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Operation Update Report

Bosnia and Herzegovina: Population Movement



Emergency appeal n° MDRBA011 Operation update n° 8	GLIDE n° OT-2018-000078-BIH
Date of issue: 30 July 2021	Timeframe covered by this update: 1 March – 30 June 2021
Operation start date: 8 December 2018	Operation timeframe: 36 months Operation end date: 31 December 2021
Funding requirements: CHF 3,800,000	DREF amount initially allocated: CHF 300,000
Appeal coverage: 63 % as of 30 June 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: ICRC, American Red Cross, Austrian Red Cross, British Red Cross, Bulgarian Red Cross, The Canadian Red Cross Society, China Red Cross – Hong Kong branch, Croatian Red Cross, Danish Red Cross, German Red Cross, Iraqi Red Crescent, Irish Red Cross, Italian Red Cross, Japanese Red Cross Society, Kuwait Red Crescent Society, New Zealand Red Cross, The Netherlands Red Cross, Norwegian Red Cross, Red Cross of Monaco, Slovenian Red Cross, Swedish Red Cross, Swiss Red Cross, Turkish Red Crescent Society, Red Crescent Society of the United Arab Emirates, , Qatar Red Crescent Society	
Other partner organizations actively involved in the operation: Ministry for Human Rights and Refugees, Ministry of Security, Una-Sana Cantonal Government, City of Bihac, IOM, UNHCR, UNICEF, Caritas, World Vision, MSF, Danish Refugee Council (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 operation update reports on the implementation of activities for 01 March until 30 June 2021 against the plan of action of the population movement Emergency Appeal in Bosnia and Herzegovina. The RCSBiH continued to be one of the key stakeholders to support population on the move and host communities, especially since the beginning of population movement response and announcement of the COVID-19 global pandemic. While government restrictions on movement due to the pandemic were firmly observed, RCSBiH continued to provide services, in close cooperation with the movement partners and external stakeholder in the country. In order to respond to the increasing needs of refugees and migrants on the move, during the reporting period the RCSBiH increased the number of active Mobile Teams funded by the EA funds to 6 teams). Also, five First Aid Mobile Teams were formed in the camps to provide basic first aid services for those in need. In addition to these activities, the preparations have been ongoing for the cash and voucher assistance for the vulnerable families to cover their basic needs.

The BiH Ministry of Security (MoS) has been gradually taking over the coordination role and responsibility for managing the migration crisis, the organizations and agencies that work with population movement crisis within Bosnia and Herzegovina will have to be pre-approved and coordinated through new systems that are being developed by the MoS. It is foreseen that the RCSBiH will support the Government in coordination efforts according to its

auxiliary role and continue to provide assistance to the migrants on move through the mobile teams covering the following activities: Provision of First Aid, Psycho-social support, Food, basic household items (including hygiene kits) and personal protective equipment (PPE), Restoring Family Links and Mine Awareness,

considering the unprecedented COVID-19 pandemic situation, some of the activities such as face to face trainings for volunteers, workshops and community-based surveys and activities could not be carried out as planned initially and were rescheduled or redesigned.

A. SITUATION ANALYSIS

Description of the disaster

Bosnia and Herzegovina (BiH) is located at a migration crossroad between Eastern and Western Europe. It experienced a significant increase of new arrival of migrants in 2015 and 2017. Since the beginning of 2018, the country has seen a significant increase in the numbers of arrivals (in total 24,067 arrivals registered in 2018), with migrants arriving through Albania, Montenegro, the Republic of North Macedonia, 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.

Only in 2020, there have been over 26,000 arrivals to BiH. The total arrivals in 2021 are at almost 4,600 which brings the total arrivals since 2018 at almost 74,000. Most people arriving in 2021 declared to be from Afghanistan (38%), Pakistan (32%) and Bangladesh (7%). The majority of people arriving are heading towards Una-Sana Canton and seeking to enter the European Union through Croatia.



Map 1. Main migratory routes in BiH

TIMETABLE		NUMBER OF IRREGULAR MIGRANTS				READMISSION		
WEEK / MONTH	DATE	NUMBER OF INDIVIDUALS	UNACCOMPANIED MINORS	INTENTIONS TO CLAIM ASYLUM	REQUESTS FOR ASYLUM	RETURNED FROM CRO TO BIH	RETURNED FROM BIH TO SRB	RETURNED FROM BIH TO MNE
MAY 2021		1,937	34	1,835	3	13	0	0
TOTAL 2021		5,920	98	5,497	53	44	10	1
TOTAL 2019 - 2021		51,266	1,134	47,163	1,063	934	262	143

Table 1. Number of irregular migrants and readmissions between 2019-2021.

Restrictive COVID-19 measures slowed down the movement along the route and due to the strict border controls between Croatia and BiH and the number of migrants is estimated to increase which may also result in increased average length of stay in the country and have a significant impact on the needs of migrants and local population.

Table 2. Number of refugees, asylum seekers and migrants in the BiH as of 9 May 2021

Subgroup	Total Number	Families with children	Single adult males	Children
In Temporary Reception Centers and other formal accommodation	4,244	24%	70%	16%*
People in Una-Sana Canton, estimated by USC Police <i>(squats, private accommodation, on route, etc.)</i>	2,000	-	-	-
Asylum-seekers	167	-	-	-
Estimated outside formal accommodation and on route <i>(observed by Outreach Teams - data provided by authorities)</i>	1,600 - 2,500	-	-	-
TOTAL	8,011 - 8,911	-	-	-

*6% unaccompanied and separated children + 10% in families

(Source: UNHCR)

Table 3. Accommodation per Temporary Reception Centers (TRCs) on 18 May 2021

TRC	Capacity	Population	Occupancy rate:
Blažuj	1,700	1,369	81%
Ušivak	800	551	69%
Miral	700	799	114%
Borići	430	207	48%
Sedra	430	303	70%
Total Number:	4,060	3,229	Average: 76%

Table 4. During the month of April 2021, **new arrivals to TRCs** were reported as follows:

TRC	New arrivals
Blažuj	502
Ušivak	548
Miral	45
Borići	130
Sedra	47
Total Number:	1,152

Source: IOM

In the reporting period the construction of the camp Lipa continued, to provide accommodation in firm facilities for approximately 1,000 refugees and migrants, both families and single man, staying at this location.

