

Emergency appeal	Operation n° MDRBA011
Date of issue: 16 August 2022	GLIDE n° OT-2018-000078-BIH
Operation start date: 8 December 2018	Operation end date: 31 March 2022
Funding requirements: CHF 3.8 Million	DREF amount initially allocated: CHF 300,000
Appeal coverage: 67 %	Donor response: CHF 2,507,819
N° of people assisted: Over 86,000 people on the move and 2,760 people in households in 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).	



31 January 2021. Lipa, Bosnia and Herzegovina. Red Cross local teams with the support of many members of the Red Cross Red Crescent family continue to deliver warm clothing, blankets, food and first aid to thousands of migrants stranded in the Una-Sana Canton of Bosnia and Herzegovina. Photo: Indira Kriještorac, The Red Cross Society of Bosnia and Herzegovina

Appeal Timeline

- **December 2018:** An Emergency Appeal for CHF 3,311,347 million 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 changing situation on the ground, increased arrivals and growing needs for RC assistance.
- In **October 2019** a joint IFRC and RCSBiH Multi-Sectoral and Risk assessment was carried out in and the results of the assessment served for prioritization of needs and decision 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 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 8 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 Emergency Appeal until the end of December 2021. Minor changes were introduced to the operational budget. However, the total funding requirements of the Emergency Appeal remained unchanged.
- **December 2021:** Emergency Appeal [extension](#) approved for three months, until 31 March 2022
- **March 2022:** Final evaluation conducted to assess the relevance, efficiency and coherence of the Appeal, with the overall objective being to inform IFRC's ongoing and future programming, resource mobilization, recommendations and lessons learned from the current and the future operations. The Final Evaluation report will be published soon via www.ifrc.org.

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

1. [Dashboard summarizing Mobile Team activities 10 March 2019 – 11 December 2019](#)
2. [Dashboard summarizing Mobile Team activities 2 December 2019 – 27 July 2020](#)
3. [Summary dashboard covering activities 9 December 2019- 4 May 2021](#) (available on IFRC GO, with login access only)
4. [Dashboard summarizing Mobile Team activities 1 May 2021—to date](#)

A. SITUATION ANALYSIS

Description of the crisis

Countries throughout the Balkans experienced a significant influx of migrants in 2015 and 2017. Bosnia and Herzegovina (BiH), however, not being situated on the main migratory route, was only marginally affected at that time. Since the beginning of 2018, the country has seen a significant increase in the numbers of arrivals (in total 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. The total arrivals since 2018 were at almost 86,100 as of March 2022¹.**

¹ UNHRC, Interagency Coordination Meeting dated 25 March 2022

Most people arriving declared to be from Afghanistan, Pakistan, Syria, Iran, Iraq, Bangladesh, Egypt, among others. The capacities for accommodation were limited in six official Temporary Reception Centers (TRCs) with limited capacities, therefore a majority of migrants were staying outside of formal accommodation, squatting in abandoned buildings, forests and in makeshift camps. An Emergency Appeal was launched in December 2018 focusing on providing assistance to the migrants accommodated in the TRCs and migrants on the move, as well as the host communities in Bosnia and Herzegovina. Considering the increased number of arrivals (both registered and unregistered) in the country during 2019-2020, strict border controls between Croatia and BiH that slowed down the movement along the route, 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.



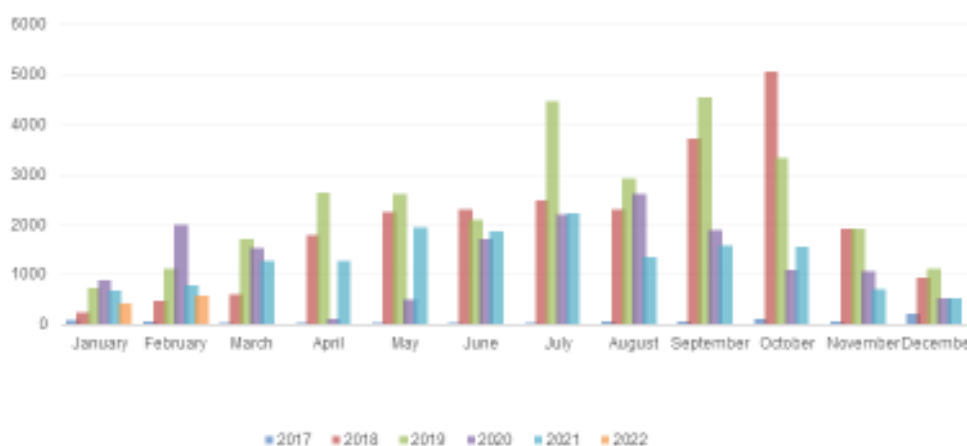
Map 1: Main migratory routes in Bosnia and Herzegovina
Source: Refugee Aid Serbia

In response to increasing tensions and steady increase in the arrival of migrants, following the decision by the BiH Council of Ministers, the City Council of Bihac and the Mayor held an extraordinary session on 4 April 2019, demanding the closure/relocation of Bira TRC to deal with the evolving crisis. One of the conclusions of the City Council was that Bira facility could no longer be used as a TRC for migrants, it should be closed and migrants should be relocated out of the urban area of Bihać. On 10 April 2019 the Government of USC, at an extraordinary session, endorsed all recommendations of Bihac City Council and the Mayor of Bihac. Following the session, the Government requested BiH Council of Ministers and IOM to relocate migrants staying in the residential areas, namely Bira TRC in Bihać and Miral TRC in Velika Kladuša (both in USC) and to find another location outside of populated/residential areas within 30 days. In May, authorities in Una-Sana Canton have relocated migrants and refugees residing in open spaces and private accommodation in Bihac to a new location identified by the Bihac City Council as “Vučjak”. The UN, and other actors expressed serious concern with regard to this decision and called upon the authorities to immediately cease this relocation until a more suitable place is available. For a detailed description of event of this period, and Red Cross Red Crescent assistance provided in Vucjak, please see operation updates [no.2](#), [no.3](#), and [no.4](#). ‘Vučjak’ was eventually closed on 11 December 2019, with most of the people moved by buses to Sarajevo, TRC Ušivak on temporary basis and TRC Blažuj. Despite the visit by the EU Parliamentarians at the end of January 2020, the authorities of USC were still demanding the closure of Bira and Miral TRCs to deal with the evolving migrant crisis.

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

On 25 March 2020, an order was issued ceasing movement in or out of TRCs for migrants. At this time, local authorities in USC were in final phase of setting up new camp location ‘Lipa’ (in vicinity of a village between Bihać and Bosanski Petrovac) where all migrants who were outside other existing camps would reside in order to have transmission of disease contained as much as possible among migrant’s population on the

move. In the new camp location 'Lipa' the first residents were received on 21 April 2020. Due to the situation with COVID-19 pandemic, there were special zones planned for isolation and for accommodation. Lipa camp (in Una-Sana Canton-USC) was put on fire after the withdrawal of the IOM from the camp on 23 December 2020. The situation became tense and the protests by the local population were taking place to prevent the reopening of the TRC Bira in USC. The BiH Armed Forces provided tents in Lipa camp for the accommodation of migrants. The RCSBiH has mobilized all efforts immediately after the fire to save lives and meet the basic needs of migrants in the camp with a special focus on the provision of food, hot drinks, First Aid services, winter clothes, basic hygiene supplies. On 8 January 2021, RCSBiH took over the tents from the Armed Forces BiH at the Lipa site. At the end of 2021 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. For a detailed description of events in Lipa, later developed into Lipa Temporary Reception Centre ([opened 19 November 2021](#)), please see [operation updates no. 5-9](#). A summary of assistance by RCSBiH and partners (including in Lipa) is described below.



