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Operation Update Report

Bosnia and Herzegovina: Population Movement



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| Emergency appeal n° MDRBA011 Operation update n° 9 | GLIDE n° OT-2018-000078-BIH |
| Date of issue: 2 December 2021 | Timeframe covered by this update: 1 July 2021 – 31 October 2021 |
| Operation start date: 8 December 2018 | Operation timeframe: Hereby extended by 3 months Operation end date: 31 March 2022 (original end date: 31 December 2021) |
| Funding requirements: CHF 3,800,000 | DREF amount initially allocated: CHF 300,000 |
| Appeal coverage: 63 % as of 31 October 2021 | |
| N° of people being assisted: 50,000 migrants and 4,500 people (1,500 households) from host communities | |
| 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 revisions made to emergency plan of action:

The Operations Update no. 9 provides an update on the developments in the field related to migration response in Bosnia and Herzegovina (BiH) in the period between 1 July to 31 October 2021.

This Operations Update introduces a short timeframe extension (3 months until the end of March 2022) while the total funding requirements of the Emergency Appeal remain unchanged. The extension aims to allow for the continuation of urgently needed assistance, and ensuring a smooth transition into the Country Cluster Operation Plan while also building the foundations of a transition from emergency response to longer-term programming aimed at meeting the protracted needs of migrants and refugees in Bosnia and Herzegovina.

Additionally, funding received under the framework of the multi-regional [three-year plan to extend humanitarian assistance and support to migrants and displaced people](#) “Case for support” will be formalized in the coming months and utilized to deliver assistance and support the migration response including in BiH. In Europe, the Red Cross of Bosnia and Herzegovina is one of the 13 National Societies who are part of this multi-regional plan, which is also integrated in the IFRC’s 2022 regional and Country Cluster plans.

Activities during the 3 additional months will continue supporting the work of Mobile Teams (MT) in delivering services to 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 operationally and logistically. Besides that, the RCSBiH continues preparations and distribution of food, hot tea, and

water, with the support of IOM on a daily basis. Additionally, community-based health promotion activities have been introduced specifically targeting migrants in camps.

The MTs of RCSBiH continue to provide services including food, household and hygiene items, psychosocial support (PSS), First Aid and personal protective equipment (PPE), among other activities. Mobile teams' services have been reallocated and adjusted based on the migrants' needs. 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.

IFRC has also published eight operations updates reporting on the progress of the operation, all of which can be found [here](#).

Appeal History:

- **December 2018:** An Emergency Appeal for CHF 3,311,347 was published for twelve months to deliver assistance and support to up to 7,600 migrants while supporting and strengthening the efforts of the Red Cross Society of Bosnia and Herzegovina.
- **In early September 2019,** the RCSBiH formally requested the IFRC for Emergency Appeal extension for additional 12 months, in line with the changing situation on the ground, increased arrivals and growing needs for RC assistance.
- **In October 2019,** a joint IFRC - RCSBiH multi-sectoral needs and risk assessment was carried out and the results of the assessment served for prioritization of needs and decisions related to the Emergency Appeal.
- **November 2019:** The revised Emergency Appeal was launched which reflected the needs of an increasing number of people to be assisted, an increased budget to CHF 3.8 million to assist a total of 35,000 people on the move in the ongoing migration crisis and 1,500 households from among local vulnerable population affected by the crisis. The Emergency Appeal was extended until 30 December 2020.
- **February 2020:** Based on the continuous needs assessments conducted since the beginning of the operation and as a result of the changing context and worsening conditions on the ground, it has been decided to extend the current Emergency Appeal until the end of December 2021. There were minor changes to the operational budget. However, the total funding requirements of the Emergency Appeal remained unchanged.

A. SITUATION ANALYSIS

Description of the disaster

Since the beginning of the migration crisis in Bosnia and Herzegovina in January 2018, the number of arrivals of refugees and migrants to the country has been increasing with the total number of arrivals being close to 82,000 as of 2021¹. Most people arriving declared to be from Afghanistan, Pakistan, Syria, Iran, Iraq, Egypt, among others. The capacities for accommodation were limited in six official Temporary Reception Centers (TRC), therefore the majority of new arrivals were staying outside of formal accommodation, such as in abandoned buildings, forests and in makeshift camps. An Emergency Appeal was launched in December 2018 focusing on providing assistance to migrants accommodated in the TRCs and those on the move, as well as host communities in Bosnia and Herzegovina. Considering the increased number of arrivals (both registered and unregistered) in the country during 2019-2020, the strict border controls between Croatia and BiH that slowed down the movement along the route, the worsening conditions on the ground during winter periods and also due to limited access to sufficient food, water, health services, sanitation facilities and appropriate shelter, the need for assistance to be continuously provided by the Red Cross Society of Bosnia and Herzegovina (RCSBiH) Mobile Teams was ever higher. The situation was especially deteriorating due to the COVID-19 pandemic with restrictive measures that exacerbated the needs and vulnerabilities of migrants, and have had an impact on the socially vulnerable local population.

