

# Appeal

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Greece, Hungary, Serbia

## ACT Alliance Refugees/Migrants Humanitarian Response EUR151 (**Revision 2**)

**Appeal Target:** US\$1,621,582/ **3,181,846**

**Balance Requested:** US\$1,546,032/ **49,406**

Geneva, 16 March 2016

Dear Colleagues,

In 2015, 1,015,078 refugees/ migrants crossed the Mediterranean Sea to Europe in search for protection from war, conflict or persecution at home, as well as deteriorating conditions in many refugee-hosting countries and countries of transit which do not offer safety or the possibility to establish a new existence. 856, 723 refugees/ migrants reached Greece from Turkey. From January 2016 until present 128, 735 refugees/ migrants arrived in Greece compared to 13,440 refugees/ migrants in the same period in 2015 - 10 times higher in numbers. Additionally, crossing the Mediterranean Sea is a death-defying journey. 410 people lost their lives from January 2016 until present - among them children and women.

In winter months the number of arrivals reduced slightly; mainly due to harsh winter conditions at sea. The numbers of refugees/ migrants were higher than predicted by most, as smugglers reduced fees for crossing by boat. As a result, demographic compositions changed and more vulnerable groups reached the shores. Particularly, numbers of women and children increased. Furthermore, composition of nationalities changed. While the number of refugees from Syria reduced, more and more people from Afghanistan, Pakistan and Iraq increased.

The situation along the so called Balkan Route remains volatile. As of September 2015 European countries prefer national solutions to deal with this Refugee/ Migrant Crisis. As a result, countries are closing national borders or limiting the numbers of refugees/ migrants allowed to enter. Some nationalities, like Afghans, are not allowed to continue their journey to their preferred country of asylum. This recent development, resulted so far into 33,000 people stranded on the Greece mainland, and also people stranded in Serbia; waiting in limbo.

All Balkan transit countries and Greece are currently hosting refugees/ migrants being returned across borders. Humanitarian needs are varied as migrants are not only in transit, but also stranded.

The Greece government lacks resources and capacities to appropriately address the humanitarian needs of the refugees/ migrants; mainly due to restrictions and regulations given by the EU and IMF. There is a high probability that the Balkan route will be closed soon; turning Greece from a transit country to a host country and backstop country for other EU member states, unwilling or feeling unable to handle a relatively high number of refugee/ migrants. These recent developments have two immediate results. Firstly, the Greece government cannot cope single-handedly with the humanitarian needs of the high number of refugees/migrants, Therefore, in need of external humanitarian assistance. Secondly, refugees/ migrants in their plight and in search for protection from conflict, war and persecution as well as dignity will try other routes, which might be more life threatening and risky as crossing the Mediterranean Sea and will play into smugglers search for more profit.

ACT Alliance, through its members in Greece, Hungary and Serbia started to provide humanitarian assistance before the first appeal was issued in September 2015. Due to the volatile situation and subsequently the rapid change in numbers of refugees/ migrants and their needs, both, implementing and donor members, called for a first revision of the ACT EUR151 Appeal, issued 13<sup>th</sup> November 2015. There were 3 main reasons: a) sufficient funding was raised for an appeal extension, b) Hungary receives a significantly small number of refugees/ migrants due to its closure of borders. As a result, the needs decreased significantly and Hungarian Interchurch Aid (HIA) reduced its project activities, c) due to the rapidly changing situation it was jointly agreed to have a flexible approach. This approach entails the use of generic budget lines, to focus on outcomes rather than outputs, to name a wide margin of target group size and to provide lump sums. Furthermore, in a way to ensure transparency towards donors, implementing partners will provide lists of possible food and non-food items as well as ensuring timely reporting.

Next to a change in situation along the Balkan route, there are two more reasons for a second revision of the appeal: Firstly, the EUR 151 appeal marks a novelty in ACT Alliance history as the appeal has been overfunded with 126%. Therefore, IOCC/ Apostoli in Greece and Philanthropy in Serbia had to step up their activities in a way to reach their cover of funding pledges. Secondly, Christian Aid has been included as a new requesting member for the humanitarian advocacy component within the appeal. With this second revised appeal ACT members will now continue and expand their coordinated response.

## I. EXECUTIVE SUMMARY

TABLE 1: NAMES OF ACT FORUM AND REQUESTING MEMBERS:

ACT FORUM	Europe
ACT REQUESTING MEMBERS	International Orthodox Christian Charities (IOCC), Hungarian Interchurch Aid (HIA), Philanthropy, Christian Aid/ACT-EU

TABLE 2: PROPOSED EMERGENCY RESPONSE

KEY PARAMETERS:	International Orthodox Christian Charities (IOCC)	Hungarian Interchurch Aid (HIA)	Philanthropy, Charitable Foundation of the Serbian Orthodox Church	CHRISTIAN AID/ ACT-EU
<b>Project Start/Completion Dates</b>	01. September 2015 – 31. August 2016	01 September 2015 – 31 August 2016	01 September 2015 – 31 August 2016	01.03.2016 – 31.August 2016
<b>Geographic areas of response</b>	<b>Greece</b> (Islands of Chios, Samos, Kos and the surrounding small islands; Athens, Korinthos and potential other locations)	<b>Hungary</b> (2 open centres-Vámoszabadi, Bicske, 5 closed centres-Nyírbátor, Kiskunhalas, Békéscsaba, Győr, Ferihegy)	<b>Serbia</b> (Presevo, Zajecar, Belgrade, Sid)	<b>Based in Brussels</b> but covering areas of Europe affected by the refugee response and EU nations.
<b>Sectors of response &amp; projected target population per sector</b>	<b>FOOD</b> - 50,000 to 70,000 + (local community) persons <b>70,000 to 90,000</b> + (local community) persons <b>NFI</b> - 25,000 to 40,000 persons <b>WASH</b> - 68,400 persons <b>SHELTER</b> – 80,000 persons <b>120,000 persons</b> <b>TOTAL</b> – 223,400 to 258,400 persons <b>283,400 to 318,400 persons</b>	<b>FOOD</b> 1200 persons (until 31 October 2015) <b>NFI</b> approx. 2000 people (winterization 1400 people until 31 October 2015), seasonal clothing and sport equipment for 600 adults in closed camps (from 1 March 2016)  <b>Psychosocial support</b> 1,000 children + adults in 2 open centres  Awareness raising open talk in 2 open centres – 150 persons  Workshop about migration and integration for social workers – 20 persons  Professional peer	<b>FOOD</b> – 15,000 persons <b>67,600 to 70,281 persons</b> <b>NFI</b> 19,700 persons <b>6,500 to 10,500 persons</b> <b>WASH</b> – 70,000 persons <b>SHELTER</b> 60,000 persons <b>0</b> <b>Psycho-social support and advising</b> – 60,000 persons  <b>TOTAL</b> 199,200 persons <b>Up to 210,781 persons</b>	<b>Advocacy</b>

		<p>support for social workers – 15 persons</p> <p>Psychosocial training – 30 participants (HIA's social workers, November 2015)</p> <p><b>SHELTER &amp; SETTLEMENT</b> 100 + 1000 persons</p> <p><b>TOTAL</b> approx. 5.600 people</p>		
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**TABLE 3: SUMMARY OF APPEAL REQUIREMENTS BY ACT MEMBER AND SECTOR:**

Appeal Requirements	IOCC	HIA	Philanthropy	Christian Aid/ACT-EU	Total Requirements
Total requirements US\$	1,671,010	226,186	1,235,959	48,691	3,181,846
Less: pledges/contribution	1,670,295	226,186	1,235,959	0	3,132,440
<b>Balance needed US\$</b>	<b>715</b>	<b>0.00</b>	<b>0.00</b>	<b>48,691</b>	<b>49,406</b>

**TABLE 4: REPORTING SCHEDULE**

Type of Report	IOCC	HIA	Philanthropy	Christian Aid/ACT-EU
Situation reports	Forth-nightly,	Forth-nightly	Forth-nightly	Forth-nightly
Interim narrative and financial report	31 March 2016	31 March 2016	31 March 2016	31 March 2016
Final narrative and financial report	31 October 2016	31 October 2016	31 October 2016	31 October 2016
Audit report and management letter	30 November 2016	30 November	30 November	30 November

Please kindly send your contributions to either of the following ACT bank accounts:

**US dollar**

Account Number - 240-432629.60A  
IBAN No: CH46 0024 0240 4326 2960A

**Euro**

Euro Bank Account Number - 240-432629.50Z  
IBAN No: CH84 0024 0240 4326 2950Z

**Account Name: ACT Alliance**

UBS AG  
8, rue du Rhône  
P.O. Box 2600  
1211 Geneva 4, SWITZERLAND

Swift address: UBSWCHZH80A

For earmarking of pledges/contributions, please refer to the spread sheet accessible through this link <http://reports.actalliance.org/ReportServer/Pages/ReportViewer.aspx?%2fAct%2fAppeals&rs:Command=Render>. The ACT spread sheet provides an overview of existing pledges/contributions and associated earmarking for the appeal.

**Please inform the Head of Finance and Administration, Line Hempel ([Line.Hempel@actalliance.org](mailto:Line.Hempel@actalliance.org)) with a copy to the Regional Representative, of all pledges/contributions and transfers, including funds sent direct to the requesting members.**

We would appreciate being informed of any intent to submit applications for EU, USAID and/or other back donor funding and the subsequent results. We thank you in advance for your kind cooperation.

**For further information please contact:**

ACT Regional Representative, Gorden Simango ([gsi@actalliance.org](mailto:gsi@actalliance.org))

ACT Web Site address: <http://www.actalliance.org>

Reshma Adatia  
Global Humanitarian Coordinator  
ACT Alliance Secretariat

## OPERATIONAL CONTEXT

### 1. The crisis

In 2015, 1,015,078 refugees/ migrants crossed the Mediterranean Sea to Europe in search for protection from war, conflict or persecution at home, as well as deteriorating conditions in many refugee-hosting countries and countries of transit which do not offer safety or the possibility to establish a new existence. 856, 723 refugees/ migrants reached Greece from Turkey. From January 2016 until present 128, 735 refugees/ migrants arrived in Greece compared to 13,440 refugees/ migrants in the same period in 2015 - 10 times higher in numbers. Additionally, crossing the Mediterranean Sea is a death-defying journey. 410 people lost their lives from January 2016 until present - among them children and women.

In winter months the number of arrivals reduced slightly; mainly due to harsh winter conditions at sea. However, the numbers were still higher than predicted by most, as smugglers reduced fees for crossing by boat. As a result, demographic compositions changed and more vulnerable groups reached the shores. Particularly, numbers of women and children increased. Furthermore, composition of nationalities changed. While the number of refugees from Syria reduced, more and more people from Afghanistan, Pakistan and Iraq increased.

The situation along the so called Balkan Route remains volatile. From September 2015 until present European countries prefer national solutions in order to deal with the so called Refugee/ Migrant Crisis. As a result, countries are closing national borders or limiting the numbers of refugees/ migrants allowed to enter into the country. Some nationalities, like Afghans, are not allowed to continue their journey to their preferred country of asylum. This recent development, resulted so far into 33,000 people stranded on the Greece mainland; waiting in limbo. All Balkan transit countries and Greece currently experience a backlog with refugees/ migrants being returned across borders. Humanitarian needs are varied as migrants are not only in transit, but also stranded.

The Greece government lacks resources and capacities to appropriately address the humanitarian needs of the refugees/ migrants; mainly due to restrictions and regulations given by the EU and IMF in the event of the financial crisis. There is a high probability that the Balkan route will be closed to all refugees/ migrants soon; turning Greece from a transit country to a host country and the backlog country for other European Union member states, unwilling or feeling unable to handle a relatively high number of refugee/ migrants. These recent developments have two immediate results. Firstly, the Greece government cannot cope single-handedly with the humanitarian needs of the high number of refugees/migrants, but require external humanitarian assistance. Secondly, refugees/ migrants in their plight and in search for protection from conflict, war and persecution as well as dignity will try other routes, which might be more life threatening and risky as crossing the Mediterranean Sea and will play into smugglers search for more profit.

Refugees/ migrants spend months traveling from their home countries. The majority use all their savings to get to Europe safely. With little to no financial resources left, exhausted and in need of food, NFIs, shelter and basic social services, the vast majority of the refugees/ migrants are highly vulnerable and in need of humanitarian assistance.

## 2. Actions to date

### 2.2. Needs and resources assessment

#### Greece

IOCC/Apostoli (Apostoli is the humanitarian arm of the Greek Orthodox Church) has been working actively on Chios, Samos and Kos, as well as in Athens and Korinthos. The program staff is based on the islands and in Athens. Assessment of needs is continually ongoing, and in that respect the IOCC/Apostoli staff are working directly with refugees/migrants and also coordinating closely with the government, local self-governance, the Greek Orthodox Church, international agencies and NGOs.

#### Chios Island and surrounding small islands:

Chios currently receives the second largest number of refugees/migrants among the Aegean islands with 143,668 refugees/migrants received between January 2015 and 24 February 2016. Of all refugees/migrants coming to Greece, 23% arrive on Chios. Average daily arrivals in January 2016 were 413; in February 2016 they were 429. In January 2016, 44% of arrivals were Afghani and 40% Syrians. Refugees/migrants are also arriving on Oinousses (population 792), a very small island close to Chios. Arrivals in Oinousses are receiving NFIs from IOCC/Apostoli before being transferred to Chios to be registered. In comparison, during the period 2007 - 2013, Chios received 500-800 refugees/migrants per year.

#### Food Security and Drinking Water

In early October 2015, the government of Greece announced that as those arriving are not detainees, the State was not responsible for providing them food. IOCC/Apostoli was contacted about the matter by local authorities and responded immediately, arranging food deliveries through October 20. Since then, different NGOs and private donors have been providing food without any organized food supply plan. The government had said that once the hotspots were open it would assume responsibility for the provision of hot meals, however it has since announced (and in some cases is already evident) that they still need the support of NGOs to meet food needs.

As an integral part of the Greek government response, the new Chios Hotspot “Vial” was officially opened on February 16, 2016. The army was to take responsibility to provide hot meals at the Hotspot; however as of the week of February 22, volunteer groups and NGOs are still contributing to cover food needs. It is anticipated that NGOs will continue to complement the efforts of the army in covering food needs, and this may include, but not be limited to, the provision of bulk food, to be used for the preparation of hot meals. Based on this assumption, IOCC/Apostoli anticipates continuing to contribute, along with other NGOs, to meet the food needs of refugees / migrants.

In addition to hot meals, it is expected that there will be a need for food parcels for those who will access the center for a very short period of time (where registration is completed in several hours), therefore this component should be maintained in the future.

The tap water on the island is not potable in many areas, but this has not represented a significant challenge during the fall and winter periods. Migrants/refugees are informed about this and appear to only be drinking the bottled water that accompanies the delivered meals; NGOs are including water in their distributions together with food.

Especially during the summer time, it is expected that some of the islands / Hotspots will face serious challenges in securing adequate water supplies, as the tap water is sometimes barely accessible and in some regions is not suitable for drinking. It will result in an increased need for bottled water in large quantities, both for drinking and preparing cooked meals.

IOCC/Apostoli has been providing and will continue to provide 1.5L bottles of water to refugees/migrants in Chios. It is recognized that the Sphere Standards call for a minimum of 2.5L per

person per day; as other NGOs are also providing water bottles, IOCC/Apostoli's assistance is complementary to the overall effort to provide adequate drinking water to refugees/migrants.

### **NFIs**

On Chios, NFIs are distributed in two locations: at the newly established Vial Hotspot and at the Souda accommodation site (Souda accommodation site replaced the previous reception center, Mersindi, which closed in late November 2015). NFI distribution is also now taking place on Oinousses Island; a small island very close to Chios where refugees / migrants are arriving and are then transferred to Chios to be registered. The distribution at the Oinousses Island was initiated in response to a needs assessment conducted by IOCC/Apostoli, and the distribution process is being coordinated with the local municipality and volunteer groups.