Due to the COVID-19 crisis and related measures, the vulnerability has been increased for the people on the move who are not accepted in TRCs as the camps have limited capacities and they are living outside of the TRCs. At the locations where they are staying it is often difficult for them to keep the recommended critical safety practices in times of COVID-19 (e.g. distancing, access to information, hand washing) making them be more at risk of becoming ill. The lockdown measures and the border policies have worsened their access to basic nutrition and protection. Due to lack of PPE their ability to move throughout the country is also limited since migrants are unable to enter public transportation without proper basic PPE. Some TRCs were in lockdown, whereas epidemiological situation has been put under control after massive



Image 1. Mobile Team Bijeljina providing assistance to migrants in the area of Bijeljina and Zvornik.
Photo: RCSBiH

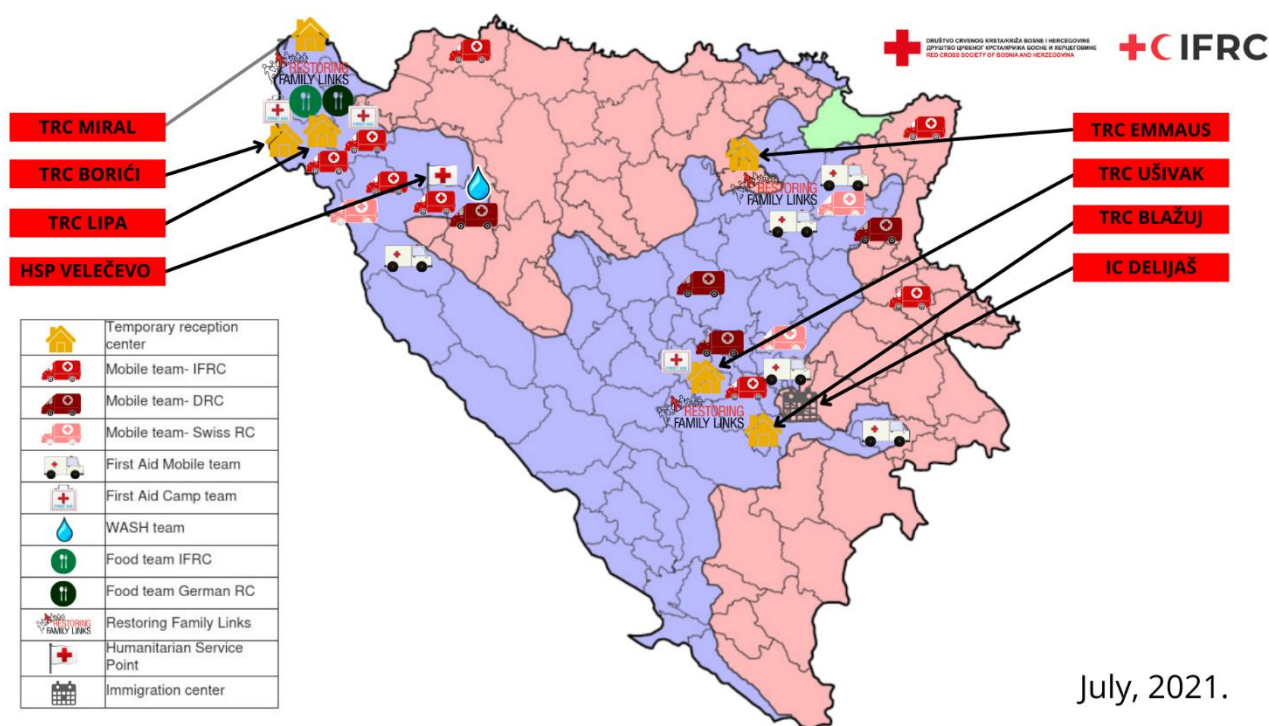
testing in the month of March 2021. Throughout March and April, 4,091 screenings on COVID-19 were performed; out of which 5 were positive for COVID-19.

Summary of current response

Overview of the Host National Society – RCSBiH

The RCSBiH has been involved in the migration response activities since the beginning of the crisis in coordination with the BiH Council of Ministers and Government authorities and other stakeholders in all locations where the migrants are either on the move or accommodated in TRCs. The RCSBiH continued efforts to communicate to the state authorities its contribution within the migration response activities conducted with support by the IFRC and Movement partners bilaterally in order to position itself as a key stakeholder in humanitarian work and become a strategic partner to the state of BiH in response to migration crisis. Therefore, it is foreseen that RCSBiH will also provide assistance to the migrants in the TRCs as well continue to provide assistance to the migrants on move through the mobile teams as follows: Provision of First Aid, Psycho-social support, Restoring Family Links, Distribution of food and hygiene items, Mine Awareness.

To date, 164 RCSBiH staff and trained volunteers, including MTs, are engaged in the overall response operations. While the focus of assistance for the MTs has been to reach out to people on the move, squatting in open air of public properties mainly unassisted by other agencies. Additionally, 60 volunteers from City Red Cross Bihać and 34 volunteers from USC RC have been directly engaged in preparation and distribution of food in IOM/EU run TRCs.