Graph 1: Number of registered arrivals to BiH from 2017-2022. Data [source: IOM](#)

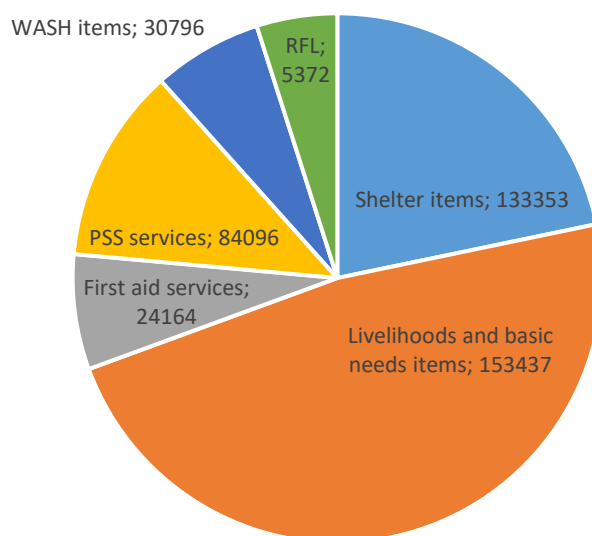
Migration flows in Bosnia-Herzegovina continued in 2020 (only in 2020, there have been over 26,000 arrivals to BiH) and 2021, though the number of new arrivals has declined compared to previous years. The BiH Ministry of Security has been gradually taking over the responsibility for the overall situation related to migration crisis management in the country. The political situation in BiH and neighboring countries has changed and resulted in a decrease of new arrivals due to tighter controls on the Croatian border resulting in migrants losing interest to use the BiH route. The impact of the COVID-19 outbreak also caused border closures and movement restrictions.

Summary of response

Through the revision of the Emergency Appeal, the IFRC aimed to support the RCSBiH to assist a total of 35,000 people on move in the on-going migration crisis and 1,500 households from among local vulnerable population affected by the crisis. The targeted number of people to assist has been increased based on the number of people reached during the first twelve months through Mobile Teams (MTs) outreach activities, considering also increased number of arrivals (both registered and unregistered) in the country during 2019.

The operation was focusing on the work of the MTs in delivering services to the migrants deprived of basic necessities as well as supporting host communities through cash assistance, in addition to increasing the capacities of the HQ and local branches involved in direct implementation of activities; as well as reallocation and adjustment of Mobile Teams' services based on the migrants needs. Additionally,

community-based health promotion activities have been introduced specifically targeting migrants in camps through setting up medical health points which increased the Red Cross presence in TRCs.



Graph 2: Structure of items and services provided to migrants by RCSBiH

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 Government authorities and other stakeholders in all locations where the migrants were either on the move or are accommodated in TRCs.

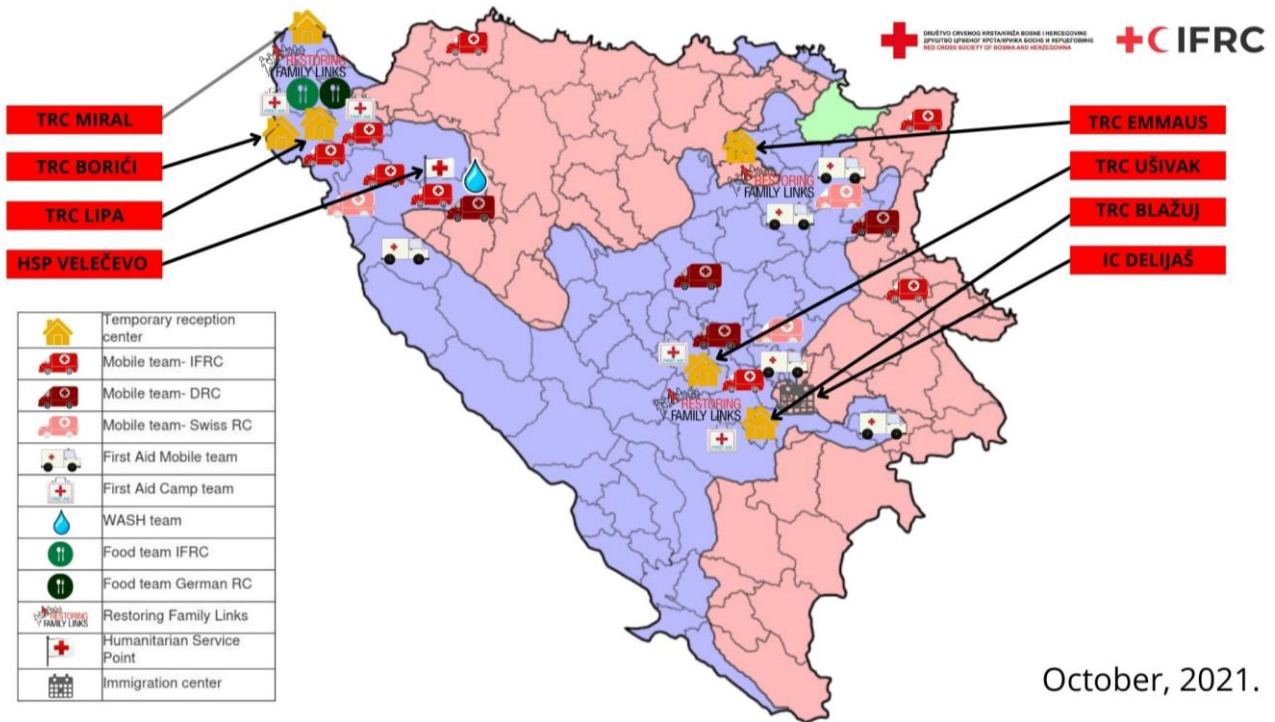
*Since 2018, through its volunteers in Mobile Teams (MTs) the RCSBiH has played a crucial role in providing most needed assistance to over **85,758** refugees and migrants on the move: emergency food supply, basic first aid services, emergency shelter and household items, psycho-social support, restoring family links, information on landmine contaminated areas, but also to those accommodated in TRCs through preparation and distribution of food and basic first aid services in TRCs.*

The data is collected by the Red Cross using mobile data collection tools (see dashboards on page 2). 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.

Throughout the reporting period, 164 RCSBiH staff and trained volunteers, including MTs, were 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 were directly engaged in preparation and distribution of food in IOM/EU run TRCs.

As an auxiliary to public authorities in the humanitarian field and acting on humanitarian grounds, the RCSBiH with its branches used their available but limited resources to provide basic emergency assistance in shelter, food, hygiene and first aid to prevent further deterioration of the already difficult situation on several occasions when migrants were in the locations that did not have the necessary infrastructure in place to secure minimum living conditions, including poor access road, no electricity supply, no water/sanitation or any other infrastructure in place (such as Trnovi makeshift camp, Vučjak camp, and Lipa site after the fire broke out – all the locations in USC), until there was a need and final

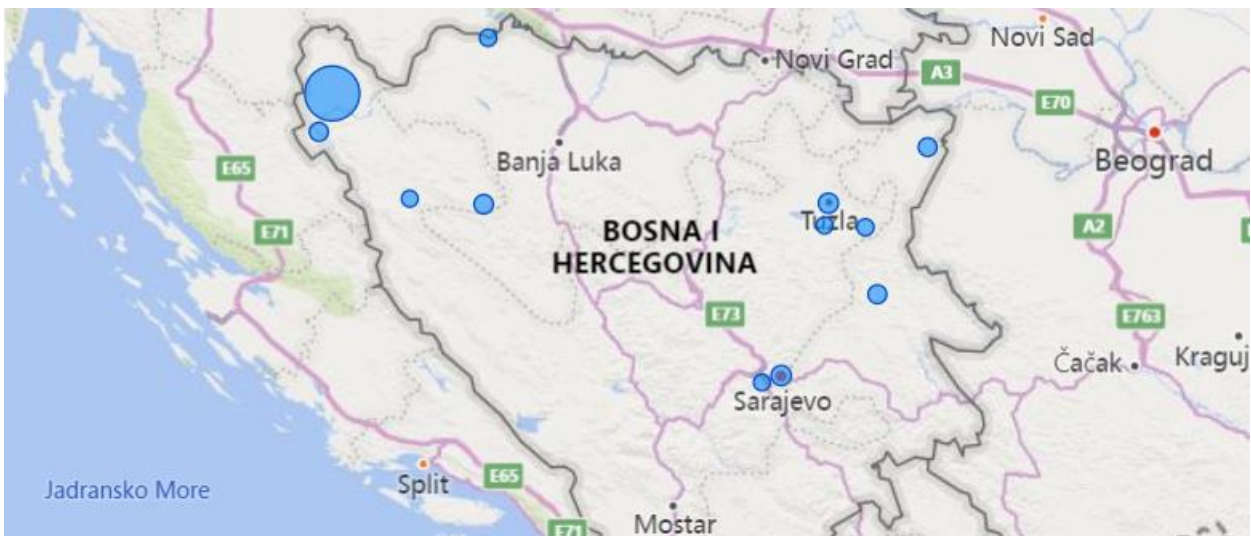
solution had been found. With such fluid and frequent changes in the situation on the ground, in USC in particular, but also in Sarajevo Canton and Tuzla Canton the context and the needs as planned in the Emergency Appeal as of 8 December 2018 have changed significantly and it was necessary to respond to the changing needs. In order to be able to reach out and deliver the planned services, also bearing in mind very complex situation related to COVID-19 pandemic, the IFRC made the decision to extend the Population Movement Emergency Appeal in Bosnia and Herzegovina for an additional year.



