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Operation Update Report

Bosnia and Herzegovina: Population Movement

 International Federation
of Red Cross and Red Crescent Societies

Emergency appeal n° MDRBA011 Operation update n° 7	GLIDE n° OT-2018-000078-BIH
Date of issue: 1 April 2021	Timeframe covered by this update: 1 September 2020 – 28 February 2021
Operation start date: 8 December 2018	Operation timeframe: 24 months Operation end date: 31 December 2021 (extended from 8 December 2021)
Funding requirements: CHF 3,800,000	DREF amount initially allocated: CHF 300,000
Appeal coverage: 63% as of 25 March 2021 (for Donor Response report please click here)	
N° of people being assisted: 50,000 migrants and 4,500 people (1,500 households) from host community	
Host National Society: Red Cross Society of Bosnia and Herzegovina (RCSBiH)	
Red Cross Red Crescent Movement partners currently actively involved in the operation: 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.	
Other partner organizations actively involved in the operation: Ministry for Human Rights and Refugees, Ministry of Security, Una-Sana Cantonal Government, City of Bihac, IOM, UNHCR, UNICEF, Caritas, World Vision, MSF, Danish Refugee Council (DRC), Pomozi.ba, Catholic Relief Services, Save the Children, Austrian Embassy in Bosnia and Herzegovina, International Rescue Committee, International Orthodox Christian Charities	
Governments supporting the operation: Italian Government, Government of Canada (via Canadian RC), Netherlands Government (via Netherlands RC), Slovenian Government, Swedish Government (via Swedish RC).	

Summary of major developments:

This Operations Update no. 7 provides an up-to-date description of the developments in the field related to the migration response in Bosnia and Herzegovina (BiH) in the period from 1 September 2020 to 28 February 2021 which also covers the developments and RCSBiH actions in the Lipa Camp that are highlighted in summary below.

There are minor changes to the operational budget and short timeframe extension (less than 1 month until end of December 2021) introduced through this Operations Update. However, the total funding requirements of the EA remain unchanged. The budget changes are to accommodate some logistic needs and extra warehouse capacity as well as the incentives of additionally recruited volunteers, First Aid team members. The EPoA will be adjusted accordingly.

In the reporting period, the Temporary Reception Center (TRC) in Blažuj (in Sarajevo Canton-SC) was overcrowded and Lipa camp (in Una-Sana Canton-USC) was put on fire after the withdrawal of the IOM from the camp on 23 December 2020. The situation became tense and the protests by the local population were taking place to prevent the reopening of the TRC Bira in USC. The BiH Armed Forces provided tents in Lipa camp for the accommodation of migrants. The RCSBiH has mobilized all efforts immediately after the fire to save lives and meet the basic needs

of migrants in the camp with a special focus on the provision of food, hot drinks, First Aid services, winter clothes, basic hygiene supplies for 1,370 migrants¹.

Forests and abandoned buildings on the edge of USC were filled with makeshift camps set up by migrants, especially around Velika Kladuša and Bosanska Otoka. The overall security situation continued to deteriorate, with several reported cases of fires in abandoned buildings. Scenes of violence between migrants could be seen more often which has become a burning issue. Citizens of Bihać continued to demonstrate against uncontrolled arrivals of migrants, requiring that Bira TRC (USC) remains closed.

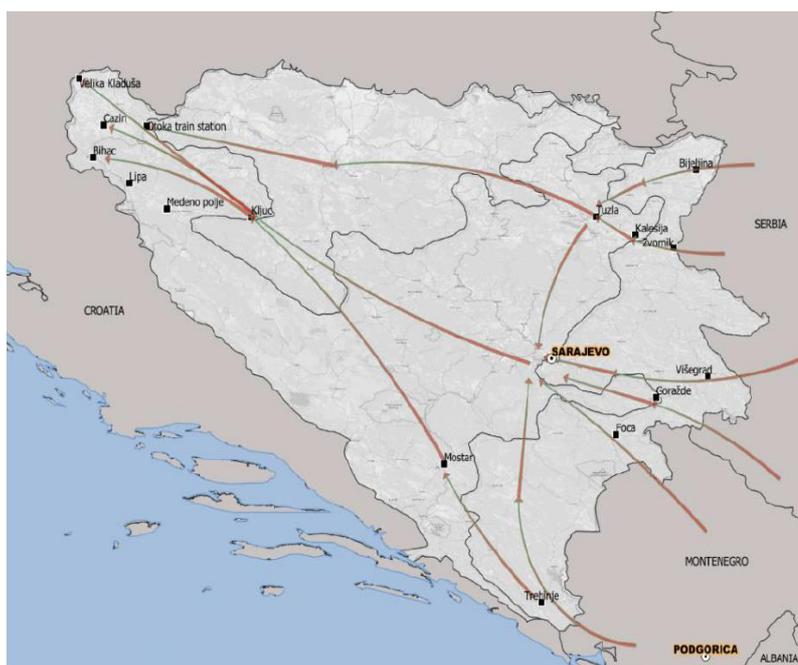
The Mobile Teams (MTs) of RCSBiH continued to provide their services including the provision of food, household and hygiene items, PSS and First Aid, provision of personal protective equipment (PPE) among other activities. However, in light of the unprecedented COVID-19 pandemic situation, some of the activities such as trainings for volunteers, workshops and community-based surveys and activities could not be carried out as planned initially and are planned for the upcoming months.

The operation will continue focusing on the work of the Mobile Teams in delivering services to the migrants deprived of basic necessities as well as supporting host communities through cash assistance. In addition to increasing the capacities of the HQ and local branches involved in direct implementation of activities; as well as reallocation and adjustment of mobile teams' services based on the migrants needs. Additionally, community-based health promotion activities have been introduced specifically targeting migrants in camps through setting up medical health points which will increase the Red Cross presence in camps.

A. SITUATION ANALYSIS

Description of the disaster

Countries throughout the Balkans experienced a significant increase of new arrival 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 (in total there have been 24,067 registered arrivals in 2018), 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 USC and seeking to enter the European Union (EU) through Croatia.



Map 1 – Main migratory routes in BiH

Migration flows in Bosnia-Herzegovina continued in 2020 and 2021, though the number of new arrivals has declined compared to previous years. The political situation in BiH and neighboring countries has changed and resulted in a decrease of new arrivals due to tighter controls on the Croatian border resulting in migrants losing interest to use the BiH route. The impact of the COVID-19 outbreak also caused border closures and movement restrictions. Due to the complex political situation, most of the migrants were stranded in no-mans land between the two entities (Federation of BiH entity and Republika Srpska entity) at the checkpoint in Velečevo (the municipality of Ključ) and near Bosanska Otoka (USC). Those who even made it through, found it difficult to enter TRCs due to limited capacities leaving many to sleep on forest floors or at roadsides. Most of the migrants outside of TRCs are without access to basic needs (food, water, footwear, clothing, sanitary conditions).

¹ The total number of migrants is not constant and had decreased since the fire in December 2020.

According to the UNHCR around 16,000 migrants entered the country in 2020, while in 2019 there have been 29,196 registered arrivals, mainly from Pakistan, Afghanistan, Bangladesh, Morocco, Iraq, Syria, Algeria, Iran, Egypt, Palestine, India. Over 8,000 migrants were estimated to be in the country, as of February 2021². 6,374 of them were staying in eight reception centers, while at least 2,000 people were staying outside of formal accommodation³, squatting in abandoned buildings, forests and in makeshift camps with limited access to food, water, sanitation, heating, electricity.

On 21 December 2020, the International Organization for Migration (IOM) officials, after repeated appeals to the authorities to supply basic services such as running water and road access, called for the camp Lipa closure due to poor and inhumane conditions before winter and pulled out of the camp. Migrants remained at the location without any support. One of the suggested options to relocate these people was to the earlier closed TRC Bira which was strongly opposed by local authorities, as well as the local community. Immediately after IOM left the camp, Red Cross teams visited the site and began distributing food parcels to 1,370⁴ migrants that remained at the location.