Map 2. Illustrating the activities of the Red Cross Society of Bosnia and Herzegovina

Supported by the IFRC Emergency Appeal, six RCSBiH mobile teams have been operating to support migrants on the move in the reporting period. The mobile teams are made up of three trained Red Cross volunteers and are equipped with food parcels, water, hygiene items, blankets, clothes, HH items, information and first aid equipment. The six mobile teams are based in the following places/areas: Bihać and Una-Sana Canton (2), (near Croatia border), Bijeljina (near Serbia border), Sarajevo (RCFBiH, covering TRC Blažuj and also the field), Ključ (at the internal border of Una-Sana Canton and Republic of Srpska and where migrants are made to disembark public transport) and in Kozarska Dubica (in Republic of Srpska near Croatia border). The mobile team Kozarska Dubica was formed as of 1 May 2021, and also the mobile team from Mostar was relocated to Sarajevo (RCFBiH). In the following months two more mobile teams are planned to be formed based on the growing needs in the field.

The RCSBiH Emergency Appeal Coordinator was organizing and conducting regular weekly coordination meetings with the entity Disaster Preparedness and Response Coordinators.

Lipa Camp response:

Over 1,000 migrants and refugees staying at the Lipa site near Bihać, housed in the tents, continued to be assisted. The RCSBiH in cooperation with the Service for Foreigners' Affairs of BiH provided emergency humanitarian accommodation and care for migrants in the tents of the Armed Forces of BiH, delivering hot food,

household items and basic hygiene supplies to migrants, who are urgently accommodated in the tents of the Armed Forces of BiH, and provided other needs that are necessary until there is a need and final solution have been found. Tent space for food distribution have been provided and volunteers of the City Red Cross Bihać and USC were distributing food meals, hot tea, water and clothing on a daily basis, with the total of 527,000 meals prepared so far. The first aid teams of the City Red Cross Bihać and USC were providing first aid services.

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 through its MTs 45,272 food parcels consisting of dry food and 1 litre of water as an emergency food supply for people on move.

Emergency shelter and household items to cover basic needs: In addition to distribution of 723 hygiene parcels through MTs interventions, the RC was also distributing hygiene items on Lipa. Through MTs, 22,053 household items were also distributed at the same locations as 884 hygiene items and provided to people on the move or staying in open spaces outside of TRCs.

Health: First Aid provision to people on the move became one of the essential services delivered by MTS during the period, 579 First Aid services were provided in the reporting period and 6 referrals to health institutions. In addition to First Aid, 2,940 people on the move were also provided with PFA assistance through Mobile Team interventions. At camp Lipa location, City Red Cross Bihać and USC first aid teams have been engaged in providing First Aid services for migrants residing at this location. As a result, more than 150 migrants have been supported with basic first aid services since the closure of the camp.

The RCSBiH has been using KoBo toolbox for collecting information on services provided and goods delivered. The Red Cross currently has 10 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, and COVID-19 pandemic continuation and reinforcement of the National Society Capacity and regular programs by the RCSBiH were found to be a critical aspect to support the emergency response operations.

RCSBiH have established Emergency Operations Center (EOC) through regional project implemented by ROE. Equipment for center have been procured and installed in 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 (purchasing the adequate video conferencing sets and telecommunication equipment for the 19 regional locations and five mobile sets).

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 was working on all aspects of implementation of the Emergency Appeal as the NS focal point. As of 16 June 2021, the position is vacant due to the fact that the Emergency Appeal Coordinator resigned from this position.

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. The IFRC Operations Manager is in the country to oversee the operations and support the RCSBiH Emergency Appeal Coordinator in coordination with the National Society leadership, government authorities, and external partners. 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.

During the reporting period, The ROE have also deployed a and Finance and Administration Delegate in the country, based in Sarajevo starting from April 01 2021 to support IFRC and RCSBiH with finance and administration aspects.

Communication Delegate was deployed to support the NS in coordinating communications resources on the ground ensuring that regular and quality communications materials are produced and distributed to highlight the humanitarian situation, needs on the ground and Red Cross Red Crescent operations.

Additionally, Cash programming Delegate was deployed from 20 June till 02 July to provide technical assistance to RCSBiH to finalize the Post Distribution Monitoring for the Roma population and to support the continuation of CVA planned activities under Population movement Emergency Appeal.

The IFRC Country Cluster Office for Central and South Eastern Europe, covering 8 countries is now being established and to be opened in Sarajevo in August/ September 2021.

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. COVID-19 support (in the past 2019 hygiene items and blankets). Also, IM trainings were organized by the Austrian Red Cross in the period from the 6 April to 4 May 2021.
- **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 Emergency Appeal 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. Mobile teams, cash and voucher assistance, procurement of food and hygiene. The support from the Emergency Fund will no longer be available after November 2021, however Swiss RC remains interested in providing support for the four MTs further on, and the RCSBiH needs to prepare project proposal for this purpose and submit to the Swiss RC.
- **Italian Red Cross**, during the reporting period, provided donation containing winter clothes, winter footwear, blankets, water to the amount of 297,657 EUR. In-kind donations, support to mobile team (vehicle, and renovation of the branch). Based on the visit by the Italian RC delegation in February 2021, Fundraising Campaign was launched in Italy to support the RCSBiH migration operations whose targets will be defined jointly after the closure of the campaign. Also, the Italian RC addressed the funds collected through an external Fundraising Campaign launched by a local network of NGOs to support the Una Sana Canton food provision in Lipa camp and the Mobile Team of Bosanski Petrovac branch (which is the closest to Lipa location).
- **Turkish Red Crescent Society**: 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. In the reporting period the donation was received to the amount of 19,199.23 USD (men's coats, shoes, hygiene sets, bed sponges) and distributed for the migrants in USC. In-kind donations of clothing, food, logistics support in transport, ad-hoc support. As of 1 April 2021, the TRCS has started to finance one position in Una-Sana Cantonal RC (administrative worker – assistant for the migration projects).
- **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** through bilateral cooperation with the RCSBiH provided financial assistance to the amount of 50,000 USD used for distribution of dry food parcels, protective masks and gloves and winter clothes for migrants.
- **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 85,000 EUR 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. Within the current bilateral project support to the amount of 193,000 EUR in June 2021 dry food parcels and hygiene parcels were procured for migrants on the move, without access to accommodation in the temporary reception centers. GRC has decided to provide support for the part of staff involved in activities on Lipa