General figures²

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| 1 | Number of arrivals of migrants and asylum seekers according to BiH authorities (July-end of October 2021) | 3,906 out of which 195 unaccompanied or separated children (UASC) (93% of total arrivals expressed intention to seek asylum) |
| 2 | Number of arrivals of migrants and asylum seekers to BiH in 2021 | 12,500 – similar number when compared to the same reporting period in 2020 |

¹ UNHRC, Interagency Coordination Meeting dated 24 September 2021

² UNHRC and IOM, Interagency Coordination Meetings dated 24 September 2021 and 15 October 2021

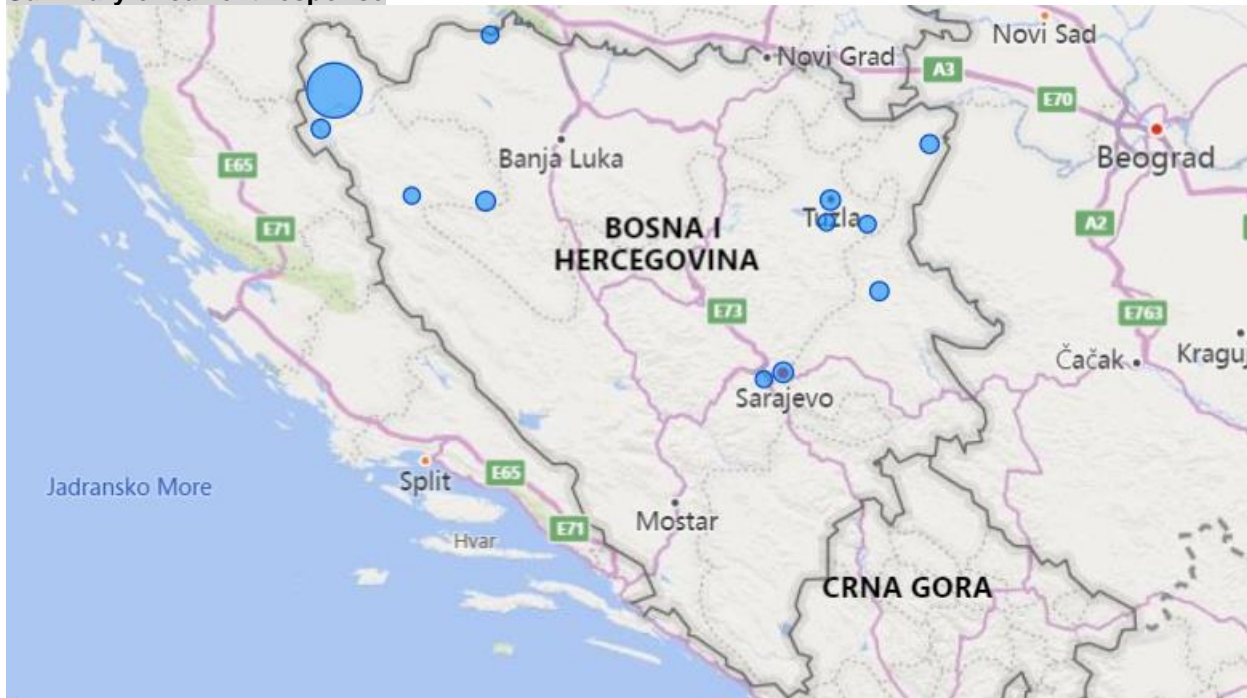
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| 3 | Top countries of origin | Afghanistan, Pakistan and Bangladesh |
| 4 | Number of arrivals of refugees and migrants since January 2018 | Close to 82,000 |
| 5 | Number of migrants/asylum seekers in Reception Centers | 2,644 (majority are single men – 79%, UASC – 5%, and 24% are families with children; out of total number 1,142 persons in Una-Sana Canton (USC) |
| 6 | Number of migrants/asylum seekers out of formal accommodation | 1,300 (majority in USC) |
| 7 | COVID-19 vaccination of migrants | 157 persons (41 in TRC Borići, 13 in TRC Miral, 86 in TRC Lipa) were vaccinated. 242 persons received first dose in TRC Blažuj and 58 persons received second dose in TRC Ušivak; 15 persons were vaccinated in private accommodation in Sarajevo Canton. |

In the reporting period, an increased number of persons, including those coming from Afghanistan has been recorded in TRCs but also in different outreach locations. The Service for Foreigners' Affairs (SFA) of the BiH Ministry of Security, in cooperation with local Police, continued to relocate people staying in inadequate locations to TRCs. During only one activity approximately 200 family members were relocated from one location (source: UNHCR). In October 2021, there was a 7% increase of arrivals.

The BiH Ministry of Security (MoS) has been gradually taking over the responsibility for the overall situation related to migration crisis management in the country from the international organizations (IOM, UNHCR).

BiH Direction for Coordination of Police Bodies is currently in charge of safety and security in the TRC Lipa with 16 staff members (4 per shift). Construction works of phase 1 in TRC Lipa have been completed on 27 August 2021. Currently 331 containers are on site. Situation related to accommodation and WASH in this TRC remains unchanged. However, the opening of TRC Lipa planned for the beginning of September has been postponed due to challenges with electricity and at the end of the reporting period the TRC Lipa was in final stage of completion works.

Summary of current response



Map of activities of RCSBH structure

Overview of the Host National Society – RCSBiH

Since 2018, through its volunteers operating in Mobile Teams (MTs), the RCSBiH has played a crucial role in providing assistance to **70,886** refugees and migrants on the move: emergency food supplies, basic first aid services (**total number of first aid services outside TRCs - 3,936; total number of first aid services in TRCs**

- **3,234**), emergency shelter and household items, psychosocial support, restoring family links, information on landmine contaminated areas, preparation and distribution of food and basic first aid in Lipa TRC.

