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Emergency Appeal Operations Update no. 2

Bosnia and Herzegovina: Population Movement

 International Federation
of Red Cross and Red Crescent Societies

Emergency Appeal n° MDRBA011 Operations Update n° 2	GLIDE n° OT-2018-000078-BIH
Date of issue: 23 July 2019	Timeframe covered by this update: 11 March - 30 June 2019
Operation start date: 8 December 2018	Operation timeframe: 12 months Operation end date: 8 December 2019
Overall operation budget: CHF 3,311,347	DREF allocated: CHF 300,000
Appeal coverage: 34%	
N° of people being assisted: 7,600 migrants and 1,500 households from host community	
Red Cross Red Crescent Movement partners currently actively involved in the operation: ICRC, Croatian Red Cross, German Red Cross, Italian Red Cross, Swiss Red Cross, Turkish Red Crescent Society, Red Crescent Society of the United Arab Emirates, Kuwait Red Crescent Society	
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

The Emergency Appeal for Population Movement in Bosnia and Herzegovina (BiH) was 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 appeal aimed to deliver assistance and support to up to 7,600 migrants, while supporting and strengthening the efforts of the Bosnia and Herzegovina Red Cross Society (RCSBiH).

This Operations Update no. 2 is to report the progress in the implementation of activities and changing needs on the ground, covering the period from 11 March to 30 June 2019, in succession to Operation Update no. 1, which reported on the period from 8 December 2018 to 10 March 2019.

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.** The update reflects on the current situation, provides information on the evolving operation and will be adjusted based on further developments and more detailed assessments in the following period.

A. SITUATION ANALYSIS

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.

As experience from the second quarter of 2019 shows, migrants - including families - started leaving the TRCs more frequently with the purpose of trying to enter Croatia. A total of 16,662 migrants were registered in five centers across the country from July 2018 to May 2019, with the majority in four centers in USC (Source IOM, May 2019 report). 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 with regard to access to asylum. After entering 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. So far, since the beginning of 2016, only 1,600 asylum seekers have managed to register their claim, less than 5% of total arrivals. (Source: UNHCR in BiH). 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 asylum seekers to register their address - or that the 10 BAM administrative fee associated with the registration of an address was waived.

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 precise gender and age breakdown of all migrants/refugees. IOM-UNHCR shared an age and gender breakdown for those staying in the centres during the Inter-agency Coordination meeting on 7 June. Based on this data, in total, 3,958 migrants were present in IOM managed centers: four centers in USC and one in Ušivak (the numbers of migrants/refugees differ between reports due to the high influx and fluctuation).

Table 1. Update on the populations in the Temporary Reception Centres managed by IOM

Category/TRC	BIRA	BORICI	SEDRA	MIRAL	USIVAK
Total Number	1,848	380	345	658	727
Children	2%	42%	42%		11%
Unaccompanied Minors	17%	-	3%	3%	4%
Single Man	78%	4%	2%	97%	71%
Adults with Families	3%	51%	52%	-	13%
Single Women	-	3%	1%	-	1%

Source: IOM BiH

Between December 2018 and June 2019, the situation changed dramatically with the arrival of spring and further exacerbated in the summer, with a growing influx of migrants and with serious concerns in USC, which is the final stop on the path through BiH. The influx of migrants increased threefold in 2019, compared to the same period last year. The political sensitivity of the situation manifested in high tensions in Bihac and Velika Kladusa in USC, which are the two most affected locations. Around 12,000 migrants have arrived by train to Bihac, USC from Sarajevo up to 9 June (Source: USC Government/Ministry of Interior). The average daily arrival to Bihać fluctuates between 50 and 150 people (on foot, by car or other private transportation arrangements), with an estimation of over 10,000 migrants in USC. The high number of arrivals is causing serious concerns for the security in the area, as well as serious health concerns with a high number of migrants infected by scabies (800 registered in Bira TRC – source Ministry of Health, USC, May 2019), and moving freely outside of Bira TRC. As a consequence, the City of Bihać and the Government of USC decided to take urgent action.

In response to increasing tensions created by the steady increase in the arrival of migrants, following the decision by the BiH Council of Ministers, the City Council of Bihac and the Mayor held an extraordinary session on 4 April demanding the closure/relocation of Bira TRC to deal with the evolving migrant crisis. One of the conclusions of the City Council was that Bira facility could no longer be used as a TRC for migrants, it should be closed and migrants should be relocated out of the urban area of Bihać. On 10 April the Government of USC, at an extraordinary session, endorsed all recommendations of Bihac City Council and the Mayor of Bihac. Following the session, the Government requested BiH Council of Ministers and IOM to relocate migrants staying in the residential areas, namely Bira TRC in Bihać and Miral TRC in Velika Kladuša (both in USC) and to find another location outside of populated/residential areas within 30 days.

On 1 June in the early morning hours, fire broke out in Miral TRC in Velika Kladuša. In a rapid intervention, the staff of the Red Cross of USC and the City of Bihać, as well as the Mobile Teams of USC and the City of Bihać, assisted in the evacuation and in the provision of assistance on the spot. Immediately after the fire was extinguished, the Red Cross set up two large tents (105 m² each), donated by the Turkish Red Crescent for temporary accommodation, and distributed Emergency Appeal-supported relief items amongst the affected migrants (dry food lunch packages, water, hygienic items) as the kitchen and dining room were out of use, thus there was no possibility to distribute cooked food. The fire incident was followed by days of increased tension amongst the migrants, several mass fights



Image 1. RC Mobile Teams setting up emergency shelter in Miral/Velika Kladusa after fire, 1 June 2019. Photo: RCSBiH

broke out, tents were destroyed and there were cases of attacks against the Red Cross kitchen staff as well as an attack of the president of the Red Cross of USC – both incidents resulted in no casualties but traumatic experiences. Regardless, Red Cross staff and volunteers continued with their humanitarian mandate despite the difficult conditions and about ten days later the situation settled.

At the beginning of June 2019, as new arrivals started to rise rapidly, the USC Government claimed the number of migrants to be unmanageable for local authorities. Out of 3,958 people mentioned above, 3,231 were accommodated inside of centres, and the rest were sleeping outside of Bihac Bira centre in a plain field, reaching 550 in a single day, exposed to bad weather, with no access to shelter (as Bira TRC was running at full capacity), food, water/sanitation and health assistance. Many were also accommodated in private accommodation or were squatting in abandoned buildings across town. This situation became difficult to manage for local authorities and resulted in increased tension among the local population, and a visible deterioration in public spaces (squatting, littering, public defecation, health risks etc.). The City Red Cross of Bihać was not able to support the growing needs due to insufficient capacity and security issues.

Tensions continue to grow on daily basis consistent with the increase in migrant arrivals, and the congestion is apparent in the relatively small areas and towns, which became the destination of all migrants entering BiH. After the incident in Velika Kladusa, Bihac became another hot spot with increased tensions. As the security situation deteriorated and the number of migrants became overwhelming, the authorities of Bihać (with support from USC Government) adopted a quick decision on 8 May to relocate all migrants staying outside of IOM-run TRCs as well migrants staying illegally in private accommodations. According to the decision made by authorities, migrants had to be relocated to a new location outside the City of Bihać: Vučjak. The new location in Vučjak is 8 km outside of Bihać, 3 km away to the border of Croatia, officially approved by the central Government, but rejected by the European Committee (EC), IOM and other UN agencies in country as hazardous due to being surrounded by minefields and previously serving as a landfill. In addition, the location did not have any infrastructure in place to secure minimum living conditions; the access road was of poor quality, electricity supplies were unavailable and there was no water/sanitation in place. However, the city of Bihac, under the pressure of a chaotic situation and pressure from the local population (with an estimation of every fourth person in Bihac town being a migrant) was determined to ensure basic conditions are met for the relocation of migrants. The communal service company was tasked to prepare the ground (approx. 2,000 m² of forest was cleared and 900 m² prepared for set up of tents) and clear the entry while migrants are being collected across the city and transported by police forces. In two days of operations, around 850 migrants were found in several private houses in Bihac city. According to local authorities, operations will continue and spread to Velika Kladusa until illegal accommodation of migrants has been resolved and all migrants are accommodated in the TRCs.

