

# Operation Update Report Bosnia and Herzegovina: Population Movement

<b>Emergency appeal n° MDRBA011</b> <b>Operation update n° 5</b>	<b>GLIDE n° OT-2018-000078-BIH</b>
<b>Date of issue: 28 May 2020</b>	<b>Timeframe covered by this update:</b> 1 February 2020 – 30 April 2020
<b>Operation start date: 8 December 2018</b>	<b>Operation timeframe: 24 months</b> <b>Operation end date: 8 December 2020</b>
<b>Funding requirements: CHF 3,800,000</b>	<b>DREF amount initially allocated: CHF 300,000</b>
<b>Overall operation budget: CHF 3,800,000</b>	<b>Appeal coverage: 40%</b>
<b>N° of people being assisted: 35,000 migrants and 1,500 households from host community</b>	
<b>Red Cross Red Crescent Movement partners currently actively involved in the operation:</b> American Red Cross, Austrian Red Cross, British Red Cross, Bulgarian Red Cross, Canadian Red Cross, China Red Cross – Hong Kong branch, Croatian Red Cross, German Red Cross, Iraqi Red Crescent, Irish Red Cross, Italian Red Cross, Japanese Red Cross, Kuwait Red Crescent Society, New Zealand Red Cross, The Netherlands Red Cross, Norwegian Red Cross, Red Cross of Monaco, Swedish Red Cross, Swiss Red Cross, Turkish Red Crescent Society, Red Crescent Society of the United Arab Emirates, ICRC.	
<b>Other partner organizations actively involved in the operation:</b> 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, Government of Slovenia	

## Summary of the appeal

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

**This Operations Update no. 5 is to report the progress in the implementation of activities and changing needs on the ground, covering the period from 1 February 2020 – 30 April 2020.**

This document provides an up-to-date description of the migration situation in BiH, including the aggravating circumstances due to increased number of COVID-19 cases in the reporting period in the region. It also provides an overview of the RCSBiH and other actors on the ground as well as on the current response to migrants' needs, taking into consideration the activities on suppression of COVID-19 disease spreading in BiH. The document gives details on the progress of activities in 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 Strengthening the Capacities of the National Society.**

## A. SITUATION ANALYSIS

### Description of the situation

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

Since January 2018, the total number of arrivals to BiH has been 57,686 (as of 29 March 2020, according to the UNHCR data from the on-line Interagency Coordination Meeting held on 10 April 2020)<sup>1</sup>. The majority continue to arrive overland in an irregular manner (i.e. not at official border crossings) at several entry points.

There has been noticed that as the end of March 2020 there were only sporadic entries to BiH. As of 29 March, the total number of migrants/asylum seekers in official RC and NGO run accommodations in BiH was 6,557. Additional 1,884 migrants were residing in various other unofficial accommodations and squats. At the same time, USC police estimated that some 3,000 persons were accommodated in USC out of the TRCs in that canton. There were 286 observed asylum seekers in the country, 667 persons were waiting for registration of their asylum claims. There were 59 persons under subsidiary protection, and three (3) refugee status granted in 2019. There have been nine (9) applications for asylum registered in 2020.

As of April 2020, in six camps managed by IOM there were 6,229 persons. Out of that number 3,489 were in USC. In the Refugee Reception Centre Salakovac there was 71 asylum seekers among them there were 41 children below 17, and also there were 21 persons with refugee status and 1 person under subsidiary protection.

It was estimated that, by the end of April 2020, about 7,200 migrants, refugees and asylum-seekers in transit through BiH as well as in Sarajevo, Tuzla and Una-Sana Canton remained in BiH in need of a range of humanitarian and other assistance. The latter location continues to be linked to attempts to enter Croatia and the European Union.

The first COVID-19 case was confirmed Bosnia and Herzegovina on 5 March 2020. Throughout the country Civil Protection and authorities were issuing orders for all unessential services to be shut down (shops, cafes, restaurants, etc.) and imposing strict rules for those who were issued orders to be in isolation. As of 21 March, government at all levels, Federation of BiH, Republic of Srpska and Brčko District imposed curfew after 18:00 (later on 20:00), 20:00 and 21:00 hrs respectively. Ban of movement at any time was imposed for persons below 18 and above 65, with strong advice for the population to remain at their homes during the time of pandemic. As of 30 April 2020, in Bosnia and Herzegovina there were 1,539 COVID-19 cases and there were 62 death cases reported.

The still high number of migrants moving freely outside TRCs was causing serious concerns both for the security in the area, as well as serious health concerns due to no access to the health system as well as the information provided on COVID-19.

As of 25 March 2020, order was issued that there was no movement in or out of TRCs for migrants. Also local authorities in USC were in final phase of setting up new camp location Lipa (the village between Bihac and



**Images 1 & 2.** Mobile team providing assistance to migrants in Una-Sana Canton.  
Photo: RCSBiH

<sup>1</sup> Link: <https://bosniaherzegovina.un.org/en/44230-monthly-operational-updates-refugeemigrant-situation-february-2020>

Bosanski Petrovac) where all migrants who were currently outside the existing camps would reside in order to have transmission of disease contained as much as possible among migrant's population moving around. In the new camp location Lipa the first residents were received on 21 April. The total capacity of this TRC is 1,000 beds, situated in 50 tents with all the supportive infrastructure. In the reporting period there have been accommodated 500 migrants. Due to the situation with COVID-19 pandemic, there were special zones planned for isolation and for accommodation.

Based on the findings of Sarajevo Canton Government and the orders of the Federal Headquarters of Civil Protection, at the end of March 2020 the police conducted the action of finding, control and moving of migrants found on open public places and private accommodation in the area of Sarajevo Canton to the TRCs. In cooperation with the Service for Foreigners' Affairs of the BiH Ministry of Security and the IOM more than 400 migrants were moved to the TRC Blažuj. Since March 2020, the IOM had to increase the capacity of the TRC Blažuj near Sarajevo to 2,200 and they were trying to increase it further for additional 200 beds in order to provide necessary conditions for the accommodation of migrants. The capacities of both TRCs Ušivak and Blažuj then reached the top limit. The migrants moved from the streets to the TRCs have been separated from migrants who have been staying there from before.

At the beginning of April 2020, there was a problem with isolation space in TRC Miral. In other TRCs, special isolation areas have also been prepared and used for those who were registered and those who were returning from the 'game'. As of 10 April, there were 12 persons in Bira, 10 in Borići, 152 in Miral, 6 in Sedra, 109 in Blažuj and 23 in Ušivak placed in the 14-days isolation. IOM was trying to increase the capacity of isolation space, by procuring additional accommodation containers which was problematic due to overall situation in the market.

In the reporting period, there was a hot spot in Tuzla town, where many migrants returned from USC and they were sleeping in open space on the bus station (or tiny tents), including some families. Number was higher at that location but a local NGO, named Pomozi.ba was providing accommodation for the people in a hotel with 60 rooms (approx.100 beds) to use over the winter for those who were sleeping in open air. As of end of January, the IOM started providing financial support to Pomozi.ba for the hotel costs. Food, household items and other relief assistance was provided by this NGO (using their own funding, not funds from the IOM). People remaining at the bus station were getting three meals per day, fire wood etc. organized by civil society volunteers who have also opened Free-Shop where local population were donating relief items and migrants can come and select what they need (i.e. shoes, clothing, towels etc.). In addition to this, Caritas also offered mobile laundry service for the people remaining at the bus station.

The overall situation exposed people to severe protection risks and threats. The environment of the camps and the poor living conditions exacerbated the mental health of the affected people, resulting in increased form of violence and aggression. Unaccompanied minors did not receive safe accommodation and access to services. Vulnerable groups, like LGBTIQ+, were also exposed to stigma and isolation, preventing them to access services (health, RFL, etc.) or stay safe. Incidents of domestic violence, especially on women and children, were registered in the camps.

## Summary of current response

### Overview of the Host National Society – RCSBiH

The RCSBiH, through its field and regional branches in Bihać, Mostar, Una Sana Canton, Cazin, Ključ, Tuzla, Kalesija, Kladanj, Vlasenica, Ilijaš and Zvornik continued distributing regularly shelter materials and household items (tents, blankets, mattresses, clothing and shoes), Meals Ready to Eat (MREs) /dry food lunch packages, hygiene kits, rendering psychosocial support (PSS) and implementing Restoring Family Links (RFL) activities. The first aid (FA) services provision has changed in the period since the outset of the COVID-19 pandemic, and only most urgent cases were treated due to the orders for physical and social distancing.

To date, 155 RCSBiH staff and volunteers, including MTs, are engaged in the overall response operations.



