

Rapid Response Fund Payment Request

No. 02/2017

Funds Sent To: EHO – Ecumenical Humanitarian Organisation &
Philanthropy, Charitable Foundation of the Serbian Orthodox Church

Amount Sent: 60,000 USD

Date: 23.01.2017

Details of Response

Emergency: Winterization support to refugees/migrants in Serbia

Date of Emergency: 17 January 2017

ACT Requesting Member(s): EHO – Ecumenical Humanitarian Organisation Novi Sad
Philanthropy, Charitable Foundation of the Serbian Orthodox Church

I. NARRATIVE SUMMARY

DETAILS OF THE EMERGENCY

Exceptionally harsh winter conditions from the beginning of January 2017, with temperatures at times going down to -30 degrees Celsius, have already claimed lives across Europe - among them refugees from various countries such as Afghanistan, Iraq and Somalia. The cold wave started already at the beginning of January peaking end of last week and building up to a small – scale emergency. Meteorologists forecast new freezing waves in Serbia, with lots of snow and freezing rain. It is estimated that this winter will be one of the coldest in the last 50 years. Among cold snap affected people are already highly vulnerable refugees/migrants in Serbia.

As a reminder, in May 2015, an influx of refugees/migrants started to pass through Serbia. Very quickly, more than 5,000 persons were entering the territory of Serbia on a daily basis, transiting towards Western and North Europe. However, the closure of national borders along the Balkan route in early 2016 left refugees/migrants stranded in Serbia.¹

At present, there are 7,400 refugees/migrants in Serbia with over 1,000 of them sleeping rough in rough conditions and at risk of hypothermia and frozen limbs. Hence, over 82% of refugees/migrants are accommodated in 16 government shelters, but still in need of winter support. Even those accommodated in sites are more exposed to illnesses during such a cold wave.

¹ For more information please refer to the ACT EUR 161 appeal ,Refugees/Migrants Humanitarian Response: Follow on response - EUR161 http://actalliance.org/wp-content/uploads/2016/08/Appeals_08_2016_Refugees_Migrants_Humanitarian-Response_EUR161-3.pdf

ACTIONS TO DATE, AND EMERGENCY NEEDS

As mentioned above, the cold snap constitutes a small-scale emergency on top of the already existing so called refugee crisis in Europe, in which EHO and Philanthropy have been active for more than a year, further exacerbating existing vulnerabilities of refugees/migrants. Via the ACT Appeal EUR 161, both EHO and Philanthropy provided humanitarian assistance in the sectors of Food Security, Water, Sanitation & Hygiene (WASH), Shelter & Non-Food Items (NFIs), Health and multi-purpose cash assistance, and reaching more than 500.000 refugees/migrants. The ACT Appeal EUR 161 started 1st September 2016 and will end 31st August 2017. The appeal is significantly underfunded (11% covered) and only EHO received funding, although not fully covered². However, EHO and Philanthropy established good relationships with refugees/migrants as well as other stakeholders working on the emergency response to refugees/migrants in Serbia. Furthermore, both ACT members gained sound expertise in the above mentioned sectors of work. This enables EHO and Philanthropy to respond in a timely manner to the additional needs.

In the last month, EHO was providing cooked meals (lunches), salads, fruits and water for 650 refugees in Sid (daily) and twice a week for 1,050 people in Adasevci, as well as 7,800 dinners for refugees accommodated in Principovac. EHO also delivers winter and basic clothes to refugees in Sid, Sombor and Subotica, and provides medical services, shelter hygiene and waste management, and laundry services.

As a subsidiary support to the government's winterization activities to enhance the capacity in the shelters, EHO is in the first phase of its activities – drilling/building a well in Principovac that will provide an additional supply of drinking water (which is a pre-condition for accommodation of more refugees in that Center), and setting-up a pre-fabricated building in Sombor that will be used as a safe space and daily activities for children and women, and in urgent circumstances, for accommodation.

During the last month Philanthropy has been providing hot meals (dinners) and portion of fruit for approximately 1,250 refugees/migrants, currently residing in two sites– Presevo and Bujanovac. Philanthropy also provides cash assistance that is available primarily to families, but also to some other extremely vulnerable categories of the population, for example: people with disabilities, Unaccompanied Minors (UAMs), elderly, poor single persons, etc.