location (15 volunteers) and to support the procurement of health sets for migrants suffering or recovering from COVID-19 in the camps. The financing of the RCSBiH logistics person will last until 2021.

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 and besides that they are visiting TRCs providing information on RFL services, promoting 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 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 (cca 15,000 CHF) 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 adequate video conferencing sets and telecommunication equipment for the 19 regional locations and five mobile sets). The ICRC also supported procurement of security items, including uniforms and radios. 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 Bihać for the staff and volunteers of USC RC and Bihać City RC involved in migration response. Two workshops Mental Health – PSS “Help to Helpers” sessions were organized in Sarajevo Canton (17-19 May 2021) and in Tuzla Canton (9-11 June). 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 RCFBiH. So far, in this year the total of 60 volunteers and staff started their participation which should continue within a total of successive 6 sessions in this initial phase of the “Help the Helpers” program.

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. In the reporting period, the BiH Ministry of Security (MoS) has been gradually taking over the responsibility for managing the migration crisis, therefore the organizations and agencies that work with migrants who are outside the TRCs, but also within the TRCs will have to be preapproved and coordinated via new systems that are being developed by the MoS. All UN agencies and other organizations and NGOs had a deadline from 11-17 June to apply to the MoS with their letters of intent in which way and how they would like to work with migrants in BiH. The goal is to have coordinated and approved system by the MoS, to create more harmony and balance between different actors, state actors and local people. (Source: Interagency Meeting held on 11 June 2021).

- **The International Organisation for Migration (IOM)** is providing accommodation for migrants by renting facilities for TRCs in Sedra hotel and Miral factory in Una-Sana Canton (USC), as well as supporting food provision.
- **UNHCR** is 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 Bihać Municipality** has made a former student dormitory in Borići, near Bihać 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.
- **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 in place and maintained by the RCSBiH with the support of the IFRC team in country. In the reporting period three Movement Partners Coordination Meetings were held on a monthly basis, starting from April 2021, with the aim to have regular and transparent coordination within the Movement partners for a better coordinated and effective RC/RC response actions for migrants and local population. 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. Additionally, several partnership calls have been organized by the Regional Office for Europe.

Inter-Agency Coordination Meetings is the main coordination mechanism within the country and organized on monthly bases by UNHCR and IOM with support of MoS. Inter-Agency Coordination Meetings are 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.



Images 2: Mobile Team providing assistance in Zvornik.
Source: RCSBiH

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.

There is good coordination and also standardized approach, especially with Swiss RC and IFRC towards Mobile Teams (incentives, procedures).

In the view of the upcoming drafting of the Migration Strategy in Bosnia and Herzegovina on 10 May 2021 the meeting was held between the RCSBiH representatives and the IOM Chief of Mission in Bosnia and Herzegovina, and following the meeting the Memorandum of Understanding and Cooperation between the RCSBiH and IOM in Bosnia and Herzegovina has been drafted.

Needs analysis and scenario planning

Needs analysis

Based on the continuous need's assessments and observations by RCSBiH MTs and volunteers conducted since the beginning of the operations and information and conclusions of the Inter-Agency Coordination and National Society DM Coordination Meetings, the number of the arrivals are increased during April -June 2021. The new entries mainly from Serbia, passing through Tuzla and Sarajevo towards Bihać. As a recent development an increased number of people have been noted staying for a longer period, with key needs being shelter, food and water. Besides the need for providing food supplies for migrants on the move, there were high needs for PPE materials which has been in process of procurement through IFRC Emergency Appeal and German Red Cross. There is also a need to strengthen capacities of actors responding to the migration crisis to refer vulnerable cases (medical transportation).

During September and October 2020, RCSBiH staff with the support of the IFRC 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 migrants** as the need for this support is significant and not covered by other actors. Additionally, during the interagency 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)

Based on some of the main findings from the joint health assessment which was conducted by RCSBiH with the support of IFRC and Italian RC in May 2019 -that are still relevant to the current health situation- 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.

Protection

Out of the total number of migrants observed by mobile teams in the first half 2021, 99% of them are males. Within the male population, about 89% are between 18-29 years old. As for the female migrant population, about 37% are under 18 years of age. In most cases, women travel with male 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 maternity care. Similarly, individuals have experienced traumatizing events and have been affected by diverse stressors linked to the migration journey, exposing them to develop 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 also planning to pilot in few camps trainings on trafficking 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 WHO¹ 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.