The RCSBiH has been involved in the migration response activities in coordination with the BiH Council of Ministers and Government authorities and other stakeholders. In the reporting period the RCSBiH continued efforts to communicate with state authorities the contribution in the migration response activities of RCSBiH supported by the IFRC Emergency Appeal and of Movement partners to position itself as a true leader in humanitarian work and become a strategic partner to the state of BiH in response to the migration crisis.

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

With support of 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 areas: Bihać and Una-Sana Canton (2), (near Croatian border), Bijeljina/Zvornik (near Serbian 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 disembark public transport) and in Kozarska Dubica (in Republic of Srpska near the Croatia, border). The Mobile Team Kozarska Dubica was formed on 1 May 2021, and the MT from Mostar was moved to Sarajevo (RCFBiH).

The IOM in Bosnia and Herzegovina has been implementing the DTM (Displacement Tracking Matrix) project in cooperation with the RCSBiH through which counting and mapping of migrants staying outside the TRCs in BiH is being done. According to the DTM exercise that took place on 31 August 2021 in 180 locations in 31 municipalities across Bosnia and Herzegovina, there were 1,009 persons residing outside of formal accommodation. Another DTM exercise took place on 28 September 2021 in 187 locations in 6 cantons in Bosnia and Herzegovina and 1,101 persons were mapped outside TRCs.

In the period from 04-05 October 2021, the MoS, with support of IOM, organized two-day workshop to establish referral pathways for all activities in outreach. The RCSBiH IM Coordinator and the volunteer from RC of Una-Sana Canton participated at the workshop.

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. Among other activities, the MTs also continued with distribution of protective masks, gloves, disinfectant materials 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.

With support from the IFRC and other Movement partners, the RCSBiH has been continuously providing assistance to the vulnerable local population in the areas with the greater number of refugees and migrants. The National Society has been investing efforts in positioning itself, in its capacity as auxiliary to the BiH Council of Ministers at the state level, and Government authorities at local levels, as the leader in humanitarian activities in response to the migration crisis. At the same time, supported by the IFRC Emergency Appeal, the RCSBiH has been strengthening its capacity to respond to the growing needs in the field, in order to be able to reach those most in need and to deliver the planned services.

The RCSBiH implemented CVA activities in September 2021 for 1,106 people among the local population in the amount of BAM 150 per person (to cover e.g. health expenses for 3 months for 1 HH or 110% of electricity, gas, water and other housing expenses for 1 month for 1 HH (source: Nat. Statistics Agency) in the following locations:

1. Una-Sana Canton (Bihać, Velika Kladuša, Ključ, Cazin, Bosanska Krupa, Bosanski Petrovac, Bužim, Sanski Most)
2. Tuzla Canton (Tuzla, Kalesija, Živinice, Kladanj, Sapna)
3. Zenica-Doboj Canton (Zenica)
4. Bosnia-Podrinje Canton (Goražde)
5. Herzegovina-Neretva Canton (Mostar)
6. Sarajevo Canton (Novo Sarajevo, Novi Grad, Centar)

7. Republika Sroška Entity (Kozarska Dubica, Novi Grad, Krupa na Uni, Banja Luka, Doboj, Pelagićevo, Zvornik, Milići, Vlasenica, Trebinje)

In cooperation with the IFRC Regional Office for Europe (ROE) and ICRC Delegation in BiH, 23 Emergency Operations Centers (EOC) were established and equipped, including the five mobile sets encompassing the entire RCSBiH structure that will be linked with National HQ and further with ROE.

The RCSBiH was using KoBo toolbox for collecting information on services provided and goods delivered.

Six-day training for the new SFA staff members who would be working in TRC Lipa was completed. The training was organized with support of IOM, UNHCR, Danish Refugee Council (DRC), Médecins du Monde (MdM) and UNICEF. Topics of the training included principles of protection, legal framework in Bosnia and Herzegovina, operational guidelines for coordination and management of the centers, assisted voluntary return and reintegration (AVRR), support for survivors of gender-based violence, identifications of potential victims of trafficking and protection of children. Procedures and SoPs for TRC Lipa are in process of being created in order to be fully in place and operational in time of opening date of the center.



Mobile Team Bijeljina providing first aid services to migrants in the area of Bijeljina and Zvornik. Photo: RCSBiH

Overview of the Red Cross Red Crescent Movement in country

The IFRC 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 to support the RCSBiH Emergency Appeal operation in coordination with the National Society leadership, governmental authorities and external partners.

Starting from April 2021, the ROE also deployed a Finance and Administration Delegate based in Sarajevo to support IFRC and RCSBiH with finance and administration aspects. A Communication Delegate was deployed to support the NS in coordinating communications resources on the ground ensuring that regular and quality materials are produced and distributed to highlight the humanitarian situation, needs on the ground and Red Cross Red Crescent operations. Additionally, a Cash programming Delegate was deployed from 20 June until 2 July to provide technical

assistance to RCSBiH to finalize the Post Distribution Monitoring for the Roma population and to support the continuation of planned CVA activities under the Population Movement Emergency Appeal.