October, 2021.

With support from the IFRC and other Movement partners the RCSBiH has been continuously providing assistance to the vulnerable local population in need of assistance in the areas with the greater number of refugees and migrants. The RCSBiH implemented CVA activities for 2,760 beneficiaries among the local population that included the vulnerable families in both entities of BiH.

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 also Government authorities at the Entity/Cantonal/City/Local levels, as the leader in humanitarian activities in response to 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 out and deliver the planned services.



Map 2&3: Illustrating the key locations activities of the Red Cross Society of Bosnia and Herzegovina structure

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. Changes in trends and the migration context in the country prompted RCSBiH to engage in short- and mid-term response. In order to support the RCSBiH in their activities to assist migrants, the IFRC and Movement Partners have also provided both management and operational support to the RCSBiH leadership and technical teams.

The IFRC Operations Manager was working 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 were 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 2021 to provide technical assistance to RCSBiH to finalize the Post Distribution Monitoring for the Roma population and to support the implementation of 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, and during the operation's timeframe over 20 missions from various technical areas took place to support the operation directly from the Regional Office ([see previous reports for details](#)).

In addition, the National Society 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 as follows (*please refer to the financial report for the detailed list of contributions*):

- **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** also provided bilateral support to the procurement and distribution of dry food parcels and hygiene parcels that were distributed to the migrants on move without access to accommodation in the TRCs but also to support migrants residing at camp Lipa. GRC also provided support for the part of staff involved in activities on Lipa Public location (15 volunteers), including financing of the RCSBiH logistics person until 2021 and to support the procurement of health sets for migrants suffering or recovering from COVID-19 - Mobile Team Bijeljina -Zvornik providing first aid services to migrants. In July 2021 Bavarian Red Cross of German Red Cross provided donation of new clothes.
 - 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** provided donations containing winter clothes, winter footwear, blankets, water. 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. Also, the Italian RC addressed the funds collected through an external Fundraising Campaign launched by a local network of NGOs to support the USC Red Cross 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 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 Mobile Team in Tuzla (from September 2019). The SRC also provided relief items support for the Mobile Teams in Kalesija and Ključ. The Red Cross Society of Bosnia and Herzegovina received financial support from Swiss RC that was used for needs of the teams in the field, cash and voucher assistance, procurement of food and hygiene items.

- **Turkish Red Crescent:** The Red Cross Society of Bosnia and Herzegovina received in-kind support from Turkish Red Crescent - facemasks, overall, nitrile gloves, safety goggles. Also, the donation was received (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 started to finance one position in USC Red Cross (administrative worker – assistant for the migration projects).

- **The Red Crescent Society of the United Arab Emirates** remains present in the country and continued to engage with the RCSBiH in identifying areas for support.

- **International Committee of the Red Cross (ICRC)** was financing RFL Mobile Teams in USC, Sarajevo Canton and Tuzla Canton. These teams were working together with Mobile Teams supporting migrants outside TRCs, and were 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 mine awareness leaflets, posters and billboards for 10 main entering/ exiting areas on the BiH migratory route in five different languages, as well support for the regularly updated leaflet on RC COVID-19 action as the tool for the RCSBiH further positioning and included migration and other key activities. Provision of IT equipment to USC RC central warehouse in Bihać, RC Mobile team in Ključ and the City RC in Trebinje were also ensured to facilitate operational action and warehousing support. The ICRC also supported the procurement of security items, including uniforms and radios. The workshops „Help the Helpers“ were conducted for the volunteers and staff involved in the migration response in USC, Tuzla Canton and Sarajevo Canton 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.

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



Images 1, 2, 3 & 4. RCSBiH Mobile teams providing assistance and first aid services to migrants.

Photo: RCSBiH

Several Governments provided valuable 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) was chairing the migration coordination forums, along with the Ministry for Human Rights and Refugees (MoHRR) dealing with asylum seekers and the growing Public migration crisis, in particular related to identification of alternative accommodation facilities. While the existing five TRCs continued to be run by IOM, the MoS took over the responsibility for coordination and supporting managing reception centres. The humanitarian response continued to rely mostly on the humanitarian community, where UN agencies were the biggest stakeholders. During the course of the response to migration crisis the BiH MoS was gradually taking over the responsibility for managing the migration crisis, therefore the organizations and agencies that worked with migrants outside the TRCs, but also within the TRCs (all UN agencies, other organizations and NGOs) had to be preapproved and coordinated via new systems that was developed by the MoS. The goal was to have coordinated and approved system by the MoS, to create more harmony and balance between different actors, state actors and local people. The establishment of new centers was supported, including renovation of the existing ones: Borići, Lipa, Bira (while active), Miral, Sedra (while active).

- The International Organisation for Migration (IOM) was providing accommodation for migrants by renting facilities for TRCs, 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. 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
- UNHCR was providing international protection documentation, free legal aid both in and outside of the TRCs
- Danish Refugee Council (DRC) was providing health care to migrants staying in the TRCs.
- International Rescue Committee was providing outreach services to migrants outside of TRCs together with Red Cross of USC
- International Orthodox Christian Charities provided RCSBiH with a donation NFIs for the migrant population.
- Caritas Bosnia and Herzegovina continues operating its two laundry services in TRCs.
- Pomozi.ba, a local volunteer group, organized food distributions for migrants sleeping rough in Sarajevo and
- were also in charge of food provision in the TRC in Sarajevo Canton.

Coordination mechanisms

Movement coordination was in place and maintained by the RCSBiH with the support of the IFRC team in country, Movement Partners Coordination Meetings being held on a monthly basis, starting from July 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 were 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.

RCSBiH has established cooperation and coordination with the BiH MoS, BiH MoHRR and has also coordinated its work with the Entity/Cantonal/City and local authorities when required.

Inter-Agency Coordination Meetings were the main coordination mechanism within the country and organized on monthly bases by UNHCR and IOM with support of BiH MoS. Inter-Agency Coordination Meetings were held at the national level in Sarajevo, and the RCSBiH also participated in national-level bi-weekly coordination meetings organized by UNHCR and IOM on outreach activities. Similar coordination meetings were held regionally, with the respective RCSBiH Branches participating.

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

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Needs analysis and scenario planning

Needs analysis

Based on the continuous needs' assessments and observations by RCSBiH MTs, field visits and discussions held with the local RC staff 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 main focus of the intervention was the MT's and their direct work with migrants as the need for this support was significant and not covered by other actors. Additionally, during the interagency meetings, it was confirmed that migrants on route and residing outside of the TRC's were in highest need of assistance especially during the winter months.

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, a further opportunity for much needed assistance was in the health sector related to community activities such as CBHFA for migrants in TRCs. Communities were facing the threat and risk of non-communicable diseases because of displacement, migration, and economic disparity. Continuous needs of people on the move or staying outside of the existing TRCs were the lack of access to sufficient food, health services, water and sanitation facilities and appropriate shelter.

Besides the need for providing food supplies, HH items for migrants on the move, there were also high needs for PPE materials in 2020-2021 procured through IFRC Emergency Appeal and German Red Cross. 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 in order 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 were operating (new activity)
- Perform regular refresher First Aid trainings for MT members and for newly joined members. (new activity)

Protection

Out of the total number of migrants observed by mobile teams, 97-98% of them were male. Within the male population, about 5% were younger than 18 years old. As for the female migrant population, about 22% of people were under 18 years of age. In most cases, women traveled with male family members (husband, brother, son). Nationality-wise, most migrants came from Afghanistan, Pakistan, Bangladesh, Morocco, Iraq, Iran, Algeria.

