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Emergency Plan of Action Final Report

Montenegro: Population Movement

 International Federation
of Red Cross and Red Crescent Societies

DREF operation final report	Operation n° MDRME007
Date of issue: 27 March 2019	GLIDE number: OT-2018-000072-MNE
Date of disaster: June 2018 –	
Operation start date: 21 June 2018	Operation end date: 21 December 2018
Host National Society: Red Cross of Montenegro (RCM)	Operation budget: CHF 370,787 (for 6 months)
Number of people affected: 4,675¹	Number of people assisted: 3,160
National Societies involved in the operation: Red Cross of Montenegro	
Other partner organizations involved in the operation: UNHCR, IOM, Embassy of the United States of America	

A. SITUATION ANALYSIS

Description of the disaster

In August 2017 the so called “Adriatic route” opened, and since then there has been a huge migrant influx and transit through Montenegro towards Bosnia and Herzegovina and Croatia. The entry point is the green border near the border crossing Bozaj (along the railway and along the valley called Nikina Uvala). Currently, there is one main exit point in the city of Pljevlja in the northern part of the country, which borders Serbia and Bosnia and Herzegovina (migrants cross near the border crossing at Metaljka).

As the number of migrants in Montenegro increased, the number of asylum requests grew from 20 per month to 557 registered only in May 2018, which was the highest monthly figure in the last five years. The daily influx would range from 15 to 50 migrants.



Workshop with migrants in the Community Centre. Photo by Red Cross of Montenegro

The change of the *Law on asylum* into *Law on international and subsidiary protection* brought numerous changes for the government institutions and other relevant stakeholders and partners, but more importantly also for migrants, asylum seekers and refugees with approved status in the country. One of the most important novelty in 2018 was the introduction of the opportunity to express intention to apply for asylum.

¹ People who expressed intention to seek asylum in 2018.

The following table shows the official data on the number of expressed intentions and asylum applications in 2018 (Source: Ministry of Interior):

Month	Expressed intention	Asylum application	Difference
January	23	24	-1
February	63	65	-2
March	356	328	28
April	480	470	10
May	594	557	37
June	558	442	116
July	470	350	120
August	480	213	267
September	500	196	304
October	527	254	273
November	379	140	239
December	245	105	140
TOTAL	4,675	3,144	1,531

By law, migrants should be able to submit their expression of intention to apply for asylum at all police facilities, but in practice it is only possible in the Detention centre. The document issued by the police and only available in Montenegrin language, does not state the period it is valid for, which has created a lot of problems. The migrants in possession of this document have 15 days to leave Montenegro or to apply for asylum. However, as it is not clearly stated in the document, migrants are not aware of this regulation and often stay longer in the country without filing their request for asylum, resulting in irregular status and lack of access to humanitarian assistance, including even shelter.

Red Cross of Montenegro (RCM) teams have provided assistance to these migrants in the form of food, clothing items, first aid kits and hygiene sets. However, given the irregular status of many migrants, assistance provision was questionable in the eye of the authorities, but thanks to its recognized role in the society as well as to its mandate, the RCM could continue with providing assistance also to this group of migrants.

The migrants are accommodated in three locations: the reception centre in Spuz (capacity 75 beds), an alternative accommodation in Podgorica (a rented motel, capacity 100 beds) and the detention centre in Spuz (capacity 50 beds) – used as a reception centre in case of a need.

Given the unexpectedly high number of migrants to be supported by the different type of services of RCM in the first two months of the implementation period (up to 2,000 persons) and the newly identified target groups, the number of beneficiaries increased beyond the planned figure by the end date of the operation. For this reason, and to ensure continuous support to migrants, RCM requested a two-month extension of the DREF operation with an additional budget of CHF 170,940 (bringing the total budget of the operation to CHF 370,787), which served the needs of an additional 1,500 beneficiaries. Although the activities remained the same (distribution of food and non-food items, including first aid kits and hygiene promotion materials), the number of distributed items increased to be able to meet the needs of the newly-arrived migrants as well as those of the newly-identified target groups in the extended period. Furthermore, the clothing items procured and distributed in the course of the extended period were adapted to winter conditions.

Summary of response

Overview of Host National Society

From the start of the migration crisis in Europe in 2015, RCM, in accordance with its role and mandate as an auxiliary to the state in the humanitarian area, has been involved in activities related to asylum seekers and migration in general. RCM has a role in all asylum related activities according to the *Law on international and subsidiary protection* and the national contingency plan in case of an emergency.

