



Red Cross Rapid Response teams operating across various cities in Ukraine, providing assistance to rescuers and people affected. Photo: Ukrainian Red Cross Society

# OPERATIONS UPDATE #9

## UKRAINE AND IMPACTED COUNTRIES CRISIS

<b>Emergency appeal No:</b> <a href="#">MGR65002</a>	<b>Glide No:</b> OT-2022-000157-UKR
<b>Revised Emergency Appeal launched:</b> 10/05/2023	<b>Number of people being assisted:</b> 22.65 million
<b>Revised Operational Strategy published:</b> 20/06/2023	In Ukraine: 17 million
	Impacted countries: 5.65 million
<b>Operation timeframe:</b> 46 months (28/02/2022 - 31/12/2025)	<b>Timeframe covered by this update:</b> From 01/09/2023 – 30/11/2023
<b>Funding requirements (CHF):</b> CHF 800 million through the IFRC Emergency Appeal CHF 2.7 billion Federation-wide	<b>DREF amount initially allocated:</b> CHF 1 million
<b>Date:</b> 17 January 2024	

To date, this Emergency Appeal, which seeks CHF 800 million, is 60% funded, and a significant funding gap of CHF 322 million remains. To continue supporting National Societies around the world to play their key role in supporting people impacted by the crisis, the IFRC calls for partners to renew their commitment to accompanying the IFRC Network in its response by further contributing to the IFRC Appeal.



Verona Friedman (left) and her Slovak host Julia Gulashova (right), share a laugh at home in Poprad, Slovakia. Photo: Edgar Zuniga, IFRC

Julia Gulashova, a Slovak widow is renting out rooms in her home to older Ukrainian women in Poprad, about an hour northwest of Kosice. *"I am not alone anymore, we have become a family, sisters, we laugh, we even dance together,"* Julia said, as Verona Friedman, a Ukrainian living with Julia laughs. They search for songs on YouTube to dance to.

Julia and her guests can communicate rather well as Slovak and Ukrainian are very similar, both being East Slavic languages. For Julia, hosting these Ukrainian women is not just an important source of income, but is also making a positive impact on her life. *"We have to help each other, that's the spirit of humanity."*

The cash-for-shelter programme of the Red Cross helps people from Ukraine rent an accommodation or to contribute financially to Slovak households hosting them. This type of support also helps boost the local economy and can play an integral role in social cohesion; that is the positive integration between people who have fled Ukraine and their host communities in neighbouring countries.

## A. SITUATION ANALYSIS

### Description of the crisis

The international armed conflict in Ukraine continues, inflicting a devastating toll on the lives of people. The protracted crisis in has resulted in massive civilian casualties, severe harm to critical infrastructure and livelihoods, and widespread displacement from front-line communities, leading to an alarming escalation in humanitarian needs, inside and outside of Ukraine.

In Ukraine, in the months of November and December 2023, civilian casualties increased as the conflict entered its second winter. The first days of January 2024 marked the largest aerial attack reported since February 2022, hitting residential buildings across multiple cities within the country.

As temperatures dropped below zero, additional challenges emerged as disruption of energy infrastructure, water and gas systems creates a new dimension of the humanitarian crisis.

Black Sea ports and grain storage facilities remain under attack, further burdening farmers already grappling with extensive landmine contamination, particularly in Ukraine's vital breadbasket regions.

Millions of people have crossed borders from Ukraine into neighbouring countries and beyond. Most of these individuals have been displaced for nearly two years, and the gaps in meeting their needs are still increasing. Displaced people from Ukraine still require safety, assistance, and critical protection to lead dignified lives and restore their well-being and livelihoods.

The gravity of the situation in Ukraine and its subsequent effects have had a severe impact on the psychosocial well-being of people. Those within Ukraine and those displaced across borders have faced, and continue to face, critically stressful events stemming from two years of ongoing unpredictability and constant threat. More displaced people from Ukraine are coming forward, requesting individual psychological support to manage their stress, anxiety, grief, and loss.

### Summary of response: Federation-wide overview

#### Data scope and limitations

- **Missing data and breakdowns:** National Societies have diverse data collection systems and processes that may not align with the standardised indicators set by the Ukraine and impacted countries crisis operational response framework. Data may not be available for some indicators, for some National Societies. This may lead to inconsistencies across different reporting tools as well as potential under or over-estimation of the efforts led by all. Thus, reported data may represent cumulative reach and not unique people.
- **Reporting bias:** The data informing this Federation-wide overview is self-reported by each National Society (or its designated support entity) which is the owner and gatekeeper, and responsible for accuracy and updating. IFRC triangulates the data provided by the National Societies with previous data and other data in the public domain.
- **Outliers:** In the reported data, a majority of the totals may be attributed to large National Societies and key National Societies involved in the response, which could significantly influence the overall analysis.
- The data outlines both the domestic assistance provided to people arriving in the National Society's own country, as well as the international support from one National Society to another. This separation of these contributions into international or domestic support can be found in the detailed Federation-wide data on the [GO Platform](#).

# Federation-wide Overview Ukraine and impacted countries



December 2023

Data Sources: displacement data - UNHCR (22/12/2023) and IOM (09/2023); people reached data - Federation-wide data system (12/2023)

Date Produced: 22/12/2023

Disclaimer: The maps used do not imply the expression of any opinion on part of the International Federation of Red Cross and Red Crescent Societies or National Societies concerning the legal status of a territory or of its authorities.



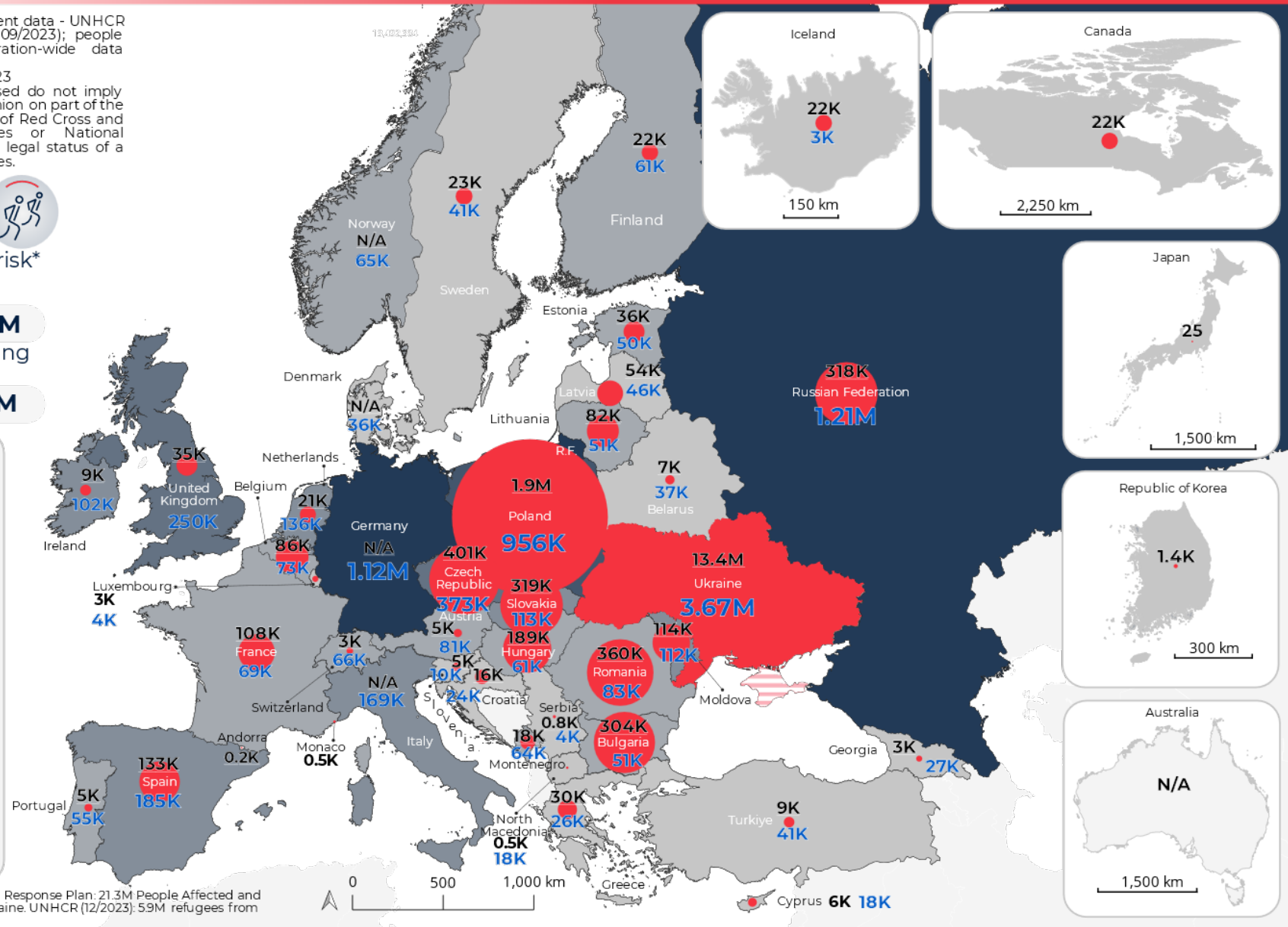
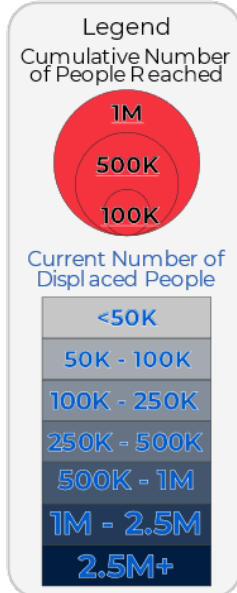
People affected/at risk\*

Ukraine

21.3M

Neighbouring countries

5.9M



\*OCHA's 2023 Humanitarian Response Plan: 21.3M People Affected and 17.6M People in Need in Ukraine. UNHCR (12/2023): 5.9M refugees from Ukraine recorded in Europe

# Response

## Health and Care, including Water, Sanitation and Hygiene



**1.3M** people reached with **primary health services** and/or referral to public health institutions



**1.2M** people reached with **Mental Health and Psychosocial Support (MPHSS) services**



**446K** people trained in **First Aid**  
**13K** people trained in **MHPSS**



**1.3M** people reached with **hygiene supplies**

## Integrated Assistance



**18M** people reached with **relief assistance for basic needs** including **364K** people reached with **food (in-kind)** and **99K** people reached with **clothing and household items**



**1.14M** people reached with conditional and/or unconditional **cash and voucher assistance**  
CHF **129M** was distributed



**2M** people accommodated by **host families** and **150K** host families supported by National Societies



**281K** people reached with **temporary collective shelter** or accommodation

## Protection and Prevention



**885** RCRC **Humanitarian Service Points (HSP)** / distribution points  
**529K** people reached at HSPs



**689K** people supported in **official procedures**



**433K** people assisted with **transportation or evacuation**



**258K** people reached in **Protection Gender Inclusion activities**  
**209K** children welcomed in **child-friendly spaces**



**21 NS** established **feedback mechanisms**; **12,000** community **feedback comments** were collected, and **30** reports produced

## Enabling Functions



**130K** **volunteers** involved in the operation



**6,967** **branches** responding



**Tons of goods** distributed by National Societies  
**64,709** domestically, **900K** internationally

ALL ACTIVITIES BY OPERATIONAL PRIORITY

# I: HEALTH and CARE

## Health and care, including Water, Sanitation, and Hygiene

**How to read these graphs**

The data depicted in **white** represents the domestic assistance provided to people within the **National Society's own country**, categorized by Federation-wide reach indicators. The **red shows** the reach through **international** programmatic support from one National Society to another. Each red segment is a **portion** of the larger white total. It demonstrates the extent of international programmatic support contributed by partners to the domestic activities of each National Society.

People reached with primary health services and/or referral to public health institutions



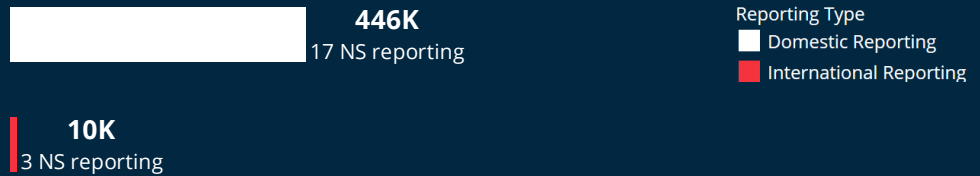
People reached with hygiene supplies



People reached with Mental Health and Psychosocial Support (MHPSS) services

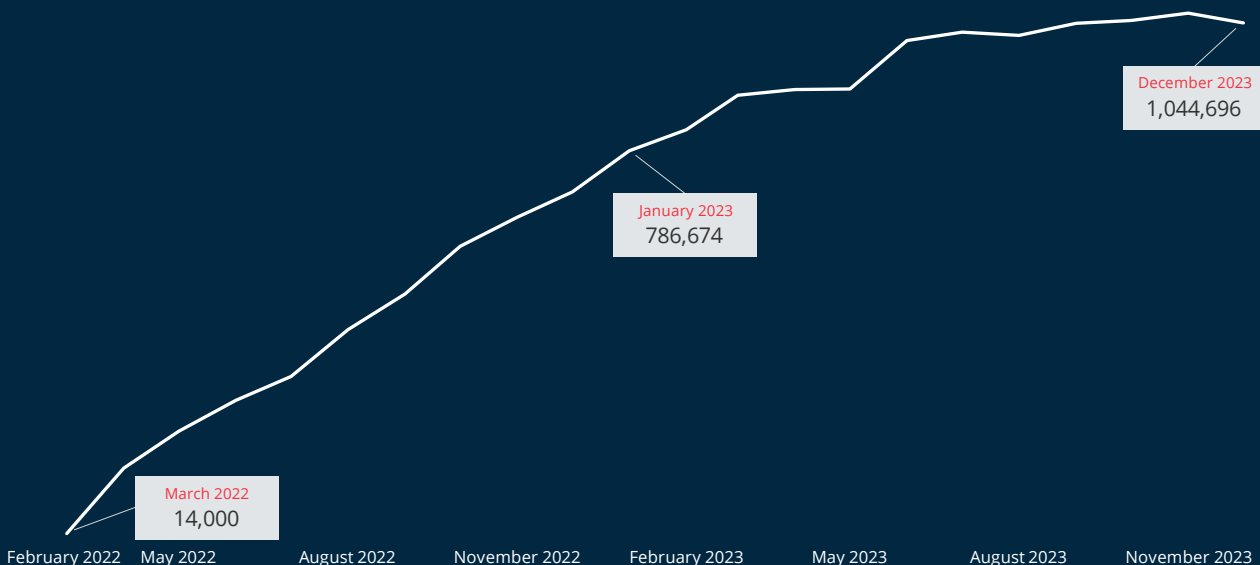


People trained in First Aid



Reporting Type  
 ■ Domestic Reporting  
 ■ International Reporting

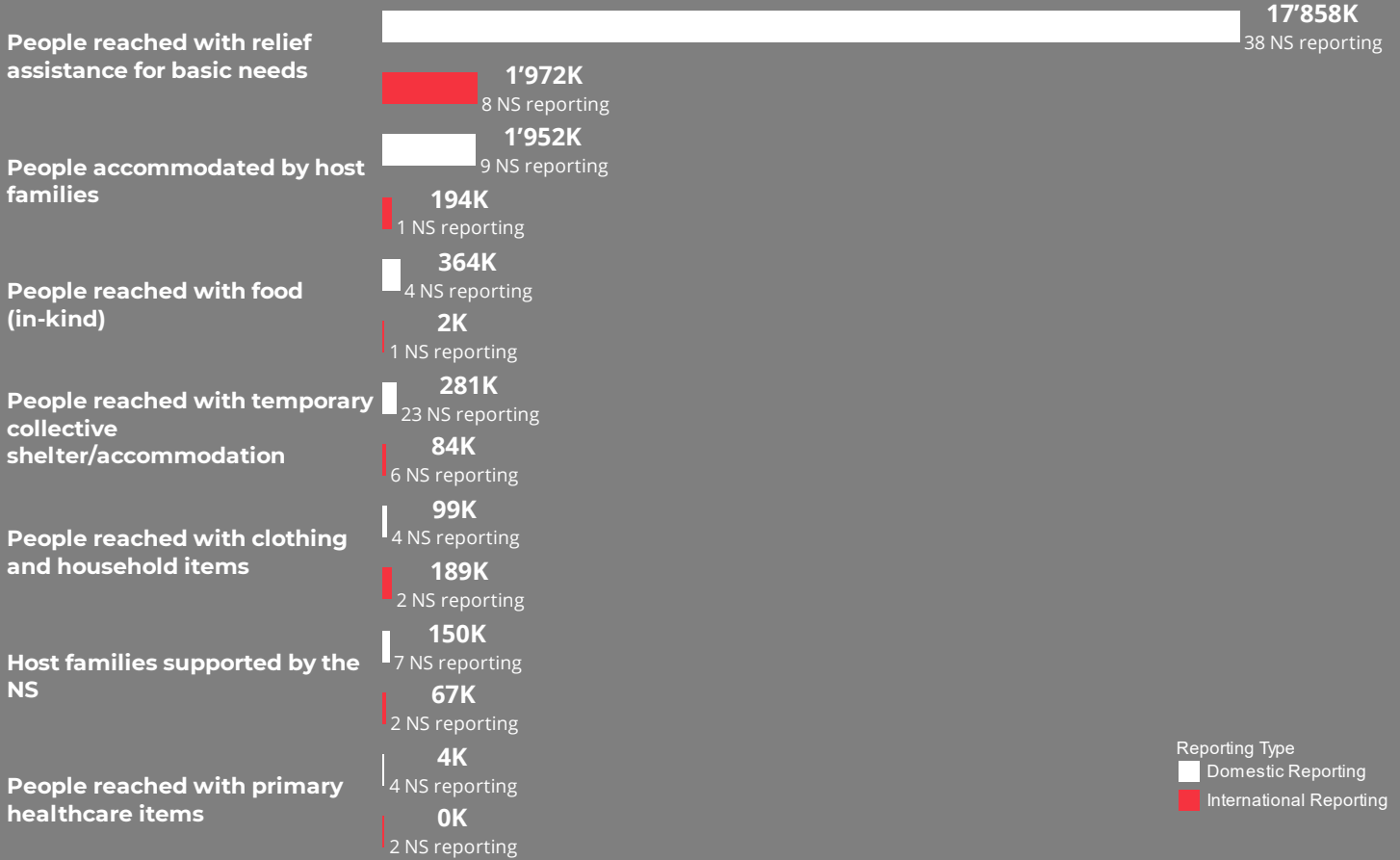
### People reached with Mental Health and Psychosocial Support (MHPSS) services



ALL ACTIVITIES BY OPERATIONAL PRIORITY

## II: Integrated Assistance

### Shelter, Multi-Purpose Cash, and Livelihoods

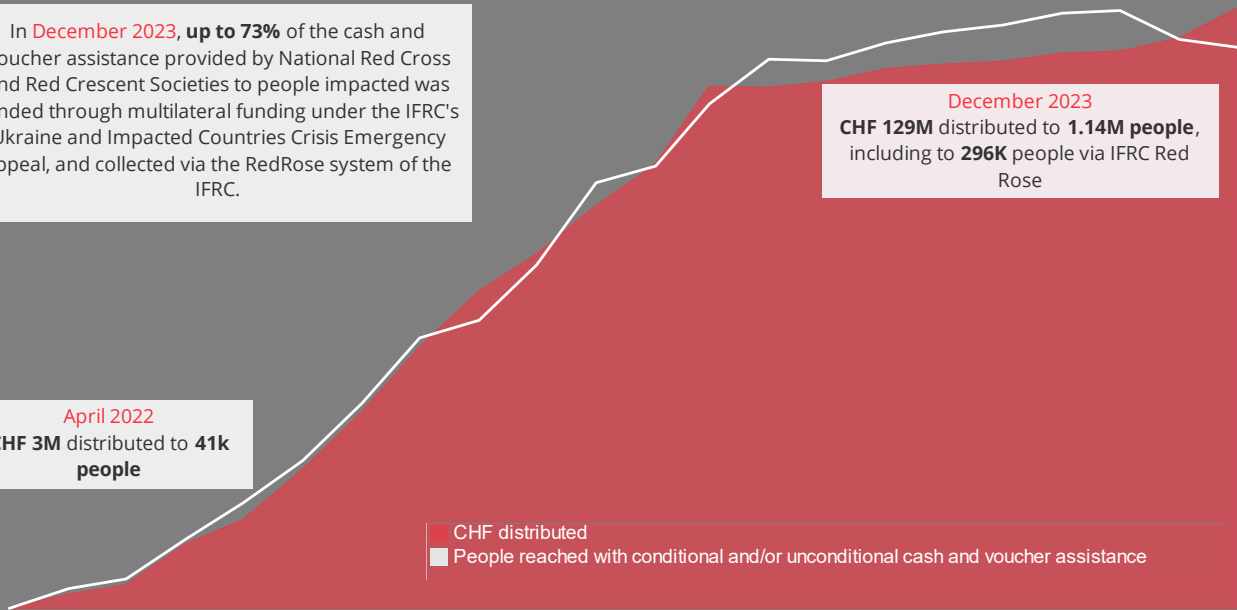


### Conditional and/or unconditional cash and voucher assistance

In **December 2023**, up to **73%** of the cash and voucher assistance provided by National Red Cross and Red Crescent Societies to people impacted was funded through multilateral funding under the IFRC's Ukraine and Impacted Countries Crisis Emergency Appeal, and collected via the RedRose system of the IFRC.

**December 2023**  
**CHF 129M** distributed to **1.14M people**, including to **296K** people via IFRC Red Rose

**April 2022**  
**CHF 3M** distributed to **41k people**



ALL ACTIVITIES BY OPERATIONAL PRIORITY

### III: Protection and Prevention

People supported in official procedures



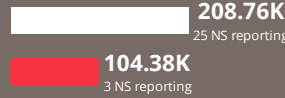
People reached at RCRC Humanitarian Service Points



People assisted with transportation or evacuation



Children welcomed in child-friendly spaces



People reached with PGI activities



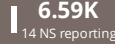
People reached with social cohesion activities



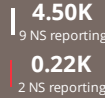
People reached with education support



People reached with language support services



People reached with employability support



Reporting Type  
 Domestic Reporting  
 International Reporting

#### Migration



**885 Humanitarian Service Points/** distribution points domestically



**1.95M people accommodated** by host families

#### Community Engagement and Accountability



**21 NS** established **Feedback Mechanism** where affected people can provide comments, complaints, or questions



**12,000 individual community feedback** comments have been collected as reported by National Societies. **30 reports** have been produced from the feedback collected, leading to **9 key operational decisions** based on community feedback.



# Needs analysis

## Ukraine

### HEALTH

The healthcare system in Ukraine remains functional but is highly overstretched with increased prices of medicines and poverty being major barriers to healthcare access in the country. Displacement has greatly affected people's access to healthcare, both for internally displaced persons (IDPs) and host communities<sup>1</sup>. Urgent needs for IDPs include better access to psychological and psychosocial support, which has been hampered by the low availability of clinical psychologists, weak referral systems, and stigma around mental health support. An estimated 1.5 million children are at risk of depression, anxiety, post-traumatic stress disorder (PTSD), or other mental health issues<sup>2</sup>. Older people, especially those remaining in non-government-controlled areas (NGCAs) or frontline areas, struggle to access primary and specialised healthcare. They often cannot afford medicine and are less likely to receive financial assistance, whether from the government or NGOs<sup>3</sup>.

### WATER, SANITATION AND HYGIENE (WASH)

2023 Humanitarian Needs Overview (HNO) estimates that 11 million individuals are in need of WASH-related assistance with women and female-headed households, especially those with children and family members over 65, reporting an increased priority for WASH needs<sup>4</sup>. 2.5 million people have been identified needing specific winterisation support, including livelihoods and food security, shelter and water and sanitation<sup>5</sup>. Among the female IDPs the need for hygiene items was reported. 49% specified the need for menstrual hygiene items, while returnees reported primarily needing power, heating, lighting and water equipment and supply (47% of returnees surveyed), as well as warm clothes (44%) to improve their family's resilience during the winter<sup>6</sup>.

### SHELTER

As collective sites close or consolidate and state funding decreases, displaced people are in need of alternative housing solutions. Many individuals in vulnerable situations, including older people, single-headed households, and people with disabilities, are still residing in temporary collective centers, without a sense of permanence and stability. For an estimated 74% of IDPs, lack of funds to repair damaged houses remains a major obstacle, preventing their return to their places of origin. For others, savings are being depleted, exacerbating the unaffordability of housing and highlighting the urgent need for social rental housing<sup>7</sup>.

### PROTECTION

According to a rapid gender analysis, 29% of men and 32% of women between ages 19-59 reported not having access to Mental Health and Psychosocial Support (MHPSS), especially in rural areas. For women over 60 years of age, access is higher than in other age groups, with only 7% of women reporting no access. Overarching barriers include cost to access services, social stigma, concerns about confidentiality, and the lack of trusted information about services. The latter challenge was highlighted by LGBTQI+ respondents of the survey, of which 62% reported having no access to MHPSS<sup>8</sup>.

### EDUCATION

The education infrastructure of Ukraine continues to be heavily impacted by the ongoing conflict with 3,793 educational institutions damaged, of which 365 completely destroyed. However, the rate of damage is decreasing, and work

<sup>1</sup> [ACAPS: Ukraine. Impact of the conflict on the healthcare system and spotlight on specific needs](#). 22 September 2023

<sup>2</sup> [Assessment Capacities Project](#)

<sup>3</sup> [HelpAge: Ukraine: Older People unable to afford food, medicines, other essentials](#). 23 February 2023

<sup>4</sup> [CARE: Rapid Gender Analysis Ukraine](#). October 2023

<sup>5</sup> [Norwegian Refugee Council: Ukraine: Millions face winter in damaged homes, under threat of air raids, beyond the reach of aid](#). 14 November 2023

<sup>6</sup> [IOM: Ukraine Returns Report. General Population Survey round 4](#). October 2023

<sup>7</sup> [IOM Regional Ukraine Response Situation Report](#). Quarter 3 2023

<sup>8</sup> [CARE: Rapid Gender Analysis Ukraine](#). October 2023

is ongoing to renovate and rebuild schools and other educational institutions<sup>9</sup>. The vast majority of children in collective sites are now accessing education according to recent assessments, however some face specific challenges often related to a lack of technology with Roma children particularly affected<sup>10</sup>.

## Impacted countries

In bordering countries and beyond, pendular movements are ongoing, with those who have recently left Ukraine seek safety in Slovakia, Romania, Poland, Russia, and Moldova. The current needs of displaced people are related to integrating into societies, including socio-economic integration (employment, education, housing), socio-cultural integration (language, social connections, orientation), wellbeing (including health and mental health), protection, as well as participation.

## HEALTH

While access to health is mostly covered by the entitlements offered by the Temporary Protection status in most countries, there are still places where only emergency healthcare is available. Specialised healthcare, including services for certain groups (women, people with chronic diseases) remains challenging to access. In addition, despite access being guaranteed by Temporary Protection status the reality is that displaced people from Ukraine still face numerous barriers when seeking health services, including administrative process, language barriers or denied access.<sup>11</sup> A large number of displaced people are in need of information about **health insurance, medical examinations, and in general access to health services**<sup>12</sup>.

Based on an IFRC survey conducted **to understand perceptions and access** to mental health services for people displaced from Ukraine in Europe, the findings reveal that 83.3% of surveyed displaced people faced stressful or traumatic events due to the ongoing international armed conflict. 69.9% reported not seeking psychological support, primarily due to unawareness of available support services.

## SHELTER AND HOUSING

54% of displaced people are renting accommodation, with an additional 22% being hosted by relatives. Among the displaced households that rent, 15% report not having a formal rental contract with the owner. The need for displaced individuals from Ukraine to access long-term, sustainable, and safe housing persists, with existing.<sup>13</sup> Many displaced people in neighboring countries are still seeking information on **available housing options**<sup>14</sup>.

## EMPLOYMENT

Displaced people from Ukraine are exposed to many of the same vulnerabilities as other citizens when it comes to employment, but they are at increased risk of maintaining and strengthening skills, resources and livelihood and accessing stable employment. 18% of displaced people in impacted countries are unemployed. Barriers to employment include a lack of opportunities, language barriers, and insufficient information. Among the 41% of displaced individuals employed, 13% do not have an employment contract, and 18% report working excessively long hours.<sup>15</sup>

## EDUCATION

23% of households with school-aged children reported that at least one child is not registered for education in the host country. The main reasons include online schooling, language barriers, and discrimination. Among households with children who are not of mandatory education age, 41% do not have access to childcare.<sup>16</sup>

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<sup>9</sup> [Save Schools in Ukraine](#). October 2023

<sup>10</sup> [CCCM, REACH, October 2023](#)

<sup>11</sup> UNHCR - [Regional Protection Profiling & Monitoring](#)

<sup>12</sup> Findings collected through helplines, humanitarian service points, and social media monitoring by CEA focal points in National Societies and the IFRC Regional Office for Europe, in collaboration with the 510 Team of the Netherlands Red Cross.

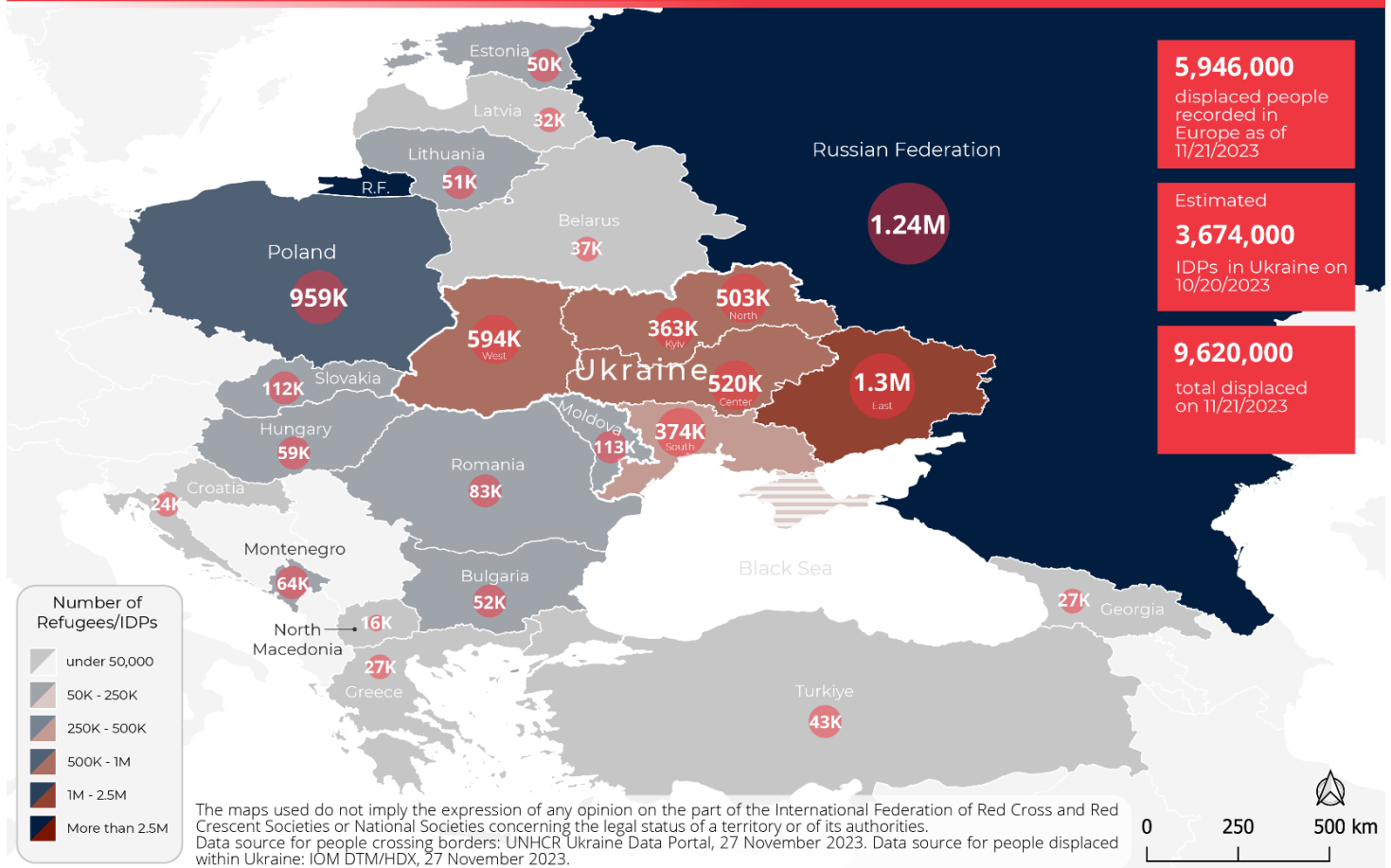
<sup>13</sup> UNHCR - [Regional Protection Profiling & Monitoring](#)

<sup>14</sup> Idem.

<sup>15</sup> UNHCR - [Regional Protection Profiling & Monitoring](#)

<sup>16</sup> UNHCR - [Regional Protection Profiling & Monitoring](#)

# Magnitude of Refugees and IDPs Ukraine and Impacted Countries Crisis



## FAMILY LINKS AND PROTECTION

67% of displaced people from Ukraine in impacted countries have immediate family members who remained in Ukraine. 64% of displaced people have faced difficulties reuniting with immediate family members who remained in Ukraine. 11% of displaced people faced difficulties during the temporary protection application or extension processes.

## Operational risk assessment

With the eruption of conflict and worsening humanitarian needs that require support and assistance across the globe, donor attention and support is likely to split across multiple places. This may have detrimental effects on our ability to continue providing vital support to people in need inside Ukraine and across the affected countries. Continued financial support from donors for humanitarian action and support for early recovery and integration of displaced people are essential to be able to continue supporting basic needs inside and outside of Ukraine, simultaneously supporting with rehabilitation and rebuilding efforts where possible.

Despite that numbers of displaced people in surrounding countries have decreased in comparison to 2022, significant numbers remain, including in small European countries such as Bulgaria or Slovakia. Here, Red Cross-National Societies continue to support mostly with cash assistance as the most accessible, preferred and dignified method. As part of the recovery strategy in surrounding countries, integration activities are being scaled up, including support with finding employment or language courses, to enhance self-sustainability and boost livelihoods of affected population.

## B. OPERATIONAL STRATEGY

### Strategic highlights

The ongoing international armed conflict has led to extensive damage to housing, critical infrastructure, and essential services such as energy, water, and heating systems, affecting the lives of millions of people inside and outside of Ukraine. With the onset of the harsh winter of 2023-2024, the situation is expected to worsen, particularly for groups in vulnerable situations, such as internally displaced persons (IDPs), prospective returnees, older people, and children. These groups are at risk of facing severe hardships, including a lack of access to power, running water, heating, and essential medical supplies. The IFRC and National Societies have developed their [Winterization Strategy 2023-2024](#), which takes into account the potential impact of ongoing military actions on power, water, and gas systems inside Ukraine, highlighting the importance of preparedness for such contingencies. It also acknowledges the evolving needs and situation in impacted countries, where displaced people from Ukraine may face changing policies and host communities will have exacerbated needs as well. Based on unique challenges posed by the winter months, as well as learnings from last year's winter response, the Winterization Strategy 2023-2024 aims to provide essential support in the form of access to basic necessities such as food and non-food-items (NFIs), financial assistance and extended access to critical services including healthcare, shelter, information and referrals.

National Societies, supported by the IFRC and Movement partners, are shifting from emergency response to a protracted crisis scenario. The response is coordinated with Partner National Societies (PNS) and the International Committee of the Red Cross (ICRC), with the focus on long-term programming and integration and inclusion activities for displaced people in their host communities, including providing assistance and integration activities, employability support, language courses. All these activities are underlined by the strengthening National Society development approach, and by advocating for principled humanitarian action.



*In Lviv, Ukraine, internally displaced persons from Kherson, Ochakiv, Mariupol, Zaporizhia and other Ukrainian cities, receive winter assistance. During winter, people feel a greater need for warm clothing, blankets, food products, and even furniture. Photo: IFRC*

# C. DETAILED OPERATIONAL REPORT

## 1. Ukrainian Red Cross Society response overview



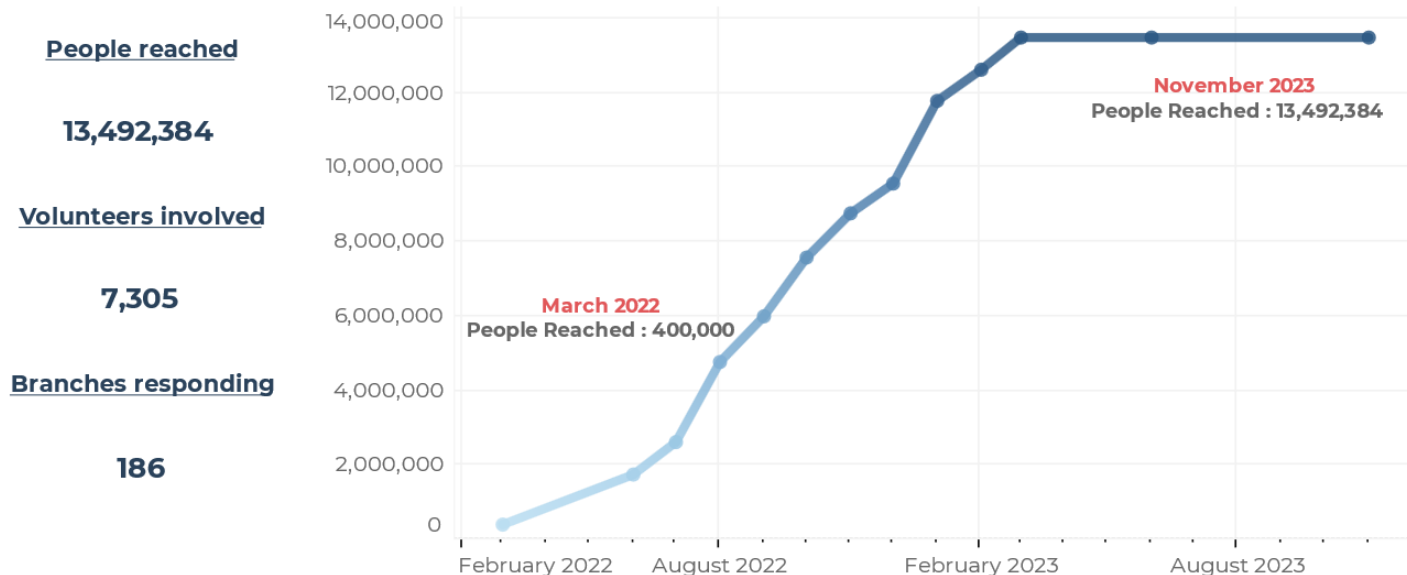
### Ukrainian Red Cross Society

Federation-wide Country overview  
from March 2022 to November 2023

Total Income: **CHF 378,676,648**

Total Expenditure: **CHF 373,932,269**

#### National Society reach



#### People reached by sector

Icon	Sector	People Reached
	Basic needs support	13,492,384
	Shelter, Housing and Settlements	1,917,859
	Health and Care	1,119,143
	Multi-purpose Cash	474,452
	Migration	396,387
	Protection Gender and Inclusion	126,628

As reported to the Federation-wide Data System. Cumulative data covering from the beginning of the response up until 30 November 2023. Financial data last updated in December 2023.

