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Emergency Plan of Action Operations Update No.3 Bosnia and Herzegovina: Population Movement

 International Federation
of Red Cross and Red Crescent Societies

Emergency Appeal n° MDRBA011 Operations Update n° 3	GLIDE n° OT-2018-000078-BIH
Date of issue: 25 October 2019	Timeframe covered by this update: 1 July to 30 September 2019
Operation start date: 8 December 2018	Operation timeframe: 12 months Operation end date: 8 December 2019
Overall operation budget: CHF 3,311,347 (current coverage: 39 %)	DREF allocated: CHF 300,000
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, American Red Cross, British Red Cross, China Red Cross/Hong Kong branch, Iraqi Red Crescent Society, Japanese Red Cross Society, New Zealand Red Cross, Norwegian Red Cross, Red Cross of Monaco, Swedish Red Cross, The Canadian Red Cross Society, The Netherlands Red Cross	
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, IPSIA, Danish Refugee Council, Pomozi.ba, Catholic Relief Services, Save the Children, ISF Emmaus, Merhamet.	

Summary of the appeal

This Operations Update no. 3 is to report on the implementation progress of activities from 1 July to 30 September 2019 as well as changing needs on the ground. Operation Update no. 1 reported on the implementation progress of activities covering 8 December 2018 to 10 March 2019 and Operation Update no. 2 covered progress activities from 11 March to 30 June.

This Operations Update provides an up-to-date description of the migration situation in Bosnia and Herzegovina, an overview of the RCSBiH and other actors on the ground as well as on the current response to the migrants' needs. It also gives details on the action, which focuses on the following areas of focus and strategies of implementation: **Shelter (Household items); 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 response reflects the current situation and information of the evolving operation and will be adjusted based on further developments and more detailed assessments in the following period.

Emergency Appeal was published in 8 December 2018 to reflect the situation as seen at that period, focusing on providing assistance to the migrants accommodated in the centres and migrants on move, as well as the host communities in Bosnia and Herzegovina, 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).

Summary of major revisions made to emergency plan of action:

Additional indicators and updates to existing indicators have been added to the detailed operational plan logframe as footnotes, to reflect data collection practices in the field and to reflect the projected outcomes by the end of the operation. These changes in indicators are suggested for consideration during the upcoming Emergency Appeal Revision.

reached 3,500 in Una Sana Canton. Tuzla has also seen a large increase of arrivals over the last 3 months with most of the people being in transit and finding shelter in public spaces across town.

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

Category/TRC	BIRA	BORICI	SEDRA	MIRAL	USIVAK
Total Number	1,445	276	273	574	655
Children	-	41%	41%		11%
Unaccompanied Minors	11%	2%	1%	2%	4%
Single Man	80%	3%	4%	98%	73%
Adults with Families	9%	48%	51%	-	12%
Single Women	-	6%	3%	-	-

Source: [IOM BiH, Site profiles August 2019](#)

Summary of current response

Overview of Host National Society

The RCSBiH, through its field and regional branches in Bihac, Mostar, Una Sana Canton, Kljuc, Tuzla, Kalesija, Kladanj and Bijeljina continues to be engaged in emergency response operations using available resources to meet the continuously changing needs on the ground. To date, 155 RCSBiH staff and volunteers, including mobile teams, are engaged in the overall response operations. Considering that the highest concentration of migrants and number of transit centres rest in Una-Sana Canton and Bihac respectively, 65 staff/volunteers of RC Bihac and 34 volunteers of RC US Canton are directly involved in migrant crisis response on a daily basis. The situation remained the same if not worse in Una-Sana Canton as the heaviest workload remained on the RC organization of City of Bihac and RC of Una-Sana Canton which have been working with very limited resources, both human and material, stretched to the limit. The situation with the creation of Vučjak location worsened, as due to high needs and focus on Vučjak, Bihac RC Mobile Team (MT) was not able to cover other areas where migrants are present (outside TRC Bira and Borici). There is an immediate need for additional MT capacities in Bihac.

Red Cross continues to do preparation and distribution of food in four Temporary Reception Centres (Bira, Borici, Miral and Sedra) with financial support of European Commission through IOM, and Red Cross teams in the field continue regularly distributing shelter materials and household items (tents, blankets, beds, mattresses, heating fans, clothing and shoes), Meals Ready to Eat (MREs) /dry food lunch packages, hygiene kits, providing first aid (FA), rendering psychosocial support (PSS) and implementing Restoring Family Links (RFL) activities.

The new RCSBiH Emergency Appeal Coordinator took over the role from the beginning of September and is working on all aspects of implementation of the Emergency Appeal and the migrant crisis support as the NS focal point.

In early September 2019, the RCSBiH SG formally requested IFRC ROE for emergency appeal extension for additional 12 months, in line with changing situation on the ground, increased arrivals and growing needs for RC assistance. In response to the request and the changing situation, a joint IFRC and RCSBiH Multi-Sectoral and Risk assessment will be carried out in October and the results of the assessment should serve for prioritization of needs and decision related to the Emergency Appeal.

Overview of Red Cross Red Crescent Movement in country

Surge Logistics Delegate from the British Red Cross was deployed in July 2019 in support of the RCSBiH with procurement processes, identifying necessary steps aligned with global IFRC logistics procedures to be followed and logistics tracking system.

IFRC Health Delegate was deployed in August 2019 also to support the RCSBiH in emergency health, identifying priority activities for engagement in terms of emergency health. The Health Delegate spent most of his mission in the field. 5-months Plan of Action was developed to scale up RCSBiH health interventions in migrant crisis.

In addition to the ICRC and IFRC, the National Society received bilateral financial and in-kind support from multiple other RC partners who have long-standing partnerships with RCSBiH and/or have been long present in the country.