While receiving heavy criticism, the Mayor of Bihac and USC remained adamant in their decision that Vučjak is just a temporary solution and will remain as such until a more permanent solution is identified. According to the USC Government and the Mayor of Bihac, they have officially proposed to IOM three locations, outside of the residential areas for a 'permanent transit center' in USC and are still waiting for approval. Once the new location is selected, approved and ready to function, all three TRCs, Vučjak, Bira and Miral, would be permanently closed and all migrants relocated to the new location. Until this happens, the local Red Cross will continue, depending on available financial resources, to deliver its humanitarian mandate, as requested by the local authorities in USC and based on their auxiliary role to the public authorities in the humanitarian field, and improve its intervention in all sectors related to running of Vučjak, with highest priority placed on the establishment of minimal sanitary and hygiene conditions.

The strengthening of the eastern border of BiH remains the priority of the BiH Council of Ministers and activities are ongoing on the additional engagement of 100 police officers from the Ministry of Interior of Republika Srpska, who will assist the Border Police of BiH. It will also discuss with representatives of other police bodies and agencies on assisting in border control of BiH - says the press release. The BiH Ministry of Security sent letters to the embassies of Austria, the Czech Republic, Poland and Slovakia with the question of the readiness of these states to assist BiH with the engagement of their police officers as well as technical assistance to help the BiH at the borders. (Source: BiH Council of Ministers).

With such fluid and frequent changes in the situation on the ground, in particular in USC, the context and the needs as planned in the Emergency Appeal as of 8 December 2018 have changed significantly and necessary response to changing needs will be reflected in the upcoming revised Emergency Appeal (Q3 2019).

Summary of current response

Overview of the Host National Society - RCSBiH

The RCSBiH, through its field branches in Bihac, Mostar, USC, Kljuc and recently Tuzla/Kalesija and Bijeljina, has continued to be engaged in emergency response operations using available resources to meet changing needs on the ground. To date, 135 RCSBiH staff and volunteers, including six mobile teams, are engaged in the overall migration operation. Considering that the highest concentration of migrants and number of TRCs are in USC and Bihac respectively, 65 staff/volunteers of Red Cross Bihac and 35 volunteers of Red Cross USC are directly involved in emergency response on a daily basis. The heaviest burden has been and continues to be carried by the Red Cross of Bihac and USC, whose engagement was continuous in the past 16 months, with growing workload, safety and security pressures and tripled number of migrant arrivals in the second quarter of this year.



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

In addition to food preparation and distribution in four TRCs (Bira, Borici, Miral and Sedra) with financial support for the provision of food from IOM, the local Red Cross teams have been regularly distributing shelter materials (tents, blankets, beds, mattresses, heating fans), non-food items (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) and Mine Awareness activities.

The RCSBiH was providing clothing to migrants in all locations and outside the centers, including Usivak TRC where Red Cross is not directly engaged (distributed 1,870 sleeping mats, 1,615 blankets, 1,550 jackets and 192 sleeping bags). This all has been possible through funding support from this emergency appeal and bilaterally from other Red Cross Red Crescent Movement components and the general public.

Training and Technical Assessments

For details on trainings and technical assessments, please refer to the sections of the “Detailed Operational Plan”.

New temporary location in Vučjak

An official request to the local Red Cross in Bihac was received from the Bihac municipality, endorsed by the Cantonal authorities, for assistance to carry out its humanitarian mandate in the new temporary location in Vučjak, established by the local authorities. Thus, the local Red Cross, as an auxiliary to the public authorities in the humanitarian field, agreed, and as the only humanitarian organization, has provided basic humanitarian assistance to migrants in Vučjak, using its own, limited resources. Support included shelter (setting up of approx. 50 tents), food (cooked and ready to eat meals), hygiene items, First Aid services, provision of generator and installations for charging the telephones. The number of migrants fluctuates on a daily basis in Vučjak, but an average of 500-700 migrants are accommodated in the tents, donated to the RCSBiH and its field structures by the Turkish Red Crescent Society. The placement of tents is limited due to the space available. A garbage container has also been provided by the local communal company and has been placed in the temporary location in Vučjak.

On 17 June, in response to developments related to new temporary location in Vučjak, the senior leadership of the RCSBiH, including the secretary of the Federation of the Red Cross of BiH, the secretary of Bihac Red Cross and accompanied by the IFRC Operations Manager, met with the Prime Minister of USCn and the Mayor of Bihać City. The meeting addressed the Red Cross humanitarian assistance as per the request of the local authorities, discussing the needs of migrants in the new temporary location, the possible humanitarian assistance that the Red Cross could possibly provide in Vučjak and the way forward. The local authorities expressed their gratitude to the local Red Cross leadership for its swift response in carrying out the humanitarian mandate and ensuring that the minimum basic conditions are met for migrants relocated to the temporary new location in Vučjak. The immediate assistance has included: approximately 50 tents for shelter, blankets, sleeping bags, over 800 hygiene kits and the preparation and distribution of two daily meals is ongoing. In addition to shelter and food, the Red Cross First Aid teams treat migrants minor injuries on a daily basis and refer migrants with more severe cases to local health centers.

Through the Operations Manager, the IFRC is frequently present on the ground alongside with the Bihac Red Cross staff and volunteers who are supported by the USC Red Cross mobile team. IFRC's role is to provide technical advice, facilitate training and related capacity building elements. During the reporting period, the Croatian Red Cross provided

a communications expert for two weeks as a staff on loan to strengthen the RCSBiH capacity in communications and media relations, including developments in the new temporary site in Vučjak.

Key achievements

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. From mid-March to 30 June, the RCSBiH, together and with the support of the IFRC, ICRC and Partner National Societies (PNSs) on bilateral basis, provided services in the following locations: Bira and Borići, Miral, Hotel Sedra, Salakovac and Ključ and Tuzla.

Table 2. Summary of RCSBiH's response covering the period from 8 December 2019 until 30 June 2019












 <p>Shelter</p> <p>4,000 people provided with safe, adequate shelter and settlement with in-kind donations from Turkish RC</p>	 <p>Livelihood and basic needs</p> <p>1,269,225 hot meals (financial contribution from IOM) 70,363 hot meals; 5,938 other food items in Salakovac; 5,195 food parcels; 5,176 non-food/hygiene items distributed by Mobile Teams and funded under this Emergency Appeal</p>	 <p>Health</p> <p>1,341 people assisted with basic health care and first aid services; 1,462 people reached with PSS services funded under this Emergency Appeal</p>	 <p>WASH</p> <p>3,000 bottles of water distributed funded under this Emergency Appeal</p>	 <p>RFL</p> <p>890 people assisted by RFL / tracing activities</p>	 <p>94,362 hours of volunteer service provided by the staff and volunteers of the RCSBiH</p>
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Table 3. Overview of support by Red Cross in Vučjak on temporary basis as of 14 June 2019

 <p>Shelter</p> <p>tents, mattresses, beds, blankets, pillows, clothing 1 container for Health Team</p>	 <p>Food</p> <p>2 meals per day i.e. 1,200 (1 hot & one MRE)</p>	 <p>Health</p> <p>First Aid assistance on daily basis Figures N/A</p>	 <p>WASH</p> <p>4 sanitary containers with toilets and showers (to be installed in early July) Note: drinking (20,000 l per day) and washing up water (20,000 l per day) and garbage disposal containers provided by Bihac city</p>	 <p>RFL</p> <p>RFL / tracing activities. The information provided about the RFL services, Trace the Face page. The interviews were made with 5 persons, 1 internet card was delivered per the request and informative leaflets and posters were posted Mine-awareness leaflets, posters & billboards</p>
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In addition to the above listed activities within the table, a mobile charging station was established in the camp to ensure migrants` communication with their families.