Images 3 & 4. Mobile Team providing assistance to migrants in the area of Zvornik town.  
Photo: RCSBiH

Considering that the highest concentration of migrants and number of TRCs are in USC and Bihac respectively, 65 staff/volunteers of RC Bihac and 34 volunteers of RC USC are directly involved in the migrant crisis response on a daily basis. The workload continues to be still very heavy for the two Red Cross branches of Bihac and USC since majority of the TRCs, migrants and refugees continue to be in USC and resources are limited. Situation remained the same if not worse in Una-Sana Canton as the heaviest workload remained on the RC organization of City of Bihac and RC of Una-Sana Canton which have been working with very limited resources, both human and material, stretched to the limit. On 25 March 2020, the Red Cross of USC was setting up the quarantine tents in TRC "Miral" in Velika Kladuša. Camp is operated by IOM. On 17 and 18 April 2020, the Mobile Team of USC Red Cross distributed 1720 food and hygiene parcels, donated by DRC and purchased through the Red Cross of the Federation of BiH, to migrants staying outside the TRCs in the area of Bihac municipality and would be moved to the TRC Lipa. Due to the situation with the creation of new location Lipa (officially opened on 21 April 2020) Bihac RC Mobile Team (MT) was in charge to assist in setting up tents and was not able to cover other areas where migrants were present (outside TRC Bira and Borići).

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

On 27 March 2020, IFRC Operations Manager of Emergency Operations in Bosnia and Herzegovina arrived to BiH to provide support to the RCSBiH in the field related to the activities on population movement and COVID-19 initially for three months.

The RCSBiH Emergency Appeal Coordinator was contracted through local RC branch to work on implementation of the Emergency Appeal as the NS operational focal point.

In order to reduce tensions in Bihac and Velika Kladuša in USC, which are the two most affected locations, the RCSBiH was distributing cash assistance to the population in need. The cash transfer scheme encompasses assistance for basic needs for residents in local communities faced with the response to migration. Cash donation gives the choice for people receiving the money to determine their own priorities according to their needs. When selecting who should receive the grants the Red Cross at the local level consulted with relevant stakeholders such as the Social Welfare Centre, neighbourhood communities and other humanitarian organizations, including the people using the public kitchens, and thus identified individuals and families who would benefit the most from this kind of assistance. Through the cash transfer programme, a total of 210 families (719 individuals) were assisted with a one-time cash grant to the amount of BAM 150 (CHF 80) in Bihac, Velika Kladuša, Cazin, Bosanski Petrovac and Bosanska Krupa.

Organizations within the Red Cross structure in Bosnia and Herzegovina have been involved in COVID-19 response at different levels (National Society, entity Red Cross organization in the Federation of BiH and Republic of Srpska, Brčko district and local level). All mentioned units were providing public awareness (provided by IFRC and Austrian RC and adapted to the local context) material through their social networks on internet and through leaflets and posters in several communities. They were also working closely with their respective local authorities on preparedness activities. Red Cross of Brčko District together with Civil protection performed disinfection of public spaces (schools, kindergartens, children playgrounds, etc.). Red Cross teams were working on disinfection of public spaces together with the members of Civil protection until March 21. After that, Hygiene Epidemiological Service (HES) managed to activate some unemployed persons to increase the efforts and they have been working on this activity together with the local utility company and the Civil protection since then.

The National Society of Red Cross of Bosnia and Herzegovina offered its resources to others involved in COVID-19 response at National level such is: food and medicine deliver to people in isolation; tents for triage; foldable beds, potentials to run CVA projects through cooperation with Movement partners and other donors. The Red Cross of the Federation of Bosnia and Herzegovina entity opened phone line for PSS for affected population and especially those living alone and who were in isolation. Additional PSS phone line have been added at cantonal levels (Tuzla Canton). Red Cross was doing the transportation of people in risk who were entering the country from abroad, and have residence in Brčko.

Another aggravating circumstance was the situation with migrants, especially those outside official TRCs who were supported by the Red Cross Mobile teams. With increased number of COVID-19 cases in the region, the concern of personal health and safety for personnel was growing. With the new restrictive measures imposed by the Governments at all levels the need for assistance to the local population increased. The need for support of local population that was in isolation or elderly that were asked not to leave homes, arose in all regions including those where Mobile teams were operating. The RCSBiH sent guidance and suggestions on how to reduce contact and ensure highest level of safety for the staff and volunteers while maintaining dignity of those served. Work hours and locations were reduced and aid received signatures were revoked at this time to avoid close contact.

Government and Armed Forces of Bosnia and Herzegovina were setting up quarantine tents at border crossings

with Croatia (Gradiška, Brod and Šamac) and Border with Serbia (Bijeljina and Višegrad).

The Red Cross with increase of engagement of volunteers supporting affected population was in need of additional PPE and funding to support daily work of volunteers.

The RCSBiH have created KoBo toolbox for collecting information on services provided and goods delivered.

### **Overview of the Red Cross Red Crescent Movement in country**

In the reporting period surge delegate from Austrian Red Cross was deployed as Field Coordinator for one month to support the National Society in preparation of the cash transfer process and its implementation in USC.

The International Committee of Red Cross (ICRC): supported the RCSBiH to produce 39,546 pieces of mine awareness leaflets, posters and billboards for 10 main entering / existing areas on the BiH migratory route in five different languages. ICRC continues to provide expertise and financial support in RFL services and tools countrywide, for the benefit of migrants (mainly in USC). Provision of IT equipment to USC RC central warehouse in Bihać, RC Mobile team in Ključ and the municipal RC in Trebinje were also ensured to facilitate operational action and warehousing support. The National Society of Red Cross of Bosnia and Herzegovina received financial support from ICRC (CHF 15,000) for procurement of PPE that was used for needs of the teams in the field.

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

- **Croatian Red Cross** donated household items (over 5,000 kg of clothes) to the Red Cross of Una-Sana Canton. Croatian Red Cross psychosocial support trainers from Asylum and Migration Department conducted a 3-day training for the Red Cross of Bosnia and Herzegovina (RCSBiH) staff and volunteers. Furthermore, Croatian Red Cross Communication Delegate, as Staff on Loan, was deployed in June/July 2019 to the field to strengthen communication capacities in the field and scaled up interest from international and national media.
- **German Red Cross**, in addition to in-kind donation of 34 containers, mobile kitchen, 1,000 beds, 150 blankets, 200 clothing items, 500 sleeping bags and four tents, allocated financial assistance (EUR 120,000) in support of Mobile teams (three second hand vehicles) and 6,000 hygiene, 6,000 food parcels, household items (first aid kits and sleeping bags) and also 5 containers-offices. The German Red Cross has also deployed a Delegate during October – December 2019 to oversee the implementation of GRC supported activities focusing on procurement of relief items and replenishable items.
- **Italian Red Cross**, in addition to the support provided to the EA, has also donated 5,000 winter clothing items, blankets, mats, hygiene packs and a mobile kitchen and continues to support health plan of action to complement efforts in assistance in health sector in response to migrant crisis. Italian Red Cross health delegate also attended the joint health assessment mission during May 2019, organized by IFRC and RCSBiH. Italian Red Cross also supported the deployment of one IFRC Emergency Health delegate for 1 month (15 August - 15 September 2019) and NS Health Coordinator position for five months to strengthen health response component and support to the RCSBiH in establishing effective health services for migrant communities, FA and CBHFA training for capacity building of the RCSBiH volunteers/Mobile team members as well as development of related Health awareness raising materials.
- **Swiss Red Cross** implemented Cash Transfer Program for the local population in host communities, to reduce tensions towards migrants for a period of two months (December 2019-January 2020). During the reporting period Swiss Red Cross supported the work of Mobile teams in Tuzla and Kalesija. This project ended on 30 September 2019 but SRC extended its support for Mobile teams and other locations where RCSBiH is supporting migrants without access to basic services (migrants on the move and outside the TRCs). Within the first twelve months of the EA timeframe, the SRC supported the MT in Tuzla (from September 2019). The SRC also provided relief items support to the MT in Kalesija and Ključ. The National Society of Red Cross of Bosnia and Herzegovina received financial support from Swiss RC (50,000 CHF) that was used for needs of the teams in the field. SRC have suspended work of MTs they have supported due to reduced movement of migrants and relocation of migrants from Tuzla bus station. As of 1 April, only team SRC is supporting is MT Una-Sana Canton. SRC is prepared to support new teams once needs are increased.
- **Turkish Red Crescent** opened a country delegation in BiH in December 2018 and continues to demonstrate high level of commitment to support the RCSBiH with significant in-kind (330 tents, 2 mobile kitchens, 9,000 blankets, 1,000 kitchen sets, clothing items and other shelter and non-food items) and other donations, such as six months' rental of the central warehouse building for the Red Cross in Una Sana Canton in September 2019. The Turkish Red Crescent financed the levelling of the uneven ground in Vučjak Camp which

improved conditions on these sites and prevented standing water at these locations after rain. On 21 November 2019 additional shipment of TRC arrived with 221 tents, 3,000 blankets and truck load of winter clothing. The National Society of Red Cross of Bosnia and Herzegovina received in-kind support from Turkish Red Crescent - facemasks, overall, nitrile gloves, safety goggles in the quantity of 116.000 items (927 kg) in the total value of 52,236.91 EUR. These items were distributed throughout the structure to entity and further to local levels.