These include:

- **Croatian Red Cross** donated household items (over 5,000 kg of clothes) to the Red Cross of Una-Sana Canton. Croatian Red Cross psychosocial support trainers from Asylum and Migration Department conducted a 3-day training for the Red Cross Bosnia & Herzegovina (RCSBiH) staff and volunteers. Furthermore, Croatian Red Cross Communication Delegate, as Staff on Loan, was deployed in June/July to the field to strengthen communication

capacities in the field, in particular with relation to Vučjak Camp and scaled up interest from international and national media.

- **German Red Cross** Have allocated EUR 120,000 to support mobile teams (three second-hand vehicles) and food, hygiene and household items and also containers (earmarked by their donor). GRC is also planning to deploy a Delegate for two months to oversee implementation of GRC supported activities.
- **Italian Red Cross** is supporting Health plan of action and is planning to support CBHFA trainings in Q4.
- **Swiss Red Cross**. Swiss Red Cross approved another Cash Transfer Program for the local population in host communities, to reduce tensions towards migrants for a period of two months (December 2019-January 2020). During the reporting period Swiss Red Cross supported the work of mobile teams in Tuzla and Kalesija. This project ended on 30 September but SRC is preparing to extend its support for mobile teams and other locations where RCSBiH is supporting migrants without access to basic services (migrants on the move and outside the TRCs).
- **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 Una Sana Canton and large quantities of tents, blankets, clothing items and other shelter and household items. In month of September TRC financed the levelling of the uneven ground in Vučjak location and in Velečevo which improved conditions on these sites and prevented standing water at these locations after rain.
- **The Red Crescent Society of the United Arab Emirates** remains present in the country and continues to engage with the RCSBiH in identifying areas for support.
- **Kuwait Red Crescent Society** visited Bosnia and Herzegovina and had various meetings with the Secretary General and Secretary of Entity organization of Red Cross of Federation of BiH. During these visits they have distributed food and hygiene parcels to migrants.

As part of the Emergency Appeal for Population Movement in Bosnia and Herzegovina, the Red Cross Society of Bosnia and Herzegovina and IFRC Regional Office for Europe, organized a partnership meeting in Bosnia and Herzegovina from 3 to 6 September 2019.

One of the key observations from the meeting was a mutual agreement that the situation has changed significantly since the launch of EA, with a dramatic increase in the number of migrants in Bosnia and Herzegovina and opening of Vučjak location where local RC is the only humanitarian organization providing support to people located there (besides ad-hoc support from some NGOs).

The Partnership Meeting participants visited the temporary reception centres of Sedra and Bira, as well as the location of Vučjak. The event facilitated an opportunity for the RCSBiH structures to discuss with various partners the situation in BiH and the contribution of the Red Cross in responding to the migrant crisis, discuss the latest needs for strengthening the capacity of the NS in the current situation and agreed on the next urgent steps to be taken.

Overview of non-RCRC actors in country

The International Organization for Migration (IOM) within the EU funded project 'EU Support to Migration and Border Management in BiH' IOM and the Federation of Bosnia and Herzegovina Red Cross have signed an agreement for food provision to refugees and asylum seekers in four existing TRCs in Una Sana Canton and in the Refugee Centre Salakovac.

EU/IOM will fund the staff of the Red Cross of the City of Mostar, as well as the provision, preparation and delivery of food. Within this Agreement, more than BAM 42,500 will be used to provide three meals per day for 115 refugees and asylum seekers currently situated in the Refugee Centre Salakovac.

Danish Refugee Council

DRC through funding from ECHO has expressed interest to support the Red Cross Mobile Teams by strengthening their first aid services to migrants on the route and to provide protection and referral services.

Local Authorities and other actors

Bosnia and Herzegovina's (BiH's) Border Police Director held a session of Professional Collegium on 2 September, attended by the heads of the basic organizational units of Bosnian Border Police, along with Deputy Director, Assistant Director for Organization and Operations. During the meeting, interlocutors focused specifically on the problems with the complex situation with illegal migration in BiH. It was pointed out that organizational units in the east of BiH were especially burdened in the previous period when it came to attempts of illegal entry into BiH, and that in September and October 2019 an increased number of migrants in the area could be expected.

Coordination mechanisms

Besides regular monthly Inter-Agency Coordination meetings, the UNHCR initiated coordination meetings for all actors engaged or planning to engage in refugee and migrant protection outreach activities outside Una-Sana Canton.

RCSBiH is active member of this mechanism. Meetings are being held on bi-weekly basis at the early stages and if the situation changes, the frequency of meetings will be adjusted to meet the needs. The aim of the outreach coordination meeting was to share information on every organizations' activities and start discussions on coordination and referral mechanisms.

Needs analysis and scenario planning

Training and Technical Assessments

Croatian Red Cross provided psychosocial trainers from the Asylum and Migration Department, who conducted a 3-day training for RCSBiH staff and volunteers. The training that lasted from 16 to 18 July 2019 was part of the „Neighbours Help First“ program and was conducted with the support of IFRC. In addition, the trainers spent one day (15 July) in the field to get familiar with the roles and responsibilities of RCSBiH and to assess psychosocial support programs and activities in working with migrants, including resources and capacities of RCSBiH staff and volunteers.

The IFRC Health delegate completed his one-month mission August/September and has prepared recommendations and action plan for improvements in health sector:

- Broadening the scope of the Mobile Teams (MT) and strengthening the FA component of MTs
- Introducing rotation for MT (from other branches where the “migrant load” is less)
- Coordination of MT
- Introducing new MT teams
- Preparation for MT related to coming winter
- Advocacy with authorities for inadequate conditions in Vučjak Camp
- Considering pulling out from the camp management in case there is no support from authorities.