With the support of UNHCR, RCM has been providing the following assistance in the Reception Centre and the alternative accommodation:

- Educational and prevention workshops on First aid, HIV/AIDS, Human trafficking and similar topics
- Cultural orientation
- Assistance to children in school work
- Info sessions
- Lessons for language learning
- Activities with local communities
- Groups sessions on Sexual and Gender-based violence (SGBV)
- Assistance for medical cases (transport, procurement of medicines)
- Provision of non-food items (NFIs) for Reception centre, Alternative accommodation and private accommodation
- Psychosocial support (PSS)
- Restoring family links (RFL)

Assistance in the integration of persons with granted status has been provided with the support of the Embassy of the United States of America in Podgorica:

- Assistance for medical cases
- PSS
- NFIs
- Food and hygiene parcels
- Language course
- Assistance in school work for children
- Communication with local community
- Cultural activities (cinema, theatre, etc.)
- Excursions
- Follow up of individual cases (holistic approach)
- Paying rent (should be done by Bureau for refugees but it is done through project with UNHCR)
- RFL



Relief item distribution in the Community centre near Spuz. Photo by Red Cross of Montenegro

Bearing in mind that besides the planned activities, additional assistance was required to meet the needs of the newly identified target groups (migrants in the reception and detention centres, illegal migrants with no rights to apply after the 15-day period and returnees from Bosnia and Herzegovina) with focus on women, children, UAM, bigger families, the DREF funds were used to satisfy the needs of these people.

The operation was carried out in Podgorica and Pljevlja. The DREF allocation allowed to engage more volunteers and staff in the response to the migration situation than had been engaged beforehand. To enable them to conduct regular needs assessment in the constantly changing situation, it was essential to conduct a rapid needs assessment training for them. The trainer came from the Red Cross of the former Yugoslav Republic of Macedonia, and shared his immense experience, which he had gained at the time of the migration crisis his own country faced in 2015, and since. Given the previous experience and continuous presence in the field, volunteers and staff were in a position to assess the situation and adapt the response to the changing needs.

In addition to the assistance provided to the already identified target groups under the DREF operation, RCM received request from the management of the Reception and Detention centres to provide additional food, hygiene and clothing items to migrants, due to their depleting stocks and lack of funds for replenishment. Following an assessment conducted by RCM, the situation proved to be challenging, therefore RCM fulfilled and is still fulfilling these requests.

The activities conducted through the DREF operation and listed below were highly appreciated by beneficiaries but also by the state authorities involved in the asylum system.

Food parcels and drinks were provided to migrants, especially for families, who were waiting outside the Reception Centre for long hours to be admitted and had no access to any food and drinks.

First aid kits were distributed to and educational sessions on first aid for self-assistance were conducted for migrants in the centres, including the alternative accommodation, which greatly helped reduce the burden falling on the state health system. Untreated light wounds, scratches and blisters could develop into more serious health issues which could only be treated by medical doctors. By enabling them to treat this kind of minor injuries with the help of the FA kits, they did not need medical attention.

In line with the DREF Emergency Plan of Action, RCM staff and volunteers regularly conducted health and hygiene promotion sessions along with distributing leaflets and explaining the importance of keeping the hygienic standards for their individual health but also for the community around them. This activity was particularly important in the Alternative accommodation, where there was no proper medical or health care provided as well as for migrants who did not enter asylum system. Hygiene items were also distributed in Reception Centre Spuz upon request of state authorities. The items were distributed directly by the Red Cross volunteers to the beneficiaries in reception centre.

Trafficking prevention activities were highly important due to the fact that the largest number of migrants left the country with smugglers, which increased the risk of becoming the victim of human trafficking – especially for women and children. This issue remains concerning and RCM is considering organizing joint mobile teams (representatives from Centre for social welfare, RCM and National office for prevention of human trafficking) which will visit sites where vulnerable groups are located and will organize trainings for state officers for better identification of potential victims.

RCM staff and volunteers were also providing daily PSS in the Community Centre and in other sites with the involvement of trained social workers, psychologists and volunteers.



Relief item distribution to the migrants waiting for their admission in the Reception centre in Spuz. Photo by Red Cross of Montenegro

RFL services were ensured by the RCM in the form of providing Wi-Fi hot-spots and RFL calls in 2018. The RCM was in negotiation with the ICRC to continue with the support of this activity for 2019 as it was evaluated as highly needed and valued by all beneficiaries, partner organizations and institutions.