- **The Red Crescent Society of the United Arab Emirates** remains present in the country and continues to engage with the RCSBiH in identifying areas for support.
- **Kuwait Red Crescent Society** visited Bosnia and Herzegovina in July 2019 and had various meetings with Secretary General and Secretary of the Red Cross entity of the Federation of BiH. During these visits they contributed 5,000 food parcels, 5,000 hygiene parcels, 1,500 baby diapers, 150 sleeping bags and 450 bed linen to support RCSBiH's assistance to migrants. Kuwait Red Crescent Society also continues to engage in bilateral discussions with the RCSBiH in identifying areas for support.

### **Overview of non-RCRC actors in country**

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

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

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

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

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

- Dishes set – 500 pcs.
- Raincoats – 2,000 pcs.
- Sleeping bags – 2,000 pcs.
- Sleeping bag covers – 2,000 pcs.
- Sleeping bag inserts – 2,000 pcs.
- Woollen blankets – 2,000 pcs.

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

### **Local authorities and other actors**

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

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

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

## **Coordination mechanisms**

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

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

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

## **Needs analysis and scenario planning**

### **Needs analysis**

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

The RCSBiH was focusing on establishing more Mobile Teams in the transit areas with higher influx of migrants, being supported by various donors, and would continue and upscale the relief operation providing food (MRE), water and basic hygienic items for 30,000 people, household items for 15,000 people, first aid provision for 10,000 people, as well reaching 15,000 people with key messages to promote personal and community hygiene.

The RCSBiH is also working on strengthening PGI and CEA capacities of the Mobile Teams' members to be able to respond to humanitarian needs locally and reach 10,000 people. There were also presented the following topics for the new volunteers in order to strengthen their knowledge and sensitize them with new challenges caused by c which just started in BiH including Ethics, RCRC Principles and Values, The role of the RC in BiH, Code of Conduct, Security, Psycho-social support for volunteers. This training was supported by IFRC and ICRC and aimed at creating a pool of facilitators to be able to regularly delivered the training in different locations and new volunteers, In this occasion, ICRC expressed willingness and availability to also support branches with dedicated training on RFL.

The Mobile Teams will continue with provision of psycho-social support to 10,000 people, RFL services to 5,000 people, and will ensure access to access to mine awareness information. 1,500 households (approx. 6,000 people) in host communities will be supported through a cash transfer programme.

There would be a need for replenishment of household items as contingency for possible unexpected increases in the number of migrants over the course of 2020, especially due to the improving weather conditions.

### **Operation Risk Assessment**

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

- Unclear situation without a certain end date of the response;
- Sudden or continuous increase in numbers of people arriving to BiH who need assistance quickly, especially with the weather conditions improving in the spring and summer time;
- Winter conditions;
- Volunteers finding it difficult to commit for longer-term service;
- Heavy workload, long working hours and psychological stress on NS staff/ volunteers;
- Decreasing stocks and resources;
- Migration-related operations require a long-term commitment from the National Society as it is an open-ended crisis;

- Complex situation related to COVID-19 pandemic, including restrictive measures to follow that had impact on work of the Red Cross mobile teams.

## Training and Technical Assessments

RCSBiH continued to conduct Induction Courses for new volunteers of the Mobile Teams in order to strengthen volunteering capacities and enable them carry out their mission more efficiently, in cooperation with the staff members and the other volunteers of the National Society. Two trainings were held, one in Sarajevo and one in Zvornik, while the third planned training had to be cancelled due to COVID-19.

There was a baseline survey for CVA process in Una Sana Canton. It is planned to carry out Post Distribution monitoring as soon as epidemiological situation will allow to do so.

## B. OPERATIONAL STRATEGY

### Implemented strategy

#### Key achievements

The Red Cross continued to do preparation and distribution of food in four Temporary Reception Centres (Bira, Borići, Miral and Sedra) in Una-Sana Canton and in Salakovac centre, near Mostar. Additionally, in the reporting period USC branch has started preparing and distributing food for the residents of Lipa Camp.

In addition, with support provided through EA and by partners, the RCSBiH procured and through its MTs distributed 13,522 food items - dry food items and 1 litre of water as an emergency food supply for people on move. Food parcels are considered as an essential relief item that will continue to be distributed to people in need.

RCSBiH has been providing hygiene parcels to migrants since the beginning of the crisis, following the Sphere standards and using a kiosk system for distribution through MTs interventions. Under this EA a total of 30,000 hygiene kits were procured. The initial content of hygiene kits, after the feedback from final recipients, was revised and made more appropriate. Through MTs, household items were distributed at the same locations as hygiene items, provided to people on move or staying in open spaces outside of TRCs.

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

At the initial stage of implementation, the RCSBiH was providing first aid in TRC Borići on a daily basis when other medical teams were not present. Medical teams of other humanitarian agencies visited the Borići center once per day for two hours. In the remaining time RCSBiH First Aid teams filled the gap. Once the MTs were established, First Aid provision to people on move became one of the essential services delivered. 9,956 persons were reached with 74 First Aid interventions provided and 9,882 PSS services provided through MTs interventions. Huge health risks remained with inadequate support to migrant population, as well as for those squatting in public spaces or abandoned building without access to health institutions, especially in the period since the outset of the SARS COVID-19 pandemic.

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



**Images 5 & 6.** Mobile Team providing assistance to migrants in Tuzla town.  
Photo: RCSBiH

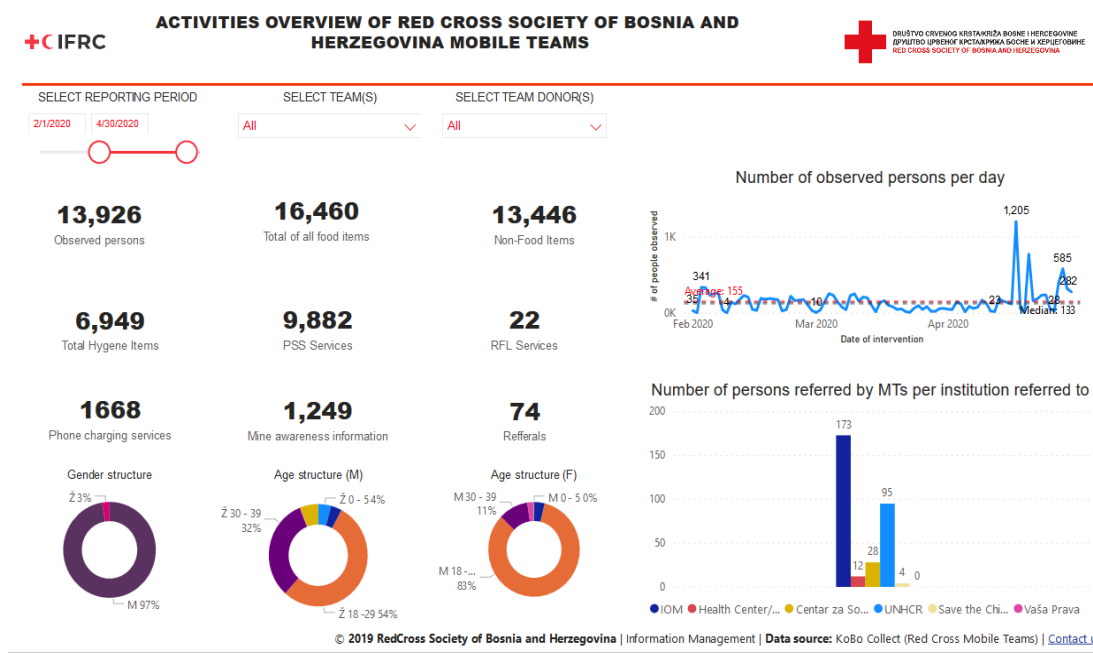
Besides food, first aid, hygiene and household items, mobile phone charging, Wi-Fi, and practical health and safety information and advice, particularly around mine awareness, during the winter period, the teams were also providing hot drinks. Based on growing needs especially in Una-Sana Canton (Bihać, Cazin, Velika Kladuša, Ključ), Tuzla and lately Sarajevo, the RCSBiH expanded the number of Mobile Teams from seven to twelve in order to adequately respond to needs on the ground. The Standard Operating Procedures have been developed through series of consultations within the RCSBiH technical people and senior management as well as including technical inputs from various experts from IFRC ROE and were approved by the RCSBiH Presidency in early November 2019. The adherence to SOPs ensures alignments and synchronization of MT modus Operandi across all 12 MTs in BiH. Further to SOPs, it has been learnt from experience so far that the number of MT members has to be increased with additional member (to 4 members) ensuring rotation among team members enabling necessary rest is given to each member while carrying out their duties. In addition to support from the EA, the Swiss RC has been supporting the Mobile Teams in particular in Tuzla and Kalesija Region and has committed to continue such support in 2020. Additionally, the Federal BiH RC also signed a cooperation agreement with the Danish Refugee Council, who, with ECHO's financial support, has committed to support the existing RCSBiH Mobile Teams by amending additional First Aid person/s or funding the whole MT namely. This DRC support has been extended until 31 May 2020. Despite the fact that there was one referral during the reporting period the mechanism of referral by the MTs is still in place.

