information collected during the initial and the second, more detailed assessment was cross-referenced with the assessments of other institutions to ensure a minimum margin of error. Based on the assessment findings, the NS **focused its assistance strategy** on the most vulnerable such as elderly people living alone, families with low income, with small children, with members living with disabilities and with sick members in need of medical care.

Risk assessment/management: Throughout the implementation of the operation, the Crisis Management Centre successfully coordinated the different activities. All participants in the operation were timely informed about the situation



Field visit and needs assessment of beneficiaries affected by the disaster.

Photo: Red Cross of the former Yugoslav Republic of Macedonia

on the ground and the potential hazards that might have endangered their well-being. NS volunteers were regularly briefed about safety aspects and trained to administer first aid if needed. These activities and the timely information contributed to reducing potentially occurring risks to the volunteers and to the successful implementation of the operation.

B. Operational strategy and plan

Overall objective

The **overall objective of the relief operation** was: *to meet the needs of up to 2,300 families in the flood-affected areas through relief emergency distribution of food, hygiene and non-food items by the Red Cross of the former Yugoslav Republic of Macedonia.*

Implemented strategy

To accomplish the above overall objective, the staff and volunteers of the Red Cross of the former Yugoslav Republic of Macedonia focused on the **provision of emergency food and non-food items** as well as **water and sanitation-related services**. The food and hygiene parcels, disinfectants and other relief items were mostly distributed directly to the beneficiaries. The local NS branches in cooperation with the local municipalities prepared a detailed list of recipients and organized the distribution.

All planned activities were successfully implemented, including the following key activities:

1. Conducting a detailed needs assessment;
2. Developing a registration system of the recipients;
3. Developing a detailed distribution plan and control of supply dispatched to the beneficiaries;
4. Distribution of food parcels;
5. Distribution of hygiene parcels and disinfection kits;
6. Distribution of other relief goods such as blankets, clothes etc.;
7. Replenishment of NS emergency stocks used in the initial phase of the operation;
8. Monitoring and evaluation of the operation;
9. Conducting a “lessons learnt” workshop and providing additional training to enhance the coordination with local municipality units involved in the disaster operation.



Distribution by a National Society staff in one of the flood-affected communities.

Photo: Red Cross of the former Yugoslav Republic of Macedonia

The foreseen items were procured and **distributed as planned**. The **NS's emergency stock reserve** used for the operation were also **replenished** in order to maintain the National Society's ability to conduct a **timely and effective response** in case of an eventual future disaster. The supported population was really satisfied with the efforts of the Red Cross of the former Yugoslav Republic of Macedonia for covering their immediate needs. The additional financial contributions raised in the country helped the population compensate for some of the damages and use the money for repairing the houses and cleaning the fields. The DREF operation was finalized within the envisaged timeframe with small delays due to the above referred political situation in the country. The operation was conducted in compliance with all national Standard Operating Procedures (SOPs).

This DREF operation supported immediate response needs. However, the National Society's response strategy incorporated **additional elements for early recovery** supported by other funding sources including a national campaign and bilateral support.

The design of the operation considered all SPHERE standards, including for the composition kits that were distributed to the affected population.

The detailed breakdown of the relief items distributed and replenished with the support of this DREF operation can be seen in the below table:

Type of support	Direct distribution to beneficiaries	Replenishment to the NS emergency stock	Total quantity of support
Monthly food parcels – for two months	4,600	65	4,665
Daily food parcels	-	3,000	3,000
Hygiene parcels – for one month	2,300	1,000	3,300
Disinfection kits	-	60	60
Mattresses (pieces)	-	400	400
Rubber boots (pairs)	-	530	530
Blankets (pieces)	-	2,000	2,000
Baby kits	300	-	300

In addition, in the period between 6 and 14 August 2016, the National Society jointly with local and state authorities was involved in the distribution of additional relief items to the affected population. For more details on the jointly distributed items please refer to **Annex 1**.

For the detailed contents of a daily and a monthly family food parcel, monthly family hygiene parcel, a baby kit and a disinfection kit, please refer to the [DREF operation bulletin](#).

Operational support services

Human resources

Some 110 volunteers and staff from the headquarters and local branches of the Red Cross of the former Yugoslav Republic of Macedonia were involved in the operation. The volunteers were insured against risks in accordance with IFRC standards.