In this sector, IOCC/Apostoli continues to closely cooperate with other international and local NGOs who are engaged in the response, such as UNHCR, NRC, Samaritan's Purse and the Red Cross, to ensure proper distribution and to avoid overlap in providing assistance. In addition to the other NFI assistance, IOCC/Apostoli has committed itself to securing 5,000 sleeping bags; they will be distributed between the three islands, according to their needs.

### **Shelter**

The newly established reception/registration center in Chios, the Vial Hotspot, is fully operational as of February 16, 2016. It is projected to have capacity to accommodate at least 1,000 people, and if required it may be able to extend its capacity to accommodate up to 1,200 refugees / migrants. The Ministry of Migration, First Reception Service Department is in charge of all hotspots and relocation centers in Greece.

In coordination with UNHCR, local and international NGOs and local governing bodies, the appointed Coordinator will ensure proper operation of the Hotspot; for this reason, IOCC/Apostoli is in frequent communication and cooperation with the Hotspot Coordinator. The Hotspot Coordinator has already provided IOCC/Apostoli with space in a container for the provision of food kits and NFIs. As mentioned earlier, it is expected that hot meals are to be provided by the army, as well as laundry facilities and services. The transportation of refugees/migrants from the beaches to the Hotspot remains a challenge; initially for this activity, the local bus transportation system will take new arrivals to the Hotspot, but a long term solution has not been identified yet.

For the time being, it has been decided that the Souda accommodation site will continue to operate for at least the next three months to support the Vial Hotspot. More than 800 refugees/migrants could be hosted at Souda accommodation site, which is in a good location and very close to the port. In the event that Souda is eventually closed, it is the assumption that an alternative site will need to be identified to accommodate the potential overflow of the Hotspot; the overflow is expected during the periods when there are delays in ferry boat transport, which often happens as a result of strikes and protests of local workers.

### **WASH**

The new Vial Hotspot offers good conditions in terms of WASH, and it is designed in such a way that it has three new custom made double-sized containers with toilets and three new custom made double sized containers with showers for approximately 500 people. Additional WASH structures are under construction which will include more toilets and showers in order for the WASH needs for 1,000 people – the capacity of the Vial Hotspot – to be met. The required sewage and water supplying infrastructure has already been constructed, so further improvements that could arise and potential adjustments of the WASH system are possible.

At the Souda accommodation site, A21 donated two containers for men and women. Also, 6 toilets were transferred from Mersindi. Additionally, Samaritan's Purse has installed a potable water unit with osmosis; on Oinousses Island, one container was donated by A21 with toilets and showers.



## **Samos**

Less than a mile from Turkey, Samos (population 33,000) receives the third-largest number of refugees/migrants among the Greek islands, after Lesbos and Chios. From January 2015 through 24 February 2016, 112,570 arrivals were registered, with 3,492 refugees/migrants arriving in February 2016; the majority of these were Syrians. Refugees/migrants left by traffickers at isolated points along the island's coast walk long distances to reach Samos's port, an especially difficult journey for women, children, and the elderly (at least three have perished). Those rescued by the coast guards are also escorted to the port of Vathy where they are separated by country of origin. Syrians and Iraqis are fast-tracked to transfer to Athens so remain briefly in the port for registration before catching a ferry to the mainland usually within 24-hours. However, other nationalities (Afghans, Pakistani, Somalis, etc.) are transferred to the island's screening center to register before being allowed to continue journey further to Greek mainland. Their minimum stay is 7-10 days.

## **Food Security**

The need for cooked meals (with breakfast and soup) had been mostly covered by MSF and local volunteers in the port at the reception/registration and accommodation centers. As of mid-February, MSF has ceased its program of food assistance. Since then, IOCC/Apostoli and several other local and international NGOs and volunteer groups have been working together to meet the food needs. IOCC/Apostoli has agreed to assist the government with the provision of food to Samos once the hotspot is fully operational, with the assistance of other NGOs and entities.

In addition to hot meals, it is expected that there will still be a need for food parcels, for those who will access the center for a very short period of time (where registration is completed in several hours), and this component should be maintained in the future.

## **NFI**

IOCC/Apostoli is distributing adult hygiene kits, sleeping bags and baby hygiene kits. In addition, other NGOs are also distributing baby kits, adult's kits, flashlights, blankets, and sleeping bags and sleeping mats. In accordance to the specific needs and requirements, these distributions will continue in the new Hotspot, once it is fully operational (mid - March 2016).

## **Shelter**

The reception / screening center continues to host all migrants and unaccompanied minors, until the work on their documentation is completed; this usually takes seven to ten days. All refugees who have valid documentation stay at the port, within the accommodation center, and then transit quickly to the mainland (typically 1 - 2 days, however when the ferries are on strike people stay longer than anticipated, without any possibility to continue their journey).

On February 16, the Greek government officially announced that the Samos Hotspot is open; although opened, it is working with limited capacity and it is expected to be fully operational by the middle of March 2016. The newly established Hotspot is an expansion of, and increases the capacity of, the existing reception/screening center in Samos. Twenty (20) IKEA houses that had been installed at Vathy port will be transferred to the new Hotspot to increase the accommodation capacity. Like all other Hotspots, it has a projected capacity to accommodate at least 1,000 refugees/migrants, with the potential to be expanded to accommodate up to 1,200 refugees / migrants.

It must be noted that women who are particularly vulnerable - victims of trafficking, traumas en route to Greece or who are pregnant – require and should be provided separate, secured accommodation while they await their paperwork.

## **WASH activities**

To date, IOCC/Apostoli has delivered 8 portable squatting toilets and 4 portable showers to the existing Vathy port accommodation center; this center serves for refugees / migrants who have just arrived and

whose travel documents are in order. In addition, IOCC/Apostoli also carried out specific maintenance activities at the Samos reception/screening center, by replacing damaged windows and doors and fixing the structures of the frames.

As well, assistance was provided by repairing the existing water supply, sewage and electrical systems, and providing one 20,000-liter water tank to support existing water system facilities and hot water services. Given the overall situation on the island and within the Hotspot, it is undoubtedly expected that additional WASH activities will be needed, but such activities are planned to be supported with private funding outside of this appeal.

**Kos Island and surrounding small islands:**

The small isle of Kos in the southeastern Aegean Sea has a population of 33,388 and lies two miles off the coast of Turkey. From October 2015 to February 2016, the number of daily arrivals of refugees / migrants has fluctuated between 0 and 593.

By mid-February 2016, the number of new arrivals had significantly decreased when compared to the end of 2015; during February 2016, there were 12 days with zero arrivals (partially due to the unstable weather conditions and on the other hand due to the increased patrolling of the Turkish coast guard boats). The intensified border control resulted in a change of routes and increased numbers of refugees / migrants arriving on the island of Kastelorizo (the furthest, south-east island in Europe, between Rhodes and Cyprus); sources have reported on increased flows to region in Turkey opposite to Kastelorizo. As of late February, Kos is still without a First Reception Center as the mayor of Kos has pointedly refused to provide any accommodations for the refugees/migrants, arguing that if no assistance is provided, the influx will eventually diminish. Despite the mayor's objections and the protests of the local community, the government is moving ahead with the creation of a hotspot on the island.

Two islands close to Kos—Kalymnos (population 16,000) and Farmakonisi (population 74)—are also receiving refugees/migrants. Assistance (described below) is being provided to refugees/migrants on both islands before they are transferred to Kos.

**Food Security**

Through its program, IOCC/Apostoli has delivered individual food kits to Kalymnos and Farmakonisi islands (both islands are close to Kos; refugees/migrants arriving to those islands are transferred to Kos to complete the registration process and receive required assistance). In Kalymnos, relief assistance is distributed in close cooperation with local volunteer groups. As Farmakonisi is an existing military base, civilians are not permitted to access it and to distribute relief aid; due to its unique position and reputation, IOCC/Apostoli is the only NGO that is allowed to access this area and to carry out the distribution of humanitarian assistance to refugees / migrants who arrive on this island.

Since early February 2016, the situation on Kos has been very volatile, and a number of mass demonstrations and rallies have been organized by the local population. During these demonstrations, some local and international NGOs have reported instances of hostility from some members of the local community. Not to further complicate the already difficult situation, UNHCR and other INGOs/NGOs decided to keep a low profile and ceased distributions in outdoor areas for a period of four days in February 2016. Despite this, distributions at the port resumed on February 12, once the UNHCR Security Personnel agreed that the protests posed no serious threat to INGO/NGO workers; however, vigilance has been advised.

**NFIs**

The need for NFIs at the moment has been lower than usual, mostly due to the fact that refugees / migrants are accommodated in local hotels, so there isn't a significant need for distributing hygiene items and sleeping bags. Of course, it is expected that this need will quickly re-emerge when there is an increase in arrivals and people are accommodated in the park. (Usually, the archaeological park

accommodates the overflow of refugees / migrants from the hotels). Also, once the Hotspot is open and fully operational, NFIs distribution will be organized there.

### **Shelter**

Currently, accommodation needs are being met through UNHCR's hotel accommodation scheme, which has been extended to April 15, by which time it is expected that the Hotspot will be fully operational. The scheme includes the use of hotels, which are paid for by UNHCR. When there are more arrivals than can be accommodated by the hotels, tents in the archaeological park accommodate male refugees/migrants.

As already mentioned, a part of the local community continues to loudly oppose the construction of a Hotspot on Kos Island. Despite the protests, the government has initiated action to construct and establish the Hotspot on the site of an ex-military base. As the situation is far from clear, IOCC/Apostoli is still examining further steps and in that respect has reached out to responsible authorities in order to obtain more information on the specific needs of the Hotspot.

Although the situation on other islands is not as extreme as it is on Kos, there is still some notable unhappiness within the local communities. Being mindful of Sphere Core Standard 3: Assessment, IOCC/Apostoli is very aware of the potential for refugee/migrant interventions to heighten tensions within local communities if the needs of local population are not simultaneously addressed. IOCC/Apostoli have identified the need to work with local population and to incorporate program components that treat the local social and poverty issues as equal to the refugee crisis, before resentments develop further and grow to a larger scale.

### **WASH activities**

Ten chemical toilets (serviced regularly) and two showers were installed in the park next to the police station (being called "MSF Park" locally). At Kos Police Station and by the port, ICRC is maintaining 6 toilets connected to the sewage system. Several handwashing units (foot pump systems) have been set up in "MSF" park as well.

Four out of 10 chemical toilets have been closed as a result of diminished need. Because most of the people are still in hotel accommodations, the WASH needs are diminished as well. Of course, as soon as the situation changes and the Hotspot becomes operational, this segment will emerge and will require significant attention. The needs remain to be defined and cannot be predicted at this stage.

The unstable weather conditions, the fluctuating numbers of arrivals, and the local attitude toward the refugees / migrants create an uncertain environment where needs change on a daily basis. Flexibility in programming will be the key to an effective response in this sector.

Finally, it is noteworthy that local authorities (municipality, prefecture, Police and Coast Guard) are facing an unprecedented liquidity problem – most of their annual budgets are being spent responding to migrant / refugee needs, creating huge gaps.

In January and February of 2015, there were a combined 4,567 recorded refugee/migrant arrivals in Greece (by sea). By comparison, for the same period in 2016 (through 23 February) there have been 108,819 arrivals. Therefore, 2016 has thus far shown an increase of more than 2,300% in refugee/migrant arrivals to Greece over 2015 numbers.

This increase, coupled with unpredictable border closures on the Balkan migrant route, have the potential to create a surge in refugees/migrants who will stay in Greece for indeterminate periods of time.

Increased numbers of arrivals combined with potentially longer stays will significantly increase the quantity and duration of services provided, including food, accommodations, NFIs, health, etc. to meet the needs of refugee/migrant populations.

### **Athens & Mainland**

The situation in Athens is changing. Beginning in November 2015, the Former Yugoslav Republic of Macedonia announced that only Afghans, Syrians and Iraqis would be permitted to cross the border. Then, in late February 2016, the Former Yugoslav Republic of Macedonia announced new and stricter border restrictions permitting only Syrians and Iraqis to pass, and only those with official forms of identification from their countries of origin. This latest development has led to thousands of refugees/migrants being “trapped” in Athens, waiting for some resolution to the situation at the border. UNHCR and other actors are now considering potential scenarios in which more than a hundred thousand refugees/migrants could be stuck in Athens in the near future, if migrant flows continue apace from Turkey and if passage through the Former Yugoslav Republic of Macedonia border continues to be tightly restricted. There are not currently adequate accommodations in Athens to house such numbers of refugees/migrants, and the needs for food and NFIs are increasing—and at this rate will continue to increase—dramatically.

In January 2016, IOCC/Apostoli provided hot meals to the detention center in Korinthos (approximately 80 km from Athens). This detention center houses migrants from Maghreb countries (North Africa) who are awaiting deportation. IOCC/Apostoli was approached by authorities with an urgent request to provide food during the month of January 2016. In response, two meals were provided per day to an average of 344 people per day.

### **Hungary**

Since the beginning of the crisis, HIA has been active in providing humanitarian assistance to the refugees/migrants and needs assessment has been prepared by HIA.

### **Food security**

As HIA is concentrating its activities on [centre](#), where refugees/migrants are provided basic food, HIA is not planning to provide food assistance within current appeal.

### **NFI**

Refugees and migrants are currently staying in different refugee centres around Hungary; their basic provision (accommodation, food) is provided by the state. However, as most of them do not either possess weather-appropriate clothes; they much depend on in-kind support (NFIs). Besides that, and on basis of HIA’s needs assessment in closed camps, some smaller sport and free time activity equipment were asked for by the centres. HIA considers that in current situation distribution of NFIs is the most appropriate activity to provide. The aim of the assistance is to make conditions of refugees/migrants better and more decent in the open and closed centres.

### **Psychosocial Support**

Refugees/migrants’ vulnerability is high, especially with groups of new-born babies, pregnant and lactating women and children. Presumably due to the conditions in Syria and Afghanistan, refugees had been in psycho-traumatic situations and are still facing deep and serious problems in their psycho-emotional development, behaviour and memory due to fleeing. The aim of psychosocial assistance is to fill the gaps and make access to psychosocial services and to support especially women, families, pregnant women, however, due to the changed conditions HIA is going to widen its target group and involve single men in the activity.

HIA’s aim is to contribute to removing fears from children’s and adults’ inner world with the help of community activities and prevention of psychological consequences of post-traumatic experiences of

children and their parents. The psycho-social occasions are organized by HIA's team in the refugee centres in Vámoszabadi and Bicske on a regular basis.

### **Education**

Refugees/migrants who have been staying in reception facilities and their chances of transiting to other countries have decreased due to recent stricter regulations. In most cases they lack awareness of basic culture of countries they are heading to. Therefore HIA is planning to initiate awareness raising open talks in the centres lead by HIA staff.

HIA has experienced during its work in refugee/migrant centres that social workers do not always have the necessary competences, they lack training in the specific areas and are in most cases overburdened. Social workers are reported to be exhausted, therefore they are in deep need of peer support and training otherwise there is a risk of burn out.

### **Psychosocial training**

HIA is not planning additional training on psychosocial activities.

### **Shelter and settlement**

HIA is concentrating its activities on camps, and do not plan to provide shelter within the current appeal at the moment.

### Serbia

Philanthropy has been active from the very beginning of the crisis, and a first assessment has been completed in the beginning of July.

The government of Serbia is conducting an on-going assessment, but the situation varies significantly, even on a daily basis. The assessment is under the responsibility of UNHCR, who are in active communication and coordination with the government of Serbia. Since last week of September, 4.000-7.000 refugees cross Macedonian-Serbian border on daily basis and they all are directed towards the Refugee Aids Point – RAP in Presevo. The accommodation capacities in RAP Presevo are available for most vulnerable only, primarily mothers with children, but also ill and wounded people. At the moment two buildings within the RAP in Presevo are prepared to be rehabilitated, including the waiting and processing area. This will increase to potential for accommodation of up to 350 persons in this RAP, as well as improve the condition within the processing phase, primarily in WASH.