Image 2 - Presentation of work during PSS training.
Photo: RCSBiH

B. OPERATIONAL STRATEGY

Proposed strategy

Key achievements

Federation of Bosnia and Herzegovina / Una-Sana canton

Bihac

Food: Red Cross Bihac continues to provide support to migrants in TRCs **Bira** and **Borici** by preparing and distributing food that is financed by European Commission through IOM. RC staff is working seven days a week preparing three meals and snacks for migrants residing in these two centres. In Bira food is prepared at the site, while food for TRC Borici is prepared in the RC kitchen and delivered to the site by RC staff.

Bihac - Vučjak

After mass arrivals to Bihac in June 2019, many migrants were seen in the city area and in front of the TRC Bira. They could not be admitted to TRC Bira as its capacity was full. Many of them put up the tents and started organising life in open public place or vacating abandoned houses. Local population protested and police reacted by picking up all the migrants outside of TRCs and placing them to a newly set location in Vučjak, provided by the Mayor of Bihac. It is a former dump site and contaminated by landmines. Due to these circumstances, the EU has been strongly against this location and appealing to the local authorities to provide alternative location, which still has not happened. The international media is reporting about the terrible and inhumane conditions, so several visits by the European officials and MPs have been noted.

With the arrival of autumn and expected drop in temperature, multiplied by extremely poor living conditions, it is clear that Vučjak location cannot remain open for long as the conditions will become unbearable for its residents to survive cold temperatures, including excessive rain and snow as the most dangerous challenge among all others. Active engagement in advocacy for safe relocation of migrants from Vučjak is ongoing.

Food: Food parcels are provided by RC Bihac Mobile Team. There might be additional support from the German RC that will include food parcels provision. Migrants themselves have set up small shops and fast food corners, getting the groceries from the city, and selling food and drinks. The two meals provided per day are not sufficient, and do not meet the minimum standard of 2,200 calories per day. RC has been unable to raise sufficient funds to increase the number nor quality of meals served and meet minimum standards.

Shelter: There are around 800 migrants currently situated in Vučjak, all male. RC Bihac with partners' support managed to set up several tents and to provide around 150 beds and 200 mattresses. The site is completely unprepared for winter and as it is, it could lead into serious consequences for migrants if they remain during winter. Number of tents is far from sufficient and after 3 months of exposure to high temperatures and rain, most of the tents are worn out, leaking and accommodation space is scarce whereby in a 16m² tent around 20-25 people sleep.

WASH: There are only eight (8) toilets (currently not in use) for 800 men, whereas the minimum humanitarian standard requires at least 40 latrine seats and 16 showers. Installed showers are all outdoors. There is no electricity at the site. Drinking water is provided by the local water company in tanks, while technical water for showering and cleaning is provided by the local firefighters. Delivery interval is infrequent so there have been occasions when water has run out.

Health: Since 27 September, migrants staying at Vučjak have no access to any health assistance as the group of international volunteers, not registered with the authorities, who were running the first aid tent, were asked to leave the locality by the Office for Foreigners Affairs. MSF stepped in and started to negotiate an agreement with the USC Ministry of Health to provide emergency health to migrants in need. MSF made the decision not to enter the camp as it would be seen as sign of permanency and would delay the decision to close the camp which is seen as inadequate place for anybody to live in with upcoming winter temperatures. Once the agreement with MoH is signed, MSF medical team, already in country, will deploy immediately and ensure health services are provided in a village nearby (up to 3 km distance) in a government building previously used for ambulance service. Transport for sick people between Vučjak location and this place is also being negotiated.

Security: Police patrol is present in front of the site 24/7. Conflicts among migrants are not taking place frequently but during the month of September there was an incident when a fight broke out between migrants with lethal consequences, one migrant died and two severely wounded. After the incident the situation remained relatively stable. As the incident took place during the night, no RC personnel were present in the camp.

RC Bihac Mobile Team (MT) is stationed at Vučjak, supported by other RC Bihac volunteers - in total five volunteers have been supporting an average 800 migrants per day with food and NFI distribution including maintenance of shelter. Volunteers are at the site every day and have reached their limits. There is a strong need for additional personnel to be able to release the exhausted volunteers and ensure all needs are covered. Additional personnel is also needed to set up a rotation of team members to avoid burnout. MT is providing migrants with food parcels, basic hygiene items,

household items, first aid, PSS, and mine awareness information of the area. Most of all, it is necessary to engage in advocacy to support the relocation of this location as the working conditions are becoming extremely difficult, let alone living conditions for the residents of camp. Since the actualisation of Vučjak location, according to RC Bihac, over 12,000 migrants have passed through it. There are consistent huge rotations of people/migrants in the location on a daily basis whereby the numbers vary from day to day from 300 to 800 people, as most of them are trying to cross into Croatia before the winter arrives and police keeps collecting new migrants across Bihac town and dropping them to Vučjak. Also, many of those who are not successful in crossing into Croatia return soon.

