

www.ifrc.org
Saving lives,
changing minds.

Emergency Appeal Final Report

Croatia: Population Movement

 International Federation
of Red Cross and Red Crescent Societies

Emergency appeal n° MDRHR002 Final Report	GLIDE n° OT-2015-000069-HRV
Timeframe covered by this final report: 9 February 2016 to 31 December 2016	
Date of issue: 31 March 2017	Date of disaster: since September 2015
Operation manager responsible for this EPoA: Henriett Koos, Disaster and Crisis Response IFRC Regional Office for Europe Email: henriett.koos@ifrc.org	Point of contact at the Red Cross: Anna-Maria Radić, Head of Department for EU Funds and Education, Croatian Red Cross email: anna-maria.radic@hck.hr
Operation start date: 9 February 2016	Operation end date: 31 December 2016
Operation budget: CHF 1,315,022	Appeal's coverage: 66%
Number of people assisted: 42,230 people (40,000 persons in transit and 2,230 persons sheltered in Zagreb and Kutina reception facilities) compared to the initially planned 41,500 people (40,000 persons in transit, 500 in country and 1,000 as contingency planning)	
Host National Society's presence (n° of volunteers, staff, branches): 180 staff and volunteers were involved in the operation in Slavonski Brod transit reception centre by April 2016. At the end of 2016 34 Croatian RC staff plus 12 volunteers were involved with additional assistance of at least 12 HQ staff providing logistics for field work on assisting refugees	
Other partners actively involved in the operation: Ministry of Interior (Mol) as the main state body responsible for migrants and asylum seekers International organisations: UNHCR, UNICEF, and the International Organization for Migration (IOM), as well as a few other Croatian stationed non-governmental organizations (NGOs) providing some assistance to migrants and refugees in asylum seekers and migrants facilities	

Summary of the Emergency Appeal Plan of Action

This **Emergency Appeal** was initially launched on 9 February 2016 to support the Croatian Red Cross (CRC) in its response to the needs of 175,000 people over the period of six months. The initial Appeal was seeking 2,601,799 Swiss francs. The focus was on the distribution of food and non-food items; protection activities including screening, referral and psychosocial support, restoring family links (RFL); hygiene items distribution, shelter (upgrading living conditions in existing /future centres) and National Society capacity building. The operation activities were concentrated at the Slavonski Brod Winter Reception Transit Camp as the entry point into Croatia where migrants were received, registered, sheltered and assisted before leaving by train to Slovenia.

The **revised Emergency Appeal** was published on 22 June 2016, reflecting a budget decrease from 2,601,799 Swiss francs to **1,315,022 Swiss francs** due to the changed situation in Croatia after the closure of Balkan route. From the originally planned 175,000 beneficiaries, the target population was downsized to 41,500 people, out of which 40,000 migrants in transit were to be assisted in Slavonski Brod Camp until mid-April when it was closed, and an estimated 1,500 migrants and refugees were to be assisted in Zagreb and Kutina reception centres by the end of 2016.

The initial **end date of the operation** was 5 August 2016, but the timeframe was extended by three months, until 31 October 2016 and then by three additional months until **31 December of 2016** in order to support and strengthen the efforts of the Croatian Red Cross to conduct all the response activities within this Emergency Plan of Action.

A. Situation analysis

Description of the situation

In the course of the implementation period of the Emergency Appeal, the migratory situation in Croatia changed significantly. After the European Union (EU) summit announcing the closure of the Balkan trail and introducing the EU - Turkey agreement, the Croatian Government closed the borders, after which there were no new organised arrivals of migrants to Slavonski Brod Camp.

Following the closure of Balkan trail on 8 March 2016, Slavonski Brod Transit Winter Reception Camp was closed by mid-April. Some 500 migrants accommodated in the camp were moved to migrants and asylum seekers solid facilities – majority of them to Zagreb and Kutina shelter facilities and a smaller portion of them to the Ježevo detention facility close to Zagreb. Consequently, most of them expressed their intention to apply for international protection. While the detention facility was managed solely by the Ministry of Interior with occasional visits of CRC personnel on need basis, the two open facilities were managed by the Mol with assistance of the Croatian Red Cross who was in charge of providing and organising accommodation for migrants, providing them with relief distribution and of organising their daily life.

During the time of large-scale influx of refugees into Europe, more than 568,000 refugees and migrants arrived and transited through Croatia from September 2015 to March 2016¹. After the initial reception and registration, they continued their journey further, along the migratory route, heading to other EU countries. The CRC mobilised and deployed significant resources to address the humanitarian and protection needs of refugees and migrants at the border crossings and in the transit reception centres.

In the first months of 2016, significant changes occurred in the movements of refugees and migrants along the “Western Balkan route”. The above mentioned high level policy decisions led to dramatic decrease of migration flows through Croatia. However, refugees and migrants continued to arrive throughout the year due to the record levels of displacement in the Middle East and Europe caused by ongoing conflict and violence in Syria, Iraq and other areas that forced people to flee. This trend is foreseen to continue in 2017.

Despite the decrease of migration flows, the number of asylum seekers in Croatia reached the record of **2,230**. Besides arrivals from the neighbouring countries, from Serbia in particular, **540** asylum seekers were transferred back to Croatia from Austria, Switzerland, Germany and Sweden under the Dublin III Regulation. Croatia received 3,793 requests to take over asylum seekers and the responsibility to examine their applications for international protection until the end of November 2016. Out the 3,793 requests 1,925 were tacitly accepted. Further requests are expected in the course of 2017.

As per the quota adopted by the Croatian government, a total of **1,600 refugees** are expected to be relocated and/or resettled to Croatia till the end of 2017. This process has been slow, nevertheless, in case it picks up, the CRC will have a major role in supporting these refugees in their integration and social inclusion. A total of 14 refugees were reallocated to Croatia since July 2016, who were initially accommodated in Zagreb reception centre for few months while their international protection claims were processed. All persons reallocated to Croatia were granted asylum. The CRC assisted them in moving out from the reception centre, provided them with information on their new neighbourhood and with necessary relief material. In addition, they were enrolled to Croatian language course held in the CRC Integration House.

On 1 January 2017, there were some **632 migrants and refugees** in Croatia accommodated in open or closed asylum and migrants’ facilities – most of them have applied for asylum in the country:

- **In Kutina** open asylum seeker facility there are **88** vulnerable asylum seekers including families with children – among them 4 unaccompanied minors, 18 families with 36 children and 2 single women. In the last days, the number of persons accommodated in the facility is steady.
- **In Zagreb** open asylum seeker and migrants’ facility there were **544** asylum seekers. Among the accommodated migrants and asylum seekers majority are men – 376, out of which more than 300 single man. Beside them, there are 6 unaccompanied minors, 74 women and 94 children.

¹ Source: <https://data2.unhcr.org/en/documents/details/47375>

A total of 1,598 migrants and refugees left the asylum seekers and migrants shelters until April 2016 including 99 persons, who were granted international protection (asylum and subsidiary protection). At the same time the new arrivals continued – migrants returned from west-European countries and illegal migrants intercepted at the Croatian soil by the police. The majority of migrants and refugees left the shelters without knowing their whereabouts. Some of them were returned to the shelters after intercepted by police.