App. 1.000-1.200 refugees cross Bulgarian-Serbian border per day, mostly in the region of following towns: Zajecar, Pirotd, Dimitrovgrad and Negotin. The fluctuation of entries diverse on the Serbian-Bulgarian border, since the terrain is rather hilly and there are no RAPs in this region. However, the authorities have decided to open at least three centres that will be used for accommodation of extremely vulnerable individuals during autumn and winter. Selection and assessment of potential sites are almost finalised, and rehabilitation will start in the weeks to come.

On 15 September 2015 Hungarian Government has passed a law which strongly discourage refugees crossing the border, considering it as a criminal act with jail penalty. Additionally, the 175 km long wall on the Serbian-Hungarian border forced refugees and migrants to significantly change their route. Since then, refugees and migrants exit Serbia on Serbian-Croatian border, in the area of municipality of Sid. Locations for crossing the border depend on the Croatian police who control the influx to Croatia, so refugees and migrants move north-south along the border, attempting to cross it as soon as possible, where possible. There are no facilities that provide shelter or WASH in that area yet (accept few chemical toilets), while certain portion of aid is distributed, mainly food, water and clothes.

The winter months introduced more complex situation.

According to UNHCR data 577,995 persons had been registered in Serbia in December 2015 and 58,464 people in January 2016. Of the total registered refugees and migrants, 99.9% originated from countries in conflict, app. 39.7% from Syria, 30.1% from Iraq and 29.9% from Afghanistan. The practice of denying entry to new arrivals originating from countries other than Syria, Afghanistan and Iraq continued throughout the region. Around 300 asylum-seekers stranded in Serbia. Stranded asylum-seekers were accommodated in Refugee Aids Points (RAPs) and Asylum Centers (ACs) by Serbian Commissariat for Refugees and Migrations (SCRM). All were advised to seek asylum in Serbia and counseled on the procedure, yet most disperse. The risk is that the stranded asylum-seekers fall prey to smugglers and take irregular routes. Daily average of arrivals from the Former Yugoslav Republic of Macedonia in January 2016 was 3,000 persons and 1,840 in February 2016. All arrivals are directed to the RAP in Presevo. The number of arrivals into Serbia from Bulgaria further decreased, with an average of 94 asylum-seekers arriving daily across the entire stretch of this border, mostly in the region of following towns: Zajecar, Pirot, Dimitrovgrad and Negotin. Refugees/migrants exit Serbia to Croatia by trains from train station in Sid directly to Croatia (Slavonski brod) according to agreement between Serbian and Croatian authorities adopted in November 2015. Around 250 asylum-seekers were assisted in Belgrade on average each day, mostly young men from Morocco, Algeria, Pakistan and Sub-Saharan countries.

Following the meeting of Serbia, Macedonia, Slovenia, Croatia and Austria in February, Serbia closes its borders to Afghani nationals on Friday 19 February, and Macedonia followed a couple of days later. According to the Ministry of Interior in Serbia, the border closing for Afghans is a direct effect of the joint statement by these 5 countries on 18<sup>th</sup> February and instructions received from EU. New restrictions have been imposed along the borders also for Syrian and Iraqi nationals needing to provide documents proving their nationality in order to cross borders. Numbers of arrivals have gone down due to border restrictions along the route: Over the last two weeks (End of February/ Beginning of March), a daily arrival in Serbia was an average of 600 people per day. As agreed, only refugees and migrants with stamps from Greece, Macedonia and Serbia will be allowed to continue their journey, so the Serbian-Bulgarian border will be officially closed for migrants, and they are not allowed to enter Serbia any longer. This situation also causes a lot of tensions, as it is confirmed that hundreds of people are being located in forests in Bulgaria, close to the border.

At the moment (2 March 2016), app. 600 persons are located in RAP Presevo, all of them returned by Croatian authorities for various reasons (not coming from countries in conflict, not having proper documents, not expressing proper reasons for wishing to continue their journey). In between 1000 and 2000 persons are located in Sid, also not allowed to continue travel. The tensions in the camps are getting higher, as refugees and migrants are not sure why they are not allowed to continue their journey, and the needs are getting higher, primarily in providing food and medical care, as well as hygiene and clothing.

Several international and local NGOs have been active and participating in coordination meetings, sharing data and defining needs (e.g. Red Cross Serbia, Danish Refugee Council, Catholic Relief Service, HELP, InterSOS, Arbeiter-Samariter-Bund Deutschland etc.). Several local organizations have also been active in the assessment process, primarily Philanthropy, Charitable Foundation of the Serbian Orthodox Church, Caritas Serbia, ADRA Serbia, and Balkan Centre for Migration.

The following needs have been officially defined as the most urgent ones:

1. Single-fold aid:

- sanitary equipment and facilities,
- furniture for accommodation facilities, kitchens and dining areas,
- technical devices

2. Periodic aid:

- collective hygiene material,
- clothes, particularly for babies and children
- warm clothes and shoes,



- medicines,
- printing information material for refugees,
- heating fuel (heating season starts in mid October or sooner)

### 3. Everyday aid:

- food,
- personal hygiene items,
- baby food,
- Diapers.

Finally, due to the restriction of the International Monetary Fund on deployment of public servants, lack of personnel in charge for processing refugees and providing different types of information and services is a significant challenge and their urgent deployment represents one of the urgent needs as well. Namely, all available human resources have already been overburdened; they work long hours and are exhausted.

## 2.2. Situation analysis

### Greece

Since 2010, cuts to public sector funding as part of the Greek Government's austerity programs have severely limited the capacity of local authorities and service providers to meet the ever-growing needs of refugees/migrants. Meanwhile, Greece has surpassed Italy as the preferred route to Western Europe for people coming from Turkey. According to UNCHR statistics from February 2016, 44% of arrivals are Syrian, 19% Afghani, 18% Iraqi, 4% Iranian, 3% Pakistani and 3% other. The main points of entry in decreasing order are the islands of Lesbos, Samos, Chios and Kos (see table below).

Island	Year 2015	Jan 2016
Samos	104,360	4,745
Chios	120,556	16,447
Kos	68,175	3,331
Total	293,800	24,523

Island	Average daily arrivals January 2016	Average daily arrivals February 2016
Samos	152	146
Chios	413	429
Kos	65	43

The Greek government has significantly increased its efforts to construct and operate five hotspots (Reception and Registration Centers) on the islands of Lesbos, Chios, Samos, Leros and Kos. The Lesbos Hotspot is now operating. On 16 February the government announced that the Chios, Samos and Leros Hotspots are officially open. In Kos there is strong public opposition to the creation of a Hotspot, however the Greek Government is moving ahead with construction.

On the Greek mainland, two relocation camps are planned in order to serve the accommodation and transit needs of migrants/refugees who are unable to transit through the Greece - Former Yugoslav Republic of Macedonia border. One relocation Center has been opened in Athens (Schisto – former military area). The second one, in northern Greece near Thessaloniki in the area of Sindos, is currently hosting migrants/refugees, though construction work is ongoing.

### Registration Procedures:

Most migrants and refugees wish only to transit Greece en route to destinations in Northern Europe. However, EU laws and the unwillingness of specific countries to receive unregulated mass movements of people contribute to the accumulation of refugees in Greece. Given that Greece will now be expected to fully process all arrivals in-country, this will only get worse. For example, ink-and-paper

finger prints require more than 30 days being available to the Schengen data base, and migrants / refugees are not to be allowed to move on until they are fully registered.

In mid-November, the Former Yugoslav Republic of Macedonia began allowing only Iraqi, Syrian and Afghani refugees to cross the border; all other migrants and refugees are not permitted to pass. Even for Iraqis, Syrians and Afghanis, the border is periodically closed for periods of time. As of the week of February 22, the border is now closed to Afghanis. Also, of the week of February 22, Iraqis and Syrians must furnish passports in order to cross the border; other travel documents are not being accepted.

The newly established Hotspots are designed to serve as main registration centers for all refugees and migrants who enter Greece; they will also serve as application centers for those who are seeking asylum in Greece and for unaccompanied minors. Until now, there are no dedicated asylum application centers on Chios, Samos or Kos.

The registration process on Samos has been moved from the port to the Reception / Screening Center. Unaccompanied minors will continue being hosted in the reception / screening center, until they are escorted to Athens and housed in unaccompanied minors' centers.

Arrivals from Maghreb countries (North Africa) are arrested by the police and sent to the Athens-Korinthos detention center till their deportation date.

### **Coordination**

Local Greek Authorities have in most cases understood the importance of very close cooperation and **coordination** with INGOs, local NGOs, local communities, vulnerable groups, and the Church for a more effective response to this humanitarian crisis.

On the islands, the Police, Coast Guard, and the Church have undertaken excellent cooperation and contribute positively, within their means of action, to addressing the crisis.

In an effort to ensure maximum impact of its activities, IOCC/Apostoli is maintaining close cooperation and coordination with the Greek government (including the Ministry of Interior, Ministry of Migration, Ministry of Public Protection, as well as with the Prime Minister's office) and the Greek Orthodox Church, in regard to IOCC/Apostoli's role in providing humanitarian assistance to refugees / migrants, and to support the equipping and functioning of the newly established Hotspots and relocation camps.

### **Health Issues**

Risks to health for refugees and migrants and also for local communities remain a concern on the islands and the mainland. Before the establishment of Hotspots/Reception Centres, refugees and migrants sought shelter in makeshift camps where Sphere standards were not always followed. In some cases, especially early on in the crisis, migrants lived in tents outside camps, where WASH facilities were not available or were scarce and MSF reported of instances of scabies in some camps. The amount of arrivals has often tested the capacity of all involved in the refugee response, including medical providers. However, it is expected that the Hotspots will reduce the health risks, because the provision of health and protection services will be better organized and systematized than previously.

On Chios, the Vial Hotspot and the Souda accommodation center have already increased their cleaning services and health care services.

Due to the increased number of shipwrecks, there is an urgent need in Samos to increase the morgue's capacity. IOCC/Apostoli is addressing this serious public health issue by procuring two refrigerated containers (One refrigerated container is being funded through this appeal; the other is being provided by IOCC private funding.)

For the time being the situation is better in Kos, as there are not such a large number of arrivals per day, and vulnerable groups of migrants/refugees use hotels. Once the Hotspot is established and functional,



it is expected that the situation will change and the need for assistance will arise.

### **“Hotspots”**

Regarding the **Chios** Vial Hotspot, meetings and conversations among all actors have been taking place, chaired by the Hotspot Coordinator. The purpose of these initial coordination meetings is to determine a system among all actors for the provision of aid within the Hotspot; almost all active local and international NGOs and representatives of the local government are included in these meetings. In the very near term, management of the Vial hotspot is expected to be transferred from the army to the Ministry of Migration, First Reception Service Department.

Though the government announced on February 16 that the **Samos** Hotspot is open, construction of the hotspot is still underway. The Hotspot is designed to be an extension of the existing reception/screening centre, with the projected capacity to accommodate about 1,000 migrants/refugees. The containers that are at the port (existing registration/processing centre) will be moved to the new Hotspot and registration will start taking place there.

**Kos:** The situation on Kos has been volatile since early February. There have been continuous protests and demonstrations which have received considerable news coverage. However, there are signals that construction will proceed, as bulldozers have now entered the new Hotspot area (ex-Military Base 148) and are flattening land.

**Greek mainland:** The Greek government has announced plans for 2 Hotspots, recently called Relocation Camps, in the regions of Athens (Schisto military base) and North Greece, near Thessaloniki, Sindos area. Demonstrations and protests are going on near Sindos area, in the entrance of Thessaloniki, with the population strongly opposing the construction and functioning of the Relocation Camp. The Athens relocation camp is currently accommodating refugees/migrants (as of mid-February) and the Sindos-area relocation camp is operational though construction is ongoing.

It is obvious that the Greek government has engaged serious time and effort, as well as resources, for establishing the Hotspots and making them operational. The funds and resources for construction and infrastructure work seem to have been secured, and the work is progressing according to plan. The government has decided to undertake on its own all activities related to establishing Hotspots (ground work, construction / installations of the accommodation facilities, complete electrical and water infrastructure, sewage, etc.), to ensure uniform standards and design of the Hotspots; given the required engineering expertise and technical challenges, it was not appropriate to expect larger support from other players in this segment of the work.

At the moment, there has been identified a significant shortage of funds and resources for furnishing and equipping those centres, especially in regards to ensuring adequate accommodation conditions for the refugees/migrants. The Hotspots are lacking in adequate equipment (excluding the PC equipment for registration processes) and furnishings (beds, linen sets, mattresses, shelves, etc.). At this point in time, it is crucial to adequately equip / furnish the Hotspots so that refugees/migrants can be moved from the provisional camps and properly accommodated and receive the services they need. Likewise, the services required (food distribution, hygiene, facilities and equipment / furniture maintenance, laundry, etc.) are still to be clearly defined and organized.

There is an expectation and great need for local and international NGOs to actively participate in this process. In that respect, IOCC/Apostoli continues to maintain very frequent contact with the Greek government (Prime Minister’s Office, Ministry of Interior and Ministry of Migration) regarding the provision of assistance to refugees/migrants at the new Hotspots on the islands and the Greek mainland.

### Hungary

Since the beginning of January, 2016, however, an increase in daily arrivals can be noticed at the refugee and migrant reception centres. According to the official data published on police's website about illegal border crossings 1,277 cases registered between 15-25 February, which is significantly higher than the data published for previous two biweekly periods. The daily arrivals are currently between 100 and 200 persons. Important to note, that these data are recorded by the border police and includes those people who tried to come over the technical border barrier, and are over the age of 14, but held up by the police. However, as the technical barrier (fence) got big holes at some points on its parts along the Serbian border, it is very difficult to obtain accurate information on the numbers of arrivals.

On the other hand, a tendency of new arrivals back from Europe can also be noticed in Hungary, HIA has met families coming back from Switzerland and other European countries, stating they were transferred back in line with the Dublin III regulation.

As a result, by now all reception capacities - closed reception facilities in Kiskunhalas, Nyírbátor, Békéscsaba, Balassagyarmat, Győr and the open camps in Bicske and Városszabadi – are operating in full capacities.

On 1<sup>st</sup> March 2016, the Office of Immigration and Nationality called a high-level emergency coordination meeting for the biggest humanitarian organizations (Hungarian Red Cross; Charity Service of the Order of Malta; Caritas Hungarica; Baptist Aid; Charity of the Reformed Church; Hungarian Africa Society; Hungarian Interchurch Aid). The aim of the meeting was to request NGOs to support state efforts in opening new (several) reception centres, as a mass influx is expected to arrive soon. It is not clear where from refugees/ migrants are arriving, but apparently numbers are increasing. HIA has been requested to work in two new reception centres (Körmend and Szentgotthárd – in West Hungary) and is requested to provide human resources, NFIs and psycho-social support according to needs and based on coordination with other NGOs.

Developments of the coming weeks might result in significant changes in the volume of assistance provided by HIA. Humanitarian response of HIA depends on these developments, so it is difficult to foresee exact needs and demands at current stage. However, HIA has to be very flexible in its activities and have to be prepared to provide a very mobile assistance in the coming months.

### Serbia

The government of Serbia established a coordination group, comprising various ministries. The main coordinator on government-level is the Ministry of Labour, Employment, Social and Veteran Issues. The Operational Coordinator is the Commissariat for Refugees and Migrations.