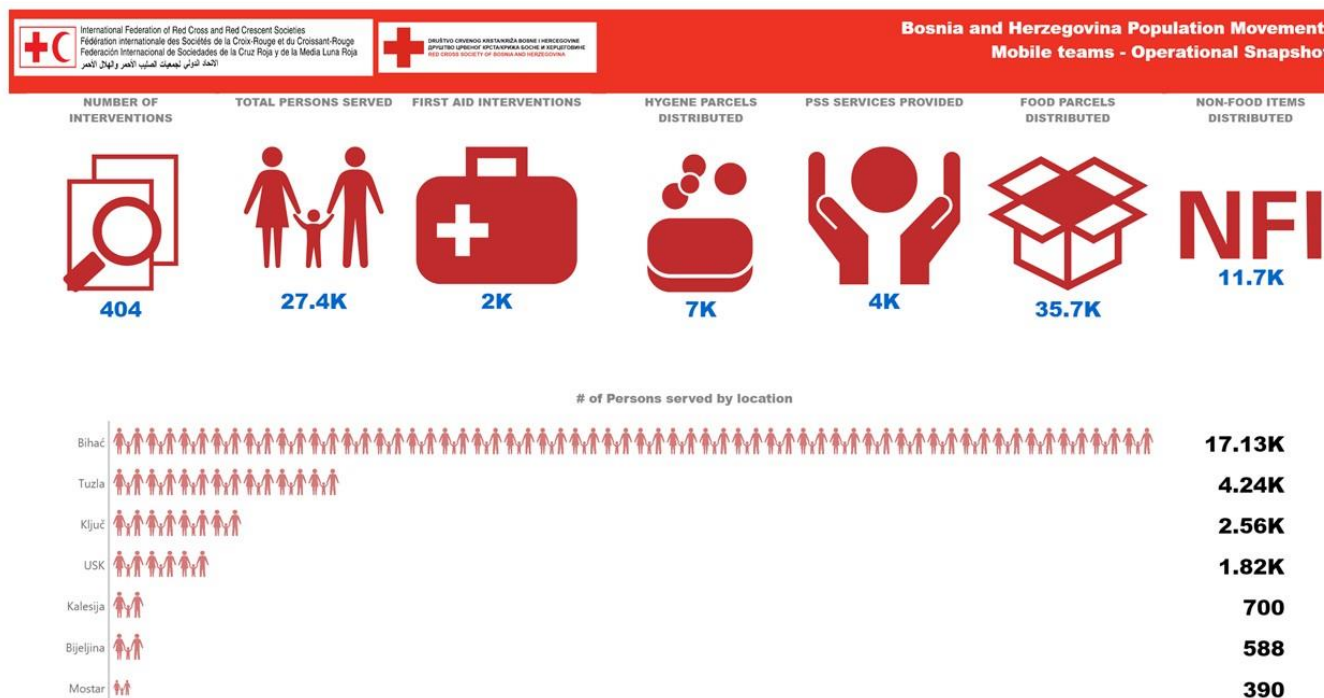
Velika Kladuša and Cazin

Food: Same as in the case of Bihac, the Red Cross of Una-Sana canton is providing support to migrants in TRCs Miral and Sedra that are situated in Velika Kladuša and Cazin, respectively, by preparing and distributing food that is financed by European Commission through IOM. RC staff is working seven days a week preparing three meals and snacks for migrants residing in these two centres. In Miral and Sedra food is prepared at the site.

Health: In camp Sedra RC of Una-Sana canton have set up one first aid container donated by German Red Cross that is used to provide First Aid in addition to health services provided by DRC. The RC FA team also provides regular general medical check-ups for children attending local schools.

Mobile teams

Graph 1 - Overview of persons assisted by MTs during the reporting period



Ključ MT

Buses and trains arriving from Sarajevo are stopped and checked in Velečevo by the police. Migrants without proper papers, registration form from the Office for Foreigners, are taken off the bus, and the police does not allow new arrivals into Bihac area as the reception capacities in IOM run centres, approved by the government, are full (note: USC capacities are 3,500 migrants). Migrants stay temporarily at Velečevo police check point, sleeping in open space on the side of the road or if allowed, in a private garage given provided by an owner. By walking for many days in rainy weather or tough winter conditions, migrants get very exhausted and are in desperate need of food, water, medical services and basic hygienic items. Many do not have money to enable them to buy groceries in local shops. Many migrants are also spending more than one day on this location, preparing themselves for long walks in direction of Croatian border and also for “push backs” when unsuccessful in crossing the border. There are often children and women among the migrants. RC Ključ MT provided migrants in Velečevo with **food and hygiene parcels, household items** such as sleeping bags, blankets and raincoats, **First Aid, PSS** and information on mine fields in BiH. RC Ključ coordinates its response with the Centre for Social Work in Ključ, Danish Refugee Council and the IOM regarding transfer of vulnerable groups to existing TRC if space is available. After approval of the cantonal Head of Police, vulnerable groups are taken over by the DRC/IOM and taken care of in one of the TRCs. In total, since the beginning of the year, RC Ključ Mobile Team assisted over 7,500 persons.

Bihac MT

Bihac mobile team is occupied and fully engaged in activities at Vučjak location and therefore is not able to cover the huge needs of unassisted migrants squatting across and outside the town. There is immediate need for additional resources/engagement of additional mobile teams in order to resume mobile team's coverage area outside the Vučjak location.

Una Sana Canton MT

In addition to influx of migrants in Bihac, Velika Kladusa and Ključ, daily arrival by train from Sarajevo and Tuzla brings an average 150 new migrants on daily basis, who are taken off the train by police in a place called Bos. Otoka from where they continue on foot towards Bihac (approx. 35 km). Una – Sana Canton Mobile team is covering rest of municipalities in USC without Mobile Teams, including this location. MTs cover the needs of these migrants by provision of **food parcels, hygiene packages, First Aid and psychosocial services, household items**. Una-Sana Cantonal Mobile team covers large distances daily due to the fact that migrant groups have been reported in different municipalities in the canton. Only in the current reporting period, USC MT covered over 7,000 kilometres. MT USC was also providing support to RC Bihac in distribution of food and other humanitarian aid, especially at the beginning of operations at Vučjak.

Bijeljina MT

Mobile Team Bijeljina is covering the eastern part of Bosnia and Hercegovina, at entry points into the country. Usual locations are the city of Bijeljina, Municipality of Ugljevik, Zvornik, Milići. The team is responding to the needs of migrants by provision of **food parcels, hygiene packages, First Aid and psychosocial services, household items**. This team is also covering many miles to reach migrants on the move in their area of responsibility. Very often the team is called by local police or border police when they run into bigger groups of migrants or when they come to the office of Service of Foreign Affairs (SFA).