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

Despite operating in an extremely challenging and complex context, the RCSBiH, with the support of the Red Cross and Red Crescent Movement partners, continues to be flexible and adapt to the ever-changing situation to deliver much needed basic humanitarian services on the ground. In the reporting period the RCSBiH, together and with the support of the IFRC, ICRC and Partner National Societies (PNSs) on bilateral basis, provided services to migrants in the transit routes (Bihać, Bijeljina, Zvornik, Cazin, Kalesija, Tuzla, Velika Kladuša, Vlasenica, Una-Sana Canton, Sarajevo and in any potential new locations), as well as migrants at then checkpoint in Ključ where the increase of arrivals have been especially evident.

The details of the operational support are listed below:


**Graph 1. Services provided by Mobile Teams**



**Table 1.** Summary of RCSBiH's response covering the period from 1 February 2020 until 30 April 2020

Shelter	Livelihoods and basic needs Food	Health	Wash	RFL
<p>13,446 people reached</p> <p>915 shoes, 2,314 clothes, 3,529 underwear, 4,782 socks, 484 raincoats 626 blankets, 991 sleeping bags</p>	<p>16,864 people reached</p> <p>In total meals provided: 2,938 hot meals</p> <p>13,926 food items provided by Mobile Teams</p>	<p>9,956 people reached</p> <p>74 persons were provided FA services</p> <p>9,882 PSS services provided</p>	<p>6,947 people reached</p> <p>In Velečevo (Ključ) Installed sanitary container /toilets</p>	<p>RFL activities. The information provided to 2,929 migrants on RFL services. 9 internet cards were delivered per the request and 22 informative leaflets and posters were posted, including 3 TTF (Trace the Face) posters. In total 4,619 RFL services provided.</p> <p>1,249 Mine- awareness information provided/ leaflets, posters &amp; billboards</p>

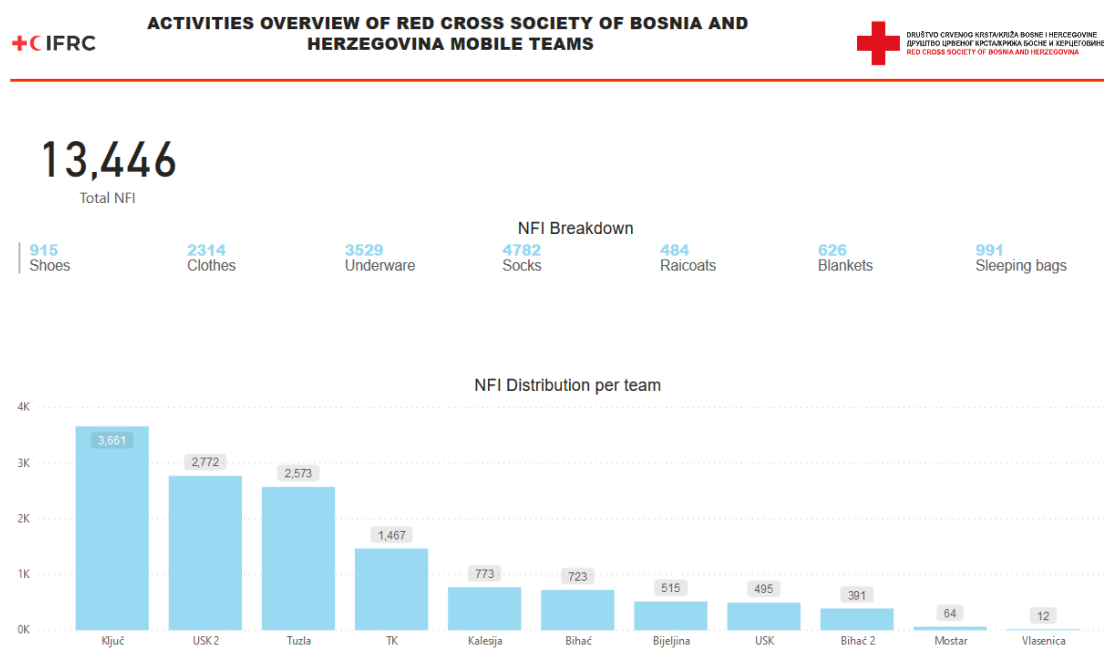
## C. DETAILED OPERATIONAL PLAN

	<p><b>Shelter</b> People reached: 13,446 Male: 85% Female: 15% (including children)</p>									
<p><b>Outcome 1: Communities in disaster and crisis affected areas restore and strengthen their safety, wellbeing and longer-term recovery through shelter and settlement solutions</b></p>										
<p><b>Indicators:</b></p>	<table border="1"> <thead> <tr> <th></th> <th>Target</th> <th>Actual</th> </tr> </thead> <tbody> <tr> <td># people provided with safe, adequate and durable recovery shelter and settlement assistance</td> <td>15,000</td> <td>N/A</td> </tr> </tbody> </table>		Target	Actual	# people provided with safe, adequate and durable recovery shelter and settlement assistance	15,000	N/A			
	Target	Actual								
# people provided with safe, adequate and durable recovery shelter and settlement assistance	15,000	N/A								
<p><b>Output 1.1: Output 1.1: Shelter and settlements and basic household items assistance is provided to the affected families.</b></p>										
<p><b>Indicators:</b></p>	<table border="1"> <thead> <tr> <th></th> <th>Target</th> <th>Actual</th> </tr> </thead> <tbody> <tr> <td># people provided with safe, adequate shelter and settlement assistance</td> <td>15,000</td> <td>N/A</td> </tr> <tr> <td># of household items distributed to affected people (<b>Target: 20,000</b>)</td> <td>20,000</td> <td>13,446</td> </tr> </tbody> </table>		Target	Actual	# people provided with safe, adequate shelter and settlement assistance	15,000	N/A	# of household items distributed to affected people ( <b>Target: 20,000</b> )	20,000	13,446
	Target	Actual								
# people provided with safe, adequate shelter and settlement assistance	15,000	N/A								
# of household items distributed to affected people ( <b>Target: 20,000</b> )	20,000	13,446								
<p><b>Progress towards outcomes</b></p>										
<p>The figures in the table below show household items distributed by Red Cross Mobile teams in the locations where they operate. The greatest number of household items was distributed by the MT Ključ (3,661 household items), MT USC (3,267 household items), MT Tuzla (2,573 household items), MT Tuzla Canton (1,467 household items) and other MTs.</p>										