At the moment, following programs and facilities have been developed:

- Refugee Aid Point in Presevo (Serbian-Macedonian border) – transiting site
- Refugee Aid Point in Subotica (Serbian-Hungarian border) – transiting site. Currently, the needs are very low, since refugees are transiting to Serbian-Croatian border.
- Processing point of refugees in Zajecar (Serbian-Bulgarian border) – transiting site
- Temporary location in Kanjiza (Serbian-Hungarian border) – transiting site. Currently, the needs are very low, since refugees are transiting to Serbian-Croatian border.
- Refugee Aid Point in Sid is being finalised and will be located in a former children's hospital in the village Principovac.
- The authorities are planning to open several more shelters close to the Serbian-Bulgarian border, in Negotin, Zajecar, and Dimitrovgrad. The final list of shelter facilities will be completed in the weeks to come.
- Serbia has (six) 6 Asylum Centres, active since 2008, with total capacity of 810 beds. At the moment, 1/3 of its capacities are being used.

- Max capacity in the camp in Presevo is 1,000 persons. The camp is fully equipped, including WASH facilities.
- The border camp in Miratovac/Presevo has been fully equipped and water and chemical toilets are available. Max. capacities are 150-200 persons.
- The camp in Bujanovac (close to Serbian-Macedonian border) will be opened in the following days, with the max. capacity for 200 persons.
- Max. capacity in Sid (Serbian-Croatian border) for temporary shelter of refugees and migrants is 1,500 persons.
- It will be decided in the following days about the planned shelter reconstruction on Serbian-Bulgarian border, due to the closure of borders for refugees and migrants.

## 2.2. Capacity to respond

### Greece

IOCC/Apostoli has deployed staff to Chios, Samos, and Kos, as well as a Project Coordinator to supervise all three. On each island, IOCC/Apostoli has at its disposal a warehouse, an office and a vehicle. Furthermore, IOCC has engaged its experienced senior staff to ensure professional and technical support to Apostoli staff, as well as an independent consultant in Athens to support the response.

IOCC/Apostoli staff has established excellent relations with local authorities, police, and Coast Guard on all three islands, as well as fruitful cooperation with the local Orthodox Church. On Chios, the Church supported the sleeping bags distribution at the Mersinidi Centre. On Samos, the local bishop has been quite supportive. The same positive Church cooperation is also found on Kos. In all cases IOCC/Apostoli staff and local clergy have cooperated immediately in responding to identified needs and facilitating the humanitarian effort as much as possible.

IOCC/Apostoli participates in monthly refugee assistance coordination meetings in Athens organized by UNHCR. These meetings identify gaps in services, map who covers what and where, and coordinate interventions to avoid duplication of relief work (4W's exercise).

IOCC/Apostoli signed a MoU with the Greek Ministry of the Interior - Department of Immigration in May 2015. Given the ubiquitous presence of the Orthodox Church in Greece, together with the archdiocese's access to the metropolitan network throughout the country, IOCC/Apostoli is uniquely well-positioned to expand its response to humanitarian needs in the eastern Aegean. Branches of the Greek Orthodox Church, including several monasteries on Samos, are already informally providing aid to migrants/refugees. IOCC/Apostoli is in contact with them to discuss ways to incorporate such initiatives into its own actions, further extending the capacity of the Church.

### Hungary

HIA, founded in 1991, is one of Hungary's largest charity organizations that also gained international recognition. It assists those in need and deprivation through its expanding community of experts, volunteers, donors and corporate partners. HIA-Hungary provides assistance regardless of nationality, religion and ideology. The organization helps in accordance with the strictest professional and transparency rules in Hungary, and in the international arena as a member of the international community. HIA has been implementing humanitarian and development aid programs in 36 countries since its foundation in 1991. At the moment, HIA has 150 full time employees, and 19 social and development institutions.

HIA had a significant role in providing assistance to refugees in Hungary in the first decade of the 90's through operating refugee camps and refugee advisory offices because of the post Yugoslavian war. The organization later restarted its activity on the sector in January 2008. HIA operated two residential units for separated asylum seekers and refugee children and young adults, the Shelter for Unaccompanied

Minors open facility and the Home for Young Adults. The shelter provided 24 hours' care and support to the minors placed in the institution.

During the first period of implementation HIA have established mobile teams from its different experts to provide the most flexible and fastest possible assistance to refugees in need of it.

HIA's International Development and Humanitarian Department is responsible for the overall project management, coordination and administration of the program. The aim is to have further experts – psychologist, social workers, migration and integration expert – to be involved in the program implementation.

Hungarian Interchurch Aid since the beginning of current appeal have coordinated its activities and plans with NGOs, relevant national and local authorities and is participating in the Coordination Mechanism for the largest NGOs facilitated by the Ministry of Human Capacities. At the same time HIA is coordinating its efforts with its members churches at all levels.

During the summer period, HIA has started to provide both crisis assistance and psychosocial services for children in two temporary reception centres; Bicske and Vámoszabadi. Authorities ensure the entry to the camps. HIA has also called on other NGOs to make every effort in their respective areas to make refugees' conditions more humane while staying in Hungary and waiting for the authorities' decision concerning their status. A significant national fundraising campaign was initiated by HIA to raise funds to support the organization's activities. At the same time companies, private individuals, volunteers have joined HIA efforts during the crisis.

### Serbia

The government of Serbia has alerted the international community [in the beginning of the refugee response](#) on its limited capacities to respond to this crisis. Apart from responsive ministries, the government also deployed local authorities, communal services, centres for social work, medical institutions, etc. All available resources have already been deployed, and so far, the response of the Serbian government and Serbian Civil Society has been highly positive and supportive towards the refugees. However, in order to provide substantial and long-term support, international assistance will be required.

[Philanthropy has a fully-trained staff of 16 people in total who have completed the assessment, initiated, participated and coordinating activities. Philanthropy has engaged more than 60 persons in the field as service providers.](#)

## **2.2. Activities of forum and external coordination**

There has been preliminary coordination with ACT Europe Forum. A coordination structure under the ACT Europe Emergency Response Group [has been](#) established.

### HUNGARY

In order to have a clear picture of plans there have been two coordination meetings with HIA and ELCH: HIA and LWF/ ELCH have gathered as members of the ACT Alliance and formed an ACT forum Hungary. The organisations have agreed to cooperate as required on the implementation of the appeal. HIA and ELCH will operate independently in different parts of the country, but share complementary operations.

## II. PROPOSED EMERGENCY RESPONSE

### GREECE (IOCC)

#### 1. Target populations, and areas and sectors of response

ACT member	Sector of response	Geographic area of response	Planned target population									
			0-5		6-17		18-65		+ 65		Totals	
			M	F	M	F	M	F	M	F	M	F
IOCC/APOSTOLI	FOOD (Food kits/ sandwiches/ hot meals)	CHIOS, SAMOS & KOS and surrounding smaller islands	1800 3150	1200 2100	5400 9450	3600 6300	22200 27300	14800 18200	600 2100	400 1400	30000 42000	20000 28000
IOCC/APOSTOLI	NFI (sl.bags adult hygiene kits, baby kits, blankets, jackets)	CHIOS, SAMOS & KOS	825	675	2475	2025	10175	8325	275	225	13750	11250
IOCC/APOSTOLI	WASH	SAMOS	2870	1234	8140	3488	36400	15584	478	206	47888	20512
IOCC/APOSTOLI	SHELTER (new reception centre)	CHIOS	2880 5400	1920 3600	8640 16200	5760 10,800	36000 46800	24000 31200	480 3600	320 2400	48000 72000	32000 48000
<b>ESTIMATED Totals (in individuals):</b>			8375 12245	5029 7609	24655 36265	14873 22613	104775 120675	62709 73309	1833 6453	1151 4231	139638 175638	83762 107762
											<b>223,400 283,400</b>	

#### 2. Overall goal of the emergency response (IOCC)

##### 3.3 Overall goal

To mitigate the hardships of the migrant/refugee population, temporarily residing on the Greek islands, in Athens and the Greek mainland and to respond to the needs of the local population.

##### 2.2. Outcomes

1. Alleviate refugee/migrants population's emergency food needs
2. Improve hygiene conditions in the camps and ensure public health on the Islands
3. Improve refugees/migrants living conditions on the Islands
4. Strengthen local community's economically weakest members

#### 3. Proposed implementation plan

##### 3.3 Narrative summary of planned intervention

Based on the findings from continuous needs assessments and on information received from other relevant sources (UNHCR reports, coordination meetings, governmental sources, etc.), it is concluded that there remains an ongoing need for the provision of food and water. Furthermore, IOCC/Apostoli staff identified a significant need for ensuring the improved shelter and living conditions for migrants/refugees, and to a certain extent maintaining the provision of NFIs (on all three islands where we are actively providing the assistance, as well as in the area of Athens). With the opening of the new hotspots on Chios and Samos, and the pending opening of the Kos hotspot, IOCC/Apostoli recommends maintaining a reasonable level of flexibility in its programming, in order to be ready to readjust priorities and, according to its capacity, to respond to greatest needs.

To support the local economy and targeted communities, and to the extent possible and reasonable from a technical perspective, items procured will be purchased from local suppliers, through an open and transparent tendering process. An evaluation committee of IOCC/Apostoli staff will review bids and select vendors that offer the best quality, quantity, availability, delivery terms, and price.

### 3.2 Reference to Logframe

#### Output 1. Provision of food items

IOCC/Apostoli intends to continue providing food assistance (e.g. individual food kits, bulk food and hot meals) with a priority given to Samos and Chios islands. In light of the current massive influx of refugees in Athens, IOCC/Apostoli will monitor these evolving needs as well. In the event that the situation changes dramatically, IOCC/Apostoli will reconsider its strategy and make the appropriate adjustments, both in terms of the type of the assistance provided and the areas covered.

To date, 7,000 food kits have been purchased and the majority of them (6,000) have already been distributed to beneficiaries. The food items were transferred to IOCC/Apostoli's warehouse in Athens. Recognizing the need to continually assess the quality of items being provided, and in adherence with Sphere standards, IOCC/Apostoli staff performs a quality control check before they are packed into kits. Every individual food kit contains: 4 energy bars, 2 small fruit juices, 1 packet of cookies, canned beans and canned peas. The food kits were transported to secure warehouses on each island where they are stored until they are distributed. Until now, the kits have been distributed in locations where no other assistance is available, including ports, monasteries where migrants/refugees make stops en route to island centers, and coast guard premises. This will continue, but it is expected that kits will be distributed at the hotspot too, since activities will be concentrated there.

Since the situation has evolved in such a way that many other NGOs are engaged in providing NFIs, thus alleviating to an extent the need for NFIs, IOCC/Apostoli proposes to shift part of its remaining NFI budget to expand its capacity to provide food. In addition to food kits, it is anticipated that it will be necessary to provide bulk food (rice, wheat flour, oil, beans, etc.) or engage a partner entity to prepare hot meals at the Hotspots. This entity could be a company (restaurant/hotel/caterer) with the capacity to prepare the required quantities of meals, or it could be the army.<sup>1</sup>

#### Output 2. Provision of NFIs

##### Output 2.1 Provision of baby hygiene kits

Since July 2015, the number of the children has notably increased, while local authorities are unprepared to address their special needs.

To cover children's hygiene needs, IOCC/Apostoli is distributing hygiene kits to families with children 0 - 2 years of age. Each baby hygiene kit contains one pack of disposable baby diapers, one pack of wet-wipes, one feeding bottle, one baby shampoo/soap, one diaper rash cream, one cotton washcloth, and one anti-itch cream. The diapers (20) should be sufficient for 5 days; the duration of the other items varies depending on use. Sphere's Guidelines for Basic Hygiene Items were taken into consideration when preparing the baby kit contents, specifically the baby shampoo, lotion/cream and diapers. A certain quantity of baby kits has already been procured and distributed; there is still an adequate supply in IOCC's storage facilities on the three islands, and taking in consideration the number of babies it is expected that this supply will suffice.

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<sup>1</sup> As the army has been given the responsibility for managing the hotspots, and as they have the facilities and experience to prepare large quantities of food on a daily basis, they could be a partner in providing daily meals to the refugees/migrants. At this point, such a partnership is only under consideration, depending on how the situation at the hotspots evolves.



**Output 2.2 Provision of adult hygiene kits**

As an integral component of the response program IOCC/Apostoli has been distributing adult hygiene kits that contain one toothbrush, one toothpaste, one soap, one toilet paper, two hand towels, one shampoo, a pack of sanitary napkins, one antiseptic hand gel, and shaving kit. It is anticipated that one kit covers migrants/refugees personal hygiene needs for a period of approximately 30 days. The content of the kits was chosen in accordance with Sphere recommendations, including soap and menstrual hygiene materials (both considered basic items) as well as toothbrush, toothpaste, and shampoo which Sphere suggests providing according to availability.

As mentioned earlier, many other NGOs are also engaged in providing NFIs, especially on Samos and Chios, so the need for NFIs on the islands is not presently as urgent as it was in the autumn of 2015 when the original appeal was prepared. Therefore, to avoid overlap, IOCC/Apostoli plans to significantly decrease its distribution of adult hygiene kits and to shift a portion of its remaining NFI budget to cover unmet needs, with an emphasis on food provision.

With the changing restrictions at the Former Yugoslav Republic of Macedonia border, there are presently thousands of refugees/migrants “trapped” in Athens. They have arrived from the islands or have been sent back to Athens from the Former Yugoslav Republic of Macedonia border and their stays will be indefinite; this will create an increased need for hygiene kits.

**Output 2.3 Provision of sleeping bags, tents, blankets**

Since November 2015, IOCC/Apostoli has distributed more than 2,500 sleeping bags on the three islands (Samos, Chios and Kos). This assistance was extremely important during the winter and early spring period. Priority was given to vulnerable groups, namely women and children.

Five thousand (5,000) additional sleeping bags are in the process of being procured and will be distributed in the coming months where needed; it is expected that the process will be completed by the end of March 2016.

IOCC/Apostoli chose to distribute sleeping bags (rather than tents and blankets) in order to meet needs that were not being addressed by other agencies.

**Output 2.4 Provision of refrigerated container to serve as morgue for Samos Hospital**

IOCC is urgently addressing serious health concerns raised by the Prefecture of Samos concerning the Samos Hospital Morgue. The hospital morgue informed IOCC/Apostoli that they only had the capacity to hold two bodies for a maximum of two days. Due to the increased number of shipwrecks, there is an urgent need to increase the morgue’s capacity; during January 2016 alone, the hospital received 35 bodies which needed to be held for a period of 40 days, until they could be handed over to their families or, after the local court’s decision, buried by the hospital. In response to this need, IOCC/Apostoli is in the process of purchasing two refrigerated containers (one container is being funded through this appeal) covered with the ACT funds) that together will increase the capacity for the hospital to accommodate up to 24 bodies (in addition to the 2 it could already hold, bringing the total to 26).

**Output 3: Provision of water and sanitation and contribution to improving the accommodations for refugees/migrants in Hotspots****Output 3.1 Provision of portable toilets and showers and improvement of public health**

Since the influx of migrants/refugees, hundreds of people wait in the port of Samos for the next ferry to Piraeus. However, the lack of public toilets in the area posed a public health hazard. The local authorities cited their desire to install portable toilets and portable showers, but did not have the funds to do so. In response to this dire sanitation situation, IOCC/Apostoli installed 8 public portable squatting toilets and 4 portable showers in the port of Vathy. IOCC/Apostoli is mindful that according to Sphere standards, toilets are to be designed and located in such a way as to adhere to certain requirements (including

accessibility for all, safety, placement, location in proximity to dwellings, etc.), however IOCC/Apostoli did not have the freedom to decide where the toilets were placed; these decisions were under the purview of the Port Authority, which made decisions based on a variety of factors. The Samos Municipality connected the toilets and showers to the public sewage system; when the new hotspot is fully completed and operational, the 8 toilets and 4 showers will be moved to the hotspot and connected to the center's sewage and water system.