The IFRC Regional Office for Europe, in agreement with the National Society, deployed **Regional Disaster Response Team members** from the Bulgarian Red Cross and the Romanian Red Cross to support the implementation of the operation and gather and exchange experience. The deployment was supported by this DREF operation.

Logistics and supply chain

The National Society's logistics department ensured the necessary flow of goods in and out of the warehouses. Throughout the operation, the NS had sufficient space for the storage of the locally procured goods and the packing and distribution of the items to the beneficiaries.

With regard to procurement, offers were collected from at least three providers. The purchase of items from the selected providers was commissioned by the National Society.

Information technologies (IT)

As there was no significant damage caused to the mobile and landline phone network infrastructure, communication was mostly handled through mobile handsets (simplex line up to 2 km) and mobile phones.



Distribution and assessment together with the Regional Disaster Response Team members.
Photo: Red Cross of the former Yugoslav Republic of Macedonia

Communications

The visibility of the DREF operation, the Red Cross of the former Yugoslav Republic of Macedonia and the IFRC was ensured through quality **media coverage of the major milestones** in both national and local media and via press conferences.

The Red Cross of the former Yugoslav Republic of Macedonia developed press releases for the media, and held briefings and coordination meetings with stakeholders and published reports about the completed activities on a daily basis. The regular publishing of information through both traditional and social media about the ongoing activities and progress, including the amount of donations generated, aid received and distributed helped ensure full transparency towards the public.



Press conference by the National Society's Secretary General.
Photo: Red Cross of the former Yugoslav Republic of Macedonia

Security

In every phase of the operation, the headquarters of the Red Cross of the former Yugoslav Republic of Macedonia worked closely with the authorities to have **timely information and proper risk assessment** of the field activities. The health and well-being of the staff and volunteers involved in the operation was the highest priority. In addition, team members were properly trained in first aid and had proper equipment to intervene until the arrival of the ambulance. The security challenges were solved by involving the local community into the distribution of the humanitarian relief.

Planning, monitoring, evaluation, & reporting (PMER)

The headquarters of the Red Cross of the former Yugoslav Republic of Macedonia was constantly monitoring the conducted activities and provided round-the-clock support to the staff and volunteers of the branches. The IFRC Regional Office for Europe also continuously monitored the implementation of activities. Brief weekly updates were provided by the National Society to the IFRC on the overall progress of the operation. The National Society recognized the need to develop appropriate tools and conducted training to enhance the coordination with local municipality units. At the end of the operation, a **two-day "lessons learnt" workshop** was conducted to evaluate the effectiveness of the overall relief and recovery assistance to the flood-affected regions.

C. DETAILED OPERATIONAL PLAN

Quality programming / Areas common to all sectors

Needs assessment
Outcome 1: Continuous and detailed assessment and analysis is used to inform the design and implementation of the operation.
Output 1.1 Initial and continuous needs assessment are updated following consultation with beneficiaries.
Achievements
A detailed assessment was conducted in the flood-affected areas. National Society volunteers and staff carried out regular monitoring visits to the affected communities. In total, 80 volunteers and 30 staff were involved in the operation.
Outcome 2: National Society capacities are strengthened.
Output 2.1: National Society capacities are built through a 'lessons learned' workshop.
Achievements & Lessons Learned
Upon completing the operation, the Red Cross of the former Yugoslav Republic of Macedonia organized a 'lessons learnt' workshop on 2-4 December 2016 at the Solferino Training Centre in Struga for a total of 31 staff and volunteers from the Skopje Headquarters and local branch who participated in the operation and from other neighbouring branches which contributed to the operation with own resources. At the workshop, participants discussed the whole implementation process of the operation, the accomplishments and the challenges encountered. The meeting was facilitated by five facilitators from the Skopje HQ.
Output 2.2: National Society capacities are enhanced through conducted training for enhancement of coordination with local self-government units.