Although the number of asylum seekers and migrants in Croatia at the end of 2016 was not very high compared to other countries, the desperate situation of refugees and migrants in the region and their continuous arrival mainly through irregular routes, might lead to **new humanitarian crisis** that would require comprehensive and well targeted humanitarian response that would include all essential services.



In the Zagreb reception centre, the Croatian Red staff and volunteers provide a wide range of services aimed at supporting the wellbeing of migrants including a crafts room where the inhabitants have produced paintings, hand-made jewellery, knitted dresses and various other types of handwork in recent months. *Photo: Caroline Haga/IFRC*

The reception centre for asylum seekers in Zagreb, usually accommodating up to 200 persons, in 2016 reached and overcame its maximum capacity of 600 persons and, due to increasing occupancy rates and high fluctuation of residents, living conditions in the reception centre deteriorated. The MoI, supported by the CRC and other organisations, made significant effort to maintain a decent and dignified level of reception, however, many challenges were encountered due to inadequate infrastructure of the building, which was a former hotel not intended for longer-term accommodation of large number of residents.

With increased influx of migrants and refugees from summer 2016 till the end of the Emergency Appeal operation, the main challenge for the National Society was to provide additional room and services for the new arrivals. Both facilities in Zagreb and Kutina were at the full of their capacity. Benefitting from the EA funding as well as other donations, CRC personnel and volunteers – in full cooperation with the Ministry of Interior (being the official manager of both facilities) – managed to upgrade the accommodation conditions in both facilities, however, further shelter upgrading is still necessary.

Summary of response

Overview of the National Society

The Croatian Red Cross was responding to the humanitarian needs of the migrants and refugees from the first day of the population movement crisis in Croatia. The Croatian Red Cross was requested by the Croatian authorities to act as the main humanitarian organisation providing all refugees and migrants with the basic food and non-food assistance as well as other services. All CRC activities were coordinated with the MoI that managed the migrants' reception. Additionally, the CRC coordinated the response of three international organisations and all the NGOs providing humanitarian assistance to the people in need.

The Croatian Red Cross was actively responding to the needs of migrants first at all border crossing and then in the temporary transit centres during the first phase of operation when people were in transit and during the second phase of the operation after April 2016 in the asylum seekers reception facilities where the asylum seekers and migrants were sheltered. Its response included provision of protection and psychosocial support to migrants with screening of their needs and referral, distribution of food and non-food items, distribution of hygiene items as well as beneficiaries' communication and restoring family links service. The CRC was the only organisation supplying all migrants with food procured by the Croatian State Commodity Reserves for the CRC warehouse in the Slavonski Brod Transit Camp.

These services were provided to 40,000 migrants in transit temporarily accommodated in Slavonski Brod Camp for a period of two and half months before its closure on 13 April 2016. Excluding food distribution, all other services were continued to a total of 2,230 migrants and refugees sheltered in Zagreb and Kutina asylum seekers facilities after April 2016.

From the beginning of migratory crisis in September 2015 (DREF operation included) until end of 2016:

 <p>1,197,269 kg of food and 259,575 non-food items distributed (including hygiene items)</p>	 <p>94,205 people reached with PSS services (counselling and child friendly spaces)</p>	 <p>195,694 hours of volunteer service</p>	 <p>1,714 people assisted by RFL / tracing activities</p>
--	---	---	---

The above food and non-food items included the following:

- 37,737 kilograms of food items (canned food, bread and bakery products, fruits, cookies, sweets)
- 44,820 litres of water,
- 3,002 litres of milk,
- 23,545 pieces of hygiene items,
- 2,000 raincoats,
- 7,533 blankets,
- 11,632 kilograms of clothes and 4,919 pieces of clothes.

Besides providing regular daily services to the migrants in Zagreb and Kutina CRC provided occasional services to migrants in Ježevo detention facility through CRC teams' visits.

The Croatian Red Cross primary fields of work in the reception centers of **Kutina** and **Zagreb** were the following:

1. Organization of daily life of refugees and migrants in cooperation with the MoI employees that includes:
 - organization of accommodation (preparation of accommodation capacity, schedule organization, room switch procedure),
 - audit of room conditions at the Reception centers (audit of hygiene conditions, inventory, notification of damage and failure, twice a month),
 - coordination with the technical services within the reception centers (cleaning staff, superintendent, laundry),
 - procurement and distribution of hygiene supplies (twice a month),
 - distribution of clothes and footwear as needed, organization of replacement of used linens.
2. Daily provision of psychosocial support, organization of social, creative, educative and sport activities for refugees and migrants.
3. Assessment and meeting the needs of vulnerable groups on a daily basis to: children, minors without escort, single women, persons with medical difficulties and mental health difficulties, persons with torture and trauma experience.

Based on experience, CRC employees are maintaining advocacy toward the Ministry of the Interior with the goal of improving the practice of reception and care of seekers of international protection, especially to vulnerable groups.

An important achievement was the development of tailor-made type of psychosocial support adapted to the new situation of the refugees and migrants living in the reception facilities. A considerable workload of CRC teams working every day in the reception centres included provision of different psychosocial activities and protection support such as: creative



Creative workshop in Kutina reception centre. Photo: Caroline Haga/IFRC

workshops, Croatian and English language school, individual interviews by social workers and psychologists, hair cutting and beauty salons, sports activities (gym, table tennis, table soccer, darts), library, educational workshops for children, children playrooms workshops, “Job centre” (creative workshop for men – making furniture and other objects out of wood), etc.

The psychosocial support activities developed by CRC teams kept asylum seekers occupied during the day while waiting the resolution of their asylum claims by providing them with initial understanding and possibility to adjust to the new social environment and culture.

It was a challenge to provide all those activities with a large number of people residing in Zagreb facility without shelter upgrading especially with an increased number of single men. However, in the framework of the Emergency Appeal, a lot of improvements were achieved, including setting of the indoor gyms in both facilities and outdoor sport playgrounds, as well as setting and equipping the handy-craft-workshops for men. Beside that both Zagreb and Kutina facilities got new children indoor and outdoor playgrounds, kitchenettes, furniture for asylum seekers accommodation rooms and communal areas as well as for CRC workshop and services rooms of both facilities. In both facilities info spots were installed and the classrooms were equipped with computers. In doing so the CRC used also funding and in-kind donations from other sources combined with the EA funding.

From 30 August to 5 September 2016, 19 asylum seekers children and 9 adult guardians spent 6 days at the Red Cross sea side resort in Novi Vinodolski run by the Croatian Red Cross Branch Zagreb. Each person received cash assistance (HRK 500 pocket money per person for sun cream and beach equipment) while travel costs and full board accommodation were covered by the Croatian Red Cross Branch Zagreb.

The Training of Trainers on “Psychosocial support in crisis situation” was held in Trogir between 15 and 18 September 2016. 28 staff and volunteers of Local Red Cross branches (County, Municipality and City branches) participated and were trained on basic and advanced educational methods in the area of psychosocial support for CRC staff, volunteers and Emergency Teams. An additional four-day training on "Psychosocial support in crisis situations" were held from the 1 to 4 December 2016, which was funded from the IFRC Regional Appeal and organised by support of the IFRC Regional Office for Europe in Budapest.