Overview of Red Cross Red Crescent Movement in country

An interim Operations Manager was first deployed to BiH from the IFRC Central Asia cluster on 8 March to support the RCSBiH in all aspects of the implementation of the Emergency Appeal activities. The IFRC then scaled up its support to the RCSBiH through a full-time deployment of the Operations Manager as of 1 April. Considering the growing emergency needs, the IFRC has continued to invest in building capacities of the RCSBiH and its branches in emergency response and coordination. This assistance and facilitation includes e.g. establishing, training and equipping the additional mobile teams; planning, monitoring, evaluation, reporting (PMER); provision of food, shelter and non-food items and procurement and logistical capacity building.

The IFRC operations manager facilitated an Emergency Appeal review meeting from 21 to 23 May in Bihać, with participation of 20 operational team members, including the President and the Secretary General of the RCSBiH, the Coordinator of the Emergency Appeal, Secretaries of the entity Red Cross Organizations, Red Cross of USC, as well as the city and municipal organizations of the Red Cross. The main points of discussions included challenges encountered, procedures, the standardization of mobile teams (accreditation, vehicles), food, hygiene, first aid, reporting, setting the priorities and redefining the changing needs in the emergency appeal and the available financial resources, given the fact that only 34 per cent of the IFRC emergency appeal is covered as of today.

ICRC continues to provide expertise and financial support to the RCSBiH for the work of the Red Cross RFL Team in USC through the provision of SIM and internet cards and additional informative RFL materials. Besides that, a joint RFL assessment was conducted from 18 to 22 March and 22,000 mine awareness leaflets, 210 posters and 35 bigger size posters were produced and will be distributed in July in Bijeljina, Goražde/Čajniče, Ključ, Zvornik, Bihać, Cazin, V.Kladuša, Tuzla, Trebinje and Mostar. Development of higher resolution mine awareness materials for Vučjak area is in progress and these will be printed in July in various formats (leaflets, posters, billboards) to migrants staying in Vučjak. The ICRC also provided IT equipment for the Red Cross central warehouse in Bihać and will support the Red Cross Ključ Mobile Team with a laptop to ensure smooth implementation of the planned activities.

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

- **Croatian Red Cross** donated NFIs, First Aid sets and provided human resources to support RCSBiH via the deployment of a Communication Delegate and PSS training facilitation for staff and volunteers involved in migrant crisis which will be held in July.
- **German Red Cross** donated 34 containers, including 24 accommodation, 6 offices and 4 sanitary containers to the operation.
- **Italian Red Cross**, in addition to bilateral support to the RCSBiH to partially cover the running cost of Mobile Teams, contributed to the IFRC Emergency Appeal for procurement of dry food parcels and extension of volunteers insurance. Furthermore, the Italian RC staff member joined the IFRC/RCSBiH health assessment team in May visiting TRCs located in USC.
- **Swiss Red Cross** supported RCSBiH through a project providing food in Salakovac (Mostar) and NFIs in USC. They also approved a Cash Transfer Program for the local people in host communities for two months (January-February), aiming to reduce tensions towards migrants. During the reporting period the Red Cross of the Municipality Ključ was supported with financial resources of the Swiss Red Cross, which greatly helped all migrants, especially the most vulnerable migrants (children, women, minors and the sick). The project lasted from 1 March to 30 June 2019. Swiss Red Cross remains committed to support the RCSBiH also in future activities.
- **Turkish Red Crescent** continued to demonstrate high level of commitment to support the RCSBiH with significant in-kind and other donations such as six months rental of the central warehouse building for the Red Cross in USC and large quantities of tents, blankets, clothing items and other shelter and non-food items.
- **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** also continues to engage in bilateral discussions with the RCSBiH in identifying areas for support.

Following the 13th Red Cross Red Crescent Mediterranean Conference in Sarajevo on 2-4 April, hosted by the RCSBiH for over 200 participants and discussing also the migration situation in the region and beyond, a Red Cross Red Crescent Movement Coordination meeting was held on 5 April. It is a frequent meeting that is held from the beginning of the emergency operation between the Movement components in Sarajevo and nearby locations (e.g. IFRC, ICRC, Italian RC, RCS of United Arab Emirates, Swiss RC and Turkish RC), ensuring coordinated support from the Movement Partners to the RCSBiH. These meetings bring together the senior management of each Movement component, including the IFRC Head of Country Cluster, Central- and South-eastern Europe, Hungary; ICRC Head of Delegation, BiH; Italian RC Regional Delegate, Montenegro with other Sarajevo based Movement Partners. A partnership meeting, with a focus on the migration emergency, is planned in BiH with all interested Movement Partners on 3 – 6 September. The meeting will include also a field visit to some of the most engaged Red Cross branches in this operation and in that

meeting the Movement Coordination Agreement will be discussed, among other issues, to optimize the Movement support to the RCSBiH for their emergency and development/capacity building needs.

Overview of non-RCRC actors in country

The **central Government of BiH** is yet to take control of the overall migration management in BiH and management of existing TRCs across the country. The Ministry for Human Rights and Refugees (MoHRR) continued to support the Salakovac centre (Mostar) and the Ministry of Security (MoS) continues to manage Delijaš Asylum Centre and detention centre in East Sarajevo. Usivak Centre, although established by MoS, is managed by IOM and a range of partners providing support services. The humanitarian response continues to rely on the international humanitarian community, with UN agencies (mainly IOM and UNHCR) as the largest stakeholders and the EC as the main back donor to the UN.

On 23 April, the Council of Europe (CoE) published its Report on the fact-finding mission by Ambassador Tomáš Boček, Special Representative of the Secretary General on migration and refugees, to Bosnia and Herzegovina and to Croatia 24 – 27 July and 26 – 30 November 2018. While the report overall commends the joint efforts of the Government and of the international organizations and their partners to provide shelter and basic services, it highlights how “...*largely due to administrative obstacles, access to asylum procedures and support services remains limited*” and the importance of strengthening the public system’s capacity to co-ordinate the emergency response and to take full ownership of the country’s migration management.

The International Organization for Migration (IOM) continues to be the main stakeholder and direct implementor of the majority of international assistance. It also continues to support food provision implemented by RCSBiH in USC and rent of TRCs: Hotel Sedra, Bira and Miral facilities in USC.

In April, IOM also started distributing specialized NFIs packages to hospitalized refugees and migrants from Sedra TRC, which contains pajamas, slippers, a towel and other NFIs necessary for hospital stays.

IOM has received 24 accommodation containers donated to the RCSBiH by the German Red Cross who in turn have loaned them to IOM. IOM is preparing them for use: there is a need for extra beds across all locations. At the Ušivak TRC, through a donation from the Qatar Charity, IOM is extending the TRC capacity through prefabricated housing units with a capacity of 172 beds and space for social areas and eight WASH facilities.

Following the higher-level meeting held in January between IOM, RCSBiH and IFRC Regional Office, a national level Cooperation Agreement is being drafted but not signed yet for the IOM and RCSBiH cooperation. Finalising that will be considered in future, depending how the overall situation develops. The previous, operational agreement between IOM and the entity level with the Federation of the Red Cross of BiH ended at the end of March and the new operational agreement for food provision is being drafted by IOM in Manila and will be signed in the coming weeks. Meanwhile, IOM funding support for the food provision continues to the local Red Cross and is planned to last to the end of November in its current form.

UNHCR continues to be in charge of health care provision to migrants, as well as providing protection and accommodation in hostels and private accommodation to vulnerable people. Since the beginning of the year, less than 200 asylum claims have been registered. Last year there were over 1,500 (Source: UNHCR, at the IOM-UNHCR Coordination Meeting on 7 June).