## Detailed progress by sector



### Health & Care

During the reporting period, the Ukrainian Red Cross Society (URCS) continued implementing and expanding their **Mobile Health Units (MHUs)** initiative to improve access to primary health care in remote and frontline areas of Ukraine, as well as targeting internally displaced persons (IDPs). In September and October, new MHUs were launched in Odesa and Sumy regions. During autumn 2023, 131 MHUs operated in 22 regions across Ukraine and facilitated over 145,000 primary healthcare consultations, this was possible through Movement partners' technical and financial support (IFRC, ICRC, Austrian Red Cross, Canadian Red Cross, Danish Red Cross, Finnish Red Cross, German Red Cross, Italian Red Cross, Japanese Red Cross, Norwegian Red Cross, and Swedish Red Cross).

**The URCS Health Promotion and Disease Prevention (HPDP) team** of 19 volunteers, trained in strengthening community health, are working with communities in two regions (Kirovohrad and Vinnytsia). During September-October, 6,154 persons (2,331 males and 3,223 females) were reached via 1,032 community-level interventions, including information sharing and practical sessions, individual consultations, and motivational interviews to support people to increase control over their physical health and facilitating behaviour change. To support the work of volunteers and harmonize the approach to HPDP, the URCS HPDP unit has been developing standardized guidelines that include the HPDP Matrix, scripts for the delivery of information and practical sessions, and activity tracker.

The URCS continued providing **home-based care (HBC)** through social helpers to over 5,830 people with limited mobility. Two workshops were held to facilitate coordination, collaboration and knowledge/experience exchange among HBC teams with a focus on lessons learned regarding "Results and perspectives of Active Aging Clubs." International visits to Italy and Moldova provided valuable insights by exchanging experiences of other National Societies and NGOs involved in HBC and Active Aging (AA), while also allowing the URCS to share experiences at current situations in these fields. The digitalization of HBC processes was initiated from a meeting with the Latvian Red Cross regarding their digital system. The HBC team was provided with CEA training by the Danish Red Cross. Discussions with PGI and Mobile Rehabilitation Unit (MRU) teams explored collaboration and the integration of these components into the HBC program. The URCS HBC Unit has started to prepare cash and voucher assistance (CVA) for winterization among the HBC beneficiaries. This period showcased a holistic approach to enhancing and expanding HBC services, incorporating lessons learned, exchanging international experiences with neighbouring NSs, and advancements in digitalization and collaboration with related components.

Currently, all infrastructure projects, including those for health facilities, are implemented under the shelter unit. The intention is to build a unit for the health unit infrastructure and rehabilitation. The URCS supported the installation of solar panels in two health facilities in Vyshneve, Kyiv region with a capacity of 100 KW each. In the hospital Okhmadyt, Kyiv city, the URCS installed a sterilization station in the disinfection unit. The URCS also supported the replacement of damaged windows in the health facility in Dnipro Specialised Multidisciplinary Hospital No.1, covering a total area of 600 sq. m. Currently, the second phase of rehabilitation (Lviv) is in progress to be completed by the end of the year among several smaller skill projects country wide.

**First Aid (FA) Department** celebrated the World First Aid Day in all regional centres in September. First Aid conducted three FA instructor trainings for Zaporizhzhia, Lviv, Donetsk and Kherson regions. Representatives from Donetsk and Kherson oblasts participated in one training. The URCS has begun digitalization to transition FA training to a blended platform (online-offline). The first phase of research on pedagogical features for people with physical disabilities started, including the inclusion of people with disabilities in the learning process. Representatives from the URCS FA Department worked with the National Rehabilitation Centre "UNBROKEN" on a joint FA programme for people with physical disabilities. The Head of URCS FA Department also took part in the training for Master Trainers at the Global First Aid Reference Centre in Paris and received a Diploma of Master Education level D.



## Mental Health and Psychosocial Support

In September-November, the URCS **Mental Health and Psychosocial Support (MHPSS) Unit** delivered services to approximately 8,300 people across Ukraine. During the reporting period, the URCS MHPSS team focused on improved integration and coordination as well as rolling out structured supervision, counselling and **PSSFA** as part of ongoing capacity building and program expansion. In September **the MHPSS Integration Workshop** was held which brought together URCS and Partners came together to discuss the integration of MHPSS into various departments. In October, the MHPSS Unit participated in several high-level events to mark World Mental Health Day, including the European Network on Mental Health and Psychosocial Support Annual Forum and Kyiv Mental Health Forum, hosted by the World Health Organisation (WHO) and the Coordination Centre for Mental Health under the Cabinet of Ministers of Ukraine, and also hosted a press briefing on the topic, including to recognize and publicize the URCS work on MHPSS. During the two days, over 100 psychosocial support (PSS) events for the population and for the URCS teams took place, and 7 **PSS Centres** held open door days, where the public got acquainted with the work of the Centre, talked to coordinators and volunteers and learned how to participate in the URCS MHPSS activities.

The MHPSS Unit participated in a two-week training of trainers on the **Integrated Model of Supervision** in Copenhagen, led by the IFRC Psychosocial Reference Centre. New **Counselling Programme**, supported by the Danish Red Cross, was successfully piloted in Dnipro, Zaporizhzhia and Mykolaiv regions, with new teams that were recently trained in Kherson and Kropyvnytskyi regions to start the counselling program in December. A school-based **Children's Resilience Programme** in Khmelnytskyi, supported by the Danish Red Cross will be piloted in 3 regions in Western Ukraine, to roll out to targeted regions across Ukraine.

URCS delivered **training in referrals for mental health needs and survivors of sexual and gender-based violence (SGBV)** in Kherson, Mykolaiv and Zaporizhzhia. The training development was supported by the Swedish, Norwegian and Danish Red Cross. Teams will now be able to support members of their community to access relevant health, protection, and mental health services using a survivor-centred approach. PFA sessions were delivered to the Emergency Response Team in Kherson to better respond in emergency situations. The URCS MHPSS Unit started collaboration with the Ministry of Social Policy and signed an MoU with the State Service of Ukraine on Labor Issues. The report on the **MHPSS Needs Assessment** conducted in 6 regions of Ukraine and accompanied by a nationwide survey is nearly complete and will be ready soon.

During the reporting period, the URCS **Physical and Mental Rehabilitation** Unit expanded with the addition of two coordinators, and the IFRC supported the URCS with deployment of a Rehabilitation Delegate. In September, the team attended and presented at the First Ukrainian Physical Therapy Congress. The URCS Mobile Rehabilitation Units concept and plans are being developed and Rivne and Volyn will pilot this initiative. The Rehabilitation Centre of the Mykolaiv Regional Organization of the URCS continues to provide the community with physical therapy support services.

In cooperation with the Lviv First Territorial Union, URCS has continued implementing the project on training nurses to improve the quality of care to support the increased number of injured people. The URCS also signed an MoU with Bryukhovychy Rehabilitation Centre in Lviv on its renovations and supplied the equipment for rehabilitation centres in Pushcha-Vodytsia and Borodianka in Kyiv region.



## Water, Sanitation and Hygiene

The URCS has completed the repair of the well and launched it into operation in Chystopil village, Nikopol district, Dnipropetrovsk region. Since October until December 2023, the URCS implements a project on production and distribution of drinking water on the territory of Mykolaiv City for the residents and IDPs, ensuring a monthly water

supply for up to 65,000 people. The URCS has started the construction of an artesian well facility to supply water to Chornobaivka village, Kherson region. Also, the URCS procured and distributed VSPM 140-20 pumps (motor + hydraulics) along with a set of 50 units among the regions and procured 15 trailer-mounted units designed for emergency drinking water supply to the population in extraordinary situations when centralized water supply is unavailable, with a capacity of 15-25 cubic meters of water per day. Under the winterization effort, 60/100 mobile water treatment units are procured and pre-positioned, remaining will be delivered in December along with 50 submersible pumps for emergency use.



## Shelter, Housing and Settlements

During the reporting period, the URCS has successfully completed the construction of 112 temporary residence units for IDPs in Chernihiv City who lost their homes due to the conflict (seven two-story buildings, each containing 8 one-bedroom and 8 two-bedroom fully furnished and equipped apartments with separate bathrooms and kitchens, with adherence to all safety, energy efficiency, and comfort standards). The URCS also provided this complex building with two 200 kW generators. Similar structures are planned to be constructed in the village of Batrad, Berehiv district, Zakarpattia region in 2024 for displaced persons from Rubizhne, Luhansk region. In Kherson region, the URCS supported the authorities with the installation of 10 units of concrete bomb shelters, 7 more units are currently underway.

The URCS continued windows-restoration programs for those affected by shelling, with assistance provided to over 2,000 affected individuals to date. The program is being implemented in Kyiv City and Chernihiv region, with plans for expansion to the Kherson region. As part of the restoration efforts, the URCS has repaired power lines in the villages of Horenka and Borodyanka, Kyiv region. In the Zhytomyr region, in collaboration with local authorities, the IDP resettlement site was cleared with land development in place; the pilot units are expected to arrive in Ukraine in December.

Regarding winterization assistance, the URCS is providing critical infrastructure with generators and modern energy-efficient modular gas-diesel boiler houses throughout Ukraine, providing warmth to over 40,000 people. In coordination with the regional branches, the URCS has distributed 4,000 solid fuel stoves. The procurement of the essential household items (sleeping kits, blankets, pillows, mobile kitchen hygiene kits etc.) for the URCS 2023-24 winter response is currently ongoing with the support of the IFRC and partners.



## Livelihoods

In October 2023, in partnership with the IOM, the URCS finished its project on "Livelihood Support for Conflict-Affected Population" that was implemented in eight regions, including Mykolaiv, Kharkiv, Dnipropetrovsk, Sumy, Poltava, Kherson, Kyiv, and Zaporizhzhia. The initial target of 1,400 households was surpassed by 1,495 in-kind grants and 1,495 cash grants distributed among households in vulnerable situations in conflict-affected areas. Post Distribution Monitoring (PDM) visits conducted by regional specialists unveiled a high level of satisfaction among people assisted. The commendations focused on the quality of agricultural appliances and the personalized approach by the URCS team. Despite inevitable challenges, collaborative efforts with IOM played a pivotal role in successfully addressing issues and highlighting the project's positive impact on the livelihoods of the conflict-affected populations.





## Multi-purpose Cash

With the IFRC support, the URCS continues to provide cash-for-shelter assistance to hosting households who have accommodated IDPs from conflict-affected areas, under the framework of the state program "Prykhystok" that is implemented in partnership with the Ministry of Reintegration of Temporary Occupied Territories. Every month, around 90,000 people are covered by cash top-up support at a rate of UAH 450 per month for accommodation per IDP. At the moment, the funding for this programme is sufficient until the end of 2023, however, active fundraising for its continuation is ongoing. Moreover, during the reporting period, the URCS finalized its MPC assistance programme for 25,000 veterans with severe disabilities, who were supported with monthly payments of UAH 4,000 during 4 months.

The URCS has also started a pilot program of one-time winter cash assistance for 6,000 socio-economically vulnerable HBC beneficiaries for UAH 9,600 per person (aligned with the recommendations of the Ukraine Shelter Cluster, UAH 3,200 per person per month for the recommended minimum period of 3 months) to cover their increased expenses for heating due to cold weather. With the support of the Netherlands Red Cross and IFRC, the URCS has progressed in establishing its new cash platform with the possibility of data and case management, in particular feedback, which will be also piloted with HBC/CVA assistance.



## Protection, Gender and Inclusion

With the recruitment of staff for the PGI Unit, the URCS has significantly progressed in this area. The URCS is drafting its **PGI Policy**. This process involved conducting 21 interviews with the URCS including branch personnel, to ensure alignment with current challenges, needs, and gaps. A draft PGI Policy is currently in progress. The **URCS Code of Conduct** has undergone discussions, with two versions incorporating amendments and the addition of PGI and safeguarding principles and requirements. PSEA analysis, based on external research, has been completed, resulting in the creation of the **URCS PSEA Policy**. Regular meetings on PGI and Safeguarding with Partner National Societies (PNS) and other experts have taken place, leading to the finalization of the Sectoral-Thematic Plan and the creation of a **PGI checklist for Winterization** planning. **PGI workshops** have been co-delivered in Chernihiv, Kyiv, and an induction for HBC workshop was provided. A PGI component has been added to the URCS Risk Management group. GBV referral pathways are functional in at least 3 oblasts, and URCS Info Centre, with agreed-upon referral directory templates. Relationships with PGI-related organizations are being built at the national and local levels, including the registration of the URCS into the GBV and Protection Clusters.



## Community Engagement and Accountability

The **URCS continues building its CEA capacities**, both technical and HR (hiring CEA sectoral officer, CEA capacity building officer, CEA feedback analyst, and CEA risk communication community engagement advisor). These positions were recruited during September-November. IFRC supported the development of job descriptions and the recruitment process. Moreover, IFRC also supported the development of job descriptions for CEA officers for Livelihoods to support URCS in 5 branches.

In September, IFRC supported URCS in conducting focus group discussions with the IDPs that indirectly received cash-for-shelter assistance under the Prykhystok programme, finalising the findings and recommendations, creating the report in English and Ukrainian. Also, IFRC supported the URCS in developing a Case Study "Community Engagement and Accountability in Cash and Voucher Assistance: A Best Practice Example from Ukraine" on how

CEA approaches were integrated into the URCS Prykhystok programme, and its benefits. The case study will be published on the CEA Hub hosted by the British Red Cross.

IFRC also supported the ERU WASH team to adapt the CEA participant handout on emergency scenarios related to the Kakhovka dam breach response for training purposes. The scenario was used as part of the training for the participants of the WASH training in Kropyvnytskyi to raise awareness the importance of community engagement and participation in WASH response.

In October, the IFRC CEA Delegate supported URCS in developing a comprehensive Roadmap guidance to the URCS in its future CEA efforts. A detailed CEA Capacity Development Plan in URCS was also developed. Also, a CEA training was conducted for 30 regional/ district/ city URCS staff (Heads of branches, Relief, Livelihood, BraVo and other coordinators) from Vinnytsia, Ternopil, and Khmelnytskyi regions and Interregional URCS Office of Central-Western Ukraine in Vinnytsia. The participants gained an understanding of CEA and its key approaches, the URCS CEA framework, Feedback Mechanism, the branch role in acting to the community feedback and the importance of institutionalization of CEA.

The URCS with the support of IFRC integrated and started to analyse community feedback through the Coding Framework 3.0 to analyse the requests and feedback received from communities. Also, the URCS has presented its CEA achievements and challenges at the CEA Global Meeting in Copenhagen. Information Centre presented their work at the CEA Peer Learning Session to other National Societies from across Europe.

In November, IFRC supported 5 URCS staff in development of social science skills required for analysis of community data collected through community feedback and participation methods, organized by the Regional CEA team in Budapest.



## National Society Strengthening

During the reporting period, the URCS continued implementing its **Branch and Volunteer Development** Programme with the RCRC partners (British Red Cross, Canadian Red Cross, Danish Red Cross, German Red Cross, ICRC, IFRC, Luxembourg Red Cross, Swedish Red Cross and Swiss Red Cross). The URCS has developed a concept paper on returning to traditional (unpaid) volunteering that aims to decrease volunteer allowances by 50% in 2024 and eliminate them in 2025. In November, the URCS organized the Fourth Organisational Development Forum with participation of 457 representatives from local and regional branches, HQ departments and leadership and the RCRC partners.

As part of the **Financial Development**, with the ICRC support, the URCS has developed the Risk Management Framework to deal with the issues of risks, compliance, integrity, investigations of the cases of corruption, bribery, PGI, PSEA and Code of Conduct breaches, Security management and Data Protection and Cybersecurity. The URCS signed an agreement with the company Ethic Control to manage the integrity line for corruption cases (to start in December 2023). During the reporting period, using the services of the KPMG, the URCS has conducted an internal audit of its procurement processes that in the end has received the necessary certifications and certain recommendations on its improvement. Next year the URCS will launch a new department for internal audit. Also, with the ICRC and Norwegian Red Cross support, the URCS established an external Risk, Audit and Ethics Committee that will advise the URCS President, Governing Board and Leadership at the National Committee on dealing with risks, integration of the internal controls, conducting internal and external audits, protection of fraud and corruption, compliance with the Ukrainian legislation and international regulations. During autumn 2023, the URCS has approved a new Anti-Fraud and Corruption Policy and updated its Code of Conduct. Moreover, with the support from ICRC, Norwegian Red Cross and German Red Cross, the URCS is performing the external audit by Deloitte for the years 2021-2022.

During the reporting period, the URCS continued developing its **new ERP and CRM system** called Odoo (with the support from ICRC, Norwegian Red Cross and Spanish Red Cross). It is planned to fully switch to the new system by 2026 in HQ, regional and local branches. The gradual deployment of this Odoo system will start from Q1 2024.

It is planned to automate the URCS financial management, accounting, procurement and warehousing, logistics and fleet, HR development, project management and volunteer management, launch electronic membership, e-learning portal, document flow management, and data management system.

Also, the URCS has progressed with the development and implementation of the **URCS Community Centre** project, which will be supported by the Japanese Red Cross, German Red Cross and Turkish Red Crescent. This will be a space that will host the majority of the URCS standardized social services to cover the needs of people according to the principle of “one window” in each region. Moreover, with the assistance from German Red Cross, the URCS was working on the standardization of its social services to make them in line with the state standards and more competitive for potential capitalization. This year, HBC services and second-hand stores (clothes banks) has gone through the social service packaging.

Also, with the support from Swiss Red Cross, the URCS has developed the **Resource Mobilization Strategy** for the next 5 years to attract regular donations. Under this strategy, regional resource mobilization is to be developed and piloted in the URCS Interregional Office in Vinnytsia and all tools are to be adapted to the regional branches.

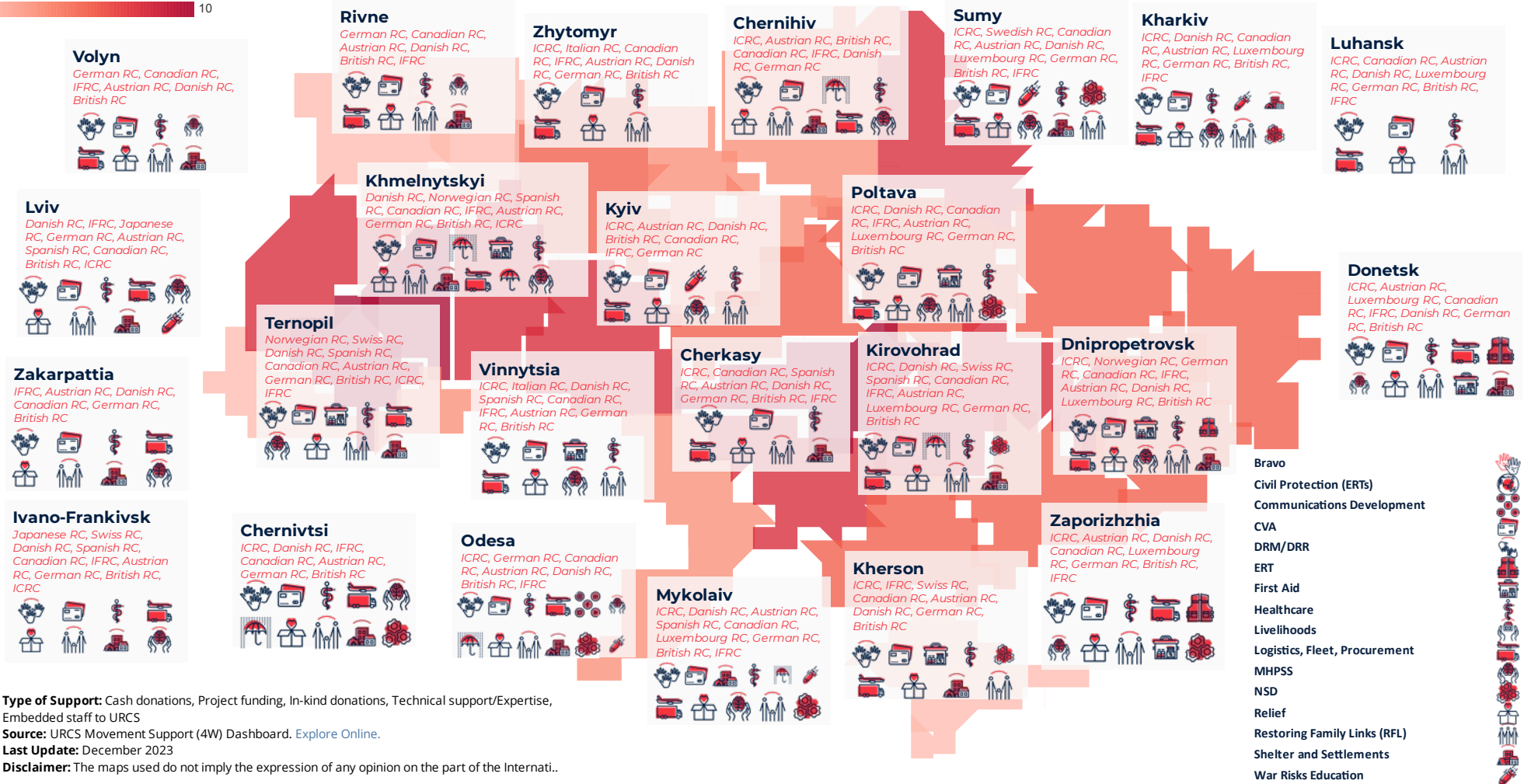
With the support of IFRC, the URCS continued developing the **interregional structures** for improving coordination between the National Committee and regional branches. After the set-up of the Interregional Office in Vinnytsia last year, the next one is planned to be established in Lviv.

Also, with the support of the IFRC, the URCS was enabled to start **fleet management development**, including the development of the business plans for humanitarian aid transportation & distribution and MHU/ERT and the delivery of a series of trainings (on Fleet Management, Light Vehicle Driver, Emergency Vehicle Operator Driver, and Heavy Vehicle Driver).

# Movement partner's support to the URCS: Who, What and Where (3W) Ukraine Crisis



Number of partners' support per Oblast  
6 10



**Type of Support:** Cash donations, Project funding, In-kind donations, Technical support/Expertise, Embedded staff to URCS

**Source:** URCS Movement Support (4W) Dashboard. Explore Online.

**Last Update:** December 2023

**Disclaimer:** The maps used do not imply the expression of any opinion on the part of the Internati.

## 2. Response overview in impacted countries



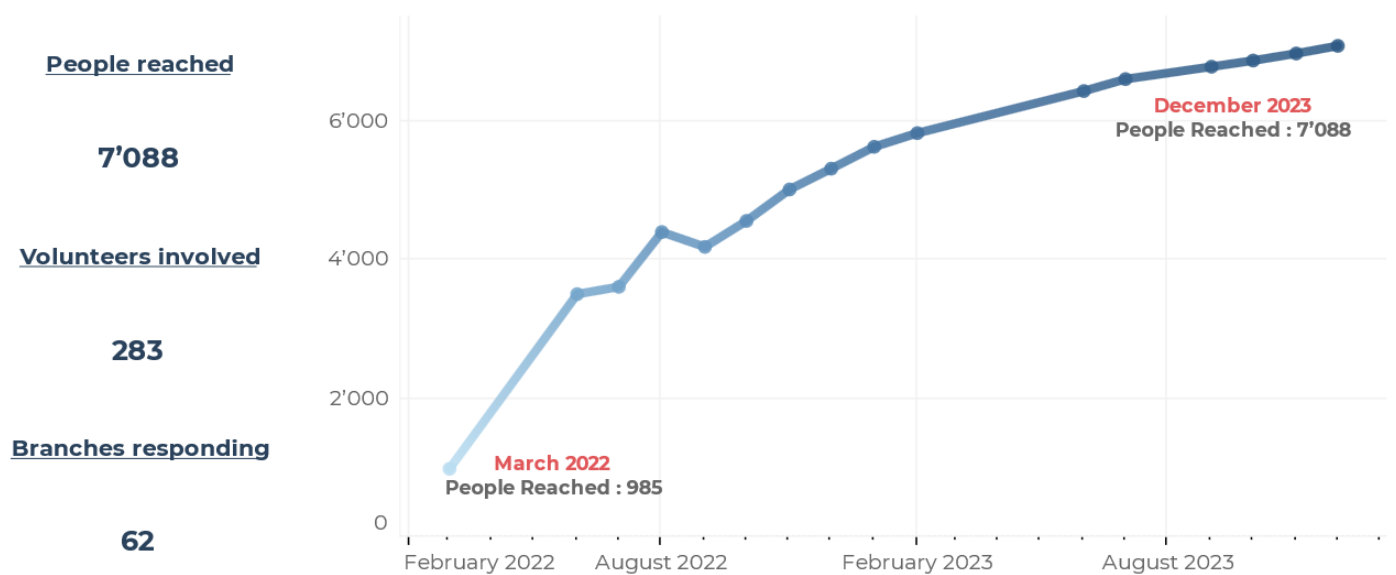
### Belarus Red Cross\*

Federation-wide Country overview  
from March 2022 to November 2023






Total Income: **CHF 4'409'895**

Total Expenditure: **CHF 2'915'817**

#### National Society reach



#### People reached by sector

						
Water, Sanitation and Hygiene	Shelter, Housing and Settlements	Migration	Protection Gender and Inclusion	Health and Care	Basic needs support	Multi-purpose Cash
7'088	7'088	7'088	7'088	7'088	7'088	5'960

As reported to the Federation-wide Data System. Cumulative data covering from the beginning of the response up until 30 November 2023. Financial data last updated in June 2023.

\*This National Society is currently suspended.

## Detailed progress by sector: Belarus Red Cross<sup>17</sup>



### Health & Care

From September to November, the Belarus Red Cross conducted 98 consultations aimed at explaining the reimbursing process for medical services for the affected population. Thanks to IFRC Emergency Appeal funding, a total of 30 displaced people from Ukraine received financial assistance to cover the costs associated with medical services, along with the procurement of essential medications. The cumulative financial aid amounted to BYN 14,632.57 or CHF 3,884.95.<sup>18</sup>

By offering consultations and financial aid for medical services, the Belarus Red Cross ensured access to critical healthcare for those in need, thereby contributing to the well-being of displaced people from Ukraine during this period.



### Water, Sanitation and Hygiene

Throughout September to November 2023, the Belarus Red Cross continued to provide assistance by distributing hygiene items. The Belarus Red Cross issued over 619 hygiene kits, benefiting a total of 917 individuals; disinfectants and water with a total weight of more than 1,042 kg were issued as well.

In parallel with these initiatives, the Belarus Red Cross leveraged support from various funding sources to expand its reach and impact.

Through a partnership with the United Nations High Commissioner for Refugees (UNHCR), 57 hygiene kits were distributed.



### Shelter, Housing and Settlements

During the reporting period, the Belarus Red Cross extended its support to displaced people seeking housing by providing accommodation in hostels, crisis centres and sanatoriums. Furthermore, the organization offered counselling services to guide individuals towards suitable accommodations, including referrals to district social welfare centres. In Brest region, more than BYN 6,802.32 or CHF 1,805.66 were spent on accommodation and meals for the displaced people from Ukraine in the dormitory of the Institute of Educational Development through donations a collected by the Brest Branch of the Belarus Red Cross.

Additionally, the Belarus Red Cross distributed essential items, such as bedding, blankets, kitchenware (including cutlery and pots), clothing, and footwear. The Belarus Red Cross distributed 289 bed linen sets along with more than 196 units of kitchen utensils. A total of 6,429 articles of clothing and footwear, weighing more than 2,800 kilograms, were distributed to people assisted.

<sup>17</sup> This National Society is currently suspended.

<sup>18</sup> Here and onwards, the BYN to CHF exchange rate is provided as of 6 December 2023.



## Livelihoods

**Employment Opportunities.** The Belarus Red Cross is working to create conditions and assist in employment, organizing professional training for the people displaced by the conflict. For this purpose, successful cooperation has been established with various organizations on possible employment of the displaced people. In total, 21 displaced persons have been assisted in employment. Assistance is also provided to the family of the displaced in providing benefits for food for children at school.

**Food Distribution.** Belarus Red Cross is conducting food distribution through its regional organizations. Over the reporting period, more than 539 units of food packages, including baby food, were distributed, amounting to a total weight of 710 kilograms.

**Microeconomic Initiatives.** Starting from spring 2023, under the “Ukraine and Impacted Countries Crisis” Emergency Appeal, IFRC and Belarus Red Cross launched a microeconomic initiatives (MEI) project aimed at supporting those displaced willing to stay in Belarus for longer-term. As a modality, MEIs allow for tailoring the interventions to the needs of the displaced people, enhancing sustainability, impact, and respect for their dignity, as well as greater ownership.

The support offered includes provision of inputs (e.g., procurement of equipment to start a local business) to improve access to labour market and employment opportunities. Since the project’s launch, 76 applications have been received and considered by the committee consisting of BRC and IFRC staff that convened on a regular basis. Of these, 67 were approved, funded and launched in the reporting period; some initiatives were covered in a local media. A joint monitoring conducted in November 2023 showed a positive reception both by the people assisted and the Belarus Red Cross staff and volunteers.



## Multi-purpose Cash

During the reporting period, 663 households received cash assistance amounting to more than BYN 155,097 or CHF 41,174.05 from pooled IFRC and ICRC funding. Payments in this programme are made via postal transfers.

To facilitate the dissemination of information, the National Society has distributed 3,616 leaflets and booklets that provide guidance on the process of applying for cash assistance.



## Protection, Gender and Inclusion

The Zheleznodorozhnaya regional organization of the Gomel Branch of the Belarus Red Cross has an Orange Room for Women’s Counselling. There, the Belarus Red Cross staff consulted 140 women on various issues, with a particular focus on violence prevention.

In three local organizations (Kalinkovichi, Mozyr, Novobelizky region of Gomel), children’s rooms were equipped. In total, 69 classes for 207 children were held; around the country, 304 toys distributed.



## Community Engagement and Accountability

The Belarus Red Cross maintains active engagement with local communities in ongoing efforts to assist displaced people. The local population has demonstrated its support by donating clothing, footwear, household items, and essential food supplies.

The Belarus Red Cross established a helpline (201) that received a total of 512 calls from displaced people from Ukraine during the reporting period. These calls included inquiries and requests regarding humanitarian assistance and accommodation. Additionally, the helpline served as a crucial point of contact, ensuring timely assistance and guidance to those seeking humanitarian support.



## Migration

Within the Brest regional organisation, a partnership with UNICEF has yielded significant results. The organisation's volunteers have maintained a continuous presence at key locations such as the bus station and the border service along the Warsaw highway. A total of 168 women, 211 men, 54 boys and 43 girls received assistance. Children are provided with playtime, hygiene kits and informational materials, as well as counselling and referrals. As part of Restoring Family Links (RFL) services, the displaced had an opportunity to call their relatives and charge their devices (in total, 314 device charging services were provided).



## National Society Strengthening

The Belarus Red Cross continues to prioritize capacity-building through regular weekly briefings for its staff involved in working with displaced people. These briefings serve as platforms for knowledge sharing, coordination, and dissemination of critical information, ensuring that the organization's personnel remain well-informed and equipped to effectively address the evolving needs.

In the Vitebsk region, the "Marathon of Good Deeds" fundraising campaign remains ongoing. This initiative is dedicated to raising funds for the repair and maintenance of the Crisis Centre operated by the Vitebsk regional branch of the Belarus Red Cross.





# Bulgarian Red Cross

## Federation-wide Country overview

from March 2022 to November 2023

Total Income: **CHF 9,834,148**

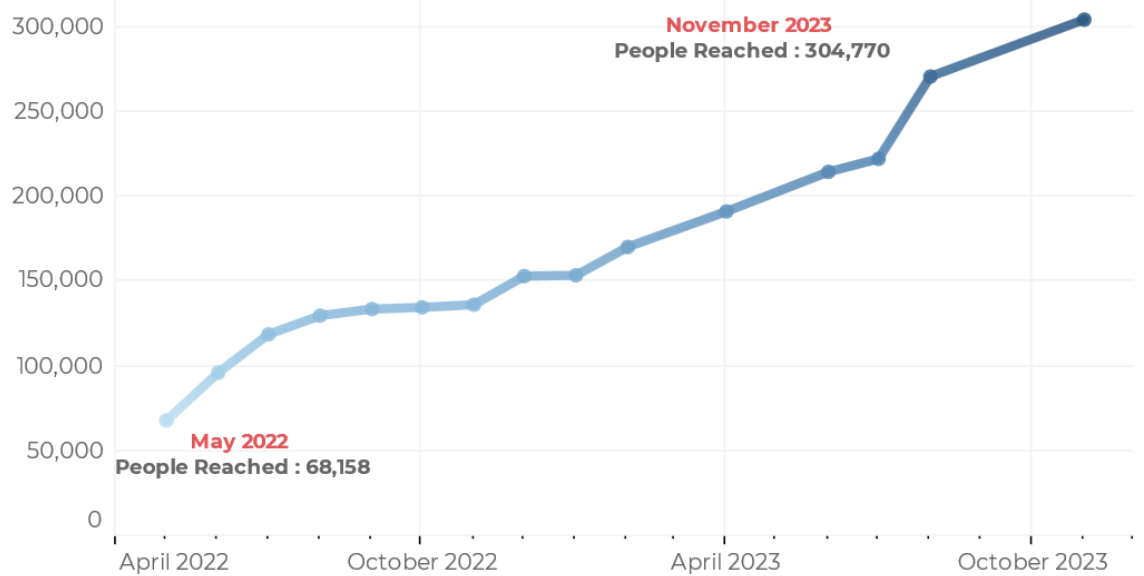
Total Expenditure: **CHF 8,649,745**

### National Society reach

**People reached**  
**304,770**

**Volunteers involved**  
**5,816**

**Branches responding**  
**28**



### People reached by sector

Icon	Sector	People Reached
	Basic needs support	304,770
	Migration	92,992
	Water, Sanitation and Hygiene	79,652
	Multi-purpose Cash	62,403
	Protection Gender and Inclusion	37,278
	Health and Care	34,396

As reported to the Federation-wide Data System. Cumulative data covering from the beginning of the response up until 30 November 2023.

## Detailed progress by sector: Bulgarian Red Cross Society



*Bulgarian Red Cross youth providing information on healthy living and first aid training to children. Photo: Bulgarian Red Cross*



### Health & Care

The medicine reimbursement program continued throughout Bulgaria with five regional branches facilitating the review and processing of payments. The Bulgarian Red Cross (BRC) has provided 478 reimbursement grants for medication from IFRC Appeal funds during the reporting period, covering 890 reimbursement grants in total since the start of the activity. The total reimbursements grants are valued at BGN 143,094 (approx. CHF 70,000) and have been provided to 385 unique individuals. In addition to the reimbursement grants, 107 people have now been supported to access health services with BRC staff and volunteers supporting displaced people from Ukraine to navigate the government funded health insurance scheme that they are enrolled in for free for the first 3 months of their stay in country.

During the reporting period, the Health Coordinator and CVA Focal Point of the BRC have carried out a review of the program. Based on the review, the branch administration locations will be reduced from 5 to 3 in 2024. In addition, the digital platform capacity will be expanded to enable the remaining 3 branches to easily accept reimbursement requests through the online portal and a financial service provider for payment administration of BRC branches will be engaged.

During this period, 171 persons were trained in first aid training. In addition to this, the procurement and delivery of 28 new first aid mannequin "Family Kits" has been finalized with all 28 BRC branches receiving kits to improve their capacity in providing the first aid training.



## Mental Health and Psychosocial Support

MHPSS activities continue to be implemented in the 12 project regions supported under the EU4Health programme. During the reporting period, the following activities were organized: Child focused First Aid (“Helfi” program), Healthy Way of life, Art-therapy activities for children, and Trauma and stress relief sessions provided by professional psychologists and volunteers (with inclusion of 6 Ukrainian citizens), group activities such as cultural events, movies and cooking classes. In addition, Peer to Peer activities are being implemented in several locations, allowing psychological first aid (PFA) and psychosocial support (PSS) trained displaced people from Ukraine to support other newly arrived people.

The Plovdiv branch started piloting integration-focused and community-based activities, with groups meetings being organized around thematic topics such as job search opportunities, information related to qualification services, health issues, kindergartens, schools, child care and other useful information.

With the activities outlined above, the ongoing MHPSS hotline service and Face to Face psychological support, the BRC has been able to reach the following people over the last reporting period and in total: 416 people accessed PSS support through a dedicated call service; 1,001 people accessed face to face PSS consultations; 7,893 people accessed MHPSS support through community-based activities (Bulgarian language classes, Cultural events, cooking classes etc.); 68 additional people received PFA training (including 29 Ukrainian speakers).



## Water, Sanitation and Hygiene

During this reporting period the BRC has distributed a total of 6,000 family hygiene kits that had been purchased with National Campaign funds raised in Bulgaria in support of the Ukraine and impacted countries crisis response. In addition to this, with IFRC Appeal funds the BRC has also distributed 7,500 individual hygiene kits and 3,000 baby food/hygiene packs, specifically targeting displaced people from Ukraine that are on the move or living in temporary living arrangements.

With support from the IFRC Appeal funds, the BRC has received 7,300 family hygiene kits in November which are planned to be distributed in December and January as part of the winterization actions that BRC are implementing.



## Shelter, Housing and Settlements

The BRC provided 90 sleeping kits to a Ukraine-based NGO which is supporting displaced people from Ukraine residing in Bulgaria. Additionally, the BRC has prepositioned 800 sleeping kits at selected branches around Bulgaria in order to be prepared for any potential increase in new arrivals that may be displaced over the coming winter period.



## Livelihoods

With funding from the Ukraine National Campaign, the BRC purchased and distributed 18,000 (10kg) food parcels during the reporting period. These food parcels were distributed primarily through Humanitarian Service Points (HSP) in Sofia, Plovdiv, Burgas, Varna and Dobrich comprising of over 75% of the total distributed.

As part of the BRC winterisation plan, a total of 29,676 (10kg) food parcels have been procured, with the first 7,500 parcels being delivered in November. These food parcels will be distributed in December along with hygiene kits, with a focus being on the regions with high population of displaced people from Ukraine, specifically those areas that have limited employment opportunities during the winter months.



## Multi-purpose Cash

The final 137 people involved in the Bulgarian host community multipurpose cash (MPC) grant program received their grant payment during this reporting period. This has allowed BRC to close the program with a total of 4,999 people (from a targeted 5,000) receiving a one-off grant payment of CHF 135 via Red Rose and Moneygram.

As part of the winterisation plans, a new multi-purpose cash grant program has been designed and funded with support from the Irish Red Cross pledge. The program is planned for implementation over the December to January period for the 2023/2024 winter, with the MPC grant targeting 1,000 vulnerable Ukrainian households residing in Bulgaria that have at least one person with a disability living within it. The transfer value of BGN 546,95 (EUR 280) was determined by the Bulgarian Government for the heating aid support to groups in vulnerable situations in Bulgaria to meet their seasonal needs for the winter period, and has also been adopted by the UNHCR. The BRC is planning to open the process for registration for this program in December with self-registration, or assisted registration taking place through the AccessRC application, with initial payments to start 19 December.



## Protection, Gender and Inclusion

The majority of PGI actions completed during this reporting period have been reported under MHPSS and is linked to community-based PSS activities, specifically Bulgarian language classes for adults and children (70 reached), Child-Friendly Spaces in operation (2 locations have continued to operate dedicated CFS) and our targeted MPC grant program supporting host community households in vulnerable situations, as identified by the department of social services (137 people reached in this reporting period & reported under MPCG sector).