As the migrants and asylum seekers in Croatia were accommodated in solid buildings with heating system suitable for their shelter during winter, CRC did not develop any additional winter plan under EA except procurement of clothing and footwear. In the autumn and winter season of 2016 seasonal clothing and footwear as well as hygiene items were provided by UNHCR from their stock warehoused in Croatia.

Overview of Red Cross Red Crescent Movement in country

The Croatian Red Cross maintained close communication with the IFRC Regional Office for Europe in Budapest and the Regional Office of the ICRC in Belgrade. The CRC Tracing Service was working with the ICRC Delegation in Belgrade for the “Restoring Family Links” service for migrants and received ICRC support in the form of equipment and RFL kits to better respond to RFL needs.

Since launching of the Emergency Appeal the CRC has received contributions from or through the network of the Red Cross Movement to enhance its response to the migrants needs:

- The Spanish Red Cross contributed a total of EUR 110,000 in 2016 with the aim to assist the CRC in provision of psychosocial support and protection to migrants and logistics of the migratory crisis response operation’ for one year from 1 February 2016. Prior this, the Spanish Red Cross contributed a total of EUR 24,000 targeting the RFL service for the migrants in need whose implementation was finished at the end of 2015.
- In February 2016, the UK Department for International Development (DFID) donated an electric forklift for the CRC warehouses as well as 20,000 blankets (CHF 90,000), a 240 m² tent (EUR 40,000) and 400 sleeping bags with inflatable mats (CHF 48,000). Together with the 3 diesel forklifts received in December 2015 and January 2016, a total value of all four forklifts is GBP 87,994.33 (CHF 134,000).

Prior launching of the Emergency Appeal, CRC received contributions from the IFRC and Red Cross Movement as follows:

- On 2 October 2015, CHF 361,559 was released from the Disaster Relief Emergency Fund (DREF) to meet the immediate emergency needs of 70,700 beneficiaries by providing food and non-food items, hygiene kits and restoring family links services. The DREF emergency plan of action was updated on 1 December 2015 to extend the operation’s timeframe until 30 January 2016. The operating budget was revised in line with the winterisation needs and in response to the relocation of the main reception camp in Slavonski Brod.
- At the end of 2016 EUR 40,000 has been contributed by the Supreme Master Ching Hai’s International Association for protection and PSS teams working in the reception camp.

Overview of non-RCRC actors in country

In addition, the National Society worked in close cooperation and coordination with national authorities in the first place with the Ministry of Interior who currently manages the reception facilities for asylum seekers and migrants in Zagreb (former Hotel Porin) and in Kutina as well as the detention centre in Ježevo.

CRC was also cooperating with the international organisations, such as UNHCR as well as a few locally stationed NGOs. Majority of NGOs and international organizations that had been engaged previously in emergency response moved out or cut their presence in Croatia.

Needs analysis and scenario planning

The Croatian Red Cross was monitoring the migration situation and the needs of migrants continuously through direct contact with the migrants, exchanging information with stakeholders including International Organisations, NGOs, and with the Ministry of Interior and other Governmental organisations.

By the beginning of March 2016, as most of the target population were in transit staying for a short period in the camp the Croatian Red Cross adjusted its response to the needs of people on the move and focused on assisting with:

- distribution of lunch parcels
- distribution of non-food items in small pack suited for carrying
- provision of specific services based on rapid assessments carried out by the CRC protection and PSS teams and referral to specific services.

Following the closure of Balkan trail in mid-April 2016, the CRC adjusted the operation to the needs of people stranded in Croatia mainly in Slavonski Brod Camp by organizing:

- supplementary distribution of fresh food
- provision of specialized psychosocial support to migrants who got stranded all stranded migrants accommodated in the camp for a month.

After the closure of Slavonski Brod Camp, the CRC moved the operation to Kutina and Zagreb asylum seekers facilities, where further adjustments of the operation were initiated to meet the needs emerging from the new situation. The first and utmost need was to make the appointed solid buildings in Zagreb and Kutina suitable to accommodate the increased number of migrants in a safe and dignified manner.

Parallel to the above the psychosocial activities also had to be adjusted and continuity ensured, since most migrants felt distressed by the complete uncertainty of their situation and the impossibility to reunite with their families in other countries. To reduce the level of distress identified by CRC identified the following activities to realize:

- To scale up the existing PSS activities in Kutina and Zagreb and develop tailored activities for children, women and men (to be implemented by trained CRC staff and volunteers with some limited outside expert assistance).
- To build up the capacity of the CRC PSS teams to conduct initial needs and vulnerability assessments as well as to provide appropriate assistance to asylum seekers and migrants including psychological first aid (PFA), lay counselling and resilience building activities.
- To equip and refurbish the facilities with special focus on the communal areas and rooms to enable the CRC teams to conduct PSS activities.



In the Zagreb reception centre, the Croatian Red Cross provides many different services. As most of the inhabitants are asylum seekers, the activities focus particularly on supporting social inclusion and integration. "We have language classes, computer rooms, crafts workshops, children's playrooms, a library, a music room, a gym, and our own football league," Red Cross team member Marina Mikic (right) says proudly. *Photo: Caroline Haga/IFRC*

- d) To support the Ježevo detention centre. As known detention takes its toll on the mental health of many detainees, therefore detained migrants specially need PSS, protection services in case of specific vulnerabilities and assistance in maintaining contact with their families. The needs are being met by visits from the CRC mobile teams on a regular basis.

All above listed groups of migrants and refugees were in need of critical information that ensured their well-being, dignity and safety while stranded or relocated to Croatia. Stranded people were especially vulnerable since they were at risk to become victims of trafficking, sexual exploitation and violence, and many had been traumatized before and during their journey. Some migrants lost contact with their families. Lonely women and unaccompanied minors were provided with RFL assistance.

As the migrants had been accommodated for a longer time in the facilities, the need for basic non-food items also needed to be adapted to different type of hygiene sets, communal sanitary areas as well as seasonal clothing including bed linens.

Given the announcements of MoI about continued influx of migrants and possibility of opening new shelters for migrants and refugees, the National Society prepared some contingency plan for further respond if needed. Supplementary accommodation materials were procured through the EA funding enabling CRC to respond immediately if need emerges (in case of unexpected increment in the influx of people when new shelter facilities are foreseen to be needed).

Beneficiary selection

The overall number of beneficiaries was reduced from 175,000 to 41,500 beneficiaries in the revised EA Operational plan.

The revised EPoA planned to **reach a total of 41,500 people with direct assistance as follows:**

1. **40,000** migrants in transit through Croatia, accommodated in the Slavonski Brod Transit Camp up to 8 March 2016 (*this objective had been achieved by the 8 of March 2016*)
2. **500** migrants and asylum seekers stranded in Croatia after the closing of the Balkan trail, who were moved to Kutina and Zagreb facilities
3. **1,000** migrants, who were planned as contingency in order to prepare the National Society to respond in case the number of new arrivals increase

CRC finally reached a total of 42,230 migrants in the implementation period of the Emergency Appeal (from 9 February to 31 December 2016), exceeding the target number by 730 migrants, as follows:

1. **40,000** migrants in transit in Slavonski Brod Camp before closure (among them 19,000 vulnerable women, 18,000 children and 1,000 men with specific needs).
2. **2,230** migrants in Zagreb and Kutina asylum seekers facilities from April 2016 to the end of 2016 the average number of beneficiaries was over 550 which number reached the peak of 650 in the summer season. All of them were considered vulnerable and needed specific assistance during their stay in the country.