In partnership with UNHCR, Danish Refugee Council (DRC) conducted Focus Group Discussions (FGD) in TRCs. In April, 17 FGDs were conducted in total with 136 participants: seven in the Sedra TRC and 10 in the Miral TRC. The aim of community-based protection approach is to define evidence-based priority responses for the affected communities and to then design and implement an interagency response. Age, gender, diversity mainstreaming, rights-based, and community-based approaches are applied. Four additional FGDs were planned in each of the TRCs in USC with regards to the needs and religious customs of refugees and migrants for Ramadan with the outputs intended to serve as reference and guidance for food provision during the fasting period, taking the various religious backgrounds into consideration.

On 16 and 17 April UNHCR, in partnership with DRC, led a series of protection workshops in USC for service providers operating in the Borići, Bira, Miral, and Sedra TRCs. The workshops covered a range of topics including protection mainstreaming, protection information management, and key approaches in working with sexual and gender-based violence (SGBV).

Local authorities and other actors

The local authorities of the City of Bihac, local population and non-governmental organizations, continue to provide support (financial, in-kind) for preparation and distribution of food, two meals a day, water supply, for migrants staying in Vučjak.

The Government of the Slovak Republic donated to the Bihać RC the mobile team sleeping bags, Coca-Cola donated bottled water, and in most of the food packages were donations from local residents. The Italian Humanitarian organization, IPSIA, continued to support Bihać RC with sanitation/First Aid materials and hygiene kits and around 1,200 meals per day.

A local NGO, "Merhamet" donated food supplements (dates) to migrants located in the camps Borići, Bira, Sedra and Miral during the month of Ramadan.

Coordination mechanisms

Facilitated by IOM/UNHCR, the Interagency Coordination Meetings (IACM) are conducted in Sarajevo on a monthly basis to coordinate all efforts of different humanitarian actors.

At the national level and in support of the RCSBiH, the IFRC Head of Country Cluster, Central and Southeastern Europe accompanies the Secretary General of the RCSBiH and other members of the leadership to high level meetings with IOM, other relevant international organisations, Ministry of Security and other Ministries, as needed.

More bilateral meetings are organised with governmental representatives and non-governmental actors for different sites to plan activities for the week, as well as to discuss gaps and needs. In May and June 2019, the IFRC Operations Manager participated in the IACM to ensure increased visibility, publicity and acknowledgment of the Red Cross contribution to the overall migrant operation response in BiH. The Red Cross visibility has been poor in all documents and minutes published, considering the significant support provided in the areas of food, shelter, NFIs, First Aid, mobile teams and other activities. It has been agreed between the RCSBiH, IOM and IFRC that the issue will be further discussed and improved, when possible. IACM used to be organized by the Ministry of Human Rights and Refugees (MoHRR) but the responsibility for facilitating and coordinating these meetings was handed over to UNHCR and IOM. In the past two meetings the representatives from the central Government have not been present.

In USC, the Cantonal Red Cross president is an active participant in the Government conducted Operational Group for Migrations. The group is chaired by the Cantonal Government President and it meets on regular basis, discussing a wide range of issues related to migrant crisis in the USC, with specific focus on Bihac and Velika Kladusa as the most affected locations in the country.

At the field level in USC, where four IOM managed TRCs are located (Bira and Borići in Bihac and Miral in Velika Kladusa and Sedra in Cazin), coordination is done on an ad-hoc and bilateral basis. The local Red Cross representatives maintain regular contact and coordination with partners with whom they are directly engaged. Local Red Cross of Bihac and USC continue to build on good collaboration and coordination with several municipal and cantonal governmental agencies.

In terms of on-site camp coordination, camp management and governance (CCCM) in the TRCs: IOM Centre Managers or CCCM support staff lead CCCM meetings in each of Bira, Borići, Miral, Sedra, and Ušivak TRCs on a weekly basis. RCSBiH works closely with the local Government to assist in distributions, and with other humanitarian actors in filling gaps. Information from the police on a regular basis at the locations is important to facilitate planning for the activities.

B. DETAILED OPERATIONAL PLAN



Shelter

People reached: 4,000
Male: 3,126
Female: 874 (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	3,000	4,000

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	3,000	4,000

Progress towards outcomes

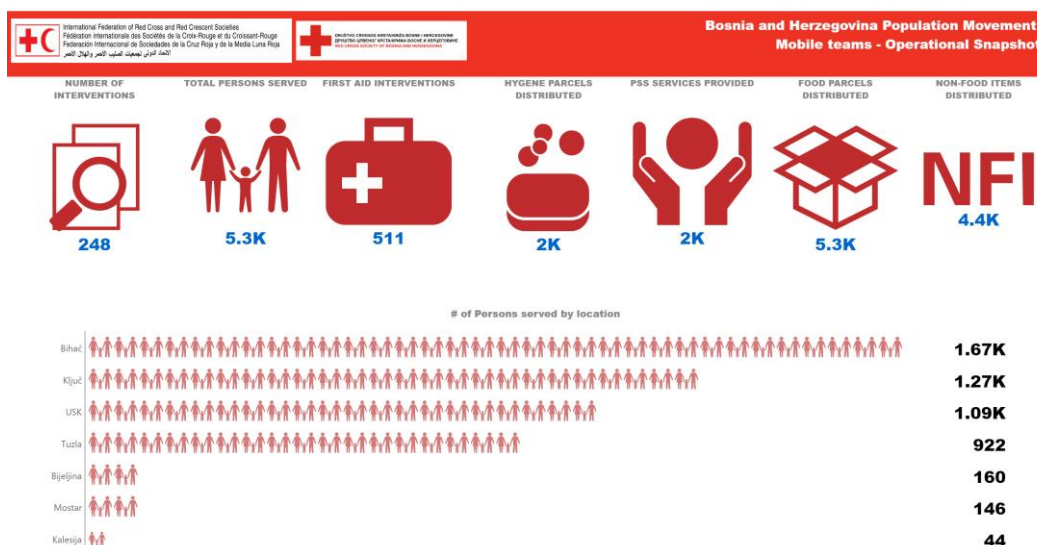
The figures in the table below are indicative of the Red Cross support in shelter and settlement assistance, although not funded under this Emergency Appeal but all received as in-kind donations from several Partner NSs and other donors and loaned to IOM for use in four TRCs in USC for the accommodation of migrants.

Bihac Red Cross and the USC Red Cross, supported by IOM, have distributed assistance and will continue to support needs of migrants with shelter and NFI items from within their own available stocks and in-kind donations such as all tents which are used in Bira and Miral.

The six RCSBiH Mobile Teams provided assistance to 5,247 persons outside the temporary reception centres, including 1,746 hygiene parcels and 5,208 NFIs distributed.

Location	Socks	Underwear	Clothing including Jackets	Sleeping bags	Mattresses	beds	Pillows	Shoes, footwear	Blankets	Tents 105m2 (60-120 pp. – bunk beds) + 4 pcs	Heaters for tents
Bira and Borici	48		7,000	500+		400		7,000	4,000	11	10
Miral				505		300			760		
Hotel Sedra			150	124					443		5
Salakovac	24		148					22	32		
Kljuc	150		22	35				26	33		
Mobile Teams	774	332	1,821	239				213	564		
Vučjak Camp			4,248		170	30	448		1,182		
Salocovac			30					10			
Totals	996	332	13,419	1,403	170	730	448	7,271	7,014	11	15

Graph 1 Mobile Team operational snapshot



Challenges

Insufficient financial or in-kind support to cover growing needs which have increased due to significant increase of arrivals, especially at the end of the second quarter of this year.



Livelihoods and basic needs

People reached: 6,000
Male: 4,689
Female: 1,311

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	6,000	4,000 migrants per day

Progress towards outcomes

During the reporting period, the RCSBiH and its branches in Bihac and USC provided in total 406,547 hot meals and 68,065 lunch packs for up to 4,000 migrants per day, with the financial support of the above mentioned donors and in Salakovac under the Emergency Appeal (IFRC Salakovac support ended on 31 March since it was handed over to the Ministry of Human Right and Refugees).