Most of the migrants at the TRCs were male adults, mostly travelling alone which showed vulnerabilities mainly related to health conditions (chronic illness, malnutrition and hygiene-related illnesses). Among the arrivals there were also a little percentage of families, mostly coming with young children, unaccompanied and separated children (UASC), people with disabilities, who were 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 were exposed to particular health risks linked to incomplete/inadequate access to maternity care. Similarly, individuals experienced traumatizing

events and were 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 could expose children to be separated by the parents and to face protection issues which needed rapid response and safe referral.

Health

MTs were regularly observing migrants suffering from conditions such as malnutrition, blisters, scabies, respiratory infections and chronic diseases, including COVID-19 symptoms. In addition, the MTs were also seeing the need for longer-term care and medicines to address some chronic illnesses or medical complications. Health problems were 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 was needed especially since COVID-19 cases have increased in the country, according to WHO² This affected migrants but also RC staff working in contact with people. ICRC held PSS training sessions for staff and volunteers in USC, Sarajevo and Tuzla Canton which were scaled up to other locations within BiH. Work in weekly shift rotation was considered and all precautionary measures were respected to protect staff and volunteers during the COVID-19 pandemic.

The RCSBiH was 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 was a need for a gender-based approach and activities for sensitization of medical (local) doctors towards migrants due to existing stigma. Closer cooperation was established between the Red Cross MTs and the DRC who were responsible for health care in TRCs, originally contracted by the UNHCR for the health sector. This cooperation was formalized through an MoU in some locations.

Targeting

Taking into consideration the fact that most of vulnerable categories (i.e. women, children and minors) were accommodated in the existing TRCs on priority basis, the primary target of the RCSBiH assistance were single male (90%) and women and children (10%), including a few underage boys/unaccompanied minors all on the move or subject of pushbacks. The RCSBiH continued 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 was 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 was given to areas that were facing the biggest burden of the migrant crisis in BiH which in this case were 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 continued 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 was given to those vulnerable people who have been receiving humanitarian assistance from the RCSBiH prior to this migrant crisis, whose vulnerability 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 had the most updated data on households that were 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. There was a continuous need for in-kind support (food and household items, and hygiene) for people on the move.

² <https://covid19.who.int/region/euro/country/ba>

Operation Risk Analysis

Risk	Mitigation measures implemented
High risk of unclear evolution of the humanitarian situation in the country.	<p>The number of arrivals and people stranded in BiH increased due to the inability to cross the borders. The number of arrivals continued to grow in 2021 up to 20,000 new arrivals.</p> <p>The National Society continued, 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.</p>
High risk of the heavy workload of National Society staff and volunteers	<p>The complex administrative structure of the country is mirrored in the internal structure of the RCSBiH. The National Society faced a major challenge to maintain interest within its complex structures to continue its engagement in the migrant crisis. With funding support of this Emergency Appeal, Swiss Red Cross and DRC the RCSBiH managed 11 Mobile teams, all over the country, which provided services for people on the move and camps and host communities and provided sectorial support in Shelter, Livelihoods, Health, Protection and RFL program, these staff, and volunteers often provided support to non-RCRC projects and other RCSBiH tasks.</p> <p>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 were observed all time and support provided in case of need.</p>
High risk of lack of staff in National Society to fill existing gaps.	<p>Lack of key specialists in National Society, Headquarters was slowing down the processes, including implementation of the planned activities under this Emergency Appeal.</p> <p>Guideline to support the National Society in its structure and staff recruitment was elaborated.</p> <p>The recruitment was to be started as soon as the document was approved within the National Society by Presidency meeting.</p>
Decreasing stocks and resources	<p>The IFRC and Movement Partners were 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.</p> <p>The National Society has a good human resource base and was prepared to meet the food and household item and Hygiene and Sanitation needs of some 10,000 people from both refugee and host communities.</p>
Coincidence with other emergencies since Bosnia and Herzegovina is prone to natural disasters	<p>In parallel to the response to migration situation the RCSBiH was providing response to COVID-19 pandemic (supported by the Global IFRC Appeal), floods in north-eastern part of BiH (supported by DREF) and flash floods in central parts of BiH (supported by DREF), as well as response to earthquake in the area of Kostajnica town (supported by Swiss Red Cross). The RCSBiH remained on alert, since Bosnia and Herzegovina is prone to natural disasters.</p>
High risk of stigma against the migrant refugee population	<p>Some challenges facing both the refugee and host communities included misunderstanding due to cultural differences, unequal pay, and language barriers, exacerbated by congested urban living and straitened financial circumstances. Language and cultural differences impacted the integration of refugees in society, often leading to poor social relationships.</p> <p>Both host and refugee communities had suggested that promotion of non-discriminatory attitudes, and raising awareness of their legal rights, could help improve community relationships and build greater understanding between and among both host and refugee communities.</p>

B. OPERATIONAL STRATEGY

Implemented strategy

This Emergency Appeal strategy needed to adapt to ever changing context on the ground. According to the final evaluation conducted in March 2022, evidence shows that the operational strategy and services supported were relevant to the context. Needs were assessed continuously during the EA, and the activities were successfully adapted based on assessments. The emergency appeal and plan of action was revised two times, at the end of [2019](#), and [2020](#), and finally extended by three months via operation [update no.9](#).

The Revised Emergency Appeal operation aimed 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.

The revised Emergency Appeal and revised EPoA supported migrants and vulnerable households from the local communities until the end of December 2021, including activities to urgently prepare for the winter season that increased the hardship of those on the move, staying outside of TRCs – and therefore unassisted by other organizations. 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.

This Appeal supported the RCSBiH to increase the number of operating Mobile Teams to six 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 was 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 ranged 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 had 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 was implementing a Cash and Voucher Assistance programme in 2020/2021 providing cash grants and reaching 2,760 people in locations where tensions were high between local and migrant population.

The Emergency Appeal timeframe was finally extended until March 31, 2022, mainly to address the current situation in the country due to the limited resources available from various stakeholders to support migrant needs, and to increase capacity of IFRC and RCSBiH to respond to the needs of migrants and refugees in the country. The 3-month extension allowed for the 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. Additionally, the operational plan also contained reinforced preparedness activities in BiH for scenarios linked to the situation of refugees from Afghanistan. The extension also provided additional time to conclude the externally commissioned evaluation of the operation, which – after appropriate preparations – was conducted throughout March 2022, conjointly with a lessons learned exercise.

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

The Population Movement Emergency Appeal and COVID-19 response operations were 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, were 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 were funded by both operations due to the nature of their services and in order to provide a continuum in delivery of the services to the migrants. This complementarity also applied to the support of the local population as the population movement Emergency Appeal supported households that were affected by the migrant crisis and the COVID-19 appeal was 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 implemented the CVA activity for the vulnerable families to cover their basic needs and by establishing systems with the financial service provider. This activity was well coordinated with the support of the Swiss Red Cross that has been supporting the RCSBiH cash program and supported vulnerable families affected by the population movement.

Despite operating in an extremely demanding and complex context, the RCSBiH, with the support of the Red Cross and Red Crescent Movement partners, continued to be flexible and adapt to the ever-changing situation to deliver much needed basic humanitarian services on the ground.

Table 1. Summary of RCSBiH Mobile Teams' response

	Shelter	Livelihoods and basic needs	Health	WASH	RFL
# of items/ services provided (not equal to people reached)	Household items provided by Mobile Teams: 133,353	Food items and food parcels provided by Mobile Teams: 153,437	PSS services provided: 84,096 First aid services: 24,164	Hygiene kits distributed: 30,796	RFL services provided: 5,372

Exit and transition strategy:


The current nature of the refugee situation in Bosnia and Herzegovina and the uncertainty when this may end, as the needs caused by the migration crisis were still enormous in BiH exacerbated by the COVID-19 pandemic. Most of the ongoing activities under this Appeal were still highly relevant to the refugees and host populations, as many of those vulnerabilities have increased with the onset of the COVID-19 pandemic. Alongside the International Appeal, an Operational plan was developed, focusing on longer-term support and institutional capacity building. As such, IFRC and RCSBiH will continue the existing interventions and their attendant needs in terms of funding and other resources through Country Operation Plan over the course of 2022-23. The unspent financial resources from this emergency appeal were carried out to continue supporting the implementation of the same activities in 2022.