The original contingency plan of additional 1,000 migrants was exceeded by the number of migrants who:

- Were returned to Croatia from other EU Member States under the Dublin decree (or non-EU States with an agreement to implement provisions of the Dublin Regulation), mainly from Austria and Switzerland;
- Were intercepted in Croatia by the police after illegally entering country on its east borders;
- Were resettled/relocated from Greece and Italy under the relocation quota scheme of the EU. After their relocation to Croatia they were first accommodated in Zagreb facility for some time before moving to state apartments pending asylum approval procedure.

B. Operational strategy and plan

Overall objective

The immediate needs of 41,500 migrants temporarily accommodated in Croatia are met through the distribution of food, hygiene and non-food items, as well as protection activities, psychosocial support, upgraded shelter, Restoring Family Links (RFL) and community engagement activities.

The CRC reached the following specific objectives of the Emergency Appeal:

- The basic needs of 40,000 migrants in transit accommodated in the Slavonski Brod transit camp were met before 8 March 2016.
- The basic needs of 2,230 migrants and asylum seekers who got stranded after March 2016 in Croatia and were accommodated in Zagreb and Kutina asylum seekers facilities were met. They were also provided with tailored-made services in line with their protracted stay and accommodation in the country.
- The National Society was prepared to be able to put in place a contingency plan including human and logistics resources.

Implemented strategy

The revision of the Emergency Appeal was launched to address the changed migratory situation in Croatia after the closing of the Balkan migratory route in March 2016. The operational strategy and plan was revised in June 2016 to acknowledge the first phase of migratory crisis with migrants and refugees in transit and the second phase with people stranded in Croatia and accommodated in asylum seekers reception centres. In line with that the focus of the operation was adjusted and shifted to the migrants sheltered for longer time in Croatia.

For the first phase of migratory crisis, the Croatian Red Cross's response in Slavonski Brod Winter Transit Reception Camp was focused on addressing the emergency needs of the migrants in transit and in the camp in the following areas of action:

- Food and non-food items assistance: Supporting migrants who require food, non-food items (blankets, rain coats, sleeping bags, winter clothes) and hygiene kits/promotion,
- Temporary shelter: By upgrading the shelter the migrants had an easier access to the services
- Protection: Screening of the most immediate needs of migrants and refugees, referral of the most vulnerable to government medical clinic or psycho-social support and the CRC's restoring family links services. Community engagement activities such as the provision of basic information to beneficiaries and advocacy on their behalf with the Ministry of the Interior.

The EPoA was revised in June 2016 due to the following:

- Fewer direct beneficiaries accommodated in Croatia;
- Adapting direct CRC response to actual needs of beneficiaries and to cover the gaps in services in the facilities;
- Building the capacity of the National Society to prepare to respond in case of increased number and locations of migrants' accommodation or if there is a change in the scenario (contingency planning).

Consequently, the revised Emergency Appeal plan included key areas of action as presented in the original EPoA with some adaptations and tailor-made services with the following activities:

- Non-food items relief including cash assistance;
- Hygiene items distribution including monthly family packages and items in communal sanitary areas (laundry areas etc.);
- Community engagement and RFL activities;
- Upgrading the accommodation facilities with adequate equipment and refurbishment;
- Tailor-made psychosocial support and protection activities adapted to stranded migrants;
- Contingency planning.

Operational support services

Human resources (HR)

During the first phase of the migration crisis, when the Slavonski Brod Temporary Reception Camp was operational, a daily average of 180 CRC staff and volunteers were providing services to beneficiaries on 24/7 basis. A total of 454 CRC staff and volunteers were engaged in the camp. 200 of them were based in Slavonski Brod and the 254 were deployed in weekly shifts from other areas of Croatia. By 3 March 2016, due to a decrease in the number of arrivals, 180 staff and volunteers remained in the camp until its closure.

In the second phase of crisis from April 2016, 34 staff and 6 volunteers on a monthly average were covering Kutina and Zagreb asylum seekers facilities:

- 22 PSS field employees stationed in Kutina and Zagreb on a daily basis
- 4 HQ PSS and protection staff coordinating the field teams and providing mobile team support to migrants in Ježevo detention centre
- 3 warehouse logistics – 1 field coordinator and 2 drivers
- 5 HQ staff providing logistics support to the operation including one disaster management staff assisting the operation.
- 6 volunteers working in Zagreb and Kutina facility as a monthly average. Some of the volunteers were recruited among asylum seekers themselves.

At the end of 2016, there were 20 permanent CRC staff and 7 volunteers daily working with migrants and asylum seekers in Kutina and Zagreb as well as some 10 temporary volunteers engaged monthly. Some of the volunteers were recruited among the asylum seekers. In addition to the above, some staff members of the CRC HQ, although not designated specifically for the migration operation, were engaged by sharing their work duties in the field of finance, procurement, operational management and monitoring the operation (at least 12 CRC HQ employees were providing regular support for field teams working with refugees and migrants – 3 staff from Migration Department, 2 staff from Tracing Service, 3 staff in Project management, 2 staff from Financial Department and 2 staff assisting in procurements for the operation).



Creative activities with migrants in the reception centre.
Photo: Caroline Haga/IFRC

The services provided by the staff include translation, organisation of different creative workshops, language courses and activities with children.

The revised EPoA covered the salaries for:

- One (1) coordinator of the emergency response field operation for eight months (the CRC HQ employee fully engaged in the crisis);
- One (1) coordinator of the CRC activities in Zagreb and Kutina asylum seekers and migrants' facilities for five months from May to September 2016;
- Seven (7) staff employed for three months from February to end April in Slavonski Brod Camp working in Camp management, administration, PSS teams and warehouse – after April they are no longer involved in the operation;
- One (1) newly employed PSS staff for 7 months including 2 interpreters and 1 PSS expert working in Slavonski Brod Camp from February to April and afterwards in Kutina and Zagreb facilities;

- Six (6) PSS and logistics staff for five months in all three facilities.

All travel costs were covered including per diems and accommodation for the staff working on the field. Incentives and insurance were provided for volunteers and staff especially those working on the field from February until the end of April 2016 until dismantling Slavonski Brod Camp.

Communications

All communication activities directly support the Emergency Appeal and aim to raise awareness and sensitize the public, media and donors on the emergency situation, humanitarian needs and Red Cross Red Crescent response.

Continuous communication activities were published through the following websites:

- IFRC web page: <http://www.ifrc.org/en/news-and-media/news-stories/europe-central-asia/croatia/>
- Web stories on the Croatian Red Cross <http://www.hck.hr/>
- Posts on the Croatian Red Cross Facebook page, [click here](#).

Logistics and supply chain

All procurement for the operation was done in accordance to IFRC logistics standards, processes and procedures ensuring full audit trail requirements. Procurement procedures were implemented in close cooperation and support by IFRC Secretariat and with IFRC Global Logistic Service (GLS).

Most of the items were procured locally by the National Society, except for the “Alaska” type tents which were procured through the IFRC GLS services.

The EA budget covered the logistic costs such as fuel costs for the CRC vehicles as well as maintenance.