Table 5. Food provided by mobile teams

#	Camps/sites	Dry Food/MREs (funded under EA)	Portions of hot meals
1	Una Sana Canton	1,090	
2	Bihac	1,670	
3	Mostar	146	
4	Bijeljina	160	
5	Tuzla/Kalesija	966	
6	Ključ:	1,270	
7	Vučjak		1,200 per day (total of 20,400)
	Totals	5,302	

Table 6. Food provided in transit centers

#	Transit Centres (funded by IOM)	Dry meals (funded by IOM)	Portions of hot meals (funded by IOM)	Food parcels	Sweet snacks for children
1	Borići	65,104	83,167		
2	Bira	-	306,830		2
3	Hotel Sedra	-	99,433		
4	Miral in Velika Kladusa	-	110,683		
5	Refugee Centre Salakovac	7,493	47,042	195	150
	Totals	72,597	647,155		150

Apart from this, 328 packages of baby food have been secured from RCSBiH own resources and distributed. Teams for the food preparation and personnel engaged in TRCs are financed by IOM. The Red Cross of Bihac started food distribution in a new temporary site in Vučjak on 14 June as the only agency providing humanitarian assistance to migrants that were brought to the new location by the local police. Based on an official request from the USC Government and the Mayor of Bihac and in accordance to its mandate as an auxiliary to the public authorities in the humanitarian field, the Red Cross of the USC has been assisting the Red Cross of Bihać in providing meals, first aid and other support needed by migrants and refugees located in the new temporary site in Vučjak.

In Vučjak, the Red Cross of Bihać was supported with the shelter supplies (tents) by the national headquarters of the RCSBiH, through a donation received from the Turkish Red Crescent Society. Similarly, the RCSBiH, through the structure of the Red Cross of the Federation of BiH delivered also sanitary containers to the new temporary site in Vučjak. Two mobile teams from Red Cross Bihac and Red Cross USC are placed for the necessary assistance in the Vučjak.

From 14 June onwards the Red Cross provided and distributed daily breakfast, consisting of the following items (as available in Red Cross stocks):

Canned food	Yogurt	Milk	Bread
3,020 pcs	1,720 pcs	280 litters	500 kg

To prepare cooked meals (lunch) in the new temporary location in Vučjak, Red Cross USC made available to City Red Cross of Bihac the following:

Pasta	Meat and vegetables stew	Runner beans	Flour	Rice	Oil	Buckwheat
120 kg	4,200-21 pcs	4,200-21 pcs	T-500-460 kg	29 kg	15 L	40 kg

The Red Cross branches of Mostar, Tuzla, Sarajevo and Orasje also showed solidarity to USC and Bihac RC by sending relief/food stocks (dry food and water) for migrants staying in Vučjak.

Graph 2 Mobile teams - Operational Snapshot Monthly overview per location



Output 1.2: Households are provided with unconditional/multipurpose cash grants to address their basic needs

Indicators:	Target	Actual
1,500 targeted local households (approx. 6,000 people) that have enough cash to meet their survival threshold	1,500	To be implemented in the 3 rd quarter.

Progress towards outcomes

Due to the heavy workload of local Red Cross staff and volunteers caused by the ever changing situation on the ground which resulted in increased emergency assistance engagement, this activity has been planned for implementation at the end of the 3rd quarter of 2019, hoping that the situation on the ground stabilizes and more volunteers will be available. During his visit to BiH, the IFRC Regional Cash Coordinator started the initial preparatory discussions with the RCSBiH technical teams for the cash assistance programme, targeting the host community. This visit followed the Swiss Red Cross Winter Program Lessons Learnt Workshop held on 7 March.

Challenges

- Volunteers find it difficult to commit for longer-term service.
- Insufficient financial or in-kind support to cover growing needs which have increased due to significant increase of arrivals, especially at the end of the second quarter of this year.
- Heavy workload on Red Cross staff / volunteers.
- Tension rising between local population and migrants., and between different migrant groups.
- Tension rising between police and migrants.



Health

People reached: 1,019

Male: 856

Female: 163

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

Indicators:	Target	Actual
2,600 people reached by Red Cross with services to reduce relevant health risk factors	2,600	1,019
Output 1.1: Target population is provided with rapid medical management of injuries and diseases		
Indicators:	Target	Actual
50 people trained by Red Cross in first aid	50	To be implemented in Q3
# of people reached by First Aid services (target TBC – based on needs)	n/a ¹	1,019
Output 1.2: Psychosocial support is provided to the target population		
Indicators:	Target	Actual
2,600 people reached with psychosocial support activities	2,600	1,693
# of Red Cross volunteers and staff trained in psychosocial support (target TBC)	n/a	Training to be conducted in July

Progress towards outcomes

In response to several alarming reports related to the health situation in USC, such as 800 cases of scabies, reports of measles and other diseases, a joint health assessment team, consisting of health professionals from the Italian RC, the IFRC Regional Office for Europe and the RCSBiH, organized an assessment mission in BiH from 27 to 31 May, with specific focus on USC which hosts the biggest number of migrants in BiH. The key objectives of the assessment were to gather information about the health services provided to migrants through the current systems and procedures and assess and analyse the current situation in migrant health. The overall aim was to be able to provide well informed strategic analysis, guidance and support to the RCSBiH in responding to different needs of the people most in need and at-risk, regarding their health and to ensure that interventions are implemented in accordance with the IFRC standards and policies, relevant to Health and Care activities.

The joint health assessment mission identified many gaps in health services for migrants, including:

- Lack of health assistance for migrants living outside of the TRCs (in the open or in private accommodation).
- Insufficient number of doctors engaged with sufficient experience.
- Insufficient coverage of tertiary level of medical assistance for migrants.
- Lack of proper screening.
- Insufficient hygiene and wash facilities, especially in Bira and Miral.
- Unavailable First Aid Services, especially outside of the TRCs.
- Absence of gender-based approach when working with migrants.
- Presence of stigma among the service providers in the TRCs (even among the medical doctors).
- High risk for unaccompanied minors (mainly boys) to become addicted to drugs and other substances and lack of specialized services to address their mental health issues.



Image 3: Provision of health care in Vučjak. Photo: RCSBiH

¹ To be reported according to the progress made in the implementation period.

The joint health assessment team recommended several actions including:

- Deployment of Health Delegate as soon as possible.
- Establishment of FA Mobile Teams that will provide First Aid and Triage in/outside the TRCs (in addition to the medical services provided by the DRC).
- A provision of First Aid services for small treatment, screening and triage - especially during the working hours when there is no doctor or only for the weekends.
- Strengthening the Red Cross capacities for delivering FA services.
- Establishment of Red Cross hotspots in/outside TRCs in order to carry all above activities.

The full report is available on request and the RCSBiH, with the IFRC support, will take all necessary steps to implement the recommendations and identified priorities for improvement of the health sector interventions.

There are other centres across the country, e.g. Mostar (Salakovac), Sarajevo Canton (Ušivak), Immigration Center East Sarajevo and Delijaš and there are also migrants living in private accommodations, of whom there is no information available.

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.

During the reporting period, the Red Cross of USC FA team was screening children attending school from the TRC Sedra (30 children) for scabies and lice with the total of 480 screenings. The RCSBiH Mobile Teams provided FA assistance to 505 persons outside the TRCs, and PSS services to 1,693 persons.

Challenges

- Limited number of trained volunteers.
- Insufficient financial or in-kind support to cover growing needs which have increased due to significant increase of arrivals especially at the end of the second quarter of this year.
- Lack of FA materials/replenishments.
- Lack of access/opportunities to engage with migrants.
- Insufficient number of experienced medical staff.