During the operation, the following workshops were organized:

- 10 workshops on health protection with the participation of 200 migrants. Information brochures on health were also distributed during these workshops.
- PSS workshop 19–21 September for 20 RCM 20 volunteers
- First aid training 16–18 November for 20 RCM new volunteers.

Overview of Red Cross Red Crescent Movement in country

The IFRC Regional Office for Europe (ROE) has been supporting RCM by ensuring their participation in migration-related networks and workshops, visiting the National Society to assess the migration situation and providing technical advice on the planned response.

The DREF operation was developed in alignment with the strategic priorities of the 2018 Europe Migration Plan (coordination, communications and advocacy, health and care, protection gender and inclusion, and community engagement and accountability) that echo those outlined in the 2016 European Migration Framework. These strategic priorities are still the main tenets when addressing the needs and vulnerabilities of migrants and host communities in Europe.

The ICRC Regional Delegation in Belgrade supported the RCM in providing RFL service throughout 2018. RCM together with the ICRC organized RFL cross border round tables in border cities where exit points were identified.

The RCM is a member of Small European National Societies network, whose members gather annually to discuss joint priorities, activities and to prepare for international events within the Red Cross Red Crescent Movement. In December 2018, representatives of the Luxembourg Red Cross and Icelandic Red Cross visited Montenegro in order to receive information on the migration crisis in the country. They visited the Reception Centre and the Alternative accommodation, the Community centre and the Red Cross branch in Pljevlja. With the support of the small National Societies, including Andorra RC, Cyprus RC, Icelandic RC, Monaco RC, Liechtenstein RC and Luxembourg RC, in the first 6 months of 2019 RCM will continue

- to distribute hygiene and first aid kits, food parcels and clothing items
- to promote hygiene and health
- to provide assistance in integration/Social inclusion (PSS, language courses, psychological individual and group sessions, assistance for school)
- to conduct educational activities (First aid, HIV/AIDS, anti-trafficking)
- to procure and equip mobile containers/ Red Cross office - social inclusion and educational activities
- to procure vehicles for transport of migrants and staff and volunteers

Overview of non-RCRC actors in country

The UN system provides support to relevant stakeholders. UNHCR and IOM are leading UN organizations supporting the work of the governmental bodies and RCM.

UNHCR is a long-standing partner of RCM in the work with displaced Roma populations from Kosovo. In addition, UNHCR provides ad hoc assistance to refugees through a joint project with RCM titled “*Strengthening asylum response in Montenegro*”. In the current situation with migrants, UNHCR provides NFIs to migrants once they are settled in the Reception Centre and start an asylum process. The gap that needs to be covered by RCM, therefore, relates to people waiting to be processed, people residing in the private accommodation and people at the exit point. The above project with UNHCR lasted until the end of 2018. UNHCR will continue supporting the RCM in 2019 in psychosocial activities focusing on social inclusion of asylum-seekers as well as persons with international and subsidiary protection.

IOM provides support in voluntary return and occasionally distribute NFIs among vulnerable migrants.

The RCM also cooperates with the Ministry of Interior (MoI) that is in charge of asylum system in the country and all relevant migration issues.

The US Embassy supported the RCM through a project called “*Improvement of quality of life of asylum seekers and/or persons with refugee status or subsidiary protection in Montenegro preventing and responding to GBV*”. The project funded by US Embassy ended in October 2018.

Needs analysis and scenario planning

While this operation aimed to assist migrants entering and exiting Montenegro, including those waiting outside the reception centre and those staying in the alternative accommodation, a new group of people with high vulnerability emerged, which resulted from their unique situation in the country. Considering this, there are three groups of migrants in a difficult situation by not adhering to the law:

- Migrants who express their intention to apply for asylum, but do not file their request in the hope of succeeding to continue their journey to the EU countries through Bosnia and Herzegovina. With the tightening border control most of them need to make several attempts, which often leads to the expiration of the 15-day period, after which they are not allowed to submit their request anymore.
- Migrants who filed their request, nevertheless, they continue with their journey and manage to enter Bosnia and Herzegovina. Again, given the tightening border control of the Border Police of Bosnia and Herzegovina, many of these migrants are caught and returned to Montenegro.
- The migrants in possession of the registration have 15 days to leave Montenegro or to apply for asylum. However, as it is not clearly stated in the document, migrants are not aware of this regulation and often stay longer in the country without filing their request for asylum, resulting in irregular status and lack of access to humanitarian assistance, including even shelter.