**Table 2. Number of distributed household items in the reporting period by Mobile teams**

Household items	
MT BIHAĆ	1,114 household items distributed: 271 pairs of shoes; 201 pcs of clothes; 138 pcs of underwear; 291 pairs of socks; 30 blankets; 183 sleeping bags
MT BIJELJINA	515 household items distributed: 466 pcs of clothes; 15 pairs of socks; 1 blanket; 33 sleeping bags
MT KALESIJA	773 household items distributed: 8 pairs of shoes; 17 pcs of clothes; 238 pcs of underwear; 339 pairs of socks; 42 raincoats; 6 blankets; 123 sleeping bags
MT KLJUČ	3,661 household items distributed: 246 pairs of shoes; 1,189 pcs of clothes; 482 pcs of underwear; 1,077 pairs of socks; 16 raincoats; 209 blankets; 442 sleeping bags
MT MOSTAR	46 household items distributed: 8 pairs of shoes; 13 pcs of clothes; 21 pcs of underwear; 4 blankets
MT TUZLA CANTON	1,467 household items distributed: 118 pairs of shoes; 101 pcs of clothes; 1,135 pairs of socks; 114 blankets; 24 sleeping bags
MT TUZLA	2,573 household items distributed: 89 pairs of shoes, 108 pcs of clothes; 1,062 pcs of underwear; 629 pairs of socks; 426 raincoats; 242 blankets; 39 sleeping bags
MT UNA-SANA CANTON (Teams)	3,267 household items distributed: 172 pairs of shoes, 215 pcs of clothes; 1,577 pcs of underwear; 1,296 pairs of socks; 20 blankets; 135 sleeping bags
VLAŠENICA	12 household items distributed: 12 sleeping bags

**Graph 2: Household items distributed by Mobile teams**



**Challenges**

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



## Livelihoods and basic needs

People reached: **16,864**

Male: 80%

Female: 20% (including children)

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

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

Indicators	Target	Actual
#people reached with food assistance	30,000	13,926
# of meals provided to affected people (target: <b>30,000</b> )	30,000	16,864

### Progress towards outcomes

In the reporting period, the RCSBiH and its branches in Bihać, and USC continued to provide hot meals at the TRCs with financial support by the IOM/EU. Also, USC started with the hot meals' preparation and distribution in the newly opened TRC Lipa with the same resource of funding.

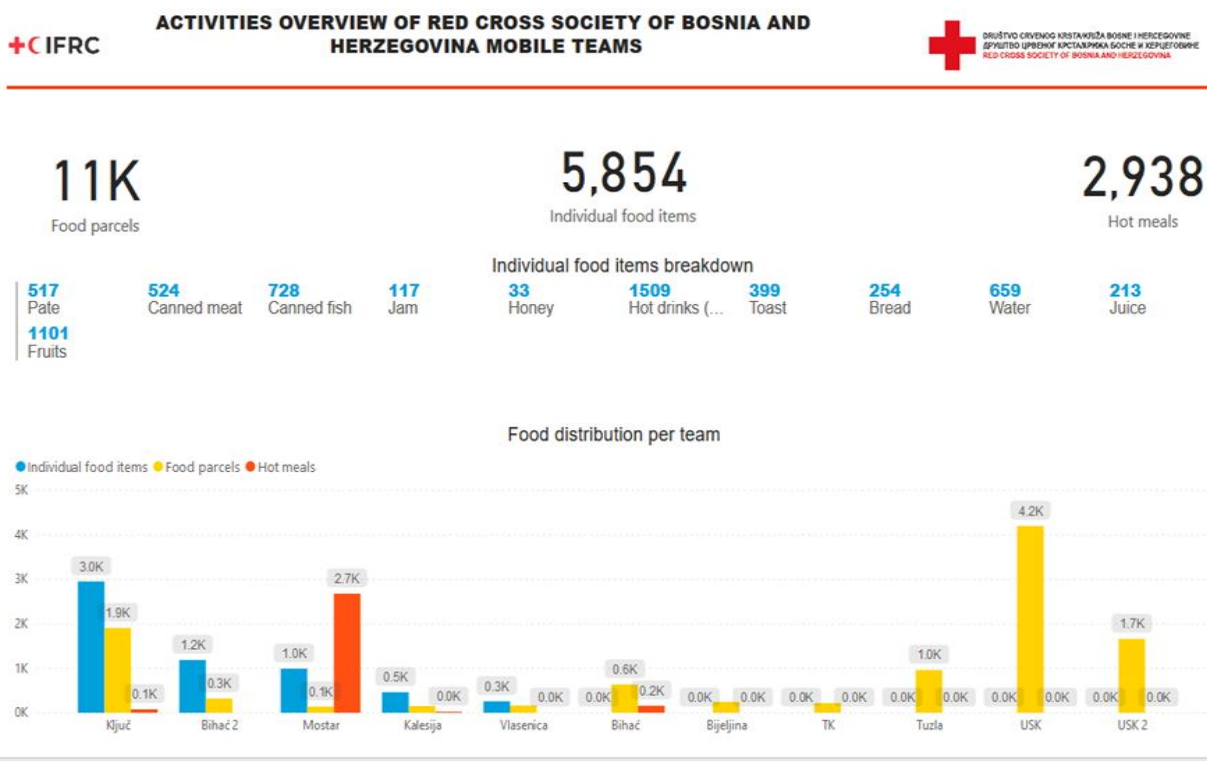
Migrants who are on their way between TRCs have no access to basic services; therefore, they urgently need assistance, in particular during the winter months. With essential food and household items, the RCSBiH Mobile teams were also providing hot drinks. First seven Mobile Teams were operational and have been providing support since 2019. In addition, 8 more Mobile Teams were established, with an extra team member to each MT to enable rotation within the team securing sufficient time for rest. All new teams were established based on the developed Standard Operating Procedures during the Emergency Appeal timeframe, according to the experiences gained in the first months of the operation and adapted to migration trends. Vulnerable families in host communities have been supported through cash assistance with the aim to reduce relatively high tensions between migrants and local community members, many of whom also live in difficult conditions with low income. Thus, the distribution reflected the need on the ground and areas most affected with tensions.

Due to the challenging environment and drastic developments on the ground, especially in Una-Sana Canton the NS focus has been on emergency interventions. With limited staff on the ground the NS has not been in a position to prioritize the cash program earlier. Regional Cash Coordinator arrived to BiH at the end of January 2020 to assist with preparation and realization of cash transfer to affected local communities.

**Table 3. Food provided by Mobile teams**

Food	
MT BIHAĆ Teams	958 food parcels; 160 hot meals; 1,387 individual food items: 290 pcs of pate; 290 pcs of canned meat; 290 pcs of canned fish; 227 pcs of toast; 290 bottles of water;
MT BIJELJINA	245 food parcels
MT KALESIJA	152 food parcels; 19 hot meals; 462 individual food items: 190 pcs of pate; 37 pcs of canned meat; 190 pcs of canned fish; 4 pcs of toast; 25 pcs of bread; 10 bottles of water; 6 juices;
MT KLJUČ	1,907 food parcels; 78 hot meals; 2,954 individual food items: 87 jam; 1,509 hot drinks; 19 pcs of toast; 168 pcs of bread; 34 bottles of water; 47 juices; 1,090 pcs of fruits
MT MOSTAR	140 food parcels; 2,681 hot meals and 992 individual food items: 37 pcs of pate; 197 pcs of canned meat; 198 pcs of canned fish; 30 jam; 33 honey; 134 pcs of toast; 61 pcs of bread; 142 bottles of water; 160 juices;
MT TUZLA CANTON	218 food parcels
MT TUZLA	961 food parcels
MT UNA-SANA CANTON Teams	5,861 food parcels
MT VLASENICA	164 food parcels and 259 individual food items: 50 pcs of canned fish; 15 pcs of toast; 183 bottles of water; 11 pcs of fruits

**Graph 3: Food provided by Mobile teams**



**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 people	210 HHs (719 people)

**Progress towards outcomes**

In the period from 1 March until 30 April 2020, the cash transfer was made for the 210 households among local population within the Emergency Appeal. The basic criterion for receiving cash assistance from the Red Cross was that families that do not have or have very low income and live in municipalities where migrants are present. Other criteria for receiving cash assistance were: older persons (65 +), people with disabilities, families with more members (5 +), one-member households. The affected population of RC soup kitchen list and Roma community were added to the list of targeted population (only in Bihać). The aim of the cash transfer was the reduction of tensions between the local population and migrants.

In total 210 families, 719 individuals received a one-time cash grant to the amount of BAM 150 / per family (CHF 81,38) in Bihać, Velika Kladuša, Cazin and Ključ.

According to the project proposal, volunteers of the local Red Cross organizations visited 210 families in Bihać, Velika Kladuša, Cazin, Ključ, Bosanski Petrovac and Bosanska Krupa to:

- Do verification of vulnerability by asking the questionnaire via KoBo;
- Sign contracts with selected people (1 copy for them and one for the RCSBiH);
- Distribute 600 pcs information flyers to targeted population.

The RCSBiH made agreement with the BH Pošta requesting that financial support would be distributed via postal service to 210 families in USC. There have been minor discrepancies due to the scheduled time of the implementation, due to justified reasons.

As a part of the cash transfer project, targeted population as well as those who were not recipients of cash assistance were able phone the contact person in charge for PGI at the RCSBiH with complaints, compliments and problems encountered etc.