After IOM withdrawing their teams and the fire that hit Lipa camp nearby the city of Bihać on 23 December 2020, the RCSBiH has also been mobilizing all efforts to meet the basic needs of migrants who were evacuated from the camp and relocated in the camp again with special focus on the provision of food, hot drinks, First Aid services, winter clothes, basic hygiene supplies. Throughout the end of December 2020 and at the very beginning of January 2021 the situation in Lipa camp was still dramatic and with the arrival of snowfall and temperatures below zero degrees Celsius it was further complicated and threatened to escalate into a serious disaster. The location of the Lipa camp is in an open area where a very strong and intense wind blows all day, and weather conditions are generally very bad in this part of the country. The situation could turn into a serious security problem in a very short time, because the people staying there were already hopeless. The lack of warm accommodation, sufficient food and water could cause more and more security problems due to the growing dissatisfaction of migrants.

RCSBiH supported migrants at this location with food parcels, hot tea and winter clothing until 2 January 2021, when migrants started to protest and refused any aid or support. After four days of negotiating, migrants accepted the food distributed to them by members of the Red Cross of the City of Bihać.

Armed Forces of BiH have then set up the heated tents to accommodate migrants until camp Lipa was brought up to standard for winter conditions. On 8 January 2021, the RCSBiH took over the tents from the Armed Forces of BiH at the Lipa site, after which the process of relocating migrants to them began. The conditions in the camp have been slightly improved with the provided heated tents, mattresses and food distribution tents, however there is still great improvement needed for being prepared to the harsh winter conditions and for additional services to be provided (for example first aid and primary health care services).

A draft Memorandum of Cooperation has been drafted on the establishment of a temporary reception center for accommodation of migrants at the location "LIPA" defining the roles of all actors. This memorandum has not been formalized yet.

The EU Commissioner for Home Affairs visited Bosnia and Herzegovina (BiH) on 18-19 February 2021 to discuss the cooperation on migration and "migration management systems". On 18 February, the Commissioner visited Bihać and Lipa Camp and had meetings with members of the BiH Presidency, the Chairman of the Council of Ministers, Prime Minister of Una-Sana Canton and the Mayor of Bihać. In Lipa Camp the Commissioner had the opportunity to meet with representatives of RCSBiH, IFRC and ICRC.

In addition to Lipa camp, according to USC Ministry of Interior there were another 1,000 migrants walking through the streets and forests of USC and it was expected that those people would either head in the direction of the European Union or of Sarajevo Canton and further towards Serbia, looking for better living conditions. According to reports from RCSBiH Mobile Teams in Tuzla and Eastern part of Republic of Srpska during the period November/ December 2020, there was an increased number of migrants who were returning to Serbia due to pushbacks on the Croatian border and also due to the very harsh situation in USC and lack of proper accommodation. Some of those migrants stated that they would stay over the winter in Serbia, where camps have much better conditions, and after winter they would try to return to BiH or try another route directly to the EU.

While the number of migrants and refugees crossing international borders reduced dramatically, the already challenging conditions for migrants were further exacerbated by the direct and indirect impacts of the COVID-19

² Inter-agency meeting, 26 February 2021

³ Inter-agency meeting, 26 February 2021

⁴ The number of migrants have decreased since then to approx. 1,000 in mid-January 2021

pandemic, including reduced access to vital public or other social care services and humanitarian support. However, access to basic health care services is still available within the public health system.

Ensuring an effective response operation during the COVID-19 pandemic has required significant readjustments, both in terms of programming and duty of care to the people targeted, volunteers and staff. Despite the overall restrictions and challenges ranging from procurement of adequate PPE and ensuring social distancing in crowded settings, RCSBiH managed to deliver its activities to the migrants following all necessary precautions.

In the reporting period, mitigation of restrictive measures regarding the COVID-19 pandemic continued in both entities, despite the fact the number of infected people continued to increase⁵. The authorities were calling for respect of the epidemiological measures countrywide. Although the BiH Council of Ministers' decision on ban of movement between the TRCs was still in force, this did not affect the movements. Since many reception centers were overcrowded, the conditions needed improving, especially given the risk posed by the COVID-19 pandemic. Screening on COVID-19 symptoms was performed in all TRCs.

On 8 December 2020, besides situation at Lipa camp, an incident also happened in the TRC Blažuj near Sarajevo where a fire broke out. The health team of the Red Cross of the Federation of BiH was on duty in the camp. The team at the time was treating the injuries of people who were injured in the fight that preceded the fire. A large number of people had pain in the extremities. In addition to the above, people had various bleedings, cuts on the face, extremities, and head. All people who asked for help were provided with first aid services at the premises of the IOM base, and two people were referred for transport by the organization 'JRS'. Shortly after the fire broke out, the entire camp was left without electricity, which had not been established until the moment the Red Cross team left. Due to the power outage, the teams were in difficult circumstances working in the dark, but they managed to treat all the injuries and leave the camp safely.

On 28 December 2020, during the distribution at the Lipa location, the City Red Cross Bihać vehicle was damaged, and on that occasion, the window was broken and the food packages that were in the vehicle were taken away. Although the police was present at the location during the distribution, it was very difficult to secure the entire area with a large number of desperate and dissatisfied people. None of the Red Cross staff and volunteers were injured during this incident.

Summary of current response

Overview of the Host National Society – RCSBiH

With such fluid and frequent changes in the situation on the ground, in USC in particular, but also in Sarajevo Canton and Tuzla Canton 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. In order to be able to reach out and deliver the planned services, also bearing in mind very complex situation related to COVID-19 pandemic, the IFRC made the decision to extend the Population Movement Emergency Appeal in Bosnia and Herzegovina for an additional year, with the current end date being 31 December 2021.

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

While the focus of assistance for the MTs has been to reach out people on move, squatting in open air of public properties mainly unassisted by



Images 1, 2, 3. RCSBiH providing assistance and first aid services to migrants in Lipa camp. Photo: RCSBiH

⁵ <https://bit.ly/31kXfiw>

other agencies, additionally 60 volunteers from City Red Cross Bihac and 34 volunteers from USC RC have been directly engaged in preparation and distribution of food in IOM/EU run TRCs.

Lipa Camp response

On 8 January 2021, RCSBiH took over the tents from the Armed Forces BiH at the Lipa site, after which the process of relocating migrants to them began - a total of 25 tents with 30 people each. As of 20 January 2021, most of the migrants and refugees staying at the Lipa site near Bihac were housed in those tents. There were no more people under the open sky. Snow and low air temperatures somewhat slowed down the work on the final equipping of the tent settlement, although a significant part of the work was completed. Electrical supply, tent heating, tent space for food distribution have been provided.

Volunteers of the City Red Cross Bihac and USC, together with the humanitarian organization "SOS" from Bihac, were distributing food meals, hot tea, water and clothing on a daily basis. It is planned that in the upcoming period the RCSBiH will in cooperation with the Service for Foreigners' Affairs of BiH provide emergency humanitarian accommodation and care for migrants in the tents of the Armed Forces of BiH, deliver food and basic hygiene supplies to migrants, who are urgently accommodated in the tents of the Armed Forces of BiH, and provide other needs that are necessary until there is a need and final solution have been found.

RCSBiH assistance provision in the reporting period is as follows:

Food provision and distribution

In addition to cooked food provided by mobile teams at TRCs in USC (with support provided through this EA), the RCSBiH procured and distributed 34,883 food parcels consisting of dry food and 1 litre of water through its MTs as an emergency food supply for people on move.

Emergency shelter and household items to cover basic needs.

In addition to distribution of 3,229 hygiene parcels through MTs interventions, the RC has also been distributing hygiene items on Lipa.

Through MTs, household items were also distributed at the same locations as hygiene items and provided to people on the move or staying in open spaces outside of TRCs. Besides that, through the Emergency Appeal, the NS procured 27,000 pcs of winter clothing, 7,976 pcs of underwear, 8,966 pairs of socks, 2,903 raincoats, 3,323 blankets and 2,471 sleeping bags.