Philanthropy carried out additional needs assessments in the sites targeted by this response, and new needs arise due to both, temperatures below – 30 degrees Celsius and increased numbers of refugees/migrants in official government sites. Identified needs are in the sectors of Food Security with supplement foods and Non-Food Items such as pellets, beddings clothes and warm winter clothes.

PROPOSED EMERGENCY RESPONSE**OVERALL GOAL:**

To contribute to the improvement of refugees/migrants dignity, overall health and well-being during the winter period in Serbia

OBJECTIVE(S) OF THE EMERGENCY RESPONSE:**1. Food Security**

Refugees and migrants have ensured access to additional, nutritive, high vitamin food to meet nutrition needs for the upcoming 3 winter months

² For more information please refer to the ACT EUR 161 appeal ,Refugees/Migrants Humanitarian Response: Follow on response - EUR161 http://actalliance.org/wp-content/uploads/2016/08/Appeals_08_2016_Refugees_Migrants_Humanitarian-Response_EUR161-3.pdf



2. Shelter & Non-food items

- 2.1. Refugees and migrants have sufficient clothes and bedding adequate for the harsh winter
- 2.2. Refugees/ Migrants have access to sufficient supply of pellets (Philanthropy only)

PROPOSED ASSISTANCE:

1. Food security

Refugees and migrants have ensured access to additional, nutritive, high vitamin food to meet nutrition needs and adequate drinking water for the upcoming 3 winter months.

EHO plans to distribute approximately 500 kg apples and 1,000 packs of pickled beetroot and pickles to 700 refugees/migrants. Food will be purchased and distributed as an addition to the meals the refugees receive. All food items will be locally purchased and prepared, and twice a week a fruit or pickled salad will be provided in the Center in Subotica. Fruits for the children will be provided in the centre's safe space for children. To ensure access to drinking water, for the refugees and migrants for the upcoming three winter months, refugees/migrants will regularly receive bottled drinking water. Approximately 2,500 half-litre bottles will be delivered to refugees accommodated in the site of Subotica.

Philanthropy plans to distribute food supplements to already provided meals. More specifically, 150g of fresh fruit and 150g of fresh vegetable per day. Currently, one piece of fruit is available per person, hence additional fruit and fresh salads are needed to boost refugees/migrants' immune systems during the cold season.

Indicators:

- # of refugees/migrants receiving additional vitamin supplemented food
- % of surveyed refugees/migrants, stating that received food supplements contributed to the improvement of their well-being.

Means of Verification:

Purchase Orders, Distribution lists, Post Distribution Surveys, and final report

2. Shelter & Non-Food Items

EHO plans to distribute winter sweat suits, footwear and accessories (caps, gloves, scarfs) to refugees and migrants. Priority will be given to refugees, leaving the Centre in Subotica ready to cross the border with Hungary, where they wait on no-man's land in the open space more than a day. Depending on the needs, approximately 700 refugees will receive winter clothing, among them 280 children, 210 women and 210 men.

Philanthropy plans to distribute warm clothes for female and male teenagers. Kits will be distributed to new arrivals in the sites. In other cases, beneficiaries will receive individual items, and according to their needs. Philanthropy plans to target at least 400 persons. Additionally, Philanthropy plans to distribute 200 sets of bed clothes (bed sheets, pillow cases and blankets), reaching at least 200 people, to ensure beneficiaries are warm and protected from harsh winter conditions. Further on, Philanthropy plans to distribute at least 15 tons of pellets to two camps ensuring that at least 1, 250 targeted refugees/migrants stay in warm shelters and well-being can be ensured during the cold winter months.