Bosnia and Herzegovina is part of the IFRC multi-year, route-based programme for [humanitarian assistance and protection for people on the move](#). The programme in Europe, spanning 11 countries, is underfunded, but with existing contributions from the Swiss Development Cooperation, small allocations are planned for Bosnia and Herzegovina in 2022 and beyond.

C. DETAILED OPERATIONAL PLAN

Note: Indicator 'Actual' values reported below reflect achievements **cumulatively**. Mobile teams responded to needs of migrants outside Temporary Reception Centres, and at multiple temporary locations as described above. For a detailed overview of people reached via Mobile Teams, please refer to the below dashboards covering time periods of the response progressively:

1. [Dashboard summarizing Mobile Team activities 10 March 2019 – 11 December 2019](#)
2. [Dashboard summarizing Mobile Team activities 2 December 2019 – 27 July 2020](#)
3. [Summary dashboard covering activities 9 December 2019- 4 May 2021](#) (available on IFRC GO, with login access only)
4. [Dashboard summarizing Mobile Team activities 1 May 2021—to date](#)

	<p>Shelter</p> <p>People reached: 32,827</p> <p>Male: 98%</p> <p>Female: 2% (including children)</p>				
<p>Outcome 1: Communities in disaster and crisis affected areas restore and strengthen their safety, wellbeing and longer-term recovery through shelter and settlement solutions</p>					
<p>Indicators:</p> <p># of people provided with safe, adequate and durable recovery shelter and settlement assistance</p>	<table border="1"> <thead> <tr> <th>Target</th> <th>Actual</th> </tr> </thead> <tbody> <tr> <td>15,000</td> <td>32,827</td> </tr> </tbody> </table>	Target	Actual	15,000	32,827
Target	Actual				
15,000	32,827				
<p>Output 1.1: Shelter and settlements and basic household items assistance is provided to the affected families.</p>					
<p>Indicators:</p> <p>Procurement of contingency stocks for 5,000 people completed</p>	<table border="1"> <thead> <tr> <th>Target</th> <th>Actual</th> </tr> </thead> <tbody> <tr> <td>5,000</td> <td>Cancelled</td> </tr> </tbody> </table>	Target	Actual	5,000	Cancelled
Target	Actual				
5,000	Cancelled				
<p>Progress towards outcomes</p>					

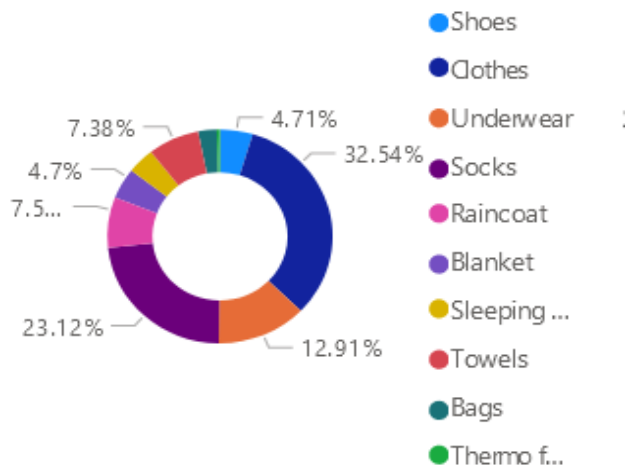
The RCSBiH shelter support for migrants who were on their way between TRCs and had no access to basic services, including on Lipa location included **133,353 pcs of household items** (shoes, clothing, underwear, socks, raincoats, blankets, sleeping bags, towels). The items were procured and distributed with support of Emergency Appeal.

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.

Throughout the timeframe of the emergency appeal, RCSBiH has also received and distributed in-kind donations from several Partner National Societies and other donors and also loaned to IOM for use in TRCs in USC for the accommodation of migrants.



Image 5. RCSBiH Mobile team providing assistance to migrants. *Photo:* RCSBiH



Graph 3. Distributed household items structure

Challenges

- Limited staff in RCSBiH HQ due to delayed internal process of adoption of Rulebook to 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 required Red Cross organization to be flexible and prepared to respond at any location in the country.

[For more details, please refer to Operations Updates 1-9](#)



Livelihoods and basic needs

People reached: 52,440

Male: 98%

Female: 2% (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 for the most affected communities

Indicators	Target	Actual
# of people reached with food assistance	40,000	52,440
# of meals provided to affected people	40,000	317,829
Progress towards outcomes		



Image 6. RCSBiH Mobile team providing assistance to migrants.

The RCSBiH MTs provided 153,437 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.

Reduced calorie intake and compromised nutrition threatened health and could have lasting impacts on the overall safety and security situation in and around camps. Food parcel was 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 included the description of the MTs modalities of work also in distribution of items.

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 households (approx. 4,500 people)	1,105 households (2,760 people)

Progress towards outcomes

In addition to support to the migrants under the IFRC Population Movement Emergency Appeal, the IFRC together with the RCSBiH implemented 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 a CVA 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 were processing all FSP issues related to rapid market check, tender, contracting) jointly with IFRC colleagues in Budapest.

The RCSBiH implemented CVA activities in locations where tensions were high between local and migrant population. This activity was well coordinated with the support of the Swiss Red Cross that has been supporting the RCSBiH cash program and supported vulnerable families affected by the population movement. The Post-Distribution Monitoring analysis found that local communities' perceived access to humanitarian assistance did not decrease, despite the ongoing population movement crisis.

Challenges

- Lack of staff in National Society due to delayed internal process of adoption of Rulebook to enable employment of the personnel needed for well-functioning of the RCSBiH HQs and strengthening its coordination Public 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 continued to be very critical in terms of migrant crisis in various parts of BiH and particularly in USC and Bihac



Health

People reached: 29,890

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	29,890

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	11,864

Output 1.2: Psychosocial support is provided to the target population

Indicators:	Target	Actual
# of people reached with psychosocial support activities	10,000	20,032
# 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	10,509

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 was needed. Adequate information, support and continued interaction in prevention and promotion of health awareness and social habits were provided to migrants. Furthermore, RCSBiH aimed to initiate basic CBHFA and FA trainings for the migrant communities staying inside of established TRCs. PSS was a priority in the health sector. Given the shelter conditions as well as the fact that many of the migrants were on the move for months, some even for years, and that it was becoming more and more difficult to cross the borders and as such to reach their final destination, in general migrants were 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, was filling those gaps. 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 were 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. Also, two RFL teams attended together with psychologists and medical doctor engaged with the migration response at the HQ of the RCSBiH.

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:

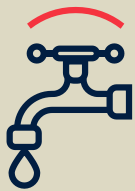
The RCSBiH Mobile Teams provided 24,164 FA services for migrants who were on their way between TRCs as well as 84,096 PSS services.



Image 7 & 8. RCSBiH Mobile team providing first aid to migrants. Photo: RCSBiH

Challenges

- Insufficient financial or in-kind support at the beginning of the response to cover growing needs, which have increased during the course of the operation especially due to the situation on Lipa location.
- Lack of FA materials/replenishments.
- Lack of access/opportunities to engage with migrants.
- Limited number of trained NS staff, lack of transportation means to be used for MT activities
- 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



Water, sanitation and hygiene

People reached: 23,990

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	23,990

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	11,716
# 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	58,162
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Progress towards outcomes



Image 9. RCSBiH Mobile team providing assistance to migrants.

Photo: RCSBiH

RCSBiH was mandated by the Government to provide hygiene parcels to migrants, which RCSBiH has been fulfilling since the beginning of the crisis. Hygiene parcels were distributed using the kiosk system and following the Sphere standards. Even though significant quantities of items were distributed, the need to continue and upscale this activity continuously remained high.

The RCSBiH Mobile teams provided 30.796 hygiene items, including soap; toothpaste; toothbrushes; shampoo; deodorants, wet wipes; hygiene pads and nail clippers for migrants who were on their way between TRCs and had no access to basic services, including on Lipa location.

Challenges

- Limited number of trained volunteers.
- Poor sanitation conditions on Vučjak location, checkpoint Velečevo (Ključ) and on Lipa location.