Health

Once the Mobile Teams were established, First Aid provision to people on move became one of the essential services delivered and 1,372 First Aid interventions were provided in the reporting period and 57 referrals to health institutions. In addition to First Aid, over 7,934 people on the move were also provided with PFA assistance through Mobile Team interventions.

At camp Lipa location, USC mobile teams have been engaged in providing First Aid services for migrants residing at this location. As a result, more than 100 migrants have been supported with basic first aid services since the closure of the camp. There are no proper conditions/facilities for providing First Aid but RC MTs are looking to assist those with minor and treatable injuries at the spot and in the open.

The RCSBiH has been using KoBo toolbox for collecting information on services provided and goods delivered. The Red Cross currently has 9 operational teams that are funded by the Emergency Appeal and bilateral cooperation with Swiss RC supplied with necessary First Aid materials and relief items for immediate use and distribution. Items distributed included winterization items, warm clothing, shoes/socks, hot drinks, blankets, sleeping bags etc.

In parallel to the emergency response to the migrant crisis, continuation and reinforcement of the regular programs by the RCSBiH were found to be a critical aspect to support the migration crisis.

With increased number of COVID-19 cases in the region, the concern of personal health and safety for personnel was growing. 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. Among other activities, the MTs were also distributing protective masks, gloves, disinfectant material and informational leaflets for migrants in transit as prevention measures for COVID-19 transmission and to enable migrants to enter public spaces and shops as well as public transportation.

The RCSBiH Emergency Appeal Coordinator has been working on all aspects of implementation of the Emergency Appeal as the NS focal point.

Overview of the Red Cross Red Crescent Movement in country

The IFRC Regional Office for Europe (ROE) has been providing technical support to the National Societies affected by population movement since 2015. As RCSBiH has been outside the main migratory route, the National Society has not previously sought support in addressing the needs of migrants. Changes in trends and the migration context in the country prompted RCSBiH to engage in short- and mid-term response. In order to support the RCSBiH in their activities to assist migrants, the IFRC and Movement Partners have also provided both management and operational support to the RCSBiH leadership and technical teams (see [previous operation updates](#) for a complete account of the technical support provided by IFRC ROE).

In the reporting period, IFRC Operations Manager has been deployed in Bosnia and Herzegovina until 21 December 2020 through rapid response mechanism. Following the rapid response deployment, to support the National Society in its efforts to implement the Revised Plan of Action, IFRC Operations manager was deployed to Sarajevo to ensure the continuity of support starting from 1 February 2021. Operations Manager is continuing to oversee the operation and support the RCSBiH Emergency Appeal Coordinator in coordination with the National Society leadership, government authorities, and external partners.

The IFRC Communications Delegate - staff on loan from Danish Red Cross - was deployed in Bihać on 14 February 2021 for a period of two months.

RCSBiH have established Emergency Operations Center (EOC) through regional project implemented by ROE. Equipment for center have been procured and installed in a temporary room (conference room) and Center have been up and running. RCSBiH also procured and installed equipment for entity RC EOCs and in Brčko district that will be linked with National HQ and further with ROE. Financing for entity and Brčko EOCs was provided by ICRC. The ICRC also provided funds for supporting the establishment of a functional system of internal communication throughout the RCSBiH structure (video conferencing sets and telecommunication equipment for the 19 regional locations and five mobile sets).

In addition, the National Society has received technical, financial and in-kind support from the ICRC and multiple other RC partners, who have long-standing partnerships with RCSBiH and/or have been long present in the country including the **Austrian Red Cross, Croatian Red Cross, German Red Cross (GRC), Italian Red Cross, Kuwait Red Crescent Society, Slovenian Red Cross Swiss Red Cross, Turkish Red Crescent, Qatar Red Crescent Society and The Red Crescent Society of the United Arab Emirates.**

These include:

- **Austrian Red Cross** provided funding for procurement of container that is used for MT Bijeljina – Zvornik as a storage for goods distributed to migrants as well as for local population when needed by local RC. They also provided non-contact thermometers.
- **German Red Cross** has also provided bilateral support to procurement and distribution of 5,000 food parcels in USC, additionally in December 2020 German Red Cross has provided EUR 85,000 for procurement of food parcels that were distributed to the migrants on route. Most of this food was used by MTs to support migrants that are residing at camp Lipa location as well for migrants on the move.
- **Italian Red Cross** during the reporting period provided donation containing winter clothes, winter footwear, blankets, water to the amount of EUR 297,657.
- **Kuwait Red Crescent Society.** Kuwait Red Crescent Society through bilateral cooperation with the RCSBiH provided financial assistance to the amount of USD 50,000 used for distribution of dry food parcels, protective masks and gloves and winter clothes for migrants.
- **Swiss Red** During the reporting period Swiss Red Cross was providing funding for the operation of four mobile teams who were also involved in PPE distribution to migrants on the move. 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.
- **Turkish Red Crescent.** 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 EUR 52,236.91. These items were distributed throughout the structure to entity and further to local levels. In the reporting period the donation was received to the amount of USD 19,199.23 (men's coats, shoes, hygiene sets, bed sponges) and distributed for the migrants in USC.

- **Qatar Red Crescent Society** through bilateral cooperation with the RCSBiH provided financial assistance to the amount of USD 50,000 used for distribution of winter clothes for migrants (woolen caps and gloves, underwear, socks, winter footwear, thermos bottles).
- **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.

The **International Committee of the Red Cross (ICRC)** has been financing RFL mobile teams in USC, Sarajevo Canton and Tuzla Canton. These teams are working together with MTs supporting migrants outside TRCs and are visiting TRCs providing information on RFL services, promoting the trace the face platform, charging phones, distributing phone and internet cards, distribution of cards for children and older persons. The 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. Provision of IT equipment to USC RC central warehouse in Bihac, RC Mobile team in Ključ and the municipal RC in Trebinje were also ensured to facilitate operational action and warehousing support. The RCSBiH also received financial support from ICRC (approx. CHF 15,000) that was used for needs of the teams in the field. Also, support was provided for the regularly updated leaflet on RC Covid-19 action which is the tool for the RCSBiH further positioning and include migration and other RC key activities. The ICRC also provided funds to the amount of 60,154 EUR (purchasing the conferencing sets and telecommunication equipment as described above). Four MHPSS workshops „Help the Helpers“ were conducted in the period from 18-21 November 2020 as well as from 17-20 February 2021 in Bihac for the staff and volunteers of USC RC and Bihac City RC involved in migration response. The workshops were conducted with financial and technical support by the ICRC, as well support in expertise. The facilitators were the RCSBiH and ICRC Expert Team comprising the Psychologists and Psychosocial Support Coordinator of the RCSBiH.

Overview of non-RCRC actors in country

The Council of Ministers 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.

- **The International Organisation for Migration (IOM)** is providing accommodation for migrants by renting facilities for TRCs in Sedra hotel and, Bira and Miral factories in Una-Sana Canton (USC). IOM also continues to support running of TRC Borici (Bihac-USC) and TRC Salakovac (Mostar) as well as supporting food provision implemented by the RCSBiH in Borici and Bira TRCs in Bihac, Miral TRC in Velika Kladusa, Sedra TRC in Cazin and Salakovac and TRC in Mostar. Water and sanitation facilities are also provided by IOM in areas where no water established infrastructure is available.
- **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 continues to advocate for the restoration of freedom of movement of migrants, asylum seekers and refugees and accommodation in hostels and private accommodation.
- **The Bihac Municipality** has made a former student dormitory in Borići, near Bihac available as an additional shelter.
- **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 city's Ušivak centre.
- **Danish Refugee Council (DRC)** is providing health care to migrants staying in the TRCs in Una-Sana Canton. DRC also supports strengthening of four RCSBiH Mobile teams with additional FA staff and other team members. Kalesija MT funding continued through Red Cross of the Federation of Bosnia and Herzegovina entity project signed by DRC along with teams in Tuzla Canton, Mostar, Ključ, Cazin, Bosanski Petrovac, Sarajevo.
- **MSF** provided a container used by RC first aid teams in Borići. MSF has suspended all activities and has not been active in the field since October 2020.
- **MFS Emmaus** has offered accommodation for 2,000 people in Duje, but this is off the migration route and people are not willing to stay there.
- **International Rescue Committee** is providing outreach services to migrants outside of TRCs together with Red Cross of Una-Sana canton.
- **International Orthodox Christian Charities** provided the RCSBiH donation in the form of hygiene packages, blankets and baby diapers, of which 80% is intended for the migrant population.