Migrants ending up in any of the above situations are considered to be staying illegally in Montenegro, therefore they are not eligible for any kind of humanitarian and legal assistance. That said, these categories of migrants stay invisible to asylum system without access to accommodation, food, hygiene or medical care. In the reporting period the RCM was the only organization providing humanitarian assistance to this group. This was also possible thanks to the DREF extension.

During the last week of August 2018, RCM observed a change in the type of assistance beneficiaries in the Reception Centre were requesting. RCM received significant numbers of requests for additional food, hygiene and clothing items from asylum seekers. As this group of beneficiaries was not defined as a target group through the initial DREF operation due to the fact that they were already in the system, RCM made an assessment to confirm the need for these items. The distribution was in turn done strictly by RCM volunteers and staff directly to beneficiaries.

Besides the asylum seekers in the Reception Centre, RCM also observed significant numbers of returnees from Bosnia and Herzegovina, who asked for humanitarian assistance and who faced challenges in finding accommodation in reception facilities. It is difficult to define the precise number of returnees, as it depends on the border police of Bosnia and Herzegovina. While monitoring the situation, it was noticed that approx. one-third of the migrants, who tried to cross the border would return at least once after an unsuccessful attempt.



Meeting with migrants in Community Centre.
Photo by Red Cross of Montenegro

As mentioned above the other newly identified group of beneficiaries of RCM were migrants who would not file their request during the 15-day period. These migrants would be stranded in Montenegro without any further possibility to submit their request. This group of migrants is especially vulnerable and is at high risk of different forms of exploitation, such as trafficking or smuggling. At the time of writing, there are approx. 800 persons in this situation. Given their illegal status, these migrants are not recognized or assisted either by the state authorities or the UN agencies. Currently, RCM is the only organization providing humanitarian assistance to this group.

Considering the change of situation and newly identified target groups, RCM expanded its assistance as necessary. The needed activities would remain largely the same:

- distribution of food parcels, hygiene kits, first aid kits, and winter clothes,
- continuation of hygiene and health promotion,
- renting of vehicles,
- organization of first aid workshop.

Due to the winter season, there was an additional need for winter clothes. Cold weather can also lead to potential scenarios where migrants would spend more time in Montenegro. The crossing point in the border area with Bosnia and Herzegovina, which migrants usually use, is often inaccessible during the winter months due to high snow. This might prevent them from moving further. As a result, RCM was faced with an additional demand for different types of support services (food, hygiene, clothes, first aid kits) for a longer period of time.

As mentioned above, almost 2,000 beneficiaries were already covered by different types of services in the first two months of the operation. Given the trends in the past months and the observations made in the course of the implementation, RCM assisted at least an additional 1,500 migrants until the end of 2018, which was almost two times more people than originally planned.

Thanks to the cost extension of this DREF operation, RCM was in the position to provide further assistance to the migrants in the winter period until 21 December 2018. Since the situation is foreseen to persist beyond the timeframe, further resources will need to be mobilized to ensure smooth continuation of service provision in 2019. Beside the activities that have been implemented in the course of 2018, RCM plans to expand the scope of their response in the field of social inclusion and integration in the form of psycho-social activities, language courses, trainings and legal assistance. To be able to improve the quality of the services, the National Society also plans to further build the capacity of the National Society by conducting trainings for their staff and volunteers in the field of social inclusion, cross-border cooperation with neighbouring countries, RFL and family reunification.

Given the government's very limited capacities in responding to the migration situation in the country as well as the very few humanitarian organizations present in Montenegro, RCM plays a significant role in addressing the needs of the migrants. This was made possible through the support of the DREF allocation. To be able to fulfil the expectations also in 2019, RCM will need further external financial assistance, therefore with the help of IFRC, Regional Office for Europe, a country Migration Operational Plan was developed, which is embedded in the [IFRC Europe Regional Plan for 2019](#).

In 2019, UNHCR will focus on ensuring people's rights with special emphasis on health protection and care, accessibility to education and labour market.

In 2019, the government is planning to open a transit centre in the bordering area with Albania, which is very remote from all the necessary services. Following an announcement of the Ministry of Interior (MoI) on their expectation for the RCM to provide assistance in logistics, humanitarian support and PSS in this new centre, RCM is in the process of building their capacity to be able to fulfil this request. According to the prediction of MoI, the number of newly-arriving migrants will remain at the same level in 2019 as in 2018.