Indicators:

- By the end of the project, % of interviewed beneficiaries stating to have received winter, gender, age and culturally appropriate clothes (Outcome)
- # of female and male refugees/migrants receiving warm clothes (Output)
- # of refugees/ migrants having proper bedding during winter months (Output; Philanthropy only)

- By the end of the project, % of survey beneficiaries stating that due to provided heating fuel they stayed warm, protected and healthy (Outcome; Philanthropy only)
- # of tons of pellet distributed to camps (Output; Philanthropy only)
- # of refugees/migrants receiving heating fuel/pellets (Output; Philanthropy only)

Means of Verification:

Purchase Orders, Distribution lists, Post Distribution Surveys, and final report

TARGET POPULATIONS:

EHO proposes to carry out winterization activities for refugees/ migrants in two sites, namely Subotica and Sombor in the North of Serbia and close to the Hungarian border. EHO is working in this locations since their opening in late spring and summer 2016. Both Subotica and Sombor are new facilities. From the beginning, most of the activities in Subotica were relying on EHO support: medical services, safe space for children, personal and shelter hygiene, NFIs, laundry services. Hence, EHO is well established in this site and accepted by local authorities and residing refugees/migrants. EHO plans to assist a minimum of 700 refugees/migrants with its proposed activities. The table below provides age and gender disaggregated data of potential beneficiaries per target area and sector of work.

ACT member	Sector of response	Geographic area of response	Planned target population									
			0-5		6-17		18-65		+ 65		Totals	
EHO	Food Security	Subotica,	M 50	F 50	M 90	F 90	M 200	F 200	M 10	F 10	M 350	F 350
EHO	Non-Food Items	Subotica, Sombor	40 10	40 10	75 15	75 15	170 30	170 30	5 5	5 5	290 60	290 60
Totals (in individuals): 700			100	100	180	180	400	400	20	20	700	700

Philanthropy will implement its activities in the sites in Presevo, Bujanovac (South) as well as Belgrade. And will target approximately 2,000 persons. There are approximately 55% of male and 45% of female beneficiaries. The age ratio is as follows: under 5 years of age – approx. 15%; 6-17 years of age – approx. 30%; 18-65 year of age – 55%; over 65 years of age – less than 1%. As Philanthropy already operates in the proposed target locations since summer 2015, a good relationship with refugees/migrants, staff of other agencies and local authorities has been established. Hence, the target population has been directly involved in the design of the proposed project. To be more specific, request for additional vitamin food has come from the beneficiaries, as well as the types and sorts of warm clothing. Beneficiaries already are and will continue to be directly involved in identifying and selecting the most vulnerable as well as in the distribution of food and NFIs. In all of these activities the equal presence of men and women is secured. Whenever possible, food and NFIs will be tailored to the different needs of gender and age.

IMPLEMENTATION ARRANGEMENTS:

Philanthropy and EHO will purchase all items locally, through a bidding procedure. Vendors will be in charge for transportation of items to the sites.

Philanthropy has a proportion of male and female staff, hence communication with refugees and migrants has been functional and with no tensions.

COORDINATION:

There is a national response to the so called European Refugee crisis, where the additional hardship on refugees/migrants due to the cold snap is also discussed and coordinated. Regular coordination meetings

are organised by site management in individual sites. Furthermore, UNHCR organises regular coordination meetings in Belgrade, provides the 4W assessment matrix (Who Where What When reviews of available assistance) and requests updates on sectorial and location assistance from all the operating agencies. Both EHO and Philanthropy have signed Memorandums of Understanding (MoUs) with the Serbian authorities. In this way, overlapping in target locations and populations is avoided.

Apart from Philanthropy and EHO, following agencies provide winter assistance in the upcoming months: UNHCR, UNICEF, DRC, SOS Children's Village, and Caritas. Coordination of provision of specific types of assistances is conducted on the level of each site individually, and upon the approval of site management. Philanthropy actively participates in these meetings and partners with all other agencies active in the sites.

COMMUNICATIONS:

EHO and Philanthropy will provide adequate communication and regular updating on social networks. For instance, Philanthropy presents all its activities on its Facebook page. Additionally, the web site of the Serbian Orthodox Church and the Patriarchy main magazine Pravoslavlje publish articles on Philanthropy's activities. Additionally, planned activities will be announced to the local media, who might report on proposed winterization activities. UNHCR shares all agencies' responses, segregated on sectors and location on its website and in communiques. Philanthropy and EHO have no communication officers, but their Program Manager/Coordinator will take the responsibility to communicate; also to the ACT Secretariat in Geneva.