Mostar MT

Mostar mobile team is covering southern part of Bosnia and Herzegovina and is providing support to migrants on the move who are usually entering country through Montenegro and are moving towards either TRC Salakovac or to Sarajevo through Mostar. The team is responding to the needs of these migrants by provision of **food parcels, hygiene packages, First Aid and psychosocial services, household items**.

Tuzla MT

Recently, an increased number of migrants have been noted in Tuzla City. Migrants are gathering at two locations: around SFA Field office Tuzla and in the area of the bus station. They are sleeping rough in the nearby parks, usually staying just overnight, but for unknown reasons some prolong their stay. An informal group of local volunteers assist migrants in their needs. Food was provided by the ISF Emmaus and humanitarian organisation Merhamet in form of food parcels, hot meals, water and juice, distributed at the spot. Citizens are also donating food, clothes and shoes, sometimes money for a bus ticket.

Swiss Red Cross supported work of RC Tuzla MT during the period of June-September 2019. Following structure and set up of other mobile teams, MT Tuzla also covered needs of over 4,000 migrants by provision of **food parcels, hygiene packages, First Aid and psychosocial services, household items**.

Kalesija MT

Since the last year, when the migrant route changed its direction through BiH, RC Kalesija has started responding to the migrant crisis. For more than a year, RC Kalesija volunteers served around 550 migrants coming either from Bijeljina and Banja Koviljača (Serbia). In cooperation with the local authorities, RC Kalesija has a room in an isolated and abandoned building nearby the train station. The room is about 30 m², with tables and chairs, and a toilet. In cooperation with the Police, RC Kalesija is assisting migrants during registration process. RC is also providing food parcels, transportation to Tuzla (to the office for foreign affairs field office for registration purposes) and household items such as clothes and shoes.

Same as in Tuzla, Swiss RC supported RC Kalesija during the period June-September 2019. Following structure and set up of other mobile teams, MT Kalesija also covered needs of migrants by provision of **food parcels, Hygiene packages, First aid and psychosocial services, household items**.



Image 3 - Families with small children, taken off the bus are assisted by the Red Cross Mobile Team on the spot at the side of the road. Photo credit: Sanela Lepirica, RC Ključ




Image 4 - Very often people taken off the buses are forced to spend the night on the side of the road Photo Credit: Freya Carr, British RC

Kladanj

Since the beginning of the migrant crisis in BiH, over 3,200 migrants passed through the municipality of Kladanj. They are coming from the direction of Vlasenica and Šekovići in Republika Srpska (RS). As the Municipality of Kladanj is an economically underdeveloped municipality with low budget and devastation of pre-war economy, the response was organised with symbolic funds from the Municipality itself, and mainly through donations of citizens, who are also in need. This team was financially supported by Swiss Red Cross throughout the month of August.

RC Kladanj volunteers distributed **food** and **household items** (clothes, shoes) and provided First Aid Services to 435 migrants on the move.

C. DETAILED OPERATIONAL PLAN

 Shelter People reached: 4,250 ² Male: 85% Female: 15%		
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	N/A
Output 1.1: Shelter and settlements and basic household items assistance is provided to the affected families.		
Indicators³:	Target	Actual
# of people provided with safe, adequate shelter and settlement assistance	3,000	4,250 ⁴
Progress towards outcomes		
The figures in the table below show household items distributed by Red Cross branches in TRCs and household items distributed by mobile teams in the locations where they operate .		
Table 2 - Number of distributed items in the reporting period in Temporary reception centres		
Household items		
TRC Borići	1,294 T-Shirts; 633 Shirts; 349 Hoodies; 931 Underwear; 286 Jackets; 1,328 Pants; 547 Dresses; 975 Shoes; 232 Socks; 76 Blankets	Distributed clothing are donations from Basel Hilft Mit Bahm, MAM Beyond Borders, the Foreign Ministries of the Slovak Republic and Slovenia and the Turkish Red Crescent
TRC Salakovac	108 pcs of clothes; 59 pairs of shoes; 25 sleeping bags	
TRC Miral	900 Blankets	

² Number of people reached since the beginning of the operation. Due to operational circumstances (no registration) people reached data cannot be accurately recorded. Estimation based on occupancy, turnover and items distributed.

³ Based on the operational context, projections and data collection practices, the following indicator is suggested to be introduced during the upcoming Revision:

of household items distributed to affected people / Target: 52,000 / Actual: 47,300

(Actual number pertains to items distributed by mobile teams distributed in period from 10 March 2019 and cumulative number of household items distributed in TRCs since beginning of the operation).

⁴ Number of people reached since the beginning of the operation. Due to operational circumstances (no registration) people reached data cannot be accurately recorded. Estimation based on occupancy, turnover and items distributed.



Image 5 – Sorting, warehousing and distribution of NFIs

Table 3 - Number of distributed items in the reporting period by **Mobile teams**

Household Items	
MT BIHAĆ (Teams stationed in Vučjak)	3,082 household items distributed: 80 pairs of shoes; 1110 pcs of clothes; 1281 blankets; 11 sleeping bags; 600 pcs of underwear
MT BIJELJINA	32 household items distributed: 32 sleeping bags
MT KALESIJA	108 household items distributed; 4 pcs of clothes; 17 pairs of socks; 47 blankets; 40 raincoats
MT KLJUČ	2,831 household items distributed: 173 pairs of shoes; 81 pcs of clothes; 898 pairs of socks; 87 blankets; 128 sleeping bags; 392 pcs of underwear; 43 raincoats
MT MOSTAR	313 household items distributed: 67 pairs of shoes; 72 pairs of clothes; 55 pcs of blankets; 33 Sleeping bags; 86 pcs of underwear
MT TUZLA	5,013 household items distributed: 119 pcs of shoes; 1,516 pcs of clothes; 1,084 pairs of socks; 19 blankets; 49 sleeping bags; 1,929 pcs of underwear; 297 raincoats
MT UNA-SANA CANTON	344 household items distributed: 56 pairs of shoes; 228 pcs of clothes; 60 pairs of socks