Risk Analysis

The implementation rate of this EPoA was highly dependent on the influx of migrants. Given the current trends, the number of migrants is expected to remain the same, or increase in the following months, however, it is challenging to predict any scenario. Changes in global policies are a factor that can have influence on the population movement in Montenegro, and as such, on the involvement of RCM. The inadequate capacity of the authorities in providing full services to migrants means another factor that can raise the expectations towards RCM to increase their involvement in the response. RCM, for example, was requested to distribute food, hygiene and clothing items to beneficiaries, who had not been defined as a target group previously. In case the situation continues, it might lead to an increase in the total number of beneficiaries covered by the Red Cross.

In addition, as experience shows in the other countries along the Balkan route (Serbia, the former Yugoslav Republic of Macedonia, Croatia and Hungary), it has become more and more challenging to solicit financial support for migration plans of the National Societies. Although the scope of the migration crisis in Montenegro is considered to be significant given the number of the country's inhabitants as well as the capacity of the authorities to respond, it is not seen as a

major issue by the international community and the donors. Consequently, there is a high risk to ensuring a sufficient amount of funds for the continuation of the planned activities beyond the timeframe of the DREF operation, which can result in RCM ceasing the implementation of the activities related to migration response.

Very long procurement procedures of the state authorities caused interruptions in the assistance provision, especially in providing clothes, hygiene sets and medicines. While RCM could step in and cover the gap for food and hygiene items, the lack of adequate medicines has been especially concerning, given the number of migrants with serious chronic diseases, such as diabetes, cardiac problems, psychiatric diagnosis, etc. In many cases, these migrants were left for over ten days without adequate medical treatment.

B. OPERATIONAL STRATEGY

Proposed strategy

RCM informed all relevant state stakeholders (Border police, Office for Asylum, Reception Centre, Detention Centre) and partners, such as UNHCR, IOM and others on the activities planned through the DREF EPoA. Regarding the Detention Centre facility, RCM established communication and collaboration with the staff of the facility in order to provide humanitarian assistance to migrants accommodated there when necessary. The Manager of the Detention Centre is in daily communication with RCM staff. RCM members (staff and volunteers) are daily present in the Detention Centre to provide humanitarian assistance to beneficiaries, but also to provide PSS when required.

The focus of the operation has been primarily on women and children, large families as well as on unaccompanied minors, who are at risk of different types of exploitation, people in need of medical assistance, and people with disabilities. RCM trained case workers are in charge of the assessment and selection of beneficiaries. The RCM team has both male and female case workers and psychologists in order to make access to beneficiaries of all genders and sexual orientations easier. Translators of Arabic are males, due to lack of female translators in the country.

It is evident that the DREF operation strengthened the presence of the National Society in the field and increased the level of trust of beneficiaries. Vulnerable people are aware that they can count on the Red Cross support any time, especially when it comes to particularly vulnerable groups. Red Cross staff and volunteers are in daily communication with the beneficiaries and they hear a lot about their experience on the route, how they were treated and what their needs were. It is important to mention that the Red Cross enjoys their trust and they are open in communicating their needs.

30–31 August, a Mid-term Review and Planning on Migration workshop, facilitated by IFRC, was organized in the local Red Cross branch in Budva. The two-day workshop started with the mid-term review, and a planning session with the participation of the Red Cross of Bosnia and Herzegovina and the Red Cross of Montenegro, who were implementing DREF operations at the time to address the needs of the increased number of migrants in their respective countries. On the second day, the representatives of the Red Cross of Serbia, the Red Cross of the former Yugoslav Republic of Macedonia and the Hungarian Red Cross joined the group, which provided a great opportunity to jointly analyse the migration trends, the current responses and the funding level in the countries along the Balkan route. The Head of Country Cluster at IFRC ROE and the Head of Regional DCPRR also participated in the second day of the meeting with the aim of exploring what the priorities were in the area of migration of all National Societies for 2019.

The RCM Communication department actively worked on sharing information on DREF operation with stakeholders and the general public in Montenegro. RCM staff participated in two shows on TV stations with national coverage and information was shared on the operation on the most important internet portals and all major newspapers.²

As mentioned in the previous section, the migration situation is foreseen to persist in Montenegro, which requires continuous assistance from the National Society. To be able to continue with the services, the timeframe of the EPoA was extended by two months and a second allocation of funds was requested. While the main activities of the Plan of Action remained the same in the extended timeframe, modifications were made to address the needs of the projected additional number of beneficiaries, as well as to adapt the type of assistance to winter conditions.


These modifications were the following:


- The clothing items procured and distributed in the course of the extended period were adapted to winter conditions, therefore the unit cost of these items increased together with the quantity (from 1,000 to 2,000 sets).
- The quantity of the food parcels was increased from 2,000 to 3,500.