### **Output 3.2. Contribution to improving the accommodations for refugees/migrants in Hotspots**

In the original appeal IOCC/Apostoli had budgeted two line items to provide technical works in the new Hotspot of Chios in accordance with needs identified at that time. However, by unilateral decision the planned works was carried out by the government, leaving most of these budget lines unspent. The Greek government decided to undertake all technical / engineering works on their own, to make sure that the work is done in accordance with specific local standards and to maintain the uniform approach in design for all Hotspots.

Only one smaller-scale reconstruction activity was undertaken by IOCC/Apostoli: repairing and replacing the windows and doors at the Samos reception center. It is expected that similar interventions will continue to be needed and regardless of size they represent significant assistance in improving the accommodation for refugees / migrants.

IOCC/Apostoli proposes reallocating funds from this budget line to a new budget line, to support the furnishing/equipping of the Hotspots in order to assist the Hotspots in meeting their capacity for accommodating migrants/refugees. The funds will be used for purchasing adequate steel bunk beds and mattresses for hotspots as this is a pressing identified need. Also, some funds are allocated for filling gaps in terms of minor maintenance repairs of the residing facilities for refugees/migrants.

### **Output 4. Assistance to domestic vulnerable population**

As result of the implementation of the adjustment program Greece has achieved an impressive fiscal consolidation (10.8% of GDP) during the period 2009-2014. However, this unprecedented fiscal consolidation came at a great cost in terms of output, income and employment losses. Unemployment rate remains at 25% [as of September 2015 \(the most recent data available\)](#). The most alarming fact is the unprecedented increase of long-term unemployed (over 12 months) from 192,000 in 2008 to 909,000 in 2014. Another worrisome fact is the massive increase in the unemployment rate of young people (less than 29 years old), which increased to 44.9% in 2014 from 17.3% in the 2008.

IOCC/Apostoli will provide support to vulnerable local persons by the end of April 2016. IOCC staff is currently formulating plans in coordination with local and Church authorities for how these funds can best be allocated to have the most impact.



## 3.3 Log frame IOCC

Project structure	Indicators	Means of Verification (MoV)	Assumptions
<b>Goal</b> <i>To mitigate the hardships of the transient refugee/migrant population, temporarily residing on the Greek islands and in Athens, and to respond to the needs of local population</i>			<i>No assumptions</i>
<b>Outcomes</b> 1. Alleviate refugee/migrants' food emergency needs 2. Improve hygiene conditions in the camps and ensure public health on the 3 Islands 3. Improve refugee/migrants' living conditions on the Islands 4. Strengthen local community's economically weakest members	# of refugees with increased access to food and non-food items, shelter, and sanitation facilities	- Local government, Police and Coast guard statistics - UNHCR reports	Government's first reception response at sea entry points will not be drastically altered
<b>Outputs</b> 1. Provision of food items (4 energy bars, 2 small fruit juices, 1 packet of cookies, and two canned goods, sandwiches and hot meals/bulk food) 2. Provision of NFIs (adult hygiene kits, baby kits, sleeping bags, blankets) and refrigerated container to serve as morgue for Samos Hospital 3. Provision of portable toilets and showers and contribution to improving the accommodations for refugees/migrants in Hotspots. 4. Contribution for the most vulnerable domestic population.	-Number and type of food & non-food items distributed -Number of toilets/showers installed - Number of steel bunk beds & mattresses distributed & tents erected -Number of local people directly served	-Tender documentation and purchase orders - Distribution and warehouse records - Photos and media reports - Contractor agreements & delivery receipt protocol	-Influx trends will not drastically increase compared to the last three months of 2015; - Available funds will increase as the number of arrivals increases; - There will not be complete closures of the borders on the Western Balkans route, which would result in increasing the number of refugees/migrants in Greece and extending their stays indefinitely.
<b>Activities</b> 1 Distribution of 70,000 to 90,000 food items (food kits, bulk food, and hot meals) 2. Distribution of 25,000 to 40,000 NFIs (hygiene kits, baby kits, sleeping bags, blankets); Provision of a refrigerated container to serve as morgue for Samos Hospital 3. Installation of 10 portable toilets-showers and distribution of up to 1,000 bunk beds and up to 2,000 mattresses to Hotspots according to need. 4. Provide support to vulnerable domestic populations on Samos, Chios and Kos, to meet their identified needs	<b>List of Key inputs</b> -Personnel: 1 project manager (Athens); 2 project officers (Athens); 1 project coordinator & 3 project officers on 3 islands (Chios, Samos, Kos); warehouse staff (Athens). -Office spaces and related equipment x 3 islands -Warehouses x 3 islands -Rented vehicles x 3 islands		-Weather conditions do not interfere with distribution activities and installation work

### **3.3 Implementation methodology (IOCC)**

#### **3.3.1 Implementation arrangements**

IOCC/Apostoli works closely with other organizations whose activities align with the mission of the ACT Alliance, including UN agencies, government agencies, and local and international NGOs. IOCC/Apostoli will seek to continue this project as long as the need exists and the security situation permits. In the current situation, it is crucial that ACT-members are prepared to adapt to rapid changes in the operational environment and revise their plans as needed.

Project beneficiaries are identified by various means, including communication with local community leaders, site visits, key informant interviews, reports from service providers, and direct information gathered from IOCC/Apostoli staff on-site. The primary target population includes mothers with children, large families, and persons with disabilities, the sick and elderly.

#### **3.3.2 Partnerships with target populations**

In order to prepare this proposal, IOCC/Apostoli consulted with the refugee/migrants, local committees, emergency response actors, host government officials and UN Sector Working Groups to determine gaps in services and understand the needs of the beneficiaries. IOCC/Apostoli circulates data generated for each project with the other organizations to harmonize strategies and coordinate program responses. To address the humanitarian crisis, IOCC/Apostoli cooperates closely with all the actors on the Islands, such as port authorities, police, local churches, UNHCR representatives, and local/international NGOs. Proposed activities have been designed in a culturally appropriate manner based on years of IOCC/Apostoli work in the region.

#### **3.3.3 Cross-cutting issues**

IOCC/Apostoli takes gender and youth into consideration in program design and implementation. Specifically, IOCC/Apostoli focuses on ensuring respect for the rights of vulnerable groups, including children, persons with special needs, and women.

#### **3.3.4 Coordination**

Through this project, IOCC will support the work and organizational development of Apostoli – the NGO of the Greek Orthodox Archdiocese of Athens. Cooperation has been exceptional and Apostoli, though relatively new, has shown both the desire and ability to grow further as a professional humanitarian organization. As noted above, IOCC/Apostoli coordinates its relief efforts with other international and local NGOs that work on the Greek islands. It is active in UN working groups, ensuring continuous coordination and collaboration with the UN agencies and other NGOs. In particular, it works closely with the sub-work groups related to NFI distribution and CRI (Core Relief Items).

#### **3.3.5 Communications and visibility**

IOCC/Apostoli will promote its connection with the ACT Alliance during procurement, storage, and distribution. IOCC, Apostoli and ACT Alliance logos will be incorporated into kits distributed to beneficiaries. The project staff vests and business cards have IOCC, Apostoli and ACT Alliance logos. However, a low visibility strategy will be adopted to respect the sensitivities of the beneficiary population.

#### **3.3.6 Advocacy**

IOCC/Apostoli will ensure the safety and the dignity of beneficiaries and staff. It will offer indirect protection to vulnerable groups through their presence in the field. It will seek to raise awareness of beneficiaries among its constituents and the public about the conditions faced by the refugees/migrants.

### **3.3.7 Sustainability and linkage to recovery – prioritization**

This program is designed as a response to short-term emergency needs and is not intended to be sustainable. There is a need, however, to consider options to maintain facilities that have been repaired and/or renovated.

In addition, IOCC's cooperation with Apostoli will have a positive permanent effect in that it increases Apostoli's operational capabilities which it can apply in future natural emergencies in Greece.

### **3.4 Human resources and administration of funds**

IOCC HQ shall manage the proposed funds as part of its support to this program. Funds will be tracked according to specific project codes and be disbursed according to contracts and monthly cash requests, upon satisfactory settlement of previous advances. IOCC's staff in Athens will monitor partner compliance with financial and operational reporting requirements as well as perform field – level monitoring, according to standard IOCC practice. HQ staff will of course maintain and oversee compliance with standard financial and operational controls and perform requisite monitoring visits during the course of the proposed activities.

IOCC's staff in Athens together with Apostoli's staff in Athens and on the islands will be responsible to lead program implementation. Seventeen Apostoli staff members in the program, finance, procurement, warehouse and legal departments will also help to carry out this project.

### **3.5 Planned implementation period**

The planned implementation period is 01 September 2015 until 31 August 2016.

### **3.6 Monitoring, reporting and evaluation**

The Coordinator of the current project will continuously monitor and supervise activities on the three islands alongside IOCC/Apostoli's Athens-based staff. Several trips to Samos, Chios and Kos are budgeted for this purpose. In addition, the IOCC Project Manager in Athens and Program Coordinator will periodically visit the three Islands to oversee the delivery and installation of procured items as applicable, and assure that activities are being implemented with transparency and efficiency.

IOCC/Apostoli implements international – standard monitoring and evaluation procedures developed in accordance with INGO best practices, as well as guidelines and requirements of EU and the U.S. government agencies. IOCC/Apostoli personnel will work very closely with partners and make periodic announced as well as unscheduled field visits.

**HUNGARY (HIA)****1. Target populations, and areas and sectors of response**

Based on earlier assessments, HIA has chosen the most vulnerable groups of refugees/migrants as their target groups: single women with children, big and or broken families, and unaccompanied minors. [The originally selected target group needs to be widened due to circumstances' change. Therefore, single men arriving at various centres in Hungary are included in the target population.](#)

ACT member	Sector of response	Geographic area of response	Planned target population									
			0-5		6-17		18-65		+65		Totals	
			M	F	M	F	M	F	M	F	M	F
HIA	Non-food items	border entry points, open refugee/migrant centres (Vámoszabadi, Bicske), <a href="#">closed refugee/migrant centres (Nyírbátor, Kiskunhalas, Békéscsaba, Győr, Ferihegy)</a>	50	50	200	350	620	750	30		900	1150
HIA	Psychosocial support	Open refugee/migrant centres in two locations (Vámoszabadi, Bicske), <a href="#">Budapest HIA HQ</a>	270	270	180	180	5	225			455	675
HIA	Education	Open refugee/migrant centres in <a href="#">Vámoszabadi and Bicske, Budapest HIA HQ</a>					105	75				180
HIA	Food security	Budapest Transit Zones, border entry points at Beremend, Barcs and Hegyeshalom	130	130	95	95	300	450			525	675
HIA	Shelter and settlement	Budapest Transit zones (September 2015), border entry points at Beremend (September-October 2015)	150	150	150	150	100	400			400	700

- Explain how these sectors and areas of response were decided on:  
[HIA marked its primer target group as women and children from the beginning of its assistance in July 2015. Meanwhile as the profile of arriving refugees/migrants changed and there has been a rise in](#)

refugees/ migrants single men. Therefore, the decision has been made to assist single men staying in open centres and close detention centres too.

- Indicates specific concerns (protection, security, other)

By the time of 2<sup>nd</sup> revision of current appeal it became visible and HIA is aware that there are some security and protection issues to be dealt with in special regards to HIA female colleagues and social workers.

- Describe the criteria for selection of target population

A criterion to be primary beneficiary of the program was gender and age - preferably female adults especially women, pregnant and lactating women, or children age 0-12, secondly men accompanying their families – wife and children. As there have been a shift in the profile of arriving people – especially since January 2015 – HIA opened towards single men age 18-65, staying at open and closed detention centres.

Make reference to a map of the affected area (to be attached as appendix 1.)

## 2. Overall goal of the emergency response (HIA)

The overall goal of the response is to reduce refugees/migrants' vulnerability, enhance their well-being, and contribute to their awareness raising while staying in Hungary.

## 3. Proposed implementation plan

### 3.1 Narrative summary of planned implementation, covering elements of the log frame:

HIA proposes to implement the assistance program for refugees staying in refugee/migrant centres and, if the situation requires, in other locations in Hungary based on actual assessments on the very much changed conditions. Geographical locations of planned assistance: two open refugee centres – Bicske and Vámoszabadi; 5 closed centres (Győr, Kiskunhalas, Békéscsaba, Nyírbátor, Férihegy) and other locations where refugees/migrants are (this may change during the implementation period, as the situation changes). The project implementation is directed and implemented by HIA HQ in Budapest, assisted by HIA social staff of its institutions around Hungary. Sectors of assistance are: Non-food items, Psycho-social support, Education and Shelter and settlement.

### 3.2 Make reference to log frame (to be attached as Appendix 3), with:

#### 3.2.1 Overall goal

The overall goal of the response is to reduce refugees/migrants' vulnerability, enhance their well-being, and contribute to their awareness raising while staying in Hungary.

#### 3.2.2 Outcomes

1. Non-Food-Items –seasonal clothing – for refugees/migrants are provided
2. Psycho-social support for children and their parents in refugee camps is provided
3. Adult Refugee/ migrants receive awareness raising and open talks
4. Social workers are capacitated on appropriate psycho-social support
5. Social workers receive supervision and are protected for possible traumatization
6. Refugee/Migrants are food secure (not continued)
7. Refugee/ Migrants receive psychosocial training (not continued)
8. Refugee/ Migrants are protected from weather through provision of temporary heated shelter (not continued)

### 3.2.3. Outputs

1. 2,050 persons provided with non-food items including single men (c.ca 650 persons) staying in closed centres, besides women and children (1,400 persons) at border entry points
2. 1,000 persons have a chance to reduce the consequences of traumas through psychosocial assistance
3. 150 persons have the opportunity to have an awareness raising open talk with social workers in open centres, their awareness of basic culture of countries they are heading to is increased
4. 20 social workers attend a workshop about migration and integration
5. Professional peer support for social workers working with refugees/migrants social workers goes through professional peer support process, they become strengthened in their role providing humanitarian assistance for refugees/migrants
6. 1,200 persons provided with food packages – completed
7. 30 social workers participate in a psychosocial training – completed
8. 1,100 persons provided with temporary heated shelter – completed

### 3.2.4 Activities

1. Distribution of blankets, mattresses, seasonal clothing at numerous locations in 5 closed centres, and at border entry points
2. Psycho-social support occasions held weekly in 2 open centres for children and their preferably mothers to reduce the consequences of traumas through psychosocial assistance
3. Hold awareness raising open talks for adult refugees/migrants in 2 open centres. That offers the opportunity for refugees/migrants to have an awareness raising open talk with social workers, by this their awareness of basic culture of countries they are heading to is increased
4. A professional workshop is organised for social workers at HIA HQ. Colleagues and expert(s) invited to make presentation from other organisations and Office of Immigration and Nationality. Social workers have the opportunity to share experiences, best practices and learn from each other
5. Professional peer support is offered for 15 social workers providing humanitarian assistance for refugees/migrants. This peer support strengthens them in their role
6. Distribution of food packages numerous locations, 1200 persons provided with food packages – completed
7. 3 days long psycho-social training is organised for social workers working in the refugee program of HIA, and facilitated by CoS in November 2015 – completed
8. Provision of temporary heated shelter for refugees/migrants at various locations (Beremend and Barcs border entry points. By this comfort ensured for especially those families and mothers while they provide for the needs of their children – feeding, breastfeeding and changing diaper. In total 1,100 people provided shelter – completed

### 3.2.5 Indicators

1. Number of people assisted with NFIs, by having the number of NFIs purchased
2. Number of people attend psycho-social occasions, by counted and recorded number of participants and assessed by the social workers hold these occasions
3. Number of people take advantage of the opportunity of awareness raising open talks
4. Number of social worker participants take part in the workshop proactively and number of those invited external colleagues and experts who come and participate
5. Number of social workers who take the opportunity of professional peer support
6. Number of people assisted with food, by having the number of various food products distributed at various locations
7. Number of social workers attended 3 days long psycho-social training
8. Number of people provided with heated temporary shelter, counted by social workers worked at border entry points where these shelters were established

**3.2.6 Inputs**

- program coordinator
- financial coordinator
- part time volunteer coordinator
- HIA's transportation and logistical capacity
- HIA's storage facilities
- HIA's HQ building
- HIA's existing emergency equipment (assets already had)
- HIA's newly purchased tools and equipment for emergency response (within the appeal)

**3.2.7 Means of verification**

HIA program staff participating and contributing to the implementation of the program's activities are familiar with HIA's already existing working methods applicable in emergency cases and while working on the field. Staff involved keeps record of the quantifiable data (number of people assisted, number of items distributed etc.). Above of that HIA's logistical background system has been giving a support for the program. HIA's internal reporting and monitoring systems applied.