PRINCIPLES AND STANDARDS:

As Members of the ACT Alliance, EHO and Philanthropy subscribed to the adherence to the Core Humanitarian Standards, as well as the ACT Code of Conduct. Furthermore, the above mentioned standards are in line with standards, regulations and policies set by the Government and UNHCR.

PLANNED IMPLEMENTATION PERIOD:

23rd January – 23rd April 2017 (3 months)

HUMAN RESOURCES AND ADMINISTRATION OF FUNDS:

EHO will contract two Logistics and Monitoring Officers, who will be in charge of the direct distribution. An EHO staff member for Finance and Administration will be dedicated with 30% on this Project. The funds will be exchanged from USD to local currency according to the dynamics of activities.

Philanthropy's administration is located in its Head Quarters in Belgrade. All procurement will be conducted through bank transfers. Procurement procedures are defined in Philanthropy's Procurement Policy, which is in line with respective ACT policies. Philanthropy staff is trained and all the operations are being implemented according to the ethical codes.

Philanthropy will hire only field staff / coordinator and two members of the distribution team, which will be in charge for direct distribution. All the other activities (procurement, management, reporting, communication, etc.) will be provided by Head Quarters staff.

EHO and Philanthropy operate in line with the Serbian legal framework, which is in line with international accounting and bookkeeping standards. EHO and Philanthropy have their own Accounting and Bookkeeping Policy, which are the basis for their financial operations, and have bank accounts in accordance to the National Bank legislation. Each project has its own number in the internal bookkeeping system of each individual organisation. Both organisations use Microsoft Navision financial software. Both, EHO and Philanthropy have an annual independent audit on organisational operations.

MONITORING AND EVALUATION:

EHO will conduct post distribution monitoring after every distribution. As most of the activities will be implemented in the Reception Centers for Refugees, a Logistics and Monitoring Officer will be contracted for the daily monitoring. There will be an internal evaluation of the project conducted after its completion using individual interviews and focus group discussion.

Philanthropy adheres to strict monitoring and evaluation methods. Philanthropy is committed to ensuring that all activities are being implemented in a timely fashion as per the action plan and that beneficiaries receive quality assistance in a dignified and respectful manner. Staff hired for the program will be responsible for monitoring activities. Philanthropy has developed a set of tools for tracking data segregated by sex, age and type of assistance that will be included in their monitoring and evaluation process. Narrative and financial reports will be generated and shared with donors through the ACT Alliance. Post distribution monitoring will take place after every distribution. An internal evaluation will be carried out after the end of proposed winter activities, conducting individual interviews and focus group discussions. Findings and lessons learned will be included in the final report.

REPORTING SCHEDULE

Type of Report	Due date
Situation report	monthly
Final narrative and financial report	23 rd June 2017
Audit report	Not required

II. FINANCIAL SUMMARY/BUDGET

Requesting ACT member: Ecumenical Humanitarian
Organization Novi Sad
RRF Number: 02/2017
RRF Title: Winterization support to refugees/
migrants in Serbia
Implementing Period: 23 January - 23 April
2017

EXPENDITURE

	Type of Unit	No. of Units	Unit Cost RSD	RRF Budget RSD	RRF Budget USD	
DIRECT COST						
1	<u>Food security</u>			220'900	1'904	
1.2	Apples	kg	500	80	40'000	345
1.2	Beetroot (100 g/person)	kg	350	110	38'500	332
1.3	Pickles (100 g/person)	pack	700	132	92'400	797
1.4	Bottled water	Pcs.	2'500	20	50'000	431
2	<u>Shelter & Non-food items</u>			2'575'000	22'198	
2.1	Cap	Pcs.	500	400	200'000	1'724
2.2	Scarf	Pcs.	500	350	175'000	1'509
2.3	Gloves	Pcs.	500	300	150'000	1'293

2.4	Shoes	Pcs.	500	2'600	1'300'000	11'207
2.5	Winter sweat suit	Pcs.	500	1'500	750'000	6'466

Other Sector Related Direct Costs

3	Staff Salaries				390'000	3'362
3.1	Logistics and Monitoring Officer (2 pers. 100%)	Month	3	130'000	390'000	3'362

TOTAL DIRECT ASSISTANCE					3'185'900	27'465
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TRANSPORT, WAREHOUSING & HANDLING