On the initiative by the IFRC office in Budapest – Health department, the Red Cross Society of Bosnia and Herzegovina held online workshop for mobile teams who are assisting migrants in Bosnia and Herzegovina. Focus of this workshop was on safety and protection of team members while providing assistance for migrants during the COVID-19 outbreaks. Different teams such as First Aid teams, teams for PSS, teams for Restoring Family Links, teams working on distribution of food and relief items attended this workshop. This workshop was held on 27 April 2021 via Microsoft Teams platform. In total 45 mobile teams' members attended the workshop from the following Red Cross branches: Una-Sana Canton, Bihać, Cazin, Bosanski Petrovac, Ključ, Tuzla Canton, Tuzla, Kalesija, Vlasenica, Zvornik, Zenica, Novo Sarajevo, RC of the Federation of Bosnia and Herzegovina (RCFBiH) mobile team in charge for provision of assistance to migrant. Also, two RFL teams from the Red Cross Tuzla Canton and Red Cross Novo Sarajevo branch attended together with psychologists and medical doctor engaged with the migration response at the HQ of the RCFBiH.

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 and Tuzla canton (as 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.

¹ <https://covid19.who.int/region/euro/country/ba>



Image 3. Mobile Teams providing assistance in Kozarska Dubica.
Source: RCSBiH

In terms of selection of recipients for cash assistance from vulnerable members of the local population, the priority continues 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 1,000 male migrants) will continue to be equally supported through food distribution, shelter and household items provision and First Aid services.

There was also increased movement noticed in the area of Vlasenica and Bratunac (nearby the Drina River), and there is a risk of drownings in that area. The increase of movement has also been noticed in the area of Kozarska Dubica.

There would be a need for any kind of support, including in-kind support (food and household items, and hygiene).

Operation Risk Assessment

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

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, in 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 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 BiHSRC tasks. The number of MT and FA volunteers and members increased, with the rotation system in place. Mental health and wellbeing of the staff and volunteers are observed all time and support provided in case of need.

Lack of staff in National Society to fill existing Human resources 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 elaborated and in the stage of discussion and agreement. The recruitment will be started as soon as the document is approved by the National Society Presidency
Decreasing stocks and resources	Moderate	The IFRC and Movement Partners providing both management and operational support to the RCSBiH leadership and technical teams. Besides, 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.
Coincidence with other emergencies since Bosnia and Herzegovina is prone to natural disasters	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 are prone to natural disasters.
Stigma against the migrant 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

Overall operational objective

The Revised Emergency Appeal operation aims to meet the immediate needs and support 50,000 migrants on the move or accommodated in TRCs as well as 1,500 vulnerable local households (approx. 4,500 people) affected by the migration crisis in BiH focusing on Shelter (including distribution of household items); Health; WASH; Livelihoods and basic needs; Protection Gender and Inclusion, Restoring Family Links and National Society Strengthening.

Proposed revised strategy

The revised Emergency Appeal and revised EPoA will support migrants and vulnerable households from the local communities until December 2021, including activities to urgently prepare for the winter season that increases the hardship of those on the move, staying outside of TRCs – and therefore unassisted by other organizations. The revised Appeal builds upon the existing operation to support the RCSBiH to provide assistance with food including drinking water, hot drinks household items, health and hygiene promotion services, first aid, Restoring Family Links (RFL), protection outreach and referral, Community Engagement and Accountability (CEA) for people on the move, and cash-based assistance (equivalent to 1 minimum monthly pension in BiH) to the most vulnerable people in host communities whose situations have been further exacerbated by the migration situation in the country, including due to the shifting of RCSBiH priorities to migrant crisis.

Based on the funding level, this Appeal will support the RCSBiH to increase the number of operating Mobile Teams to ensure more coverage and assistance to ever-growing numbers of people outside the existing TRCs especially during the harsh winter conditions.

While increasing the number of MTs, it is necessary to equip them with appropriate tools, equipment, skills, information and relief stocks to act on the spot relieving suffering of people in need, including those without access to TRCs, sleeping rough, or who have been subject to push backs. Such assistance can range from support in establishing contact with family members (i.e. providing access to a phone/internet/sim card) to first aid assistance, ready to eat food/hot drinks, hygiene kits, information dissemination, awareness raising (i.e. mine awareness, cultural awareness), internal and external referral to specialized services, identification of protection risks, or simply distribution of household items such as blankets, sleeping bags, clothing/shoes, rain coats –

depending on the needs people have when met by the MTs.

In addition to the support to the migrants under the Emergency Appeal, RCSBiH with the technical support of the IFRC has been implementing a Cash and Voucher Assistance programme in 2020/2021 providing cash grants and reaching 557 local families in Bihać, Ključ, Velika Kladuša, Cazin, Ključ, Bosanska Krupa, Bosanski Petrovac, Bužim, Sanski Most, Kladanj, Živinice, Kalesija, Tuzla, Bileća, Ljubinje, Zvornik, Čajniče, Bratunac and Vlasenica, locations where tensions are high between local and migrant population.

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 of 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 continuity 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 IFRC Population Movement Emergency Appeal, the IFRC together with the RCSBiH has been preparing to implement the CVA activity for the vulnerable families 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. The RCSBiH Finance Manager and IFRC Finance Delegate are processing all FSP issues related to rapid market check, tender, contracting) jointly with IFRC colleagues in Budapest and the contract with the financial service provider shall be signed mid-August 2021 latest.

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.

134 volunteers were insured in the reporting period.