In addition to the activities listed above, the PGI and Youth PGI focal points attended a PGI training in Lithuania as part of the preparation phase for the new PGI activities that Canadian Red Cross is funding for Bulgaria in 2024 and 2025.



## Community Engagement and Accountability

During the reporting period, regular meetings were organized by the CEA Focal Point with representatives of the local branches on the topic of the feedback system usage and how to work with it in the most efficient way. In addition, the CEA focal point participated in a meeting, organized by IFRC Europe and Central Asia Regional Office on the introduction of a new coding framework of the feedback system.

Regular contact between the Greenline operators and the CEA Focal Point at the NS HQ, allows for easier case management in the different regions of the country. In addition, another source of feedback on the BRC activities comes from the media monitoring sessions, to which the CEA focal point participates, helping to better understand the precise needs of the beneficiaries.

During the month of September, an important decrease in the number of satisfaction surveys, conducted by the branches, was observed. This comes from the ending of the BRC CVA program which led to less demand for information from the beneficiaries. Out of the 267 satisfaction surveys conducted between 1 September and the 28 November, 95,81% were very satisfied.



## Migration

During this reporting period, 22,113 people received support or accessed services through one of the Humanitarian Service Points (HSP) operated by BRC. Two HSPs were closed due to the reduced number of people using the facility and a review of the remaining 11 HSP was carried out. Based on this review, budget availability and both the current and expected number of displaced people from Ukraine and other countries as well, a further four HSP will be closed as of 31 December, reducing the total number of HSPs open to 7.



## National Society Strengthening

The BRC held 5 regional branch seminars to support the process of improving its management structure and procedures to implement programmes more effectively. This will be followed by a seminar held in April 2024 to review the lessons learned and formulate proposals that will be taken to the leadership.

Training activities were organized by the youth department at the regional academies with 203 youth volunteers being trained in First Aid and active involvement in the social environment. Furthermore, the youth department has been providing outreach messaging in relation to climate change and environmental awareness and Helfi (First Aid for children) in 16 branches locations and over 18,000 persons attending these sessions. Additionally, the BRC Youth department has also opened a new recruitment point in the city of Plovdiv as part of its campaign to attract new youth volunteers to the Red Cross.

As part of disaster preparedness activities, a 3-day disaster simulation exercise was carried out in September, with a total of 118 staff and volunteers involved from all BRC departments including mountain rescue, water safety and other state agencies including fire department, police and municipal disaster management team.

As part of the logistic improvement plan, electric stacker, 2 forklifts and 3 pallet jacks were purchased and delivered. These purchases have allowed BRC to improve their capacity for receiving and sending goods in all 4 regional warehouse locations.



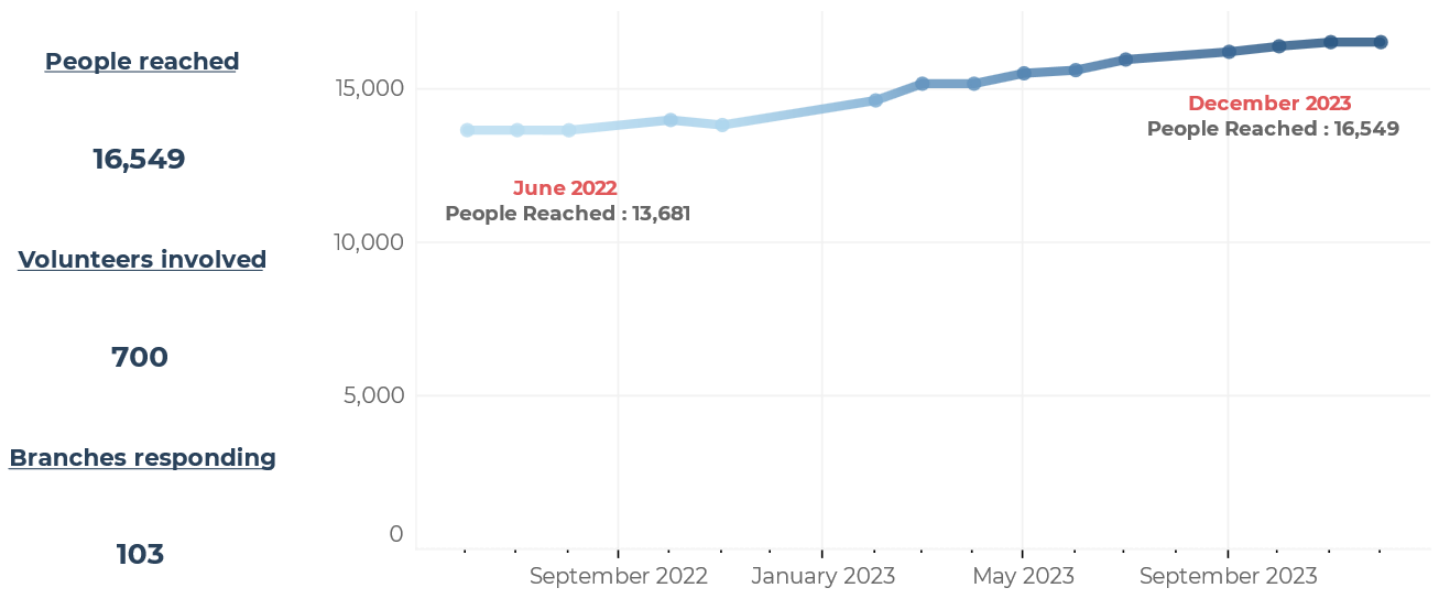
# Croatian Red Cross

## December 2023 Federation-wide Country overview

Total Income: **CHF 2,801,890**

Total Expenditure: **CHF 2,727,389**

### National Society reach



### People reached by sector

Icon	Sector	People Reached
	Water, Sanitation and Hygiene	16,549
	Basic needs support	16,233
	Health and Care	4,887
	Multi-purpose Cash	3,089
	Shelter, Housing and Settlements	2,856

As reported to the Federation-wide Data System. Cumulative data covering from the beginning of the response up until 30 November 2023.

## Detailed progress by sector: Croatian Red Cross



### Mental Health and Psychosocial Support

During the reporting period, the Croatian Red Cross (CRC) continued its provision of mental and psychosocial support (MHPSS), including Psychological First Aid (PFA) to displaced people coming from Ukraine. This support falls under the EU4HEALTH project initiated in May 2023 and planned to be finalized by the end of 2023. Local branches focused their efforts on various psychosocial activities such as gardening, art workshop for children, educational field trips for children, Croatian language courses, facilitating the smooth integration of the target group into local communities. Under the CRC's National Appeal funds, CRC have provided psychosocial support to displaced people from Ukraine through individual services and group, assisting 4,887 individuals so far.

CRC joined their efforts in honouring the World Mental Health Day, observed globally every year on 10 October. By recognizing mental health as a universal human right, the main message was to raise awareness of mental health issues and advocate for better mental health care. CRC conducted a communication campaign through social networks that lasted from 9 to 15 October. As part of the campaign, CRC organized the "CRC Café" activity enabling displaced individuals and locals to engage in conversations with members of the psychosocial support team. Around 300 people visited the CRC's cafes in the cities of Čakovec, Valpovo, Grubišno Polje, Dubrovnik, Ivanić Grad, Osijek, Varaždin and Zagreb.



### Water, Sanitation and Hygiene

In September CRC distributed 6,661 hygiene packages to displaced people coming from Ukraine: 4,819 family hygiene packages to families in private accommodation, 410 hygiene packages to families for children aged 0-3 years and 1,432 family hygiene packages to families in government provided accommodation. This was the fifth distribution organized aimed at covering people needs. Overall, with financial support through IFRC Appeal, CRC has distributed 28,568 hygiene packages throughout 5 distributions. In October, 1,259 baby food packages were also distributed from the State Stock Reserves.



### Multi-purpose Cash

In the revised CRC Response Plan, the CRC started planning for winterisation support in late July/early August. This plan included multi-purpose cash assistance (MPC) with a focus on providing support for basic needs to families with three or more children, students, pregnant women, older people or people with disabilities. The first distribution of 4,062 cash cards (each valued at EUR 70) is being carried out, while the second distribution is planned in mid-December.



## **Protection, Gender and Inclusion**

In September, CRC with the Centre for Social Welfare in Split initiated an online Croatian language course for displaced people from Ukraine. The course was attended by 12 participants. In September, CRC organized a performance of the Red Noses in collective shelters in Split and Gospić, providing an interactive program for children and adults from Ukraine. Moreover, CRC established cooperation with the Gospić library, offering displaced children a daily space for playing and computer use. In October, CRC celebrated the 145th anniversary of its establishment, featuring a special program that included a children's play designed for both local children and the ones from Ukraine. The activity was fully funded through the IFRC Emergency Appeal, aiming to promote the social integration of displaced children from Ukraine into local community.



## **Community Engagement and Accountability**

In October, CRC launched a Telegram channel dedicated to displaced people coming from Ukraine. This channel serves as a two-way communication platform and a feedback mechanism. The channels mainly serve to support CVA interventions however it is available for any other support requested by people including local population. The leaflets with information about Telegram channel were designed and translated in Ukrainian language and delivered together with cash cards. Additionally, a translator for Ukrainian language has been employed to facilitate effective communication to ensure adequate information is provided to people seeking support.



## **National Society Strengthening**

Since CRC has planned to construct 4 additional office rooms in the National Logistics Centre with the support of IFRC, the Logistic development and Procurement Delegate from the Country Cluster Delegation (CCD) Sarajevo conducted a productive working visit to CRC Headquarters and the National Logistic Centre in November. The purpose of this mission was to provide necessary support is available for CRC and ensure compliance with IFRC procurement procedures.

IFRC and CRC are planning for different trainings to enhance the capacities of staff and volunteers of CRC. As such DREF training, CVA self-assessment, CVA/IM training are being planned to be conducted.





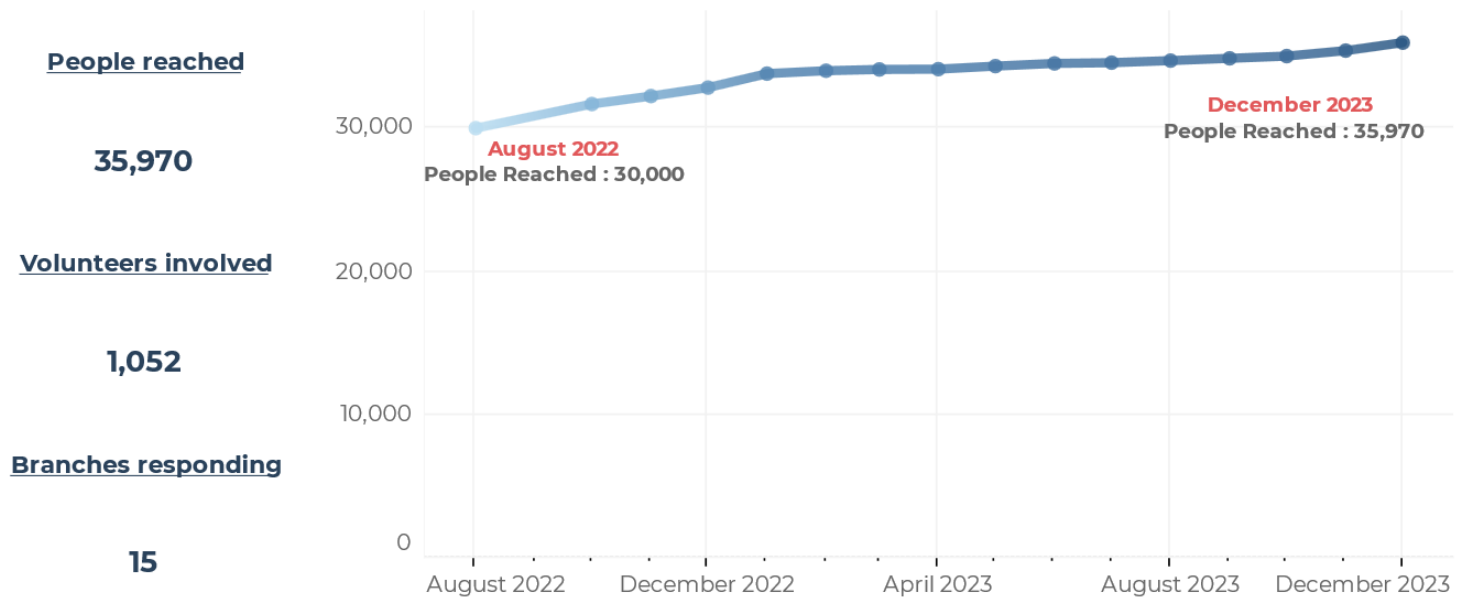
# Estonian Red Cross

**Federation-wide** Country overview  
from March 2022 to November 2023

Total Income: **CHF 5,771,101**

Total Expenditure: **CHF 4,804,565**

## National Society reach



## People reached by sector

Icon	Sector	People Reached
	Basic needs support	35,970
	Health and Care	6,510
	Water, Sanitation and Hygiene	3,024
	Protection Gender and Inclusion	1,429
	Multi-purpose Cash	1,351

As reported to the Federation-wide Data System. Cumulative data covering from the beginning of the response up until 30 November 2023.

## Detailed progress by sector: Estonian Red Cross



### Health & Care

In Estonia, there is a growing interest in first aid (FA) training among displaced people from Ukraine. In response to this, the Estonian Red Cross (ERC) in partnership with the Estonian Social Insurance board organises first aid training for both displaced adults and children from Ukraine. In October 2023, the ERC held 10 training sessions with 136 participants, including 73 children.

In order to enhance the capacities of its multifunctional Emergency Response Teams, the ERC is scaling up its investment in equipping and training the teams. Training started in November and will equip over 100 staff and volunteers with the capacities to respond to disasters in a quick and localised manner.



### Mental Health and Psychosocial Support

The ERC has been an integral part and has actively participated in the National Mental Health and Psychosocial Support Coordination Group led by the Ministry of Social Affairs.

During the reporting period, the ERC successfully organised three four-day PFA training courses, each in a different county locality. These courses were attended by 43 participants, including volunteers, specialists, and members of the Ukrainian community. Notably, one course was conducted in the Estonian language and was attended by 14 people, while the other two courses were conducted in Russian, with 29 people in attendance. To date, ERC has trained on PFA approx. 500 staff and volunteers from the Red Cross, as well as other NGOs and state services.



### Multi-purpose Cash

The ERC has launched its first Cash and Voucher Assistance pilot project, targeting people living with disabilities, those aged 65 and older, and single-headed households with two or more underage children. The ERC distributed Rimi supermarket vouchers across all its branches according to the pre-registration list using the ESPO CRM platform.

The ERC has also established an Infoline as a feedback channel, managed by volunteers. Individuals who have received vouchers can call the Infoline to provide feedback, ask questions, and report any issues related to the vouchers.



*Estonian Red Cross volunteers are registering displaced people from Ukraine for Cash and Voucher Assistance in November 2023. Photo: IFRC*

As of the end of November 2023, 1,300 people have been assisted with vouchers valued at EUR 50 each. The ERC is preparing to conduct a PDM survey during December 2023 to January 2024 to collect insights and feedback about the distributed assistance.



## **Community Engagement and Accountability**

ERC branches have implemented a structured framework for collecting feedback from displaced people from Ukraine. This comprehensive approach involves conducting focus group discussions and receiving feedback either in person at Humanitarian Service Points or via phone. The local ERC branches work closely in tandem with the Estonian Social Insurance Board and other governmental institutions dedicated to offering support to displaced people from Ukraine.

The ERC secondhand store, operated in collaboration with the Tallinn City Council, has established a formal agreement to provide essential household items, including clothes, pillows, blankets, and sheets, to displaced people from Ukraine who have been referred by the Tallinn Refugee Center. This partnership ensures a structured mechanism for delivering support to those in need within the displaced community.



## **National Society Strengthening**

The ERC has finalised the initial guidelines for Estonia's procurement policy and is in the process of digitalising them for more accessible utilisation. In September, ERC conducted a self-assessment workshop centered on Organizational Capacity Assessment and Certification (OCAC). Now ERC is actively engaged in developing a comprehensive plan for National Society Capacity Building activities.

Following the workshop findings, the ERC has also developed a concept note for Human Resources and volunteering capacity development scheduled to be operational from January 2024.

In response to the ongoing international armed conflict in Ukraine, the ERC has actively recruited, trained, and managed volunteers to enhance its capacity for assisting those affected. To facilitate communication with displaced people from Ukraine, ERC volunteers have undergone training sessions covering intercultural communication, International Humanitarian Law (IHL), and basic training. These initiatives reflect the ERC commitment to continuous improvement and effective support for the communities it serves.



# Georgia Red Cross Society

Federation-wide Country overview  
from March 2022 to November 2023

Total Income: **CHF 1,987,749**

Total Expenditure: **CHF 1,702,915**

## National Society reach



## People reached by sector

<b>Health and Care</b>	<b>Basic needs support</b>	<b>Protection Gender and Inclusion</b>
<b>3,000</b>	<b>2,430</b>	<b>1,785</b>

As reported to the Federation-wide Data System. Cumulative data covering from the beginning of the response up until 30 November 2023.

## Detailed progress by sector: Georgia Red Cross Society



World Children's Day celebration in Tbilisi, November 2023. Photo: Georgia Red Cross Society



### Health & Care

**Primary healthcare services:** Georgia Red Cross Society (GRCS) continued to enhance access to essential healthcare services for displaced people from Ukraine in vulnerable situations, including older persons, pregnant women, women, children, and people with disabilities. An agreement was completed with an insurance company to secure basic healthcare coverage for 99 selected individuals, mostly people aged 60 to 75. GRCS selected the eligible people in close collaboration with local municipalities in Batumi, Kutaisi, and Tbilisi, the Ukrainian Diaspora in Batumi, and community organizations assisting individuals from Ukraine. In total, GRCS plans to reach 200 people with improved access to primary healthcare services during their stay in Georgia. GRCS actively engages with the "Unite Together" community organization, formed by Ukrainians, to disseminate information within the target population. The GRCS hotline service serves as a prominently advertised information hub for inquiries about support and inclusion possibilities.

**Support access to timely detection, diagnosis, and antiretroviral (ARV) therapy for people with HIV:** Following the completion of an agreement with the Georgian AIDS and Clinical Immunology Research Center in September 2023, 9 patients with HIV/AIDS (5M/4F) have received HIV/AIDS diagnostics, laboratory testing, and treatment services that are not covered by the state support programs. In total, GRCS plans to cover 50 people from Ukraine and impacted countries' nationals with the provision of similar services through the Georgian AIDS and Clinical Immunology Research Center.

**Training in hygiene promotion and preventive health, First Aid, and Psychological First Aid:** GRCS conducted a series of First Aid (FA) and Psychological First Aid (PFA) trainings during the reporting period, reaching a total of

148 (126 women, 22 men) people representing different communities, including people from Ukraine in Georgia, GRCS staff and volunteers, community activists, and schoolteachers.

**Interagency coordination:** GRCS, in collaboration with the Regional Expert Group (REG), organized a round-table meeting on "Migration and Health in Georgia," with the participation of 20 representatives from governmental, non-governmental, international, and community organizations supporting displaced people from Ukraine. This gathering served as a catalyst for establishing a working group/platform, enabling GRCS to play a coordinating role in the health sector, fostering collaboration, and facilitating joint advocacy efforts to address the identified issues.



## Mental Health and Psychosocial Support

**Caring for Carers Counseling Sessions:** Two meetings were organized for 14 volunteers (9 women, 5 men), each attending two counseling sessions. The sessions aimed to foster peer-to-peer support, share experiences, strengthen team dynamics, explore emotions arising from volunteering, and discuss future plans, for enhancing quality and preparedness for unexpected events. This practice is deemed necessary for any activities involving direct engagement with affected population and will be standardized in a sustainable manner within GRCS.

**About 15 older people** from Ukraine, primarily women, regularly attend the GRCS Tbilisi day center. The center provides opportunities for people to engage in diverse activities, including participation in knitting and sewing groups, contributing to social integration and improved psychosocial well-being. Additionally, the center provides access to amenities such as a washing machine for the visitors for hygienic purposes. GRCS staff and volunteers directly reached out to about 200 older people through the hotline to inform them about GRCS support and services and extend invitations to the GRCS day centers located in Batumi, Kutaisi, and Tbilisi.

**MHPSS Training of Trainers:** 58 GRCS staff and volunteers (33 women, 25 men) in Batumi, Kutaisi, and Tbilisi have completed an intense 5-day ToT series on MHPSS.

**Promoting GRCS MHPSS:** 3,000 MHPSS Platform Leaflets and other MHPSS information material were distributed by the end of the reporting period.



## Multi-purpose Cash

**CVA Preparedness:** GRCS approved the CVA Plan of Action for Preparedness, following the self-assessment workshop conducted in October 2023. Starting from 2024, the GRCS will implement a CVA Preparedness process for 2024-2025, which will be supported by the IFRC and the Swiss Red Cross.

The **winterization support** modality is currently under design in collaboration between IFRC and GRCS and in coordination with the interagency working group.



## Protection, Gender and Inclusion

A **Child-friendly Space** resumed operation in school #220 in September 2023. 20-25 children are regularly attending the activities.

**PGI Activities for Children:** To mark World Children's Day on 20 November, the GRCS team organized festive activities in Batumi, Kutaisi, and Tbilisi. A celebration event in Batumi, featuring animators, games, competitions, and a celebratory cake for 130 children, both Georgian and Ukrainian children, and entertainment center event in

Kutaisi for 20 children, out of which 8 were children from Ukraine, and a cake decorating workshop in Tbilisi for 26 children.

GRCS conducted **Protection, Gender, and Inclusion (PGI) training** sessions for 24 volunteers in Batumi and Kutaisi. The trained volunteers will incorporate this knowledge into all activities and projects, showcasing a dedicated commitment to promoting an inclusive and protective environment.

**Child Protection and safeguarding:** GRCS has finalized the Child Safeguarding Policy and standard operating procedure (SOPs) for sensitive complaints. Both instruments were developed in preparation for the upcoming winter camp for Ukrainian children in December; however, both the policy and the SOPs will be institutionalized and will inform GRCS programs and operations.



## Community Engagement and Accountability

Feedback to GRCS can be communicated via various channels, including the helpline and social media, particularly Facebook and Instagram. A total of 136 calls were registered on the GRCS Helpline during the reporting period.

GRCS has made progress towards developing a centralized feedback mechanism with the support of the Netherlands Red Cross 510 team, through a series of workshops and peer-to-peer coordination with the core CEA teams of the two National Societies.



## National Society Strengthening

GRCS continues regular internal and external coordination, both at overall and sectoral levels. Within the reporting period, GRCS initiated 5 external coordination meetings with various stakeholders relevant to GRCS health, CVA, and community outreach programming within the response.

In September, GRCS launched the direct dialogue activity, aiming to acquire regular monthly donors and by the end of November already has circa 800 contracts signed with individuals, committed to give around CHF 7 a month. This long-term fundraising channel should provide sustainability and unearmarked income for the National Society.



# Hellenic Red Cross

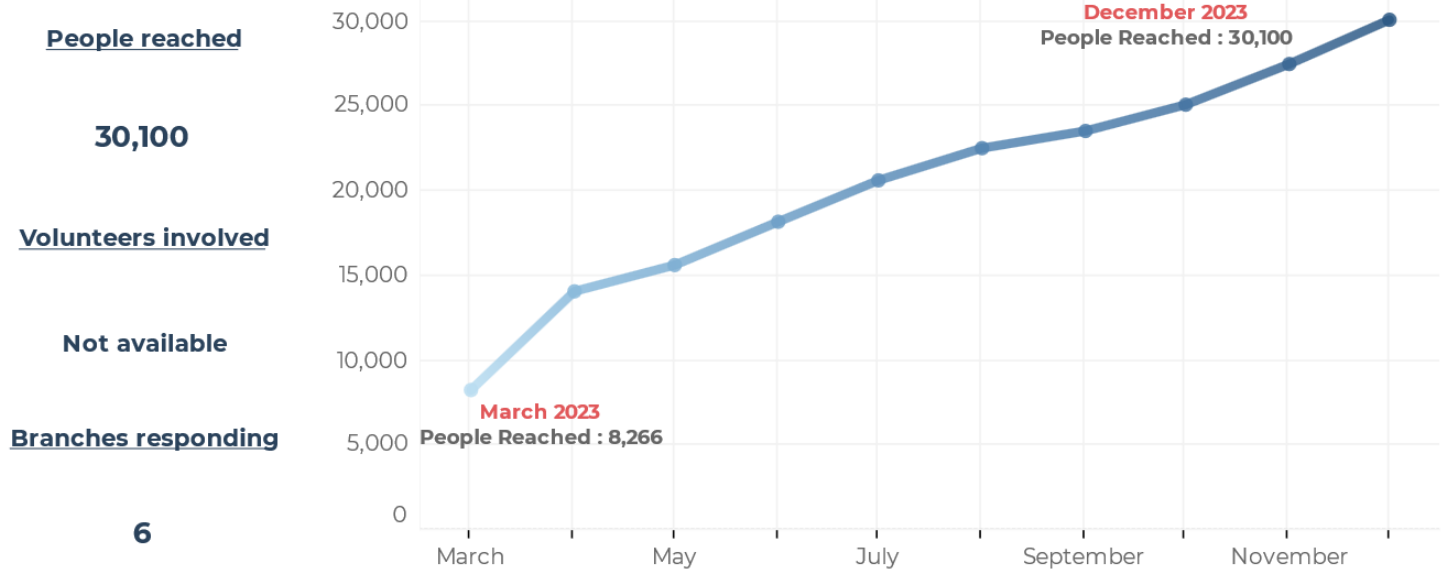
## Federation-wide Country overview

from March 2022 to November 2023

Total Income: **CHF 842,932**

Total Expenditure: **CHF 446,258**

### National Society reach



### People reached by sector

				
Health and Care	Migration	Basic needs support	Protection Gender and Inclusion	Water, Sanitation and Hygiene
30,100	15,118	2,372	1,697	150

As reported to the Federation-wide Data System. Cumulative data covering from the beginning of the response up until 30 November 2023. Financial data last updated in March 2023.



## Detailed progress by sector: Hellenic Red Cross



### Health & Care



*Accompaniment referral of a woman from Ukraine through ACCREF service for a regular medical appointment. Photo credits: Hellenic Red Cross*

Throughout the reporting period, the Hellenic Red Cross (HRC) has continued its primary focus on providing health and care services to people displaced from Ukraine. Educational Health Stations (EHS) in Athens and Kallithea, and Mobile Health Teams (MHT) in Athens and in the north of the country continue to support with primary health care reaching in total **30,100 people**, and hygiene and health promotion activities reaching **6,135 participants** since the beginning of the operation.

The MHT in Athens has actively engaged in various **health promotion** and **outreach activities**.

In October, the HRC conducted **outreach awareness activities** for breast cancer prevention across diverse regions, including urban and suburban areas in Attica, Peloponnese, Thessaly (Elassona & Tsaritsani), and Salamina island.

Additionally, they facilitated a three-day training in Basic First Aid as well as in CPR for the unaccompanied minors who are accommodated in the HRC's center in Athens.

During November, in alignment with the Week for Breastfeeding, the HRC created informative materials and a video addressing the "education of new mothers in breastfeeding." Additionally, outreach activities, such as the "Information & Awareness Day for Diabetes" at Syntagma Square and the Breast Cancer awareness campaign in the municipalities of Fyli & Kallithea, successfully connected individuals, particularly women from **Ukraine and Russia**, with **primary health care services** at EHS. Furthermore, the MHT conducted health promotion through an educational seminar on "Climate Change Awareness and Environmental Responsibility" for elementary school students, along with four educational seminars addressing sexual health for unaccompanied minors.

The Accompaniment Referral (ACCREF) programme has received almost **520 requests** for accompanying people to their health appointment in the Ukrainian language since the beginning of the operation.

There have been some **challenges** as well, which underscore the need for adaptive strategies and contingency planning in the face of logistical, health, and personnel-related issues:

- **Facility Constraints & Space Availability:** Difficulty finding a suitable space within the refugee camp in Serres for conducting the "Basic First Aid" educational session, as there is no dedicated area for the MHT to conduct sessions.
- **COVID-19 Impact:** The presence of COVID-19 cases among people assisted and subsequent departures affected the successful implementation of planned activities.
- **Staff Resignation:** The resignation of the Ukrainian cultural mediator in the ACCREF service posed a challenge in maintaining effective communication and support for people affected.



## Mental Health and Psychosocial Support

In September the MHT in the North continued providing PSS sessions regularly to support people displaced from Ukraine. Also, weekly meetings were held between the psychiatrist, mental health focal person and medical/nursing staff on issues related to the identification of individuals who need MHPS support, effective management and appropriate referral to MHPSS services.

During October, EHS successfully reconnected an 11-year-old child with a Child Mental Health Center in Athens, fulfilling a mother's request for a child psychiatrist examination. Additionally, a 12-year-old child from Ukraine was referred to the SOS Children's Villages child psychologist for evaluation due to severe anxiety.

In the northern region, during November, the mobile PSS team actively engaged with the Ukrainian Saturday School, conducting workshops on child personal safety and prevention of sexual abuse. Special seminars on the World Day for the Prevention of Child Abuse included sessions such as "My body belongs to me" for children and an educational seminar for parents. Awareness about bullying was raised through a visit to the local state junior school. The team conducted individual PSS sessions, focus group discussions in collaboration with the MFC in Thessaloniki, and established cooperation with Perea activists for future activities.

In EHSs, notable achievements include referring a 12-year-old boy with trichotillomania symptoms to a child psychiatrist, conducting sensitization and psychoeducation sessions to recognize early symptoms of relapse, observing positive outcomes in individuals with psychotic symptoms and alcohol dependency. A significant 56% increase in visits to the mental health clinic and a collaborative meeting between MHPSS teams of MFC and EHSs further highlighted ongoing efforts and achievements in mental health support.



## Protection, Gender and Inclusion

Since the beginning of the operation, **366 HRC staff members and volunteers** (291 women, 75 men) participated in minimum standards **trainings on Protection, Gender, and Inclusion (PGI)**, covering PGI definitions, code of conduct, child protection policy and referral pathways, in order to enhance their knowledge and skills.

**Supervision meetings** continue to be held with staff to ensure that safeguarding principles are being applied and to provide guidance on the management of safeguarding issues.

**Technical support meetings** were held to assist the network of focal points responsible for **child protection** issues in the Unaccompanied Minors Centres, aiming to strengthen the support and response to minors in need of protection.

**Active participation in events, meetings, and working groups** with other agencies focused on protection issues further contributed to the collective efforts in safeguarding individuals such as:

- in IFRC's Humanitarian Diplomacy Training at MFC,
- in the conference on the European Anti-Trafficking Day People on the topic "The Protection of Victims of Human Trafficking in Greece: Legal framework, systemic pathogens and perspectives" organized by the National Center for Social Solidarity, under the auspices of Office of the National Rapporteur for Combating Human Trafficking,
- in the conference "Multiple Vulnerabilities of Homeless Women". The Reception and Solidarity Center of the Municipality of Athens (KYADA) and the Association of Members of Women's Associations of Heraklion and the Prefecture of Heraklion co-organised with the support of the Culture, Sports and Youth Organization of the Municipality of Athens the conference,

in the conference "Human Rights Defenders active in the refugee/immigrant field: protection issues" chaired by National Commission for Human Rights (NCHR). Additionally, collaboration with the **Ministry of Immigration's** relevant department took place for the **pilot application** of tools to assess and prioritize the best interests of children.



## Community Engagement and Accountability

In September, the HRC conducted a **Psychological First Aid (PFA) needs assessment** of displaced people from Ukraine, engaging with relevant focal persons. A **flyer** highlighting HRC services was produced. The completion of a survey on the educational needs of Unaccompanied Minors Centers' (UMCs) staff was finalized, and the development of Standard Operating Procedures (SOPs) for CEA in UMCs is underway, incorporating feedback mechanisms. Additionally, collaboration with the CEA regional office is ongoing for a comprehensive mapping exercise.

In October, the PSS team in the north engaged with the **Ukrainian school**, a vital hub for the Ukrainian community, fostering communication and establishing collaboration. The team also held technical support meetings addressing the coordination of **Focus Group Discussions** (FGDs), the **establishment of a robust feedback mechanism** in Unaccompanied Minors' Centers (UMCs), and the development of a **questionnaire** for service evaluation in the UMCs.

In November, the ongoing mental health needs assessment for people displaced from Ukraine includes upcoming FGDs in Thessaloniki and with participants of external services. Finalization of the flyer detailing available **HRC Mental Health services for displaced people from Ukraine** is in progress. Additionally, **satisfaction surveys in health outreach activities** have been supported across various locations by the CEA Health Sector Focal Person (Elasona, Tsarisani, Syntagma, Kalamata, Kallithea, Menidi).

Moreover, HRC's dedication to **capacity building** is evident through ongoing **training sessions on basic CEA principles** provided to staff and volunteers at different local branches in Greece.



## Migration

During September, the Social Service department of the MFC in Athens, successfully facilitated the registrations of children and teenagers across all educational levels in public schools and education programs.

During a woman's registration at MFC Athens, she recognized her missing brother through the "Trace the Face" service, leading to collaboration between the Social Service and the hotline team to provide valid information to contact RFL of Hellenic Red Cross.

Additionally, the Social Service addressed the case of a woman from Ukraine seeking relief items and assistance in claiming benefits for disabled individuals, referring her to the Municipality of Athens for relevant support programs.

MFC Athens successfully conducted registrations for new psychosocial and educational activities for children and teenagers, including Kindergarten, Youth Club, English and Greek courses, and Study Group. Particularly noteworthy was the high demand for English courses and Study Group, leading to full capacity in existing groups.

MFC Thessaloniki identified the need for formal translation of medical reports to facilitate the registration of children in public schools.

During October, the MFC Athens referred to the Sotiria Hospital Mental Health Center for psychiatric evaluation due to concerns about behavioural and developmental issues.

MFC Athens Social Services assisted a single parent from Ukraine seeking medical support for her teenage daughter with chronic health issues. The social worker efficiently referred the case to health specialists, and the minor is

undergoing required examinations. Recognizing the need for new myopic lenses, the professional referred the girl to 'Smile of the Child,' covering the costs.

In November, MFC Athens conducted various collaborative initiatives, including meetings between the Social Service and Psychologist with counterparts from EHS and HRC to discuss holistic intervention approaches. Additionally, interdisciplinary meetings at MFC Athens addressed cases involving multiple services. A representative from the EU4Health program visited, discussing services for displaced people from Ukraine, and future plans. Training sessions on Psychological First Aid and focus group discussions on the needs of people displaced from Ukraine were held. Empowerment open groups and Tandem groups continued in Thessaloniki, fostering community engagement and support for psychological well-being. The month also included a visit to the church of Saint Dimitrios involving 17 people displaced from Ukraine.

There have been some challenges as well, such as:

- MFC Thessaloniki encountered challenges related to a lack of interpreters.
- Need for the replacement of IT equipment in MFC Athens, as many of the existing equipment are non-operational.
- The Social Service of MFC Athens reported challenges in the nursery school enrollment process, with pending applications and delays attributed to missing documents, creating a perception of unfavorable differential treatment.



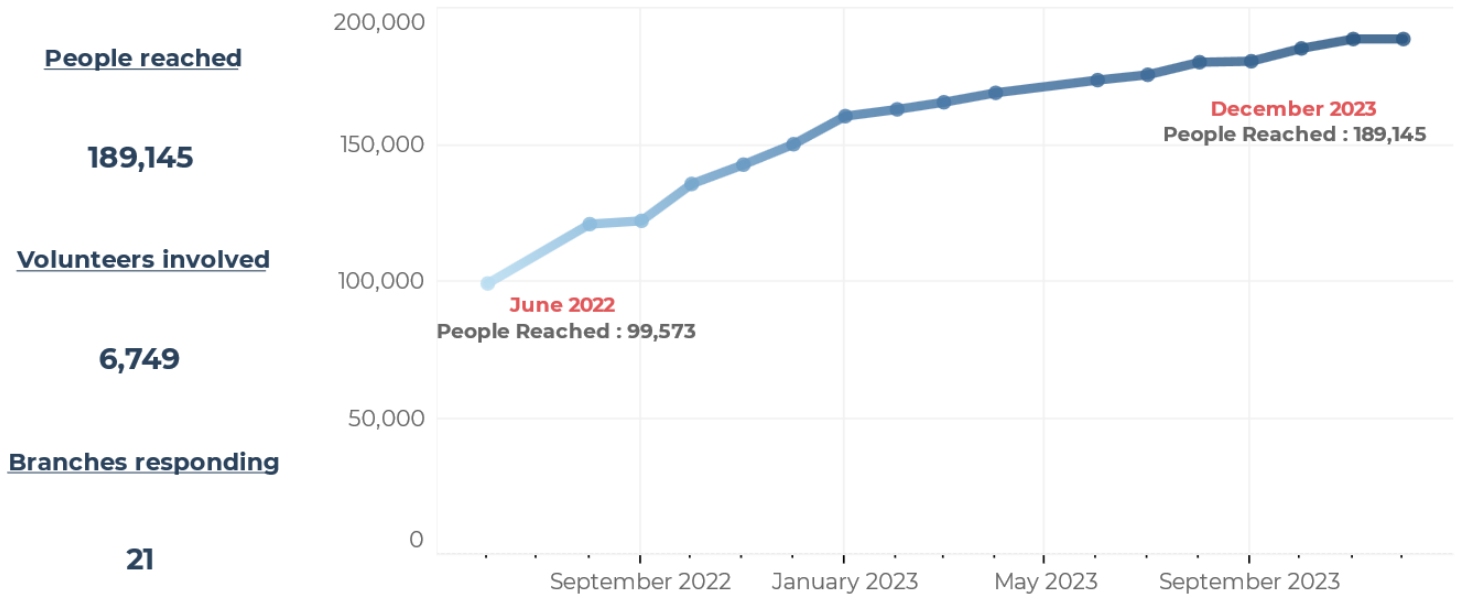
# Hungarian Red Cross

Federation-wide Country overview  
from March 2022 to November 2023

Total Income: **CHF 6,934,223**

Total Expenditure: **CHF 5,448,318**

## National Society reach



## People reached by sector

Icon	Sector	People Reached
	Basic needs support	189,145
	Water, Sanitation and Hygiene	76,451
	Health and Care	27,367
	Multi-purpose Cash	10,893
	Migration	4,762

As reported to the Federation-wide Data System. Cumulative data covering from the beginning of the response up until 30 November 2023.

## Detailed progress by sector: Hungarian Red Cross



### Health & Care

Accessing healthcare in Hungary remains a challenge for displaced people from Ukraine. This is due to language barriers, prolonged waiting times, denied access, unavailability of services, financial constraints, documentation challenges, and a lack of information.<sup>19</sup>

The Hungarian Red Cross (HRC) is addressing the health needs of the affected population by managing accommodation centers for displaced people from Ukraine, offering basic health screening, first aid trainings, blood donation services, vaccination support for children, COVID-19 care, and referrals to professional services. A pilot was initiated to launch Multi-functional Service Points at six counties (Budapest, Pest, Zala, Szabolcs-Szatmár-Bereg, Borsod-Abaúj-Zemplén and Győr-Moson-Sopron). The branches are expected to be reporting the results by March 2024 aiming to conduct 18,000 health screening tests by March 2024. The plans of HRC are complementing the local public health plans and being reported accordingly for both displaced people from Ukraine and host communities. However, referral pathways are not yet standardized on national levels and referrals are being made based on local initiatives and the existing capacities of branch volunteers, staff and management. There will be a need to scale up the response and the activities to cover more counties in Hungary to ensure the access to health services for communities in vulnerable situations.