Coordination mechanisms

Movement coordination is maintained by the RCSBiH with the support of the IFRC. So far, two Partnership Meetings 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 partner National Societies present in country as well as ICRC. Additionally, nine partnership calls have been organized by the Regional Office for Europe. To be highlighted is the close coordination and a standardized approach with Swiss RC and IFRC towards Mobile Teams (incentives, procedures).

In addition to the regular participation in the monthly Inter-Agency Coordination Meetings held at the 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 USC and Salakovac, with the respective RCSBiH Branches participating. 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.

On 22 February 2021 a meeting was held between the IOM new Chief of Mission in BiH and the representatives of RCSBiH, IFRC and ICRC. The main purpose of this meeting was to establish good working relationship between the new Chief of Mission /IOM and the Movement components in BiH, RCSBiH in particular. The Movement's objectives for this meeting were to: 1) Increase IOM's understanding of the Movement's comprehensive response and different roles in relation to migrants (and beyond) in BiH, 2) Increase the recognition and visibility of the RCSBiH's role within IOM's response, 3) Strengthen RCSBiH position in the national system for response to the needs of migrant's, supported by IOM, 4) Improve coordination between IOM and the Movement, including information sharing, better involvement of RCSBiH and formalisation of support to RCSBiH through a framework agreement.



Image 4. Mobile Team Bijeljina providing assistance to migrants in the area of Bijeljina and Zvornik. Photo: RCSBiH

Needs analysis and scenario planning

Needs analysis

At the beginning of the reporting period significant new entries from Serbia have been noticed, and an increased number of migrants passing through Tuzla and Sarajevo towards Bihać. The RCSBiH Mobile Teams were continuously distributing food, water and household items to people on the move (IOM continued to provide food in the TRCs in collaboration with the Red Cross of the Federation of BiH). **The number of people outside TRCs has been observed to be the same as the number of those accommodated in the TRCs.** The Mobile team from Bijeljina reported that several separate groups of migrants could be seen moving in different directions, most migrants wanting to return to Serbia, mentioning better conditions in the camps there, and few of them were going to Sarajevo or moving in the direction of Kalesija. Some of migrants were using the new route via Banja Luka (which is 50 km closer for them to walk in comparison to being taken off the bus in checkpoint Velečevo). Migrants are observed to be undernourished, not being able to stay towns, staying up scattered around mountains and forests. As a recent development an increased number of families with children (age between 1 and 17) have been noted staying for a longer period in checkpoint Velečevo, with key needs being food and water. Besides the need for providing food supplies for migrants on the move, there were high needs for household items such as raincoats and thermal foils which has been in process of procurement through Emergency Appeal. Also there were increased needs for backpacks, socks, underwear and the adequate footwear for the next period of colder weather. There is also a need to strengthen capacities of actors responding to the migration crisis to refer vulnerable cases (medical transportation)⁶.

During September and October 2020, RCSBiH staff with the support of the IFRC Operations manager carried out several field visits and conducted small scale assessments in the different areas where the NS carries out its activities. Based on findings from field visits and discussions held with the local RC staff and volunteers, it has become obvious that the **main focus of the intervention should be the MT's and their direct work with**

⁶ Inter-agency meeting, 2 October 2020

migrants as the need for this support is significant and not covered by other actors. Additionally, during the inter-agency meetings, it has been confirmed that **migrants on route and residing outside of the TRC's are in highest need of assistance** especially during the winter months. A further opportunity for much **needed improvement in the health sector is related to community activities** such as CBHFA for migrants in TRCs. Communities are facing the threat and **risk of non-communicable diseases** because of displacement, migration, and economic disparity.

As of the end of October 2020, the needs of people on the move or staying outside of the existing TRCs have continued to be the lack of access to sufficient **food, health services, water and sanitation facilities and appropriate shelter**, especially considering the current winter.

In October 2020, the NS carried out a workshop with the entities of the RC Federation of Bosnia and Herzegovina and the RC of Republika Srpska to plan for future activities as part of the extension of the Emergency Appeal. Some of the activities that were proposed during this workshop were:

- Support to the migrants in the camps and development of community-based health promotion (new activity)
- Assist in covering operational cost for local branches under which MTs are operating (new activity)
- Perform regular refresher First Aid trainings for MT members and for newly joined members. (new activity)

In conclusion and based on the continuous needs assessments conducted since the beginning of the operation and based on the conclusions of the Inter-Agency Coordination Meetings and other operational factors, it has been decided to extend the current Emergency Appeal. These factors include the extended duration people on the move spend in BiH now compared to the past, the limited space in the official TRCs, the growing number of people sleeping in public places and abandoned buildings and deterioration of the weather conditions with the arrival of the winter.

Protection

Out of the total number of migrants observed by mobile teams in 2020, 97% are male. Within the male population, about 5% are below 18 years old. As for the female migrant population, about 22% of people are below 18 years of age. In most cases, women are not travelling alone but with other family members (husband, brother, son). Nationality-wise, most migrants come from Afghanistan, Pakistan, Bangladesh, Morocco, Iraq, Iran, Algeria.

Most of the migrants currently arriving at the reception centres are male adults, mostly travelling alone which showed vulnerabilities mainly related to health conditions (chronic illness, malnutrition and hygiene-related illnesses). Among new arrivals, there is also a little percentage of families, mostly coming with young children, unaccompanied and separated children (UASC), people with disabilities, who have been exposed to different forms of violence, robberies and threats along the way. Due to the protracted travelling, people were exposed to lack of access to basic services, causing poor personal hygiene often connected with living in detrimental conditions. Young children and babies, as well as pregnant women are exposed to particular health risks linked to incomplete/inadequate access to reproductive health care. Similarly, individuals have experienced traumatizing events and have been affected by diverse stressors linked to the migration journey, exposing them to develop, distress, aggressive behaviours, depression and other mental health issues, with possible impact at family level, where increased reporting of SGBV and child protection issues have been regularly reported. Family separation has also been reported, especially when trying to cross the borders. This risk can expose children to be separated by the parents and to face protection issues which need rapid response and safe referral.

The RC is planning to pilot trainings on trafficking in selected camps but due to current security measures all trainings are suspended.

Health

MTs have been regularly observing migrants suffering from conditions such as malnutrition, blisters, scabies, respiratory infections and chronic diseases, including COVID-19 symptoms. In addition, the MTs are also seeing the need for longer-term care and medicines to address some chronic illnesses or medical complications. Health problems will be only increasing during the winter months, especially respiratory infections, flu, cold, exacerbation of some chronic diseases, due to the low outside temperatures. Therefore, more medical attention will be needed especially since COVID-19 cases have increased in the country, according to WHO⁷ This will affect migrants but also RC staff working in contact with people. ICRC has held PSS training sessions for staff and volunteers in USC which will be scaled up to other locations within BiH. Work in weekly shift rotation will be considered and all precautionary measures will be respected to protect staff and volunteers.

The RCSBiH is working in close coordination with partners already engaged in the TRCs (such as IOM, Danish Refugee Council (DRC), UNHCR and Save the Children) in exploring the possibility to engage in health

⁷ <https://covid19.who.int/region/euro/country/ba>

awareness raising activities for vulnerable people staying at official TRCs. For example, it was observed during the health assessment (May 2019) that there is a need for a gender-based approach and activities for sensitization of medical (local) doctors towards migrants due to existing stigma. Closer cooperation has been established lately between the Red Cross MTs and the DRC who are responsible for health care in TRCs, originally contracted by the UNHCR for the health sector. This cooperation is being now formalized through an MoU in some locations already.