Image 6 – Mobile Teams providing support to migrants on the move

Challenges

- Conditions on Vučjak location are unfit for inhabitation and with approaching winter conditions are expected to further deteriorate.
- Volunteers retention working in Vučjak camp - due to high level of stress/trauma and burn out due to lack of rest days, insufficient number of volunteers



Livelihoods and basic needs

People reached: 16,500⁵
 Male: 80%
 Female: 20%

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

Indicators:	Target	Actual
Output 1.1: Basic needs assistance for livelihoods security including food is provided to the most affected communities		
Indicators ⁶ :	Target	Actual
# of people reached with food assistance	6,000	16,500 ⁷

Progress towards outcomes

As stated in overview section, IOM has signed a contract to provide funds for food preparation and cover for RC staff costs in Salakovac centre. Food distribution activities have continued as in previous reporting period in the other centres.

Table 4 - Number of distributed food items in the reporting period in Temporary reception centres


 FOOD		
TRC Bira	249,075 Meals	Food is prepared and distributed by Red Cross and Financed by EC trough IOM. Three meals (breakfast, lunch and dinner)
TRC Borici	65,703 Meals	
TRC Miral	69,817 Meals	
TRC Sedra	48,922 Meals	
TRC Salakovac	35,501 Meals	



Image 7 – Food preparation, transport and distribution in TRCs

⁵ Due to operational circumstances (no registration) people reached data cannot be accurately recorded. Estimation based on occupancy, turnover and items distributed.

⁶ Based on the operational context, projections and data collection practices, the following indicator is suggested to be introduced during the upcoming Revision:

of meals provided to affected people / Target: 350,000 / Actual: 293,000

⁷ Due to operational circumstances (no registration) people reached data cannot be accurately recorded. Estimation based on occupancy, turnover and items distributed.

Table 5 - Number of distributed food items in the reporting period by Mobile teams


		
MT BIHAĆ	128,000 Meals	Teams stationed in Vučjak. Food distributed by RC and financed through RC's own resources. One hot and one dry meal/day.
MT BIJELJINA	588 Food Parcels	
MT KALESIJA	705 Food Parcels	
MT KLJUČ	2,478 Food Parcels	
MT MOSTAR	306 Food Parcels	
MT TUZLA	4,148 Food Parcels	
MT UNA-SANA CANTON	1,577 Food Parcels	



Image 8 – Food preparation and distribution at Vučjak location by Bihac MT

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

Indicators:	Target	Actual
# of targeted households that have enough cash to meet their survival threshold	1,500 ⁸	To be implemented in the Q4

Progress towards outcomes

Due to the challenging environment and drastic developments on the ground, especially in Una-Sana Canton the NS focus has been on emergency interventions. With limited staff on the ground the NS has not been in a position to prioritize the cash program earlier. Regional Cash coordinator will arrive to BiH at the end of October to assist with preparation and realization of Cash distribution to affected local communities.

Challenges

- Changing situation on the ground, creation of Vučjak camp and huge number of people accommodated in Vučjak in need of emergency assistance.
- Insufficient number of volunteers and staff to be allocated from emergency migrant assistance to work on cash program as during the reporting period situation has been very critical in terms of migrant crisis in Una Sana Canton and Bihac – numbers of migrants in need of assistance overexcited any expectation and capacities of local RC

⁸ Based on the operational context and projections the target is suggested to be modified to 200 HHs during the upcoming Revision.



Health

People reached: 6,880

Male:85%

Female: 15 %

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

Indicators:	Target	Actual
# of people reached by NS with services to reduce relevant health risk factors	2,600	2,000

Output 1.1: Target population is provided with rapid medical management of injuries and diseases

Indicators:	Target	Actual
# of people trained by NS in first aid	50 ⁹	To be implemented in Q4
# of people reached by First Aid services	2,600	2,000


Output 1.2: Psychosocial support is provided to the target population

Indicators:	Target	Actual
# of people reached with psychosocial support activities	2,600 ¹⁰	5,880
# of NS volunteers and staff trained in psychosocial support	n/a	15

Progress towards outcomes

As mentioned above IFRC Health delegate was deployed to Bosnia and have performed Health assessment that resulted in recommendations and plan of action in Health sector (available upon request). Mobile teams continued to provide FA services on case by case basis during their interventions.

Table 6 - Number of FA services provided in the reporting period by location

 HEALTH			
MT BIHAĆ	100 First Aid services	137 PSS Services	Teams stationed in Vučjak. Numbers of services provided in above section
MT BIJELJINA	46 First Aid services	34 PSS Services	
MT KALESIJA	114 First Aid services	106 PSS Services	
MT KLJUČ	46 First Aid services	879 PSS Services	
MT MOSTAR	74 First Aid services	51 PSS Services	
MT TUZLA	1,164 First Aid services	1,363 PSS Services	
MT UNA-SANA CANTON	20 First Aid services	1,878 PSS Services	

⁹ Based on the operational context and projections the target is suggested to be modified to 30 people during the upcoming Revision.

¹⁰ Based on the operational context and projections the target is suggested to be modified to 8,000 people during the upcoming Revision.