In addition, from October 2015 to the end of 2016, the UNHCR supported a big portion of the CRC logistics and warehousing. The warehouse operational costs were also included into the Emergency Appeal budget, but had been downsized due to the agreement with UNHCR.

Planning, monitoring, evaluation, and reporting (PMER)

Following the closure of the EA a Lessons Learnt exercise was conducted in February 2017 with technical support from the IFRC Secretariat and the involvement of the National Society’s staff and volunteers.

C. Detailed operational plan

Food Security, Nutrition and Livelihoods

Outcome 1: The immediate food needs of migrants arriving to Croatia are met
Output 1.1 Distribution of food to meet the needs of 41,500 migrants during this response Activities: Procurement of paper napkins and plastic bags
Achievements
Output 1.1: The majority of food for all migrants in Slavonski Brod Camp was provided by the Croatian State Commodity Reserves and delivered to the camp warehouses managed by the Croatian Red Cross. The CRC staff and volunteers sorted and packaged the food into lunch parcels in the CRC camp warehouse and distributed to the migrants at several distribution points. From February to 8 March 2016, approximately 40,000 migrants received food items. The revised plan of action covered the procurement of plastic bags and paper napkins and covered the costs of the packaging of food parcels and distribution to the migrants. Since the Ministry of Interior prepared hot meals for migrants in three facilities, the National Society was not procuring food items but was providing the service of packaging and distributing the food parcels.

Shelter including non-food items

Outcome 2: Immediate non-food needs of the most vulnerable migrants are met
Output 2.1: Up to 500 migrants in reception centres are provided with raincoats, foil blankets, warm clothing and other NFIs

<p>Activities: Procurement of 500 sets of bed linen, 500 sets of underwear, 500 sets of seasonal clothing and footwear Supplementary distribution of 500 sets of bed linen Supplementary distribution of 500 sets of Underwear Supplementary distribution of 500 seasonal clothing and footwear sets through clothing voucher system Cash assistance for non-food items in facilities</p>
<p>Output 2.2: The non-food items stock of the CRC is replenished Activities: Procurement of replenishment stock- 500 sets of bed linen</p>
<p>Outcome 3: The migrants and refugees have temporary shelter and settlement that will remain adequate until durable solutions are achieved</p>
<p>Output 3.1: Facilities for communal use and performance of services have been upgraded and made available to migrants. Activities: Procurement of motorised snow blower and snow shovels Procurement of tools, supplies for facilities maintenance and small inventory consumables</p>
<p>Output 3.2: The National Society's capacity to host migrants is increased through contingency planning Activities: Procurement of 2 Alaska tents 6 x 13 x 3 m for RFL service and for protection and PSS teams Procurement of 2 inflatable tents for distribution spots Procurement of generators (2kW and 5kW)</p>
<p>Output 3.3: The shelter items stock of the CRC is replenished Activities: Procurement of 3 tents of 240 m2 for (10x24x3,35 m) Procurement of 10 tents (6x5m) for 8 to 10 persons Procurement of other material such as tent floor and field beds Procurement of Aluminum folding field beds</p>
<p>Outcome 4: The longer term shelter needs of the migrants and refugees are met in solid shelter facilities in Kutina and Zagreb</p>
<p>Output 4.1: Assistance is provided in communal facilities to the migrants and refugees if needed Activities: Procurement of refrigerators, TVs and sofas for living rooms, as well as equipment of kitchenette Refurbishment and equipment of 2 indoor fitness studio gyms Small construction works and equipment for outdoor children playground in Zagreb facility Small construction works and equipment for outdoor sports playground in Kutina Small construction works and equipment of handy craft workshop corners in Zagreb and Kutina Furniture for Kutina and Zagreb facility – for accommodation of beneficiaries</p>
<p>Achievements</p>
<p>Output 2.1: Since UNHCR donated a large quantity of NFIs originally planned in EA budget for the CRC winterization plan, the EA budget was not used for the procurement of winter clothing, raincoats, bed linen and sleeping bags. Due to the changed numbers of beneficiaries the original plan was adjusted to the needs of the stranded migrants and refugees.</p> <p>Output 2.2: The non-food items of the CRC were not replenished since funds were not available.</p> <p>Output 3.1: Minor construction works were carried out in solid shelter facilities in Zagreb and Kutina. Due to limited funding, procurement of materials and supplies were not carried out.</p> <p>Output 3.2: All the items under this output were procured such as, 2 Alaska tents 6 x 13 x 3 m for RFL services and for protection and PSS teams, 8 tents (6x5m) for 8 to 10 persons, spare parts for tents, 120 aluminum folding field beds, tools and supplies for Zagreb and Kutina facilities maintenance.</p> <p>Output 3.3: All the items were replenished to the Croatian Red Cross contingency stock.</p> <p>Output 4.1: Equipment and furniture were procured to upgrade the Zagreb and Kutina reception facilities. Two indoor gyms were procured and set-up in Zagreb and Kutina facilities, as well as two children outdoor children playgrounds, two handy-craft workshops, 2 kitchenettes in Zagreb facility, TVs and sofas for living areas of migrants (communal areas of both facilities), additional furniture for beneficiaries' accommodation, construction supplies for Zagreb and Kutina facilities maintenance. Some small construction works, in the first-place electrical works were carried out in Zagreb and Kutina.</p>

Challenges

Procurement of some shelter upgrading items and non-food items (non-food item, bedding, clothes and footwear) were not procured from EA due to limited funding. Priority was given to the other items that were necessary to upgrade the conditions of beneficiaries living conditions and to provide different daily services to migrants. NFIs not available through EA were made available to the CRC from other sources – UNHCR and other donations.

Water, sanitation and hygiene**Outcome 5: The risk of hygiene- related diseases has been reduced through the distribution of monthly hygiene packages to the most vulnerable migrants.**

Output 5.1: Up to 500 migrants receive hygiene kits in Zagreb and Kutina

Activities:

Procurement of 100 family, 150 single and 50 small children's hygiene monthly parcels

Supplementary distribution of 100 family hygiene monthly parcels

Supplementary distribution of 150 single hygiene monthly parcels

Supplementary distribution of 50 children's hygiene monthly parcels

Achievements

Output 5.1: A significant portion of hygiene items in the Slavonski Brod Camp were distributed by other NGOs, the CRC distributed a limited number of hygiene items to supplement the needs covering 25 per cent of the vulnerable migrants. The Croatian Red Cross distributed large quantities of hygiene items (hygiene sets) throughout the migration response from the CRC stock and from other sources including UNHCR and items donated by the Ministry of Interior.

Challenges

Procurement of additional hygiene items were not procured from EA due to limited funding. Items were secured from other sources, in the first place from UNHCR and the Croatian Ministry of Interior.