4	<u>Transport (of relief materials)</u>					
4.1	Fuel (Diesel and Gasoline)	Km	2'700	18	48'600	419
5	<u>Handling</u>					
5.1	Plastic bags	Bags	400	300	120'000	1'034
TOTAL TRANSPORT, WAREHOUSING & HANDLING					168'600	1'453

TOTAL DIRECT COST					3'354'500	28'918
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INDIRECT COSTS: PERSONNEL, ADMINISTRATION & SUPPORT

6	<u>Staff salaries</u>					
6.1	EHO Finances and Administration (1 pers. 30%)	Month	3	29'100	87'300	753
7	<u>Office Operations</u>					
7.1	Office Stationary and Consumables	Lump sum	1	7'000	7'000	60
7.2	EHO running costs	Lump sum	1	15'000	15'000	129
8	<u>Communications</u>					
8.1	Telephone - land and mobile	Lump sum	1	16'190	16'190	140

TOTAL INDIRECT COST: PERSONNEL, ADMIN. & SUPPORT					126'300	1'082
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TOTAL EXPENDITURE					3'480'800	30'000
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EXCHANGE RATE: local currency to 1 USD

Budget rate	116.00
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Requesting ACT member: Philanthropy, Charitable Foundation of the Serbian Orthodox Church

RRF Number: 02/2017

RRF Title: Winterization support to refugees/ migrants in Serbia

Implementing Period: 23 January - 23 April 2017

EXPENDITURE

		Type of Unit	No. of Units	Unit Cost RSD	RRF Budget RSD	RRF Budget USD
DIRECT COST						
1	FOOD SECURITY					
1.2	Vitamin meal (fresh fruit and fresh salad)	parcel	56'000	20	1'120'000	9'655
2	SHELTER & NFI					
2.1	Firewood (pellets)	tone	15	22'500	337'500	2'909
2.2	Winter clothes for teenagers	Kit	100	5'500	550'000	4'741
2.3	Bedding	set	200	2'000	400'000	3'448
<u>Other Sector Related Direct Costs</u>						
3	Salaries & benefits for direct staff					
3.1	Field coordinator 50%	month		84'000	252'000	2'172
			3			
3.2	Distribution team (2 persons)	month		130'000	390'000	3'362
			3			
TOTAL DIRECT ASSISTANCE					3'049'500	26'289
TRANSPORT, WAREHOUSING & HANDLING						
4	<u>Transport (of relief materials)</u>					
4.1	Cost of transportation of goods	month	3	50'000	150'000	1'293
4.2	Fuel	Month		35'500	106'500	918
			3			
TOTAL TRANSPORT, WAREHOUSING & HANDLING					256'500	2'211
TOTAL DIRECT COST					3'306'000	28'500
INDIRECT COSTS: PERSONNEL, ADMINISTRATION & SUPPORT						
5	<u>Office Operations</u>					
5.1	Office rent 30 %	Month		30'000	90'000	776
			3			
5.2	Office Utilities 25%	Month		12'000	36'000	310
			3			
5.3	Office stationery 25 %	Month		12'000	36'000	310
			3			
6	<u>Communications</u>					

		9			
6.1	Telephone and fax 25%	Month	3	4'000	12'000 103
TOTAL INDIRECT COST: PERSONNEL, ADMIN. & SUPPORT					174'000 1'500
TOTAL EXPENDITURE					3'480'000 30'000

EXCHANGE RATE: local currency to 1

USD

Budget rate 116

The ACT Secretariat has approved the use of US\$60.000 towards the budget from its Rapid Response Fund and would be grateful to receive contributions to wholly or partially replenish this payment. Should there be an appeal for this emergency, the RRF payment will be considered as an advance.

For further information please contact:

ACT Regional Representative – Middle East & North Africa, Gordon Simango (gsi@actalliance.org)

ACT Regional Program Officer – Europe, Jana Schroder (jana.schroder@actalliance.org)

ACT website address: <http://www.actalliance.org>

Florine Jobin

ACT Alliance Humanitarian Officer