The IFRC Country Cluster Office for Central and Southeastern Europe, covering 8 countries was 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 RCRC partners, who have long-standing partnerships with RCSBiH and/or have been present in the country, including: **Austrian Red Cross, British Red Cross, Croatian Red Cross, German Red Cross, 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.**

- **Austrian Red Cross** provided funding for the procurement of a container used for MT Bijeljina – Zvornik as a storage for goods distributed to migrants as well as for local population. They also provided non-contact thermometers within the COVID-19 support (along with hygiene items and blankets provided in 2019). Information Management (IM) trainings were organized by the Austrian Red Cross from 6 April to 4 May 2021.
- **British Red Cross** provided support for Mobile Teams (cross cutting activities such as PGI, CEA), cash assistance.
- **German Red Cross** has also provided bilateral support to the procurement and distribution of 5,000 food parcels in USC. Additionally in December 2020 German Red Cross has provided EUR 85,000 for the procurement of food parcels that were distributed to the migrants on route. Most of this food was used by MTs to support migrants residing at camp Lipa as well for migrants on the move. Within the current bilateral project support in the amount of EUR 193,000 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 Public 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. In July 2021 Bavarian Red Cross of German Red Cross provided donation of new clothes in the amount of EUR 633,318.25.

- On 8 June 2021 the donation of 118 family tents was handed over by the German Government and German Red Cross/ Croatian Red Cross to house refugees and migrants in Bosnia and Herzegovina who do not have any other accommodation.
- **Italian Red Cross**, during the reporting period, provided donations containing winter clothes, winter footwear, blankets, water in the amount of EUR 297,65. In-kind donations, support to Mobile Team (vehicle, and renovation of the branch) were also provided. 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).
- **Kuwait Red Crescent Society** through bilateral cooperation with the RCSBiH provided financial assistance in the amount of USD 50,000 used for distribution of dry food parcels, protective masks, gloves and winter clothes for migrants.
- **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 the MT in Kalesija and Ključ. The National Society of Red Cross of Bosnia and Herzegovina received financial support from Swiss RC (CHF 50,000) that was used for needs of the teams in the field, cash and voucher assistance, procurement of food and hygiene items. 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 prepared a project proposal for this purpose to be submitted to the Swiss RC.
- **Turkish Red Crescent**: The 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 in the amount of USD 19,199.23 (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.

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 are visiting TRCs providing information on RFL services, promoting the "Trace the face platform" of ICRC and the NS to trace persons through posters, charging phones, distributing phone and internet cards, 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 (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 includes migration and other key activities. The ICRC also provided funds in the amount of EUR 60,154 (purchasing the adequate video conferencing sets and telecommunication equipment for the 19 regional locations and five mobile sets). The ICRC also supported the procurement of security items, including uniforms and radios. Four MHPSS workshops titled „Help the Helpers“ were conducted in the period from 18 to 21 November 2020 as well as from 17 to 20 February 2021 in Bihać for the staff and volunteers of USC RC and Bihać City RC involved in the migration response. Two "Help to Helpers" workshops on Mental Health and PSS were organized in Sarajevo Canton (17-19 May 2021), in Tuzla Canton (9-11 June) and in Una-Sana Canton (25-28 October 2021). The workshops were conducted with financial and technical support by the ICRC, facilitated by the RCSBiH and ICRC Expert Team comprising Psychologists and the Psychosocial Support Coordinator of the RCSBiH. So far, in this year a total of 60 volunteers and staff started their participation which should continue within 7 successive sessions in the initial phase of the "Help the Helpers" program.

Several Governments provided relevant support to the Emergency Appeal directly or via respective National Societies: Italian Government, Government of Canada (via Canadian RC), Netherlands Government (via Netherlands RC), Slovenian Government, Swedish Government (via Swedish RC).

Overview of non-RCRC actors in country

The Council of Ministers of BiH, with the Ministry of Security (MoS) is chairing the migration coordination forums, along with 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. While the existing five TRCs continued to be run by IOM, the Ministry of Security took over the 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, other organizations and NGOs had a deadline from 11-17 June to apply to the MoS with their letters of intent on 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 TRC Miral factory in Una-Sana Canton (USC), as well as supporting food provision. The IOM and UNHCR created joint teams that, once per week, visited different locations, communicating with communities, and providing information about accommodation, assisted voluntary return and reintegration (AVRR) and asylum. The activity has been implemented for two months.

- **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.

- **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 is 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 RCSBiH with a 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 is maintained by the RCSBiH with the support of the IFRC team in-country. In the reporting period, four Movement Partners Coordination Meetings were held on a monthly basis, starting from July 2021, with the aim to have regular and transparent coordination of Movement partners for a better coordinated and effective RCRC response 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, as well as the ICRC. Additionally, several partnership calls have been organized by the Regional Office for Europe.

Inter-Agency Coordination Meetings are the main coordination mechanism within the country and are organized on monthly bases by UNHCR and IOM with support of MoS. Inter-Agency Coordination Meetings are held at the national level in Sarajevo, with the participation of RCSBiH. 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 Plan of Action, and RCSBiH will continue to maintain bilateral communications with all partners.

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

In July 2021 the Memorandum of Understanding and Cooperation was signed between the RCSBiH and IOM in BiH, with the aim to strengthening the cooperation in response to the migration crisis.