Achievements

“Logistics in Disasters”

On 13-15 December 2016, the Red Cross of the former Yugoslav Republic of Macedonia organized a **‘Logistics in Disasters’ training** for its staff and volunteers from the local branches involved in the initial phase of the operation, local municipal government representatives, neighbouring branches and other NS branches that had contributed to the operation with own resources at the Solferino Training Centre in Struga. The training aimed at reviewing the overall operation and discussing the various challenges of logistics in disasters, particularly in the context of the former Yugoslav Republic of Macedonia. A total of 19 participants attended the workshop which was facilitated by five NS headquarters facilitators.

Water, sanitation and hygiene promotion

Water, sanitation and hygiene promotion

Outcome 3: The risk of water and sanitation-related diseases has been reduced through the provision of appropriate sanitation and hygiene items and disinfection kits.

Output 3.1: Distributing hygiene parcels and disinfection kits for 2,300 families for one month.

Achievements

Prior to distribution, the Red Cross of the former Yugoslav Republic of Macedonia conducted a detailed assessment and identified the needs through its local branches. The gathered data was cross-checked with relevant data sources held by national authorities (such as the Ministry of Labour and Social Policy). The hygiene parcels and disinfection kits supported by the DREF were procured, packed and distributed based on a distribution plan at distribution points agreed upon with the local branches, alongside other relief items supported by other donors. The distribution of the relief items was carried out as planned.

Food security, nutrition and livelihoods

Food security, nutrition and livelihoods

Outcome 4: Emergency food needs of the affected population are met.

Output 4.1: Emergency food needs of 2,300 affected families are met through the distribution of monthly food parcels (for 2 months).

Achievements

As in the case of assistance with water, sanitation and hygiene promotion (WaSH) items, the prevailing food security, nutrition and livelihood needs were assessed through an initial and second, more detailed assessment by the local branches. The data was similarly cross-checked with those of the Ministry of Labour and Social Policy. The distribution was carried out in the same way as described in the previous WaSH section.

General achievements

The close cooperation and coordination with the local population and communities ensured that the distribution process could proceed as planned. The post-operation evaluation showed that the NS’s local branches (including among others the branches of Gazi Baba, Karpos, Centar, Kisela Voda, Cair, city of Skopje, Kumanovo, Veles, Kriva Palanka) responded in a timely manner to meet the immediate humanitarian needs of the affected people. The internal coordination and communication between the local branches and the national headquarters as well as the external communication with other institutions was carried out at a high level. The Red Cross of the former Yugoslav Republic of Macedonia received recognition from other significant institutions as a leading organization in undertaking relief operations in the country. The relief operation also contributed to the improvement of the image of the Red Cross and Red Crescent Movement in the country and supported the mobilization of new volunteers for the organization.

General challenges

Some of the branches did not have sufficient disaster response capacities, particularly vehicles and personal equipment, which required the constant presence of the national Headquarters staff and volunteers, equipment and resources on the ground to support the implementation of a proper relief distribution. Delays in the distribution process were also caused by the prevailing political situation and the tense elections process in the country. Apart from these, no major difficulties or challenges were reported during the relief operation including in the replenishment phase.

Overall recommendations

One key recommendation for the future is that there is a need for regular local trainings on disaster preparedness and response for both existing and newly recruited volunteers. The headquarters of the Red Cross and Red Crescent Movement will continue its capacity-building efforts so that the local branches can efficiently respond to similar challenges in the future. Another key recommendation is to develop an early-warning system together with national authorities and raising awareness of the local population for enhanced community resilience. This should be combined

with contingency planning and the setting up of joint Red Cross and local municipality teams ready to deploy in the future.

Overall lessons learned

Following the completion of the distribution process, a team of ten NS staff and volunteers and representatives of local municipalities, community members and other stakeholders conducted a beneficiary satisfaction survey on a random sample of 100 beneficiaries. The overall results of the survey show the relevance, effectiveness, efficiency and generally positive impact of this DREF operation. A few key results are as follows:

- Some 81% of the respondents confirmed that they had received relevant support from the Red Cross of the former Yugoslav Republic of Macedonia.
- Some 78% of those asked reported that they had been consulted about their relief needs and 71 % said that this needs assessment was carried out in time.
- Some 79% of the beneficiaries had information about the National Society's work following the disaster and 94% of them said the NS staff and volunteers were easily recognizable and visible.
- Some 78% of the respondents expressed that the size of aid could be increased and 56% said that the timeliness of the assistance and the technology of the distribution could be improved in future operations.
- Some 69% of the beneficiaries said that they would prefer to receive parcels or materials in similar future disaster events, while the remaining percentage rather opting for cash assistance.