Water, sanitation and hygiene



People reached: 5,664
Male: 4,503
Female: 1,161

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

Indicators:	Target	Actual
3,000 people reached with key messages to promote personal and community hygiene	3,000	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	3,000	To be implemented in the upcoming period.
# of volunteers involved in hygiene promotion activities (target TBC)	n/a	To be implemented in the upcoming period.

Output 1.2: 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
# of sets of essential hygiene items distributed (TBC – to be reported based on actual distribution)	1,900	5,664

Progress towards outcomes					
<p>Hygiene items distribution: RCSBiH is mandated by the Government to provide hygiene parcels to migrants, which RCSBiH has been fulfilling since the beginning of the operation, following the Sphere standards and using a kiosk system for distribution. In total, 5,664 hygiene parcels² were provided during the reporting period with the following breakdown:</p>					
Bira	Borici	Miral	Sedra	Vučjak Camp	Salakovac
2,342	138	716	496	1,722	480
<p>The items were provided either through this EA or through private donations. The six RCSBiH Mobile Teams distributed a total of 1,464 hygiene parcels.</p> <p>In the period from 23 to 30 May, 9,000 hygiene parcels, 900 diapers for children and 900 sanitary towels for women, purchased through this EA, were sent to the Red Cross branches that are supporting the migrant operation. Before May, purchase of these items was ensured from other sources.</p> <p>Health promotion activities will commence in Q3 once the health delegate is in place with the RCSBiH counterpart.</p>					
Challenges					
<ul style="list-style-type: none"> • Number of trained volunteers. • Lack of financial means. 					

 <p>Migration People reached: 890 Male: 747 Female: 143</p>		
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
2,600 people reached with services for migration assistance and protection	2,600	565
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
2,600 people reached with services for migration assistance and protection	2,600	0
# of NS staff and volunteers trained on and protection	n/a	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)	n/a	890
Progress towards outcomes		
<p>RFL - Migrants were assisted through the RCSBiH to establish contact with their families. Staff and volunteers from the local Red Cross branches, trained in RFL, were involved in this activity. After an initial assessment, the RFL system has been established in USC with the support of ICRC and RCSBiH Tracing Services. During the visits to the TRCs, RCSBiH volunteers informed the migrants about the possibilities to use Red Cross RFL services, and they presented TTF (Trace the Face) pages and its possibilities. In addition, there was also a promotional RFL material posted in all TRCs. During the reporting period, in total of 890 persons were assisted through RFL services.</p> <p>The vast majority of migrants have mobile phones, and use Viber, WhatsApp and FB to communicate with each other and with their families. From January 2019 onwards, all TRCs (except Vučjak) have internet access, through support provided by different organizations. However, due to the number of people accommodated in some centers, the internet is not accessible to all at all times. Therefore, the Red Cross RFL team in USC still provides Internet Cards and a possibility for charging phones to those in need. Acute RFL needs remain low and therefore the RFL Prevention and Dissemination is the most suitable mode of work.</p>		

² Content can be obtained from [Emergency Plan of Action \(EPoA\) for the Bosnia and Herzegovina: Population movement \(MDRBA011\) Emergency Appeal](#)

A joint training was held in the period from 7 to 9 June in Bihać. This 2.5-day training, comprising introductory elements of PGI, IM and CEA, was jointly led by IFRC PGI Delegate and CEA Delegate, with preparation support from the IFRC IM Delegate, who was unable to travel to Bihać. Invaluable additional support in preparation and delivery of the training was provided by RCSBiH IM and CEA focal points who both provided technical and translation support, as well as leading individual sessions. The training was attended by RCSBiH Emergency Appeal Manager and the IFRC Operations Manager was also present. ICRC was represented by the Belgrade based Regional Protection Coordinator for the Western Balkans.. The training was attended by approximately 20 Red Cross staff and volunteers from areas across BiH affected by migration, including Bihać, Tuzla, USC, Mostar from the Federation of Bosnia and Herzegovina and Bijeljina from the Republika Srpska.

The Red Cross RFL Team in USC continued with regular visits to four TRCs, promoted and provided RFL services in accordance with the needs. In total, the team had direct contact with 358 migrants during the reporting period. With the ICRC support, 41 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 33 times, providing a mobile phone charge service.

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

1. Camp "Borici" in Bihac were visited in total: 22 times (III 7; IV 4; V7; VI 4)
2. Camp "Bira" in Bihac were visited in total: 30 times (III 9; IV 7; V10; VI 4)
3. Camp "Sedra" in Cazina visited: 26 times (III 9; IV 8; V 6; VI 3)
4. Camp Miral in Velika Kladushi visited: 27 times (III 7; IV 9; V 8; VI 3)
5. Checkpoint "Velečevo" in the key visited in total: 2 times (VI 2)

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
101 volunteers engaged in implementation	80	135

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

Indicators:	Target	Actual
101 volunteers insured	80	101
# of PS sessions held for volunteers (target TBC)	n/a	Training to be held in July
# of volunteers reached with PS (target TBC)	n/a	Training to be held in July

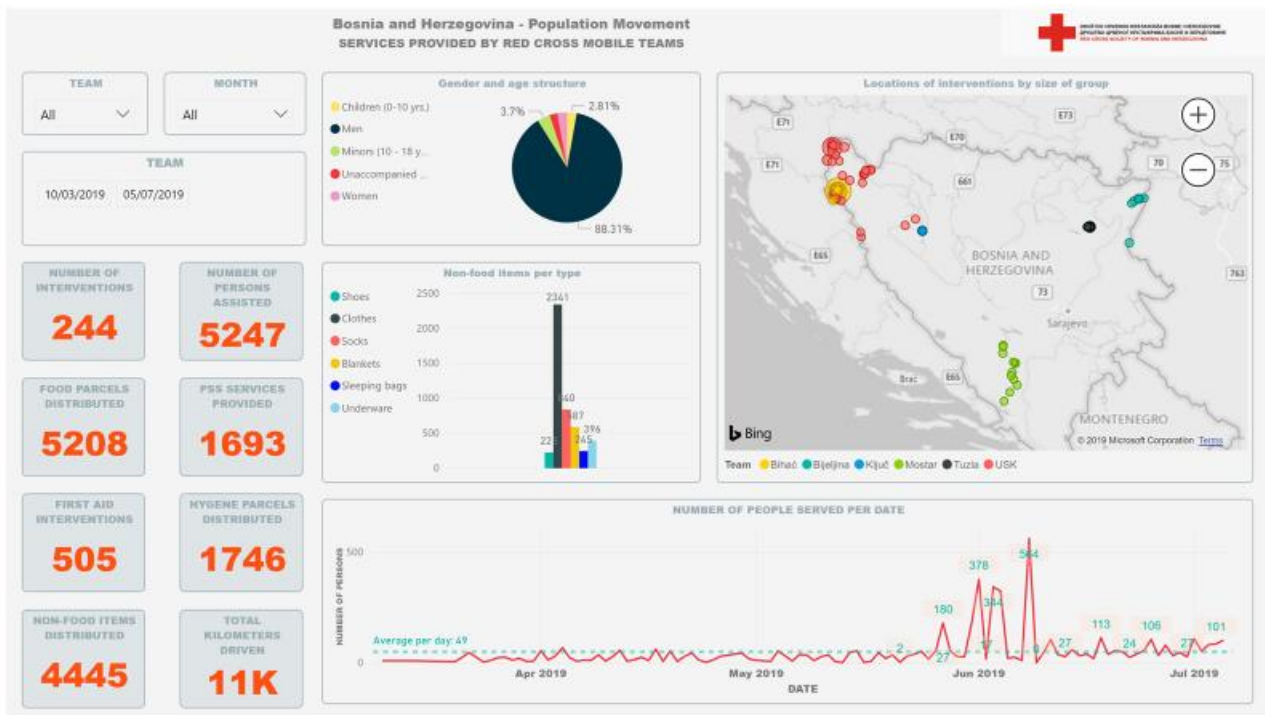
Output 1.1.7: NS capacity to support community-based disaster risk reduction, response and preparedness is strengthened