Needs analysis and scenario planning

Needs analysis

Based on the continuous needs assessments and observations by RCSBiH MTs and volunteers conducted since the beginning of the operations, and based on information of the Inter-Agency Coordination and National Society DM Coordination Meetings, the number of the arrivals have been increased during the reporting period, especially in October 2021. The new entries are mainly from Serbia, passing through Tuzla and Sarajevo towards Bihać. As a recent development, an increased number of people have been 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 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 MTs 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 TRCs 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 community-based health and first aid (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 coming winter.

Protection

Out of the total number of migrants observed by mobile teams in 2020-2021, 97-98% are male. Within them, about 5% are younger than 18 years old. As for the female migrant population, about 22% of people 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 developing potentially aggressive behaviours, depression and other mental health issues, with possible impact at family level, where increased incidence of sexual and gender-based violence (SGBV) and child protection issues have been 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 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 WHO](#). 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, Sarajevo and Tuzla Canton 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 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 on the move (new arrivals) or subject to 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.

In terms of selection of recipients for cash assistance from vulnerable members of the local population, the priority has been 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.

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 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, in camps and host communities and provide sectorial support in Shelter, Livelihoods, Health, Protection and RFL. 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 at all times and support provided in case of need. |
| Lack 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 elaborated and 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. 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 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, the RCSBiH remains on alert, since Bosnia and Herzegovina is 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, language barriers, exacerbated by congested urban living and straitened financial |

| | | |
|--|--|--|
| | | <p>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.</p> |
|--|--|--|

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 strategy

As per the revised EPOA of 7 December 2020, the operation continues to support migrants and vulnerable households from the local communities until the end of March 2021, The revised Appeal built 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.

The RCSBiH will continue to **provide assistance to migrants through MTs in six locations** (Una-Sana Canton, Bihać, Ključ, Sarajevo, Bijeljina/Zvornik and Kozarska Dubica). RCSBiH is also **providing FA, hot meals in Lipa, FA and PSS in Usivak, Borci, Miral and Blazuj.camps** 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 to host communities** and reaching 2,760 people in Bihać, Ključ, Velika Kladuša, Cazin, Ključ, Bosanska Krupa, Bosanski Petrovac, Bužim, Sanski Most, Kladanj, Živinice, Kalesija, Tuzla, Sapna, Zenica, Gopražde, Mostar, Sarajevo Canton (Novo Sarajevo, Novi Grad, Centar), Bileća, Ljubinje, Kozarska Dubica, Novi Grad, Krupa na Uni, Banja Luka, Doboje, Pelagićevo, Zvornik, Čajniče, Bratunac, Milići, Vlasenica, and Trebinje, 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 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 has supported 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 implemented the CVA activity for the vulnerable families to cover their basic needs and by establishing systems with the financial service provider. This activity is coordinated with ongoing support of the Swiss Red Cross and will support vulnerable families affected by the population movement. The RCSBiH Finance Manager and IFRC Finance Delegate have processed all FSP issues related to rapid market check, tender, contracting) jointly with IFRC colleagues in Budapest and the contract with the financial service provider was signed.

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.

Graph 1. Structure of items and services provided to migrants by RCSBiH structure

Table 1. Summary of RCSBiH Mobile Teams' response covering the period from 1 July 2021 until 31 October 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: <p style="text-align: center;">22,155</p> | <ul style="list-style-type: none"> # of food items and food parcels provided by Mobile Teams: <p style="text-align: center;">48,592</p> | <ul style="list-style-type: none"> PSS services provided 12,174 First aid and COVID 19 items <p style="text-align: center;">17,607</p> | <p>Hygiene kits distributed</p> <p style="text-align: center;">6, 810</p> | <ul style="list-style-type: none"> RFL services provided 5,022 |

Exit and transition strategy:


The Emergency Appeal timeframe will be extended for three months i.e. activities concluded by March 31 2022, with a final evaluation exercise, and final report by May 2022.

This Emergency Appeal Operations and timeframe extension is mainly to address the current situation in the country and proper transition to the Country Cluster Operation Plan over the course of 2022-23, with continuation of urgently needed assistance, while also building the foundations of a transition from emergency response to longer term programming aimed at meeting the protracted needs of migrants and refugees in Bosnia and Herzegovina. Ongoing activities under this Appeal are still highly relevant to the refugees and host populations, as many of those vulnerabilities have increased with the onset of the COVID-19 pandemic, and due to the current context the needs caused by the migration crisis are still enormous in BiH. The unspent financial resources from this Emergency Appeal will be carried to continue supporting the implementation of the same activities in 2022.

Additionally, the operational plan also contains reinforced preparedness activities in BiH for scenarios linked to the situation of refugees from Afghanistan. In 2021 IFRC launched a [three-year plan to extend humanitarian assistance and support to migrants and displaced people](#) along the migration routes of greatest humanitarian concern, including the migration response in BiH. This multiregional plan of IFRC brings together humanitarian operations of 34 National Societies across Africa, the Middle East and Europe and focuses on delivering humanitarian assistance and protection to over 2 million people and more than 500,000 individuals from host communities every year. In Europe, the Red Cross of Bosnia and Herzegovina is one of the 13 National Societies who are part of this plan, which is also integrated in the IFRC's 2022 regional and Country Cluster plans.