Protection, Gender and Inclusion

People reached: 16,769

Male: 80%

Female: 20%

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	16,769

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

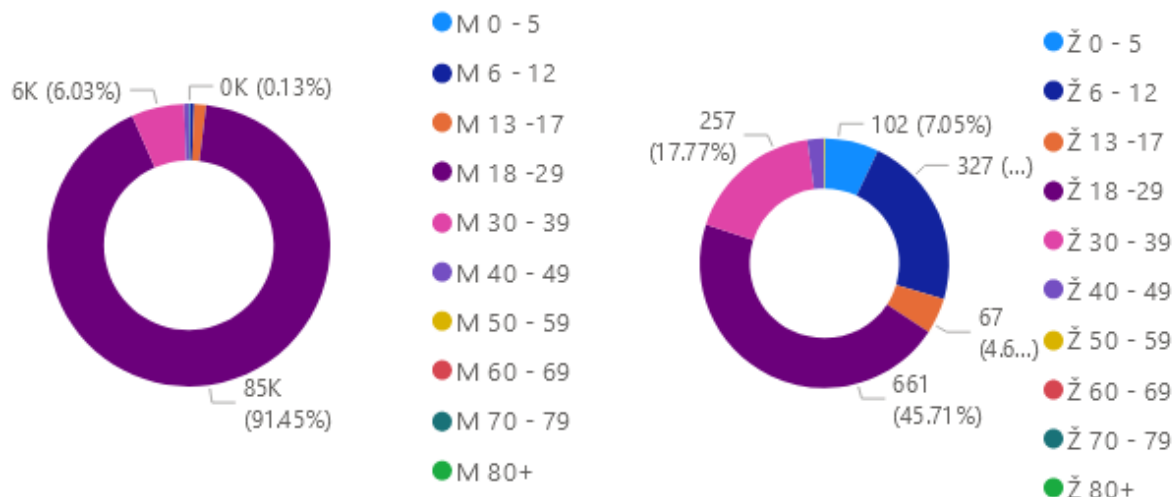
Indicators:	Target	Actual
# of people reached with Mobile Teams outreach services	10,000	43,765

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

Structure of detected migrants - male Structure of detected migrants - female



Graph 3. Sex and age disaggregation of migrants detected and assisted by mobile teams

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

- A CEA/Protection survey was developed in conjunction with the mobile teams to pro-actively collect feedback from people migrating through Bosnia. The KoBo survey was finalized.
- SOPs were revised and disseminated to mobile 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 was organized for volunteers to 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 supported by covering two of the four topics, referral and do no harm, through their office in Sarajevo.

Challenges

- Limited number of trained volunteers.
- Restrictive measures by the Governments at all levels due to COVID-19



Migration

People reached: 39,144

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	39,144

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	5,372
# of people reached with Referral services	2,500	4,925

Progress towards outcomes



Image 10. RCSBiH Mobile team providing RFL services to migrants.

Photo: RCSBiH

The Mobile Teams provided 5,372 RFL services, including 3,261 interventions of mobile phone charge service. Migrants were assisted to establish contacts with their families through the RCSBiH. People from the local Red Cross branches trained in RFL were involved in this activity. After an initial assessment, the RFL system was established with the support of ICRC and RCSBiH Tracing Services. During the visits to the TRCs, RCSBiH volunteers informed the migrants about the possibilities to use RC RFL services, and they presented TTF (Trace the Face) pages and its possibilities. In addition, there was also a promotional RFL material posted in all the TRCs. The RCSBiH RFL teams were providing Internet Cards and the possibility for charging phones to migrants in need. As acute RFL needs were low at the beginning of the migration response, RFL Prevention and Dissemination were the most suitable modality of support in this field. ICRC Delegation was in continuous contact with the RCSBiH and was providing technical support to NS RFL team. The RCSBiH staff/volunteers were equipped with RFL bags/equipment in order to increase RFL

assistance on the ground.

The Mobile Teams also made 759 referrals (Social Welfare Centers, Health Institutions/Hospitals, IOM, UNHCR, Save the Children, Others).

Challenges

- Number of trained volunteers.
- COVID-19 restrictions caused cancellation of trainings and some physical group meetings which were not 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 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 offices 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).

Due to complex setting in which volunteers work, it was necessary to provide PSS services to those volunteers to cope with the stressful situations they encountered every day. 134 volunteers were insured throughout the operation.

In cooperation with the IFRC ROE and ICRC Delegation in BiH, there have been established and equipped 23 Emergency Operations Centers (EOC), including the equipment for 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.

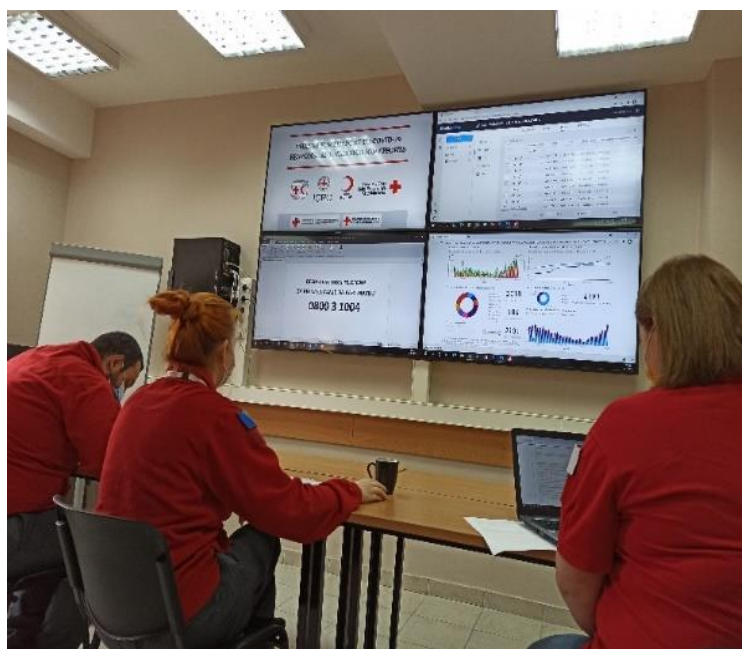


Image 5. RCSBiH EOC: Information Management based on KoBo toolbox on services provided and goods delivered. Photo: RCSBiH

Challenges

- Number of trained volunteers.
- COVID-19 restrictions have caused cancellation of trainings and some physical group meetings which were not 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%	70%
70% of target population satisfied with support received	70%	70%
#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	4
# feedbacks that are received and resolved	20	20
% of service users satisfied with feedback/complaints system	100%	100%

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
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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	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
# 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 conducted post-distribution monitoring.

IM trainings were organized by the Austrian Red Cross for the two RCSBiH (entity) staff.

NS Staff were 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

- Insufficient capacities of the NS to conduct surveys among staff and volunteers as well as target population.
- COVID-19 restrictions caused cancellation of trainings and some physical group meetings which were not 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
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Number of newsletters, press releases and reports.	n/a	
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Output 3.1.1: IFRC and NS are visible, trusted and effective advocates on humanitarian issues

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

Number of final evaluation reports	1	1
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Outcome 3.2: The programmatic reach of the National Societies and the IFRC is expanded.

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

# of NS staff with enhanced knowledge on PMER	5	4
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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 2021. 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>)

Final evaluation

An externally commissioned Final Evaluation took place at the Emergency Appeal's timeframe, with secondary and primary data collection and analysis completed in March 2022, and the final evaluation report completed early May. A management response will be initiated to consider and respond to the recommendations and findings of the evaluation. In parallel with the evaluation, a lessons learned/ validation workshop took place on 25 March, with the participation of representatives of all RCSBiH entities, and key staff who took, and were (and are) part in the implementation of response activities.

Lessons learned

Discussions about main achievements revolved around the successful humanitarian response to the global challenge of migration, but also emphasized the important aspects of improved positioning of the National Society with the authorities and the public as a key humanitarian actor, as well as significantly improved disaster management capacities of the entire structure of the National Society (NS). Coordination within the movement is another achievement frequently pointed out.

Main challenges mentioned by participants were internal coordination and communication within the RCSBH structure (although it improved significantly through the implementation of the response activities in the framework of the emergency appeal), lack of staff at the NS HQ to support the operation, and transfers of experienced volunteers and staff to other organizations because of employment offers.

Some of the key recommendations considered during the workshop were that the mobile teams, that were first established within the emergency appeal, need to remain as a key part of the RCSBH DM structure, that HQ, but also the entity organizations need to scale up their human resources, and that coordination needs can be improved by defining roles and responsibilities with participation of the entire structure and the support from IFRC.