**3.2.8 Assumptions and risks****Assumptions**

- NFI needs of target group measured correctly and made available for program purposes in time
- HIA finds the ways of working with relevant authorities (ONI, open and closed centres)
- target group is willing to take part in psycho-social and awareness raising open talks
- social workers have been working in the program are opened and have the capacity to participate in the professional workshop organized for them
- social workers benefit from the professional peer support offered for them
- HIA has enough capacity to adapt to the changed circumstances

**Risks**

- NFIs cannot be used by the target group
- target group – children and their mothers (parents) are not opened to actively take part in psycho-social occasions regularly
- overburden and burn out of social workers
- rapidly changing circumstances and geographical

## 2.2 Log frame HIA

Project structure	Indicators	Means of Verification (MoV)	Assumptions
<b>Goal</b> The overall goal of the response is to reduce refugees/migrants' vulnerability, enhance their well-being, and contribute to their awareness raising while staying in Hungary.			No significant deterioration in regional or national security and stability. Refugees/Migrants ready to cooperate during project implementation. Coordination structures remains in place.
<b>Outcomes</b> 1. Non-Food-Items –seasonal clothing – for refugees/migrants are provided 2. Psycho-social support for children and their parents in refugee camps is provided 3. Adult Refugee/ migrants receive awareness raising and open talks 4. Social workers are capacitated on appropriate psycho-social support 5. Social workers receive supervision and are protected for possible traumatization 6. Refugee/Migrants are food secure (not continued) 7. Refugee/ Migrants receive psychosocial training (not continued) 8. Refugee/ Migrants are protected from weather through provision of temporary heated shelter (not continued)		Situation reports Monitoring and evaluation reports. Photos News, media.	Socio-economic situation does not worsen.
<b>Outputs</b> 1. 2,050 persons provided with non-	1. # of people assisted with NFIs	Monitoring and evaluation reports.	<ul style="list-style-type: none"> <li>NFI needs of target group measured correctly and</li> </ul>



<p>food items including single men (c.ca 650 persons) staying in closed centres, besides women and children (1,400 persons) at border entry points</p> <ol style="list-style-type: none"> <li>1,000 persons have a chance to reduce the consequences of traumas through psychosocial assistance</li> <li>150 persons have the opportunity to have an awareness raising open talk with social workers in open centres, their awareness of basic culture of countries they are heading to is increased</li> <li>20 social workers attend a workshop about migration and integration</li> <li>Professional peer support for social workers working with refugees/migrants social workers goes through professional peer support process, they become strengthened in their role providing humanitarian assistance for refugees/migrants</li> <li>1,200 persons provided with food packages – completed</li> <li>30 social workers participate in a psychosocial training – completed</li> <li>1,100 persons provided with temporary heated shelter – completed</li> </ol>	<ol style="list-style-type: none"> <li># of people attend psycho-social occasions</li> <li># of people take advantage of the opportunity of awareness raising open talks</li> <li># of social worker participants</li> <li># of social workers who take the opportunity of professional peer support</li> <li># of people assisted with food</li> <li># of social workers attended 3 days long psycho-social training</li> <li># of people provided with heated temporary shelter</li> </ol>	<p>Photos, Distribution lists, Hand over letters</p>	<p>made available for program purposes in time</p> <ul style="list-style-type: none"> <li>HIA finds the ways of working with relevant authorities (ONI, open and closed centres)</li> <li>target group is willing to take part in psycho-social and awareness raising open talks</li> <li>social workers have been working in the program are opened and have the capacity to participate in the professional workshop organized for them</li> <li>social workers benefit from the professional peer support offered for them</li> <li>HIA has enough capacity to adapt to the changed circumstances</li> </ul> <p><b>Risks</b></p> <ul style="list-style-type: none"> <li>NFIs cannot be used by the target group</li> <li>target group – children and their mothers (parents) are not opened to actively take part in</li> </ul>
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			<p>psycho-social occasions regularly</p> <ul style="list-style-type: none"> <li>• overburden and burn out of social workers</li> <li>• rapidly changing circumstances and geographical</li> </ul>
<b>Activities</b> <ol style="list-style-type: none"> <li>1. Distribution NFIs</li> <li>2. Psycho-social support occasions held weekly</li> <li>3. Awareness raising and open talks events</li> <li>4. Workshop organised for social workers</li> <li>5. Professional peer support is offered</li> <li>6. Distribution of food packages (completed)</li> <li>7. psycho-social training organised – completed</li> <li>8. Provision of temporary heated shelter – completed-</li> </ol>	<b>List of Key inputs</b> <ul style="list-style-type: none"> <li>• program coordinator</li> <li>• financial coordinator</li> <li>• part time volunteer coordinator</li> <li>• HIA's transportation and logistical capacity</li> <li>• HIA's storage facilities</li> <li>• HIA's HQ building</li> <li>• HIA's existing emergency equipment (assets already had)</li> <li>• HIA's newly purchased tools and equipment for emergency response (within the appeal)</li> </ul>		

### 3.3 Implementation methodology

#### 3.3.1 Implementation arrangements

HIA, as an NGO with a national network of social institutions has professional staff to be involved in the project and will also employ specific experts for this specific emergency project. Project coordination and management will be facilitated by HIA's International Development and Humanitarian Department involving staff-members from the National Social and Development Department, as well.

Relief items will be purchased and distributed by HIA staff according to HIA's Procurement Policy; distributions will be arranged and documented according to humanitarian standards.

Psychosocial support is provided by social experts on a regular basis in two locations (Bicske and Vámoszabadi) according to an agreement with the Office of Immigration and Nationality, as the supervisor of the reception centres. HIA is open to receive professional assistance from its partners in ACT Alliance.

Non-food items to be distributed among the target population, will be either purchased by HIA or transported to the centres.

#### 3.3.2 Partnerships with target populations

Refugees are staying wide-spread around the country in refugee/migrant centres. Since the beginning of its operation HIA has been communicating with its selected target group. Through the current revised appeal, HIA will reach out and widen its target group according to the latest needs. HIA while had revising current activities listened to the needs and has always been attentive to refugee people's dignity. Information obtained from the Office of Immigration and Nationality was taken into account in the preparation of the current appeal. Besides this, HIA maintains continuous contact with both, the target group and other stakeholders and liaise with official bodies too.

#### 3.3.3 Cross-cutting issues

The project is implemented in conformity with the ACT rules and regulations, Code of Conduct for the International Red Cross and Red Crescent Movement and Non-Governmental Organizations (NGOs) in Disaster Relief, Sphere standards as well as the ACT Code of Conduct – Prevention of sexual exploitation and abuse, fraud and corruption and abuse of power. Participation of women is ensured in all stages of the project implementation. Special attention will be paid to gender balance across all areas of the response. The ACT Protection Policy will be a guiding document that informs our response implementation.

#### 3.3.4 Coordination

HIA is coordinating its activities on different levels. Program Coordinator is responsible for the overall coordination of the program. He is in charge to ensure that staff-members from the HIA's National Social and Development Department are involved and also for social aspects prevail during program implementation.

Program Coordinator's duty is to represent HIA in the national coordination fora headed by the Ministry of Human Capacities, regularly participating in the coordination meetings, where all stakeholders are represented being active in the work, such as: state representatives, representatives of Budapest Municipality, representatives of the Office of Immigration and Nationality, churches, church related organizations, and NGOs.

2 part time social workers employed to work in the open centres.

HIA is also open to organise field visits for international staff from the ACT Alliance.

HIA is going to regularly coordinate its activities with ELCH.

### 3.3.5 Communications and visibility

During the implementation of the project, the general public in Hungary, national, regional and local governments, civil society, and ACT Alliance will be targeted. ACT Alliance communications and visibility guidelines will be followed and the visibility of the Alliance will be ensured. At the same time HIA will inform the general public in Hungary on a regular basis on the implementation of the current project.

### 3.3.6 Advocacy

Due to the specific nature of this project during the implementation HIA advocates the importance of supporting migrants and building an active community among supporters, and between the civil and governmental sector. As part of advocacy HIA while implementing this emergency response and through its communication makes efforts to raise the general public's and government – national and local – attention more on the current situation and disseminate a supportive behaviour by setting up an example with its program. [HIA is advocating the government to increase the amount of international humanitarian and development aid in refugees/migrants countries' of origins.](#)

### 3.3.7 Sustainability and linkage to recovery – prioritization

The program offers an emergency relief; however, well compiles the insufficient capacity of government offered spaces and service. Refugees/migrants need this assistance not only to survive, but also to help them to rebuild their lives, and strengthen their ability to withstand anything the future may hold. HIA together with relevant stakeholders must ensure that aid is being allocated to the most vulnerable ones in ways we know we can make a difference.

### 3.3.8 Accountability – complaints handling

HIA is committed to the humanitarian accountability principles most prominently described in the HAP benchmarks. HIA will ensure that a safe and accessible complaints mechanism is in place. In addition to the Sphere Standards and ICRC's Code of Conduct HIA adheres to Quality Standards of ACT Alliance. There are a number of overarching ACT standards and commitments to which HIA is obliged to adhere irrespective of their areas of work.

## 3.4 Human resources and administration of funds

HIA has an established human resources department with required HR tools. [If necessary, HIA involves special experts as well.](#) Staff related to program implementation will be based in HIA HQ, Budapest, while staff members will travel regularly to different project locations. HIA's accounts comply with national laws and regulations and accountability and transparency is observed in all transactions and reporting.

## 3.5 Planned implementation period

The proposed timeframe for the implementation is 12 months. (September 2015 – August 2016)

## 3.6 Monitoring, reporting and evaluation

[HIA is responsible for overall programme implementation and coordination of the programme. Financial progress is followed separately continuously. The experts responsible for psycho social support work and the HQ support staff of the program are in permanent electronic contact for feed-back and advising. Monitoring is coordinated by HIA Program Coordinator. Situation reports are prepared by the Program Coordinator in collaboration with experts and on basis data collected on the ground and through HIA's continuous presence at project's locations the refugee camps and the emergency shelter. The final financial and narrative report, as well as the audit will be prepared based on the guidelines set by ACT Alliance and will be in conformity with ACT guidelines. The project will be financially audited by an independent auditing company. Representatives of ACT Alliance are welcome to visit the project sites any time.](#)

**SERBIA (PHILANTHROPY)****1. Target populations, and areas and sectors of response**

ACT member	Sector of response	Geographic area of response	Planned target population									
			0-5		6-17		18-65		+ 65		Totals	
			M	F	M	F	M	F	M	F	M	F
Philanthropy	<b>WASH</b> Hygiene kits	Serbia – Presevo, Zajecar, Belgrade, Sid	0	0	640	1,280	1,330	2,660	26	53	1,996	3,993
	Sanitary container (toilet and shower)	Serbia – Presevo, Zajecar	20,000	20,000	20,000	20,000	19,800	39,400	200	600	60,000	80,000
Philanthropy	<b>Food</b>	Serbia – Presevo, Zajecar, Belgrade, Sid	2,325 10,480	2,325 10,480	2,325 10,480	2,325 10,480	267 1,205	5,200 23,445	85 382	148 672	5,002* 22,547*	9,998* 45,077*
Philanthropy	<b>NFI</b>	Serbia – Presevo, Zajecar, Belgrade, Sid	1,950 714	1,950 714	800 286	800 286	1,300 1,390	3,640 2,850	98	162	4,148 2,488	6,552 4,012
Philanthropy	<b>Shelter</b> (fire wood)	Serbia – Presevo, Belgrade, Sid	7,500 0	7,500 0	7,500 0	7,500 0	4,950 0	24,930 0	50 0	70 0	20,000 0	40,000 0
Philanthropy	<b>Psychosocial support and advising</b>	Serbia – Presevo, Zajecar, Belgrade, Sid	50	50	8,000	8,000	11,900	31,880	50	70	20,000	40,000
<b>Totals (in individuals):</b>											30,000 107,031*	40,000 173,082*
											<b>280,113**</b>	

\*Note: Beneficiaries have been known to share the food packets; so the effect population that will receive food is slightly higher; \*\* Numbers slightly differ from provided figures in table 1 due to different sources

## **2. Overall goal of the emergency response (Philanthropy)**

### **2.1 Overall goal**

To contribute to protection of safety, health, dignity and basic human rights of refugee/migrants coming from the Middle East and Africa in Serbia, as well as communities they are transiting through or settling in for the short-term.

### **2.2 Outcomes**

Refugees/ migrants transiting Serbia are provided with emergency assistance in food, hygiene and sanitary items, basic winterisation assistance as well as introduction to rights and duties while staying in Serbia.

## **3. Proposed implementation plan**

### **3.1 Narrative summary of planned intervention**

The planned intervention will be implemented in Presevo, Zajecar, Belgrade and Sid. All the activities are based on thorough needs assessments, and will be coordinated with all relevant stakeholders. Having in mind that all the activities will be organized within the RAPs, all activities and provided assistance will be included in Serbian official reports as well as UNHCR reports. Finally, given the fact that the Serbian Red Cross is mandated to be in charge for distribution of food, hygiene and baby kits in the RAPs, this segment of Philanthropy's activities will be coordinated with the Serbian Red Cross.