Targeting

Taking into consideration the fact that most of vulnerable categories (i.e. women, children and minors) are accommodated in the existing TRCs on priority basis, the primary target of the RCSBiH assistance are single male (90%) and women and children (10%), including a few underage boys/unaccompanied minors all on the move (new arrivals) or subject of pushbacks. The RCSBiH will continue to follow the existing referral system with regards to vulnerable people met on the move / outside of TRCs (i.e. communication/reporting to IOM/UNHCR/DRC for transfers to the TRCs). Additionally, the RCSBiH will be targeting migrants accommodated in the TRCs with Community Health Promotions and First aid activities.

In terms of geographical priorities and considering a needs-based approach, the priority will continue to be given to areas that are facing the biggest burden of the migrant crisis in BiH which in this case are **Una-Sana canton** (as the ultimate destination for migrants entering the country), **Sarajevo Canton**⁸ (based on the needs assessment it has been proposed the additional MT to be located by the RCSBiH HQs -to be relocated from Mostar) and **Tuzia canton** (as a temporary stop with growing number of migrants squatting at public places). In addition, MTs will continue to be deployed along the critical entry points into the country bordering mainly with Serbia and Montenegro.

In terms of selection of recipients for cash assistance from vulnerable members of the local population, the priority has been given continue to be given to those vulnerable people who have been receiving humanitarian assistance from the RCSBiH prior to this migrant crisis, whose vulnerability has increased due to sudden influx of migrants and insufficient support from the RCSBiH due to lack of resources (which have been diverted to support the migrant crisis). The targeting criteria has been set through the local centres of the Social Welfare Ministry and local community leaders that have the most updated data on households that are in need of support within the different areas of intervention. The RCSBiH has followed the Ministry regulations for allocating a one-time (multi-purpose) cash transfer that would be contribution to the cost to cover the basic needs of a household according to the national standards.

As for the former Lipa camp residents, who have been assisted by RC MTs, all residents (approximately 1,370 male migrants) have been equally supported through food distribution, shelter and household items provision and First Aid services. In addition, increased movement was noticed in the area of Vlasenica and Bratunac (nearby the Drina river) requiring attention due to the risk of drowning.

Operational Risk Assessment

Risk	Likelihood	Update on situation / Mitigation measures
Unclear evolution of the humanitarian situation in the country.	High	The number of arrivals and people stranded in BiH increases due to the inability to cross the borders. It is estimated that the number of arrivals will continue to grow in 2021 up to 20,000 new arrivals. The National Society continues delivering services to the migrants deprived of necessities as well as supporting host communities through cash assistance, as well as community-based health promotion activities specifically targeting migrants in camps through setting up medical health points which will increase the Red Cross's presence in camps.
The heavy workload of National Society staff and volunteers	High	The complex administrative structure of the country is mirrored in the internal structure of the RCSBiH. The National Society faces a major challenge to maintain interest within its complex structures to continue its engagement in the migrant crisis. With funding support of this International Appeal, Swiss Red Cross and DRC, the RCSBiH manages a total of 11 Mobile teams all over the country, which provide services for people on the move and camps and host communities and provides sectorial support in Shelter, Livelihoods, Health, Protection and RFL, program, these staff, and volunteers often provide support to non-RCRC projects and other RCSBiH tasks. The number of MTs and FA volunteers and members has been

⁸ New MT location

		increased, with a rotation system in place. Mental health and wellbeing of the staff and volunteers are observed all time and support provided in case of need.
Shortage of staff in National Society to fill existing gaps.	High	Lack of key specialists in National Society, Headquarters is slowing down the processes, including implementation of the planned activities under this Emergency Appeal. Guideline to support the National Society in its structure and staff recruitment has been elaborated and is in the stage of discussion and agreement. The recruitment will be started as soon as the document is approved within the National Society by Presidency meeting.
Decreasing stocks and resources	Moderate	The IFRC and Movement Partners providing both management and operational support to the RCSBiH leadership and technical teams. Since 2018, the National Society has received technical, financial, and in-kind support from the ICRC and multiple other RC partners, who have long-standing partnerships with RCSBiH and/or have been long present in the country. The National Society has a good human resource base and is prepared to meet the food and household item and Hygiene and Sanitation needs of some 10,000 people from both refugee and host communities.
Potential of compound emergencies	Moderate	While there has been no recent large-scale natural disaster requiring a national-level emergency response to date, the RCSBiH remains on alert, since Bosnia and Herzegovina is prone to natural disasters
Stigma against the migrant and refugee population	High	Some challenges facing both the refugee and host communities include misunderstanding due to cultural differences, unequal pay, and language barriers, exacerbated by congested urban living and straitened financial circumstances. Language and cultural differences impact the integration of refugees in society, often leading to poor social relationships. Both host and refugee communities have suggested that promotion of non-discriminatory attitudes, and raising awareness of their legal rights, can help improve community relationships and build greater understanding between and among both host and refugee communities.

B. OPERATIONAL STRATEGY

Implemented strategy

Increasing number of migrants have been observed in all transit areas across BiH moving in both directions, entering from Serbia and trying to reach USC in the west of the country but also trying to return to Serbia after several unsuccessful tries to reach Croatia and further EU and due to poor conditions in Temporary Reception Centres and lack of space in them. People along these routes were supported by either the RCSBiH MTs or other agencies carrying out outreach work which is still inconsistent and insufficient. It is estimated that around 2,500 people are sleeping rough across BiH. Weather conditions are not favorable thus even if food is sufficient, for thousands of people who are sleeping outdoors in makeshift tent camps or abandoned houses, their safety and wellbeing is endangered due to inadequate accommodation and the risk of hypothermia and other injuries caused by cold weather.

Besides migrants at "Lipa" location there are others also served and supported by MTs throughout the USC. With escalation of the situation at "Lipa", RC Mobile teams were stretched to their limits. Additionally, due to the stricter border control with Croatia and the increasingly difficult crossing, together with the worsened conditions of accommodation in camps in USC, a certain number of migrants decided to return to Serbia, where conditions in camps are far better. In order for Red Cross to support as many migrants as possible at different locations there is a need for additional vehicles and personnel along with sufficient amount of food and non-food supplies to be distributed (winter clothing, raincoats, sleeping bags) along migratory route.

With support provided through EA and by partners, the RCSBiH procured and through its MTs distributed 105,358 food items - dry food items and 1 liter 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.

The Red Cross Society of Bosnia and Herzegovina completed the procurement of food parcels (around 17,000) for which funds were provided by the German Red Cross and sent winter clothes donated by the Turkish Red Crescent as well winter clothes, footwear and blankets donated by the Italian Red Cross to the Lipa camp beneficiaries.

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. In the reporting period, through MTs, 55,634 household items were distributed at the same locations as 7,086 hygiene items, provided to people on move or staying in open spaces outside of TRCs.

Once the MTs were established, First Aid provision to people on move became one of the essential services delivered. In the reporting period 9,306 persons were reached with 1,372 First Aid interventions provided and 7,934 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 buildings without access to health institutions, especially in the period since the outset of the COVID-19 pandemic. As part of fulfilling duty of care, 134 volunteers were insured in the reporting period.