Regarding the transitioning of activities towards long term sustainable programming, it was considered that Mobile teams could become permanent voluntary response units of the RCSBH to emergencies, and that additional fundraising needs to be made outside the Movement to enable the continuation of the activities (some of which is already under way).

Challenges

- COVID-19 restrictions have caused cancellation of trainings and some physical 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	7

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. Financial Report

The Final Financial Report for this Emergency Appeal (MDRBA011) is annexed to this report.

-
- The total Emergency Appeal funding requirement was CHF 3,800,000
- The total Funding received was CHF 2,507,819
- The total expenditure in the emergency appeal timeframe was CHF 2,096,555

The remaining balance of funds **CHF 425,443** will be transferred to the 2021 IFRC Operational Plan for the Central and Southeast Europe Cluster Delegation, to support the ongoing disaster, climate and crisis related activities in the country cluster.

Partners or donors who have any questions in regards to this balance are kindly requested to contact Andrej Naricyn, Head of Partnerships and Resource Development at the IFRC Regional Office for Europe (email: andrej.naricyn@ifrc.org) within 30 days of publication of this final report.

Contact information

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

Reference documents

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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.

Annex 1: Post-distribution Monitoring Report for Cash and Voucher assistance (CVA) to the host community



DRUŠTVO CRVENOG KRSTA/KRIŽA BOSNE I HERCEGOVINE
ДРУШТВО ЦРВЕНОГ КРСТА/КРИЖА БОСНЕ И ХЕРЦЕГОВИНЕ
RED CROSS SOCIETY OF BOSNIA AND HERZEGOVINA

EMERGENCY APPEAL – POPULATION MOVEMENT
CVA – SUPPORT TO LOCAL POPULATION
POST DISTRIBUTION MONITORING

1. Implementation

RCSBH has been implementing Emergency Appeal – Population movement since 2019, as a result of facing the humanitarian crises related to increased numbers of people migrating through the country in attempt to reach the European Union, in most of the cases, but also other developed countries. Within the response operation, one of the activities was to support local vulnerable population, in areas where increased numbers of people on the move are located. As a result, a CVA activity was implemented in September and October of 2021, where a total number of 1,105 households (HHs) were supported. Each HH received support in amount of 150 KM (Bosnia-Herzegovina Convertible Mark). The Post distribution monitoring was implemented using the Red Cross of Brcko District BiH Call center, where randomly selected HHs were contacted and surveyed with the set of questions prepared by the IFRC and RCSBH. PDM was implemented in the second half of December 2021. The survey was completely anonymously, where even the Red Cross staff compiling the report are not able to connect answers from the survey to respondents. The anonymous nature of the survey was also explained to respondents.

2. Respondents and sampling:

A total of 106 HHs come from 24 cities and municipalities, which means that each city/municipality was included. Most HHs were from Una-Sana and Sarajevo Canton, which are the hotspots of the humanitarian crises. All HHs in total had a combined sum of 322 HH members, which means that the average size of surveyed HH was 3,03 members per HH. Most of the surveyed HHs were from single member HHs at 29 HHs in total, with the number decreasing as the HHs size increased. This is the result of the size of the support (150 KM), which would not be enough to sufficiently support bigger HHs. Yet, the biggest surveyed HH had 15 members. There were 49% of male and 51% of female members of HHs surveyed. Age structure can be seen on the graphic report. A total of 14 members of surveyed HHs were people with disabilities, where one HH had 3 such members. There were no HH members who didn't identify neither as male nor as a female. 76 of surveyed persons were female, while 30 were male. In all cases, heads of the HHs were surveyed.

3. Findings

The original, randomly selected list of participants in the survey contained a total of 155 HHs, or 14% of the total number of HHs assisted. A total of 106 HHs agreed to be surveyed, which amounts to 9.6% of the total number of HHs. The sampling was done in a way to follow the numbers of HHs allocated to both entities, but not necessarily the each and every municipality.

Visualized data for the survey can be accessed via the following link:

<https://app.powerbi.com/view?r=eyJrIjoia0GM3NDZkNGMtN2lwYS00YWZlLWFiYTAtZmZkZWJmNWRIMDBkliwidCI6IjY2U2YwYyLTNlMGQtNGYyYS05NDhmLWZiMDQ5ODgwNjk4MSIsImMiOi9&embedImagePlaceholder=true>

64,15% of people declared that they received the same amount of aid since 2019, relative to the period before, meaning that the humanitarian crises related to people on the move didn't affect the host community's access to humanitarian assistance. More so, 9,43% answered that they have received more aid than before 2019. 75 HHs answered that they received additional aid in the period since 2019, with 70% of those saying they received it from the Red Cross. 73,26% said that additional aid came in the form of cash, going in line with the trend of increasing number of CVA projects and activities.

53 HHs (50%) reported they had difficulties covering their basic needs since 2019. Most of those difficulties were with covering for electricity (25,23%) and firewood and heating (14,95%). As much as 20 % of HHs that reported are having difficulties with food provision. They would cover those basic needs by using cheaper food, working in wages, or reducing electricity consumption. More than 25% HHs covered basic needs by borrowing.

Only 43,3% answered that the aid received through this project was sufficient for them to cover the basic needs. In more than 87% of cases, the aid was delivered by postman, which was the intention of the selected modality. 3,77% reported they didn't feel safe when receiving the aid. The rest were absent when the postman came, so they picked it up at the post office. 88 HHs were informed about the estimate of time when the aid was going to be distributed. 90 HHs were not aware about the target groups for the project. 105 out of 106 HHs prefers Cash

as a modality for aid.

Just over 53% were informed about the hotline for complaints. Over half of HHs tried contacting Red Cross, and almost all of them received satisfactory answers. 16 HHs reported they were not treated with respect by the staff and volunteers of the Red Cross (15,09%). None of the HHs reported that they provided services, money or other favors in exchange for the support.

Biggest impact of the activity was that it helped people cover for heating costs (firewood) and utility costs with this support. Average grade given by surveyed HHs was 4,62. Structure of the grades can be found on the visual report. The main reason for dissatisfaction was that the entire process was too slow.

4. Conclusion

- The aid was distributed to smaller HHs, with average size of 3,03 members, in line with the size of support
- 73,58% of HHs declared that they were not negatively impacted by the humanitarian crises related to population movement, in a sense of the quantity of aid they receive, leading to conclusion that vulnerable local population in majority of cases are not affected in a negative way.
- Red Cross is the main provider of humanitarian aid to surveyed population with 70% reporting they received more aid from the Red Cross since 2019.
- As much as 50% of surveyed population had difficulties covering basic needs, putting fresh perspective on the poverty in the country. Out of those, 20% said they had difficulties providing food and 25% cover the basic needs by borrowing
- Only 43,3% declared that the aid is sufficient, giving way for the Red Cross to reconsider decisions on the size and length of aid distributed to population.
- The modality proved to be efficient and safe for the population.
- Almost 90% of beneficiaries were not aware of target groups, meaning that the Red Cross needs to better disseminate that info.
- Only 53% were informed about the hotline for complaints, meaning Red Cross needs to make sure that information is delivered to beneficiaries.
- 15% of people declared Red Cross staff and volunteers didn't treat them with respect. **Corrective actions are deployed as a response.**
- None of the beneficiaries reported any corruptive wrong doings.
- Almost all of the beneficiaries prefer cash as a modality for receiving humanitarian aid.
- People mostly used the assistance to cover utility and firewood costs.
- Entire process could have been implemented faster.