From 1 March 2020 to 30 April 2020, more than 25 people called the call center.

Twenty-one of the calls were to find out whether the caller would receive the money under the Contract signed with the Red Cross and when the cash assistance would be transferred.

Further to these calls:

- One person from called to ask if she would get the money and whether she could get the food, because she had no money to buy food (data was forwarded to the RC USC).
- Two people asked why they were not included in the list. One was a person with a disability and the other was an ill person who is a client of the Social Welfare Centre.
- One person called to thank the Red Cross, because the postman had just brought the money.
- One person asked if they would also get a food parcel, in addition to cash assistance, whilst one person asked if they would get the money upon the signed contract, because according to the information everyone else who signed the contract received cash. The data we received from the BH Pošta mail in this case was that the cash had been taken by another person on behalf of the person who had signed the contract.

### Challenges

- Changing situation on the ground, huge number of people staying outside TRCs 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 continued to be very critical in terms of migrant crisis in Una Sana Canton and Bihać
- Numbers of migrants in need of assistance over exceeded any expectation and capacities of local RC
- Tension rising between local population and migrants, and between different migrant groups
- Tension rising between police and migrants – migrants being constantly moved from the streets to the TRC Lipa, returning back from the accommodation in Lipa to Bihać in order to start the “game”



### Health

People reached: 9,956

Male: 85%

Female: 15%

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

Indicators:	Target	Actual
# of people reached by Red Cross with services to reduce relevant health risk factors	10,000	9,956

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

Indicators:	Target	Actual
# of people trained by Red Cross in first aid	50	50
# of people reached by First Aid services (target TBC - based on needs)	9,000	74

#### Output 1.2: Psychosocial support is provided to the target population

# of people reached with psychosocial support activities	10,000	9,882
# of NS volunteers and staff trained in psychosocial support	100	15

#### Output 2.3: Community -based disease prevention and health promotion measures provided.

# of people reached with health promotion programming (original target: 2,600; new target: 10,000)	10,000	9,956
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### Progress towards outcomes

Health challenges still remain insufficiently covered by involved stakeholders in the BiH migrant operation. Provision of healthcare to people of concern throughout BiH, irrespective of legal status continues to be inadequate. Migrants living outside of temporary reception centres or those accommodated in abandoned buildings or private houses have had very limited or no access at all to the primary health assistance.

Main health problems among these migrants are related to negative consequences of stress, malnutrition, unappropriated leaving conditions and risk of trauma, resulting low immune system lack of access to water and sanitation facilities, poor hygiene knowledge and practices. In result spread of the communicable diseases like scabies, tuberculosis, measles, respiratory infections, skin disease, ulcers as well as small injuries and wounds, blisters.

RCSBiH scaled up its First Aid and Community Based Health and First Aid approach (CBHFA) assistance through increased number of Mobile Teams deployment along migratory routes or places of large migrant population

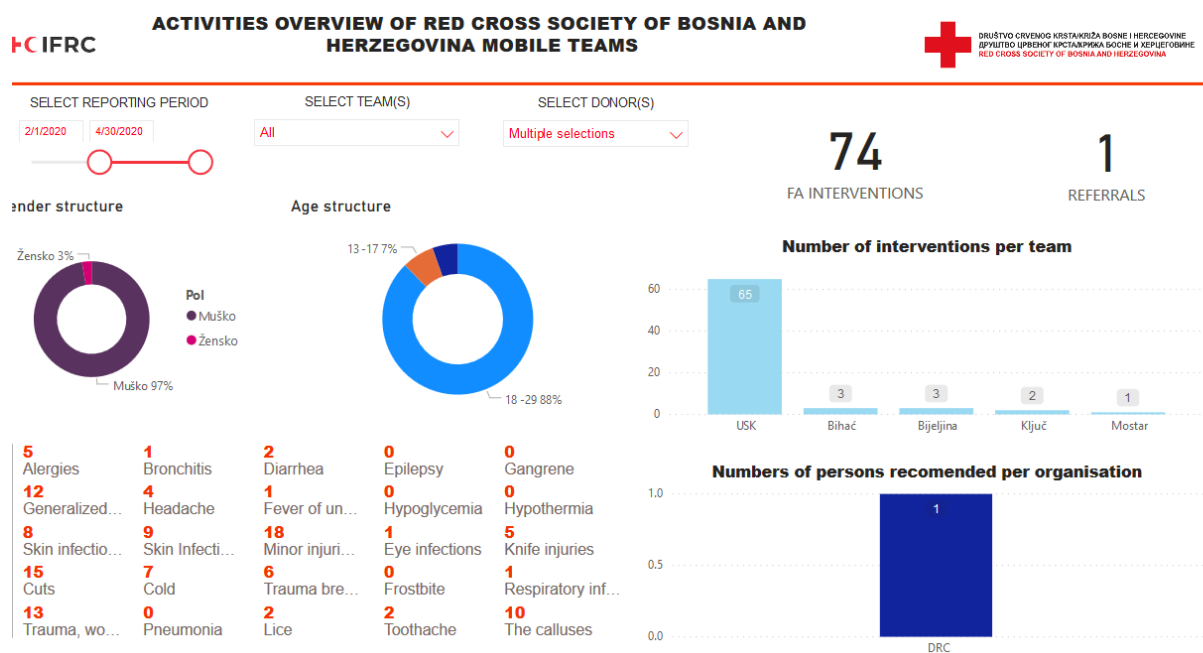
gatherings – through increased number of CBHFA and FA trained staff and volunteers. Special focus on rendering First Aid of trauma and other injuries, community health with particular attention to Psychological first aid (PFA) and personal hygiene and sanitation is needed. Adequate information, support and continued interaction in prevention and promotion of health awareness and social habits will be provided to migrants. Furthermore, RCSBiH will aim to initiate basic CBHFA and FA trainings for the migrant communities staying inside of established TRCs.

PSS will be a priority in the health sector. Given the shelter conditions as well as the fact that many of the migrants have been on the move for months, some even for years, and that it is becoming more and more difficult to cross the borders and as such to reach their final destination, in general migrants are experiencing heavy psychological stress due to long term traumatized situations. The RCSBiH, through its Mobile Teams` interventions and PSS and PFA services provided to migrants on the move, has been filling those gaps and will continue to do so. The FA services provision has changed in the reporting period since the outset of the COVID-19 pandemic, and only most urgent cases were treated due to the orders for physical and social distancing.

**Table 4.** Number of FA/PSS services provided in the reporting period by Mobile teams

MT BIHAĆ	3 First Aid services	887 PSS Services
MT BIJELJINA	3 First Aid services	163 PSS Services
MT KALESIJA		205 PSS Services
MT KLJUČ	2 First Aid services	522 PSS Services
MT MOSTAR	1 First Aid service	394 PSS Services
MT TUZLA CANTON		277 PSS Services
MT TUZLA		970 PSS Services
MT UNA-SANA CANTON (Teams)	65 First Aid services	6,283 PSS Services
MT VLASENICA		181 PSS Services

**Graph 4:** First Aid interventions by Mobile teams



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

The RCSBiH Mobile Teams provided FA assistance to 74 persons outside the TRCs, as well as PSS services to 9,882 persons.

### Challenges

- Insufficient financial or in-kind support to cover growing needs which have increased due to significant increase of arrivals.
- Lack of FA materials/replenishments.
- Lack of access/opportunities to engage with migrants.
- Limited number of trained NS staff, lack of transportation means to be used for MT activities
- 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
- Restrictive measures by the Governments at all levels due to COVID-19



## Water, sanitation and hygiene

People reached: 6,947

Male: 80%

Female: 20%

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

Indicators:	Target	Actual
# of people reached with key messages to promote personal and community hygiene	15,000	To be implemented in the upcoming period.