## 3.2 Log frame Philanthropy

Project structure	Indicators	Means of Verification (MoV)	Assumptions
<b>Goal</b> To contribute to protection of safety, health, dignity and basic human rights of refugees/migrants coming from the Middle East and Africa in Serbia, as well as communities they are transiting through or settling in for the short-term.	<ul style="list-style-type: none"> <li>- Involvement of local communities and organisations in providing relief to refugees.</li> <li>- The quality of treatment and services refugees receive in Serbia.</li> <li>- Number and types of conflicts among refugees and between refugees and local communities.</li> </ul>	<ul style="list-style-type: none"> <li>- Government and UNHCR reports on refugee crisis</li> </ul>	
<b>Outcomes</b> Refugees/migrants transiting Serbia are provided with emergency assistance in food, hygiene and sanitary items, basic winterisation assistance, as well as introduce them to their rights and duties while staying in Serbia.	<ul style="list-style-type: none"> <li>- Number of people.</li> <li>- Type of assistance.</li> </ul>	<ul style="list-style-type: none"> <li>- Content of kits.</li> <li>- Commissariat. and Police reports</li> <li>- Photo and video documentation.</li> <li>- Media reports.</li> <li>- Philanthropy's reports.</li> </ul>	<i>-new arrivals continue to enter the country with little if not any items</i>
<b>Outputs</b> <ul style="list-style-type: none"> <li>- 71,281 persons will receive food items, selected in accordance with their culture.</li> <li>- 2,000 persons (1,500 women and 500 men) will receive personal hygiene kits. Personal hygiene kits for women will be specifically designed.</li> <li>- 2,000 babies will be provided with food, hygiene and sanitation items.</li> <li>- 2,000 babies and small children will receive winter clothes and boots.</li> <li>- 4,500 adults will receive winter clothes and boots.</li> </ul>	<ul style="list-style-type: none"> <li>- Number of people.</li> <li>- Type of assistance.</li> </ul>	<ul style="list-style-type: none"> <li>- Content of kits.</li> <li>- List of beneficiaries.</li> <li>- Commissariat and Police reports.</li> <li>- Photo and video documentation.</li> <li>- Media reports</li> </ul> Philanthropy's reports.	<ul style="list-style-type: none"> <li>- <i>The new arriving population stay consistent so that the amount of plan aid will be sufficient for the expected new arrivals</i></li> </ul>

<ul style="list-style-type: none"> <li>- Refugees entering Serbia will have clean and safe toilets and showers available. There will be clearly marked facilities for women. A total of 4 shower and 4 toilet containers will be placed in Presevo and Zajecar. The containers have been removed from Presevo after completing sanitation blocks (including both showers and toilets).</li> <li>- Refugees will receive psycho-social, legal and administrative support from trained advisers who will be located in RAP in Presevo, Zajecar, Belgrade and Sid</li> </ul>		
<p><b>Activities</b></p> <p>Purchasing and distribution of emergency kits:</p> <ul style="list-style-type: none"> <li>- <u>Food Kits</u>. 71,281 food kits with 1-day food stock will be purchased and distributed. Each kit will consist of following items: 6 canned fish, 1 pack of Zwieback, 10 energy bars, fruit juice, 2 packs of biscuits, wet wipes, and plastic cutlery.</li> <li>- <u>Personal Hygiene kits</u>. 2,000 personal hygiene kits will be purchased and distributed, among them 1,500 for women and 500 for men. Female hygiene kit will consist of soap, wet wipes, dry disinfection gel, toilet paper, sanitary pads, toothbrush, tooth paste, disinfectant spray, towel, plastic comb, plastic bag. <i>Male hygiene kit</i> will consist of: soap, wet wipes, dry disinfection gel, toilet paper, razor, shaving foam, toothbrush, tooth paste, disinfectant spray, towel, plastic bag.</li> <li>- <u>Baby Care Kits</u>. 2,000 kits for babies will be purchased and distributed. Each kit will consist of following items: diapers (smallest pack), wet wipes, baby soap, towel, baby care cream, milk,</li> </ul>	<p><b>List of Key inputs</b></p> <ul style="list-style-type: none"> <li>- Staff.</li> <li>- Volunteers.</li> <li>- Offices.</li> <li>- Part of equipment.</li> <li>- One vehicle.</li> <li>- Fully functional network of partners, both governmental and civil society.</li> </ul>	<ul style="list-style-type: none"> <li>- Arrivals need planned aid.</li> <li>- Communication and cooperation with state authorities is fruitful and functional.</li> </ul>



3 cans of baby food (fruit, vegetables, meat), fruit juice (~~2 bottles~~), plastic spoon.

- Winter clothes. 4,500 adults and 2,000 babies/small children will receive basic winter clothes, i.e. raincoats, long-sleeved T-shirts, warm jackets and pants, warm underwear and socks, sneakers, waterproof rubber boots, caps and gloves for children.
- Firewood. Significant number of agencies provided this type of assistance, and the needs have been fully met. Philanthropy did not provide this assistance through the ACT appeal.
- Toilet containers. Four (3 in Presovo, 1 in Zajecar) toilet containers have been placed for the period of three months. Each container has separate male and female segment. Male segment consists of 2 toilet cabins, 4 urinals, washbasin, heater, ventilation, sanitary window and boiler. Female segment consists of 3 toilet cabins, 2 washbasins, heater, ventilation, sanitary window and boiler. Containers will be connected to water supplying system, power supply and sewage system. Two toilet containers have been moved from Presevo in mid October due to the necessity to put additional temporary shelter. Sanitation block has been completed and opened in the beginning of January 2016.
- Shower containers. Four shower containers (3 for Presovo, 1 for Zajecar) have been placed for the period of three months. Each container has six separate showers, 2 times 300l-boilers, 4 washbasins and a heater. Containers will be connected to water supplying system, power

<p>supply and sewage system. Three containers have been moved from Presevo in mid October due to the necessity to put additional temporary shelter. Sanitation block has been completed and opened in the beginning of January 2016.</p> <ul style="list-style-type: none"><li>- <u>10,000 leaflets</u> on refugees' rights and duties while staying in Serbia, as well as basic information that enable their movement through Serbia will be printed in most common used languages and distributed in RAPs. Significant number of agencies provided this type of assistance, and Philanthropy did not provide this assistance.</li><li>- <u>10 trained advisors</u> will be deployed to assist refugees in the process of registration and provide basic psycho-social and administrative support.</li></ul>		
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### **3.3 Implementation methodology (Philanthropy)**

#### **3.3.1. Implementation arrangements**

Implementation arrangements will be organized locally. All items will be purchased on local markets, within bids conducted according to Serbian laws. Distribution will be organized in cooperation and coordination with the Commissariat for Refugees and Migration and any other actor relevant for specific activity. The Serbian Orthodox Church has given a public statement promoting Philanthropy's work in providing assistance to refugees and has also offered its capacities for when needed.

#### **3.3.2. Partnerships with target populations**

The communication and partnership with targeted population is rather limited, primarily due to the fact, that their stay in Serbia is rather short at any given moment. If their stay prolongs in the upcoming period, which is expected by most actors, they will be included in design and implementation of activities. English and Arabic speaking persons will be consulted primarily and their inputs will be validated within Philanthropy's response.

#### **3.3.3. Cross-cutting issues**

Implementation of the intervention will be closely coordinated with the Commissariat for Refugees and Migration of the Republic of Serbia, relevant Ministries of the Government of Serbia and UNHCR. UNHCR will provide when needed, logistics assistance, primarily in storage and local transportation of parcels and other items. Furthermore, Philanthropy will cooperate with a number of other local and international organizations, in order to provide structured coordination and avoid overlapping.

#### **3.3.4. Coordination**

The government of Serbia established a Coordination Group of various ministries. The main Coordinator at the level of government is the Ministry of Labour, Employment, Social and Veteran Issue. The Operational Coordinator is the Commissariat for Refugees and Migrations. The Commissariat is in charge of managing Refugee Aid Points (RAPs). In order to provide assistance in RAPs all organisations need to request respective permits, which will be issued by the Commissariat and approved by the police. Philanthropy has established good communication with the Commissariat since the very beginning of this crisis and has full permission to provide assistance in all targeted RAPs. In addition, communication with UNHCR and other international and local CSOs is established, in order to obtain most accurate updated information and avoid overlapping.

#### **3.3.5. Communications and visibility**

Philanthropy will provide adequate communication and visibility support to all its activities. One staff member will be in charge for this, providing frequent short reports on completed activities but also on the development of the situation on the ground. Philanthropy will provide T-shirts and vests with proper ACT Alliance and Philanthropy branding as well as posters and stickers according to ACT Alliance visibility guidelines. Regular updating will also be provided on social networks.

#### **3.3.6. Advocacy**

Philanthropy will include local communities and local parishes whenever possible in order to introduce advocacy elements into this intervention. Engagement of local communities has already started in Serbia, and Serbian citizens widely and positively respond to this crisis, providing support and assistance on number of public places. Philanthropy's staff will also participate on a number of media and public debates on the refugee crises, explaining the situation from the field, and instigate even wider discussions in the causes and consequences of this crisis.

**3.3.7. Sustainability and linkage to recovery – prioritization**

The priority of this intervention is to provide immediate relief and emergency aid.

**3.3.8. Accountability – complaints handling**

Having in mind that beneficiaries are staying rather short time on targeted points, and the language barrier (many refugees do neither speak English nor Arabic, but Urdu, Pashtu, Farsi, etc.) all the information on selection criteria in distribution activities are provided in written in all given languages on distribution spots. In general, communication with refugees is one of the biggest obstacles, and in most cases, it depends on communication with individuals who speak English or Arabic. Complaints are taken by the field workers and preceded to Philanthropy's staff in their weekly reports.

**3.4 Human resources and administration of funds**

Philanthropy will engage full-time, experienced staff in this intervention as well as deploy communication specialist as support. The funds will be exchanged from USD to local currency according to the dynamics of activities. Financial management is run by Philanthropy's full time engaged staff, state-licensed accountant and bookkeeper, using Microsoft Navision. An independent financial audit will be conducted after completion of the intervention, of both project funds but annual Philanthropy's work in total as well.

**3.5 Planned implementation period**

This intervention will last in the period 1 September 2015 – 31 August 2016. The implementation of individual activities will be adjusted according to the needs.

**3.6 Monitoring, reporting and evaluation**

Project monitoring will be organized regularly, at least twice a month, and more frequent if needed. Financial monitoring will be conducted on daily basis according to Philanthropy's policies. Reports will be provided according to agreed time table.

There will be an internal evaluation of the project conducted after its completion. Having in mind that refugees, who had received assistance would not be present at that given moment, their inputs will be collected during monitoring and incorporated into the evaluation report. Nevertheless, evaluation procedure will include local structures and institutions, local communities as well as locally present humanitarian agencies in order to observe the situation and point to potential improvements.

Evaluation will be organised in written and oral structures, using forms, discussion groups, one-on-one interviews, focus groups, etc.

**Overall Europe (Christian Aid)/ ACT-EU****2.1 Overall goal**

We see tangible improvements to the conditions facing refugees coming to - or already in – Europe, as a result of policy and practice changes by the EU member states and institutions.

**2.2 Outcomes**

*(For results based planning & reporting, these correspond to the section of objectives in the Preliminary Appeal format, as will be reflected in the subsequent log frame).*

*Pending completion of this scoping exercise in mid-March, we can say that the advocacy priorities and desired outcomes for ACT Alliance are likely to incorporate the following broad demands:*

- \* The EU puts in place a coordinated humanitarian response to the refugee situation, to address the ongoing humanitarian need along key points of the migratory route, including providing adequate reception facilities
- \* EU member states take a fair and proportionate share of refugees, both those already within the EU and those outside it
- \* Safe and legal pathways to and through Europe are put in place, so that people are not forced to make dangerous and irregular journeys
- \* Harmonised, timely, fair and non-discriminatory asylum procedures are put in place

**3. Proposed implementation plan****3.1 Narrative summary of planned intervention**

ACT Alliance currently has no designated capacity to undertake joint advocacy related to the emerging refugee crisis in Europe. ACT EU is the most obvious part of the ACT family to do this, as its main purpose is to promote justice and peace and the eradication of poverty by influencing European Union decision-making processes as they affect developing countries. It pursues rights-based development from a faith-based perspective. The refugee reception crisis is not, however, included in ACT EU's priorities contained in its strategy, which has been approved by ACT Alliance. If there is to be effective advocacy by ACT members on the issue, therefore, additional capacity is urgently needed, and it is for this reason that we seek to include funding for a dedicated advocacy post in the revised ACT appeal. ACT EU and Christian Aid are therefore uniting to ensure this role is recruited under the ACT appeal.

The added value of this being an ACT Appeal post includes:

- \* Advocacy is a core part of ACT Alliance's mandate. Through advocacy ACT Alliance seeks to influence decision makers, policies, structures, systems to bring about a just, peaceful and sustainable world. ACT leverages the knowledge, experience and member relationships, and the power of communities, to advocate for just laws, policies and practices at all levels. \* As the ACT Alliance statement noted, Governments have a responsibility to protect people as they travel to seek asylum; to uphold people's right to claim asylum and access the correct legal process; and to welcome a proportionate number of refugees, taking advice from the UNHCR

given the scale of the problem. This proposed advocacy towards the EU would promote many of the demands made in this statement.

- \* It would enable the coordination of advocacy across the EU, by a wide range of ACT Alliance members, maximizing their impact with their own governments as well as with the EU collectively.

- \* ACT's global reach and experience, including that of its implementing partners in Europe, will enhance the substance and impact of this joint advocacy, and at the same time the advocacy will enhance the profile of ACT Alliance in Europe

- \* The advocacy strategy could include working with churches to counter the negative narratives about refugees and asylum seekers. As faith-based organisations we can speak with credibility from a faith and values-based perspective.

## 3.2 Log frame Christian Aid/ ACT EU

Project structure	Indicators	Means of Verification (MoV)	Assumptions
<b>Goal</b> We see tangible improvements to the conditions facing refugees coming to - or already in – Europe, as a result of policy and practice changes by the EU member states and institutions.			<i>The refugee crisis in Europe continues, or even worsens</i>  <i>EU Advocacy role is successfully recruited</i>
<b>Outcomes</b> <i>Pending completion of this scoping exercise in mid-March, we can say that the advocacy priorities and desired outcomes for ACT Alliance are likely to incorporate the following broad demands:</i>  * The EU puts in place a coordinated humanitarian response to the refugee situation, to address the ongoing humanitarian need along key points of the migratory route, including providing adequate reception facilities  * EU member states take a fair and proportionate share of refugees, both those already within the EU and those outside it  * Safe and legal pathways to and through Europe are put in place, so that people are not forced to make dangerous and irregular journeys	❖ Policy or system changes observed and/or implemented	Media reports Monitoring visits Communication with key stakeholders	<i>The refugee crisis in Europe continues – if it worsens, for example if there is an escalation of military responses to the refugee crisis our outcomes may shift to reflect those new realities.</i>



* Harmonised, timely, fair and non-discriminatory asylum procedures are put in place			
<b>Outputs</b> * ACT Alliance Advocacy role is recruited and working well. * Effective advocacy of key EU institutions and member states * ACT Alliance and its members working in collaboration on key advocacy lines * Good coordination with other relevant agencies including UN bodies and INGOs allowing for alliance building where appropriate		Discussions with members of ACT EU and ACT Alliance and ACT sister agencies.  Advocacy outputs (for example briefing papers) are produced.	<i>EU Advocacy role is successfully recruited          Commitment and willingness to collaborate continues</i>
<b>Activities</b>  <i>Some examples...</i> * Participation in the ACT Europe Emergency Response Group  * Regular reporting to ACT Alliance in Geneva  * Regular reporting to ACT Europe Forum  * Liaising with the focal point of ACT's Community of Practice on Migration and Development  * Regular contact with implementing	<u>List of Key inputs</u> <ul style="list-style-type: none"> <li>- EU Advocacy role successfully recruited</li> <li>- Full buy in of ACT EU and ACT Alliance member agencies, with good coordination and information sharing.</li> </ul>		<i>EU Advocacy role is successfully recruited           There are no unforeseen limits to ACT EU's capacity</i>

partners

\* The recommended location of the post in Brussels at the ACT EU office will enable good coordination with ACT EU staff and members, and the post-holder would be encouraged to attend ACT EU's six-monthly Policy and Advocacy (PAG) meetings.

### 3.3 Implementation methodology

#### 3.3.1 Implementation arrangements

This arrangement is mainly for a role to be appointed to lead and coordinate EU-focused advocacy. This is an attempt to bring together the ACT agencies who are currently implementing humanitarian programmes for refugees in Greece, Serbia and other states as well as non-implementing organisations keen to play a role in advocating on behalf of refugees. We hope that this role will be able to develop positions in association with the different agencies, create buy-in and amplify ACT's voice on this issue focused at the EU institutions. At present, there is not any tangible project implementation as yet developed. This will be completed once the advocacy scoping exercise in Brussels is completed and alongside the recruited EU Advocacy person.

The appropriate location for this post will be Brussels, since the primary focus of the advocacy will be the EU institutions and member states. Many of the most likely church and other civil society allies are based in Brussels, so the location of the post in Brussels will enable easy access to and cooperation with them. However, it is critical that the person who is appointed draws on the range of voices within the ACT family and especially that the voices of refugees themselves are heard for which agencies implementing will have a pivotal role to play.

As stated in section 3:1, this post will be under the banner of the ACT Alliance. However, as the post would most usefully be based at the offices of ACT EU, in Brussels, and be line-managed by the Director, Floris Faber this will be the arrangement for the role. ACT EU confirm that they are happy to manage the funds related to this role and will receive them directly from the ACT Alliance. This arrangement will ensure that the post-holder benefits from the EU advocacy expertise, experience and contacts of ACT EU staff.