Report created by:

Nemanja Zekić

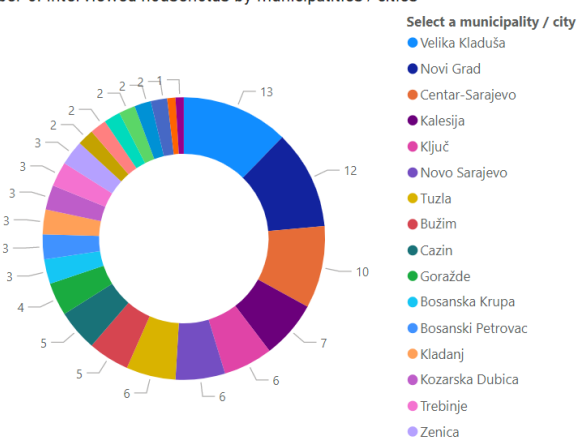
IM Focal point

Red Cross Society of Bosnia and Herzegovina

Sarajevo, January 2022

Screenshots of the visualized results:

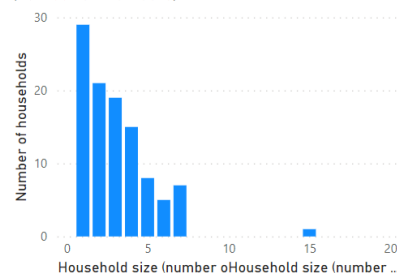
Number of interviewed households by municipalities / cities



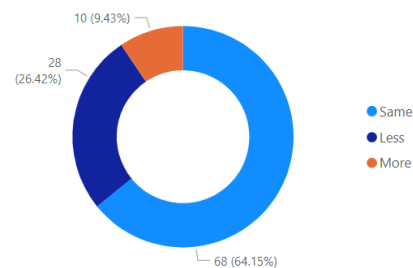
106
Number of households interviewed

322
Total number of family members

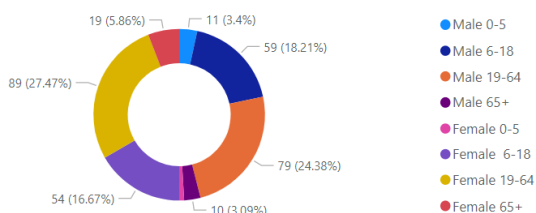
Number of households by Size of household (number of members)



The amount of aid received in relation to 2019



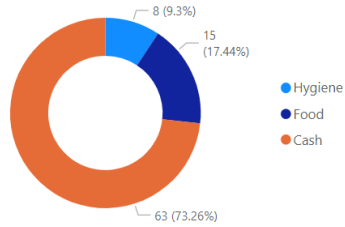
Structure of household members



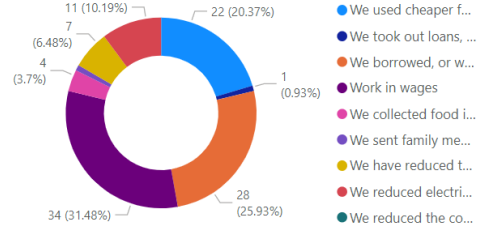
75

Number of households that have received additional assistance since 2019

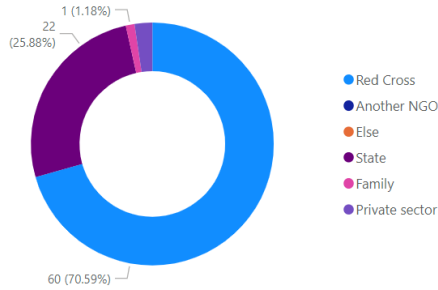
Form in which additional assistance is granted



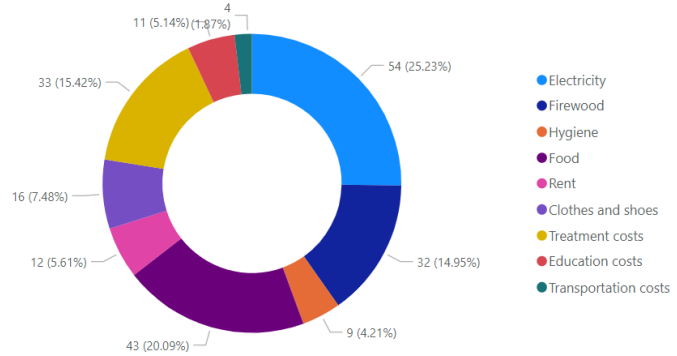
Ways to meet basic needs in the area



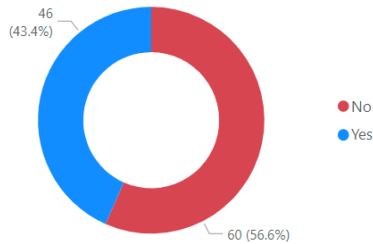
Structure of sources of additional assistance



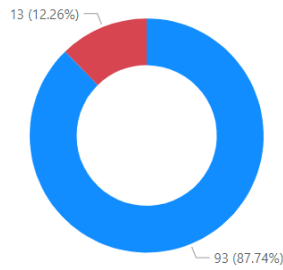
Structure of unmet needs by areas



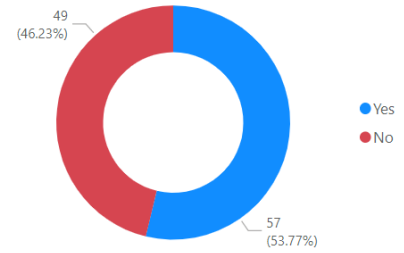
Was the help of the Red Cross enough for your basic needs?



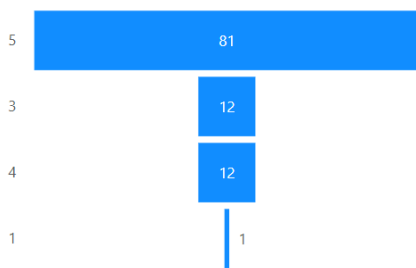
Did the postman deliver the help to you



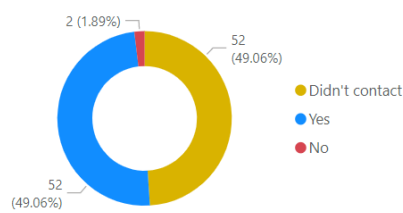
Informed of the number for complaints



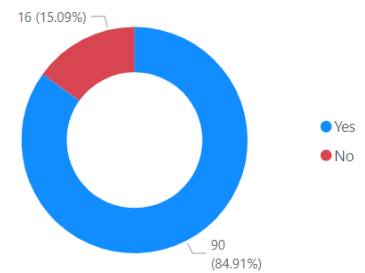
Satisfaction with the process



Did you get satisfactory answers?



Do you feel that you have been treated with respect by Red Cross staff and volunteers?



Emergency Appeal

FINAL FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2018/11-2022/06	Operation	MDRBA011
Budget Timeframe	2018-2022	Budget	APPROVED

Prepared on 26 Jul 2022

All figures are in Swiss Francs (CHF)

MDRBA011 - Bosnia and Herzegovina - Population Movement

Operating Timeframe: 07 Dec 2018 to 31 Mar 2022; 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 26 Jul 2022	2,507,819
Appeal Coverage	66.00%

II. IFRC Operating Budget Implementation

Thematic Area Code	Budget	Expenditure	Variance
AOF1 - Disaster risk reduction	136,966	132,848	4,118
AOF2 - Shelter	8,918	8,918	0
AOF3 - Livelihoods and basic needs	865,793	862,864	2,929
AOF4 - Health	77,343	77,343	0
AOF5 - Water, sanitation and hygiene	28,080	28,080	0
AOF6 - Protection, Gender & Inclusion	49,536	49,536	0
AOF7 - Migration	167,566	167,527	39
SFI1 - Strengthen National Societies	595,001	595,001	0
SFI2 - Effective international disaster management	38,726	38,726	0
SFI3 - Influence others as leading strategic partners	21,942	21,942	0
SFI4 - Ensure a strong IFRC	110,839	113,768	-2,929
Grand Total	2,100,712	2,096,555	4,157

III. Operating Movement & Closing Balance per 2022/06

Opening Balance	0
Income (includes outstanding DREF Loan per IV.)	2,521,998
Expenditure	-2,096,555
Closing Balance	425,443
Deferred Income	0
Funds Available	425,443

IV. DREF Loan

* not included in Donor Response	Loan :	300,000	Reimbursed :	300,000	Outstanding :	0
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Emergency Appeal

FINAL FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2018/11-2022/06	Operation	MDRBA011
Budget Timeframe	2018-2022	Budget	APPROVED

Prepared on 26 Jul 2022

All figures are in Swiss Francs (CHF)

MDRBA011 - Bosnia and Herzegovina - Population Movement

Operating Timeframe: 07 Dec 2018 to 31 Mar 2022; 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	4,585				4,585		
China Red Cross, Hong Kong branch	25,407				25,407		
Croatian Red Cross			4,037		4,037		
Danish Red Cross			15,507		15,507		
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	262,316				262,316		
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		
Other			10,919		10,919		
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	2,491,534	0	30,463	0	2,521,998	0	
Total Income and Deferred Income					2,521,998	0	