Indicators:	Target	Actual
# of vehicles procured	5	3
# of mobile offices established	6	6
# of NS staff participating in Emergency Needs Assessment training	n/a	To be implemented in the upcoming period.
30 NS volunteers trained (mobile team members)	30	32
# of interventions of the mobile teams (target TBC – to be reported based on actual activities) "	n/a	224

Progress towards outcomes

The IFRC conducted a 2-day training in March in Pale/Sarajevo for Mobile Team members, including 32 staff and volunteers directly engaged in the migrant operation. During the 2-day training the concept of mobile teams was presented, including the roles and responsibilities of the Red Cross as articulated in the Plan of Action. Updated information and the Red Cross role on the current situation was also thoroughly discussed. Working in groups, the main topics addressed were: defining roles and tasks, readiness, deployment, preparation of shifts, available resources through the Emergency Appeal, procedures related to procurement and the contracts with the members of mobile teams, transfer and management of financial assets and procedures related to reporting and monitoring. The minimum standards for community engagement and accountability, gender protection and first aid were also presented. Soon after the training, Red Cross mobile teams in Bihac, USC cantonal team, Mostar, Kljuc and eventually Bijeljina and Tuzla became operational. The six trained and equipped mobile teams are implementing activities in Bihać, USC, Ključ, Bijeljina, Tuzla and Mostar and providing assistance to migrants in transit through BiH.

Graph 3: Service provided by RCSBiH Mobile teams



The procurement of the three vehicles for the mobile teams was initiated in the first half of March following the assessment and defining the exact number of the mobile teams to be established. The vehicles have arrived to the RCSBiH central warehouse for registration and identification before they are distributed to the field.

The German Red Cross generously contributed 34 containers, including 24 accommodation, six offices and four sanitary containers to the operation. Out of the 30 living containers, eight will be utilized as mobile offices in agreement with the German Red Cross and IOM.

Logistical arrangements were arranged by German Red Cross. The Red Cross Society of BiH immediately made Reverse, loan agreements, stickers and inventive numbers for all containers in all locations to be used for the needs of refugees and migrants in BiH.

International Disaster Response		
Outcome 2.1: Effective and coordinated international disaster response is ensured		
Output 2.1.1: Effective response preparedness and NS surge capacity mechanism is maintained		
Indicators:	Target	Actual
# of number of surge deployments that strengthened the NS capacity	n/a	3
Output 2.1.3: NS compliance with Principles and Rules for Humanitarian Assistance is improved		
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, Procurement and Logistics completed
# of trained staff	n/a	32
# Surveys carried out	n/a	To be implemented in the upcoming period
# feedbacks that are received and resolved	n/a	To be implemented in the upcoming period
70% of service users satisfied with feedback/complaints system	70%	To be implemented in the upcoming period
Output 2.1.4: Supply chain and fleet services meet recognized quality and accountability standards		
Indicators:	Target	Actual
# 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	n/a	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 (target TBC)	n/a	20

Number of virtual platforms and tools that have been implemented	n/a	2
Progress towards outcomes		
<p>Followed by two Movement Partners' meetings before the launch of the Emergency Appeal, and one Partners' meeting held in February 2019, two Skype Partners' Call was organized on 24 April 2019 with 13 participants.</p> <p>The IFRC ROE DP Delegate has assisted the RCS BiH in developing the concept of Mobile Teams as well as the Terms of Reference for the members. He also participated in conducting the Mobile Teams Training, which took place on 13-14 March.</p> <p>The IFRC Senior Officer from the Global Services Centre, Procurement Unit provided training for the RCSBiH Financial Manager and Logistics Officer during the reporting period and as per the results, the knowledge and skills of the RCSBiH staff were enhanced in this sector.</p> <p>Similarly, the capacities of both staff and volunteers have been increased in the areas of PGI-CEA-IM based on the training provided.</p> <p>One dashboard is implemented that is used for the Mobile Teams' report which is on the GO platform. KoBo Toolbox is used to collect data from the field related to the Mobile Teams' activities.</p>		

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 newsletters, press releases and reports.	n/a	20
Output 3.1.1: IFRC and NS are visible, trusted and effective advocates on humanitarian issues		
Indicators:	Target	Actual
Number of NS staff trained in comms	n/a	11
Output 3.1.2: IFRC produces high-quality research and evaluation that informs advocacy, resource mobilization and programming.		
Indicators:	Target	Actual
Number of evaluation reports	n/a	Not produced yet.
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		
Indicators:	Target	Actual
# of NS staff with enhanced knowledge on PMER	n/a	1
Progress towards outcomes		
<p>An Information Bulletin has been published on 21 June by the IFRC on BiH population movement.</p> <p>The IFRC Surge Communication Delegate was deployed for a 2-week mission to BiH in the period from 18 June – 1 July, both in the field in USC and in Sarajevo. Several recommendations that could improve the work and visibility of the Red Cross activity were provided based on this mission, as follows:</p> <ol style="list-style-type: none"> 1. It would be good to choose one person to deal with (only) communication in the migrant crisis. This person should spend most of the time in the field. It's important that this person is in the field because the media are there too. Also, a person in the field understands the situation better and is ready to respond more quickly. 2. Create or complement a media list to facilitate and improve communication with journalists. 3. It would be good to work on improving internal communication, especially in terms of accelerating this communication. (Faster obtaining approval for different types of content.) 		

4. Consider conducting communication education for volunteers, as well as employees, with a special focus on crisis communication.
5. Recommend to all who work on the ground to have the Red Cross logo for the visibility, but also for their own safety.

The IFRC ROE PMER Manager visited the National Society in the period from 13 to 14 June and gave a hands-on training to the RCSBiH staff member who is directly involved in reporting writing. A national level PMER training is planned to be organized as soon as suitable for all relevant staff. Several PMER on-site trainings for key National Society staff are planned to be conducted in the coming period, in accordance with the Plan of Action for Training.

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	n/a	6

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	n/a	Interim financial reports accompany the Ops Ups.

Progress towards outcomes

Technical assistance from IFRC was provided since the beginning of the implementation of the emergency appeal on operational management, community engagement and accountability, disaster preparedness, information management, protection gender and inclusion, planning, monitoring, evaluation and reporting, finance and procurement during technical staffs' mission to country.

Following the Protection, Gender and inclusion (PGI), Information Management (IM) and Community Engagement and Accountability (CEA) joint assessment, composed of IFRC and RCSBiH professionals from 4 to 12 March, a joint training in PGI, IM and CEA was held from 7 to 9 June in Bihać. This 2.5-day training, comprising introductory elements of PGI, IM and CEA, was jointly facilitated by the IFRC PGI and CEA Delegates, in country RCSBiH focal points and the ICRC. The training was attended by approximately 20 Red Cross participants from RCSBiH field branches across BiH affected by migration, including Bihać, Tuzla, Una-Sana Canton, Mostar and Bijeljina.

The joint training was organized based on recommendations from the joint IFRC/RCSBiH assessment that identified priorities across the areas of PGI, IM and CEA including:

- Increased presence and support from IFRC, at the national level and in the field, and for both the migration response and long-term organizational development support.
- Streamline/accelerate dispersion of funds from IFRC to the field – identify and address obstacles in system as a priority.
- Clear consolidation and reporting of appeal/bilateral support, impact and gaps.
- Clearer recognition at all levels that any migration response is a protection response to better position our intervention to partners, donors and other stakeholders.
- Review activities to prioritize participatory approaches and capitalize on migrants' own capacities.
- Reinvestigate options for deploying volunteers and staff from other RCSBiH branches to the affected areas.
- Contingency and scenario planning for 2019 - including pre-identification of specific needs and donors/partners/ providers.
- Harmonization of data collection and monitoring – tools, templates and processes.