Health and care**Outcome 6: The migrants are protected and provided with psychosocial and practical support, including providing recreational activities to adults and children in the camps and shelters**

Output 6.1: The most vulnerable migrants and refugees are identified and assisted according to their needs

Activities:

Initial assessment and identification of vulnerabilities of migrants

Providing protection to groups at risk

Providing basic PSS support to people in distress

Output 6.2: Equipment and other supplies needed to support these activities are purchased to facilitate the work of the Croatian Red Cross teams in the protection of migrants and the provision of psychosocial support previously in the Slavonski Brod Camp, and currently in shelters in Zagreb and Kutina

Activities:

Procurement of equipment for indoors children corner in Kutina

Procurement of furniture and equipment for educational workshops in Zagreb and Kutina

Procurement of sewing machines and basic furniture for creative workshops in Zagreb and Kutina

Organization and implementation of educational and creative workshops for migrants

Procurement of indoors table tennis and sports equipment

Technical and skilled support in CRC Job Centre as well as creative workshops in both facilities

Procurement of sanitizing material and first aid kits for CRC staff and volunteers

Capacity building for the new programme - PSS, Lay counsellors, PFA

Developing & preparation & printing of IEC materials

Achievements

Output 6.1: In the period covered by the EA, the Croatian Red Cross conducted initial assessments, identified vulnerabilities of migrants, provided psychosocial support and protection to groups at risk at solid shelter facilities in Zagreb and Kutina reaching a total of 2,230 migrants and refugees and previously to 40,000

beneficiaries in Slavonski Brod Transit Camp. The number of PSS beneficiaries who received PSS assistance during the reported time was 17,133 beneficiaries.

Output 6.2: Supplies needed for psychosocial support activities were procured including equipment for child friendly spaces (toys) and supplies for beneficiaries. Not all the items were procured due to limited funding. Nevertheless, sewing machines and basic furniture were procured to set up creative workshops in Zagreb and Kutina including some sports equipment.

Due to the increased number of migrants in Zagreb facility since summer 2016, the CRC personnel shifts were doubled and extended to cover their presence in the facility during the whole day. The CRC also engaged additional volunteers – a total of 17 volunteers to cover all the work needed. For some simple works in facility the beneficiaries themselves were engaged as volunteers (for example to set up additional beds, etc.) – a total of 8 asylum seekers. Some of the cost for CRC additional staff and volunteers were covered by EA funding – a total of 19 persons who were engaged on temporary basis in different phases of crisis – their engagement was limited for a few months. The monthly average of persons engaged throughout the EA implementation period was 6 persons. Complementary funding was secured from other funds and projects.

As the EA funding was limited, some items were complemented from CRC stock, and services were provided by existing CRC staff hired at the beginning of crisis as well as by recruiting new volunteers instead of new hiring.

Challenges

Procurement of majority planned equipment needed for PSS services was secured from CRC funding as well as capacity building of CRC PSS staff working with refugees and migrants. Priority was given to these activities as it provided the CRC with long term ability to provide services to beneficiaries in both asylum seekers facilities.

Need for additional staff was by-passed by recruiting volunteers as well as efficient planning of working hours of existing staff.

Restoring Family Links (RFL)

Outcome 7: Family links are restored wherever people are separated from or without news of their families

Output 7.1: Family tracing services are provided to the migrants and when needed, referrals are made to the psychosocial support services

Activities:

Procurement of RFL leaflets, posters and brochures

Distribution of RFL leaflets, posters and brochures at the reception camp and at shelter facilities

Providing the migrants with basic information and RFL assistance

Output 7.2: Successful measures are taken to re-establish and maintain contacts between vulnerable individuals and their families and to reunite them.

Activities:

Procurement of mobile communication set with chargers and scanner

Providing migrants with assistance to maintain contact with their relatives by phone or other communication means (internet)

Providing migrants with assistance to reunify with their relatives.

Achievements

In the period covered by EA, the Tracing Service Mobile Teams were regularly visiting shelters in Kutina and Zagreb providing migrants with RFL services. During the reported period **392 beneficiaries** were provided with tracing service out of which 18 registered for active tracing procedure. Also, some **230 families were reunited** with CRC RFL service assistance and **343 families were assisted to maintain contact** to their family members in other countries. The basic mobile communication equipment was procured.

Challenges

Procurement of lower number of items in line with the limited funding raised in the framework of the Emergency Appeal.

Community engagement and accountability (CEA)

<p>Outcome 8: The immediate information needs of migrants are met and their awareness of the situation raised</p>
<p>Output 8.1: Migrants have access to basic information on available shelter relief and services as well as protection file. Activities: Set up the field info spots in Slavonski Brod camp Set up and operating of the Information spot in 2 asylum seekers and migrant's facilities Procurement of LCD screen display and audio Preparation and distribution of information material for migrants</p>
<p>Output 8.2: Our response, support and services are adapted and delivered in accordance with the feedback received through two-way dialogue with migrants. Activities: Conduct of focus groups meetings with migrants</p>
<p>Achievements</p>
<p>Outputs 8.1 and 8.2: In the period covered by EA all migrants and refugees received information from the Croatian Red Cross at the Kutina and Zagreb facilities and previously in Slavonski Brod Camp. They were provided information on their whereabouts, possibilities to apply for asylum, the services they have access to, the info on family members through the system of CRC tracing service, provided possibility to call their family members, etc. They were also given access to communication devices including the service of recharging their mobile devices.</p> <p>1,000 picture books for children in English, Arabic and Farsi were designed, printed and delivered to children beneficiaries in Zagreb and Kutina facility. The children book printed also provided children with basic information on the Red Cross movement.</p>

National Society capacity building

<p>Outcome 9: The operational capacities of the Croatian Red Cross are enhanced.</p>
<p>Output 9.1: Specific workshop, training sessions and awareness raising campaigns on protection of refugees and migrants, psychosocial support, disaster management in the migrant crisis, restoring family links and stress management are organized. Activities: Conduct trainings and workshops for CRC staff and volunteers – basic training in asylum, migration, RFL, protection and DM Conduct stress management workshops for staff Capacity building for the new programme – PSS, Lay counsellors, PFA</p>
<p>Output 9.2: Equipment purchased to support the National Society Activities: Procurement of 4W vehicle Temporary lease of 4 vehicles Procurement of IT and telecommunication equipment</p>
<p>Output 9.3: The IT and data management capacities of the Croatian Red Cross are strengthened. Activities: Development of IT portal and database on Emergency Response Management Revision of accounting IT program for administration of Emergency Appeal and other donations</p>
<p>Achievements</p>
<p>The Training of Trainers on “Psychosocial support in crisis situation” was held in Trogir on 15-18 September 2016. 28 staff, volunteers and members of Emergency Teams of Local Red Cross branches (County, Municipality and City branches) were trained how to implement basic and advanced educations in the area of psychosocial support. IT and telecommunication equipment (telephone equipment and switchboard) were also procured from EA funding, while the IT portal and database on Emergency Response Management were procured from other sources.</p>

Challenges

The initial plan of capacity building was adjusted in different stages of migratory crisis – for example some items were not procured as the 4W vehicle (more urgent need was to procure a van instead of 4W vehicle).

Also, the previously planned IT database and the crisis management portal were not funded through the EA but some other sources. The task of the IT portal was shifted from the previously planned migratory use only to be used as a tool in different emergencies.

The additional PSS training was planned in the revised EA in June as the most important part of capacity building of CRC staff working with asylum seekers and migrants on a daily basis. Additional regional PSS training was planned and performed at the end with IFRC assistance outside the scope of this EA.

Quality Programming / Areas Common to all Sectors

Outcome 10: The quality of this operation is ensured and continuous improvement is provided.

Output 10.1: The Croatian Red Cross is monitoring the situation and mobilizes its assets based on current needs.