During the reporting period the special unit of H-HERO team has tested and gained reclassification during the EU Module Exercise in Bulgaria between 3-6 October 2023, as the medical component of the HUN-2 HUSZÁR Medium USAR team and as part of the team management.



### Mental Health and Psychosocial Support

In response to the need for mental health and psychosocial support (MHPSS), the HRC is providing its support services to displaced people from Ukraine at HRC Help Points, train stations, transit areas, and border points. In collective shelters, the HRC runs child-friendly spaces where National Society staff and volunteers coordinate activities for children and mothers while also addressing their mental health needs. The HRC is also actively building the capacities of first responders in external organisations by conducting PFA trainings.



### Shelter, Housing and Settlements

As part of the winter 2023-2024 response, the HRC continues to provide support in several locations accommodating people in shelters managed by the NS. The people residing at these shelters are receiving in-kind support such as food, clothing, free access to specific household items, utilities, and other NFI items. Using the emergency appeal funds the HRC manages shelters in two counties (Győr-Moson-Sopron and Csongrád-Csanád) where more than 120 people are accommodated and their needs are met in winter season. The NS is also being supported by other actors (governmental and INGOs) to deliver similar support in other counties, However, it is planned to scale-down the collective shelters and move towards more private dignified shelters supported by the governmental MMIA funds (AMIF).

All county branches continue distributing hygiene items for displaced people in shelters managed by HRC.

<sup>19</sup> UNHCR (2023) [Hungary Protection Profiling & Monitoring Fact Sheet](#)



## Livelihoods

The current data on the enrolment of children from Ukraine into education in Hungary shows that 32% of school-aged children are not registered for education. This is due to various reasons, with 64% of respondents preferring to attend online classes, 29% facing a language barrier, and 6% experiencing a lack of special education resources.<sup>20</sup>

Recognising the diverse needs of children, the HRC is providing tailored support, including special educational services, to facilitate their integration into the Hungarian educational system through informal education. An integration center was opened in Győr-Moson-Sopron county with Red Cross staff and volunteers organising events for social integration and Hungarian language courses.

Branches in 20 counties made their plans to respond to the specific winter needs for people in need living outside of the HRC managed shelters too. The IFRC has supported the HRC to procure and preposition stocks for a better preparedness to face winter-related hardship and to help them to cope with increasing living costs. All county branches continue distributing food parcels, clothing and household items for displaced people (in shelters, HRC regional offices, at Donation/Help points set up in different locations or delivered to their homes). Such responses are helping to build a better resilience of the affected communities during winter seasons.



## Multi-purpose Cash

The cost of living and the overhead expenses are becoming more expensive in the coldest months in the winter. With today's high energy prices, home expenses are costly, especially in winter, when the consumption is higher, than in the rest of the year. The more expensive food also breaks open the wallet of everyone. Personal expenses such as clothing are also high-priced, and with the need for cold-weather gear, they are also obligatory. In regard of financing these expenses, finding a job could also be more challenging in winter because of the lesser options (for example: lesser seasonal and hospitality jobs, no constructions). Displaced people are becoming more vulnerable when the weather is becoming colder because of the definite need of heated environment.

As part of the winter 2023-2024 response, the HRC has planned to support families with winterisation assistance (multi-purpose cash) to help them cover the increasing costs of winter needs due to extreme weather conditions and increase the resilience of the affected communities impacted by the crisis.

The winterisation assistance is being transferred at the beginning of winter season and is aiming to support families with their expenses in November and December 2023, and in January 2024. Displaced people from Ukraine who were eligible are those who: 1. Left Ukraine on or after 24 February 2022 due to the conflict, AND 2. Are currently staying in Hungary, AND 3. Are already registered in the Access RC application. AND 4. Meet at least one of the following two criteria: Families with at least two children up to 12 years or Families with a member who is older than 65 years. The projected number of people to be achieved is approximately 1,700 individuals.

The transfer value was changed and increased to EUR 90 for each individual for three months in a one-off transfer. This increase was based on evidence collected from previous Post Distribution Monitoring results that previous amount does not meet the basic needs, in addition to increasing needs and prices during winter seasons. This approach was well coordinated with the UNHCR, UNICEF and other local actors to achieve a better impact and avoid duplication, if any.

The program information is being disseminated through AccessRC app notifications and SMS. The HRC branch staff and volunteers, including HRC Helpdesk operators and team leaders are all sensitized on the programme and are also supporting the community with the information. The feedback management is mainly done through the HRC Helpdesk.

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<sup>20</sup> Idem.

The winterisation assistance is expected to help the affected population to buy some thermal comfort (blankets, bed linen, sleeping bags); winter clothes and accessories; food and water; winter baby kits; dignity kits/items and heating – electricity. However, the choice remains with the recipient, and they are in the best position to decide about their own needs.



## Protection, Gender and Inclusion

The leadership and teams of HRC are collaborating with the IFRC Hungary operation, regional PGI team, and IFRC's OIAI to review HRC Safeguarding policies, updating the code of ethics. Simultaneously, they are developing a socialisation plan and conducting relevant training for both staff and volunteers. Ongoing discussions are underway for the establishment of an Integrity line for HRC, following recent approval from the NS leadership.

The HRC has provided financial assistance to 3,067 individuals listed in the existing AccessRC (RedRose) database as part of the **Cash for Protection (C4P)** initiative. This support aims to address the needs of people in vulnerable situations from Ukraine, enhance protection outcomes, and monitor both their present and future requirements.

To assess the impacts and effectiveness of the assistance provided to displaced people from Ukraine living in Hungary, Focus Group Discussions (FGDs) were conducted in two cities, Hajdúszoboszló and Budapest. Three different FGDs were conducted with 27 people in total; in Budapest, the discussions were held with Ukrainian speaking people and Hungarian speaking people (mostly affected Roma community members), while in Hajdúszoboszló, with only Ukrainian-speaking people. The findings inform future improvements of similar cash programmes and help to understand protection concerns and gaps.

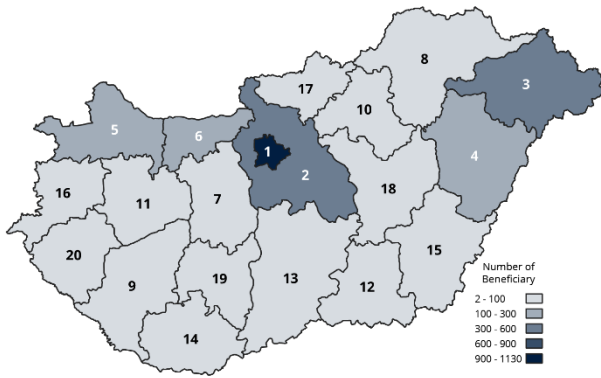
According to the FGDs, 93% of the surveyed population were females, among all the participants 66% have chronic medical illnesses and 21% have disabilities. Furthermore, 19% of participants were pregnant or lactating mothers. This data confirms the essentialness of ensuring that groups in vulnerable situations such as women, minorities, individuals with chronic illnesses, people with disabilities, and pregnant or lactating women receive tailored protection services and support to address their specific needs and vulnerabilities. The primary needs expressed were: access to medical health, psychologist and medicines. FGD participants highlighted that Ukrainian or Russian speaking doctors (dentist, disability specialists and psychologists) are required in certain areas. 15% of people said they did not know how to apply for temporary protection, which can be seen as a result that should be evaluated in terms of people's access to rights and services.

During the FGD conducted with Roma community members who benefited from the assistance in Budapest, no particularly different needs were identified, other than how the aid is spent (on baby items, food and household items). One of the main conclusions regarding Roma minority FGD was that the participation rate was lower than in other FGDs. Therefore, a different participation method to be determined in consultation with the Roma community for the future engagement.

The outcome of this project has also allowed to provide comprehensive data to the decision makers at branches helping them to target people with the right types of approaches, services and assistance. Therefore, the design of responses beyond cash was based on an updated information and findings from a protection perspective.

In HRC fully managed accommodation centres, the National Society not only ensures the provision of safe spaces but also organises customised activities for children. These activities serve a purpose by providing spaces for adults, especially mothers, to interact and socialise. The HRC seeks to cultivate a supportive environment for both children and adults through engaging activities.





**3,053**  
Beneficiary

**1,238**  
People with vulnerability

**1,852**  
Female

**1,172**  
Male

**1. Budapest**

Applications: 1130 | 37.0%  
Chronic illness: 356 | 31.5%  
Mental disability: 50 | 4.4%  
Physical disability: 96 | 8.5%  
Pregnant: 37 | 3.3%  
Females: 706 | 62.5%  
Males: 413 | 36.5%  
N/A: 11 | 1.0%

**2. Pest**

Applications: 393 | 12.9%  
Chronic illness: 142 | 36.1%  
Mental disability: 14 | 3.6%  
Physical disability: 25 | 6.4%  
Pregnant: 12 | 3.1%  
Females: 219 | 55.7%  
Males: 171 | 43.5%  
N/A: 3 | 0.8%

**3. Szabolcs-Szatmar-Bereg**

Applications: 301 | 9.9%  
Chronic illness: 108 | 35.9%  
Mental disability: 13 | 4.3%  
Physical disability: 21 | 7.0%  
Pregnant: 19 | 6.3%  
Females: 193 | 64.1%  
Males: 106 | 35.2%  
N/A: 2 | 0.7%

	Beneficiary		Physical disability		Chronic illness		Mental disability		Pregnant		Female		Male		N/A gender		0-17 years		18-29 years		30-64 years		65 and more	
	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%	#	%
<b>1. Budapest</b>	1130	37.0	96	8.5	356	31.5	50	4.4	37	3.3	706	62.5	413	36.5	11	1.0	485	42.9	129	11.4	421	37.3	95	8.4
<b>2. Pest</b>	393	12.9	25	6.4	142	36.1	14	3.6	12	3.1	220	56.0	170	43.3	3	0.8	180	45.8	66	16.8	129	32.8	18	4.6
<b>3. Szabolcs-Szatmar-Bereg</b>	301	9.9	21	7.0	108	35.9	13	4.3	19	6.3	193	64.1	106	35.2	2	0.7	120	39.9	29	9.6	130	43.2	22	7.3
<b>4. Hajdu-Bihar</b>	179	5.9	42	23.5	75	41.9	32	17.9	5	2.8	104	58.1	69	38.5	6	3.4	81	45.3	25	14.0	57	31.8	16	8.9
<b>5. Győr-Moson-Sopron</b>	142	4.7	11	7.7	48	33.8	0	0.0	5	3.5	91	64.1	51	35.9	0	0.0	62	43.7	18	12.7	47	33.1	15	10.6
<b>6. Komárom-Esztergom</b>	103	3.4	11	10.7	29	28.2	8	7.8	6	5.8	54	52.4	49	47.6	0	0.0	43	41.7	23	22.3	33	32.0	4	3.9
<b>7. Fejér</b>	99	3.2	12	12.1	32	32.3	3	3.0	4	4.0	53	53.5	46	46.5	0	0.0	45	45.5	11	11.1	38	38.4	5	5.1
<b>8. Borsod-Abaúj-Zemplén</b>	97	3.2	9	9.3	41	42.3	4	4.1	0	0.0	64	66.0	33	34.0	0	0.0	43	44.3	6	6.2	42	43.3	6	6.2
<b>9. Somogy</b>	67	2.2	4	6.0	12	17.9	4	6.0	4	6.0	33	49.3	34	50.7	0	0.0	38	56.7	8	11.9	21	31.3	0	0.0
<b>10. Heves</b>	65	2.1	5	7.7	14	21.5	0	0.0	3	4.6	40	61.5	25	38.5	0	0.0	30	46.2	8	12.3	26	40.0	1	1.5
<b>11. Veszprém</b>	54	1.8	6	11.1	13	24.1	1	1.9	5	9.3	32	59.3	22	40.7	0	0.0	21	38.9	9	16.7	19	35.2	5	9.3
<b>12. Csongrád-Csanád</b>	52	1.7	9	17.3	30	57.7	2	3.8	2	3.8	39	75.0	13	25.0	0	0.0	17	32.7	2	3.8	20	38.5	13	25.0
<b>13. Bács-Kiskun</b>	51	1.7	13	25.5	25	49.0	3	5.9	1	2.0	32	62.7	19	37.3	0	0.0	15	29.4	14	27.5	20	39.2	2	3.9
<b>14. Baranya</b>	31	1.0	4	12.9	16	51.6	2	6.5	1	3.2	20	64.5	10	32.3	1	3.2	13	41.9	3	9.7	12	38.7	3	9.7
<b>15. Bekes</b>	28	0.9	2	7.1	9	32.1	1	3.6	3	10.7	16	57.1	8	28.6	4	14.3	19	67.9	2	7.1	5	17.9	2	7.1
<b>16. Vas</b>	27	0.9	0	0.0	10	37.0	1	3.7	1	3.7	15	55.6	12	44.4	0	0.0	14	51.9	4	14.8	9	33.3	0	0.0
<b>17. Nógrád</b>	11	0.4	1	9.1	1	9.1	0	0.0	0	0.0	8	72.7	3	27.3	0	0.0	7	63.6	1	9.1	2	18.2	1	9.1
<b>18. Jász-Nagykun-Szolnok</b>	9	0.3	0	0.0	0	0.0	0	0.0	1	11.1	7	77.8	2	22.2	0	0.0	5	55.6	1	11.1	3	33.3	0	0.0
<b>19. Tolna</b>	6	0.2	0	0.0	1	16.7	0	0.0	1	16.7	4	66.7	2	33.3	0	0.0	3	50.0	0	0.0	2	33.3	1	16.7
<b>20. Zala</b>	2	0.1	1	50.0	1	50.0	0	0.0	0	0.0	1	50.0	1	50.0	0	0.0	0	0.0	1	50.0	1	50.0	0	0.0

Sources: AccesRC Dataflow, RedRose Classic; Note: We are not considering applications with a draft or withdraw status.



**Community Engagement and Accountability**

The HRC Helpdesk addresses daily inquiries covering a range of topics, including the ongoing cash programme, questions about winterisation cash assistance, and challenges related to accessing survey links. During the reporting timeframe, the Helpdesk resolved 104 issues.

With the support of the Netherlands Red Cross 510 Team, the HRC is engaged in Social Media Listening (SML). The latest data scrape has brought attention to three topics listed below.

**Employment.** Displaced people from Ukraine are both seeking and offering others employment opportunities.

**Movement.** People affected are inquiring about the necessary documents for crossing borders. Additionally, they seek and offer transportation services, while also exploring the availability of free transportation for displaced people from Ukraine.

**Shelter.** People affected are actively requesting housing, including shelter, overnight stays, and free accommodation. Keywords such as hotel, room, and lodging are also prevalent in these requests.



## Migration

The HRC is implementing an EU-funded project designed to strengthen national capacities and refine procedures for migration management. The project also seeks to foster increased solidarity and responsibility-sharing among Member States, primarily through emergency assistance and the relocation mechanism. It aims to support people to move to private dignified shelters, pay for their utilities and basic needs, and have some savings for integration purposes.

The HRC is actively engaged in close coordination with the Ministry of Interior to address technical aspects of the MMIA (AMIF) project. As part of coordination efforts, HRC has held internal meetings with eight county branches to streamline and coordinate the implementation of the MMIA initiative.

Up until now, 622 housing contracts have been approved across the country for displaced people from Ukraine. The project deadline was set to be the end of December 2023, however, the government has decided a no cost extension until February 2024.



## National Society Strengthening

To enhance its existing services and capacities, the HRC is implementing several activities related to National Society Strengthening. The HRC is currently working on optimising its website. The primary goal of the initiative is to improve the website, so it is user-friendly and useful for local communities and migrants.

In the months of September, October, and November, the HRC engaged in activities that include strengthening mobility and logistics through IFRC-funded vehicle procurement and developing warehousing capabilities. The IFRC country team for Hungary has played a crucial role in supporting HRC by assisting in the development of procedures and facilitating training sessions to enhance overall HRC capacities. The National Society has actively engaged in a range of activities, including scaling health screening initiatives, National Society Development Officer training, as well as team-building events.



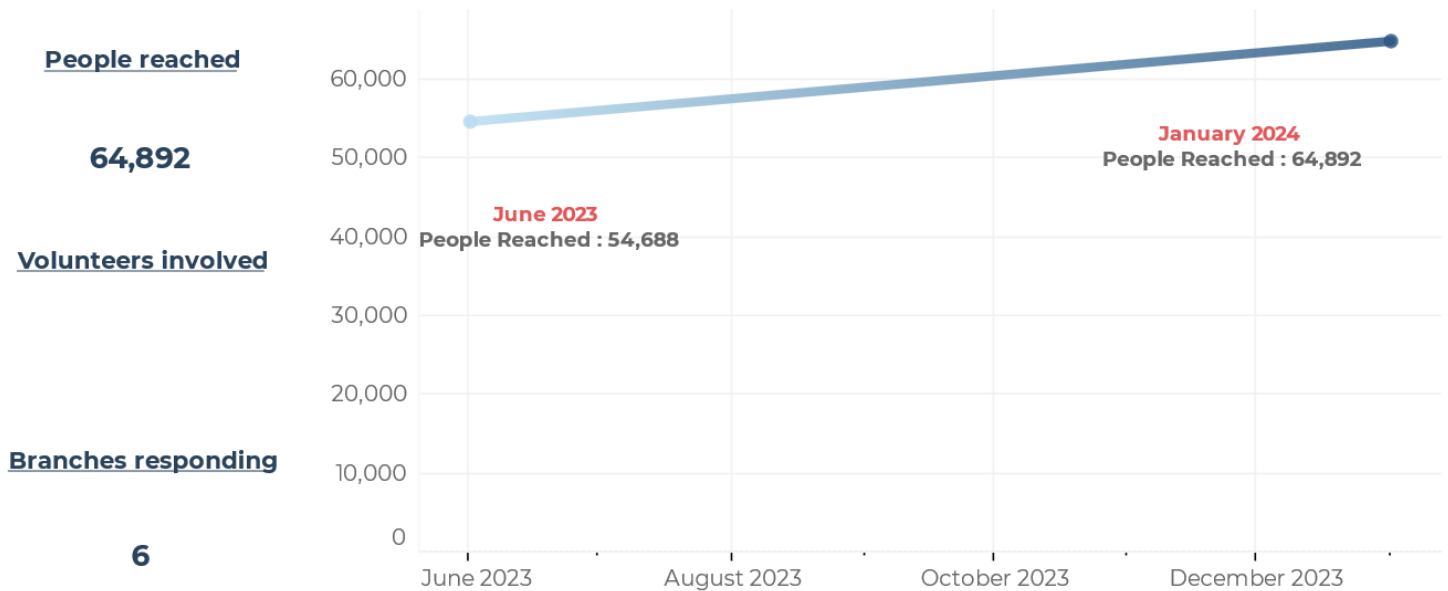
# Latvian Red Cross

Federation-wide Country overview  
from March 2022 to November 2023

Total Income: **CHF 450,729**

Total Expenditure: **CHF 307,203**

## National Society reach



## People reached by sector

Water, Sanitation and Hygiene	Basic needs support	Health and Care	Protection Gender and Inclusion	Shelter, Housing and Settlements	Migration
64,892	41,000	7,291	250	240	0

As reported to the Federation-wide Data System. Cumulative data covering from the beginning of the response up until 31 December 2023.

## Detailed progress by sector: Latvian Red Cross



### Health & Care

In September 2023, Latvian Red Cross (LatRC) started First Aid (FA) trainings for state border guards. The first training was conducted by LatRC regional branches. During September and October 2023, 82 border guards were trained in FA under the guidance of certified FA instructors of the LatRC. This training will increase the knowledge of border guards and support the well-being of displaced people crossing or attempting to cross the border. This training will strengthen cooperation between LatRC and state border guards on emergency preparedness.

An online first aid training session for displaced people from Ukraine residing in Latvia was conducted in October 2023, where five people participated, and 60 people received records after the training session. During the training, participants received information about providing first aid, how and when to perform cardiopulmonary resuscitation (CPR), methods for assisting in cases of bleeding, and necessary actions during accidents involving chemical substances.



### Mental Health and Psychosocial Support

With the support of the EU4Health programme, LatRC trained three trainers in providing Psychological First Aid. Between August and September 2023, LatRC translated and adjusted IFRC Psychosocial First Aid (PFA) materials and received a license to provide PFA training in Latvia. In October 2023, LatRC started PFA training, organising three groups with 60 participants in the first month. PFA training continued in November with an additional 11 groups and approx. 220 people.

The third group of the 8-week MHPSS training programme approved by the Latvian Prison administration developed by LatRC started on 4 November 2023 and will finish at the end of December 2023. The programme is having positive results, and partners from the Ministry of Justice and Prison administration are interested in continuing to support the LatRC initiative. On 27-28 November 2023, the Ministry of Justice of Latvia organised a planning meeting for upcoming training for volunteers who work in prison. During this meeting – in which the Norwegian Red Cross has participated, LatRC presented their experience and results of providing programmes in prison and will discuss possibilities to expand this programme.

In addition, involving psychologist experts, the Latvian Red Cross **has developed a methodology for art sessions to help people displaced from Ukraine with traumatic experiences**. The first training for psychologists working with Ukrainians and other people in crisis took place in November - 20 people have participated.



### Shelter, Housing and Settlements

During the reporting period, LatRC carried out activities and mentoring for displaced people from Ukraine during their daily stay in two Red Cross accommodation facilities for over 180 people in the Latgale and Zemgale regions. In addition, LatRC has provided and distributed household items at Humanitarian Aid Points.

LatRC has planned the winterisation activities and support started for the 2023-2024 winter season. Discussions with branches are ongoing about the needs of the displaced people of Ukraine for winter, which could include seasonal clothing and footwear, household textiles, portable heaters, wood for individual heating systems, and minor repairs in

social centres to improve insulation. Management-level meetings are ongoing with municipalities to plan support for displaced people from Ukraine in case of increased numbers of arrivals during winter.



## Livelihoods

On 26 October 2023, LatRC attended the Social Innovation Forum in Brussels, organised by the European Competence Centre for Social Innovation, where examples of LatRC accompanying initiatives and work done with displaced people from Ukraine were presented.



## Multi-purpose Cash

In October 2023, LatRC started a CVA program for displaced people from Ukraine with children attending school in Latvia. Banners, posters, and flyers were prepared with information to receive the information together with support cards. As of the end of November, over 1,000 cards have been distributed, reaching 2,500 individuals in the assisted households. LatRC plans to finish distribution by the end of December 2023.



*Distribution of vouchers for displaced people from Ukraine in LatRC. Photo: LatRC, November 2023.*

There were initial challenges in identifying and reaching the planned number of people with voucher distribution, due to highly focused targeting, which limited eligibility. To respond to this issue, while keeping the basic eligibility criteria of 'social department status of low-income, crisis-affected families', the target group was expanded in two rounds, to

families with children aged 1.5-21 and then to families with children engaged in online schooling. The process revealed that children from Ukrainian families who have eligible social status often do not attend Latvian schools due to various reasons, such as language barriers, concerns about bullying, or the reason that they continue their education in Ukrainian schools through online learning.



## **Protection, Gender and Inclusion**

In August 2023, LatRC started a project funded by the Society Integration Fund, “Cultural roads in Latvia” for displaced people from Ukraine in Latvia. The project aims to provide cultural orientation courses and integration events to promote cooperation between displaced people and the host community. During the project, LatRC will organise cultural integration activities for children, and cultural integration courses for adults with Latvian food cooking master classes. Also, displaced people can attend education excursions to visit historical places in Latvia. The planned target group of the project is 570 displaced people from Ukraine. Between September and November, approx. 450 people participated in different activities withing the project, which were ongoing until the end of 2023. Similar events will continue throughout 2024 also with the support of the Emergency Appeal.

PGI aspects have been thoroughly considered at the launch of the CVA programme. Measures included accessibility aspects while selecting the supermarket chain for the vouchers, the deployment of outreach teams tasked with delivering vouchers directly to individuals who may face challenges reaching the branches, the establishment of a multi-channel pre-registration system (Jotform, by phone, e-mail, by visiting RC), which successfully mitigated safeguarding the dignity of those in need. Ukrainian speaking staff has ensured all participants of the programme have adequate information and spent as much time as necessary to manage individual cases. The distribution locations included child friendly spaces, silent rooms, place to sit and rest, water, the possibility to charge phone, and access to a breastfeeding room.



## **Migration**

Safe services at humanitarian service points are being provided across 6 LatRC branches. Active advocacy services are provided, and information on detained migrants’ rights is provided by participating in weekly online meetings with the relevant stakeholders and NGOs.



## **Community Engagement and Accountability**

In May 2023 LatRC conducted a needs assessment study for new analysis on the needs of displaced people in Latvia, reaching 477 people. The survey data was collected by LatRC staff and volunteers in June and July 2023, and the report has been completed following analysis in November 2023.

During November 2023, LatRC in close cooperation with the IFRC Poland country cluster delegation, has created a CVA post distribution monitoring survey. The results will become available in the upcoming weeks.



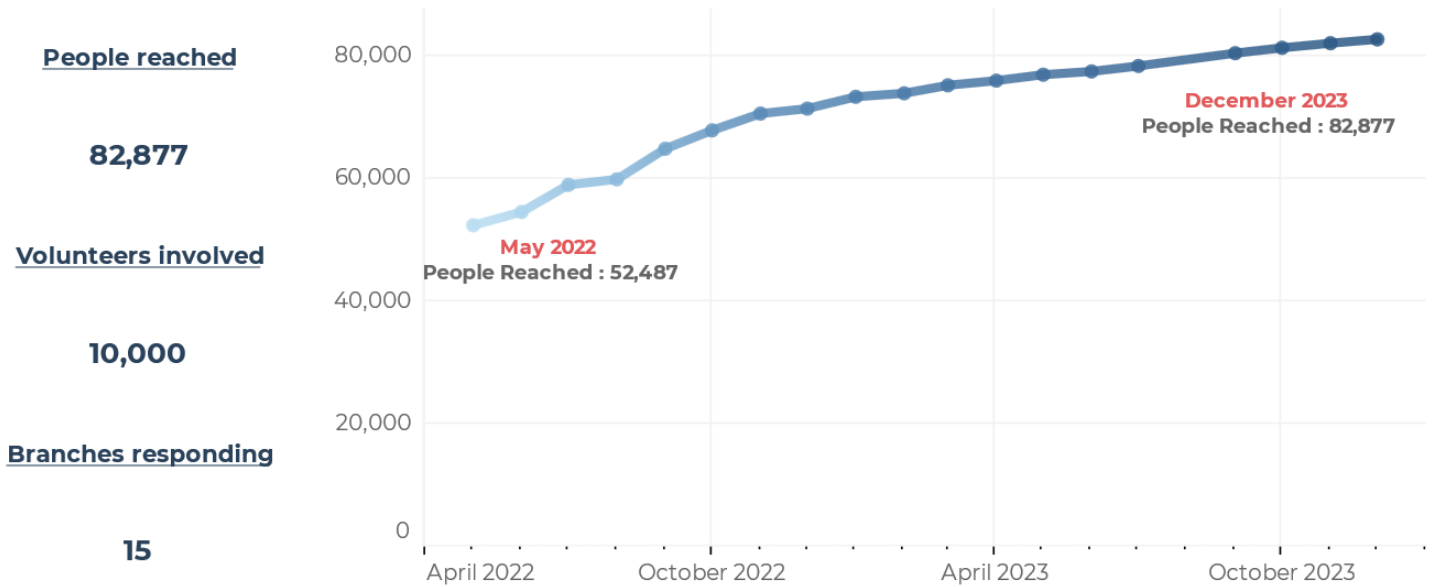
# Lithuanian Red Cross Society

Federation-wide Country overview  
from March 2022 to November 2023

Total Income: **CHF 10,184,975**

Total Expenditure: **CHF 5,901,094**

## National Society reach



## People reached by sector

Migration	Water, Sanitation and Hygiene	Multi-purpose Cash	Protection Gender and Inclusion	Health and Care
82,877	77,387	30,341	26,622	13,053

As reported to the Federation-wide Data System. Cumulative data covering from the beginning of the response up until 30 November 2023.

## Detailed progress by sector: Lithuanian Red Cross



### Health & Care

With the support of IFRC Emergency Appeal funding between September and November 2023, 4,800 people were trained in first aid (FA). In September, the Lithuanian Red Cross organised the annual FA festival to draw attention to health care and the importance of FA skills.



### Mental Health and Psychosocial Support

Between September and November 2023, 1,816 people have been reached with mental health and psychosocial support services, and the Lithuanian Red Cross has trained 93 people in mental health and psychosocial support.



### Shelter, Housing and Settlements

Between September and November, the Lithuanian Red Cross distributed 1,087 packages of essential items and packages of food. LRC also sent many non-perishable food and vital supplies to Ukraine. These include hygiene products for adults and children. In total, exported support amounts to 20,9 tons.



### Livelihoods

With the support of different funding sources, approximately 2,104 people received individual consultations on employment programmes in Lithuania.



### Multi-purpose Cash

The LRC finished the cash support programme for displaced people from Ukraine, which started on 21 August 2023 with the support of IFRC, where each eligible household received EUR 390. In total, the support reached 1,000 households.

The criteria for the cash support programme were:

- People over 65 years old
- Mothers with three or more children
- People with disability

In September, the Lithuanian Red Cross hosted two CVA trainings in Vilnius. Participants were delegates from Estonian, Moldovan, and Polish national societies.





## Protection, Gender and Inclusion

The National Society has included the age and disability disaggregated data approach in the CVA project's needs assessment data collection and analysis. In September, the Lithuanian Red Cross hosted a PGI training in Vilnius, where Staff from Malta, Bulgaria, Slovakia, Poland, Romania, and Türkiye participated.

Preparations are underway to implement the Lithuanian Red Cross Protection, Gender, Inclusion and Safeguarding plan with the support of the Canadian Red Cross, which will start in January 2024.

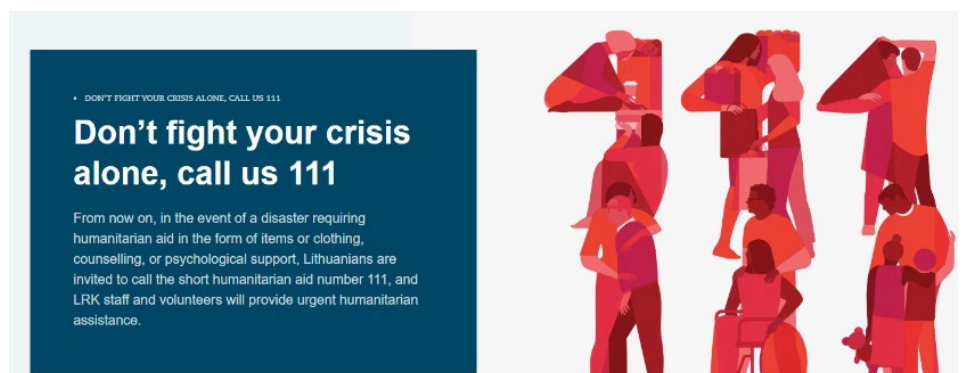


## Community Engagement and Accountability

With the support of IFRC Emergency Appeal funding, the Lithuanian Red Cross has established a call centre for displaced people from Ukraine, run by LRC staff and volunteers. Between September and November, the call centre attended 50 calls.

During the summer, LRC info centres in Kaunas, Vilnius and Klaipėda hosted many events in which Ukrainian families participated. From excursions, workshops, and Children Protection Day events to Independence Day of Ukraine events with the Ukraine Centre in Vilnius and language courses.

On 17 October, The Lithuanian Red Cross opened the short humanitarian aid line 111. Its purpose is to provide quick and efficient help to people caught in an unexpected disaster. The line has received over 4,000 calls in over a month. 600 specially trained volunteers provide emergency calls, and we assist throughout Lithuania 7 days a week.



## Migration

With the support of IFRC Emergency Appeal funding, safe services are provided at humanitarian service points across 15 branches supporting displaced people in official procedures (migration, temporary protection, asylum).

LRC actively advocates for detained migrants' rights by participating in weekly bilateral or multilateral meetings with the relevant stakeholders.



## National Society Strengthening

The Lithuanian Red Cross, with IFRC support, has prepared a strategic plan for the upcoming two years. LRC has implemented the Preparedness for Effective Response Approach (PER), compiling existing policies currently in progress, followed by the self-assessment and planning workshop scheduled for January 2024.



# Red Cross Society of the Republic of Moldova

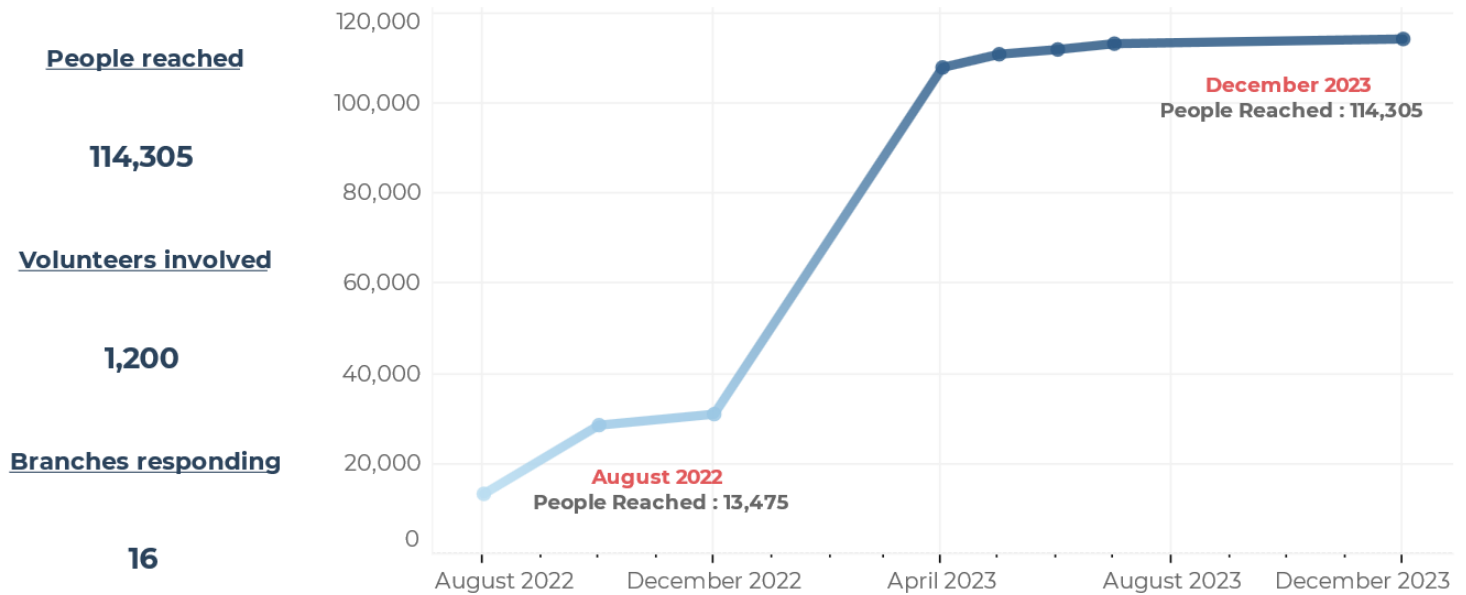
## Federation-wide Country overview

from March 2022 to November 2023

Total Income: **CHF 4,793,492**

Total Expenditure: **CHF 2,155,717**

### National Society reach



### People reached by sector

Icon	Sector	People Reached
	Basic needs support	114,305
	Multi-purpose Cash	45,628
	Water, Sanitation and Hygiene	22,325
	Health and Care	15,312
	Shelter, Housing and Settlements	4,887
	Protection Gender and Inclusion	2,926

As reported to the Federation-wide Data System. Cumulative data covering from the beginning of the response up until 30 November 2023.

## Detailed progress by sector: Red Cross Society of the Republic of Moldova



### Health & Care

The MRCS, with the support of IFRC, is in the process of enhancing cooperation with the ANSP. An official request has been sent from MRCS for the revision of information materials for community-based health promotion activities. A face-to-face meeting with ANSP is planned for technical consultations on possible cooperation.

During the reporting period, almost all MRCS branches marked World Health Day and World Diabetes Day by organising various activities at educational institutions, community level and among the public.

Under bilateral partnership with the Norwegian Red Cross, MRCS branches have organised activities to promote healthy lifestyle among youth and the general population. These activities include blood donation campaigns on International Blood Donor Day and psychosocial support for children at risk and people in vulnerable situations, displaced people from Ukraine, especially in Refugee Accommodation Centres (RAC), as well as organising pre-medical first aid training.

MRCS volunteers participated in the “First aid in emergencies” training held in partnership with the ICRC. Another training was organised with the support of the IFRC for MRCS branch directors on health promotion and disease prevention among communities and the public.

Within the joint programme, MRCS, Swiss and Luxembourg Red Crosses organised hygiene promotion activities for 685 primary and secondary school children in Basarabeasca, Comrat and Chisinau.

MRCS conducted a two-day health-related training for 11 branch directors and volunteers as a follow-up of previously organised meetings with IFRC support. The primary purpose and objectives of the training were to assess experience, needs, and capacity for conducting regular community-based health promotion and prevention activities at the branch level. Participants developed a pilot three-month activity plan at the end of the training. As a further step, the MRCS purchased a tonometer for the 11 branches to conduct sessions on the risks of high blood pressure, and branches submitted the budget requests for conducting promotion sessions.



### Mental Health and Psychosocial Support

MRCS Basarabeasca, Chisinau, and Comrat branches organised 18 activities focused on social integration and psychosocial support for displaced people from Ukraine. Volunteers of the Chisinau branch used *Giraffe language techniques* for effective communication and psychological first aid inspired by the exchanged experience with the support of the Norwegian Red Cross.

With the financial support of the Swiss Red Cross and the Luxembourg Red Cross, 24 social cohesion and psychosocial activities were organised by MRCS branches with the participation of a total of 276 adults and 68 children from refugees and host families in Chisinau, Basarabeasca and Comrat.

The MRCS, with the support of the IFRC Reference Center for Psychosocial Support, conducted online information provision about the positive characteristics that allow an individual to adapt more quickly to stressful situations. On World Mental Health Day, volunteers from MRCS Chisinau, Drochia, Balti and Calarasi Branches organised information activities on awareness and stigmatisation of mental illnesses.

In the partnership framework with the ICRC, activities to provide psychosocial support to displaced people from Ukraine living in the cities of Balti and Bender are ongoing.



## Shelter, Housing and Settlements

Since March 2022, MRCS, via its branches and with the support of the Movement, has distributed food, clothing, hygiene, medicines, and other essential items to host families of displaced people from Ukraine. MRCS has reached 114,305 people with relief assistance for basic needs. IFRC supports MRCS with procuring relief items (food, hygiene, water cartridges, travel kits, etc.) for further stock replenishment and bi-monthly distributions between September-February 2023-2024, covering 4,000 families (including displaced families and host communities).

During the reporting period, MRCS branches distributed 1,228 food parcels to host families of displaced people from Ukraine. The MRCS branches distributed 263 food parcels via the Health Department of the Chisinau Municipal Council to meet the needs of Moldovan families in vulnerable situations.