Within the assessment, practical next steps have also been identified for each area individually to help deliver these recommendations and better integrate PGI, IM and CEA into the response.

Three workshops (mobile team training, CEA-IM-PGI training and operational review) were conducted for RCSBiH staff and volunteers including mobile team members. In addition to those workshops Regional PMER manager, Global Operational Procurement officer and Finance officer conducted on the job trainings with respective technical teams of RCSBiH.

C. BUDGET

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

Click here for:

- [Previous Appeals and updates](#)

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- **Dorottya Patko**, PMER Manager, dorottya.patko@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.

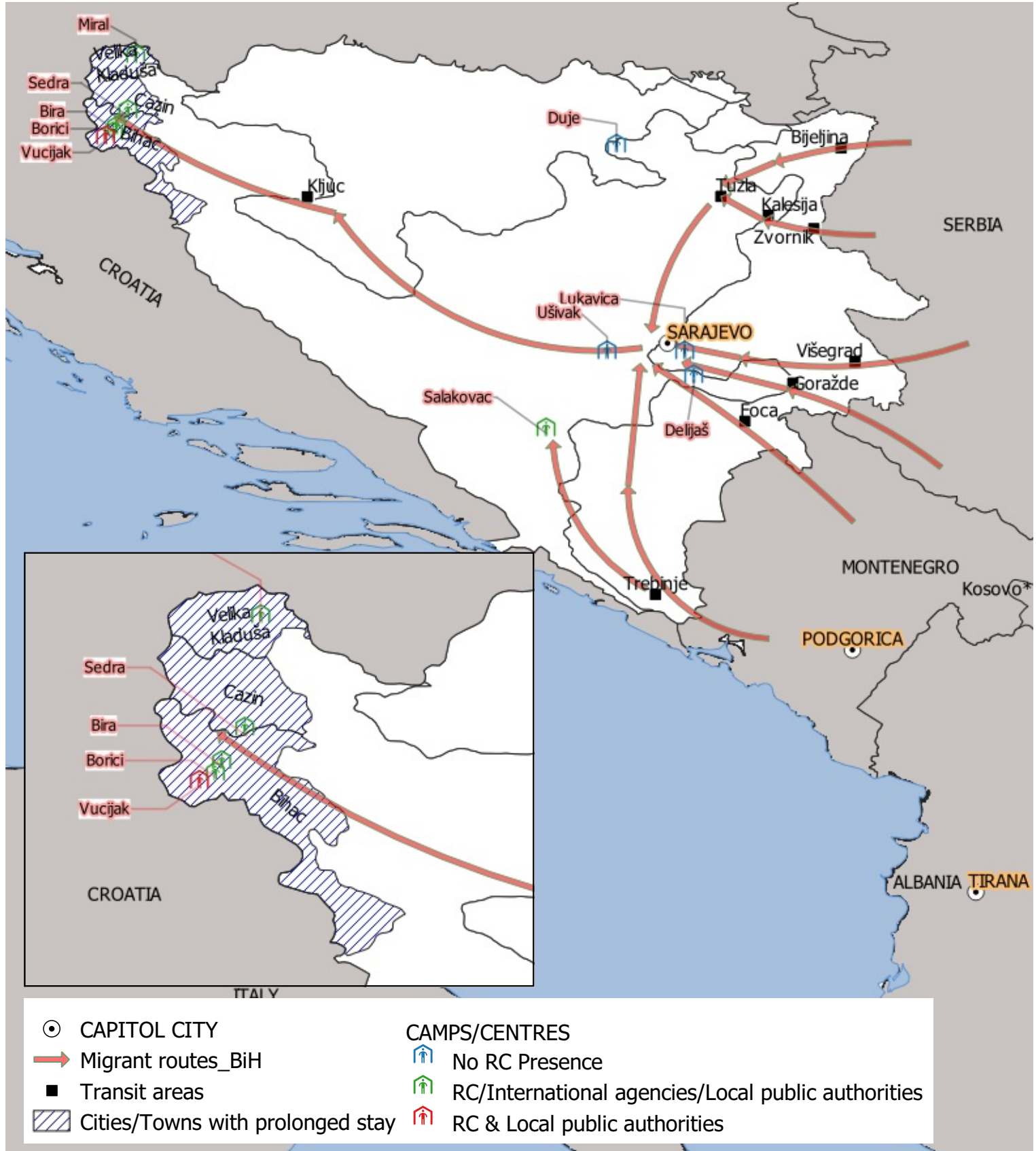


Promote **social inclusion**
and a culture of
non-violence and **peace**.



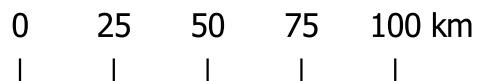
Bosnia and Herzegovina, Population Movement, Situation overview

19 July 2019 • MDRBA011 • OT-2018-000078-BIH



The maps used do not imply the expression of any opinion on the part of the International Federation of the Red Cross and Red Crescent Societies or National Societies concerning the legal status of a territory or of its authorities.

Map data sources: Natural earth shp files, Refugee Aid Serbia, Red Cross Society of Bosnia and Herzegovina



Emergency Appeal

INTERIM FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2018/12-2019/05	Operation	MDRBA011
Budget Timeframe	2018/12-2019/12	Budget	APPROVED

Prepared on 10 Jul 2019

All figures are in Swiss Francs (CHF)

MDRBA011 - Bosnia and Herzegovina - Population Movement

Operating Timeframe: 07 Dec 2018 to 08 Dec 2019; appeal launch date: 07 Dec 2018

I. Emergency Appeal Funding Requirements

Thematic Area Code	Requirements CHF
AOF1 - Disaster risk reduction	44,000
AOF2 - Shelter	117,000
AOF3 - Livelihoods and basic needs	1,848,000
AOF4 - Health	76,000
AOF5 - Water, sanitation and hygiene	243,000
AOF6 - Protection, Gender & Inclusion	0
AOF7 - Migration	19,000
SFI1 - Strengthen National Societies	446,000
SFI2 - Effective international disaster management	204,000
SFI3 - Influence others as leading strategic partners	33,000
SFI4 - Ensure a strong IFRC	282,000
Total Funding Requirements	3,312,000
Donor Response* as per 10 Jul 2019	1,111,320
Appeal Coverage	33.55%

II. IFRC Operating Budget Implementation

Thematic Area Code	Budget	Expenditure	Variance
AOF1 - Disaster risk reduction	0	43	-43
AOF2 - Shelter	55,470	0	55,470
AOF3 - Livelihoods and basic needs	331,850	251,354	80,496
AOF4 - Health	58,915	428	58,487
AOF5 - Water, sanitation and hygiene	48,375	0	48,375
AOF6 - Protection, Gender & Inclusion	0	0	0
AOF7 - Migration	32,465	6,222	26,243
SFI1 - Strengthen National Societies	225,690	39,866	185,825
SFI2 - Effective international disaster management	118,264	3,010	115,254
SFI3 - Influence others as leading strategic partners	21,355	18	21,337
SFI4 - Ensure a strong IFRC	39,938	0	39,938
Grand Total	932,322	300,941	631,381

III. Operating Movement & Closing Balance per 2019/05

Opening Balance	0
Income (includes outstanding DREF Loan per IV.)	1,061,193
Expenditure	-300,941
Closing Balance	760,252
Deferred Income	0
Funds Available	760,252

IV. DREF Loan

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

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MDRBA011 - Bosnia and Herzegovina - Population Movement

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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	131,245				131,245		
China Red Cross, Hong Kong branch	25,407				25,407		
Iraqi Red Crescent Society	2,005				2,005		
Japanese Red Cross Society	90,380				90,380		
Norwegian Red Cross	126,399				126,399		
Red Cross of Monaco	22,640				22,640		
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	280,506				280,506		
Total Contributions and Other Income	1,061,193	0	0	0	1,061,193	0	
Total Income and Deferred Income					1,061,193	0	