Image 9 – Mobile teams providing FA and PSS services

Challenges

- Ever growing number of people in need for assistance (i.e. new arrivals, push backs)
- Limited number of trained NS staff, lack of transportation means to be used for MT activities
- Limited quantities of relief/FA materials available for use/distribution by MTs on the ground
- Insufficient financial or in-kind support to cover increased need for FA services in Vučjak
- Insufficient experienced medical staff to relieve current staff and ensure rotation in shifts
- Insufficient supply of water for hygiene purposes and extremely poor sanitation conditions posing huge health risks
- Many cases of scabies (i.e. 70% of residents of Vučjak), some cases of hepatitis and tuberculosis identified at Vučjak location
- No permanent first aid presence at Vučjak location while need is evident

Water, sanitation and hygiene



People reached: 11,400
 Male: 80%
 Female: 20%

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

Indicators:	Target	Actual
# of people reached with key messages to promote personal and community hygiene	3,000	To be implemented in Q4 (among migrant population)

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	N/A
# of volunteers involved in hygiene promotion activities (target TBC)	n/a	N/A

Output 1.2: Hygiene-related goods which meet Sphere standards and training on how to use those goods is provided to the target population

Indicators:	Target	Actual
# of sets of essential hygiene items distributed	1,900 ¹¹	11,400

Progress towards outcomes

¹¹ Based on the operational context and projections the target is suggested to be modified to 17,000 people during the upcoming Revision.

Hygiene items distribution:

Following the recommendations of the IFRC Health delegate RCSBiH has started designing a brochure with the basic First aid steps, Health & Hygiene procedures, such as hand washing, prevention of scabies, etc. It will be translated in 5 different languages (Urdu, Farsi, Arabic, Pashtu and English). The brochures will be delivered to all Red Cross mobile teams and will be used during MT humanitarian and health assistance.

Table 7 - Number of distributed hygiene items in the reporting period by location**Temporary reception centres****HYGENE**

PPC Borići	125 hygiene parcels	41 boxes of diapers	hygiene items donated by IPSIA
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Mobile teams**WASH**

MT BIHAĆ	Installed showers and toilets (Container donation of German RC)	Drinking water and technical water delivered by local Water plant & Fire brigade respectively
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**HYGENE**

MT BIHAĆ	Hygiene parcels
MT BIJELJINA	588 Hygiene parcels
MT KALESIJA	424 Hygiene parcels
MT KLJUČ	776 Hygiene parcels
MT MOSTAR	326 Hygiene parcels
MT TUZLA	1,089 Hygiene parcels
MT UNA-SANA CANTON	1,761 Hygiene parcels

Challenges

Number of trained volunteers.

Extremely poor sanitation conditions in Vučjak where only 8 toilet seats have been installed for an average 700 people at site and most of time even those are unusable (clogged). Hygiene conditions there are below any standards.



Migration

People reached: 1,670

Male: 80%

Female: 20%

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

Indicators:	Target	Actual
# of people reached with services for migration assistance and protection	2,600	4,670 ¹²

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

Indicators:	Target	Actual
# of people reached with services for migration assistance and protection	2,600	4,670 ¹³
# of NS staff and volunteers trained on and protection	n/a ¹⁴	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	1,650

Progress towards outcomes

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

Table 6 - Number of RFL services in the reporting period by location

Temporary centres



PROTECTION

TRC Bira	17 team visits	Services provided at listed locations are: direct conversation with 726 migrants – Psychosocial support, info sharing and promotion of RFL and trace the face web site. 45 interventions with internet cards (communication with families in country of origin). 35 services of phone charging.
TRC Borici	20team visits	
TRC Miral	4 team visits	
TRC Sedra	17 team visits	
Velečevo location	4 team visits	
Vučjak location	15 team visits	

Challenges

Number of trained volunteers.
Lack of financial means.

¹² RC Volunteers have been providing protection assistance to at least 30-35 migrants on daily basis since the establishment of Vučjak Camp

¹³ An average of 30-35 migrants have been provided with migration and protection assistance in Vučjak – considering that average population in the camp was 700 per day.

¹⁴ Based on the operational context and projections the target is suggested to be modified to 30 people during the upcoming Revision.

Strengthen National Society		
Outcome 1.1: National Society capacity building and organizational development objectives are facilitated to ensure that National Societies have the necessary legal, ethical and financial foundations, systems and structures, competences and capacities to plan and perform		
Indicators:	Target	Actual
# of volunteers engaged in implementation	80	155
Output 1.1.4: National Societies have effective and motivated volunteers who are protected		
Indicators:	Target	Actual
# of volunteers insured	80 ¹⁵	100 ¹⁶
# of PS sessions held for volunteers (target TBC)	n/a	N/A
# of volunteers reached with PSS	n/a	Training to be held in Q4
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 ¹⁷	3
# of Mobile teams established	5	7
# of NS staff participating in Emergency Needs Assessment training	n/a	N/A
# of NS volunteers trained (mobile team members)	30	32
# of interventions of the mobile teams	n/a ¹⁸	658
Progress towards outcomes		
<p>Three vehicles were purchased and distributed to three mobile teams (Bijeljina, Mostar and Una-Sana Canton). At the end of month of September tender was initiated to purchase equipment for MTs (flashlights, cell phones, power banks).</p> <p>Due to a very tense setting in which volunteers work and especially those in Vučjak location, it is necessary to provide PSS services to those volunteers to cope with the stressful situations they encounter every day.</p>		

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	5
Output 2.1.3: NS compliance with Principles and Rules for Humanitarian Assistance is improved		
Indicators:	Target	Actual

¹⁵ Based on the operational context and projections the target is suggested to be modified to 155 people during the upcoming Revision.

¹⁶ Volunteers is currently under renewal as the old policy was expiring at the end of August.

¹⁷ Based on the operational context and projections the target is suggested to be modified to 3 vehicles during the upcoming Revision.

¹⁸ Based on the operational context and projections the target is suggested to be modified to 700 during the upcoming Revision.