Details of the operational support by Mobile Teams listed below can be browsed via the following links:

<https://app.powerbi.com/view?r=eyJrIjoiYzZlYjZmNmMtOGMyYi00MzgwLTkyZDgtMGM3MjNjODQ3YTZhliwidCI6IjY2U2YWYyLTNlMGQtNGYyYS05NDhmLWZiMDQ5ODgwNjk4MSIsImMiOiI9&embedImagePlaceholder=true&pageName=ReportSection>

<https://app.powerbi.com/view?r=eyJrIjoiOTMxMDFmOGMtZDc1Zi00MWM3LWE2ZWUtYWVlMjdkZWJjYjQxliwidCI6IjY2U2YWYyLTNlMGQtNGYyYS05NDhmLWZiMDQ5ODgwNjk4MSIsImMiOiI9&embedImagePlaceholder=true&pageName=ReportSection>

Graph 1. Migrants detected by the Red Cross by day

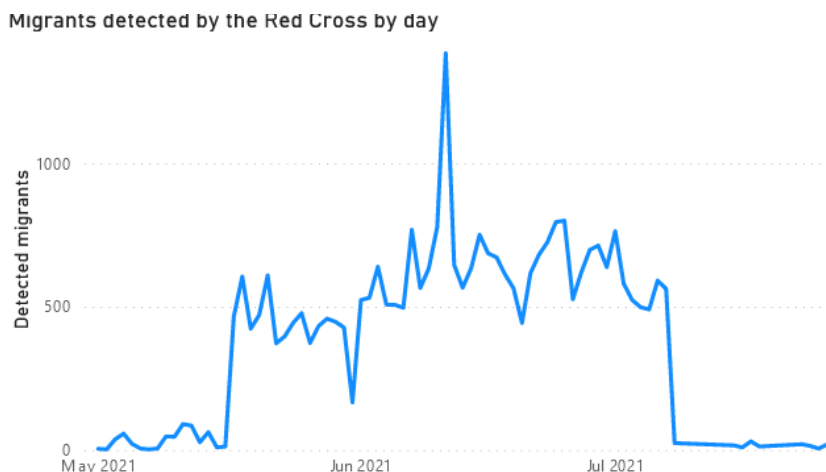



Table 5. Summary of RCSBiH Mobile Teams' response covering the period from 1 March- 30 June 2021

	Shelter	Livelihoods and basic needs	Health	WASH	RFL
# of items/ services provided	<ul style="list-style-type: none"> # of Household items provided by Mobile Teams: 22,053 	<ul style="list-style-type: none"> # of food items provided by Mobile Teams: 64,421 	<ul style="list-style-type: none"> 617 persons provided with FA services 2,940 PSS services provided 	<ul style="list-style-type: none"> 884 Hygiene kits distributed 	<ul style="list-style-type: none"> 1 RFL service provided. 2,147 phone charging services provided to migrants. 814 Mine-awareness information provided/ leaflets, posters & billboards

C. DETAILED OPERATIONAL PLAN

Note: Indicator 'Actual' values reported below reflect achievements cumulatively.

	<p>Shelter People reached: 24,800 Male: 99% Female: 1% (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:	<table border="1"> <thead> <tr> <th></th> <th>Target</th> <th>Actual</th> </tr> </thead> <tbody> <tr> <td># of people provided with safe, adequate and durable recovery shelter and settlement assistance</td> <td style="text-align: center;">15,000</td> <td style="text-align: center;">24,800</td> </tr> </tbody> </table>		Target	Actual	# of people provided with safe, adequate and durable recovery shelter and settlement assistance	15,000	24,800			
	Target	Actual								
# of people provided with safe, adequate and durable recovery shelter and settlement assistance	15,000	24,800								
<p>Output 1.1: Shelter and settlements and basic household items assistance is provided to the affected families.</p>										
Indicators:	<table border="1"> <thead> <tr> <th></th> <th>Target</th> <th>Actual</th> </tr> </thead> <tbody> <tr> <td>Procurement of contingency stocks for 5,000 people completed</td> <td style="text-align: center;">5,000</td> <td style="text-align: center;">0</td> </tr> <tr> <td>Procurement of winterization items for 10,000 people completed</td> <td style="text-align: center;">N/A²</td> <td style="text-align: center;">135,053</td> </tr> </tbody> </table>		Target	Actual	Procurement of contingency stocks for 5,000 people completed	5,000	0	Procurement of winterization items for 10,000 people completed	N/A ²	135,053
	Target	Actual								
Procurement of contingency stocks for 5,000 people completed	5,000	0								
Procurement of winterization items for 10,000 people completed	N/A ²	135,053								
<p>Progress towards outcomes</p> <p>22,053 pcs of household items (shoes, clothing items, underwear, socks, raincoats blankets, sleeping bags) were distributed? to migrants who were on their way between TRCs and had no access to basic services, including on Lipa location by MTs. The items were procured and distributed with support of emergency appeal and German Red Cross funds.</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>Challenges</p> <ul style="list-style-type: none"> Limited staff in RCSBiH HQ due to delayed internal process of adoption of Rulebook that will enable employment of the personnel needed for well-functioning of the RCSBiH HQs and strengthening its technical and coordination role in implementation of the field activities The delay in the procurement processes Frequent changes in political context which requires Red Cross organization to be prepared to respond at any location in the country. 										

² Indicator number reflects the number of household items procured via the appeal.



Livelihoods and basic needs

People reached: 41,650

Male: 99%

Female: 1% (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
# of people reached with food assistance	40,000	41,650
# of meals provided to affected people	40,000	259,421

Progress towards outcomes

The RCSBiH MTs provided 64,421 food items to migrants who were on their way between TRCs and had no access to basic services, including on Lipa location (45,272 food parcels; 694 hot meals, as well as 18,455 individual food items (canned meat; canned fish; jam; dates; toast bread; fresh bread; bottled water; juice; fruits; energy bars).

Reduced calorie intake and compromised nutrition threaten health and could have lasting impacts on the overall safety and security situation in and around camps. Time-bound [cash transfers to food-insecure migrant households were also implemented](#) to mitigate the effects of food shortages and to protect migrants' nutrition.