With the support of Swiss and Luxembourg Red Cross, on 27 September, a coordination meeting was held at the Basarabeasca branch with the directors of the three branches regarding the process of carrying out the activities envisaged in the project, finalising the lists of people targeted based on vulnerability criteria to be stamped by the local authorities, coordination with representatives of social assistance and public authorities.

Upon the official request of the Ministry of Labour and Social Protection (MoLSP), the IFRC and the MRCS are currently providing support to cover the overall expenses of the Refugee Accommodation Centers (RACs) across the country. MRCS and IFRC monitor the living conditions at every RAC supported (currently 44). IFRC, in collaboration with MoLSP, evaluates various aspects through structured or casual discussions with the RACs' managers, staff, and, when possible, people assisted. A relief distribution review was conducted with an external consultant with MRCS leadership and management, IFRC staff, INGOs, PNs and focus group discussions at regions (Baltzi, Ungeni, Comrat). The primary purpose was to review the distribution of relief items for Ukraine and the emergency response of impacted countries in Moldova.



## Multi-purpose Cash

The MRCS, with the support of IFRC, has announced the opening of registration for the distribution of vouchers for displaced persons from Ukraine who arrived in Moldova on or after 24 February 2022 and live in Chisinau. Vouchers can be used for the purchase of food and hygiene products. The nominal value of a voucher is MDL 725 per person. The programme started in November 2023 and covers people with disabilities in the Republic of Moldova and families with many children.

The IFRC plans to provide monthly voucher assistance through the MoneyGram system until February 2024. This assistance will be provided to 2,000 displaced families from Ukraine with disabled family members, as well as 827 children from Moldovan families with severe disabilities. The project, titled "Support to Refugees from Ukraine and Vulnerable Host Communities through Monthly Multi-Purpose Cash (MPCA)," aims to guarantee that the basic needs of both family categories are covered while ensuring social cohesion and avoiding conflict with the host communities. The value of vouchers is MDL 1,631 for children and MDL 1,568 for adults. The modality to be used is online registration through an application, where applicants must upload their Certificate of Disability into the system. The location to be covered includes displaced families throughout the country except Transnistria, while Moldovan families in vulnerable situations will only be covered in districts where the MRCS has branches. MRCS programmes include between 70-80% of refugees from Ukraine and 20-30% of the Moldovan population in vulnerable situations, as agreed with local authorities. A call centre has been established, including four enumerators (two for displaced people from Ukraine and two for Moldovan citizens).

MRCS, with the support of IFRC and partners, is looking to establish and further strengthen its Cash Readiness capacity by recruiting cash focal points, establishing cash-related mechanisms, processes and procedures, and training staff and volunteers as part of its Response Plan and National Society Development Plan. The IFRC and the

MRCS organised a two-day Cash & Voucher Assistance training for the Red Cross Society of Moldova branch directors and volunteers in Chisinau on 6-7 September 2023.

In addition, a tripartite pilot project has been launched between the Swiss Red Cross, Luxembourg Red Cross, and MRCS, focusing on the branches Basarabasca, Comrat and Chisinau, to distribute 1,000 vouchers for hygiene and 1,000 vouchers for food, each valued at MDL 750, were distributed to 20% of displaced families from Ukraine and 80% of the Moldovan host community.

Furthermore, another pilot tripartite project launched between the Swiss Red Cross, Luxembourg Red Cross, and MRCS involved the distribution of 500 vouchers, each valued at MDL 500, for eyeglasses for children. This initiative has also been implemented through the MRCS Chisinau, Comrat, and Basarabasca branches. In both cases, the list of people to be assisted (disabled and older and children's people) is provided by branches, which receive the preliminary list after coordination with the Ministry of Labour and Social Protection at the district level.



## **Protection, Gender and Inclusion**

MRCS Anenii Noi branch volunteers organised activities to engage and support the social integration of displaced people: the activity included information sharing about cultural traditions and creating friendly spaces with displaced people.

Within the project implemented by the Calarasi branch, with the support of IFRC, "Welfare has no borders", several lessons were held within the Romanian language course for displaced people from Ukraine. Refugees could learn the Romanian language's grammar, reading, and writing to support integration within the host community.

The IFRC and the Lithuanian Red Cross in Vilnius organised a Protection, Gender, and Inclusion (PGI) training to learn how to handle difficult situations and give constructive feedback. The Volunteer Management coordinator represented the MRCS and the other 10 National Societies. During the training, participants from more than ten countries were present.

The MRCS Calarasi branch volunteers carried out an activity under the slogan "Awareness campaign for the prevention of violence abuse". The activity was carried out with the Directorate of Family Protection and Social Assistance Calarasi representatives and within the partnership between the MRCS and the Norwegian Red Cross Buskerud branch. Anenii Noi Red Cross Branch Volunteers marked World Day Against Violence.



## **Community Engagement and Accountability**

IFRC, in close collaboration with the MRCS, Swedish Red Cross and ICRC, organized a three-day Community Engagement and Accountability (CEA) training between 19-22 October 2023 for MRCS staff at headquarters, branch directors and volunteers, as well as volunteers from the Hungarian, Lithuanian and Romanian Red Cross. Based on existing standard IFRC training, it was adapted to fit the Moldovan context, and materials from the IFRC CEA Guide, Toolkit, and new Feedback Kit were integrated. The ICRC Moldova Delegation, Swedish Red Cross, IFRC Regional Office for Europe, and Poland Country Cluster Delegation CEA Delegates led the facilitation. The aim of the training was for MRCS staff and volunteers to become familiar with the theory and practice of the CEA and Protection Gender and Inclusion (PGI) approaches, with a particular focus on how this would relate to their ongoing activities within the crisis response as well as support the efforts towards establishing a nationwide feedback mechanism and CEA action plan for the MRCS.

With the support of the Luxembourg Red Cross and the Swiss Red Cross (SRC), an exit survey in KoBo has been prepared, which will help finetune the voucher distribution process. They also helped organise the feedback log-book, and an induction on how the information should be recorded and how feedback should be provided. SRC provided a dedicated telephone number for the Call Centre.

The ICRC EcoSec team implemented a community-based exercise to support income-generating projects within the communities affected/exposed to protection risks. Due to challenges in identifying viable community projects and community leadership/accountability, it will support individual income-generating activities (both for host families and displaced people).



## Migration

Since the beginning of the crisis, the Moldova Red Cross has supported displaced people from Ukraine arriving in Moldova at borders and towns/villages, providing hot food and drinks, blankets, food parcels, hygiene kits, clothes, and other non-food relief items. In total, 45 humanitarian service points (HSPs) were established initially, and welcoming packages and support were offered to people crossing. The influx has decreased, so HSPs are inactive but ready to be reactivated in case it is needed.



## National Society Strengthening

The IFRC Moldova Country Office, via multilateral partners' funding, has supported the MRCS to strengthen its capacities in various areas and supported the recruitment of new staff (e.g. Executive Director, Communication, Volunteer Management, Programme Assistant and Reporting, HR, Warehouse Management, Finance Assistant Officers) and volunteers. Also, opportunities were created for staff to enhance their knowledge and skills by participating in various trainings and meetings, such as Movement Induction Course, Logistics in Emergencies, Communication in Emergencies, CVA, PMER, and PGI, Partnership meetings where MRCS representatives could share and learn from others' experiences.

IFRC is assisting MRCS in renting new office space and warehouse and provisioning vehicles and laptops to enable its preparedness and facilitate the procurement of critical resources as a part of the contingency approach to respond effectively to the crisis.

Several assessment documents were developed and adopted to the MRCS context to be further used. HR and branch assessments were developed and adopted to the MRCS context, translated into Russian and Romanian (with support from IFRC Poland Cluster Country Delegation), and given to MRCS branches. The purpose is to have a general and detailed picture of the current situation within the branches. MRCS was supported in developing Emergency Mobile Volunteer Teams Terms of Reference. In addition, the MRCS Disaster Risk Management Strategy was updated and developed with the support of the Canadian Red Cross.

MRCS is working on improving its visibility with the local community and parties. On 26 October, several journalists participated in the "Information session on the mission and work of the Red Cross Society of Moldova", organised by the Communications team and the MRCS Executive Director. As the organisation's activities also included the provision of pre-medical first aid, journalists were also given a demonstration, which included several practical tips from volunteers of the MRCS Chisinau Branch. After reaching out to a journalist, *Vocea Bessarabiei television* invited MRCS to talk at an information session on the work and mission of MRCS.

IFRC facilitated a two-day Collaborative Workshop for Response Enhancement on 16 and 17 November 2023 in Chisinau, which was a crucial step in reviewing the support provided by IFRC to MRCS, mapping out the activities, programs, and projects of MRCS, fostering a common and shared understanding of the overall MRCS services portfolio among all participants. The IFRC Poland CCD NSD and PMER focal points facilitated the workshop.

The MRCS Criuleni and Balti Branches recruited new volunteers trained on the history, mission vision, and Fundamental Principles of the Red Cross and Red Crescent Movement, the mandates, and activities of Movement components and how to provide first premedical aid. Volunteers of the MRCS Drochia Branch sent motivational messages to their peers in the community to facilitate their recruitment to their branch.



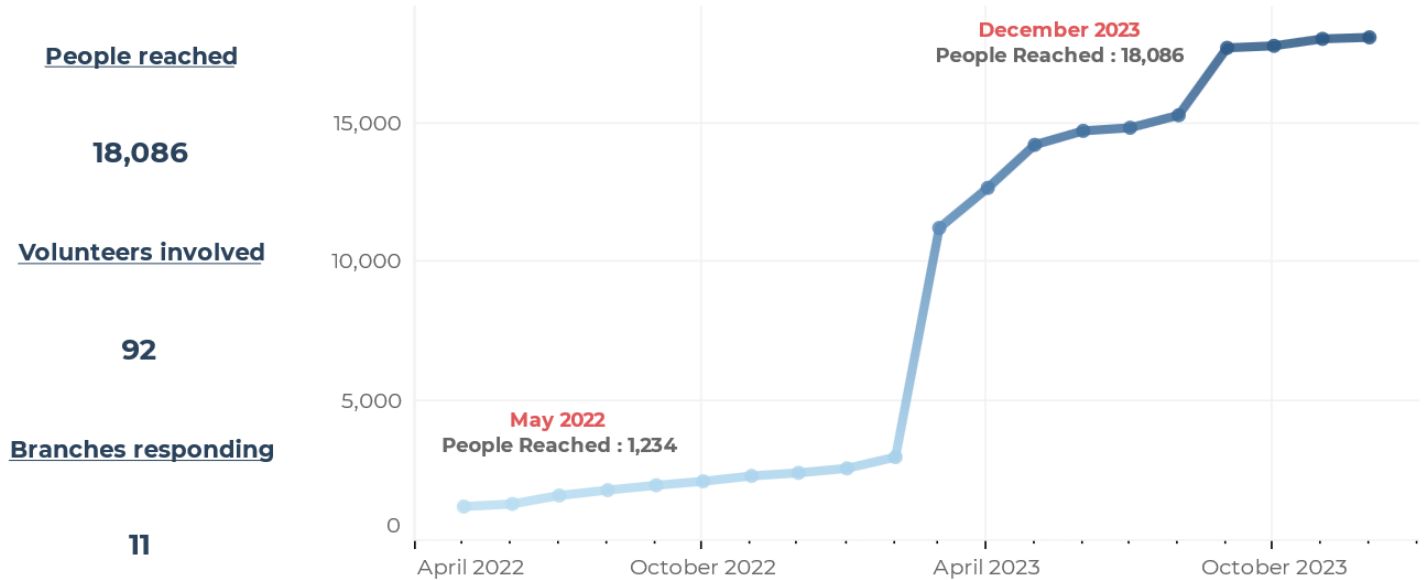
# Red Cross of Montenegro

Federation-wide Country overview  
from March 2022 to November 2023

Total Income: **CHF 1,766,978**

Total Expenditure: **CHF 1,638,226**

## National Society reach



## People reached by sector

Icon	Sector	People Reached
	Migration	18,086
	Health and Care	3,541
	Basic needs support	3,314
	Water, Sanitation and Hygiene	3,027
	Multi-purpose Cash	2,225
	Protection Gender and Inclusion	1,076

As reported to the Federation-wide Data System. Cumulative data covering from the beginning of the response up until 30 November 2023.

## Detailed progress by sector: Red Cross of Montenegro



### Health & Care

To enhance the mental and physical wellbeing of displaced people from Ukraine, the Red Cross of Montenegro (RCM) and its local branches initiated new activities, including corrective gymnastics workshops. During the reporting period, a total of 31 workshops were conducted reaching 55 persons.

To maintain professionalism and continuous improvement, the RCM organized a training for First Aid instructors to both local branches and headquarters, training 23 instructors.

Considering that a lot of people are suffering from chronic diseases such as high blood pressure, diabetes and heart problems, the local branches identified the need to provide the opportunity to affected people to conduct basic health checks in Humanitarian Service Points (HSP). Total people reached with this activity from the beginning of the operation is 1,127.





## Mental Health and Psychosocial Support

During the reporting period, the RCM continued providing mental health and psychosocial support (MHPSS) for displaced people from Ukraine. In total 24 workshops related to provision of MHPSS for adults and children were organized in 6 branches. From the beginning of the operation, RCM branches organized 318 psychological support workshops for adults and children, along with individual MHPSS support. The workshops covered various subjects such as stress management, coping mechanisms, emotion regulation, communication skills, conflict resolution and sociocultural differences between Montenegro and Ukraine. All psychologist-led activities were participatory and shaped by the current needs and feedback from displaced people from Ukraine. In October, RCM organized a training on mental health for 29 volunteers and staff from both headquarters and local branches.



## Multi-purpose Cash

In September, a cash for education project was implemented, distributing financial support in the amount of EUR 60 for 252 children, with total amount of EUR 15,120. This financial support was provided for both children from Ukraine and Montenegro. At the end of November, another round of cash for education grant was implemented to ensure that children are prepared for the second semester of the school year. In this tranche, support in amount of EUR 60 was provided to 356 children, with total amount of EUR 21,360.

In October, as part of winterisation plan, RCM provided financial assistance to 1,337 persons displaced from Ukraine, facilitated through the self-registration application, AccessRC. The financial assistance amounted to EUR 120 per person, in total value of EUR 160,440. Afterwards, Post Distribution Monitoring (PDM) was conducted through the application. The results showed that 80% of respondents were overall satisfied with the program, while 90% of respondents were satisfied with the amount of shared information.



## Protection, Gender and Inclusion

In September, RCM Protection, Gender and Inclusion (PGI) focal point attended a PGI Training of Trainers enhancing practical teaching skills and knowledge related to PGI activities.

RCM engaged 6 professionals (one person per local branch employed on a part-time basis) to support RC staff and volunteers in the implementation of activities related to education and language courses. During the reporting period, 46 language courses and creative workshops for adults and children were conducted in three local branches. Since the start of the project, a total of 438 language classes and creative workshops have been organized.

During November, RCM organized two field trips for people displaced from Ukraine accommodated in Berane and Podgorica as well as those from the collective centres in Berane and "Sato" in Bar. The visit was to Ostrog Monastery which is a respected religious site of pilgrimage in Montenegro.



## Community Engagement and Accountability

RCM have been receiving feedback from displaced people from Ukraine about the current gaps in the Temporary Protection system in Montenegro, especially related to health and education. The RCM is constantly working to address these learnings to the relevant institutions in order to improve the country's response and to provide needed support. Furthermore, RCM continues the promotion of the Call Centre, through promotional materials that are distributed at border crossings as well as at registration desks in the Government ministries and through relevant partners and social and traditional media. During the reporting period, the Standard Operating Procedures (SOP) for responding to sensitive feedback was developed both by PGI and Community Engagement and Accountability (CEA) delegate and CEA/PGI Focal Point in RCM. The main purpose of the SOP is to improve the response process.



## Migration

During the reporting period, RCM demonstrated continuous support to people displaced from Ukraine in exercising their rights ensured by Temporary Protection. During the reporting period, six individuals residing in collective accommodation in Berane encountered challenges in accessing and scheduling appointments with the Embassy of Ukraine in Podgorica to submit necessary documents and proofs for the continuation of their pensions. In response, RCM proactively liaised with the Embassy, provided transportation and accommodation in Podgorica and arranged interpreter services. The RCM ensures comprehensive communication with all registered individuals, informing them about various activities, services and the Restoring Family Links initiative.



## National Society Strengthening

In November, RCM participated in the Cluster National Society Development meeting, with special focus on Branch and Volunteer Development, that was organized by IFRC Country Cluster Delegation to Central and South-Eastern in Sarajevo. The meeting aimed to strengthen National Societies' resilience and promote contextualized, self-sustained, well-functioning and trusted local action. It increased participants' knowledge and use of methods and tools in branch and volunteering development and program design, contributing to the planning, development and follow-up of effective volunteer-based program implementation relevant to local communities.



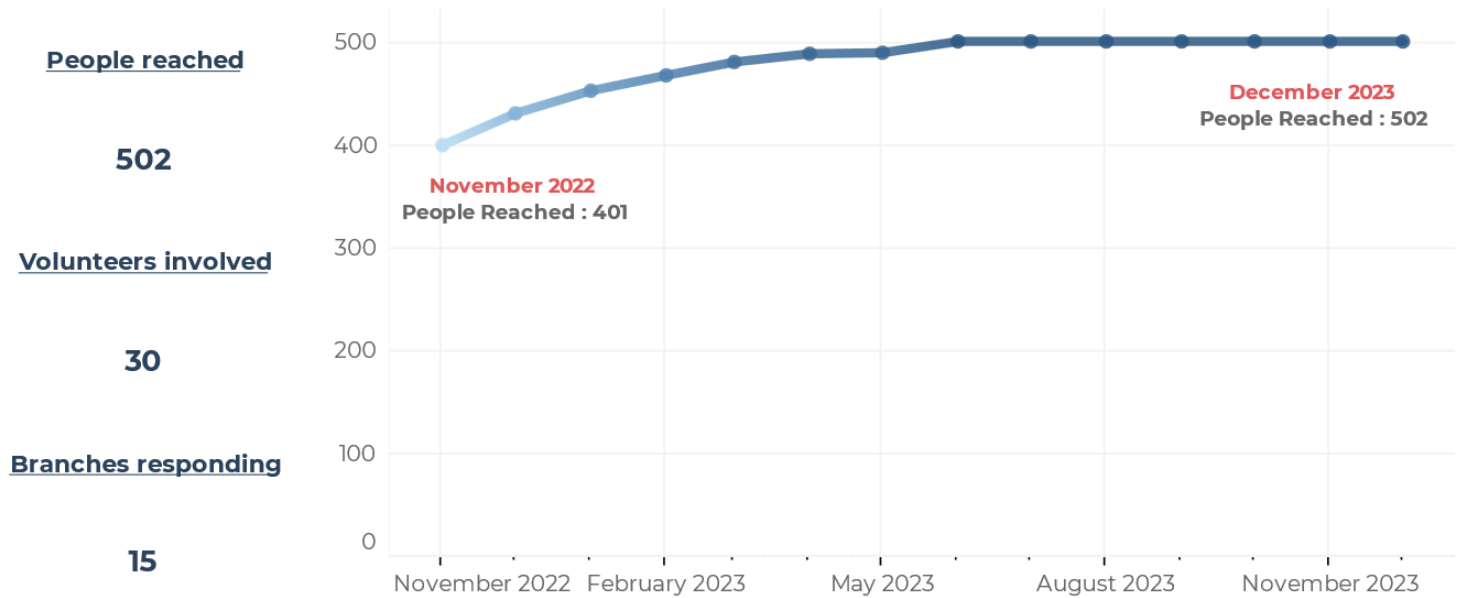
# Red Cross of North Macedonia

**Federation-wide** Country overview  
from March 2022 to November 2023

Total Income: **CHF 550,641**

Total Expenditure: **CHF 320,000**

## National Society reach



## People reached by sector

Icon	Sector	People Reached
	Water, Sanitation and Hygiene	502
	Basic needs support	502
	Multi-purpose Cash	390
	Health and Care	145
	Migration	98
	Protection Gender and Inclusion	84
	Shelter, Housing and Settlements	66

As reported to the Federation-wide Data System. Cumulative data covering from the beginning of the response up until 30 November 2023.

## Detailed progress by sector: Red Cross of North Macedonia



### Health & Care

The Red Cross of North Macedonia (RCNM) assisted 3 people from Ukraine in vulnerable situation and provided emergency medical care and medications for chronic diseases. During the reporting period, health insurance coverage was extended to 9 older people in vulnerable situations and those with chronic diseases.



### Mental Health and Psychosocial Support

RCNM has been providing Mental Health and Psychosocial support (MHPSS) to displaced people from Ukraine. This support includes both group and individual sessions. During the reporting period, RCNM provided MHPSS, including Psychological First Aid (PFA) to 8 individuals. Provision of this assistance was supported by the of IFRC Emergency Appeal funding.



### Multi-purpose Cash

During the reporting period, RCNM distributed 80 vouchers to 80 families from Ukraine with temporary stay in the Republic of North Macedonia for humanitarian reasons. Additionally, 20 vouchers were distributed to 20 families in vulnerable situation, who are citizens of Republic of North Macedonia. With support of other funding, 75 vouchers for shoes and 75 vouchers for clothes and household items were distributed to displaced people from Ukraine.



### Protection, Gender and Inclusion

From the period of September to November, RCNM successfully organized 104 Macedonian language courses for 79 displaced persons from Ukraine. The courses were divided into 5 groups, including 3 groups with physical presence and 2 with online classes.

RCNM organized 2 workshops for 30 families displaced from Ukraine facilitated by a lawyer to explain the procedure for applying for a new status in the country and the rights arising from this change.

RCNM organized recreational and after-school activities tailored for the well-being of 12 children affected by displacement, fostering a supportive and engaging environment for their growth and inclusion.



### National Society Strengthening

During the reporting period, RCNM organized the official launch of the National Society Development (NSD) Framework „Transformation-28”. This Framework incorporates 24 transformational processes that express the organization’s commitment to change over the next five years. The focus is on enhancing humanitarian programs, services, building sustainable partnerships, and strengthen the capacities of the National Society. RCNM continued with the

implementation of BOCA with 3 BOCA assessment held in RC Branch Gazi Baba, RC Branch Chair and RC Branch Karposh.

RCNM participated in the Cluster National Society Development meeting, with special focus on Branch and Volunteer Development, that was organized by the IFRC Country Cluster Delegation in Sarajevo. The meeting aimed to strengthen National Societies' resilience and promote contextualized, self-sustained, well-functioning and trusted local action. RCNM played a proactive role in exchanging experiences, showcasing examples of good practices in volunteering, leveraging the Branch Organizational Capacity Assessment (BOCA) for branch development and defining the NSD Framework (Transformation-28).



# Polish Red Cross

Federation-wide Country overview  
from March 2022 to November 2023

Total Income: **CHF 12,000,000**

Total Expenditure:

**Not available**

## National Society reach



## People reached by sector

Icon	Sector	People Reached
	Basic needs support	1,972,930
	Water, Sanitation and Hygiene	106,189
	Multi-purpose Cash	54,184
	Migration	40,431
	Health and Care	19,607
	Shelter, Housing and Settlements	4,700
	Protection Gender and Inclu..	2,623

As reported to the Federation-wide Data System. Cumulative data covering from the beginning of the response up until 30 November 2023. Financial data last updated in March 2023.

## Detailed progress by sector: Polish Red Cross



### Mental Health and Psychosocial Support

Since the beginning of the response, a total of 19,607 individuals have been reached by the Polish Red Cross (PRC) Mental Health and Psychosocial Support (MHPSS) services, with 18,211 people reached by the EU4Health project.

The Polish Red Cross InfoLine continues to provide psychological first aid and direct MHPSS assistance, which are integrated as essential components of its overall activities. Between September and November 2023, 49 people were referred to PRC Infoline for specialised support. PRC intends to pilot a Friendly Calls programme to provide in-person support and carry out community-based MHPSS activities for children, caregivers, and older adults, mirroring the learning experiences of the Canadian Red Cross and aiming to assess existing needs in MHPSS. Trained volunteers and staff will offer direct Psychological First Aid support, refer when necessary for specialised and provide well-being tips. Also, community-based MHPSS activities will be designed and started in 2024. The National Society has been undertaking a country-wide Psychological First Aid training programme to ensure the sustainability and mainstreaming of MHPSS into PRC programmes. Of 378 staff and volunteers trained since its beginning in 2022, 37 people were trained between September and November 2023 in Mazowieckie, Pomorskie, and Swietokrzyskie regions. Similarly, to ensure enhanced volunteers' and staff's well-being and technical competencies to deal with stress and traumatic events, 33 people were trained in caring for staff and volunteers within the reporting period from the Mazowieckie and Zachodniopomorskie regions.

Leveraging capacity at the branch level, and in line with the strategy developed by the EU4Health project, between September and November, the Dolnoslaski and Lubuski branches are conducting community based MHPSS activities while continuing to mentor staff and volunteers. Other branches will be added in the coming months.

Monitoring visits to displaced populations were carried out, which included field visits, surveys and Key Informant Interviews.

In September, as part of co-chairing the Health Sector Coordination Group, PRC organised an annual meeting. In collaboration with UNHCR and WHO, the PRC met with local and international NGOs and public health partners from the Health and MHPSS sectors. The event, in which 60 people took part, had the objective to analyse the existing situation in the sectors, present the latest findings from Multi-Sectoral Needs Assessments conducted by REACH, establish and improve mutual referral pathways, and identify gaps in MHPSS and Health cross-cutting activities.

In October, the PRC took part in the MHPSS European Network forum in Malmo, organised by the MHPSS European Network Steering Committee, which focused on MHPSS social support and trauma-informed approaches and practices. Additionally, PRC MHPSS representatives participated in events organised by the United States Embassy and the United Kingdom Embassy to discuss MHPSS services in Poland, concerning displaced people from Ukraine.

In November, the PRC finalised discussions with the IFRC to implement a project in collaboration with the Olympic Refugee Foundation starting in January 2024. The project aims to train about 300 sports coaches to provide PFA support. In addition, the PRC organised the "National Conference for School Club Tutors of the Polish Red Cross," including an MHPSS workshop for Polish teachers educating Ukrainian children.

An MHPSS workshop at PRC Headquarters was organised in November to address challenges encountered while implementing the EU4Health project. This is also to start mainstreaming MHPSS into PRC traditional programmes as part of a PRC MHPSS long-term planning and the PRC 2023 Strategy.



## Shelter, Housing and Settlements

Since the beginning of the response, 755 people have received rental assistance support through the PRC cash programme. The program's primary objective remained unchanged, aiming to help displaced individuals from Ukraine secure apartments and transition to living conditions more suitable than hostels/collective sites. Throughout the reporting period, a new registration phase commenced to support an additional 90 households.

The implementation of cash for rent activities experienced delays due to the necessity of adopting tools complying with Polish law. As per consequence, registration of new cash for rental beneficiaries was put on hold between September and October, and was resumed following the development of a consent form.

A summary of the assistance provided in the reporting period, considering those who received at least one transfer, is as follows:

Location	Total number of households	Transfer value (PLN)
Łódź	13	80,138
Warsaw	92	1,090,902
Total	105	1,171,040

A program evaluation is currently in progress, assessing households after three months of successful completion of their participation in the pilot program in Lodz. Data collection by PRC staff and volunteers in the field is ongoing.

The initial results from the 2023 Multi-Sectoral Needs Assessment (MSNA)<sup>21</sup> reflect similar findings from the previous year's MSNA<sup>22</sup> and the Joint Protection Analysis for Poland<sup>23</sup> published in October 2023, highlighting accommodation as one of the top three priority needs. For this reason, humanitarian stakeholders remain committed to providing accommodation support and adopting different models, including leveraging on positive outcomes of actions undertaken. In line with it, due to the growing interest of humanitarian actors in the Shelter Working Group in the PRC Rental Assistance Programme, a sub-working group was created in August 2023 on "Cash for Rent" led by IFRC/PRC.

The tender for the study to evaluate host family support and integration activities implemented in Poland through collecting and analysing primary and secondary data for the Safe House Programme was completed in November 2023, and the tender process is expected to be completed by the third week of December.

Despite the increasing need for shelter in the country, there is a lack of accurate data on collective sites and uncertainties regarding people's movements after the closure of these sites, which pose challenges in drawing measurable conclusions to address the needs.



## Livelihoods

PRC continues implementing its Livelihoods and employability two-year programme (Nov 22 – Oct 24) supported by the Spanish Red Cross, aiming to enhance employability and local labour market access for persons who have fled the conflict and settled temporarily in Poland. Two new branches started activities in September 2023, supported by the Spanish Red Cross.

Within the first phase (November 2022-October 2023) 1,955 people were reached with the following activities:

<sup>21</sup> [OCHA. Multi-Sector Needs Assessment – Results Overview \(MSNA Poland 2023\)](#)

<sup>22</sup> [REACH & UNHCR. Poland: Multi-sectoral Needs Assessment 2022](#)

<sup>23</sup> [OCHA. Poland: Joint Protection Analysis \(October 2023\)](#)



# Key achievements



Persons reached

1 955

121%\*

\*Data at 31/10/2023 - 1st phase 2022-2023 1612 persons targeted



76% participated in group Information Sessions

60% received individual labor counselling

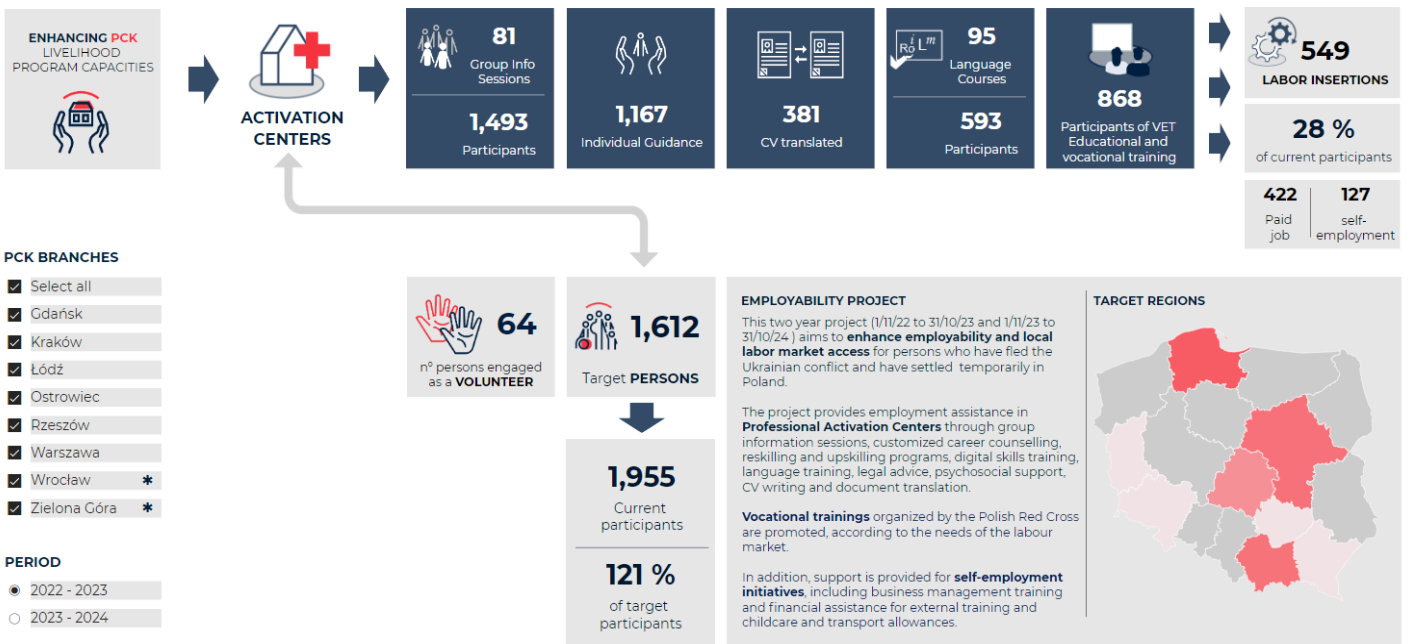
30% completed language courses

44% trained in professional skills

28% found a job (labor insertions)

## LIVELIHOOD PROJECT | POLAND

PROMOTING SOCIO-ECONOMIC INTEGRATION OF UKRAINIAN DISPLACED PERSONS IN NEIGHBORING COUNTRIES BY ENHANCING EMPLOYABILITY



Developed by [Spanish Red Cross IM Team](#)

\* funded by the German Red Cross in collaboration with the Spanish Red Cross

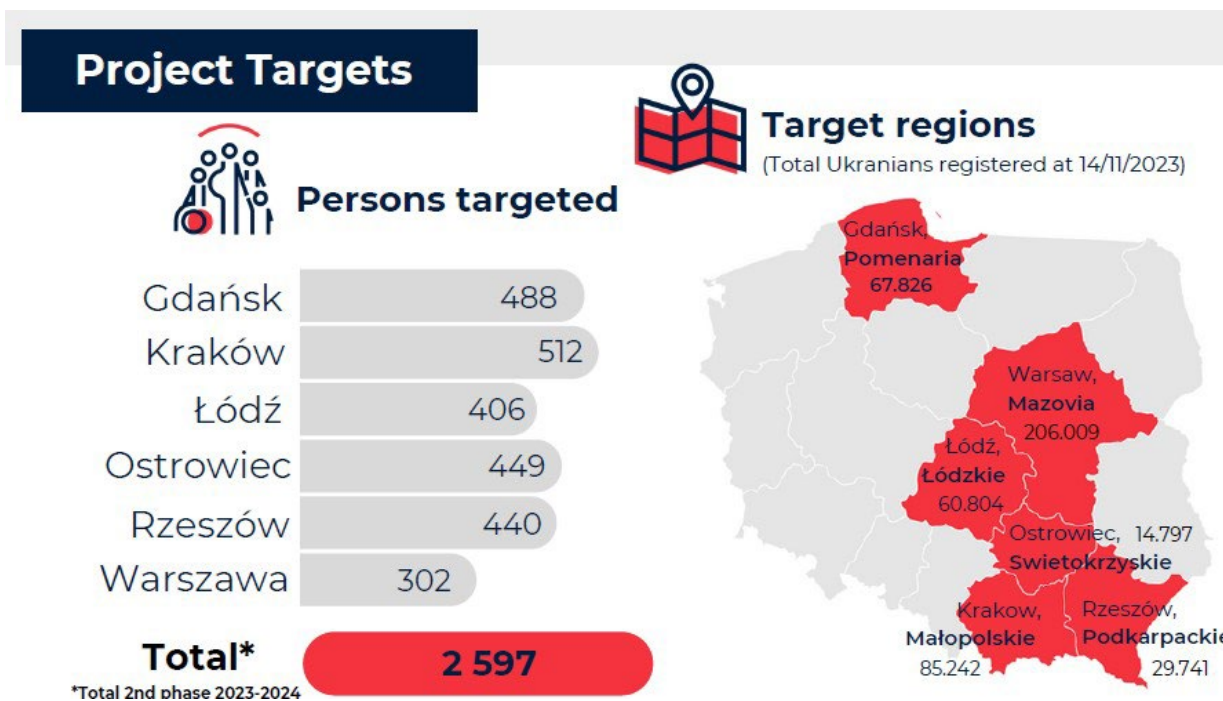
A monthly newsletter, started in August 2023 and published within the second week of the following month, continued being developed throughout the reporting period, allowing for an easy visualization of main activities and achievements:

- [01 Poland Ago2023 Newsletter](#)
- [02 Poland Sep2023 Newsletter](#)
- [03 Poland Oct2023 Newsletter](#)
- [04 Poland Nov2023 Newsletter](#)

Find out more info in the [Power BI Dashboard](#).

In the collection of data, particular attention was put to enhancing its collection and disaggregation. By adding the SADD (Sex, Age and Disability Data) approach in livelihood response, disaggregated data by sex, age, and disability helped to ensure that actions responded to the different needs of a diverse community, making the labor environment more inclusive.

The second phase of PRC/Spanish Red Cross Livelihood and Employability programme started in November 2023, leveraging on achievements of the first phase. This second phase aims to achieve for PRC supported by Spanish Red Cross:



Leveraging on achievements obtained through the implementation of the PRC/Spanish RC livelihood and employability programme, and in line with IFRC Ukraine and impacted countries crisis response strategy, in October 2023 two new branches supported by the German Red Cross have started livelihood interventions, adopting the same standard and approach. This constitutes a success for the PRC in unifying and adopting procedures for all socio-economic and employment centres. In total 8 branches will be conducting the livelihood project next year.



### Multi-purpose Cash

The PRC Multi-purpose cash (MPC) programme ended in August 2023 reaching a total number of 54,184 individuals. Within the reporting period, CVA team focused on conducting a post distribution monitoring to gather feedback of household's part of the last cash distribution conducted in Poznan and Bydgoszcz. Key findings from report indicated that 94% of respondents stated cash as their preferred way to meet basic needs, and most people indicated the need for sectorial support. Information provision on employment opportunities and to learn the Polish language were rated as a priority (33%), followed by information about services (24%), information on accommodation/shelter assistance (21%), and information on legal status (20%). Responses also align with the noticeable trend of more families intending to stay longer in Poland.

Aligned with the results, the PRC is procuring voucher assistance for health outcomes, including a strategy for the winter contingency plan. Compared to 2022, where all cash actors, including the PRC, provided a winter top-up of their ongoing cash interventions, only two organisations (UNHCR and Diakonia Polska) in Poland planned winterisation support with the same modality in 2023.

In November 2023, the Polish Red Cross conducted a two-day CVA organisational assessment to facilitate the preparation of the CVA vision and two-year plan of action. The objective was to assess the baseline capacity of the NS based on the global operational indicators of CVA.



## Protection, Gender and Inclusion

Between September and November 2023, PRC implemented PGI projects in 8 branches (Wrocław, Warszawa, Kraków, Łódź, Zielona Góra, Lublin, Szczecin), targeting both Ukrainian and Polish communities. The primary objective was to enhance social inclusion through the realisation of recreational programs, language courses, and peer support. The initiatives also included awareness-raising sessions in schools and branches, covering topics such as positive parenting, hygiene promotion, what is domestic violence and how to prevent it and respond to it, the importance of social networks, how to support children with special needs, child rights; and inclusion for people with disabilities and others. A total of PRC 631 people, comprising women, men, boys, and girls, including 87 people with disabilities, participated in these activities. Furthermore, in terms of integration, PGI provided child-friendly spaces services, benefiting 58 children in Białystok and Wrocław branches, allowing parents to attend activities promoted by PRC branches while entrusting PRC with their children. Additionally, the Body System activity was successfully implemented in the Lublin and Kraków branches, involving 52 participants, including 26 Polish volunteers (4 males and 48 females). This initiative strategically pairs a person assisted with a PRC volunteer to promote integration, foster long-term relationships, prevent isolation, offer support in navigating institutional matters, including language assistance, and cultivate a deeper understanding of the individual's culture, history, and customs.

For a qualitative implementation of actions, online training sessions for 10 PRC staff and volunteers were organized on effective group session facilitation.

Contributing to IFRC efforts to prevent Gender-Based Violence, the PRC participated for the first time in the PRC 16 Days of Activism against Gender-Based Violence campaign, reaching 265 people. The initiative implemented in Lodz branch comprised various activities, including awareness-raising sessions and workshops to educate participants about Gender-Based Violence (GBV), its various forms, and how and where to seek help. Activity material was translated into Ukrainian and Polish sign language to ensure equal access. The campaign was guided by global GBV guidelines and principles, with the PRC ensuring the active engagement of men and boys, making commitments to promote survivor-centred approaches, and mainstreaming GBV and referral pathways within PRC sectors.