### Output 1.1: Hygiene promotion activities which meet Sphere standards in terms of the identification and use of hygiene items provided to target population

Indicators:	Target	Actual
# people reached with hygiene promotion activities	15,000	N/A
# of volunteers involved in hygiene promotion activities (target TBC)	50	N/A

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

Indicators:	Target	Actual
# of sets of essential hygiene items distributed	30,000	6,947

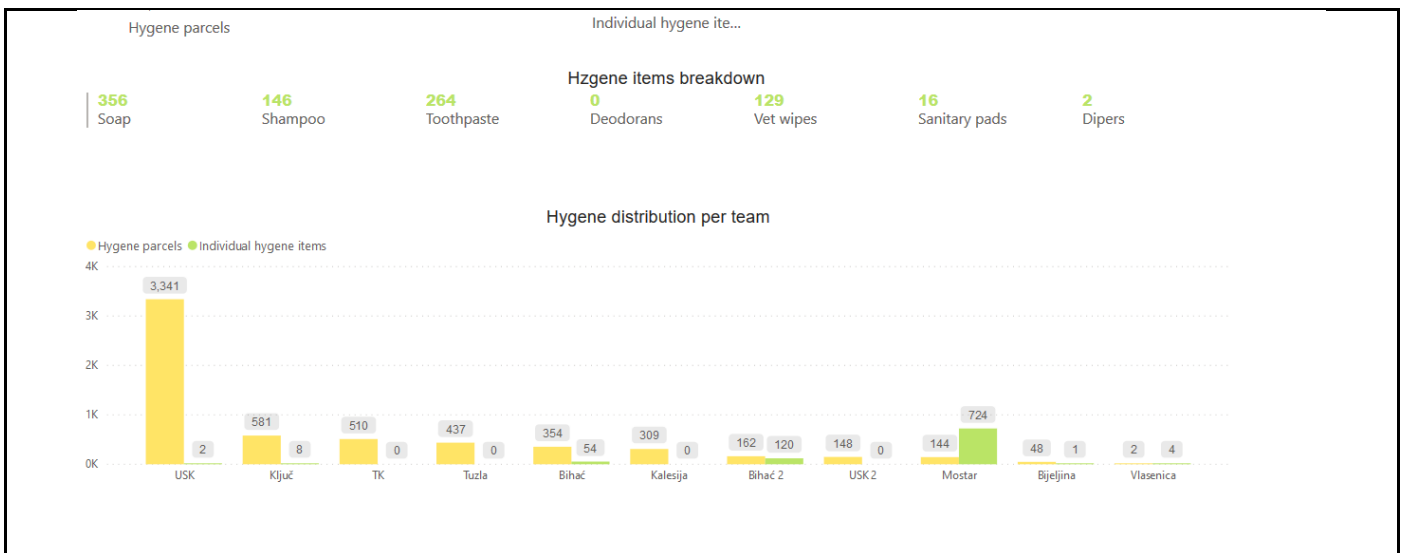
### Progress towards outcomes

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

**Table 5.** Number of distributed hygiene items in the reporting period by Mobile Teams

Wash		
MT KLJUČ (Team stationed at the Checkpoint Velečevo)	Installed toilets at the Checkpoint Velečevo	Drinking water and technical water delivered by local Water plant
Hygiene		
MT BIHAĆ Teams	516 hygiene parcels; 174 individual hygiene items: 27 soaps; 120 toothpaste; 27 wet wipes	
MT BIJELJINA	48 hygiene parcels; 1 individual hygiene item: 1 sanitary pad	
MT KALESIJA	309 hygiene parcels	
MT KLJUČ	581 hygiene parcels; 8 individual hygiene items: 4 wet wipes; 2 sanitary pads; 2 diapers	
MT MOSTAR	144 hygiene parcels; 724 individual hygiene items: 327 soaps; 146 shampoos; 142 toothpaste; 98 wet wipes; 11 sanitary pads	
MT TUZLA CANTON	510 hygiene parcels	
MT TUZLA	437 hygiene parcels	
MT UNA-SANA CANTON (Teams)	3,489 hygiene parcels	
VLASENICA	2 hygiene parcels; 4 individual hygiene items: 2 soaps; 2 toothpastes	

**Graph 5:** Hygiene items distributed by Mobile teams



### Challenges

- Limited number of trained volunteers.
- Poor sanitation conditions in checkpoint Velečevo (Ključ).



### Protection, Gender and Inclusion

People reached: 776

Male: 53 %

Female: 47%

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

Indicators:	Target	Actual
# of people reached with services for protection assistance (original target: 2,600; <b>new target: 5,000</b> )	5,000	To be implemented in the upcoming period
<b>Output 1.1: Mainstreaming protection in the response</b>		
Indicators:	Target	Actual
# of people reached with services for protection assistance (original target: 2,600; <b>new target: 5,000</b> )	5,000	To be implemented in the upcoming period
# of NS staff and volunteers trained on protection (original target: n/a; <b>new target: 50</b> )	50	35
<b>PGI Output 1.2: Strengthening outreach and protection monitoring</b>		
Indicators:	Target	Actual
# of people reached with outreach services (original target: n/a; <b>new target: 10,000</b> )	10,000	To be implemented in the upcoming period
<b>PGI Output 3: strengthen the position of the NSs among protection actors</b>		
Indicators:	Target	Actual
# of people reached with RFL services (original target: n/a; <b>new target: 50 (NS staff and volunteers)</b> )	50	22

#### Progress towards outcomes

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

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

PGI standards were also included in the cash component to have in place, basic referral mechanisms for those in need of specialized services. The cash assessment was also revised, and observation criteria were included in the assessment,: Families with no or low income living in communities experiencing crisis in responding to the migrant influx and one or more of the following criteria were applied: older people (65+) in the family, people living with disabilities (war wounded 60%+, people disabled through illness 90%+) in the family, multi-member families (5+ people), single headed households. Value per household received is 150 BAM (CHF 81)

In 210 households there is 719 individuals that have been reached by this activity. Out of them, there were 53% males and 47% females.

PGI session were also included in the training for volunteers in Sarajevo. The program included introduction to PGI, do no harm and referral topics. A new PGI focal point was appointed at the RCSBiH HQs and initial support provided to coaching the new person on the PGI approach and standards. The focal point was also involved in preparing the new training for volunteers, that was a part of induction training held in February 2020.



## Migration

People reached: 4,670

Male: 80%

Female: 20%

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

Indicators:	Target	Actual
# of people reached with services for migration assistance and protection	5,000	4,619

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

Indicators:	Target	Actual
# of people reached with services for migration assistance and protection	5,000	4,619
# of NS staff and volunteers trained on and protection	50	20

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

Indicators:	Target	Actual
# of people reached with RFL services (target TBC – to be reported based on actual activities)	2,500	2,929

### Progress towards outcomes

RFL activities continued as in the previous reporting period. Table below provides number of visits by NS RFL teams to the TRCs and number of services provided. The NS RFL teams also provided daily information and were doing promotion of RFL and TTF (Trace the Face) services. ICRC Delegation is in continuous contact with NS and is providing technical support to NS RFL team. The additional staff/volunteers were equipped with RFL bags/equipment in order to increase RFL assistance on the ground.

**Table 6. Services provided by NS RFL Teams**

RFL			
RFL team UNA-SANA CANTON	TRC Borići	visit	11
	TRC Bira	visit	18
	TRC Sedra	visit	13
	Point Miral	visit	15

	Checkpoint Velečevo visit 2 Conversations made with the total of 359 migrants Field work with Mobile Teams 5 Distributed internet cards 2
RFL team UZLA CANTON	Point Bus and Railway Station Visit – direct contacts with migrants 570 TTF posters posted 3 Distributed leaflets 22 Distributed internet cards 5 Meetings with the Office for Foreigners' Affairs 6 Distributed cards for children and older persons 3 Charging mobile phones services 6
RFL team SARAJEVO CANTON	TRC Blažuj visit 34 Point Bus and Railway Station visit 7 Direct contact with migrants 259 Distributed internet cards 2

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

In the reporting period Mobile Teams provided 22 RFL services, including 1,668 interventions of mobile phone charge service.

#### Challenges

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

## Strengthen National Society

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

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

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

Indicators:	Target	Actual
# of volunteers insured	150	0
# of PS sessions held for volunteers (target TBC)	n/a	N/A
# of volunteers reached with PSS	n/a	30

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

Indicators:	Indicators:	Indicators:
# of vehicles procured	5	3
# of Mobile teams established	5	15
# of NS staff participating in Emergency Needs Assessment training	5	1
# of NS volunteers trained (Mobile team members)	50	70
# of interventions of the Mobile teams	1,000	13,926

#### Progress towards outcomes

Three vehicles were purchased and distributed to three mobile teams (Bijeljina, Mostar and Una-Sana Canton).

In the reporting period, as a part of Induction Course for volunteers – members of Mobile teams there were two PGI-CEA-IM trainings held in Sarajevo and Zvornik. The total of 20 volunteers - members of the RCSBiH MTs from Sarajevo, Mostar, Vlasenica and Zvornik participated in the Induction courses. The objectives of the 2-day course were to: 1) strengthen volunteering capacities enabling them to carry out their mission more efficiently; 2) develop their knowledge about the Red Cross and Red Crescent movement; 3) strengthen their PGI and CEA capacities to respond to humanitarian needs locally, in cooperation with staff members and the other volunteers of the National Society; and 4) strengthen RCSBiH capacities in areas of Volunteer Management, PGI and CEA. Another PGI-CEA-IM training was planned to be held in Bihać but due to COVID-19 restrictions in place in Bosnia and Herzegovina it had to be postponed.