C. DETAILED OPERATIONAL PLAN

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

| | | |
|--|--|---------------|
|  | <p>Shelter</p> <p>People reached: 28,850</p> <p>Male: 98%</p> <p>Female: 2% (including children)</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 | | |
| Indicators: | Target | Actual |
| # of people provided with safe, adequate and durable recovery shelter and settlement assistance | 15,000 | 28,850 |
| Output 1.1: Shelter and settlements and basic household items assistance is provided to the affected families. | | |
| Indicators: | 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 ³ | 157,208 |
|--|------------------|---------|

Progress towards outcomes

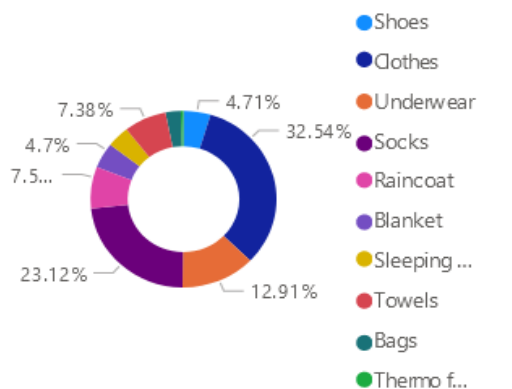


Mobile Team Bijeljina providing winter clothes to migrants in the area of Zvornik.
Photo: RCSBiH

In the reporting period, 22,155 pcs of household items (shoes, clothing, underwear, socks, raincoats, blankets, sleeping bags, towels) were distributed to migrants who were on their way between TRCs and had no access to basic services, including on Lipa location by MTs in the locations where they operate.

The items were procured and distributed with support of the Emergency Appeal and German Red Cross funds. The monitoring visit by German Red Cross representative was organized in 12-14 October 2021 (Una-Sana Canton and Zvornik area).

All Mobile Teams were established based on the developed Standard Operating Procedures during the Emergency Appeal timeframe, according to the experiences gained in the first months of the operation and adapted to the migration trends.




Graph 2. Distributed household items structure

Challenges

- 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 complex structure of the RCSBiH impacts the National Society to reach the consensus/agreement related to operational issues
- The delay in the procurement processes due to limited human resources at the HQs level (the IFRC deployed log consultant to support the activity)
- Frequent changes in political context which require Red Cross organization to be prepared to respond at any location in the country.

| | |
|--|--|
| | <p>Livelihoods and basic needs People reached: 45,900 Male: 98% Female: 2% (including children)</p> |
| <p>Outcome 1: Communities, especially in disaster and crisis affected areas, restore and strengthen their livelihoods</p> | |
| <p>Output 1.1: Basic needs assistance for livelihoods security including food is provided for the most affected communities</p> | |

³ Indicator number reflects the number of household items procured via the appeal.

| Indicators | Target | Actual |
|--|---|---------|
| # of people reached with food assistance | 40,000 | 45,900 |
| # of meals provided to affected people | 40,000 | 308,013 |
| Progress towards outcomes | | |
|  <p>Mobile Team providing food items in the area of Bijeljina to migrant families arriving from Afghanistan. Photo: RCSBiH</p> | <p>The RCSBiH MTs provided 48,592 food items (canned meat; canned fish; jam; dates; toast bread; fresh bread; bottled water; juice; fruits; energy bars) and food parcels to migrants who were on their way between TRCs and had no access to basic services, including on Lipa location.</p> <p>Reduced calorie intake and compromised nutrition threaten people's health and wellbeing, and could have lasting impacts on the overall safety and security situation in and around camps. Food parcels composition is in accordance with SPHERE standards 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.</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>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.</p> | |
| 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) | 2,760 |
| Progress towards outcomes | | |
| <p>In the reporting period, in addition to supporting migrants under the IFRC Population Movement Emergency Appeal, the IFRC together with the RCSBiH continued the implementation of the CVA activity for vulnerable families to cover basic needs and by establishing systems with the financial service provider. In the period from 20 June to 2 July 2021, the IFRC ROE supported RCSBiH with a 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:</p> <ul style="list-style-type: none"> • Financial Service Provider (tender, framework agreements with each Post Office for each administrative unit, framework agreements, market assessment, etc.) • Transfer Value • Targeting • Feedback Mechanism <p>The RCSBiH Finance Manager and IFRC Finance Delegate were 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 was signed.</p> <p>The RCSBiH implemented CVA activities in September 2021 for 1,106 people among the local population to the amount of BAM 150 per person in the following locations:</p> <ol style="list-style-type: none"> 1. Una-Sana Canton (Bihać, Velika Kladuša, Ključ, Cazin, Bosanska Krupa, Bosanski Petrovac, Bužim, Sanski Most) 2. Tuzla Canton (Tuzla, Kalesija, Živinice, Kladanj, Sapna) 3. Zenica-Doboj Canton (Zenica) 4. Bosnia-Podrinje Canton (Goražde) 5. Herzegovina-Neretva Canton (Mostar) | | |

6. Sarajevo Canton (Novo Sarajevo, Novi Grad, Centar)
 7. Republika Sroška Entity (Kozarska Dubica, Novi Grad, Krupa na Uni, Banja Luka, Doboj, Pelagićevo, Zvornik, Milići, Vlasenica, Trebinje)

Challenges

- The complex structure of the RCSBiH impacts the National Society to reach the consensus/agreement related to operational issues
- Lack of staff in the 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 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: 27,175

Male: 98%

Female: 2%

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 | 27,175 |

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 | 9,228 |

Output 1.2: Psychosocial support is provided to the target population

| Indicators: | Target | Actual |
|--|--------|--------|
| # of people reached with psychosocial support activities | 10,000 | 17,540 |
| # 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 | 8,735 |

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 for 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 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 April 2021 via Microsoft Teams platform. In total 45 MT 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 of 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 : 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 update rent SOP for mobile teams ID-19 with special inputs on the use of PPE.
 - To form a working group who will be working on the SOP update.
 - A need for vaccines to be available for Red Cross staff and volunteers.
- Try to organize for mobile team members (Antibodies, Rapid Antigen etc.)
 - To provide additional quantities of protective equipment (protective suits, FFP masks, visors, gloves, etc.)