² <http://www.antenam.net/drustvo/89029-ckcg-aktivirao-sistem-za-dodatnu-podrsku-migrantima-u-crnoj-gori>
<http://www.rtcg.me/vijesti/drustvo/211314/aktivirali-sistem-za-podrsku-migrantima.html>
<http://www.vijesti.me/vijesti/humanitarna-pomoc-migrantima-u-crnoj-gori-999750>
<https://www.cdm.me/drustvo/dodatna-podrska-migrantima-u-crnoj-gori/>
<http://www.total-montenegro-news.com/lifestyle/1856-additional-support-to-the-migrants-in-montenegro>
<https://www.dan.co.me/?nivo=3&rubrika=Drustvo&clanak=658272&datum=2018-08-10>
<http://pinkm.me/drustvo/60751/crveni-krst-podgorica-i-pljevlja-mjesta-sa-najvecim-brojem-migranata-u-crnoj-gori>

- The quantity of the first aid kit sets was increased from 2,000 to 3,500.
- The quantity of the brochures on health was increased from 1,000 to 1,500.
- The quantity of the hygiene items was increased from 2,000 to 3,500.
- The quantity of the brochures on hygiene promotion was increased from 1,000 to 1,500.
- A first aid training was organized for the newly recruited volunteers.
- 20 new volunteers were engaged in addition to the 20 who had been recruited in the first two months of the operation.

C. DETAILED OPERATIONAL PLAN

 <p>Shelter People reached: 2,500 Male: 1,750 Female: 750</p>		
Outcome 1: Communities in disaster and crisis affected areas restore and strengthen their safety, well-being and longer-term recovery through shelter and settlement solutions		
Output 1.1: Short, medium and long-term shelter and settlement assistance is provided to affected households		
Indicators:	Target	Actual
Number of clothing items distributed	2,000	2,500
Number of procured of protective clothes and uniforms to the volunteers	20	20
Narrative description of achievements		
RCM was in constant communication with beneficiaries and provided all the necessary support as required. Migrants entering the country needed support in provision of basic clothes due to their long and exhausting trip. Sets of clothes were distributed to adults and children, based on rapid needs assessments conducted by trained RCM case workers, both in Podgorica and Pljevlja. In addition to this, RCM received request for support for provision of clothes for migrants in the centre, due to lack of funds of the governmental authorities.		
Challenges		
As the operation was extended during the winter months, it was necessary to procure additional winter clothes for migrants.		
Lessons Learned		
It is crucial to have trained staff and volunteers who can assess the situation and make a decision on the spot on the priorities of the immediate needs. This has to happen very fast and the staff and volunteers need to be ready to work under pressure.		

 <p>Livelihoods and basic needs People reached: 3,500 Male: 2,450 Female: 1,050</p>		
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
Number of food parcels distributed	3,500	3,500
Narrative description of achievements		
Food is of extreme importance for people waiting long hours in front of the Reception Centre to be admitted, especially for families. Pre-packed food parcels were distributed to all the people in need.		
In addition to asylum seekers in the Reception Centre, RCM noticed significant numbers of returnees from Bosnia and Herzegovina who asked for humanitarian assistance, but faced challenges receiving it due to the time limit of 15 days, which had expired.		

Challenges

This newly identified target group of RCM beneficiaries were not recognized or assisted by the state authorities or the UN agencies. RCM was the only organization providing humanitarian assistance to this group of migrants, who are very vulnerable and at a high risk of different forms of exploitation, trafficking or smuggling.

Lessons Learned

It is necessary to be constantly present in the field to be able to notice all the changes (number of beneficiaries, their profile, their needs...), and to adapt the response accordingly.



Health

People reached: 3,500

Male: 2,450

Female: 1,050

Outcome 1: The immediate risks to the health of affected populations are reduced

Output 1.1: Community-based disease prevention and health promotion is provided to the target population

Indicators:	Target	Actual
Number of information brochures on health (HIV/AIDS, trafficking prevention) printed	1,500	1,500
Number of leaflets distributed	1,500	1,500
Number on workshops (WS) on health protection	6 WS	10 WS/200 participants
Number of First aid kits distributed	3,500	3,500
Number of volunteers trained in FA	20	20

Output 2: Psychosocial support provided to the target population

Indicators:	Target	Actual
Number of persons receiving PSS	500	750 through individual PSS sessions

Narrative description of achievements

RCM teams received requests for First Aid (FA) kits almost on a daily basis, which underlined the importance of their provision together with the educational session on first aid for self-assistance. The aim of providing FA kits was to reduce the number of treatments of light wounds, scratches or blisters in health facilities.