More detailed results and the full questionnaire can be found at **Annex 2**.

D. THE BUDGET

The **DREF allocation of CHF 310,228** has been used in accordance with the approved budget. After completing the operations, there is a **final balance of CHF 4,617** which will be returned to the DREF account.

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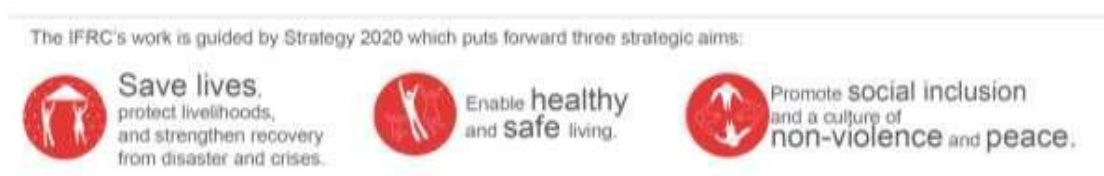


Click here

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2. Click [here](#) to see Annex 2 – Beneficiary satisfaction survey results
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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 (NGO's) 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.



Annex 1 – Joint relief distribution by the National Society and state authorities

	Type of relief item	Quantity
1.	Water	158 tons
2.	Food parcel	20,785 pieces
3.	Daily meal	18,000 portions
4.	Hot meal	9,000 portions
5.	Mattresses	556 pieces
6.	Hygiene parcels	2,821 pieces
7.	Baby sets	108 pieces
8.	Blankets	2,412 pieces
9.	Clothes	600 kgs
10.	Diapers	732 pieces
11.	Washing powder	5 packs
12.	Biscuits	4 packs
13.	Tea	1 box
14.	Milk	6.369 litres
15.	Yogurt	10,172 litres
16.	Baby food parcels	28 pieces
17.	Boots	456 pieces
18.	Disinfection liquid for vector control	332 litres
19.	Rain coats	8 pieces
20.	Disinfection sets	60 pieces
21.	Buckets	52 pieces
22.	Cheese	204 kgs
23.	Hygienic pads	200 pieces
24.	Candles	200 pieces
25.	Wet wipes	200 packs
26.	Construction cart	20 pieces
27.	Shovels	20 pieces
28.	Diggers	20 pieces
29.	Masks	20 pieces
30.	Sand brush	20 pieces
31.	Hose line 50m	20 pieces
32.	Rubber gloves	20 pieces

Annex 2 – Beneficiary satisfaction survey questionnaire and detailed results

	Question	Answer	Percentage
1.	Gender	1. <i>Male</i> 2. <i>Female</i>	1. 54% 2. 46%
	Age	1. <i>18-35</i> 2. <i>35-64</i> 3. <i>65 and above</i>	1. 21% 2. 45% 3. 34%
	Level of education	1. <i>Primary education</i> 2. <i>Secondary education</i> 3. <i>Higher education</i>	1. 23% 2. 56% 3. 21%
	Vulnerability factors	1. <i>Elderly persons over 60 in the family</i> 2. <i>Large family (more than 5 members)</i> 3. <i>Person with disabilities</i> 4. <i>Self-supporting mother</i> 5. <i>Socially endangered person with very young children</i>	1. 45% 2. 34% 3. 15% 4. 9% 5. 21%
2.	How were you affected by the disaster?	1. <i>I almost lost my life</i> 2. <i>I was injured</i> 3. <i>My family member was injured</i> 4. <i>My property was damaged</i> 5. <i>My property was destroyed</i> 6. <i>Other</i>	1. 12% 2. 34% 3. 43% 4. 87% 5. 67% 6. 33%
3.	What property of yours was damaged?	1. <i>Crops</i> 2. <i>Outbuilding</i> 3. <i>Basement</i> 4. <i>Livestock</i> 5. <i>First floor of the house</i> 6. <i>Uninhabitable</i> 7. <i>Whole house</i>	1. 76% 2. 67% 3. 89% 4. 46% 5. 45% 6. 13% 7. 12%
4.	Were you asked about your needs by a member of the Red Cross of the former Yugoslav Republic of Macedonia?	1. <i>Yes</i> 2. <i>No</i>	1. 78% 2. 22%
5.	If yes: was the needs assessment carried out in time?	1. <i>Yes</i> 2. <i>No</i>	1. 71% 2. 29%
6.	What were your needs during and shortly after the disaster?	1. <i>Food</i> 2. <i>Shelter</i> 3. <i>Clothes</i> 4. <i>Blankets</i> 5. <i>Water</i> 6. <i>Hygiene</i> 7. <i>Other</i>	1. 86% 2. 24% 3. 89% 4. 86% 5. 97% 6. 93% 7. 12%
7.	Did you receive relevant support from the Red Cross of the former Yugoslav Republic of Macedonia?	1. <i>Yes</i> 2. <i>No</i>	1. 81% 2. 19%
8.	If yes; what support did you receive?	1. <i>Food</i> 2. <i>Shelter</i> 3. <i>Clothes</i> 4. <i>Blankets</i> 5. <i>Water</i> 6. <i>Hygiene</i> 7. <i>Other</i>	1. 79% 2. 12% 3. 87% 4. 79% 5. 98% 6. 76% 7. 7%
9.	When did you receive the aid?	1. <i>12 hours after the disaster</i> 2. <i>One day after the disaster</i> 3. <i>One week after the disaster</i> 4. <i>Later than a week after the disaster</i>	1. 23% 2. 39% 3. 26% 4. 12%