Mobile Team providing First Aid services to migrants on Lipa. Photo: RCSBiH

The RCSBiH Mobile teams provided 3936 updated, included, FA services outside the TRCs, including 690 referrals (DRC, Local Health Institutions) as well as 12,174 PSS services in the reporting period.

Challenges

- The complex structure of the RCSBiH, the National Society faces a major internal challenge to reach the consensus/agreement in funds allocation, beneficiary number/selection, and implementation of the activities within its structures.
- Lack of key specialists in the National Society, Headquarters, i.e. Operations Manager, Health and Care Coordinator, Logistics Officer, and project coordinators, along with lack of Health technical specialists.
- Restrictive measures by the Governments at all levels due to COVID-19.
- The delay in the procurement processes.



Water, sanitation and hygiene

People reached: 22,035


Male: 98%


Female: 2%

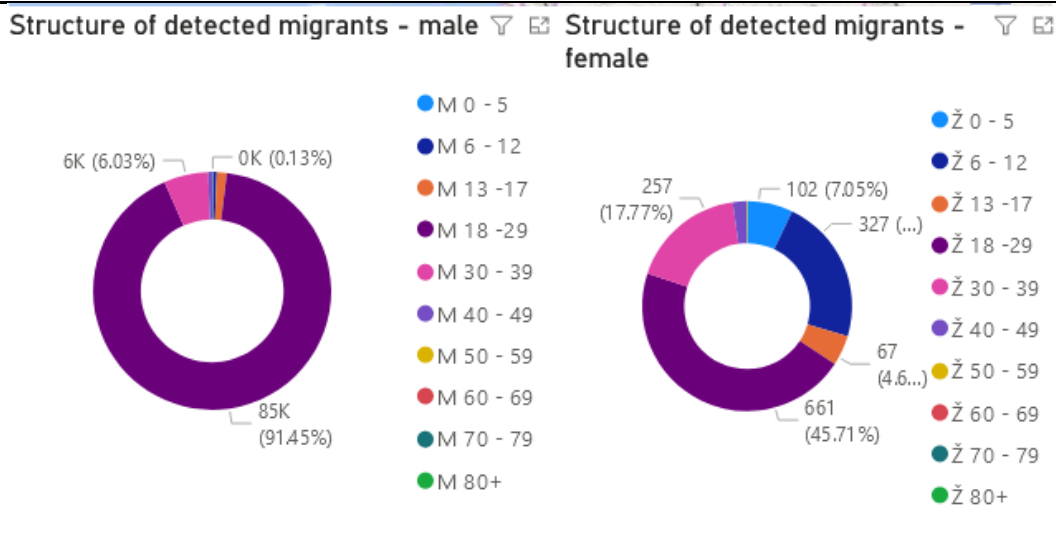
Outcome 1: Immediate reduction in risk of waterborne and water related diseases among targeted population

| Indicators: | Target | Actual |
|---|--------|--------|
| # of people reached with key messages to promote personal and community hygiene | 15,000 | 22,035 |

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 | 10,313 |
| # 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 | 56,708 |
| Progress towards outcomes | | |
|  <p>In the reporting period the RCSBiH Mobile teams provided 6,810 hygiene items, including soap; toothpaste; toothbrushes; shampoo; deodorants, wet wipes; hygiene pads and nail clippers.</p> <p>Mobile Team providing assistance to migrants in Una-Sana Canton. <i>Photo: RCSBiH</i></p> | | |
| 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: 15,769 Male: 80% Female: 20% | | |
|--|---------------|---------------|
| Outcome 1: Reduce harm and exposure to protection risks and strengthen well-being of affected population | | |
| Indicators: | Target | Actual |
| # of people reached with services for protection assistance | 5,000 | 15,769 |
| 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 | 41,756 |
| 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 | | |
| | | |



Graph 3. Structure of detected migrants

- A CEA/Protection survey has been developed in conjunction with the mobile teams to proactively collect feedback from people migrating through Bosnia. The KoBo survey has been finalized and is planned to be piloted in December 2021 prior to roll-out.
- SOPs were revised and disseminated to mobile teams to strengthen their response to 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 of the procedures in the upcoming months.
- 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 in Europe regional office and PGI delegate seconded by British RC, different tools were produced to strengthen the capacities and knowledge of the mobile teams in PGI principles and standards during the reporting period. The topics and the tools were agreed in consultation with the team in Sarajevo. The tools included a small glossary 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 on core topics such as safe referral, do no harm, safe communication and CEA. ICRC Belgrade office covered two of the four topics, referral and do no harm, through their office in Sarajevo.

Challenges

- Lack of technical staff/ specialists in the National Society.
- Limited number of trained volunteers.
- Restrictive measures by the Governments at all levels due to COVID-19.