Image 5. Mobile team providing assistance to migrants in Bosanska Bojna /USC area
Photo: RCSBiH

The complementarity between the response operations of RCSBiH (COVID-19 and Population Movement)

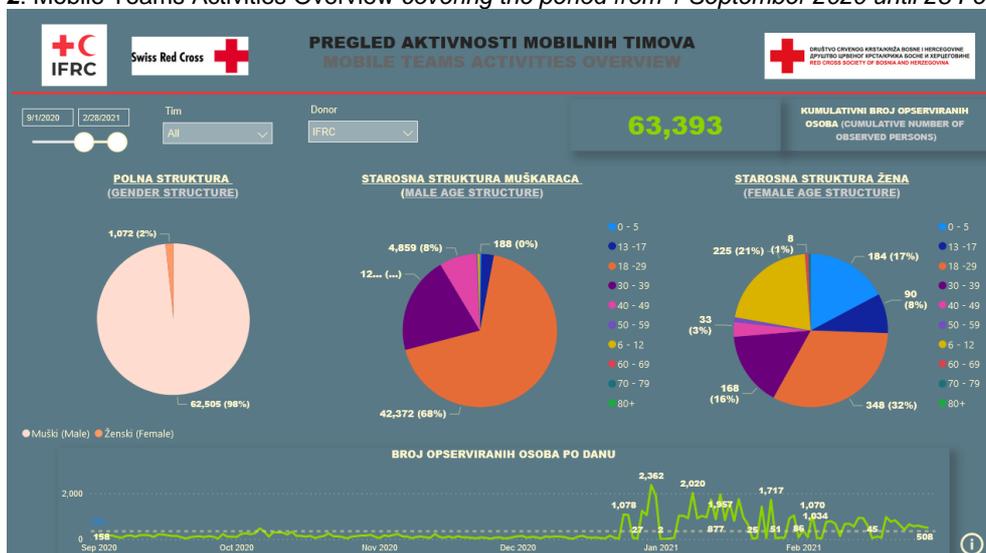
The Population Movement Emergency Appeal and COVID-19 response operations are complementing each other in delivering services to the migrants on the route and the local population affected by the migration crisis as well as the COVID-19 pandemic. The Mobile Teams, being one the main components of both operations, have been providing support to the migrants on the move with provision of food, household items, as well as personal protective equipment to stop the spread of the COVID-19 infections among them, and provision of first aid. The mobile teams are being funded by both operations due to the nature of their services and in order to provide continuum in delivery of the services to the migrants. This complementarity also applies to the support of the local population as the population movement EA will support households that are affected by the migrant crisis and the COVID-19 appeal is supporting vulnerable groups of Roma population with Cash assistance.

In addition to support to the migrants under the EA, the IFRC together with the RCSBiH has implemented the cash programme by identifying the recipient families in Bihać, Ključ, Cazin, Velika Kladuša, Bosanska Krupa, Bosanski Petrovac, Kladanj, Živinice, Kalesija, Bužim, Sanski Most, Tuzla, Bileća, Ljubinje, Zvornik, Čajniče, Bratunac and Vlasenica 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 demanding 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 63,393 migrants in the transit routes, out of whom 62,125 (98%) were males.

Details of the operational support by Mobile Teams listed below can be browsed via the following link:
<https://go.ifrc.org/countries/197#additional>

Graph 1& 2: Mobile Teams Activities Overview covering the period from 1 September 2020 until 28 February 2021



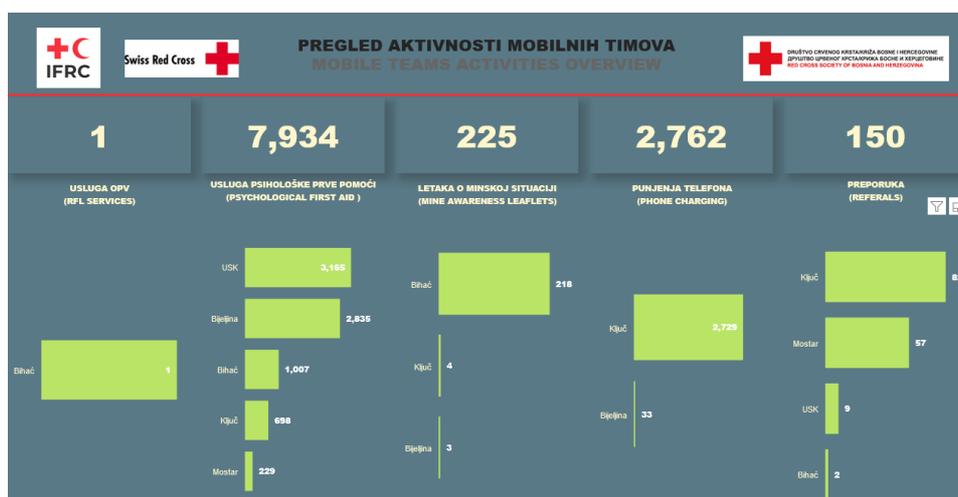


Table 1. Summary of RCSBiH Mobile Teams' response covering the period from 1 September 2020 until 28 February 2021

	Shelter	Livelihoods and basic needs	Health	WASH	RFL
# of items/ services provided	<ul style="list-style-type: none"> 2,995 shoes, 27,000 clothing items, 7,976 underwear, 8,966 socks, 2,903 raincoats 3,323 blankets, 2,471 sleeping bags 	<ul style="list-style-type: none"> # of hot meals provided: 13,048 # of food items provided by Mobile Teams: 105,358 	<ul style="list-style-type: none"> 1,372 persons provided with FA services 7,934 PSS services provided 	<ul style="list-style-type: none"> 7,086 hygiene kits distributed 	<ul style="list-style-type: none"> 1 RFL service provided. 2,762 phone charging services provided to migrants. 225 Mine-awareness information provided/ leaflets, posters & billboards

C. DETAILED OPERATIONAL PLAN

Note: Indicator 'Actual' values reported below reflect achievements cumulatively (from the beginning of operation until 28 February 2021). Even though service delivery is adequately counted and monitored, as the majority of services are provided to unregistered migrants on the move, people reached numbers are estimations for multiple sectors and indicators. Cumulative estimates of the total number of people reached are marked with asterisk(*).

	<p>Shelter</p> <p>No. of services and/or items provided: 113,000</p> <p>People reached: 20,900*</p> <p>Male: 98%</p> <p>Female: 2% (including children)</p>	
<p>Outcome 1: Communities in disaster and crisis affected areas restore and strengthen their safety, wellbeing and longer-term recovery through shelter and settlement solutions</p>		
Indicators:	Target	Actual
# of people provided with safe, adequate and durable recovery shelter and settlement assistance	15,000	20,900*
<p>Output 1.1: Shelter and settlements and basic household items assistance is provided to the affected families.</p>		
Indicators:	Target	Actual
Procurement of contingency stocks for 5,000 people completed	5,000	0

Procurement of winterization items for 10,000 people completed ⁹	10,000	20,900 ¹⁰
Progress towards outcomes		
<p>The RCSBiH MTs provided the following household items to migrants who were on their way between TRCs and had no access to basic services, including on Lipa location: 2,995 pairs of shoes; 27,000 pcs of clothing items; 7,976 pcs of underwear; 8,966 pairs of socks; 2,903 raincoats; 3,323 blankets and 2,471 sleeping bags.</p> <p>All MTs 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.</p> <p>Please see the Mobile Teams operational dashboard for further details (go.ifrc.org/ registration needed)</p>		
Challenges		
<ul style="list-style-type: none"> • Volunteers retention – due to high level of stress/trauma and burn out due to lack of rest days, insufficient number of volunteers • The delay in the procurement processes due to RCSBiH HQ not having identified a procurement focal point yet • Frequent changes in political context which requires Red Cross organization to be prepared to respond at any location in the country • Worsening of weather conditions during winter 		

 <p>Livelihoods and basic needs No. of services and/or items provided: 195,000 People reached: 37,854* Male: 98% Female: 2% (including children)</p>		
Outcome 1: Communities, especially in disaster and crisis affected areas, restore and strengthen their livelihoods		
Output 1.1: Basic needs assistance for livelihoods security including food is provided to the most affected communities		
Indicators	Target	Actual
# of people reached with food assistance	40,000	37,854*
# of food parcels provided to affected people ¹¹	40,000	195,000
Progress towards outcomes		
<p>The RCSBiH MTs provided the following items to migrants who were on their way between TRCs and had no access to basic services, including on Lipa location: 34,883 food parcels; 13,048 hot meals, as well as 70,475 individual food items as follows: 1,162 pcs of pate; 4,660 pcs of canned meat; 4,460 pcs of canned fish; 5,742 pcs of jam; 57 pcs of honey; 2,418 pcs of dates; 122 pcs of toast bread; 20,619 pcs of fresh bread; 15,428 bottles of water; 1,875 juices; 10,404 pcs of fruits; 3,528 pcs of energy bars.</p> <p>All MTs 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.</p> <p>Please see the Mobile Teams operational dashboard for further details (go.ifrc.org/ registration needed)</p>		
Output 1.2: Households are provided with unconditional/multipurpose cash grants to address their basic needs		
Indicators:	Target	Actual

⁹ Also includes all other non-winterization related items.