10.	What were your needs for dealing with the consequences of the disaster?	<ol style="list-style-type: none"> 1. <i>Food</i> 2. <i>Shelter</i> 3. <i>Building materials</i> 4. <i>Clothes</i> 5. <i>Water</i> 6. <i>Blankets</i> 7. <i>Disinfection/Hygiene</i> 	<ol style="list-style-type: none"> 1. 78% 2. 7% 3. 67% 4. 56% 5. 56% 6. 67% 7. 74%
11.	Where those needs met by the Red Cross of the former Yugoslav Republic of Macedonia?	<ol style="list-style-type: none"> 1. <i>Yes</i> 2. <i>No</i> 	<ol style="list-style-type: none"> 1. 76% 2. 24%
12.	What time of the day would be most suitable for you for a distribution?	<ol style="list-style-type: none"> 1. <i>In the morning</i> 2. <i>During the day</i> 3. <i>In the evening</i> 	<ol style="list-style-type: none"> 1. 67% 2. 14% 3. 19%
13.	What kind of distribution do you prefer?	<ol style="list-style-type: none"> 1. <i>House to house</i> 2. <i>Local distribution centres</i> 3. <i>Red Cross warehouse</i> 	<ol style="list-style-type: none"> 1. 75% 2. 13% 3. 12%
14.	Did you have information about the work of the Red Cross of the former Yugoslav Republic of Macedonia after the disaster?	<ol style="list-style-type: none"> 1. <i>Yes</i> 2. <i>No</i> 	<ol style="list-style-type: none"> 1. 79% 2. 21%
15.	Where the staff and volunteers of the Red Cross of the former Yugoslav Republic of Macedonia easily recognizable and visible?	<ol style="list-style-type: none"> 1. <i>Yes</i> 2. <i>No</i> 	<ol style="list-style-type: none"> 1. 94% 2. 6%
16.	How would you evaluate the behaviour of the Red Cross of the former Yugoslav Republic of Macedonia staff and volunteers in the course of the operation?	<ol style="list-style-type: none"> 1. <i>Excellent</i> 2. <i>Very good</i> 3. <i>Good</i> 4. <i>Average</i> 5. <i>Poor</i> 6. <i>I don't know</i> 	<ol style="list-style-type: none"> 1. 30% 2. 24% 3. 23% 4. 14% 5. 6% 6. 3%
17.	What would you improve in the operation?	<ol style="list-style-type: none"> 1. <i>Timely assistance</i> 2. <i>Adequacy</i> 3. <i>Timely assessment</i> 4. <i>Size of aid</i> 5. <i>Distribution technology</i> 6. <i>Locals for distribution</i> 7. <i>Other</i> 	<ol style="list-style-type: none"> 1. 56% 2. 45% 3. 47% 4. 78% 5. 56% 6. 34% 7. 13%
18.	What kind of relief do you prefer in the future?	<ol style="list-style-type: none"> 1. <i>Cash</i> 2. <i>Parcels or materials</i> 	<ol style="list-style-type: none"> 1. 39% 2. 61%