Raising awareness on trafficking was highly important due to the fact that the largest number of migrants left the country with smugglers, which significantly increased the risk of becoming a victim to human trafficking especially for women and children.

RCM staff and volunteers – trained social workers, psychologists and volunteers – provided PSS in the Community Centre and at other sites where migrants were located. At the same time, PSS was also of high importance for RCM staff and volunteers due to the difficult work with beneficiaries. Therefore, a workshop on PSS was organized in September 2018.

Challenges

Provision of PSS was not only important for the migrants, but also for RCM staff and volunteers, who were working and interacting with migrants with very heavy stories on a daily basis. Due to this, but also because of the long working hours their coping mechanisms needed to be strengthened.

Lessons Learned

To strengthen and expand the FA provision of RCM, it would be essential to establish mobile teams, which could then reach all sites where migrants are staying.



Water, sanitation and hygiene

People reached: 3,500

Male: 2,450

Female: 1,050

Outcome 1: Immediate reduction in risk of waterborne and water related diseases in targeted communities

Output 1.1: Hygiene-related goods (NFIs) which meet Sphere standards and training on how to use those goods is provided to the target population

Indicators:	Target	Actual
Number of hygiene kits distributed	3,500	3,500
Number of hygiene promotion brochures printed	1,500	1,500
Number of hygiene promotion WS		10 WS/200 participants

Narrative description of achievements

Hygiene sessions were conducted, and hygiene kits were distributed to migrants who did not enter the asylum system. The accommodation facilities were short of these items at times, therefore RCM provided them in the reception centres upon request from the state authorities.

Challenges

Increased demand for hygiene parcels.

Lessons Learned

Having a contingency stock in place would be key to being able to cover the gaps in assistance provision occurring at times of depleting stocks.



Migration

People reached: 2,700³

Male: n.a.

Female: n.a.

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

Output 1.1: Family links are restored for people separated from, or without news of, their loved ones as a result of the disaster

Indicators:	Target	Actual
Number of persons provided with RFL services	1,000	2,700 (RFL calls or RFL Wi-Fi hot spot)
Number of procured mobile phones and Wi-Fi routers	2 routers/10 phones	2 routers/10 phones

Narrative description of achievements

More and more cases of separated families are registered due to the difficult journey towards Western Europe. In the implementation period, there were eleven cases of families who had been separated or lost contact in the long term, were registered. RCM assisted migrants with altogether 2,700 phone calls and with provision of 2 WIFI spots in the centres.

³ Number of phone calls.

Strengthen National Society

Indicators:	Target	Actual
Number of volunteers trained in rapid needs assessment	20	20
Narrative description of achievements		
20 volunteers regularly involved in the operation were trained on rapid assessment.		
Lessons Learned		
Due to the constantly changing situation in the centres, it was crucial to maintain continuous presence of the RCM staff and volunteers in the centre to conduct assessments whose results would enable them to adapt the response accordingly. To be able to achieve this the capacity of the RCM in human resources needed to be further strengthened by training additional volunteers. The same will need to be implemented in the other thematic fields.		

D. THE BUDGET

The budget for the initial four months of the operation was CHF 199,847, which was complemented with CHF 170,940 with a two-month timeframe extension – totalling CHF 370,787. Upon finalisation of activities, there remains a balance of CHF 3,183, which will be returned to the DREF account per standard IFRC regulations. Please refer to the final financial statement – appended to this report – for further details.

Contact information

Reference documents



Click here for:

- [Emergency Plan of Action \(EPoA\)](#)
- [DREF Operation Update No.1](#)

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

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.**

DREF Operation

FINAL FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2018/06-2019/02	Operation	MDRME007
Budget Timeframe	2018/06-2018/12	Budget	APPROVED

Prepared on 19/Mar/2019

All figures are in Swiss Francs (CHF)

MDRME007 - Republic of Montenegro - Population Movement

Operating Timeframe: 21 Jun 2018 to 21 Dec 2018

I. Summary

Opening Balance	0
Funds & Other Income	370,787
DREF Allocations	370,787
Expenditure	-367,604
Closing Balance	3,183