Food parcel is in accordance with SPHERE standard and included the following items: water 1 l, canned chicken 150 g net, canned tuna 170 g net, jam single portion 20 g, dry dates in sealed wrapper 200 g or energy bar, bread ¼ kg.

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.

These Standard Operating Procedures include the description of the MTs modalities of work also in distribution of items. Post Distribution Monitoring is planned to be conducted, including the preparation of the baseline survey form to be used

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 (approx. 4,500 people)	555 HH (1,754 people)

Progress towards outcomes

In the reporting period, in addition to support to the migrants under the IFRC Population Movement Emergency Appeal, the IFRC together with the RCSBiH have continued the implementation of the CVA activity for the vulnerable families to cover their basic needs and by establishing systems with the financial service provider.

In the period from 20 June to 2 July 2021, the IFRC RoE provided support to the RCSBiH in terms of visit by CVA Covid-19 Delegate who was working together with the RCSBiH CVA focal points as well DM managers in the Entity RC organizations related to the planning and implementation of the Population Movement CVA activity, including:

- Financial Service Provider (tender, framework agreements with each Post Office for each administrative unit, one framework agreement, no framework agreements, other FSPs, market assessment,)
- Transfer Value
- Targeting
- Feedback Mechanism

The RCSBiH Finance Manager and IFRC Finance Delegate are processing all FSP issues related to rapid market check, tender, contracting) jointly with IFRC colleagues in Budapest and the contract with the financial service provider shall be signed mid- August 2021 latest.

Challenges

- Lack of staff in National Society due to delayed internal process of adoption of Rulebook that will enable employment of the personnel needed for well-functioning of the RCSBiH HQs and strengthening its coordination

role in implementation of the field activities

- 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



Health

People reached: 22,989

Male: 99%

Female: 1%

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	22,989

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	5,617

Output 1.2: Psychosocial support is provided to the target population

Indicators:	Target	Actual
# of people reached with psychosocial support activities	10,000	9,440
# 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	7,932

Progress towards outcomes

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.

On the initiative of the IFRC office in Budapest – Health Department, the Red Cross Society of Bosnia and Herzegovina held online workshop for mobile teams who are assisting migrants in Bosnia and Herzegovina. Focus of this workshop was on safety and protection of team members while providing assistance for migrants during the COVID-19 outbreaks. Different teams such as First Aid teams, teams for PSS, teams for Restoring Family Links, teams working on distribution of food and non-food items attended this workshop. This workshop was held on 27/04/2021 via Microsoft Teams platform. In total 45 mobile teams' members attended the workshop from the following Red Cross branches: Una-Sana Canton, Bihać, Cazin, Bosanski Petrovac, Ključ, Tuzla Canton, Tuzla, Kalesija, Vlasenica, Zvornik, Zenica, Novo Sarajevo, RC of the Federation of Bosnia and Herzegovina (RCFBiH) mobile team in charge for provision of assistance to migrant. Also, two RFL teams from the Red Cross Tuzla Canton and Red Cross Novo Sarajevo branch attended together with psychologists and medical doctor engaged with the migration response at the HQ of the RCFBiH.

Regarding the number of mobile team members and interactive approach workshop was organized in three groups:

- Group 1: All team members who are working in Una-Sana Canton from 10:00 to 12:00
- Group 2: All team members who are working in Tuzla Canton, Zenica and Republic of Srpska from 12:30 to 14:30

- Group 3: All team members who are working in Sarajevo Canton and Mostar from 15:00 to 17:00

Workshop was prepared and realized by the member of expert commission for First Aid and the expert associate for Health and Crisis management at the Red Cross of Federation of Bosnia and Herzegovina.

Workshop's thematic areas were current COVID-19 situation in the world and in Bosnia and Herzegovina, knowing more about the virus, symptoms, transmission, period of incubation, testing and prevention. Second part of the workshop was related to protection and safety of Red Cross staff and volunteers and use of personal protection equipment while on duty.

As a final part of the workshop facilitators organized discussion with participants about their experiences and needs and the following conclusions were made:

- There is a need to up-date the current SOP for mobile teams with the part related to COVID-19 with special inputs on the use of PPE
- To form working group who will be working on the SOP up-date
- Advocate more for the vaccines to be available for Red Cross staff and volunteers
- Try to organize testing for mobile team members (Antibodies, Rapid Antigen etc.)
- To provide additional quantities of protective equipment (protective suits, FFP masks, visors, gloves, etc.)

The RCSBiH Mobile Teams provided FA assistance to 617 persons outside the TRCs, including 6 referrals (DRC, Local Health Institutions) as well as PSS services to 2,940 persons.

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



Water, sanitation and hygiene

People reached: 18,085

Male: 99%

Female: 1%

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	18,085

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	8,669
# 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

# of sets of essential hygiene items distributed	30,000	49,898
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Progress towards outcomes

In the reporting period the RCSBiH Mobile teams provided 884 hygiene items: 723 Hygiene parcels as well as 161 individual hygiene items (soap; toothpaste; shampoo; wet wipes; sanitary pads and diapers).

Challenges
<ul style="list-style-type: none"> Limited number of trained volunteers. Poor sanitation conditions in checkpoint Velečevo (Ključ). Poor sanitation conditions on Lipa location.