70% of target population satisfied with level of consultation, information and involvement in the operation	70%	N/A
70% of target population satisfied with support received	70%	To be implemented in Q4
#Trainings completed	n/a	N/A
# of trained staff	n/a	32 reached
# Surveys carried out	n/a	N/A
# feedbacks that are received and resolved	n/a	N/A
70% of service users satisfied with feedback/complaints system	70%	N/A
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	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	9
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	n/a	20
Number of virtual platforms and tools that have been implemented	n/a	2
Progress towards outcomes		
<p>Following the cash distribution, NS will conduct post-distribution monitoring.</p> <p>It is planned to have staff and volunteers trained in basic PMER and IM tools to improve reporting.</p> <p>Between the September 3 - 6 NS with support of IFRC held partnership meeting at which RC have presented Red Cross Red Crescent response and contribution to the overall migration emergency in BiH and future needs and priorities for the revision and extension of the Emergency Appeal, Population Movement in BiH.</p> <p>It is planned to have NS Staff trained and educated on principles and rules of IFRC operations in order to alleviate misunderstanding and confusion when it comes to realization and implementation of activities financed by IFRC.</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	N/A
Outcome 3.2: The programmatic reach of the National Societies and the IFRC is expanded.		
Output S3.2.1: Resource generation and related accountability models are developed and improved		
Indicators:	Target	Actual
# of NS staff with enhanced knowledge on PMER	n/a	1
Progress towards outcomes		
It is planned to have staff and volunteers trained in basic PMER and IM tools to improve reporting. Reporting tool for FA teams is under development and will be put in use in coming weeks.		

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	8
Output 4.1.3: Financial resources are safeguarded; quality financial and administrative support is provided contributing to efficient operations and ensuring effective use of assets; timely quality financial reporting to stakeholders		
Indicators:	Target	Actual
# of financial reports following the IFRC standards	n/a	See progress and progress toward outcomes below
Progress towards outcomes		
Technical assistance from IFRC ROE was provided since the beginning of the implementation of the emergency appeal on operational management, community engagement and accountability, disaster preparedness, information management, communications, protection gender and inclusion, planning, monitoring, evaluation and reporting, finance and procurement during technical staffs` mission to country. In the reporting period two delegates were deployed to support the National Society in Logistics and Health sectors, to support procurement process and to assess implementation of health activities respectively.		

D. BUDGET

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

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

Reference documents

Click here for:

- [Previous Appeals and updates](#)
- [Emergency Plan of Action \(EPoA\)](#)

In the Red Cross Society of Bosnia and Herzegovina

- **Rajko Lazić**, Secretary General, +387 33 263 925, secretary.general@rcsbh.org
- **Aleksandar Panić**, Emergency Appeal Coordinator, +387 66 728 156, aleksandar@rcsbh.org

In the IFRC Regional Office for Europe

- **Seija Tyrninoksa**, Head of Country Cluster, Central and South-Eastern Europe, +36 1 888 4515, seija.tyrninoksa@ifrc.org
- **Seval GUZELKILINC**, Disaster Management Coordinator, +36 1 888 4505, seval.guzelkilinc@ifrc.org
- **Indira Kulenovic**, Operations manager, + 36 70430 6511; indira.kulenovic@ifrc.org
- **Dorottya Patko**, PMER Manager, dorottya.patko@ifrc.org
- **Louise Daintrey**, Head of Partnerships and Resource Development a.i., louise.daintrey@ifrc.org

In IFRC Geneva

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

For In-Kind donations and Mobilization table support:

- **Igor Dmitryuk**, Team Lead, IFRC LPSCM Budapest, igor.mitryuk@ifrc.org

How we work

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

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



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



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



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

Emergency Appeal

INTERIM FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2018/12-2019/09	Operation	MDRBA011
Budget Timeframe	2018/12-2019/12	Budget	APPROVED

Prepared on 24 Okt 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 24 okt 2019	1.305.556
Appeal Coverage	39,42%

II. IFRC Operating Budget Implementation

Thematic Area Code	Budget	Expenditure	Variance
AOF1 - Disaster risk reduction	0	43	-43
AOF2 - Shelter	93.353	0	93.353
AOF3 - Livelihoods and basic needs	493.703	715.819	-222.116
AOF4 - Health	48.143	682	47.461
AOF5 - Water, sanitation and hygiene	86.884	0	86.884
AOF6 - Protection, Gender & Inclusion	0	0	0
AOF7 - Migration	39.990	13.855	26.135
SFI1 - Strengthen National Societies	304.105	68.788	235.317
SFI2 - Effective international disaster management	105.095	3.762	101.333
SFI3 - Influence others as leading strategic partners	34.135	18	34.117
SFI4 - Ensure a strong IFRC	39.938	0	39.938
Grand Total	1.245.345	802.967	442.378

III. Operating Movement & Closing Balance per 2019/09

Opening Balance	0
Income (includes outstanding DREF Loan per IV.)	1.304.611
Expenditure	-802.967
Closing Balance	501.644
Deferred Income	0
Funds Available	501.644

IV. DREF Loan

* not included in Donor Response	Loan :	300.000	Reimbursed :	300.000	Outstanding :	0
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Emergency Appeal

INTERIM FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2018/12-2019/09	Operation	MDRBA011
Budget Timeframe	2018/12-2019/12	Budget	APPROVED

Prepared on 24 Okt 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

V. Contributions by Donor and Other Income

Opening Balance							0
Income Type	Cash	InKind Goods	InKind Personnel	Other Income	TOTAL	Deferred Income	
American Red Cross	149.343				149.343		
British Red Cross	284.712				284.712		
China Red Cross, Hong Kong branch	25.407				25.407		
Croatian Red Cross			4.037		4.037		
Iraqi Red Crescent Society	2.005				2.005		
Italian Red Cross	48.825				48.825		
Japanese Red Cross Society	90.380				90.380		
New Zealand Red Cross	1.672				1.672		
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	315.923				315.923		
Total Contributions and Other Income	1.300.574	0	4.037	0	1.304.611	0	
Total Income and Deferred Income					1.304.611	0	