¹⁰ All reported items are handed out by MTs, however, the number of items indicated here also include those provided from other sources, not only from EA funds.

¹¹ All reported items are handed out by MTs, however, the number of items indicated here also include those provided from other sources, not only from EA funds.

# of targeted households that have enough cash to meet their survival threshold	1,500 HHs (approx. 4,500 people)	555 HHs (1,754 people)
Progress towards outcomes		
<p>In the reporting period, cash assistance was transferred within the Emergency Appeal for the most vulnerable local population in 18 local communities (Bihać, Ključ, Cazin, Velika Kladuša, Bosanska Krupa, Bosanski Petrovac, Kladanj, Živinice, Kalesija, Bužim, Sanski Most, Tuzla, Bileća, Ljubinje, Zvornik, Čajniče, Bratunac and Vlasenica).</p> <p>The basic criteria for receiving cash assistance from the Red Cross is families that have <i>very low or no income and live in municipalities where migrants are present</i>. Further criteria for receiving cash assistance include:</p> <ul style="list-style-type: none"> - older persons (65 +), - people with disabilities, - families with a high number of household members (5 +), - one-member households. <p>The affected population of RC soup kitchen list and Roma community have been added to the list of targeted population (only in Bihać). The aim of the cash transfer is supporting the most vulnerable groups of host community and the reduction of tensions between the local population and migrants. During the reporting period, 345 families received a one-time cash grant to the amount of 150,00 BAM (equivalent to approximately 85 CHF), adding up to a total of 555 HHs reached since the beginning of the operation.</p>		
Challenges		
<ul style="list-style-type: none"> • Changing situation on the ground, leading to increased 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 various parts of BiH and particularly in USC and Bihać • The delay in procurement processes due to RCSBiH HQ not having identified a procurement focal point yet • Numbers of migrants in need of assistance has exceeded the expectation and capacities of local RC branches • Tensions rising between local population and migrants, and between different migrant groups • Tensions rising between police and migrants, especially in USC (in the Federation of BiH) but also in Republika Srpska • Worsening of weather conditions during winter 		

	<p>Health</p> <p>No. of services and/or items provided: 45,000</p> <p>People reached: 17,455</p> <p>Male: 98%</p> <p>Female: 2%</p>	
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	17,455
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	10,000	5,000
Output 1.2: Psychosocial support is provided to the target population		
Indicators:	Target	Actual
# of people reached with psychosocial support activities	10,000	6,500
# of NS volunteers and staff trained in psychosocial support	100	15
Output 2.3: Community -based disease prevention and health promotion measures provided.		
Indicators:	Target	Actual
# of people reached with health promotion programming	10,000	5,890

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 TRCs 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 significant spread of the communicable diseases like scabies, tuberculosis, measles, respiratory infections, skin disease, ulcers, diabetes, as well as small injuries and wounds, blisters. Weather conditions are not favorable so even if food is sufficient, for thousands of people that are sleeping outdoors in makeshift tent camps or abandoned houses their safety and wellbeing is endangered due to inadequate accommodation and the risk of hypothermia and other injuries caused by cold weather.

RCSBiH scaled up its First Aid and Community Based Health and First Aid approach (CBHFA) assistance through increased number of MTs 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 MTs interventions and PSS, including PFA services provided to migrants on the move, has been filling those gaps and will continue to do so.

In the reporting period COVID-19 was becoming more deteriorating, and screenings of migrants were made by DRC at the TRCs. Public Health Institutions increased inspection of respect of the protective measures (keeping the measures pretty high in the TRCs but also outside TRCs is necessary to be done). Those staying in reception centers are being monitored and tested. Movement restriction measures apply both inside and outside reception centers.¹² A new tent camp in Lipa, run by IOM until 23 December 2020 had isolation zones for suspected COVID-19 cases, as well as TRC Borići.

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. Most of the FA services provided were related to generalized pain (3,287), blisters (3,116), slight injuries (2,847), lacerations (1,154), cold (1,252) and others.

The RCSBiH Mobile Teams provided **FA** assistance to 1,372 persons outside the TRCs, including 57 referrals (DRC, Local Health Institutions) as well as PSS services to 7,934 persons.

Please see the [Mobile Teams operational dashboard](https://go.ifrc.org/) for further details (go.ifrc.org/ registration needed)

Challenges

- Insufficient financial or in-kind support at the beginning of reporting period to cover growing needs
- Sudden increase in the needs due to the situation on Lipa.
- Lack of access/opportunities to engage with migrants.
- 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 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
- The delay in the procurement processes due to RCSBiH HQ not having identified a procurement focal point yet

¹² <https://data2.unhcr.org/en/documents/download/76250>



Water, sanitation and hygiene

No. of services and/or items provided: 40,000

People reached: 17,201

Male: 98%

Female: 2%

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	17,201

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
# of people reached with hygiene promotion activities	15,000	7,715
# of volunteers involved in hygiene promotion activities (target TBC)	50	20

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 (hygiene kits) distributed ¹³	30,000	40,000

Progress towards outcomes

In the reporting period the RCSBiH Mobile teams provided the following hygiene items: 3,229 Hygiene parcels as well as 3,857 individual hygiene items: 589 soap; 1,161 toothpaste; 371 shampoo; 1,152 toothbrushes; 249 wet wipes; 244 sanitary pads and 91 diapers.

Challenges

- Limited number of trained volunteers on hygiene promotion.
- Poor sanitation conditions in checkpoint Velečevo (Ključ).
- Poor sanitation conditions on Lipa location.



Protection, Gender and Inclusion

People reached: 10,780

Male: 98%

Female: 2%

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	5,000	10,780

Output 1.1: Mainstreaming protection in the response

Indicators:	Target	Actual
# of NS staff and volunteers trained on protection	50	35

PGI Output 1.2: Strengthening outreach and protection monitoring

Indicators	Target	Actual
# of people reached with Mobile Teams outreach services	10,000	35,740 ¹⁴

PGI Output 1.3: strengthen the position of the NSs among protection actors

Indicators	Target	Actual
# of people reached with RFL services (NS staff and volunteers)	50	22

¹³ All reported items are handed out by MTs, however, the number of items indicated here also include those provided from other sources, not only from EA funds.

¹⁴ Estimated number of people reached with all types of outreach services, counted towards AOF 7 Migration seen below.

Progress towards outcomes
<ul style="list-style-type: none"> - A CEA/Protection 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. - 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.
Challenges
<ul style="list-style-type: none"> • Limited number of trained volunteers on PGI. • Restrictive measures by the Governments at all levels due to COVID-19

 Migration People reached: 35,740* Male: 98% Female: 2%		
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	35,740
Output 1.3: 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 NS staff and volunteers trained on and protection	50	20
Output 1.4: Enhancing referral mechanisms		
Indicators:	Target	Actual
# of people reached with RFL services	2,500	8,893
Progress towards outcomes		
<p>RFL activities continued as in the previous reporting period. The NS RFL teams also provided daily information and were doing promotion of RFL and TTF 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.</p> <p>The vast majority of migrants have smart phones, using Viber, WhatsApp and FB 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 centers, 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 MTs 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.</p> <p>In the reporting period Mobile Teams provided 1 RFL service and 2,762 interventions of mobile phone charge service. The Mobile Teams also made 150 referrals (Social Welfare Centers, Health Institutions/Hospitals, IOM, UNHCR, Save the Children, Vaša prava, Others).</p>		

Challenges		
<ul style="list-style-type: none"> Limited number of volunteers trained on protection. COVID-19 restrictions has caused cancellation of trainings and some physical group meeting which have not been carried out as planned 		