Migration

People reached: 38,649

Male: 98%



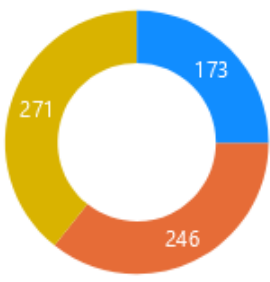
Female: 2%

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 | 38,649 |

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 | 16,093 |
| # of people reached with Referral services | 2,500 | 4,657 |
| Progress towards outcomes | | |
| <p>In the reporting period Mobile Teams provided 5,022 RFL services, including 3,107 interventions of mobile phone charge service. The Mobile Teams also made 690 referrals (Social Welfare Centers, Health Institutions/Hospitals, IOM, UNHCR, Save the Children, Others).</p> <p style="text-align: center;">Structure of referrals by organization  </p>  <p style="text-align: center;">● Social welfare cen... ● Hospital ● IOM ● UNHCF</p> <p style="text-align: center;">Graph 3. Structure of referrals by organization</p> | | |
| Challenges | | |
| <ul style="list-style-type: none"> • Number of trained volunteers. • COVID-19 restrictions have caused cancellation of trainings and some in-person group meetings have not been carried out. | | |

| 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 teams 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

- Lack of key specialists in the National Society, main challenge and slowing down the implantation of planned activities.
- Number of trained volunteers.
- COVID-19 restrictions have caused cancellation of trainings and some in-person group meetings which have not been carried out.

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 (target TBC based on trainings provided) | TBD | 2 |
|--|-----|---|

Outcome 2.2: The complementarity and strengths of the Movement are enhanced

| Indicators: | Target | Actual |
|--|--------|--------|
| # of coordination meetings/Skype calls with the Movement | 10 | 14 |

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 |
|--------------------------------------|--------|--------|
| # 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 | 4 |
| # of case studies developed and shared with wider audiences | n/a | 0 |
| Progress towards outcomes | | |
| <p>Red Cross and Red Crescent Movement Partners Coordination meetings with the aim to foster greater cooperation and coordination amongst RCRC and across different sectors to support RCSBiH facing the current humanitarian crisis and responding at scale to the need of both displaced and host communities have been conducted on a monthly basis.</p> <p>Following the cash transfer, NS will conduct post-distribution monitoring.</p> <p>IM trainings were organized by the Austrian Red Cross for the two RCSBiH (entity) staff.</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 have caused cancellation of trainings and some group meetings which have not been carried out. | | |

| | | |
|---|---------------|---------------|
| 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 | 2 |
| 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 final 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 | | |
| <p>In July, the IFRC Communication team had an introductory meeting with the new communication focal point at the National Society, briefing her on the migration situation and working modalities of the global comms team. IFRC has also referred media requests to the National Society. 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, and another on IFRC's Medium, including his first-hand account in a long-read feature with letters from the COVID-19 frontlines in Europe.</p> | | |
| Challenges | | |
| <ul style="list-style-type: none"> • COVID-19 restrictions have caused cancellation of trainings and some in-person group meetings which have not been carried out. | | |

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. | | |

D. BUDGET

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 | 2018/12-2021/10 | Operation | MDRBA011 |
| Budget Timeframe | 2018/12-2021/12 | Budget | APPROVED |

Prepared on 22 Nov 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 22 Nov 2021 | 2,404,946 |
| Appeal Coverage | 63.29% |

II. IFRC Operating Budget Implementation

| Thematic Area Code | Budget | Expenditure | Variance |
|---|------------------|------------------|----------------|
| AOF1 - Disaster risk reduction | 215,398 | 2,936 | 212,462 |
| AOF2 - Shelter | 0 | 0 | 0 |
| AOF3 - Livelihoods and basic needs | 893,811 | 934,233 | -40,421 |
| AOF4 - Health | 160,203 | 58,180 | 102,023 |
| 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 | 493,021 | 290,660 | 202,362 |
| SFI2 - Effective international disaster management | 33,510 | 33,510 | 0 |
| SFI3 - Influence others as leading strategic partners | 81,125 | 1,250 | 79,875 |
| SFI4 - Ensure a strong IFRC | 287,008 | 94,539 | 192,470 |
| Grand Total | 2,305,708 | 1,530,314 | 775,395 |

III. Operating Movement & Closing Balance per 2021/10

| | |
|---|----------------|
| Opening Balance | 0 |
| Income (includes outstanding DREF Loan per IV.) | 2,402,160 |
| Expenditure | -1,530,314 |
| Closing Balance | 871,846 |
| Deferred Income | 0 |
| Funds Available | 871,846 |

IV. DREF Loan

| | | | | | | |
|----------------------------------|--------|---------|--------------|---------|----------------------|----------|
| * not included in Donor Response | Loan : | 300,000 | Reimbursed : | 300,000 | Outstanding : | 0 |
|----------------------------------|--------|---------|--------------|---------|----------------------|----------|

Emergency Appeal

Interim FINANCIAL REPORT

| Selected Parameters | | | |
|---------------------|-----------------|-----------|----------|
| Reporting Timeframe | 2018/12-2021/10 | Operation | MDRBA011 |
| Budget Timeframe | 2018/12-2021/12 | Budget | APPROVED |

Prepared on 22 Nov 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 | |