Activities:

Negotiations and coordination with partner organisations
On-site assessment and monitoring
Mobilisation and coordination of volunteers and staff involved
Weekly reports on the assistance provided

Achievements

The Croatian Red Cross was constantly assessing and monitoring the field situation through regular meeting with staff and volunteers working on the field as well as meetings with IO and NGO partner organizations including on-site monitoring by Headquarters coordinators and operations coordinator.

D. THE BUDGET

The budget of the Emergency Appeal was **CHF 1,315,022**. After finalizing the operations, there is a final balance of CHF 13,504 which will be allocated to the Europe Region Operational Plan 2017.

The major budget line variances are the following:

- **Land, Vehicles & equipment**
 - From a budget of CHF 78,000, the total expenditure stand at CHF 63,258, which represent 81.1% implementation rate.
 - There is an overspent on office & household line (CHF 8,000 budgeted), where CHF 33,954 was spent. The discrepancies are mainly due to the fact that the amount budgeted for vehicle were used to furnish the reception centres.
- **Personnel**
 - From a budget of CHF 241,037, the total expenditure stands at CHF 209,324, which represent 86.4% implementation rate.
 - There is an overspent on national society staff line (CHF 143,925 budgeted), where CHF 180,853 was spent. The overspent is due the software type of activities the National Society was responsible for based on the Ministry of Interior`s request. These activities needed the involvement of more human resources at the reception centres.
- **Financial charges** were omitted in the budget, thus created discrepancies on this line.

Contact information

For further information specifically related to this operation please contact:

In the Croatian Red Cross

- **Robert Markt**, Secretary General;
phone: +385 1 4655 814 (ext. 106); email: robert.markt@hck.hr
- **Anna-Maria Radić**, Head of Department for EU Funds and Education;
phone: +385 1 4655 814 (ext. 141); email: anna-maria.radic@hck.hr

In the IFRC Regional Office for Europe

- **Christophe Lobry-Boulanger**, Head, Europe Migration Response Operation
Phone: +36 1 888 4500, email: christophe.lobryboulanger@ifrc.org
- **Matteo Ciarli**, Operations and Programme Coordination Manager
phone: +36 1 888 4500; email: matteo.ciarli@ifrc.org
- **Henriett Koos**, Disaster and Crisis Response Snr. Officer
phone: +36 1 888 4500; email: henriett.koos@ifrc.org
- **Olga Dzhumaeva**, Partnerships and Resource Development Coordinator
phone: +36 1 888 4500, email: olga.dzhumaeva@ifrc.org
- **Dorottya Patko**, PMER Manager
phone: +36 1 888 4526, email: dorottya.patko@ifrc.org

In IFRC Geneva

Programme and Operations focal point:

- **Susil Pereira**, Operations Support,
phone: +41 22 730 4260, email: susil.pereira@ifrc.org



[Click here](#)

1. Click [here](#) to see the final financial report
2. Click [here](#) to see the Annex
3. Click [here](#) to return to the title page

How we work

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

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



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



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



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

Annex 1 – Lessons Learnt (Summary)

	Achievements	Challenges	Recommendations
Movement coordination and coordination with other actors	<ul style="list-style-type: none"> - The coordination and cooperation between the CRC and governmental as well as non-governmental and international organisation partners was strong and of high level - Partner organizations were aware of the CRC's plans and activities. As a result, there were no overlaps between the activities of the different organizations - Besides the daily meetings regular coordination meetings were held and regular contacts were kept through Viber, WhatsApp, etc. 	<ul style="list-style-type: none"> - Uncertainty regarding the actual needs to respond to as the situation was changing on a daily, or sometimes on an hourly basis - Challenges in timely and effective communication and coordination between the CRC and IFRC at the beginning of the crisis as well as between different departments within the IFRC ROE. This, however, improved when a focal point was appointed at the ROE - Insufficiency in coordination between the CRC and other NSs in the region 	<ul style="list-style-type: none"> - Establish coordination mechanisms at a higher level not only at the level of camp management - Establish clear set of criteria in order to regulate the activities of the NGOs operating in the camps/centres - Develop contingency plan, including agreements between CRC, IFRC, other NSs along the Balkan route and other partners - Organize sub-regional meeting (by IFRC) with the involvement of the NSs along the Balkan route - Enhance communication and coordination between the RC and external partners prior to the occurrence of the crisis
IFRC support services and operations implementation	<ul style="list-style-type: none"> - CRC was involved in the response from the onset of the crisis - The most beneficial support from IFRC was received in the field of logistics as well as planning of and reporting on the Emergency Appeal - Strong support from IFRC's Global Logistics Service was ensured (however, slow at times) 	<ul style="list-style-type: none"> - IFRC support was at the beginning rather late and slow - Lack of clarity on who the lead was t the IFRC ROE for Croatia related operational matters - Lack of continuity in the designated focal points at the IFRC ROE - Little knowledge of some CRC staff on DREF and EA requirements and regulations – more guidance would have been needed from IFRC at the time of developing DREF - Gaps in technical field assistance, such as CEA, Protection and PSS - Gaps in the knowledge of CRC staff of IFRC financial rules and regulations - Emergency Appeal budget was not sufficiently covered - Information system was set up late and was more helpful for the IFRC than for the NS - Strong donor interest at the beginning, which however significantly reduced after the EU-Turkey deal 	<ul style="list-style-type: none"> - Strengthen communication and support from the IFRC to the CRC especially in the technical fields such as CEA, PSS and protection - Organize induction to the IFRC's emergency response tools and related processes – DREF, EAs and budgeting - Provide support through RDRT deployment - Revise reporting templates – eliminate repetitive sections - Organize logistics/procurement training for the CRC staff - Improve assessment tools (to be done jointly by IFRC and NS) - Ensure continuous support from IFRC IM and communications delegate - Overall: IFRC to deploy more delegates so that continuous and effective support is ensured

<p>Operation implementation by the Croatian Red Cross</p>	<ul style="list-style-type: none"> - Access to beneficiaries could successfully be maintained throughout the operation and people could be supported through their whole 'journey' from arrival to the start of inclusion and integration - More beneficiaries could be reached with assistance than originally planned - The operational strategy was adapted successfully to the changing situation (number of migrants, people on the move vs. stranded migrants, etc.) - Database of available RC staff and volunteers was established - Food distribution was continuously coordinated with Mol and NPRD - Fruitful cooperation was established with RC of Serbia and Slovenia in the field of PSS - PSS improved significantly in the course of the operation, especially in the 2nd phase when migrants were moved to the reception centres - RFL service highly appreciated by the migrants (both by people on the move and the stranded migrants) - Migrants (both male and female) were aware of the CRC activities and gave positive feedback on the its services - Link between the migrants and host communities were established through organizing different joint activities such as football matches, cultural events, etc. - CRC managed to build their capacity in terms of knowledge and material assets 	<ul style="list-style-type: none"> - Ever-changing situation – number of beneficiaries, staff, volunteers, lack of information on future situation, etc. - Proper targeting of beneficiaries with special vulnerabilities was challenging in the 1st phase - On-site coordination and distribution was also challenging in the 1st phase due to the large number of NGOs and IOs - CRC's new role in providing health and care services - Ensuring sufficient number of responders in the 1st phase, while too many in the 2nd phase - Lack of interpreters as well as technical staff in Kutina and Porin - Difference in the NS and the IFRC's procurement procedures - Extraordinary attention from media in the 1st phase, which declined significantly in the 2nd phase - Difficulties in monitoring the result and capturing the impact on beneficiaries - Refusal of beneficiaries of PSS and medical treatment - Providing adequate accommodation to all migrants – overcrowded, high percentage of single men - Provision of sufficient quantity of hygiene items (responsibility of Mol) - Quality and quantity of food (responsibility of Mol) - Lack of coherent house and behaviour rules - Safety of women – lack of lockable doors 	<ul style="list-style-type: none"> - Lunch packages not to be handed out, but make it easily accessible (1st phase, on-site distributions) - Provide CRC staff with PSS and follow-up assistance - Provide cash assistance to beneficiaries, so that they can buy their own food - Organize more activities for women only - Provide more information on migrants' legal status - Organize more trainings on marketable skills - Develop house rules - Prepare list of most pressing issues together with migrants and communicate it to the Mol - Develop booklet in all relevant languages with information on house rules, activities, support services, distribution, etc.
--	--	--	--