In addition, self-defense classes were organized for women, and PRC run a social media campaign on its platforms, utilising materials designed both by the PRC and those developed by Protection actors as part of the 16 Days of activism global campaign. PRC presented its activities in the Regional 16-days-of-activism-campaign global webinar on 30 November.

The promotion of adopted PGI policies and concepts remains an ongoing effort. In the reporting period, the PRC-PGI Coordinator, with the assistance of PGI branches' Focal Points, conducted training sessions for 235 staff and volunteers.



## Community Engagement and Accountability

Between September and November 2023, the PRC Infoline responded to 1,003 calls and two chatbot messages. On average, the Infoline receives 94 calls every week. 41% of the inquiries have been to the external/community referrals, 40% about the cash program, 15% about MHPSS. The top three locations where the community contacted them are:

- Mazowieckie (36.8%)
- Wielkopolskie (16.2%)
- Kujawsko-pomorskie (10.4%)

PRC Infoline referrals Q&A and referral pathways are regularly updated both for general referrals (e.g., legal) and safe referrals (e.g., in articulation with PGI and MHPSS). Moreover, 372 referrals were made by the Infoline staff, 49

to additional MHPSS support. InfoLine operators are trained in remote PFA support and use this approach to support all received calls.



## National Society Strengthening

Following the PRC fundraising campaign, launched in February 2022 to support people affected by the conflict (#napomocUkrainie), within the reporting period, the National Society funded 40 local projects in the branches, aiming to reach 17,000 people. The PRC established an internal grant mechanism to process and monitor the projects.

In October, PRC headquarters undertook financial monitoring to strengthen internal process and procedures of the projects being implemented by branches. This to identify risks and develop mitigation measures.

The assessment of the National Society properties was launched in September, and the report will be published in the first quarter of 2024.

In line with the capacity-building strategy, the PRC carried out an ICT audit in 16 regional branches and its headquarters. Findings served for developing a project to apply to the IFRC Capacity Building Fund (CBF), which was awarded to enhance the ICT capacity in October. In November, the PRC completed the procurement of Microsoft licenses needed for the successful rollout of the ICT project.

The National Society completed due diligence processes in September 2023 with ICRC, which will serve as a basis for future improvements in certain areas. Additionally, a Safer Access workshop was organised with support from an ICRC mission in Poland. The benchmarking exercise will contribute to further improvements in critical areas.

Youth & Volunteer Management: PRC is strengthening its engagement with youth group members and volunteering coordinators, aiming to focus on the National Society Strategy implementation and a full rollout of a volunteer management platform that will enable the organization to scale up its services at the community level. Several meetings and workshops were organized with the involvement of youth groups and volunteer coordinators from all regional branches.

The Second General volunteer managers' face-to-face meeting took place in September 2023. It focused on national development, plans, and volunteer managers' teamwork. Communication, PGI, PRC Strategy 2023, and the PRC volunteer management system were also discussed, as well as procedures for members and school clubs and satisfaction surveys for volunteers.

In addition to the Volunteers' management meeting, the PRC youth movement - Społecznych Instruktorów Młodzieżowych (SIM) meeting was carried out from 6 to 10 of September. The event was the occasion for participants to discuss communication and cooperation and share concerns, challenges, and new ways of dealing with changes within the PRC. In addition, monthly meetings, which started in February 2023, were conducted online, and aimed at supporting SIM groups in creating new procedures and developing strategies and requests for mini-grant projects for the youth movement.

The set-up of a PRC volunteer management platform continues, with significant achievements within the reporting period, including the finalisation of the volunteering management part and the initiation of work with groups such as members, school, and senior clubs, link with the entire procedures of the circle of life of the volunteer.

The main objectives for 2024 consist of members' registration, events planning, and communication' strengthening with volunteers. Moreover, following the implementation of the first Level 2 training in Lublin on 3 November 2023 for regional and local volunteers aimed at 40 persons, the plan is to replicate it in other branches, including through a peer approach. This is to accelerate the inclusion and validation of profiles PRC in the volunteers' management system and disseminate further procedures aligned with Polish volunteer law. The Spanish Red Cross is committed to providing technical support to implement this process until May 2025.



# Romanian Red Cross

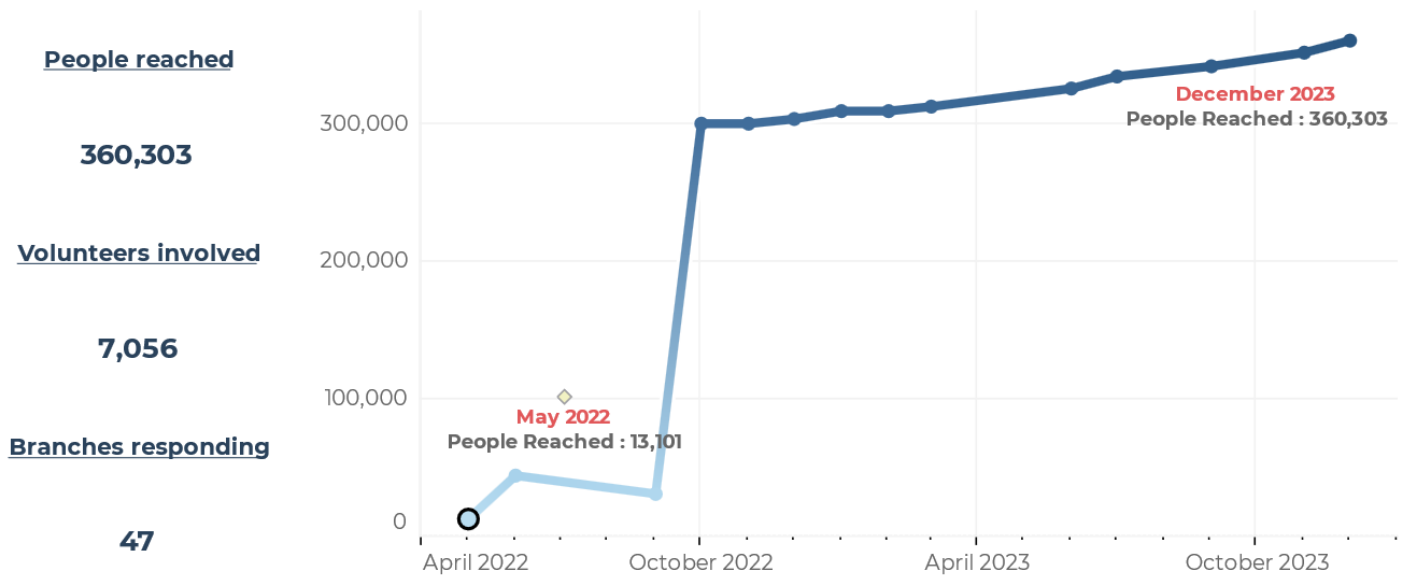
## Federation-wide Country overview

from March 2022 to November 2023

Total Income: **CHF 26,665,746**

Total Expenditure: **CHF 20,013,083**

### National Society reach



### People reached by sector

Icon	Sector	People Reached
	Basic needs support	360,303
	Water, Sanitation and Hygiene	275,173
	Multi-purpose Cash	92,547
	Migration	39,815
	Health and Care	10,250
	Protection Gender and Inclusion	1,405

As reported to the Federation-wide Data System. Cumulative data covering from the beginning of the response up until 30 November 2023.

## Detailed progress by sector: Romanian Red Cross

### Winterisation

With the winter season approaching, the Winterisation MPC intervention is currently in the pipeline, targeting 7,800 people with one-time seasonal financial assistance, in coordination and collaboration with the Cash Working Group in Romania. The priority groups to receive winterisation MPC are households with one or more members who have a form of disability, older persons, single parents/caretakers with young children, single caretakers with two or more dependents, and pregnant women.

Prepositioning of additional in-kind goods

The Romanian national authorities requested that the Romanian Red Cross be prepared to respond to the potential shelter needs of newly arrived people displaced from Ukraine, should there be an increase in arrivals during the winter months. In response, the RRC has requested nearly 5,000 beds, 5,000 blankets, 10,000 kitchen kits, and a number of heaters from the IFRC Mobilisation Table to be prepositioned in RRC warehouses.



### Health & Care

6 Health Promotion Centres are now providing essential Health and MHPSS services to people displaced by the conflict in Ukraine and vulnerable Romanian community members alike in Bucharest, Brasov, Constanta, Iasi, Satu Mare, and Zalau. The Health Promotion Centres provide a range of primary health services, basic testing, health screenings, MHPSS sessions, and referrals to public health services and specialised care.

The RRC Mobile Health Caravan—providing people displaced by the conflict in Ukraine and Romanian community in vulnerable situations with a range of primary health services such as basic testing, health screenings, dentistry, optometry, gynaecology, and referrals to public health services and specialised care—visited Constanta, Tulcea, Galati, and Rasnov.

A Cash for Health project will be launched in mid-December to provide financial assistance to people with serious illnesses who have been diagnosed at the Health Promotion Centres to cover their health-related expenses for further investigations, medical consultations and/or medication.



### Mental Health and Psychosocial Support

Through the EU4HEALTH project, the Romanian Red Cross continues to deliver psychological first aid (PFA) to people displaced from Ukraine, independently or connected to other services provided by the National Society (health and social services, such as humanitarian service points, multicultural centres, health promotion centres, and health caravans). Starting on 1 September, **8 PFA trainings** were held with **210 PFA providers trained** on psychological first aid. A support system is being discussed and set-up, with the help of the PSS Centre, with a training for supervisors being planned for March 2024.

In the beginning of **September 2023**, the Romanian Red Cross took part in a PFA study conducted by the PSS Centre, aiming to monitor and explore the dynamic role of PFA in Romania's emergency response as a neighbouring country, following the escalation of the conflict in Ukraine.

**6 Health Promotion Centres**, which provide a range of health services including MHPSS, are now providing essential psychosocial services to populations. The Centres have been established throughout Romania in 6 different cities (Bucharest, Brasov, Constanta, Iasi, Satu Mare, Zalau, and Salaj County), assisting both people displaced from Ukraine and local population. A **refresher training** (2 days) was held in November 2023, for 15 professional staff

members, with a MHPSS curriculum based on the identified needs of the professionals. At the end of November, the RRC had a technical MHPSS monitoring visit from the French Red Cross MHPSS referent.

In partnership with the Danish Red Cross, the Romanian Red Cross is establishing psychosocial support (PSS) capacities at the local level. By this fall, a total number **9 projects** were being implemented, where multiple PSS activities were undertaken, for displaced people from Ukraine, as well as the host community (children / youth, older adults), aiming at creating a framework of emotional safety and group cohesion, promoting social inclusion. In mid-November, the RRC had monitoring visit from Danish Red Cross representatives.

25 volunteers participated in a RRC Youth "Sprint" training held on 13-15 September, in collaboration with Danish Red Cross, as part of a week-long national volunteer conference for RRC volunteers.



## National Society Strengthening

**Legal base:** The 2023 elected governing board appointed a new statutes revision commission, which has had two meetings resuming the revision process. The branches have been invited to provide input to the existing statutes using a translated version of the IFRC National Society Statutes guidance document. Recently, the legal base of the emblem was reinforced by the Romanian Parliament's adoption of a revised penal code. A new legal officer was recruited in November.

**Assessments and mappings:** During the reporting period, the Romanian Red Cross responded to several requests for external assessments, such as a Logistics assessment, an HR Systems assessment, and an auxiliary role assessment. The Romanian Red Cross is planning a branch disaster management assessment and has been requested to participate in a health services mapping. The IFRC Country Office is developing an IM resource to consolidate and provide access to in-country findings of various assessment and mapping activities.

**PMER development:** The comprehensive Unified Planning exercise in mid-2023 involving several Movement partners is currently being implemented by establishing different technical working groups. The first focuses on NS Digitalization. Several development-oriented working groups are being formed, such as PMER, Logistics and Procurement Development, Disaster Management Programme, Human Resource Management Development, etc.

**Digitalisation:** The Romanian Red Cross completed the first internal mapping of the National Society's digitalisation situation and established a working group to continue developing an assessment and designing a short-, medium-, and long-term work plan for digitalisation and information management development. The WG terms of reference have been sent to the 47 branches by the Secretary-General.

**CVA development:** On 19-20 September 2023, the American Red Cross, British Red Cross Cash Hub and IFRC facilitated a CVA Preparedness Workshop for the Romanian Red Cross that, after a self-assessment, developed a first plan of action. A CVA Preparedness Working Group is taking forward the plan of action.

**Finance management development:** The CFO retired in November, and a new CFO started at the end of the same month. The British Red Cross initiated discussions with the IFRC and the Romanian Red Cross to facilitate establishing a National Society core cost recovery process. This support will help build the confidence and develop the financial skills and knowledge of senior national society staff and board members to enable them to:

- identify their complete cost base and fully cost all programmes.
- develop a comprehensive cost recovery policy and associated tools for their organisation.

**HR management development:** The new HR team will continue developing the main components of the HR procedures and take over the central part of the payroll management. The HR function works closely with the Digitalization WG to find an adequate and contemporary online HR system.

**Logistics and procurement management (supply chain management):** The Romanian Red Cross attended with four participants at the Logistics Training organised in Sarajevo from 2 to 6 October 2023. The training allowed the

team to review the National Society's procedures and practices. Currently, the team uses the in-country procurement of items from the IFRC Mobilization Table to test the procedures. A Logistics Development working group is currently being formed.

**Fundraising development:** The Swedish Red Cross supported the Romanian Red Cross in organising a 1-day face-to-face donor recruitment training on 31 August 2023, reaching more than 50 participants. The training was immediately followed up with a three-day test campaign to reach out to the public, providing face-to-face team members with an opportunity to be accompanied and coached by the Swedish Red Cross facilitators.

**Volunteering and branch development:** The Romanian Red Cross participated with two participants at the National Society Development Cluster Workshop in Sarajevo on 27-29 November 2023. This was the first opportunity for the team to get acquainted with, test, and work with the Branch Organisation Capacity Assessment tool (BOCA) and the Global Standards on Volunteer Safety, Security, and Wellbeing.

**DM programme development:** Three DM and Logistics Team participants visited the Italian Red Cross on November 20-21, 2023. The team had the opportunity to meet colleagues at the Training Centre, Emergency Operations Centre and the National Operational Centre. The visit was a significant step towards enhancing the Romanian Red Cross's disaster management framework, with valuable learnings from the Italian Red Cross's operations and training methods. The collaboration sets the stage for improved emergency response capabilities and volunteer preparedness in Romania. Establishing a DM Development working group is a follow-up to the visit.





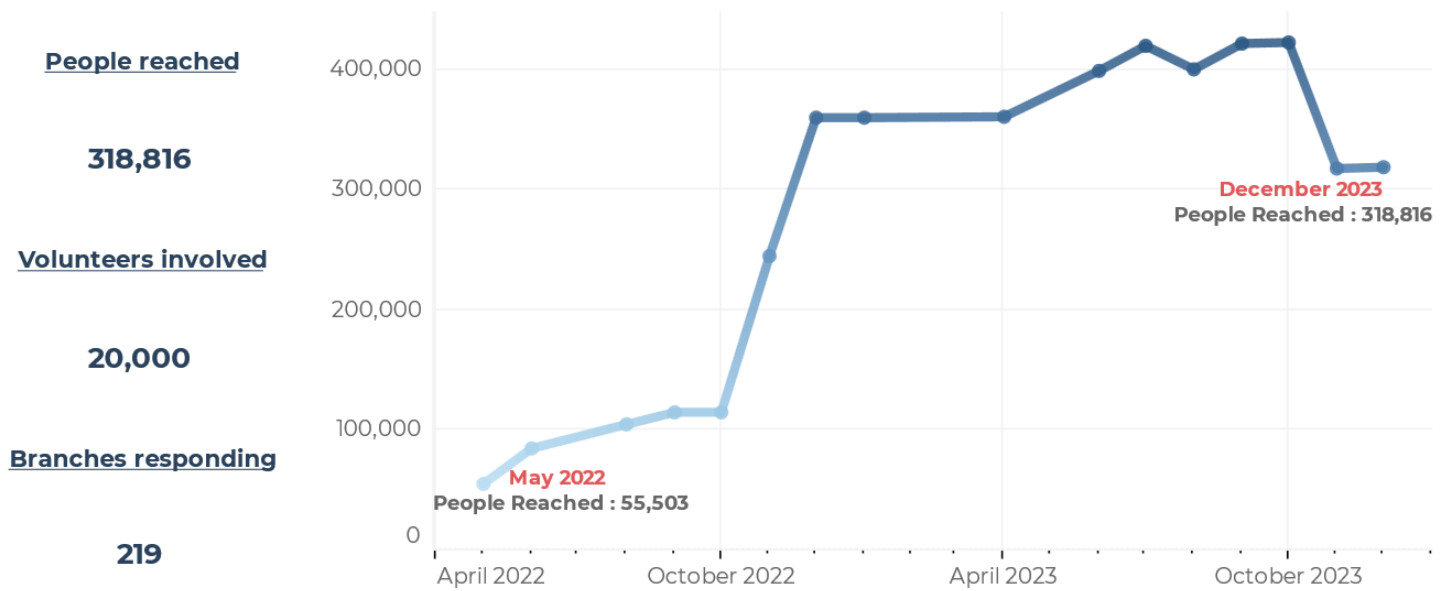
# The Russian Red Cross Society

**Federation-wide** Country overview  
from March 2022 to November 2023

Total Income: **CHF 18,883,778**

Total Expenditure: **CHF 12,737,282**

## National Society reach



## People reached by sector

Icon	Sector	People Reached
	Basic needs support	318,816
	Multi-purpose Cash	202,749
	Water, Sanitation and Hygiene	92,086
	Shelter, Housing and Settlements	70,000
	Health and Care	64,608
	Protection Gender and Inclusion	6,559
	Migration	48

As reported to the Federation-wide Data System. Cumulative data covering from the beginning of the response up until 30 November 2023. Financial data last updated in May 2023.

## Detailed progress by sector: Russian Red Cross



### Health & Care

In September, the Vladimir Regional Branch of the Russian Red Cross organized several First Aid workshops for children of displaced people affected by the Ukraine and impacted countries crisis. These classes took place in the territories of children's health camps where these children reside. A total of 371 people participated in these workshops in September.



### Mental Health and Psychosocial Support

From September to November 2023, psychosocial support was extended to 6,646 displaced individuals from Ukraine. Of these, 3,604 received assistance for the first time.

Throughout this period, the following types of psychosocial support were offered to displaced individuals:

- 2,623 people received **psychosocial support through the Regional Branches** of the Russian Red Cross. Among them, 1,680 were first-time recipients.
- 1,559 individuals received **outreach psychosocial support**, primarily through visits to temporary accommodation points for displaced people. Of these, 768 were first-time recipients.
- 1,271 people received **psychosocial support via phone**. Among them, 657 received assistance for the first time.
- Specialists from the Department of Psychosocial Support of the Russian Red Cross conducted **individual psychological consultations** for 252 people, with 129 being first-time recipients.
- 538 individuals **participated in support groups**, including 229 first-time recipients.
- 165 individuals were **referred to other specialists** (non-psychological), and 65 received assistance for the first time.

From September 12 to 13, a **psychosocial support training** was organized for Russian Red Cross Regional Branches that respond to the 'Ukraine and Impacted Countries' crisis. During the event, participants acquired skills in conducting psychological training, mastered the features of child development and providing first psychological aid, and also gained experience in conducting first psychological aid in a group format.

#### Volunteer Training

Between September and November, **367 volunteers** received training in psychosocial support.

#### New Methodology for Conducting Psychological Support Groups

In September, the Vladimir Regional Branch of the Russian Red Cross introduced a novel methodology for conducting psychological support groups, featuring **art therapy workshops**; there, participants painted bags.



## Water, Sanitation and Hygiene

Many of the displaced people from Ukraine arrive in Russia with limited financial resources and no means of livelihood. Consequently, there is an urgent demand for essential supplies such as food, clothing, and hygiene products. In response to this humanitarian crisis, the Russian Red Cross has allocated resources both from their own funds and from the Emergency Appeal funding to procure hygiene kits. These kits are subsequently dispatched to various Regional Branches for distribution. From September to November 2023, **576 individuals received hygiene kits** at the Regional Branches of the Russian Red Cross.

Additionally, through the collaborative efforts of Regional Branches, the displaced people were provided with the following items:

- 84 bars of soap
- 82 packs of diapers for children and adults
- 7 packs of pads
- 11 shampoos
- 3 sets of household chemicals
- 3 packs of napkins
- 1 care product
- 1 pack of urological pads



## Livelihoods

The initiative to support the people displaced by the Ukraine and impacted countries conflict in acquiring **vocational training** has been launched across 32 regions in Russia. This collaborative effort involves the Russian Red Cross, the International Federation of Red Cross and Red Crescent Societies (IFRC), and the International Committee of the Red Cross (ICRC).

The program offers the opportunity for individuals to undergo free vocational training, enabling them to acquire new skills swiftly. This, in turn, facilitates a prompt transition to permanent employment, leading to an improvement in their means of livelihoods.

During the reporting period, approximately **200 individuals** have already submitted applications. Notably, the selection of educational institutions and specialties is unrestricted.



## Multi-purpose Cash

For the Russian Red Cross, cash and voucher assistance (CVA) has been a central response modality since early in the crisis. The inclusion criteria elaborated together with other Movement components implementing the project (i.e., Russian Red Cross and International Committee of Red Cross (ICRC) are as follows:

- Households with pregnant/lactating women and women with children under three years old
- Single-headed households with children under 18 years old
- Large households with 3 and more children under 18 years old
- Households with the older people (pensioners)
- Households with disabled persons

The affected household can receive either RUB 5,000, 10,000 or 15,000 (approx. CHF 50, 100 or 150) depending on its size. From September to November 2023, **3,196 households** received cash assistance for the first time, and **10,084 households** received payments for the second time or more.

In addition, in the reporting period from September to November, the following number of vouchers procured using the funds both raised nationally and via the Ukraine and Impacted Countries Crisis Emergency Appeal was distributed:

- 827 clothing vouchers
- 30 pharmaceutical vouchers
- 11 groceries vouchers

### **Internally Displaced People (IDPs)**

Thanks to ICRC support, in October, the remaining internally displaced persons (IDPs) from the Belgorod Region received payments.<sup>24</sup>

### **IFRC Cash and Voucher Assistance Supported by the Norwegian Red Cross**

From June 2023, IFRC supports the projects with Russian Red Cross and the Norwegian Red Cross in five regions of Russia.<sup>25</sup> The project is similar to the ongoing CVA project covered by the IFRC Ukraine and Impacted Countries Crisis Emergency Appeal covering 32 regions in terms of eligibility criteria and sums allocated to the people assisted. In the reporting period from September to November 2023, **343 households** (561 people) received cash payments.



## **Protection, Gender and Inclusion**

### **Child-Friendly Spaces**

With the support of the Norwegian Red Cross, Russian Red Cross "Centres for Children and Parents," where the National Society organizes regular PSS (Psychosocial Support) events for groups of children, were established in ten Russian regions.<sup>26</sup> Since the opening, 6,559 children and parents participated 487 events held.

### **Restoring Family Links**

A total of 508 requests<sup>27</sup> for the restoration of family links (RFL) were received by the Russian Red Cross during the reporting period. Out of these, 28 requests were processed and registered as applications. Ten (10) people were located by the Russian Red Cross Restoring Family Links Department.



## **Migration**

### **Aid Distribution**

During September to November, the Russian Red Cross and its Regional Branches continued aiding those impacted by the crisis through humanitarian kits, providing the following assistance:

<sup>24</sup> Following the escalation of hostilities, an influx of internally displaced persons occurred in the Belgorod region in May 2023. A total of 15,247 households (27,083 people) have received payments. As of November 30, the amount paid totaled RUB 95,190,000 (CHF 924,736.76 as of 1 December 2023).

<sup>25</sup> Chelyabinsk, Sverdlovsk, Saratov, Tyumen and Novosibirsk regions.

<sup>26</sup> Belgorod, Vladimir, Vologda, Voronezh, Kaluga, Novgorod, Pskov, Sverdlovsk, St. Petersburg regions and the Republic of Tatarstan.

<sup>27</sup> In the Russian Red Cross methodology, a "request" is an inquiry from a displaced person on a general matter, such as what the Russian Red Cross is doing, how they can help a person, or what is needed. This initial stage of their interaction on RFL (Restoring Family Links) matters can be compared to a consultation. Subsequently, if a person is interested in restoring family links, they can fill out an "application" with a detailed description of the help and assistance needed. This explains the difference in the number of requests and applications received and processed.

- **Food Packages.** 774 people received support.
- **Clothing and Footwear Aid.** Assistance reached 347 individuals.
- **Children's Kits.** 6 children received essentials such as baby food and toys.
- **Bedding Assistance.** 28 people received bedding items like pillows and bed linen.
- **Stationery Sets.** Across regions, 1,293 sets, including school backpacks and kits for schoolchildren, were distributed.
- **Diapers.** 39 packs of diapers were provided.
- **Tonometers.** 7 individuals received tonometers.
- **Uncategorized Humanitarian Aid.** 184 people received assistance without a specific category.
- **Additional Items.** 37 people received juice boxes, one person received books, 6 people received household goods, 1 person received an umbrella, and 18 people received sweets such as cookies and condensed milk.

### **Mobile Humanitarian Service Point (HSP)**

Between September and November, a mobile humanitarian service point (HSP) operating in the Belgorod region provided support to a total of 645 individuals. The assistance rendered through this HSP included several key activities:

- 41 individuals applied for cash payments to address their immediate financial needs.
- 713 individuals received food packages.
- 90 individuals received assistance in managing their documents.
- 53 individuals received bottled water.
- 69 individuals received kits containing basic necessities.
- 36 individuals received hygiene kits.
- 25 individuals received bedding items.
- 11 individuals received soap.
- 10 individuals received games and books for children.
- 13 individuals received initial psychological support.
- 3 individuals received diapers.

### **Case Management**

The Russian Red Cross supports displaced people from Ukraine through case management. This involves assessing and assisting individuals or families affected by the ongoing international armed conflict, with the primary goal of offering customized support and services to help them meet their specific needs, regain stability, and rebuild their livelihoods. During the reporting period, there were a total of 34 active cases with 16 cases processed completely.

### **Miscellaneous Assistance**

In addition, Russian Red Cross supported 61 people with services ranging from translating documents and legal aid to accommodation in social hotels, employment service accompaniment, job searching assistance, training and retraining support, humanitarian aid, consultations on matters related to the Russian Red Cross and state institutions of Russia, obtaining social benefits, undergoing computed tomography scans, replacing current accounts for cash payments, and facilitating requests for various household items (sewing machine) and aids (glucometer, hearing aid).



**National Society  
Strengthening**

### **Lessons Learned Workshop**

From September 12 to 13, the Russian Red Cross convened a workshop with 28 Regional Branch representatives to share experiences about the ongoing crisis response and developing emergency response strategies. Discussions encompassed different modalities of humanitarian assistance, psychosocial support, case management and

restoring family links, vocational training program, assessment and monitoring, as well as external and internal communication.

### **Emergency Response Training for Russian Red Cross Staff**

From 29 October to 3 November, a comprehensive **Emergency Response Training** took place in Khimki. Participants underwent instructions in vital first aid skills and practical application in real-world scenarios. Specialists successfully addressed bleeding, applied splints, immobilized, and transported victims. The training also covered fundamental aspects such as establishing base camps, organizing radio communications, psychological first aid, and coordinating victim searches. The final day featured an emergency simulation involving extras to reinforce the acquired skills.

Similar training sessions have been conducted for regional teams in Voronezh, Rostov-on-Don, and Yakutia, with the Moscow region training preparing the federal team. A total of 40 specialists are engaged, aiming to join the federal response team post-training, providing assistance in humanitarian missions nationwide.

### **Emergency Response Training Supported by ICRC**

From 14 to 18 September, emergency response training occurred in Voronezh, while from 25 to 28 September, a similar training session was held in Rostov.

Participants learned to assemble mobile assistance points, practiced evacuation procedures for diverse emergencies, and received training in providing first aid to the population. Additionally, the sessions covered weapons and mine danger training, where ICRC colleagues emphasized precautions when working in hazardous areas, principles of safe behavior under fire, and general safety rules for employees and volunteers.

### **II National Forum of the Russian Red Cross**

Running from 26 to 30 November at the World Trade Center in Moscow, the II National Forum of the Russian Red Cross gathered about 250 participants from the Russian Red Cross Central Office and Regional Branches, as well as other humanitarian actors and local authorities. Several structural changes were introduced (i.e., an Emergency Response Fund established).



# Slovak Red Cross

**Federation-wide Country overview**  
from March 2022 to November 2023

Total Income: **CHF 4,342,212**

Total Expenditure: **CHF 1,972,662**

## National Society reach

**People reached**

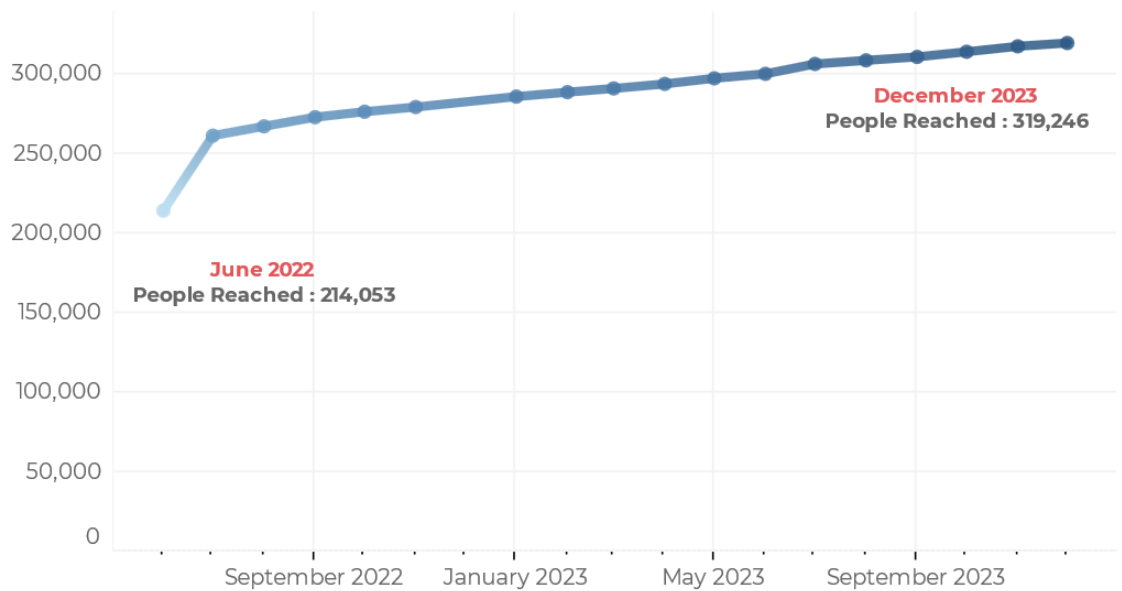
**319,246**

**Volunteers involved**

**3,776**

**Branches responding**

**258**



## People reached by sector

Icon	Sector	People Reached
	Basic needs support	319,246
	Health and Care	30,419
	Migration	28,822
	Multi-purpose Cash	12,534
	Protection Gender and Inclusion	4,642
	Shelter, Housing and Settlements	3,706

As reported to the Federation-wide Data System. Cumulative data covering from the beginning of the response up until 30 November 2023. Financial data last updated in April 2023.

## Detailed progress by sector: Slovak Red Cross



### Health & Care

The **Cash for Health programme continued** in its encashment phase, with monthly cash support of EUR 60 (CHF ~56) provided to **1,165 people living with chronic illnesses** in September and October 2023. The programme has a 99 per cent pick-up rate every month.

Slovak Red Cross conducted a **monitoring survey** through SMS and phone calls **to understand the needs of the population and to identify whether they are aware of their entitlement to access public health care services in Slovakia** since policy changes were introduced by the Ministry of Health in September 2023. The survey **also aimed to assess their eligibility for programme extension, based on specific vulnerability criteria.**

As of November 2023, **743 out of 1,165 will be extended: this includes all older people and individuals identified to be in the most vulnerable situations during the monitoring.** The programme extension will support them for 3 additional months, with the first “extension payment” sent at the end of November 2023. Approximately 63,5% of people were supported via standard bank transfer (IBAN), 30% were provided cash assistance via physical cash pick-up while 6,5% received the cash through digital MoneyGram pick-up.

Different **branches continue with organising health prevention days**, providing critical information to displaced people from Ukraine and Slovak individuals on key topics such as **maintaining a healthy lifestyle and preventing cardiovascular diseases and diabetes.** They also continue to **offer first aid trainings, transport for people with special needs and loaning of medical aids.**

Starting from November, ten Humanitarian Service Points and 6 Community Centres received a small operational budget for purchasing medical aids and equipment for people with special needs, for instance walking sticks or hearing devices. So far, branches **distributed 62 medical aids to the displaced population.**



### Mental Health and Psychosocial Support

In September, the Danish Red Cross conducted a technical support visit to two Community Centres (Prievidza and Humenné). The visit allowed **staff from the Slovak Red Cross and Danish Red Cross to observe activities, engage with participants, and assess the provision of basic psychosocial support (PSS).** Key takeaways indicated that the **staff were highly enthusiastic and demonstrated proficiency in providing basic psychosocial support.**

The community centres often collaborate closely with humanitarian service points, providing an opportunity for holistic support. There is a need to continue providing technical support for PSS practitioners, build psychoeducation skills, and ensure staff and volunteers have effective support systems. **Community Centres conducted 547 basic psychosocial activities for children, young people, caregivers, and the elderly, reaching a total of 3,178 people.**

In September, two Slovak Red Cross staff members attended a training on the Integrated Model of Supervision in Budapest from 18 to 22 September, which will inform the strategy for scaling up supportive supervisions.





## Shelter, Housing and Settlements

The ongoing **Cash for Shelter programme in Slovakia aims to provide mid-term housing assistance to people displaced from Ukraine** across six Humanitarian Service Points (HSPs) situated in Banska Bystrica, Kosice, Nitra, Topolčany, Poprad and Zilina. In total, 698 households have enrolled in the programme. As of the end of November, **251 households (comprising 688 individuals) successfully graduated from the programme after receiving 6 to 12 months of rental assistance or hosting support.** Moreover, 255 households received extensions based on pre-determined criteria, with 89 households granted a second extension of three months; these households will be able to receive a total of 12 months assistance by the end of the programme.

The Safe Homes programme capitalises on the private hosting support that is provided to hosting families to facilitate the stay of the people displaced from Ukraine in their homes. The learning activities from the programme are ongoing and consolidation of the learning will be done in coming months.

**Recognising the additional burdens borne by host families, particularly during the winter season, the Slovak Red Cross and IFRC identified the need for winterisation support through a one-off financial grant.** This involves addressing issues such as increased utility costs, maintenance of windows, heating pipes, radiators service, and other activities essential to preventing heat loss. To alleviate the financial strain on hosting households, eligible families will receive a one-time payment of EUR 150 (CHF ~140).

The Slovak Red Cross aims to support 500 hosting families accommodating individuals displaced from Ukraine, with 30 households currently registered. An essential eligibility condition is that these households are not receiving any rental assistance or hosting support from Slovak Red Cross yet, since this programme already includes a top-up for utility costs.



## Livelihoods

With the support of IFRC, the **Slovak Red Cross is now focusing on economic and social inclusion by empowering people with skills that facilitate their integration into the labour market in Slovakia.** Key components of the Slovak Red Cross employability programme include **job counselling, CV and interview preparation, connecting individuals with potential employers, supporting the recognition of educational qualifications, providing language courses, and facilitating vocational training.**

The Slovak Red Cross provides **financial support to eligible participants to attend vocational courses** organised by external actors. The course fee is reimbursed for the applicants who have completed the training and are facing economic challenges. This initiative **offers a diverse range of courses tailored to participants' interests, prerequisites, prior work experience, and future goals. Most of the participants show interest in manicure, pedicure, hair dressing course and cooking. To date, 45 participants have registered for these courses, with 39 qualifying and enrolling to receive financial support.**

As November 2023, **584 individuals have received job support**, with 280 of them benefiting during the reporting period. Moreover, **616 participants have successfully completed a language course from Slovak Red Cross** this year, and among them, 174 completed the courses between September and November 2023. For the upcoming language courses, the Slovak Red Cross has introduced the online option.

The British Red Cross's [employability and labour market assessment report](#) done in partnership with the Slovak Red Cross, shared with various stakeholders, including the Refugee Coordination Forum and the Inclusion Sub-Working Group, received positive feedback. There is considerable interest in extending the assessment to other EU countries. Moreover, the Slovak Red Cross has established connections with the Spanish Red Cross Livelihoods Resource Centre, expressing interest in assisting with employability initiatives in Slovakia.



## Multi-purpose Cash

The Slovak Red Cross continues its grocery vouchers programme for **households displaced from Ukraine in vulnerable situations (80% of total vouchers) and households in vulnerable situations from the host community (20% of total vouchers)**. During the reporting period, the Slovak Red Cross distributed **258 grocery vouchers** with a nominal value of EUR 30 (CHF ~28) each.

The Slovak Red Cross branch network, including Humanitarian Service Points and Community Centres, **facilitates targeted aid distribution at the local level, ensuring that assistance reaches people in different regions** of the Slovak Republic. Eligibility criteria include being food-insecure due to low income or unemployment, belonging to households with chronically ill members, having family members living with disabilities, or being female-headed households or those with one or more pregnant women.



## Protection, Gender and Inclusion

Slovak Red Cross **focused on the institutional pillars of PGI with the development of Code of Conduct to cover both staff and volunteers**. The PGI focal points work closely with the regional IFRC PGI team both virtually and in-person during a joint PGI/CEA workshop that took place in November in Bratislava. The objectives were:

- To assess the effectiveness and efficiency of existing feedback mechanisms.
- To identify areas of improvement and opportunities for enhancing the feedback process.
- To develop a strategic plan for the future of feedback mechanisms within the Slovak Red Cross, with the particular focus on survivor-centered handling of sensitive feedback.
- To engage key stakeholders, including staff, volunteers, and beneficiaries, in the process of enhancing feedback mechanisms.
- To identify and address specific challenges and opportunities related to community engagement, accountability, and protection, gender, and inclusion within the Slovak Red Cross.

The outputs provide clear action plan for the respective sectors. Those include the upkeep of existing systems, development of confidential sensitive feedback collection system as well as preparation of a national feedback system.

As the SRC helpline plays an important role in the newly established programmes and services within the operation, an online PGI workshop was organised for its operators to reflect on how PGI applies to their everyday work.

Finally, the Slovak Red Cross marked the International Day of Elimination of Violence against women on 25 November and joined 16 Days of Action against SGBV campaign by posting advocacy messages on its social media network.



## Community Engagement and Accountability

Slovak Red Cross collected 1,298 feedback messages through their helpdesk (including calls, Viber and Web) and Humanitarian Service Points (HSPs) services, and 211 responses through their Satisfaction Survey located in the HSPs. The plan is to also add this satisfaction survey to the 6 Community Centers in the beginning of 2024. All

feedback from these various channels was reported monthly to the SRC and IFRC relevant departments to shape the programmes and support them to make community-driven decisions.

CEA support was provided to the CVA team during the monitoring phase of the Cash for Health program by creating and disseminating relevant information materials. For the Cash for Health program, new brochures were designed, content was prepared for the Slovak Red Cross cash page and the financial assistance webpage of IFRC, and a video script is produced to demonstrate how to use the AccessRC app. For Livelihoods, a project brochure was designed including key information for communities on available services. The Slovak Red Cross also had a chance to attend the global CEA meeting in Denmark where the CEA achievements were presented, focusing mainly on feedback mechanisms and the importance of data.