Disaster Response Financial Report

MDRMK007 - Macedonia (FYR) - Floods

Timeframe: 17 Aug 16 to 17 Dec 16

Appeal Launch Date: 17 Aug 16

Final Report

Selected Parameters

Reporting Timeframe	2016/08-2017/02	Programme	MDRMK007
Budget Timeframe	2016/08-12	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

I. Funding

	Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability	TOTAL	Deferred Income
A. Budget		310,228				310,228	
B. Opening Balance							
Income							
<u>Other Income</u>							
<i>DREF Allocations</i>		310,228				310,228	
C4. Other Income		310,228				310,228	
C. Total Income = SUM(C1..C4)		310,228				310,228	
D. Total Funding = B + C		310,228				310,228	

* Funding source data based on information provided by the donor

II. Movement of Funds

	Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability	TOTAL	Deferred Income
B. Opening Balance							
C. Income		310,228				310,228	
E. Expenditure		-305,611				-305,611	
F. Closing Balance = (B + C + E)		4,617				4,617	

Disaster Response Financial Report

MDRMK007 - Macedonia (FYR) - Floods

Timeframe: 17 Aug 16 to 17 Dec 16

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Final Report

Selected Parameters

Reporting Timeframe	2016/08-2017/02	Programme	MDRMK007
Budget Timeframe	2016/08-12	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

III. Expenditure

Account Groups	Budget	Expenditure					TOTAL	Variance
		Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability		
	A					B	A - B	
BUDGET (C)			310,228			310,228		
Relief items, Construction, Supplies								
Clothing & Textiles	35,350						35,350	
Food	128,810						128,810	
Water, Sanitation & Hygiene	62,385						62,385	
Total Relief items, Construction, Sup	226,545						226,545	
Logistics, Transport & Storage								
Storage	600						600	
Transport & Vehicles Costs	13,295						13,295	
Total Logistics, Transport & Storage	13,895						13,895	
Personnel								
National Society Staff	5,624						5,624	
Volunteers	25,080						25,080	
Total Personnel	30,704						30,704	
Workshops & Training								
Workshops & Training	9,150						9,150	
Total Workshops & Training	9,150						9,150	
General Expenditure								
Travel	9,000		4,292			4,292	4,708	
Office Costs	800						800	
Communications	1,200						1,200	
Financial Charges			373			373	-373	
Total General Expenditure	11,000		4,665			4,665	6,335	
Contributions & Transfers								
Cash Transfers National Societies			282,294			282,294	-282,294	
Total Contributions & Transfers			282,294			282,294	-282,294	
Indirect Costs								
Programme & Services Support Recove	18,934		18,652			18,652	282	
Total Indirect Costs	18,934		18,652			18,652	282	
TOTAL EXPENDITURE (D)	310,228		305,611			305,611	4,617	
VARIANCE (C - D)			4,617			4,617		

Disaster Response Financial Report**MDRMK007 - Macedonia (FYR) - Floods**

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Final Report

Selected Parameters

Reporting Timeframe	2016/08-2017/02	Programme	MDRMK007
Budget Timeframe	2016/08-12	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

IV. Breakdown by subsector

Business Line / Sub-sector	Budget	Opening Balance	Income	Funding	Expenditure	Closing Balance	Deferred Income
BL2 - Grow RC/RC services for vulnerable people							
Shelter	310,228		310,228	310,228	305,611	4,617	
Subtotal BL2	310,228		310,228	310,228	305,611	4,617	
GRAND TOTAL	310,228		310,228	310,228	305,611	4,617	