Disaster Response Financial Report

MDRHR002 - Croatia - Population Movement

Timeframe: 05 Feb 16 to 31 Dec 16

Appeal Launch Date: 09 Feb 16

Final Report

Selected Parameters

Reporting Timeframe	2016/2-2017/2	Programme	MDRHR002
Budget Timeframe	2016/2-2016/12	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

I. Funding

	Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability	TOTAL	Deferred Income
A. Budget			1,315,022			1,315,022	
B. Opening Balance							
Income							
Cash contributions							
<i>British Red Cross (from British Government*)</i>			375,327			375,327	
<i>Japanese Red Cross Society</i>			43,830			43,830	
<i>King Digital Entertainment PLC, King.com</i>			137,526			137,526	
<i>Norwegian Red Cross</i>			202,734			202,734	
<i>Red Cross of Monaco</i>			16,380			16,380	
<i>The Netherlands Red Cross</i>			70,961			70,961	
<i>UL LLC -Underwriters Laboratories,LLC</i>			23,564			23,564	
C1. Cash contributions			870,322			870,322	
C. Total Income = SUM(C1..C4)			870,322			870,322	
D. Total Funding = B +C			870,322			870,322	

* Funding source data based on information provided by the donor

II. Movement of Funds

	Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability	TOTAL	Deferred Income
B. Opening Balance							
C. Income			870,322			870,322	
E. Expenditure			-856,817			-856,817	
F. Closing Balance = (B + C + E)			13,504			13,504	

Disaster Response Financial Report

MDRHR002 - Croatia - Population Movement

Timeframe: 05 Feb 16 to 31 Dec 16

Appeal Launch Date: 09 Feb 16

Final Report

Selected Parameters

Reporting Timeframe	2016/2-2017/2	Programme	MDRHR002
Budget Timeframe	2016/2-2016/12	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

III. Expenditure

Account Groups	Budget	Expenditure					TOTAL	Variance
		Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability		
	A					B	A - B	
BUDGET (C)				1,315,022			1,315,022	
Relief items, Construction, Supplies								
Shelter - Relief	269,877			202,764		202,764	67,114	
Construction - Facilities	39,000			21,681		21,681	17,319	
Construction Materials				4,804		4,804	-4,804	
Clothing & Textiles	83,000			220		220	82,780	
Food	2,610			499		499	2,110	
Water, Sanitation & Hygiene	58,494						58,494	
Medical & First Aid	4,430			4,182		4,182	248	
Teaching Materials	22,940			15,933		15,933	7,007	
Utensils & Tools	38,995			9,193		9,193	29,802	
Other Supplies & Services	157,364			129,766		129,766	27,599	
Cash Disbursement	14,000			2,032		2,032	11,968	
Total Relief items, Construction, Sup	690,710			391,074		391,074	299,636	
Land, vehicles & equipment								
Vehicles	44,000						44,000	
Computers & Telecom	26,000			29,304		29,304	-3,304	
Office & Household Equipment	8,000			33,954		33,954	-25,954	
Total Land, vehicles & equipment	78,000			63,258		63,258	14,742	
Logistics, Transport & Storage								
Storage	7,500			8,382		8,382	-882	
Distribution & Monitoring				8,597		8,597	-8,597	
Transport & Vehicles Costs	35,880			23,027		23,027	12,853	
Logistics Services	20,000			5,344		5,344	14,656	
Total Logistics, Transport & Storage	63,380			45,350		45,350	18,030	
Personnel								
National Society Staff	143,925			180,853		180,853	-36,928	
Volunteers	97,112			28,471		28,471	68,641	
Total Personnel	241,037			209,324		209,324	31,713	
Consultants & Professional Fees								
Consultants	1,200						1,200	
Professional Fees	35,000						35,000	
Total Consultants & Professional Fees	36,200						36,200	
Workshops & Training								
Workshops & Training	20,400			22,298		22,298	-1,898	
Total Workshops & Training	20,400			22,298		22,298	-1,898	
General Expenditure								
Travel	21,200			4,450		4,450	16,750	
Information & Public Relations	11,915			7,337		7,337	4,578	
Office Costs	50,633			23,741		23,741	26,892	
Communications	18,000			14,595		14,595	3,405	
Financial Charges				7,242		7,242	-7,242	
Other General Expenses				8,843		8,843	-8,843	
Total General Expenditure	101,748			66,207		66,207	35,541	
Indirect Costs								
Programme & Services Support Recover	80,046			51,838		51,838	28,208	
Total Indirect Costs	80,046			51,838		51,838	28,208	
Pledge Specific Costs								

Disaster Response Financial Report**MDRHR002 - Croatia - Population Movement**

Timeframe: 05 Feb 16 to 31 Dec 16

Appeal Launch Date: 09 Feb 16

Final Report

Selected Parameters

Reporting Timeframe	2016/2-2017/2	Programme	MDRHR002
Budget Timeframe	2016/2-2016/12	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

III. Expenditure

Account Groups	Budget	Expenditure					TOTAL	Variance
		Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability		
	A					B	A - B	
BUDGET (C)				1,315,022			1,315,022	
Pledge Earmarking Fee				5,367		5,367	-5,367	
Pledge Reporting Fees	3,500			2,100		2,100	1,400	
Total Pledge Specific Costs	3,500			7,467		7,467	-3,967	
TOTAL EXPENDITURE (D)	1,315,022			856,817		856,817	458,204	
VARIANCE (C - D)				458,204		458,204		

Disaster Response Financial Report**MDRHR002 - Croatia - Population Movement**

Timeframe: 05 Feb 16 to 31 Dec 16

Appeal Launch Date: 09 Feb 16

Final Report

Selected Parameters

Reporting Timeframe	2016/2-2017/2	Programme	MDRHR002
Budget Timeframe	2016/2-2016/12	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

IV. Breakdown by subsector

Business Line / Sub-sector	Budget	Opening Balance	Income	Funding	Expenditure	Closing Balance	Deferred Income
BL3 - Strengthen RC/RC contribution to development							
Migration	1,315,022		870,322	870,322	856,817	13,504	
Subtotal BL3	1,315,022		870,322	870,322	856,817	13,504	
GRAND TOTAL	1,315,022		870,322	870,322	856,817	13,504	