Due to complex setting in which volunteers work, it is necessary to provide PSS services to those volunteers to cope with the stressful situations they encounter every day.

<b>International Disaster Response</b>		
<b>Outcome 2.1: Effective and coordinated international disaster response is ensured</b>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
# of number of surge deployments that strengthened the NS capacity	6	6
<b>Output 2.1.1: Effective response preparedness and NS surge capacity mechanism is maintained</b>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
70% of target population satisfied with level of consultation, information and involvement in the operation	70%	To be implemented in the upcoming period
70% of target population satisfied with support received	70%	To be implemented in the upcoming period
#Trainings completed	n/a	Mobile Teams Training, PGI-CEA-IM Training, PMER Training, Procurement and Logistics, completed
# of trained staff	40	20
# Surveys carried out	4	To be implemented in the upcoming period
# feedbacks that are received and resolved	20	To be implemented in the upcoming period
70% of service users satisfied with feedback/complaints system	100%	To be implemented in the upcoming period
<b>Output 2.1.4: Supply chain and fleet services meet recognized quality and accountability standards</b>		
# of staff and volunteers with enhanced knowledge on logistics and procurements (target TBC based on trainings provided)	n/a	2
<b>Outcome 2.2: The complementarity and strengths of the Movement are enhanced</b>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
Number of coordination meetings/Skype calls with the Movement.	n/a	7
<b>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.</b>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
# number of Movement Partners participating	10	14
<b>Output 2.2.5: Shared services in areas such as IT, logistics and information management are provided</b>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>

# of NS staff and volunteers with enhanced knowledge on information management	50	30
Number of virtual platforms and tools that have been implemented	2	2

### Progress towards outcomes

In the reporting period, as a part of Induction Courses for volunteers held in Sarajevo and Zvornik – 20 Mobile teams' members were trained in IM tools to improve reporting. Following the cash transfer, NS will conduct post-distribution monitoring. It is planned to have NS Staff trained and educated on principles and rules of IFRC operations in order to alleviate misunderstanding and confusion when it comes to realization and implementation of activities financed by IFRC.

## Influence others as leading strategic partner

**Outcome 3.1: The IFRC secretariat, together with National Societies uses their unique position to influence decisions at local, national and international levels that affect the most vulnerable.**

Indicators:	Target	Actual
Number of newsletters, press releases and reports.	n/a	n/a

**Output 3.1.1: IFRC and NS are visible, trusted and effective advocates on humanitarian issues**

Number of NS staff trained in comms	n/a	2
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**Output 3.1.2: IFRC produces high-quality research and evaluation that informs advocacy,**

Number of evaluation reports	1	n/a
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**Outcome 3.2: The programmatic reach of the National Societies and the IFRC is expanded.**

**Output S3.2.1: Resource generation and related accountability models are developed and improved**

# of NS staff with enhanced knowledge on PMER	40	4
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### Progress towards outcomes

Communication Surge Delegate Hannu-Pekka Laiho from Finnish Red Cross who acted as spokesperson for the international media has finished his mission in December 2019. Since then, there has been no field support in communications, and media interest has also declined after the closure of Vučjak camp.

## Effective, credible and accountable IFRC

**Outcome 4.1: The IFRC enhances its effectiveness, credibility and accountability**

**Output 4.1.2: IFRC staff shows good level of engagement and performance**

Indicators:	Target	Actual
# of IFRC technical experts supporting the NS in implementation	0	8

**Output 4.1.3: Financial resources are safeguarded; quality financial and administrative support is provided contributing to efficient operations and ensuring effective use of assets; timely quality financial reporting to stakeholders**

Indicators:	Target	Actual
# of financial reports following the IFRC standards	7	See progress below

### Progress towards outcomes

Technical assistance from IFRC ROE was provided since the beginning of the implementation of the emergency appeal on operational management, Community Engagement and Accountability (CEA), disaster preparedness, information management, communications, protection gender and inclusion, planning, monitoring, evaluation and reporting, finance and procurement during technical staffs' mission to country. In the reporting period RDRT delegate Christopher Jahn from Austrian Red Cross was deployed for one month to support the National Society in preparation of the cash transfer process and its implementation in USC.

## 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](#)

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### In IFRC Geneva

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## How we work

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

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



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



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



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

# Emergency Appeal

INTERIM FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2018/12-2020/04	Operation	MDRBA011
Budget Timeframe	2018-2020	Budget	APPROVED

Prepared on 19 May 2020

All figures are in Swiss Francs (CHF)

## MDRBA011 - Bosnia and Herzegovina - Population Movement

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

### I. Emergency Appeal Funding Requirements

Thematic Area Code	Requirements CHF
AOF1 - Disaster risk reduction	0
AOF2 - Shelter	342,000
AOF3 - Livelihoods and basic needs	1,360,000
AOF4 - Health	152,000
AOF5 - Water, sanitation and hygiene	231,000
AOF6 - Protection, Gender & Inclusion	62,000
AOF7 - Migration	77,000
SFI1 - Strengthen National Societies	426,000
SFI2 - Effective international disaster management	250,000
SFI3 - Influence others as leading strategic partners	170,000
SFI4 - Ensure a strong IFRC	730,000
<b>Total Funding Requirements</b>	<b>3,800,000</b>
<b>Donor Response* as per 19 May 2020</b>	<b>1,524,873</b>
<b>Appeal Coverage</b>	<b>40.13%</b>

### II. IFRC Operating Budget Implementation

Thematic Area Code	Budget	Expenditure	Variance
AOF1 - Disaster risk reduction	0	43	-43
AOF2 - Shelter	62,243	0	62,243
AOF3 - Livelihoods and basic needs	379,758	711,781	-332,024
AOF4 - Health	67,685	2,139	65,546
AOF5 - Water, sanitation and hygiene	74,713	0	74,713
AOF6 - Protection, Gender & Inclusion	13,905	106	13,799
AOF7 - Migration	67,537	65,354	2,183
SFI1 - Strengthen National Societies	363,914	118,027	245,888
SFI2 - Effective international disaster management	53,013	6,967	46,045
SFI3 - Influence others as leading strategic partners	19,170	1,248	17,922
SFI4 - Ensure a strong IFRC	313,934	19,072	294,862
<b>Grand Total</b>	<b>1,415,871</b>	<b>924,737</b>	<b>491,134</b>

### III. Operating Movement & Closing Balance per 2020/04

Opening Balance	0
Income (includes outstanding DREF Loan per IV.)	1,524,873
Expenditure	-924,737
<b>Closing Balance</b>	<b>600,136</b>
Deferred Income	0
Funds Available	600,136

### IV. DREF Loan

* not included in Donor Response	Loan :	300,000	Reimbursed :	300,000	<b>Outstanding :</b>	<b>0</b>
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# Emergency Appeal

INTERIM FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2018/12-2020/04	Operation	MDRBA011
Budget Timeframe	2018-2020	Budget	APPROVED

Prepared on 19 May 2020

All figures are in Swiss Francs (CHF)

## MDRBA011 - Bosnia and Herzegovina - Population Movement

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

### V. Contributions by Donor and Other Income

Opening Balance							0
Income Type	Cash	InKind Goods	InKind Personnel	Other Income	TOTAL	Deferred Income	
American Red Cross	149,343				149,343		
British Red Cross	284,712				284,712		
Bulgarian Red Cross	2,500				2,500		
China Red Cross, Hong Kong branch	25,407				25,407		
Croatian Red Cross			4,037		4,037		
Iraqi Red Crescent Society	2,005				2,005		
Irish Red Cross Society	38,472				38,472		
Italian Red Cross	49,108				49,108		
Japanese Red Cross Society	90,380				90,380		
New Zealand Red Cross	1,672				1,672		
Norwegian Red Cross	159,055				159,055		
On Line donations	285				285		
Red Cross of Monaco	22,640				22,640		
Slovenia Government	43,598				43,598		
Swedish Red Cross	195,739				195,739		
The Canadian Red Cross Society (from Canadian Gov	119,153				119,153		
The Netherlands Red Cross (from Netherlands Govern	336,765				336,765		
<b>Total Contributions and Other Income</b>	<b>1,520,836</b>	<b>0</b>	<b>4,037</b>	<b>0</b>	<b>1,524,873</b>	<b>0</b>	
<b>Total Income and Deferred Income</b>					<b>1,524,873</b>	<b>0</b>	