DREF OPERATION

17/08/2016 - 17/12/2016

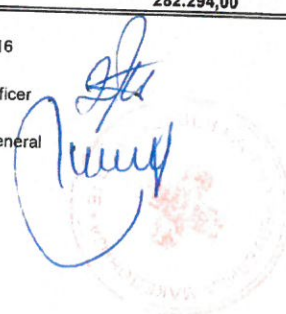
Macedonia Floods

Budget Group	DREF Grant Budget CHF	DREF 5 Expenditures	Balance
500 Shelter - Relief			
501 Shelter - Transitional			
502 Construction - Housing			
503 Construction - Facilities			
505 Construction - Materials			
510 Clothing & Textiles			
520 Food	35.350,00	34.720,75	629,25
523 Seeds & Plants	128.810,00	120.352,46	8.457,54
530 Water, Sanitation & Hygiene			0,00
540 Medical & First Aid	62.385,00	70.563,87	-8.178,87
550 Teaching Materials			
560 Utensils & Tools			
570 Other Supplies & Services			
571 Emergency Response Units			
578 Cash Disbursements			
Total RELIEF ITEMS, CONSTRUCTION AND SUPPLIES	226.545,00	225.637,08	907,92
580 Land & Buildings			
581 Vehicles Purchase			
582 Computer & Telecom Equipment			
584 Office/Household Furniture & Equipment			
587 Medical Equipment			
589 Other Machinery & Equipment			
Total LAND, VEHICLES AND EQUIPMENT	0,00	0,00	0,00
590 Storage, Warehousing			
592 Distribution & Monitoring	600,00	687,96	-87,96
593 Transport & Vehicle Costs			
594 Logistics Services	13.295,00	12.619,18	675,82
Total LOGISTICS, TRANSPORT AND STORAGE	13.895,00	13.307,14	587,86
600 International Staff			
661 National Staff			
662 National Society Staff			
667 Volunteers	5.624,00	8.410,29	-2.786,29
Total PERSONNEL	25.080,00	24.950,32	129,68
670 Consultants			
750 Professional Fees			
Total CONSULTANTS & PROFESSIONAL FEES	0,00	0,00	0,00
680 Workshops & Training			
Total WORKSHOP & TRAINING	9.150,00	8.116,39	1.033,61
700 Travel			
710 Information & Public Relations			
730 Office Costs			
740 Communications	800,00	789,50	10,50
760 Financial Charges	1.200,00	1.066,55	133,45
790 Other General Expenses			
790 Shared Support Services			
Total GENERAL EXPENDITURES	2.000,00	1.866,05	143,95
599 Programme and Supplementary Services Recovery			
Total INDIRECT COSTS	0,00	0,00	0,00
TOTAL BUDGET	282.294,00	282.277,27	16,73

23.01.2016

Prepared by: Zaklina Popovic, Finance Officer

Approved by: PhD Sait Saiti, Secretary general



Validated by
Tina Kramcovar, RTC

Approved by:
Ruben Romero, DMC

Kramcovar

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8.3.2017

PERSONNEL										30.704,00	33.360,61	-2.656,61
662	National society staff									5.624,00	8.410,29	-2.786,29
662.1	DREF Coordinator 4 months							4		636,00	1.431,13	1.112,87
662/2	Packing of humanitarian aid											
662/3	Monitoring team HQ (perdiems)							100		22,00	6.979,16	-4.779,16
667	Volunteers							40		22,00		880,00
667/1	Branch and national ERU teams (perdiems)							440		22,00	24.950,32	129,68
667/2	Uniforms for National ERU							110		140,00	9.427,73	252,27
680	WORKSHOP & TRAINING										15.522,59	-122,59
680.1	logistic/relief training										8.116,39	1.033,61
								35		100,00	3.220,04	279,96
								18		50,00	466,31	433,69
								35		5,00	295,96	-120,96
680.2	Lessons learned workshop							35		100,00	3.525,85	-25,85
								18		50,00	608,23	291,77
								35		5,00	175,00	175,00
730	Office costs										1.856,05	143,95
730.1	Office costs HQ										789,50	10,50
700	Travel										789,50	10,50
											0,00	0,00
740	Communications											0,00
740	Radio stations for SUV vehicles							3		200,00	1.066,55	133,45
740.1	Mobile phones							4		150,00	655,10	-55,10
											411,45	188,55
											282.277,27	16,98
											282.277,27	16,98
											300.643,38	16,98



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23.01.2016

Prepared by: Zalkina Popovic, Finance Officer

Approved by: PhD Sait Saiti, Secretary general