Finally, the team is also working on the institutionalisation of CEA across the National Society. This included basic CEA trainings for the new HSP and Community Centre staff, integration of CEA sessions into the ToT on Psychological First aid, and inclusion of CEA orientations during the training for branches on the new Cash for Health programme.



## Migration

At the beginning of the response, Slovak Red Cross established 15 Humanitarian Service Points (HSPs) which has now been scaled down to 9 due to the changing needs across the country. These are currently all funded through the IFRC Emergency Appeal. The **HSPs are the backbone of the emergency operation, offering a wide range of services, information, counselling and referrals to displaced people from Ukraine, Slovak citizens and people on the move.** New staff joining HSPs are provided with induction training on Red Cross and Red Crescent Movement Principles, community engagement and accountability, protection, gender and inclusion, restoring family links and psychosocial support, as well as on the new EspoCRM case management system.

Slovakia has experienced a large influx of migrants transiting through Slovakia, reaching a peak in September 2023. In different locations, the local city declared a crisis situation and different branches (Bratislava, Lucenec, Banska Bystrica, Cadca, Nove Zamky, ect) were requested to provide specific services to people on the move in their region. The provision of the services was different in different locations according to the needs, but mostly the focus was on dry food or hot food distributions, first aid, health check-ups, crisis shelter and material aid distribution.

Finally, Slovak Red Cross has piloted the first Migration training in collaboration with colleagues from the IFRC Regional Office for Europe. A migration training module is currently being developed in Slovakia so all staff and volunteers can be trained on migration issues. The **National Society recognises that branches need more knowledge and capacity on this topic, for instance the specific needs that people on the move may have.** This will help them to learn from previous responses, prepare and better respond to population movement situations in the future.



## National Society Strengthening

The Slovak Red Cross is strengthening its communication capacities (both at the HQ level and in the field) in emergency situations – communication with the media and other institutions, focusing also on how to manage reputational skills. The Communications Officer actively engages in IFRC training and collaboration with international partners, contributing to programmes like Safe Homes and advocating for displaced individuals, enhancing awareness of Red Cross activities in Slovakia, and supporting fundraising efforts.

The National Society is gearing up for the Organizational Capacity Assessment and Certification (OCAC) process under its National Society Development (NSD) initiative, with an upcoming workshop in February 2024. Following awareness sessions organized by the Membership Service Unit (MSU), the NS leadership has opted for OCAC's new methodology for self-assessment. The Slovak Red Cross is actively preparing and coordinating with the IFRC for the process.

The Slovak Red Cross, under the guidance of the Regional Office for Europe Membership Service Unit, is implementing a National Society Development plan initiated earlier this year, with around 50% of activities on track and others in progress or completed. The National Society has also received guidance on the Joint Statutes Commission review and General Assembly approval process for Statutes revision, currently in progress.

Between September and November 2023, the final stages of developing the volunteer database were completed, enhancing Slovak Red Cross ability to streamline volunteer processes effectively. The localisation of the IFRC online course "Stay Safe" into Slovak has reinforced National Society commitment to provide ongoing education opportunities for long-serving volunteers. Training sessions for staff and volunteers have focused on empowering the team with knowledge and skills to offer optimal support, highlighting our dedication to building a resilient and supportive community within the Slovak Red Cross.

Between September and December, Slovak Red Cross fundraising efforts concentrated on irregular migration support, including groundwork for fundraising functions. National Society fundraising specialist participated in the IFRC Diploma in Fundraising course, and ongoing projects with donors involved initiatives like the Food collection, acquiring cars for social services, and obtaining vehicles to be used during emergencies. Other activities include the 2% tax assignment campaign, defining CRM tool functionalities, and planning communications for the Christmas period.

The IFRC team has consistently supported the National Society in strategically and technically implementing the response, emphasizing scaling up operations and enhancing preparedness. With the backing of the IFRC network, the Slovak Red Cross has recruited key response positions at its headquarters and strengthened its auxiliary role with the Slovak government, along with enhancing networks with humanitarian organizations.



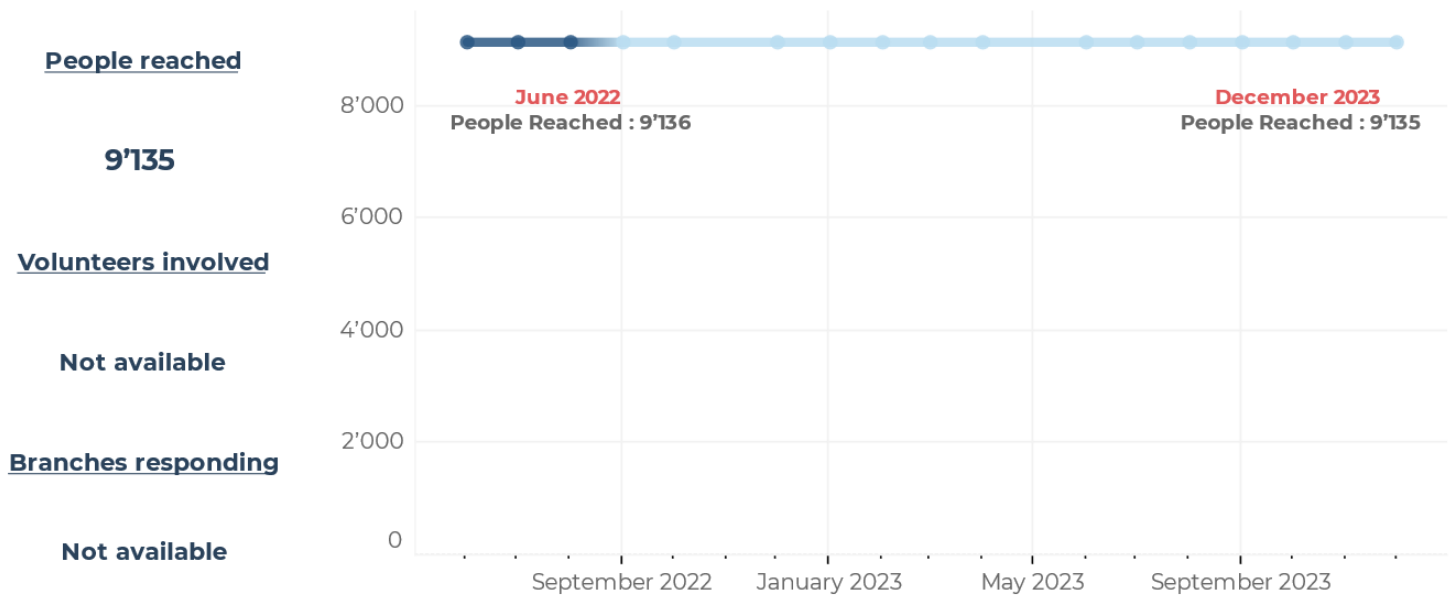
# Turkish Red Crescent Society

**Federation-wide** Country overview  
from March 2022 to November 2023

Total Income: **CHF 5'087'051**

Total Expenditure: **CHF 3'694'251**

## National Society reach



## People reached by sector

Icon	Sector	People Reached
	Basic needs support	9'135
	Health and Care	3'715
	Water, Sanitation and Hygiene	3'648
	Protection Gender and Inclusion	3'260
	Multi-purpose Cash	2'505
	Migration	1'951
	Shelter, Housing and Settlements	764

As reported to the Federation-wide Data System. Cumulative data covering from the beginning of the response up until 30 November 2023.

## Detailed progress by sector: Turkish Red Crescent



### Mental Health and Psychosocial Support

Throughout the reporting period, Turkish Red Crescent (TRC) teams **conducted individual psychological counselling with 46 people** primarily at Elazığ Temporary Accommodation Centre (TAC), along with Antalya and Istanbul. The counselling recipients predominantly **sought assistance for general counselling, sleep disorders, and low-level anger management**, all categorized as low-risk level concerns. **Group counselling sessions were conducted with 776 female and male adults** during the reporting period at the partnered Ukrainian Associations in Ankara and Antalya related to fundamental concepts on mental health, awareness on mental wellbeing, importance of mental wellbeing and coping strategies under difficult circumstances.

**Psychoeducational and awareness sessions and seminars were conducted with a total of 1,848 people** during the period under review. These included:

- Peer Relations sessions at Elazığ TAC;
- Stress Reactions under Difficult Circumstances sessions in Antalya and Istanbul;
- Anger Management seminars in Istanbul, Elazığ and Antalya;
- Correct Attitude Towards Children sessions in Elazığ and Ankara;
- Fundamental Concepts on Mental Health sessions at Elazığ TAC;
- First-aid seminar at Istanbul Ukraine Solidarity and Cultural Association.



### Water, Sanitation and Hygiene

TRC teams distributed hygiene kits to 838 people during the reporting period. The recipients included the participants of the PSS awareness raising seminars in Antalya, Elazığ and Istanbul. Also, in Ankara, participants received hygiene kits along with first aid kits (461) at the Ankara Ukraine Association after a seminar on the Correct Attitude towards Children during the period under review. Apart from seminars and trainings, hygiene kits were distributed to people in need identified in collaboration with Ankara Ukrainian Association volunteers, Antalya Ukrainian Solidarity and Cultural Association and Istanbul Ukraine Association.



### Shelter, Housing and Settlements

The TRC and IFRC are collaborating with the Ministry of Family and Social Services (MoFSS) to ensure the well-being and support of children and caregivers in Antalya affected by the international armed conflict in Ukraine. These individuals are currently being accommodated in two hotels in Antalya. During the reporting period, in addition to providing accommodation support for 740 individuals, the TRC and IFRC persisted in enhancing hygiene conditions for children, facilitating their access to suitable food and ensuring transportation to facilitate children's attendance at medical appointments and appointments related to official procedures.

Essential household item support was adapted into voucher assistance for clothing and put into effect in November to help **people prepare for winter**. A total of **3,625 voucher cards** (TRY 1,621.50 (CHF ~49) per person) were distributed in Elazığ TAC, Ankara and Istanbul during the period under review. Before or after the distribution, TRC teams provided information on how to use the cards.



## Multi-purpose Cash

Monthly cash assistance continued in Elazığ TAC during the reporting period, with each individual receiving around TRY 300 per month. In total, a maximum number of 2,333 individuals (789 households) were reached with a total of TRY 2,077,500 (CHF ~62,792) for three months (September, October and November 2023)<sup>28</sup>.



## Protection, Gender and Inclusion

TRC teams **conducted PGI related information campaign and awareness raising activities with 73 people** during the reporting period. These included:

- Single-session child protection activities on hygiene, technology, addiction, dental health, healthy eating habits, traffic rules and fundamental concepts in Elazığ.
- Single session privacy and child protection program activities in Antalya and Elazığ.
- 30-minute Prevention of Sexual Exploitation and Abuse sessions in Antalya.
- A seminar on Restoring Family Links in Antalya.
- Structured Psychosocial Support (PSS) programme in Elazığ.

**The PSS programme activities were the most preferred activities, as schools acknowledged the substantial benefit for children.** TRC efficiently conducted the sessions in classrooms, assisting children in managing their attitudes and emotions. As a result, teachers reported increased student participation in the classroom, a direct result of the programme effectiveness. **At the beginning of the school year in September, educational kits and equipment were distributed to 949 children, adolescents, and young adults** across all provinces – Ankara, Istanbul, Antalya, and Elazığ – during the reporting period.

The procurement and construction of the Mobile Child Friendly Space (CFS) Truck is complete and was delivered to Antalya in October. Equipped with the solar-powered system, mobile CFS is self-sufficient and provides energy lasting for 8-9 hours even after the sundown.

Throughout the reporting period, **a total of 129 people were provided with Special Needs Fund (SNF) support** in Ankara, Antalya, Elazığ and Istanbul for **rental assistance, hotel accommodation support, ID and residence permit fees, medical assistance and fare support. 350 referrals were conducted for cash support, ID issues, official documentation, medical issues, in-kind support, health report, transportation, courses, school registration and employment** during the period under review.

A total of four gender-based violence (GBV) cases were referred to the internal and external services for economic and social support, Special Needs Fund (SNF) services and legal services during the reporting period.



## Community Engagement and Accountability

In cooperation with the Ukrainian Consulate, a two-day capacity building training was held in Ankara between 7-9 November with the participation of the partnered Ukrainian Associations. The training hosted 30 participants from Istanbul, Antalya, Ankara, Muğla, Bodrum, Marmaris, Samsun, Bursa, İzmir and Aydın. The two-day training included informative sessions on fundamental-level case management, prevention of sexual exploitation and abuse,

<sup>28</sup> TRY 699,900 for 2,333 individuals (789 households) in September, TRY 693,900 for 2,313 individuals (787 households) in October and TRY 683,700 for 2,279 individuals (778 households) in November.

community engagement and accountability, communication methods, teamwork, project management and restoring family links.

The TRC concluded the procurement process for feedback boxes for three partnered Ukrainian associations, including the preparation of pertinent feedback forms. The introduction of this system marks a positive step towards fostering open communication and gathering valuable feedback from affected people, with the goal of identifying areas for improvement within the associations. After the installation of the boxes, TRC will oversee the evaluation of the feedback.



## **National Society Strengthening**

TRC teams provided volunteering training for 10 candidate volunteers (8 female 2 male) in Istanbul on 23 September. The training programme included the history, aim and the principles of the Red Cross Red Crescent movement and the TRC, Community-Based Migration Programme as well as the Ukraine and Impacted Countries Emergency Appeal. The candidates were also informed of their roles and responsibilities as well as methods and tips to work with sensitive information and people in vulnerable situations. The training included a session on the Prevention of Sexual Exploitation and Abuse.



## Regional response and support

### Health & Care including Water, Sanitation and Hygiene (WASH)



#### Health & Care

**Achievements** Since the beginning of the international armed conflict in Ukraine, access to healthcare systems remains one of the main challenges for the displaced population. There is a lack of precise medical data, such as vaccination records, access to medical prescriptions, and involvement in state healthcare programmes for chronic conditions. IFRC continues to support National Societies across Europe actions to ensure equitable access for the displaced population to primary and specialised healthcare as well as chronic disease services.

During the period from September to November 2023, the IFRC ROE Health team played a supportive role in co-facilitating a training for Slovak Red Cross on Migration and Health with the Migration team.

Together with the Hungarian Red Cross developed multifunctional health service points. The service points will be operational initially in six counties and activities are planned to be expanded to all 21 counties.

The health team facilitated the development of a concept note on CVA for health for the Romanian Red Cross and supported the National Society in programme design. The programme aims to establish a continuum of care, providing support for accessing primary care and managing non-communicable diseases.

The team also oversaw the implementation of the Slovak Red Cross Cash for Health programme, including the extension of the programme for additional three months to support people in vulnerable situations. The Slovak Red Cross has also launched a reimbursement programme for medical equipment and supplies at the branch level.

Italian Red Cross and IFRC Regional Office for Europe health teams organised and hosted a Healthy Ageing annual meeting where representatives of 17 National Societies have shared their experience, discussed future joint plans and activities. One of the main topics were sustainable provision of health services including provision of Home Care and social care services during the emergencies. Ukrainian Red Cross Society and Armenian Red Cross Society have shared their experience of Home Care services provision during the conflict time.

Technical support was provided to Moldova country office to support development of health activities and coordination with WHO country office.

**Challenges** Coordination with governments remain a challenge especially in regard to introducing new health related programming.



## Mental Health and Psychosocial Support

### Achievements

The mental health and psychosocial support (MHPSS) needs among the displaced population from Ukraine are persistently on the rise, as reported by the National Societies across Europe. Nearly two years after the escalation of the international armed conflict, more displaced people from Ukraine are coming forward requesting individual psychological support to manage their stress, anxiety, grief, and loss.

The achievements of National Societies across the region are noteworthy. As part of the EU4Health project, 25 National Societies in Ukraine and impacted countries have trained 1,381 first responders in MHPSS provision. Moreover, the National Societies have successfully established 16 new helplines and MHPSS support platforms. Their combined efforts have led to delivering crucial Psychological First Aid (PFA) or Psychosocial Support (PSS) to 18,780 people affected, as well as 521 National Society staff, volunteers, and first responders throughout the region.

To effectively respond to the changing needs of people displaced from Ukraine, the National Societies involved in the EU4Health project are gathering feedback from the affected communities. This is done through systematic needs assessments and CEA channels, including helplines, face-to-face conversations, and other ways of collecting passive feedback. The data from observations and CEA channels indicate that the PSS needs of these communities are evolving. There is a growing demand for more focused and specialised psychological support, moving beyond PFA. Additionally, the assessments have identified significant gaps in access to MHPSS services. For example, a needs assessment by the Latvian Red Cross found that 60% of the people displaced from Ukraine who were surveyed experienced feelings of fear, depression, and severe distress upon arriving in Latvia, and 76% reported not receiving any psychological support.

The IFRC Regional Office for Europe MHPSS team is conducting field visits, where they aim to sensitise relative stakeholders to the importance of MHPSS. This includes raising awareness and fostering a better understanding of the needs in the field. The team also plays an important role in promoting the integration of MHPSS into the core operations of National Societies.

The MHPSS European Network Forum in October, focusing on Trauma-informed approaches, saw IFRC ROE's active participation, contributing to the expansion of the European MHPSS network. Additionally, a meaningful gathering of 16 out of 18 National Society MHPSS focal points in Budapest at the end of November provided a platform for celebrating achievements, sharing experiences, and planning for the sustainability of MHPSS initiatives in Europe.

The IFRC Regional Office for Europe MHPSS team contributed to a collaborative study with the IFRC Psychosocial Centre, assessing the impact of the IFRC PFA methodology in selected National Societies. The study aims to provide practical recommendations for improving the effectiveness



of Psychological First Aid and ensuring the sustainable development of MHPSS capacity, with the final report expected by year-end.

**Challenges** Ensuring the sustainability of the capacities in MHPSS developed by National Societies while responding to the Ukraine and impacted countries crisis remains of a crucial importance. The regional MHPSS team is investing significant efforts in supporting National Societies to integrate and institutionalise MHPSS into their core strategic priorities.

With around 40 National Societies in the Europe region responding to the MHPSS needs of nearly 6 million displaced people from Ukraine, there is an increasing demand for technical support amid diminishing resources.

Cultural and language barriers pose challenges when delivering effective MHPSS to displaced people from Ukraine. The diverse backgrounds of displaced populations can, at times, influence the way affected populations perceive and engage with MHPSS services. To address this issue the IFRC has supported National Societies in training their staff and volunteers in culturally sensitive approaches to effectively overcome these barriers. Reaching health and social care professionals who speak Ukrainian remains a challenge, too.

## Integrated Assistance



### Shelter, Housing and Settlements

**Achievements** As housing remains one of the most urgent needs for displaced people from Ukraine in Europe, IFRC is providing ongoing guidance to National Societies implementing their planned shelter-related activities.

Under the EU Asylum Migration and Integration Fund's Safe Homes Programme, the IFRC has significantly increased its support to National Societies through several key initiatives. These include the development and delivery of a two-day workshop on Qualitative Data Analysis to improve data management in programme activities, the evaluation and standardisation of information management systems for rental and hosting assistance, and the formulation of a comprehensive communication and visibility plan.

Additionally, the programme is continuously supporting the planning of national 'Lessons Learned' workshops in nine implementing National Societies. A detailed overview of all activities and progress is available on the designated [dashboard](#).

As National Societies continue to implement and adjust where necessary their planned shelter-related activities. This support includes regular calls with shelter focal points across the region.

**Challenges** Private hosting schemes for the people displaced from Ukraine have been facing significant challenges like host fatigue due to long-term hosting commitments, changing government policies affecting housing stability, and country-level accommodation capacity issues caused by the limitations of the housing markets. IFRC Regional Office for Europe has supported the National Societies working on the private hosting issues devise potential solutions involving developing support and mentorship systems for hosts, and the advocacy for adapting the fluctuating policies to meet the evolving needs of displaced individuals.



## Livelihoods

**Achievements** For many National Societies, working on livelihood interventions is new, highlighting a significant gap in accessing and developing tools, methodologies, and building capacity among staff and volunteers.

The IFRC Regional Office for Europe is in the process of planning a regional online workshop. This workshop aims to explore potential technical support options and showcase existing livelihoods activities across the operation, including examples such as the Polish Red Cross employment program and the Slovak Red Cross employability assessment.

**Challenges** Securing sustainable funding for long-term support, including livelihoods, continues to be a key challenge throughout the response.



## Cash and Voucher Assistance

**Achievements** Amid ongoing winter and its harsh conditions, the Regional Office for Europe CVA team is providing support for the implementation of winterisation programmes in multiple countries, including Hungary, Moldova, Lithuania, Montenegro, Bulgaria, Romania, Slovakia, Georgia, Latvia, Estonia, and Ukraine. The focus has broadened beyond programme implementation to incorporate assistance for data management processes and facilitation of these initiatives.

In Slovakia, the regional CVA team collaborated with the National Society to deliver the Cash for Health program using the AccessRC application. The program was highly successful, and the replicability of this model across other countries is currently being explored, with potential implementation scheduled for December in Romania.

In October, the Regional Office for Europe CVA team successfully facilitated a validation workshop by IFRC in October 2023, attended by various Red Cross and Red Crescent Societies, emphasized the utilization of Access RC for CVA enrollment. Regional CVA team's support was pivotal, showcasing insights from Ukraine Operation and actively leading some sessions. Attendance for the event included 35 people in-person and 23 virtual participants. Participation included members from the IFRC, American RC, British RC, Colombian RC, German RC, ICRC, Netherlands RC, Austrian RC, Canadian RC, Danish RC, Turkish RC, Norwegian RC, Slovak RC (presenter), Lithuanian RC (presenter), Montenegro RC (presenter), and Red Rose.

Lesson Learned Workshops conducted in Hungary and Montenegro during the reporting period served as pivotal platforms for knowledge exchange and enhancement. The active participation of the Regional CVA team greatly contributed to these sessions' success and helped in preparing the groundwork and documentation of the learnings.

The Regional Office for Europe CVA Team hosted a coordination workshop with UNHCR and IFRC in October 2023 marked a crucial point. Discussions revolved around Q4 2023 and 2024 CVA/CBI Plans, regional data sharing agreement updates, sectorial assistance overlaps, deduplication strategies, cash coordination arrangements, and enrollment modalities, with Access RC being a key focus. Effective coordination with UNHCR has been instrumental in ensuring efficient regional deduplication data checks before payments.

To ensure programme alignment with community needs, the CVA teams are consistently conducting regular focus group discussions and PDMs with CVA cash recipients. These sessions

have proven invaluable in gathering insights and feedback for the informing programme design.

Throughout the reporting period, the CVA regional team played a key role in facilitating CVA preparedness initiatives:

- Bridging CVAP self-assessment with Red Cross of The Republic of North Macedonia
- CVA Level II Training in Vilnius, Lithuania
- Baseline CVAP self-assessment with Romanian Red Cross
- PECT Training in Belgrade, Serbia (organized by Austrian Red Cross and Serbian Red Cross)
- Baseline CVAP self-assessment with Bulgarian Red Cross
- Baseline CVAP self-assessment with Georgian Red Cross
- Bridging CVAP self-assessment with Albanian Red Cross
- Baseline CVAP self-assessment with Polish Red Cross
- PECT Training in Hagee, Netherlands (organised by Netherlands Red Cross and Norwegian Red Cross)
- CVA Advocacy Workshop with Red Cross Society of Turkmenistan

**Challenges** The CVA team is undergoing staff reductions at regional, cluster and country levels. This shift has led the Regional Office for Europe team to take on additional responsibilities and provide on-ground support to ease the staffing transition. Balancing these increased duties with ongoing operations poses a significant challenge, demanding seamless coordination and adaptation within the team structure.

## Protection and Prevention



### Protection, Gender and Inclusion

**Achievements** For the very first time in the region the second step in the PGI Capacity Building Plan, the PGI Training of Trainers, was held in Vilnius, Lithuania. Hosted by the Lithuanian RC and facilitated by IFRC, 29 participants (4 men/25 women) from 15 National Societies under the Ukraine and impacted countries Emergency Appeal attended this training. This three-day training, which also functioned as an in person PGI Network meeting, focused on: providing PGI focal points with additional knowledge and skills to be able to facilitate PGI trainings as well as building confidence for PGI focal points to talk about PGI and address challenging topics. Following the training, 88% of participants rated a good or excellent increase in their PGI and facilitation skills because of the training.

To commemorate the 16 Days of Action Against Sexual and Gender Based Violence, The Regional PGI Team has created a 16 Days of Action Toolkit for National Societies in the appeal. In addition to the toolkit, webinars have been organized across the 16 Days for National Societies in the appeal to come together and share best practices on addressing and combating SGBV in the region.

To commemorate Anti-trafficking day, a webinar was hosted by IFRC and facilitated by the British Red Cross for the Ukraine and Impacted Countries Network. This webinar focused on the basics of anti-trafficking as well as the role of the RCRC Movement in responding to trafficking.

The Regional Ukraine and Impacted Countries PGI and Safeguarding Action Plan was updated this quarter to focus on more operational level activities and to reflect progress in terms of PGI and Safeguarding at both the Regional and National Society level activities.

Missions from the Regional PGI Delegate to Montenegro RC and Slovakian RC, done in collaboration with the Community Engagement and Accountability team, focused on the handling of sensitive complaints which lead to the drafting of a Standardized Operating Procedure for handling sensitive complaints as well as action plans to address this important issue. In addition, following these missions work has begun on creating practical guidance for branches to implement the PGI Minimum Standards.

Technical PGI and Safeguarding support continues to be offered to National Societies involved in the response.

**Challenges** Requests from PGI focal points in the region for more capacity strengthening. PGI Introductory training and PGI training of trainers have both already been held in the region, as well as technical support offered by the PGI Regional team as needed. Looking into further learning and mentorship opportunities for PGI focal points in the region.

Many National Society PGI Focal points have multiple roles, PGI focal points need to at a minimum have 50% of their time dedicated to PGI.



## Community Engagement and Accountability

**Achievements** Since the escalation of the international armed conflict in Ukraine, the community engagement and accountability (CEA) teams in Ukraine and the impacted countries have been working to ensure that CEA approaches and activities are applied across all sectors of the operation.

Noteworthy activities of CEA teams in countries and the Regional Office for Europe include, ensuring meaningful participation of the affected people, planning and delivering CEA training for National Societies (for example, most recently conducted CEA trainings in the Republic of Moldova), collecting and analysing external and internal data on community feedback, and informing decision-makers with findings.

The CEA regional team recently conducted a study together with MHPSS and Communication teams. The study focuses on MHPSS and aims to understand perceptions and access to mental health services for people displaced from Ukraine in Europe. Among those who participated in the survey:

- 89.4% were female.
- 83.3% said that they faced stressful or traumatic events due to the ongoing international armed conflict.
- 69.9% reported not seeking psychological support, with the main reason being unawareness of available support services.

The study was conducted in partnership with the Meta platform. The final recommendations of the study are intended to reach programmatic leads for further improvement of the programmes. For example, by inviting National Societies in the region to discuss how to enhance people's awareness and access to MHPSS services, and to facilitate additional in-depth studies within the MHPSS field.

With support from the Netherlands Red Cross 510 Team, the CEA regional team successfully adapted the Feedback coding framework to the current context in the impacted countries. This coding framework has been integrated into EspoCRM; the platform utilised by the National Societies for documenting feedback. This integration has significantly facilitated the process of documenting, coding, and reporting on feedback.

Furthermore, with assistance from the Netherlands Red Cross 510 Team, CEA regional team is monitoring social media channels across seven countries. The themes that emerged among displaced people from Ukraine during the reporting period are as follows:

- Inquiries about moving in and out of the host country; situation at borders.
- Seeking information on available housing options.
- Queries related to humanitarian aid, including looking to obtain food packages.
- Questions about health insurance, medical examinations, access to health services.
- Seeking support for obtaining gas heaters, boiler repairs, and selling winter clothes.

The results of social media listening serve as a means to inform operational and thematic leads in countries, providing valuable insights and updates for informed decision-making and strategic planning.

The Regional Office for Europe CEA team also offers support to National Societies by assisting in recruiting key personnel, facilitating the transition of responsibilities from delegates to National Society staff, and conducting monitoring visits to identify and address gaps in the implementation and streamlining of the CEA approach across all sectors.

**Challenges** Concerning support for the Ukraine team, the incorporation of new recruits and structural adjustments requires time for stabilisation, particularly in establishing effective dynamics between the Information Centre in Lviv and the CEA unit in Kyiv. Additionally, the transition from in-country IFRC support to a larger URCS team, coupled with remote IFRC support, is expected to take time to reach full operational capacity.

We have started to see how some National Societies are planning to phase out CEA activities because resources in 2024 are not secured or will be lower than in 2023. The CEA team is working on a sustainability strategy for National Societies, especially for the feedback mechanisms that have been put in place.



## Migration

**Achievements** The development of the IFRC Integration & Inclusion Framework has been the primary focus of the Migration team this quarter, with support from the British Red Cross. Consultations with National Societies, IFRC sector leads, the Platform for European Red Cross Cooperation on Refugees, Asylum Seekers and Migrants (PERCO) network, and other relevant stakeholders contributed to the final shaping of the framework. The end product will outline the four pillars: 1) Socio-economic integration, 2) Socio-cultural integration, 3) Wellbeing and protection, 4) Meaningful participation. The framework will detail desired outcomes, potential interventions, key recommendations, and provide illustrative examples of initiatives.

The framework has already assisted the team in supporting National Societies to identify funding opportunities and respond to calls for proposals, specifically focusing on integration and inclusion. Furthermore, the utilisation of the framework has enabled some National Societies to re-shape existing plans and work on developing new activities aimed at promoting integration and inclusion.

The support provided by a staff on loan from the British Red Cross to the IFRC Regional Information Management and Migration & Displacement teams has progressed: findings from a self-assessment survey to National Societies and consultations are now consolidated into a report which will highlight needs and gaps, best practices and potential modalities of support related to Information Management in Migration & Displacement contexts. The Migration and Displacement Monitoring system will be soon published and used by IFRC and National Societies teams across the region. Through a dashboard hosted on the GO Platform, the monitoring system covers three situations: the Ukraine situation, the Mediterranean situation, and South Eastern Europe.

The in-person Humanitarian Service Points training, jointly developed with IFRC Americas, is advancing. Team in charge of developing the training conducted consultations with Slovak Red Cross, Red Cross of North Macedonia, and IFRC sector leads. The initial draft of the training is now complete, and a pilot training session has been conducted in Central Asia.

The ongoing development of the Migration Community of Practice involved hosting a workshop in late November, where key stakeholders and future users validated needs, expectations, and topics. In close coordination with the IFRC Humanitarian Diplomacy teams, the Migration team facilitated progress on the regional IFRC Humanitarian Diplomacy for Migration playbook.

**Challenges** Challenges persist in transitioning to a long-term integration strategy. The complexity of displacement flows and the pendular nature of border crossings make it challenging to track movement and understand intentions.



Other Migration & Displacement situations not related to the humanitarian crisis in Ukraine, national and regional policy changes, and increasing tensions between displaced and host communities pose significant challenges to programming efforts.

## Enabling Approaches



### National Society Strengthening

**Achievements** Contributing to the strengthening of collaboration and linkage between National Society headquarters (HQ) and branches remained a priority of the Membership Services Unit (MSU) team that supports National Society Development (NSD) activities across the region. Within the reporting period, five National Societies organised Branch/Organisational Development forums, bringing together the team at HQ and the management at branches to discuss key organisational priorities. These forums contribute to integrating branch development within the programmatic activities of National Societies.

In order to achieve the continued development of branches, there is a need to invest in the capacity building of branch personnel through training and on-the-job learning. To contribute towards the realisation of the goal of having technically competent human resources at the branches, the MSU team has initiated the development of eLearning courses online. The team held thematic consultations within the reporting period, in addition to collecting inputs from users to facilitate the design of the eLearning course.

The Regional Office for Europe MSU team supported, the Ukrainian Red Cross Society, the Red Cross of the Republic of North Macedonia, the Russian Red Cross, and Belarus Red Cross in conducting Branch Organisational Capacity Assessments (BOCA) for additional branches, following their previous development plans. As a result, 21 additional branches now have their two-year branch development action plans in place.

Following NSD-related findings and lessons learned from recent and ongoing operations, including the response to the ongoing international armed conflict in Ukraine, the MSU teams from Europe, Central Asia, and Geneva conducted a pilot surge NSD in Emergencies (NSDiE) training in September–October 2023. Feedback and recommendations obtained during and after the pilot training will be used to inform the expansion of global and/or other regional surge NSDiE trainings.

Findings from the pilot surge NSDiE training will also contribute to the development of the NSDiE quick review and assessment toolkit designed for National Societies, IFRC staff, and other stakeholders with an NSD support role. Notably, out of 22 participants (National Societies and IFRC), 20 were added to the Rapid Response Management System in the NSDiE profile. Based on demonstrated knowledge, skills, and competencies, some are assessed as ready to be deployed not only within the Europe and Central Asia region but also globally.

In September, in collaboration with the Regional Office for Europe Strategic Partnership and Resource Mobilisation team, the MSU launched a 9-month Diploma in Fundraising Management training designed specifically for fundraising professionals within the RCRC Movement. Representatives from 20 National Societies, including Lithuania, Poland, Slovakia, Bulgaria, Romania, Georgia, Montenegro, and Ukraine, signed up for the training.

In November, the MSU team from the Regional Office for Europe hosted a two-day Branch Development and Volunteering Management Delegates Coordination meeting for Red Cross Red Crescent Movement partners. Delegates supporting the Ukrainian Red Cross Society, Red Cross

Society of the Republic of Moldova, and Red Crescent Society of Azerbaijan, along with representatives from MSU and the Organisational Transformation Unit, engaged in experience exchange discussions, sharing common approaches, tools, and resources used in this thematic area.

In the same month, an NSD coordination meeting took place in the cluster delegation of South-east European National Societies with a focus on Branch and Volunteering development. The agenda, among other topics, included discussions on the Branch Development Framework and the use of the BOCA tool to support National Society reflections on branch strengthening. Commitments from National Societies regarding the adoption and use of BOCA in the year 2024 were among the key outcomes of the session.

**Challenges** Delays in planned NSD activities typically arise due to other priorities of National Societies, such as responding to emerging crises. Internal dynamics may also hinder the implementation of NSD activities.

Summarising NSD progress and challenges in the region is challenging because updates are not systematically tracked. This challenge could be addressed by introducing a suitable mechanism to capture information from the region.



## Coordination and Partnerships

**Achievements** In Ukraine, in addition to the Red Cross Red Crescent Movement coordination meetings, the Ukrainian Red Cross Society and IFRC co-chair biweekly membership coordination meetings. During these sessions, partners convene to discuss their achievements and challenges, fostering collaboration and communication within the broader humanitarian network.

In October, IFRC convened a leadership meeting with National Societies from Ukraine, Poland, Moldova, Latvia, Lithuania, and Estonia in Warsaw. The rich discussions focused on coordination, partnerships, peer to peer support to ensure participating national societies to exchange experiences and learnings.

IFRC country managers and operations coordinators continue to play a central role with impacted country National Societies to ensure that they are at the centre of all responses and that PNS who are supporting are aligning and complementing efforts.

IFRC is currently preparing for the 2024 Partnership Meeting that will be held in January in Budapest. These meetings will bring together all impacted National Societies and their partners and discussion will focus on leveraging our collective impact in the coming 12 months.



## Humanitarian Diplomacy

**Achievements** IFRC continues to work with URCS and Movement partners to implement the URCS Humanitarian Diplomacy Strategy in Ukraine, in alignment with the URCS One Plan – including work with operational colleagues to identify and pursue engagement and advocacy opportunities, particularly in relation to the URCS health agenda. While the case for recovery and reconstruction (alongside an ongoing emergency response) is being made in Ukraine, URCS's role as a strong local actor is being increasingly recognised, particularly in its coordination of an alliance of local NGOs and civil society organisations. Meanwhile, outside the country, the IFRC network is advocating for

longer-term solutions and supporting the “integration” phase of what has become a protracted displacement situation.

During this reporting period, the URCS and Movement partners have continued to engage in external forums including reconstruction conferences in Romania and Poland, as well as the latest Senior Officials Meeting on Ukraine, which was convened by the European Commission (DG-ECHO) in Oslo in September. IFRC Europe has also built significant momentum around data-driven, evidence-based influencing, specifically with our investment in impact forecasting. Drawing on data and insights from across the network and externally, we are undertaking quarterly analyses to help inform both programmatic and political preparedness.

Finally, the mapping of Red Cross and sectoral laws relevant to the Ukraine and Impacted Countries Crisis is being completed by the IFRC Disaster Law Team; the findings of which are intended to inform strategic advocacy plans to support the strengthening of National Society auxiliary roles in domestic contexts.

**Challenges** As the world’s attention is splintered by concurrent humanitarian crises, the response in Ukraine and impacted countries is being heavily impacted by a significant drop in international funding and assistance. At the same time Red Cross Red Crescent Movement continues to fight for its credibility in the face of complex and critical issues that require ongoing consultation with our members and partners, in accordance with our institutional guiding frameworks. Our ability to protect and assist affected populations in accordance with our mandates, including under International Humanitarian Law, depends on strict adherence to the principles of humanity, impartiality, neutrality and independence, but these continue to be challenged. This highlights the importance of our engagement with all states, reminding them of their obligation to facilitate the work of the Movement and respect the mandate of National Societies acting in full accordance with the Fundamental Principles and statutory responsibilities.



## Communications

**Achievements** Investing in preparedness and localised action in communications – IFRC together with several National Societies across the region invested in a pilot emergency communications training to help prepare communication experts and project managers in future disasters and emergencies. This also included modules on how we better tell stories about people fleeing conflict through localised approaches using a mobile phone. Ten National Societies participated from Ukraine and Impacted Countries Crisis Emergency Appeal countries. In addition, bimonthly skillshares continue to be hosted remotely with National Societies across the region providing creative, inspiring case studies from different countries for communication experts to learn from one another (averaging between 20-50 participants per session). Topics included: data visualization, misinformation, and disinformation as well as sustainable fundraising. Finally, American Red Cross and IFRC's Memorandum of Understanding kick started with capacity building plans for communications in six countries (including Slovakia, Poland, Romania, Hungary, Moldova, and Bulgaria).

Immense work has gone into protecting reputational risks under an ever-growing polarised environment. During the reporting period, a large focus for communications was supporting the global criticism around the Secretary General of the Belarus Red Cross' visit to the Donbas. IFRC communications liaised heavily with National Societies and ICRC to support and protect the Movement's reputation. This included two releases ([statement 1](#) & [statement 2](#)) on the issue that was perceived positively by the public and key stakeholders/governments.

Reaching millions across Europe through TikTok and Meta – IFRC, Meta and TikTok joined forces to roll out several campaigns from September to December, targeting European communities as well as Ukrainian and Russian speakers who are now living in many parts of Europe. Meta and TikTok donated the equivalent of more than USD one million in free advertisement. Topics supported local objectives including fundraising, brand awareness as well as CEA/Information as aid: mental health and psychosocial support, social service referrals, protecting from cold waves/winter conditions, as well as stories of impact under the Ukraine Emergency Appeal. Meta ads were also used to conduct two surveys with host communities and Ukrainians on mental health and winterization to highlight the vulnerabilities, needs and further opportunities for support.