II. Expenditure by area of focus / strategies for implementation

Description	Budget	Expenditure	Variance
AOF1 - Disaster risk reduction			0
AOF2 - Shelter	66,645		66,645
AOF3 - Livelihoods and basic needs	42,448		42,448
AOF4 - Health	85,192		85,192
AOF5 - Water, sanitation and hygiene	64,913		64,913
AOF6 - Protection, Gender & Inclusion	1,103		1,103
AOF7 - Migration		367,594	-367,594
Area of focus Total	260,301	367,594	-107,293
SF11 - Strengthen National Societies	110,486		110,486
SF12 - Effective international disaster management			0
SF13 - Influence others as leading strategic partners		10	-10
SF14 - Ensure a strong IFRC			0
Strategy for implementation Total	110,486	10	110,476
Grand Total	370,787	367,604	3,183

DREF Operation

FINAL FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2018/06-2019/02	Operation	MDRME007
Budget Timeframe	2018/06-2018/12	Budget	APPROVED

Prepared on 19/Mar/2019

All figures are in Swiss Francs (CHF)

MDRME007 - Republic of Montenegro - Population Movement

Operating Timeframe: 21 Jun 2018 to 21 Dec 2018

III. Expenditure by budget category & group

Description	Budget	Expenditure	Variance
Relief items, Construction, Supplies	229,870		229,870
Clothing & Textiles	62,578		62,578
Food	39,858		39,858
Medical & First Aid	66,484		66,484
Teaching Materials	2,650		2,650
Other Supplies & Services	58,301		58,301
Logistics, Transport & Storage	40,804		40,804
Distribution & Monitoring	7,282		7,282
Transport & Vehicles Costs	33,521		33,521
Personnel	39,508		39,508
National Society Staff	10,733		10,733
Volunteers	28,775		28,775
Workshops & Training	21,152		21,152
Workshops & Training	21,152		21,152
General Expenditure	16,824	1,811	15,013
Travel	4,300	1,696	2,604
Information & Public Relations	2,651		2,651
Office Costs	3,833		3,833
Communications	3,259		3,259
Financial Charges	2,780	115	2,665
Contributions & Transfers		343,357	-343,357
Cash Transfers National Societies		343,357	-343,357
Indirect Costs	22,630	22,436	194
Programme & Services Support Recover	22,630	22,436	194
Grand Total	370,787	367,604	3,183

International Federation of Red Cross and Red Crescent Societies

SF1-1 Strengthening National Societies		61,727		35,415		96,443		99,353.98		-2,911		
Outcome SF11.01:		61,727		35,415		96,443		99,353.98		-2,911		
Output S1.1.2:						0						
S1121	662	engagement of staff 3 staff members for 2 months	4.00	month	1,727.00	6,908	3.00	persons	1,275.00	3,825	10,732.99	0
		volunteers cost* food, accommodation, transport (per person for 4 months)	10.00	person	1,842.00	18,420	10.00	person	1,020.00	10,200	28,618.95	1
		insurance of volunteers	30.00	4.00	1.72	52	15.00	person	6.87	103	158.96	-4
		Training for volunteers in rapid needs assessment (newly engaged)	20.00	f volunteers	264.73	5,295				0	5,235.28	59
		communications cost (phone)	1.00	lump sum	1,382.00	1,382	1.00	lump sum	841.50	842	2,224.26	-1
		financial charges	1.00	lump sum	230.00	230	1.00	lump sum	2,550.00	2,550	6,142.05	-3,362
		office costs (printers, paper, toners...)	1.00	lump sum	2,303.00	2,303	1.00	lump sum	1,530.00	1,530	3,376.16	457
		fuel costs (used for distribution of food, hygiene, transport of migrants...)	4.00	months	1,151.25	4,605	2.00	months	1,338.75	2,678	6,955.33	327
		rent of 3 4x4 vehicles for transport of migrants and distribution	3.00	vehicle	6,844.33	20,533	3.00	vehicle	4,329.47	12,988	33,518.66	3
		workshop operations planning with regional participation (received 2000 instead of 5000)	1.00	lump sum	5,000.00	2,000				0	2,391.37	-391
		monitoring visits (IFRC costs)	3.00	visit	1,200.00		1.00	visit	700.00	700		
Total Output S1.1.2: AP039						61,727				35,415		
A0101												
Total SOCS						0				0		
SUB TOTAL BUDGET:					181,050					159,807	343,418	-61
Programme support:					11,768					10,387		
TOTAL BUDGET:					192,818					170,194	363,013	



IFRC Budget holder:
 Henriett Kooos *[Signature]* 21/03/2019
 Rgr Finance - Admin
 Rgr S Bay *[Signature]* 26.03/2019