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	134
# of PS sessions held for MT volunteers	N/A	0
# 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:	Target	Actual
# of vehicles procured	5	3
# of Mobile teams established	10	11
# of NS staff participating in Emergency Needs Assessment training	5	1
# of NS volunteers trained (Mobile team members)	50	70
Progress towards outcomes		
<p>Three vehicles were purchased and distributed to three mobile teams (Bijeljina, Mostar and Una-Sana Canton).</p> <p>An additional 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.</p> <p>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.</p>		
Challenges		
<ul style="list-style-type: none"> Number of trained volunteers. COVID-19 restrictions has caused cancellation of trainings and some physical group meeting which have not been carried out as planned 		

International Disaster Response		
Outcome 2.1: Effective and coordinated international disaster response is ensured		
Indicators:	Target	Actual
# of number of surge deployments that strengthened the NS capacity	7	7
Output 2.1.1: Effective response preparedness and NS surge capacity mechanism is maintained		
Output S2.1.3: NS compliance with Principles and Rules for Humanitarian Assistance is improved		
Indicators:	Target	Actual
70% of target population satisfied with level of consultation, information and involvement in the operation	70%	To be implemented in the upcoming period
70% of target population satisfied with support received	70%	To be implemented in the upcoming period
# of national level trainings completed	1	2 ¹⁵

¹⁵ (Combined 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
% of service users satisfied with feedback/complaints system	100%	To be implemented in the upcoming period
Output 2.1.4: Supply chain and fleet services meet recognized quality and accountability standards		
# of staff and volunteers with enhanced knowledge on logistics and procurements	TBD	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.	10	10
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	10	21
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	50	30
Number of virtual platforms and tools that have been implemented	2	2
Output S2.1.6: Coordinating role of the IFRC within the international humanitarian system is enhanced		
Indicators:	Target	Actual
# of coordination meetings	n/a	0
# of case studies developed and shared with wider audiences	n/a	0
Progress towards outcomes		
<p>The IFRC Communications Delegate - staff on loan from Danish Red Cross - was deployed in Bihać on 14 February 2021 for a period of two months.</p> <p>To ensure an increased support in 2021 following the recent developments in USC (especially in Lipa camp), in the period from 21 January to 03 March 2021 the IFRC deployed a rapid response deployment of a Migration and Displacement Coordinator profile in order to support the RCSBiH in its negotiations on positioning and advocacy with relevant in-country stakeholders. Following the cash transfer, NS will conduct post-distribution monitoring.</p> <p>NS Staff in place 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>		
Challenges		
<ul style="list-style-type: none"> Insufficient capacities of the NS to conduct surveys among staff and volunteers as well as target population. COVID-19 restrictions has caused cancellation of trainings and some physical group meeting which have not been carried out as planned. 		

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	6
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
Output 3.1.2: IFRC produces high-quality research and evaluation that informs advocacy, resource mobilization and programming		
Number of evaluation reports	1	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		
# of NS staff with enhanced knowledge on PMER	5	4
Progress towards outcomes		
Reporting tool for FA teams is under development.		
<p>To ensure an increased support in 2021 following the recent developments in USC (especially in Lipa camp), in the period from 21 January to 03 March 2021 the IFRC deployed a rapid response deployment of a Migration and Displacement Coordinator profile in order to support the RCSBiH in its negotiations on positioning and advocacy with relevant in-country stakeholders. Migration and Displacement Coordinator has contributed to the following activities: Policy & advocacy positions and other tools (Stakeholder mapping, EU Narrative speaking points, compiling EU policies relevant for migration situation in BiH, development of two-pager on Movement migration response in BiH), Continuation of contacts with stakeholders and partners (IOM, EU Delegation, UNHCR, DRC, Embassies (Italy, Sweden), National authorities (Ministry of Security, Service for Foreigners Affairs, Ministry for Human Rights and Refugees) together with the RCSBiH), Support RCSBiH to define and promote its role in relation to addressing the needs of Migrants in BiH. The replacement will arrive in the country in early April 2021 to continue working on the above mentioned activities.</p> <p>A Communications Delegate seconded from Danish Red Cross has been deployed to Bosnia and Herzegovina on 14 February for a period of 2 months to support the NS in managing the media interest. She has assisted with updating key messages, collecting stories and audiovisual materials. A tweet has been published on a Syrian asylum seeker volunteering for the Red Cross, and a video on the volunteers fixing tents that are threatened to topple by the heavy snow. A video featuring the work of the Red Cross mobile teams has been produced as well. o from Italian Red Cross of teams giving urgent assistance to migrants at Lipa during a heavy snowstorm. All materials have been shared with other National Societies via the communications newswire and Slack. We also issued a press release on 10 September (Francesco Rocca calling for more support for migrants during COVID including in Bosnia and Herzegovina).</p>		
Challenges		
COVID-19 restrictions has caused cancellation of trainings and some physical group meeting which have not been carried out as planned. Currently there is no communications focal point at the National Society on the country level, therefore the capacity development work of the comms delegate is rather limited. She is focusing on training volunteers at the branch level.		

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	9
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		
<p>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. Besides that IFRC deployed a Migration and Displacement Coordinator profile and Communications Delegate during the period.</p>		
Challenges		
<ul style="list-style-type: none"> COVID-19 restrictions has caused cancellation of trainings and some physical group meeting which have not been carried out as planned. 		

D. FINANCIAL REPORT

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

Contact information

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

Reference documents



[Click here for previous Appeals and updates](#)

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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	2018/12-2021/02	Operation	MDRBA011
Budget Timeframe	2018/12-2021/12	Budget	APPROVED

Prepared on 23 Mar 2021

All figures are in Swiss Francs (CHF)

MDRBA011 - Bosnia and Herzegovina - Population Movement

Operating Timeframe: 07 Dec 2018 to 08 Dec 2021; 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	103,000
SFI1 - Strengthen National Societies	400,000
SFI2 - Effective international disaster management	250,000
SFI3 - Influence others as leading strategic partners	170,000
SFI4 - Ensure a strong IFRC	730,000
Total Funding Requirements	3,800,000
Donor Response* as per 23 Mar 2021	2,400,347
Appeal Coverage	63.17%

II. IFRC Operating Budget Implementation

Thematic Area Code	Budget	Expenditure	Variance
AOF1 - Disaster risk reduction	43	43	0
AOF2 - Shelter	0	0	0
AOF3 - Livelihoods and basic needs	1,051,815	706,715	345,100
AOF4 - Health	147,194	52,166	95,028
AOF5 - Water, sanitation and hygiene	11,934	0	11,934
AOF6 - Protection, Gender & Inclusion	11,931	49,536	-37,605
AOF7 - Migration	235,065	65,470	169,596
SFI1 - Strengthen National Societies	365,544	164,397	201,148
SFI2 - Effective international disaster management	57,388	33,510	23,878
SFI3 - Influence others as leading strategic partners	8,165	1,250	6,915
SFI4 - Ensure a strong IFRC	242,648	59,507	183,141
Grand Total	2,131,729	1,132,594	999,135

III. Operating Movement & Closing Balance per 2021/02

Opening Balance	0
Income (includes outstanding DREF Loan per IV.)	2,246,788
Expenditure	-1,132,594
Closing Balance	1,114,194
Deferred Income	0
Funds Available	1,114,194

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	2018/12-2021/02	Operation	MDRBA011
Budget Timeframe	2018/12-2021/12	Budget	APPROVED

Prepared on 23 Mar 2021

All figures are in Swiss Francs (CHF)

MDRBA011 - Bosnia and Herzegovina - Population Movement

Operating Timeframe: 07 Dec 2018 to 08 Dec 2021; 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	349,675				349,675		
Bulgarian Red Cross	2,500				2,500		
China Red Cross, Hong Kong branch	25,407				25,407		
Croatian Red Cross			4,037		4,037		
Danish Red Cross			4,614		4,614		
Iraqi Red Crescent Society	2,005				2,005		
Irish Red Cross Society	38,472				38,472		
Italian Government Bilateral Emergency Fund	542,444				542,444		
Italian Red Cross	159,002				159,002		
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		
Total Contributions and Other Income	2,238,136	0	8,651	0	2,246,788	0	
Total Income and Deferred Income					2,246,788	0	