Protection, Gender and Inclusion

People reached: 15,038

Male: 99%

Female: 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	15,038

Output 1.1: Mainstreaming protection in the response

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

Output 1.2: Strengthening outreach and protection monitoring

Indicators	Target	Actual
# of people reached with Mobile Teams outreach services	10,000	37,918

Output 1.3: Strengthen the position of the NSs among protection actors

Indicators	Target	Actual
# of people reached with RFL training	50	22

Progress towards outcomes

- 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 PGI 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,
- With the remote support of a PGI delegate kindly provided by BRC, different tools were produced to *strengthen the* capacities and knowledge of the mobile teams in PGI. The topics and the tools were agreed in consultation with the team in Sarajevo. The tools included a small dictionary in local language including key terms related to PGI; a pocket guide for the mobile teams with principles and standards to include in their daily work with migrants; four PPTS and videos recorded in local language focusing of core *topics, like safe referral, do no harm. Safe communication and CEA. ICRC Belgrade office kindly support by covering two of the four topics, referral and do no harm, through their office in Sarajevo*

The tools will be launched in the month of July and a roll-out plan will be finalized in consultation with the team in Sarajevo

Challenges

<ul style="list-style-type: none"> Limited number of trained volunteers. Restrictive measures by the Governments at all levels due to COVID-19
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Migration

People reached: 37,918

Male: 99%

Female: 1%

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	37,918

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	35

Output 1.4: Enhancing referral mechanisms

Indicators:	Target	Actual
# of people reached with RFL services	5,000	11,071
# of people reached with Referral services	2,500	3,967

Progress towards outcomes

In the reporting period Mobile Teams provided 1 RFL service and 2,147 interventions of mobile phone charge service. The Mobile Teams also made 30 referrals (Social Welfare Centers, Health Institutions/Hospitals, IOM, UNHCR, Save the Children, Vaša prava, Others).

Challenges

- Number of trained volunteers.
- COVID-19 restrictions has caused cancellation of trainings and some physical group meetings 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	164

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

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

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.

Challenges

- 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	3 (Combined Mobile Teams Training, PGI- CEA-IM Training, PMER Training, Procurement and Logistics completed)
# of trained staff	40	22
# 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	13
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	26
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		

Following the cash transfer, NS will conduct post-distribution monitoring.
In the reporting period, IM trainings were organized by the Austrian Red Cross for the two RCSBiH (entity staff).
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.
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	
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		
A Communications Delegate from the Danish Red Cross was deployed to Bosnia and Herzegovina for a period of 3 months from mid-February to mid-April. During her mission she managed international media relations, updated key messages, and produced photos and videos on the work of the Red Cross Mobile and First Aid Teams. She also assisted local branches with social media content production related to a series of events, including the visit of EU Commissioner for Home Affairs. Unfortunately, there was no appointed communications focal point at the National Society on the headquarters level at the time, so the planned capacity development activities could only be carried out on the branch level. In June and July, IFRC published two articles linked to the National Society's activities: one on IFRC's global website, focused on the testimony of a Syrian asylum seeker who is now part of a Mobile Team of the Red Cross Society of Bosnia and Herzegovina in Sarajevo (https://media.ifrc.org/ifrc/2021/07/05/farouk-a-war-refugee-helping-the-most-vulnerable-in-bosnia-and-herzegovina/), and another one on IFRC's Medium, including his first-hand account in a long-read feature with letters from the COVID-19 frontlines in Europe (alongside other volunteers' stories, https://ifrc.medium.com/letters-from-the-covid-19-frontlines-in-europe-and-central-asia-8ef2b7a81fdf).		
Challenges		
<ul style="list-style-type: none"> COVID-19 restrictions has caused cancellation of some trainings and some physical group meetings which have not been carried out as planned. 		

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
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.
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.

Emergency Appeal

INTERIM FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2018/12-2021/6	Operation	MDRBA011
Budget Timeframe	2018/12-2021/12	Budget	APPROVED

Prepared on 23 Jul 2021

All figures are in Swiss Francs (CHF)

MDRBA011 - Bosnia and Herzegovina - Population Movement

Operating Timeframe: 07 Dec 2018 to 31 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 Jul 2021	2,404,946
Appeal Coverage	63.29%

II. IFRC Operating Budget Implementation

Thematic Area Code	Budget	Expenditure	Variance
AOF1 - Disaster risk reduction	180,729	43	180,685
AOF2 - Shelter	0	0	0
AOF3 - Livelihoods and basic needs	880,703	974,406	-93,703
AOF4 - Health	205,998	52,166	153,832
AOF5 - Water, sanitation and hygiene	26,625	0	26,625
AOF6 - Protection, Gender & Inclusion	49,536	49,536	0
AOF7 - Migration	65,470	65,470	0
SFI1 - Strengthen National Societies	569,193	196,825	372,368
SFI2 - Effective international disaster management	33,510	33,510	0
SFI3 - Influence others as leading strategic partners	68,345	1,250	67,095
SFI4 - Ensure a strong IFRC	225,599	64,235	161,364
Grand Total	2,305,708	1,437,441	868,267

III. Operating Movement & Closing Balance per 2021/06

Opening Balance	0
Income (includes outstanding DREF Loan per IV.)	2,402,160
Expenditure	-1,437,441
Closing Balance	964,718
Deferred Income	0
Funds Available	964,718

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	2018/12-2021/6	Operation	MDRBA011
Budget Timeframe	2018/12-2021/12	Budget	APPROVED

Prepared on 23 Jul 2021

All figures are in Swiss Francs (CHF)

MDRBA011 - Bosnia and Herzegovina - Population Movement

Operating Timeframe: 07 Dec 2018 to 31 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		
Austrian Red Cross	31,720				31,720		
British Red Cross	355,441				355,441		
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			12,214		12,214		
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	158,774				158,774		
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	447,279				447,279		
Total Contributions and Other Income	2,385,908	0	16,251	0	2,402,160	0	
Total Income and Deferred Income					2,402,160	0	