**Challenges** The ongoing polarised and political environment continues to make it difficult to navigate public communication efforts. While managing the reputational risks, increased scale up of our work and value as a Movement needs to be accelerated. Our role and mandate continue to be questioned.

The public fatigue in the Russia-Ukraine conflict globally will only see further challenges to profiling the humanitarian needs and our work to support communities in vulnerable situations. This is particularly under the light of several global disasters, crises, and conflicts. Most recently, the situation in Israel-Palestine has absorbed a lot of the global media space. A Movement communications call was hosted with National Societies globally on Ukraine where we saw the priority drop to second and third in public communication approaches as well.

Communication work and capacity strengthening plans continue to evolve and take shape with the National Societies' shifting priorities. This is natural in any operation, but given the scale and scope, makes it difficult to maintain and stay on top of the many competing priorities while investing the right amount of time and effort to supporting specific National Societies. This also includes the One Plan in Ukraine where IFRC is supporting coordination of Canadian Red Cross and Norwegian Red Cross to support the Ukraine Red Cross plans moving ahead into 2024.



## Logistics

**Achievements** The Regional Office for Europe Global Humanitarian Services and Supply Chain Management (GHS & SCM) team continued to support the implementation (and planning) of winterisation programmes by supplying relief items requested by several countries, including Bulgaria, Estonia, Hungary, Latvia, Lithuania, Moldova, Romania, Poland, Slovakia, and Ukraine. During the reporting period, 1,670 metric tons / 86 semi-trailer truck loads of relief items were delivered to those countries.

The GHS&SCM team has been facilitating the exit process to close the current operational warehouse of 4,300 square meters in Debrecen, as most of the suppliers are now able to deliver directly to Ukraine. Simultaneously, the team is finalising a tendering process to contract a new Hungary-based operational warehouse. The new warehouse solution provides the operation with more flexibility and is a more cost-effective solution compared to the one in Debrecen.

In October, the logistics team contributed to National Society Development by facilitating logistics training in Sarajevo for National Societies from eight countries and IFRC staff.

**Challenges** Since late November 2023, Ukraine border crossing congestion in Poland, Slovakia and Hungary border crossing points has been slowing down the delivery of relief items to Ukraine.

The GHS&SCM team is working around the clock to meet the expected timelines and respond to winter needs. However, due to logistics requisitions received at the end of November, some deliveries may experience delays.

The majority of funding cannot be allocated for transport services as per earmarking. This limitation considerably restricts the options, strategy, and flexibility to deliver high volumes/quantities of cargo under critical conditions, such as the challenges currently faced at all Ukraine borders, affecting the timely flow of goods.



## Human Resources

**Achievements** The staffing structure of the IFRC Regional Office for Europe is undergoing a transformation process to ensure that our structures and teams are “Fit for Purpose” to support the NS of our region. The “Fit for Purpose” exercise includes a Workforce Planning (WFP) process facilitated by Human Resources and involving all teams and offices in the region. The WFP process aims to adjust and qualify IFRC Regional Office structure to optimise services in an efficient and sustainable manner to make the best use of the resources entrusted to the IFRC.

The phase one and two of the WFP were completed in Q4 of 2023 leading to a reduction on the overall number of staff and a transformation of many international positions into national positions across the region. This is an ongoing process and phase three of the WFP will be conducted in 2024 to continue adapting our structures in light of the humanitarian context and emerging trends in the region and enhancing the sustainability of IFRC support to NS in Europe.

In order for the non-English speaking staff to grasp the essential policies, the National Staff Regulations and the Code of Conduct were translated into their respective national languages.

IFRC staff may find themselves in situations where providing first aid (FA) is crucial. Acknowledging the importance of offering opportunities for FA training, the Regional Office for Europe Human Resources (HR) team has invited IFRC and Partner National Societies staff to enhance their FA skills by attending training sessions organised in Budapest.

Other noteworthy achievements of HR teams in the Europe region included launching a new tender process for an external payroll provider dedicated to IFRC National Staff.

**Challenges** Recruitment in Ukraine continues to pose challenges due to the presence of numerous competitors in the humanitarian labour market. As a result, some positions are re-advertised for 2-3 rounds, as no suitable candidate has been identified. With the huge humanitarian response, a number of international non-government organization and UN agencies started working in Ukraine and the demand for skilled staff is very high.

Psychosocial and staff wellbeing issues are on the rise due to uncertainty in the security situation. Additionally, there are constant reports about a potential harsh winter in 2023-2024, adding psychological pressure on the staff.

In Ukraine, the government has announced an increase in the mobilisation effort, likely indicating a higher demand for individuals to join military service. Male employees are worried about their future, anticipating a higher risk of being called up for military service. Effective from 1 October 2023, there have been legal changes requiring all women with pharmaceutical or medical education to register in military units. This implies that women in these professions may be compelled to join military service. Some female staff members, particularly those in health department positions, may be affected by this new law and might need to undergo a process for military exemption.

In Poland and Slovakia, despite the significant time and effort invested in the sourcing, recruitment, and training of national staff hired through third-party agencies, the organization has faced the challenge of three resignations. As a result, there is a need to re-activate the entire process to fill these vacancies.



## Information Management

**Achievements** The regional IM team, in close collaboration with the Netherlands Red Cross 510 Team, are working on a design and development of an information system to support Shelter programmes, more specifically for rental assistance and host families. The initiative is part of the Safe Homes Programme as part of the wider Ukraine and impacted countries response. The set of tools that are part of the information system are Kobo Toolbox for self-registration and assessment, and EspoCRM for data management.

The teams have developed a 'blueprint' version of the system, including a demo. The next step is to finalise details, migration of the EspoCRM instance to IFRC premises, and test the system in a real environment.

The Regional IM team has been supporting the EU4Health: Provision of quality and timely psychological first aid to people affected by Ukraine crisis in Ukraine and impacted countries project with various IM tools and solutions such as reporting, implementation tracking tools, visuals, conference and comms materials.

In order to promote the public visibility of the project achievements and developments, a separate GO subpage was created which is considered as the official communication platform of the EU4Health project.

The regional IM team has been supporting Safe Homes Programme by creating data collection and reporting tools tailored for the effective implementation of the programme by National Societies. In addition to these tools, the team developed the Safe Homes Dashboard that provides a consolidated overview of the programme implementation status. It is accessible to NS, PNSs and donors.

IM team is continuously providing technical support to National Societies on data collection tools.



## Planning, Monitoring, Evaluation and Reporting

**Achievements** The PMER team is providing continuous support in data collection, monitoring and evaluation, internal and external reporting, proposal writing, as well as programme management to operation members and technical teams.

The Regional Office for Europe PMER team has been leading onboarding and capacity-building sessions for PMER staff throughout the region. Throughout December 2023, the Regional PMER team provided an extensive five-day PMER training programme for 20 National Societies in the Europe Region. This collaborative and participatory training involved select National Societies in designing materials and facilitating training sessions. Moreover, it served as a valuable opportunity for all National Societies to exchange insights and experiences, with various presentations and success stories being shared among them during the training sessions.

Additionally, the Regional Office for Europe PMER team has been actively engaged in supporting National Societies by facilitating Lessons Learned workshops in Slovakia, Hungary, and Montenegro. The PMER regional team played a pivotal role in conceptualizing lessons learned workshops objectives, formulating comprehensive agendas, facilitating workshop sessions, and actively supporting the National Societies in crafting the final lessons learned reports, as well as providing direct on-site support to the Ukrainian Red Cross Society. Almost over two years into its operation, the Federation-wide Data Collection system has solidified its reputation for systematic monitoring robustness, accumulating more than 1032 updates in Indicator Tracking Tools (ITT) and Financial Overview. Presently, this framework is being considered for global standardization within the IFRC for large-scale emergencies, setting a precedent for data collection and reporting efficiency and consistency.

**Challenges** As the operation approaches its two-year mark, PMER delegates have been completing their missions. The priority is to ensure business continuity during the transitional phase, and to provide capacity building support to National Societies and IFRC staff in PMER and programme management.

# D. FUNDING

Ukraine and impacted countries crisis Operation Update  
Federation-wide Overview | December 2023

## Income

TOTAL INCOME

# CHF 2,011M

This represents the total income of the Network reported by National Societies and the Secretariat since the beginning of their response to the Ukraine crisis, excluding internal Network transfers.\*

Report	IFRC & NS Reports: Total Income	CHF 2,628M
Network transfers	IFRC Report: Received from National Societies	CHF 345M
	IFRC Report: Total amount spent to support other National Societies	CHF 112M
	NS Report: Total amount spent to support other National Societies	CHF 159M
Total Income	Total Income, excluding network transfers	CHF 2,011M
Expected income	Additional expected income: total soft pledges	CHF 2,197M

\*Network transfers are calculated as follows:

IFRC Secretariat and National Societies allocated funds to support other National Societies + IFRC Secretariat received income from National Societies (as per IFRC Financial Report)

### INCOME SOURCE BREAKDOWN - NATIONAL SOCIETIES



\*In green: Asia Pacific, 6 NS reporting, 4% of total global income





# Expenditure

TOTAL EXPENDITURE

## CHF 1,365M

This represents the total expenditure of the Network reported by National Societies and the Secretariat since the beginning of their response to the Ukraine crisis, excluding internal Network transfers.\*

Report	IFRC & NS Reports: Total Expenditure	CHF 1,981M
Network transfers	IFRC Report: Total amount spent to support other National Societies	CHF 112M
	NS Report: Total amount spent to support other National Societies	CHF 159M
	NS Report: Allocated to IFRC	CHF 345M
Total Expenditure	Total expenditure, excluding network transfers	CHF 1,365M

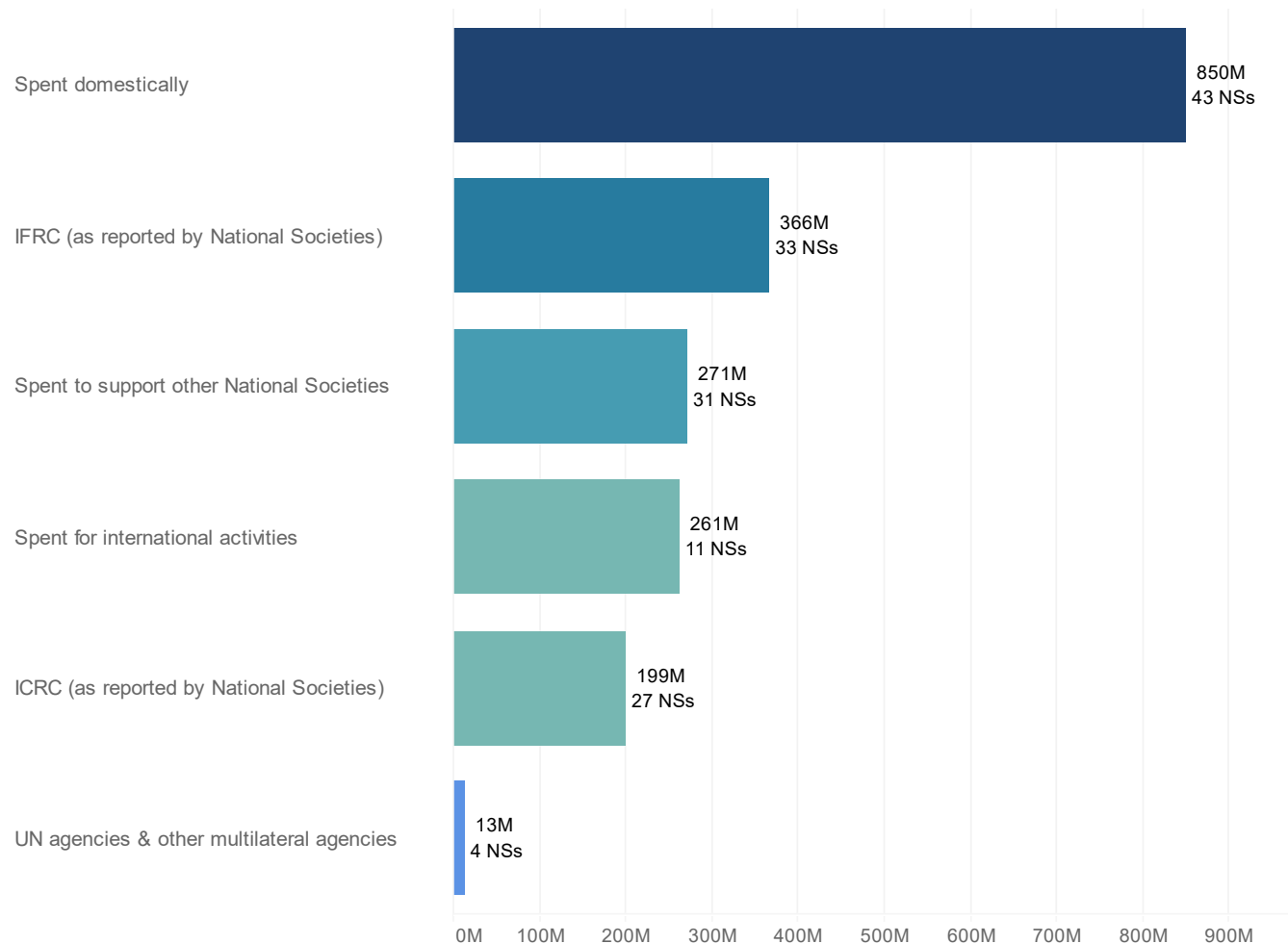
\*Network transfers are calculated as follows:

IFRC Secretariat and National Societies allocated funds to support other National Societies + National Societies allocated funds to IFRC (as reported by National Societies)

### TOTAL EXPENDITURE AND SPENDING BREAKDOWN

Many National Societies have highlighted that reports are based on estimations and allocations may not only reflect **expenses to date** but also include **pledges** that can change over time.

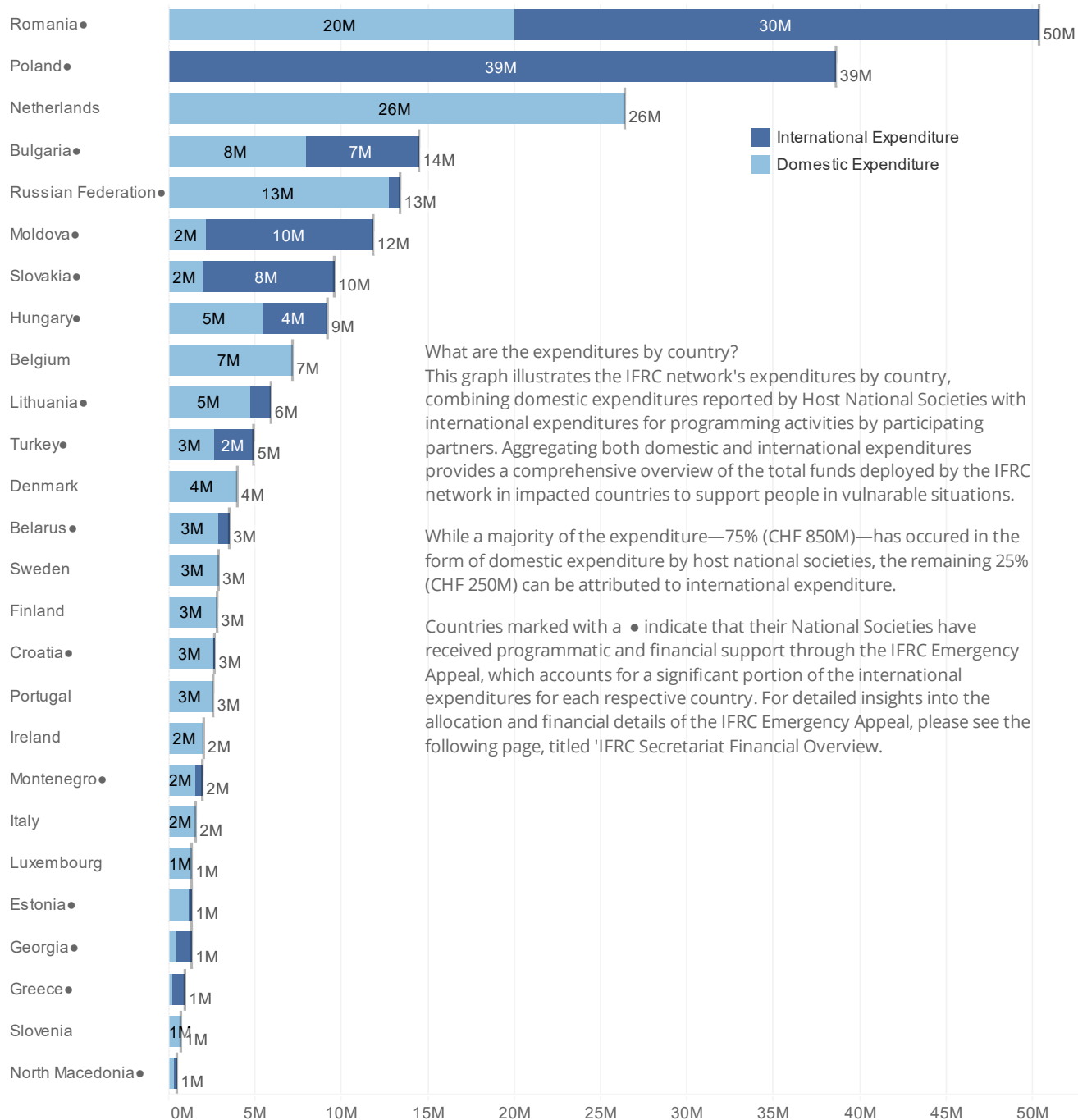
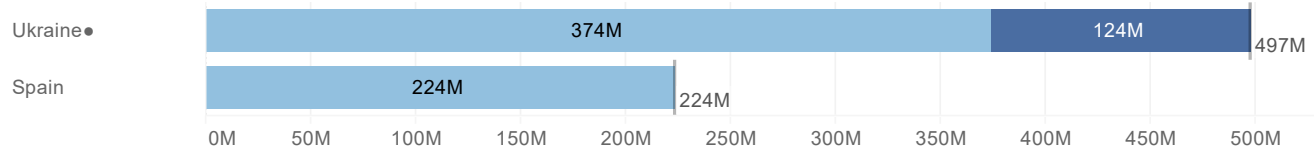
National Societies can report financial figures in their local currency. FDRS uses an average exchange rate over the month before the reported date to convert the currency to Swiss Francs.



## IFRC Network Expenditure Overview

Domestic and International Expenditure by Country, Host, Participating National Societies, and IFRC Secretariat

Note: This visualization uses a dual-axis format for better comparison. Countries marked with '•' are part of the IFRC Emergency Appeal. Bilateral transfers have been excluded from international expenditure. All values are in CHF.



### What are the expenditures by country?

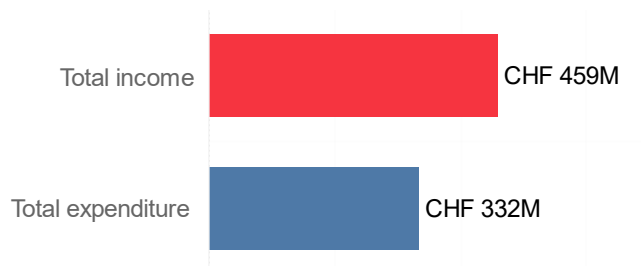
This graph illustrates the IFRC network's expenditures by country, combining domestic expenditures reported by Host National Societies with international expenditures for programming activities by participating partners. Aggregating both domestic and international expenditures provides a comprehensive overview of the total funds deployed by the IFRC network in impacted countries to support people in vulnerable situations.

While a majority of the expenditure—75% (CHF 850M)—has occurred in the form of domestic expenditure by host national societies, the remaining 25% (CHF 250M) can be attributed to international expenditure.

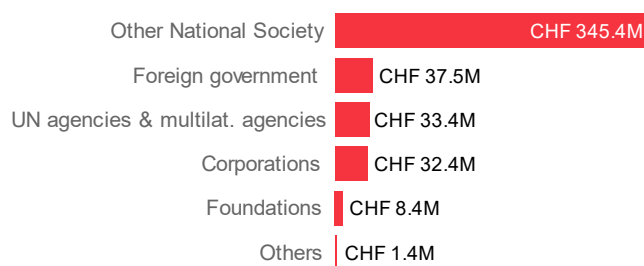
Countries marked with a • indicate that their National Societies have received programmatic and financial support through the IFRC Emergency Appeal, which accounts for a significant portion of the international expenditures for each respective country. For detailed insights into the allocation and financial details of the IFRC Emergency Appeal, please see the following page, titled 'IFRC Secretariat Financial Overview.'

# IFRC Secretariat

## INCOME AND EXPENDITURE OVERVIEW



## INCOME SOURCE BREAKDOWN



## EXPENDITURE BREAKDOWN

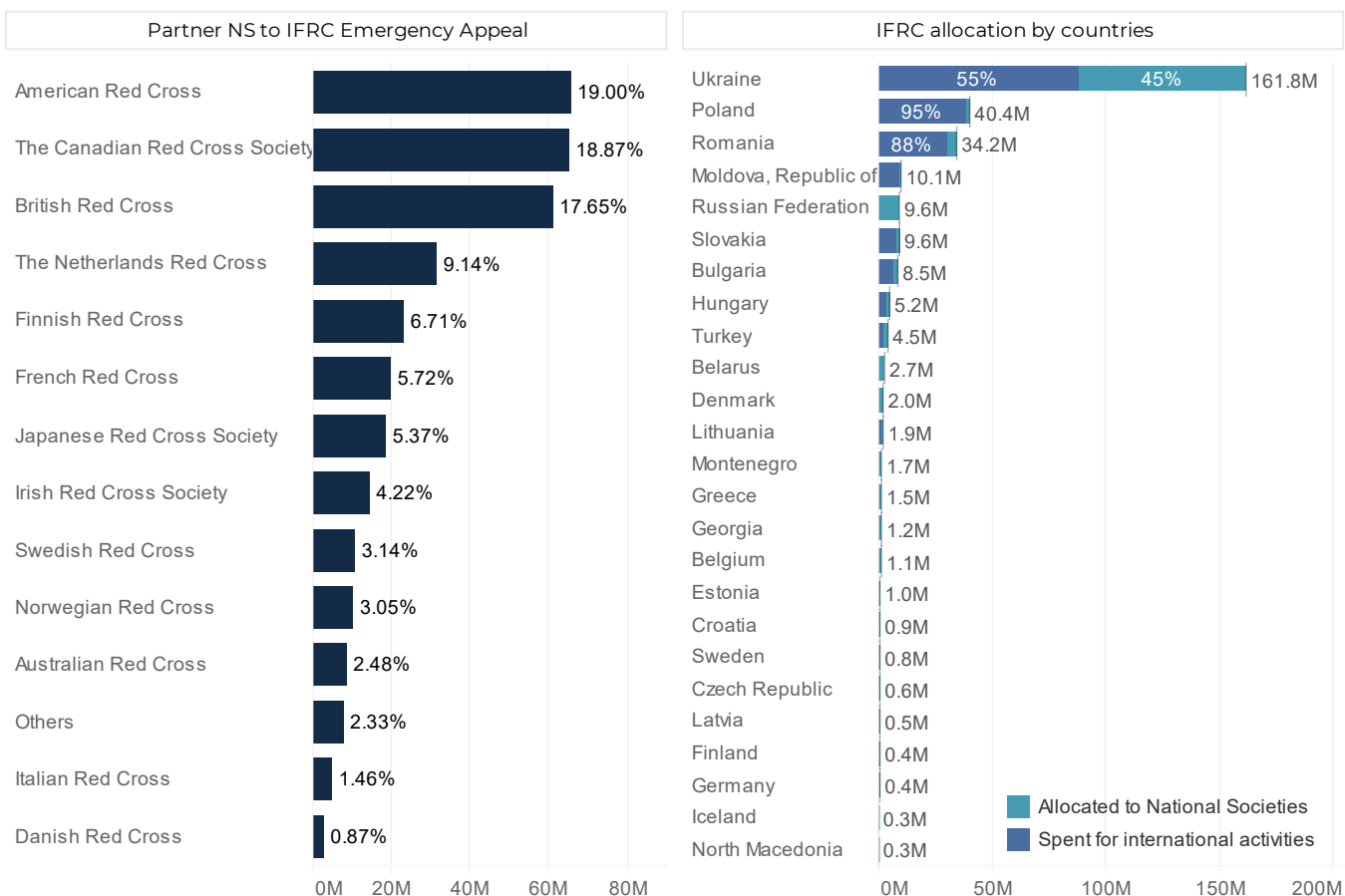


The international activities of the IFRC Secretariat include programmatic activities such as CVA or International Procurement of goods. The operation costs include support services from clusters and the Europe regional office, including human resources expenses. IFRC support in-country expenses, such as delegate costs, are included within the international activities expenses.

## IFRC DONOR RESPONSE BREAKDOWN

The work of the IFRC is made possible in large part by the contributions of National Societies and their respective governments. The below graphs show the allocations from top 13 Partner National Societies to IFRC Emergency Appeal and IFRC expenditure breakdown by impacted countries.

Visit <http://www.ifrc.org/docs/appeals/Active/MGR65002.pdf> to access the complete list of partner National Societies.



Data Source: Operation Strategy Standard Report & KPI Budget Implementation and OBs, as of 30/11/2023 (bilateral contributions to the Emergency Appeal excluded from total income)

## Contact information

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

### In the IFRC

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- **Geneva, Senior Officer, Operations Coordination:** Antoine Belair, [antoine.belair@ifrc.org](mailto:antoine.belair@ifrc.org)

### For IFRC Resource Mobilisation and Pledges support:

- **Regional Office for Europe, Head of Partnerships and Resource Development:** Andrej Naricyn, [andrej.naricyn@ifrc.org](mailto:andrej.naricyn@ifrc.org)

### For In-Kind donations and Mobilisation table support:

- **Humanitarian Services and Supply Chain Management:** Stefano Biagiotti, [stefano.biagiotti@ifrc.org](mailto:stefano.biagiotti@ifrc.org)

### Reference documents



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

## How we work

All IFRC assistance seeks to adhere the **Code of Conduct** for the International Red Cross and Red Crescent Movement and Non-Governmental Organizations (NGO's) in Disaster Relief, the **Humanitarian Charter and Minimum Standards in Humanitarian Response (Sphere)** in delivering assistance to the most vulnerable, to **Principles of Humanitarian Action** and **IFRC policies and procedures**. 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.

# Operational Strategy

## INTERIM FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2022/1-2023/11	Operation	MGR65002
Budget Timeframe	2022-2025	Budget	APPROVED

Prepared on 03 Jan 2024

All figures are in Swiss Francs (CHF)

### MGR65002 - Ukraine and impacted countries crisis

Operating Timeframe: 05 Feb 2022 to 31 Dec 2025; appeal launch date: 28 Feb 2022

## I. Emergency Appeal Funding Requirements

<b>Total Funding Requirements</b>	<b>800,000,000</b>
<b>Donor Response* as per 03 Jan 2024</b>	<b>480,033,329</b>
<b>Appeal Coverage</b>	<b>60.00%</b>

## II. IFRC Operating Budget Implementation

Planned Operations / Enabling Approaches	Op Strategy	Op Budget	Expenditure	Variance
PO01 - Shelter and Basic Household Items	128,196,000	76,623,715	70,682,360	5,941,355
PO02 - Livelihoods	8,360,000	2,424,454	1,851,053	573,402
PO03 - Multi-purpose Cash	255,858,000	154,681,398	140,445,595	14,235,803
PO04 - Health	64,000,000	47,642,558	18,767,142	28,875,416
PO05 - Water, Sanitation & Hygiene	3,980,000	5,622,813	2,951,207	2,671,606
PO06 - Protection, Gender and Inclusion	8,973,000	3,546,414	2,337,308	1,209,106
PO07 - Education	2,367,000	112,770	7,052	105,718
PO08 - Migration	126,600,000	68,133,504	29,861,057	38,272,447
PO09 - Risk Reduction, Climate Adaptation and Recovery	14,000,000	-11,122,541	2,874,208	-13,996,749
PO10 - Community Engagement and Accountability	3,860,000	2,331,863	1,481,747	850,116
PO11 - Environmental Sustainability	0	5,342	31,168	-25,826
<b>Planned Operations Total</b>	<b>616,194,000</b>	<b>350,002,290</b>	<b>271,289,898</b>	<b>78,712,393</b>
EA01 - Coordination and Partnerships	17,612,000	10,401,605	9,076,534	1,325,071
EA02 - Secretariat Services	75,000,000	44,189,653	24,135,482	20,054,171
EA03 - National Society Strengthening	91,194,000	40,759,502	27,561,036	13,198,466
<b>Enabling Approaches Total</b>	<b>183,806,000</b>	<b>95,350,760</b>	<b>60,773,053</b>	<b>34,577,707</b>
<b>Grand Total</b>	<b>800,000,000</b>	<b>445,353,050</b>	<b>332,062,950</b>	<b>113,290,100</b>

## III. Operating Movement & Closing Balance per 2023/11

Opening Balance	0
Income (includes outstanding DREF Loan per IV.)	458,758,689
Expenditure	-332,062,950
<b>Closing Balance</b>	<b>126,695,739</b>
Deferred Income	21,561,895
Funds Available	148,257,634

## IV. DREF Loan

* not included in Donor Response	Loan :	1,293,301	Reimbursed :	1,293,301	<b>Outstanding :</b>	<b>0</b>
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# Operational Strategy

## INTERIM FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2022/1-2023/11	Operation	MGR65002
Budget Timeframe	2022-2025	Budget	APPROVED

Prepared on 03 Jan 2024

All figures are in Swiss Francs (CHF)

### MGR65002 - Ukraine and impacted countries crisis

Operating Timeframe: 05 Feb 2022 to 31 Dec 2025; appeal launch date: 28 Feb 2022

## V. Contributions by Donor and Other Income

Opening Balance							0
Income Type	Cash	InKind Goods	InKind Personnel	Other Income	TOTAL	Deferred Income	
Albanian Red Cross	20,000				20,000		
Altera Infrastructure	13,750				13,750		
Amadeus IT Group	1,570				1,570		
American Red Cross	65,645,689		365,140		66,010,828		
Ameriprise Financial	95,117				95,117		
Analog Devices Foundation	35,285				35,285		
Arcadis NV	204,460				204,460		
Argentine Red Cross	665				665		
Assurant Inc	759				759		
Astra Zeneca	8,867				8,867		
Australian Red Cross	7,176,046		68,943		7,244,989		
Australian Red Cross (from Australian Government*)	1,386,294				1,386,294		
Austria - Private Donors	52				52		
Barry Callebaut AG	30,000				30,000		
Belgian Red Cross (Francophone)	1,112,640				1,112,640		
Bio Rad	1,725				1,725		
Bloomberg	72,229				72,229		
Boler Company	95,137				95,137		
British Red Cross	34,973,964		304,104		35,278,068		
British Red Cross (from British Government*)	25,995,593				25,995,593		
Bulgarian Red Cross	10,000				10,000		
Business for Ukraine Group	24,640				24,640		
California Community Foundation	24,251				24,251		
Camlog Biotechnologies GMBH	10,000				10,000		
Charities Aid Foundation	209				209		
Charities Aid Foundation (from Analog Devices Founda	87,950				87,950		
Charities Aid Foundation (from Cisco*)	496				496		
Charities Aid Foundation (from Dow Chemical Compar	144,686				144,686		
Charities Aid Foundation (from Meta*)	139,200				139,200		
Charities Aid Foundation (from Schwab Charitable Glo	936				936		
Charities Aid Foundation (from Vanguard*)	22,803				22,803		
Chilean Red Cross	21,164				21,164		
China - Private Donors	250				250		
Choice Hotels Licencing B.V.	2,760				2,760		
Circle K	967,807				967,807		
Cisco	2,751				2,751		
CNH Industrial International SA	355,269				355,269		
Coca-Cola	98,682				98,682		
Coca-Cola Europacific Partners	208,936				208,936		
Coca Cola Foundation	931,980		7,600		939,580		
Coca-Cola (from Coca Cola Foundation*)	4,960				4,960		
Coyotte Logistics	4,660				4,660		
Croatian Red Cross	10,313				10,313		
Crypto.com	868,683				868,683		
CVC Philanthropy Ltd	254,689				254,689		
Cytel Inc	14,100				14,100		
Czapek & Cie SA	20,000				20,000		
Danish Red Cross	3,016,773		375,407		3,392,180		
Danone	3,584,741				3,584,741		
Denmark - Private Donors	101				101		

# Operational Strategy

## INTERIM FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2022/1-2023/11	Operation	MGR65002
Budget Timeframe	2022-2025	Budget	APPROVED

Prepared on 03 Jan 2024

All figures are in Swiss Francs (CHF)

### MGR65002 - Ukraine and impacted countries crisis

Operating Timeframe: 05 Feb 2022 to 31 Dec 2025; appeal launch date: 28 Feb 2022

Income Type	Cash	InKind Goods	InKind Personnel	Other Income	TOTAL	Deferred Income
Diageo plc	1,016,170				1,016,170	
Dia Sorin	26,461				26,461	
Don Quixote ASBL	50,842				50,842	
Electrolux Food Foundation	60,152				60,152	
Ericsson	402,847				402,847	
EU-DG SANTE	10,808,542				10,808,542	17,082,905
EU-Directorate General for Migration and Home Affairs	2,514,915				2,514,915	2,834,845
Eurofins Scientific Foundation	26,292				26,292	
European Commission - DG ECHO	105,054				105,054	
European Investment Bank Institute	700,679				700,679	
European Society Gastrointestinal Endoscopy	10,188				10,188	
Exor NV	1,032,877				1,032,877	
Fasanara Capital	8,972				8,972	
FIA Foundation	511,711				511,711	
Fidelity	89,091				89,091	
Finnish Red Cross	23,176,153		415,213		23,591,366	
FlexCar	2,925				2,925	
Fortum Oyj	206,421				206,421	
France - Private Donors	100				100	
French Government	4,513,059				4,513,059	
French Red Cross	19,743,505				19,743,505	
Germany - Private Donors	511				511	
Great Britain - Private Donors	6,387				6,387	
Hellenic Red Cross (from Greece - Private Donors*)	417,903				417,903	
Hong Kong Red Cross, Branch of the Red Cross Socie	495,083				495,083	
Icelandic Red Cross	194,350		80,813		275,163	
Icelandic Red Cross (from Icelandic Government*)	160,650				160,650	
IFRC at the UN Inc	893,003				893,003	
Inficon Holding AG	25,000				25,000	
Intercontinental Hotels Groups(IHG)	236,200				236,200	
International Inner Wheel	11,905				11,905	
Interogo Holding	5,120,830				5,120,830	
Ireland - Private Donors	1,444				1,444	
Irish Government	4,845,009				4,845,009	
Irish Red Cross Society	14,590,396				14,590,396	
Italian Government	2,044,948				2,044,948	
Italian Government Bilateral Emergency Fund	488,511				488,511	
Italian Red Cross	999,364				999,364	
Italian Red Cross (from Coca-Cola*)	4,045,100				4,045,100	
Japanese Government	7,542,005				7,542,005	148,077
Japanese Red Cross Society	18,557,919				18,557,919	
Johnson & Johnson foundation	4,699,560				4,699,560	
Kimberly-Clark Corporation	50,808				50,808	
Knockward Ltd	10,038				10,038	
KPMG International Cooperative(KPMG-I)	223				223	
Lars Amundsen Foundation	100,000				100,000	
Latvian Red Cross	25,404				25,404	
Lesaffre & Cie	19,292				19,292	
Liechtenstein Red Cross	400,000				400,000	
Lincoln Electric Co	23,093				23,093	
Lindt & Sprüngli	1,000,000				1,000,000	
Lithuania Government	98,918				98,918	
Luxembourg Government	511,711				511,711	
Luxembourg - Private Donors	3,680				3,680	

# Operational Strategy

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### MGR65002 - Ukraine and impacted countries crisis

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Income Type	Cash	InKind Goods	InKind Personnel	Other Income	TOTAL	Deferred Income
Malaysian Government	56,057				56,057	
Mondelez International Foundation	698,369				698,369	
Mongolia Government	48,422				48,422	
MS Amlin Insurance SE	48,278				48,278	
Nestle	1,307,064				1,307,064	
Netherlands - Private Donors	50				50	
New Zealand Red Cross	1,244,800				1,244,800	
Nissan Europe	534,519				534,519	
Norstat AS	82,238				82,238	
Norway - Private Donors	250				250	
Norwegian Red Cross	539,617				539,617	
Norwegian Red Cross (from Norwegian Government*)	10,003,475				10,003,475	
Offshore Techonology Conference Inc (OTC)	24,701				24,701	
Olympus Corporation	471,735				471,735	
On Line donations	378,337				378,337	
Other	0		287		287	
Paraguayan Red Cross	38,088				38,088	
Procter & Gamble	1,356,691				1,356,691	
Red Cross of Monaco	349,509				349,509	
Red Cross Society of China	280,287				280,287	
Red Cross Society of Georgia	200,000				200,000	
Robert Half	487				487	
Russia - Private Donors	140				140	
Salesforce	474				474	
Siemens Gamesa Renewable Energy	506,297				506,297	
Singapore Red Cross Society	816,524				816,524	
Slovenian Red Cross	622,374				622,374	
Sonoco Products Co	46,813				46,813	
Spain - Private Donors	103				103	
Spanish Government	1,447,625				1,447,625	
Spanish Red Cross			13,239		13,239	
Spanish Red Cross (from Amadeus IT Group*)	504,500				504,500	
Splunk	378				378	
Swedish Government	8,354,651				8,354,651	
Swedish Red Cross	10,833,450		211,305		11,044,755	
Swiss Government	4,000,000				4,000,000	
Swiss Red Cross	3,721,354		8,919		3,730,274	
Switzerland - Private Donors	200				200	
Synopsys Inc	205				205	
Taiwan - Private Donors	934				934	
Taiwan Red Cross Organisation	260,040				260,040	
Takeda Pharmaceutical Company Ltd	2,278,441				2,278,441	
The Alcon Foundation, Inc.	46,317				46,317	
The Canadian Red Cross Society	59,651,154		182,629		59,833,783	
The Canadian Red Cross Society (from Canadian Gov	5,523,493		10,395		5,533,888	
The Muslim World League	889,807				889,807	
The Netherlands Red Cross	14,596,332				14,596,332	
The Netherlands Red Cross (from Netherlands Govern	16,650,120				16,650,120	
The Netherlands Red Cross (from Netherlands - Privat	310,184				310,184	
The Philippine National Red Cross	46,394				46,394	
The Red Cross of Serbia	37,000				37,000	
The Red Cross Society of Bosnia and Herzegovina	63,958				63,958	
The Republic of Korea National Red Cross	700,000				700,000	
TMF Group BV	93,896				93,896	



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### MGR65002 - Ukraine and impacted countries crisis

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Income Type	Cash	InKind Goods	InKind Personnel	Other Income	TOTAL	Deferred Income
Turkish Red Crescent Society			53,200		53,200	
Uber Technologies Inc.	247,248				247,248	
UNDP - United Nations Development Programme (fron	93,190				93,190	
United States Government - PRM	7,544,590				7,544,590	1,496,067
United States - Private Donors	115,134				115,134	
Volvo	26,993				26,993	
<b>Total Contributions and Other Income</b>	<b>438,023,120</b>	<b>0</b>	<b>2,097,195</b>	<b>0</b>	<b>440,120,315</b>	<b>21,561,895</b>
<b>Total Income and Deferred Income</b>					<b>440,120,315</b>	<b>21,561,895</b>