#### 3.3.2 Partnerships with target populations

This role will not be relating directly with target populations in the usual way of a humanitarian program, rather the focus of the activities will be on advocating and engagement with government institutions, chiefly the EU and its member states to achieve improvements in their reception policies and practices, as these are exacerbating the humanitarian crisis in Europe as well as in the region. What we will be doing is ensuring that the experiences and voice of refugees comes through clearly in the advocacy providing a useful support to the humanitarian work being carried out.

#### 3.3.3 Cross-cutting issues

The main cross cutting issues are the humanitarian program work being conducted by ACT agencies which will provide a feed in to this role and the advocacy work conducted. It will be important for the role holder to have a good understanding of migration and refugee issues more generally, including International Humanitarian Law (IHL). It is likely that protection, the elderly, those with disabilities and gender are the main themes that will emerge during joint advocacy but we will be open to working on a range of other cross-cutting issues as needs emerge.

#### 3.3.4 Coordination

The ACT Alliance advocacy post-holder will need to coordinate effectively with ACT Alliance and we envisage this happening in the following ways, and perhaps others as well:

- Participation in the ACT Europe Emergency Response Group as required

- Regular reporting to ACT Alliance in Geneva – an initial aim of bi-monthly would be a suitable aim, participation in the fortnightly ACT European Refugee Response coordination calls would be essential
- Regular reporting to ACT Europe Forum on a monthly basis.
- Liaising with the focal point of ACT's Community of Practice on Migration and Development
- Regular contact with implementing partners – this would be flexible and bilateral contact with all may not be required at all times, but a monthly catch up with relevant focus people would be the initial aim.
- The recommended location of the post in Brussels at the ACT EU office will enable good coordination with ACT EU staff and members, and the post-holder would be encouraged to attend ACT EU's six-monthly PAG meetings.

### **3.3.5 Communications and visibility**

Because this is not a project directly working with communities, communication and visibility will mainly be done at the Brussels level and through joint working with ACT members at member state level where appropriate. This will be developed over the coming months but may include press releases and media briefings, the compilation of briefing/strategy papers and so on but is as yet to be determined

### **3.3.6 Advocacy**

This project has an advocacy focus which is distinct from the overall ACT EU agenda. A staff member at ACT EU is currently undertaking an eight-week scoping exercise in Brussels, collating information on relevant policies, processes and other influencing opportunities, and on advocacy towards the EU which is already being done, and by whom. She is also interviewing ACT EU members to understand the contexts and advocacy opportunities and challenges in their respective countries. This exercise will provide much of the information required to develop an effective advocacy strategy for ACT Alliance but the role and responsibility for it will remain within this specific appeal.

### **3.3.7 Sustainability and linkage to recovery – prioritization**

This element of the appeal is an attempt to provide sustainability by creating a role which will bring together ACT to advocate in Europe in a considered and effective way, in collaboration with the advocacy done by the ACT member agencies and the humanitarian work being carried out by ACT members in Europe.

### **3.3.8 Accountability – complaints handling**

The role holder will have to adhere to the normal standards required by ACT EU and CHS as appropriate.

## **3.4 Human resources and administration of funds**

The main human resource associated with this role is the recruitment of one ACT Alliance advocacy role. This person will be managed by ACT EU and be based in their office, ACT EU will manage the financial responsibility of the budget and report as required with assistance from Christian Aid-Christian Aid as the requesting agency be available to provide some support. This includes support with recruitment and reporting to ACT Alliance as required.

### 3.5 Planned implementation period

The implementation period is for 6 months. It is critical that prioritization of funding, should a new appeal be launched after this current one, is given to continue this role as at least a year would be preferable to allow the post holder to make traction through building relationships and influencing key stakeholders.

### 3.6 Monitoring, reporting and evaluation

Because of the nature of the advocacy that will be conducted – chiefly by the appointment of an ACT Alliance Advocacy role based in Brussels, we anticipate reporting and monitoring of progress to be done regularly but informally. There will be regular reporting to ACT Alliance in Geneva and the ACT Europe Forum (see list above) and part of the duties of this role we anticipate will be to monitor the EU institutions and provide feedback to implementing agencies on key moments and galvanising support for advocacy messaging where appropriate. It would be appropriate for the advocacy element of the appeal to be evaluated along with the wider programme, but we do not anticipate doing a stand-alone formal evaluation nor should it be necessary to do an audit as the vast majority of costs associated with this project are related to salary - rather we will look to collate learning from the process through discussions with key stakeholders both within and outside the ACT family.

## IV. THE TOTAL ACT RESPONSE TO THE EMERGENCY

### Greece

Since the beginning of the project through February 11, 2016, IOCC/Apostoli has undertaken the following actions:

Food kits (34,507 beneficiaries) distributed to refugees/migrants on Chios, Samos, Kos, Kalymnos and Farmakonisi islands; Non-food items (16,957 beneficiaries) distributed on Chios, Samos, Kos, and Oinousses islands; improved hygiene at the Samos reception center through the repair and reconstruction of the water supply network and sewage works, thereby decreasing the risk of possible outbreak of disease and health issues and the provision of 8 toilets and 4 showers at Vathy port (these WASH activities benefiting 29,773 persons to date); and the repair and reconstruction of windows and doors at the Samos reception centre (6,700 beneficiaries to date).

### Hungary

HIA is implementing a 3 months' project in Slovenia, together with the Lutheran Diakonia in Slovenia (EHO Podpornica), the work is supported by Church of Sweden. This is done outside the framework of current appeal.

### Serbia

So far, Philanthropy provided food, personal hygiene, baby kits, containers with showers and toilets and additional staff in Presevo and Zajecar.

### Other activities

Assessment missions of Norwegian Church Aid (NCA) and DanChurch Aid (DCA) – in close collaboration with the ACT-members on the ground – is still ongoing.

### III. APPENDICES TO THE APPEAL DOCUMENT

#### Appendix 1: Maps



Map 1: Overview of open and closed reception centres in Hungary. Map provided by HIA.

**BUDGET - INCOME & ESTIMATED EXPENDITURE – IOCC**

<b>Requesting ACT member:</b>		International Orthodox Christian Charities, Inc.						
<b>Appeal Number:</b>		EUR151						
<b>Appeal Title:</b>		Refugee/ Migrant Crisis						
<b>Implementing Period:</b>		September 1, 2015 - August 31, 2016						
						<b>Appeal</b>		<b>Appeal</b>
						<b>Budget</b>		<b>Budget</b>
<b>INCOME</b>						<i>EURO</i>		<b>USD</b>
Disciples of Christ, USA								17'500
Finn Church Aid								54'600
Norwegian Church Aid								60'979
Church of Brethren, USA								15'000
Diakonie Katastrophehilfe								499'440
ICCO Cooperation								130'884
DanChurchAid								25'346
Christian Aid UK								154'235
Church of Sweden								293'684
<b>INCOME- FIRM PLEDGES (made both through ACT Secretariat and directly)</b>								418'628
<b>TOTAL INCOME</b>						<b>1'452'431</b>		<b>1'670'295</b>



EXPENDITURE								
		Type of	No. of	Unit Cost	1st Appeal Revision	2nd Appeal Revision	1st Appeal Revision	2nd Appeal Revision
				Estimate	Budget	Budget	Budget	Budget
		Unit	Units	EURO	EURO	EURO	USD	USD
					Nov. 13, 2015	Feb 26, 2016	Nov. 13, 2015	Feb 26, 2016
<b>DIRECT COST (LIST EXPENDITURE BY SECTOR)</b>								
	-							
	Output 1: <a href="#">Emergency Food Kit/Hot Meals</a>	Food kit	80'000	7	264'000	525'700	303'600	604'555
	Output 4: Assistance to Local Destitute through Support to the Local Charity Works	Fund per Island	3	10'000	30'000	30'000	34'500	34'500
	<b>Non food items</b>							
	Output 2.1: <a href="#">NFI</a> s (Hygiene Kits, Baby Kits, Sleeping Bags, Shoes, Blankets)		25'000	4	211'000	110'000	242'650	126'500
	Output 2.2: Provision of Refrigerated container to serve as morgue for Samos Hospital		1	22'304		22'304		25'650
	<b>WASH</b>							
	Shelter and settlement	Large Tent/20 people	—	0	0	0	0	
	Output: 3.1: <a href="#">Community infrastructure/1 port</a>	Portable toilet/showers	10.00	1'441	15'000	14'411	17'250	16'573
	Output 3.2: <a href="#">Shelter/Technical works at Hotspots</a>				0	0	0	
	Electrical works (lump sum)–Maintenance/ minor repairs of residing facilities for refugees (lump sum)	<b>Works</b>	<b>1.00</b>	47'826	105'000	47'826	120'750	55'000

	Sewage/sanitation improvements (lump sum)	Works	1.00	56'000	56'000		64'400	
	Hotspots (furnishings/accommodations)	bunk beds & mattresses	1'000	322		322'000		370'300
	<b>Other Sector Related Direct Costs (List expenditure by sector)</b>							
	Salaries & benefits for direct staff (e.g. nutritionist, engineers, program officer / coordinator, driver of nutritionist etc.)				0		0	
	IOCC Project Manager (Athens) 50%	Month	9	4'830	43'470	43'470	49'991	49'991
	Project Coordinator Chios-Samos-Kos	Month	12	3'600	43'200	43'200	49'680	49'680
	Project Officer Chios Island	Month	12	1'694	20'328	20'328	23'377	23'377
	Project Officer Samos Island	Month	12	1'694	20'328	20'328	23'377	23'377
	Project Officer Kos Island	Month	12	1'694	20'328	20'328	23'377	23'377
	Project Officer Athens, no 1	Month	9	1'907	17'163	17'163	19'737	19'737
	Engineering consultant	Days/Months	3	758	2'274		2'615	
	Project Officer Athens, no 2	Month	6	1'739		10'435		12'000
	Warehouse Personnel 15% X7	Month	12	1'350	27'000	16'200	31'050	18'630
	General Director 10%	Month	—	0	0		0	
	Legal Consultant 24%	Month	—	0	0		0	
	Legal Consultant 24%	Month	—	0	0		0	
	Procurement Manager 25%	Month	—	0	0		0	
	Financial Director 12%	Month	—	0	0		0	
	Accountant 51%	Month	—	0	0		0	
	<b>TOTAL DIRECT ASSISTANCE</b>				<b>875'091</b>	<b>1'263'693</b>	<b>1'006'355</b>	<b>1'453'247</b>
	<b>TRANSPORT, WAREHOUSING &amp; HANDLING</b>							
	Transport of relief items/ Trucking and related costs Athens/ 3 islands	fee	3	2'899	16'500	8'696	18'975	10'000

Rental of warehouse- Chios	Month	12	362	3'600	4'348	4'140	5'000
Rental of warehouse- Samos	Month	12	435	3'600	5'214	4'140	5'996
Rental of warehouse- Kos	Month	12	362	3'600	4'343	4'140	4'994
Rental of Vehicles- Chios	Month	12	500	6'000	6'000	6'900	6'900
Rental of Vehicles- Samos	Month	12	500	6'000	6'000	6'900	6'900
Rental of Vehicles- Kos	Month	12	500	6'000	6'000	6'900	6'900
Fuel- Chios	Month	12	145	2'400	1'740	2'760	2'001
Fuel- Samos	Month	12	145	2'400	1'740	2'760	2'001
Fuel- Kos	Month	12	40	2'400	480	2'760	552
Accommodation/4 people/3 islands	Premises	12	1'087	10'800	13'044	12'420	15'001
Accommodation - Athens - 1 person	Premises	9	500	4'500	4'500	5'175	5'175
Travel cost/ Project staff/ / ways	Trip	60	220	7'700	13'200	8'855	15'180
Per diems	Day	87	80	2'800	6'960	3'220	8'004
<b>TOTAL TRANSPORT, WAREHOUSING &amp; HANDLING</b>				<b>78'300</b>	<b>82'264</b>	<b>90'045</b>	<b>94'603</b>
<b>CAPITAL ASSETS</b>							
Computers and accessories	Unit	4	500	2'000	2'000	2'300	2'300
Office Equipment (Printers, Chairs, Desks, Office Supplies)	Unit	3	1'492	3'000	4'476	3'450	5'147
<b>TOTAL CAPITAL ASSETS</b>				<b>5'000</b>	<b>6'476</b>	<b>5'750</b>	<b>7'447</b>
<b>TOTAL DIRECT COST</b>				<b>958'391</b>	<b>1'352'433</b>	<b>1'102'150</b>	<b>1'555'298</b>
<b>INDIRECT COSTS: PERSONNEL, ADMINISTRATION &amp; SUPPORT</b>							
Staff salaries							
Legal Consultant 20%	Month	12	242	2'904	2'904	3'340	3'340
Financial Director 25%	Month	12	431	2'952	5'166	3'395	5'941
Accountant 50%	Month	12	1'367	14'964	16'399	17'209	18'859
Program Manager 20%	Month	12	831	6'648	9'974	7'645	11'471

Office Operations							0
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	Office Space Rental 3 people/3 islands	Premises	12	471	12'600	5'652	14'490	6'500
	Office Utilities Athens Office (5%)	Month	12	85	1'020	1'020	1'173	1'173
	Communications							
	Communication/Telephone/Internet cost/4 people/3 islands	Month	12	362	7'200	4'348	8'280	5'000
	Telephone and fax Athens Office (5%),	Month	12	55	660	660	759	759
	<b>TOTAL INDIRECT COST: PERSONNEL, ADMIN. &amp; SUPPORT</b>				<b>48'948</b>	<b>46'123</b>	<b>56'291</b>	<b>53'042</b>
	<b>AUDIT, MONITORING &amp; EVALUATION</b>							
	Audit of ACT appeal	Estimate	1	6'087	6'325	6'087	6'325	7'000
	Monitoring & Evaluation	Estimate	1	6'087	6'087	6'087	7'000	7'000
	<b>TOTAL AUDIT, MONITORING &amp; EVALUATION</b>				<b>12'412</b>	<b>12'174</b>	<b>13'325</b>	<b>14'000</b>
	<b>TOTAL EXPENDITURE exclusive International Coordination Fee</b>				<b>1'019'751</b>	<b>1'410'730</b>	<b>1'171'766</b>	<b>1'622'340</b>
	<b>INTERNATIONAL COORDINATION FEE (ICF) - 3%</b>				30'593	42'322	35'153	48'670
	<b>TOTAL EXPENDITURE inclusive International Coordination Fee</b>				<b>1'050'344</b>	<b>1'453'052</b>	<b>1'206'918</b>	<b>1'671'010</b>
	<b>BALANCE REQUESTED (minus available income)</b>				<b>1'050'344</b>	<b>621</b>	<b>-463'377</b>	<b>715</b>
	<b>EXCHANGE RATE: local currency to 1 USD</b>							
	Budget rate	1.15						

**BUDGET - INCOME & ESTIMATED EXPENDITURE – HIA**

Requesting ACT member: Hungarian Interchurch Aid							
Appeal Number: EUR151 - <a href="#">revision 2</a>							
Appeal Title: Refugee/ Migrants Humanitarian Response							
Implementing Period: 01.09.2015 - 31.08.2016							
					Appeal		Appeal
					Budget		Budget
<b>INCOME</b>					EUR		USD
<b>INCOME- FIRM PLEDGES (made both through ACT Secretariat and directly)</b>					EURO		US\$
<b>Date</b>							
Presbyterian Disaster Assistance,USA;							7'302
Disciples of Christ,USA							17'500
Finn Church Aid,FINLAND					100'000		112'472
Lutheran World Relief,USA							30'911
Evangelical Lutheran Church in America,USA							50'000
Disciples of Christ,USA							8'000
Church of Sweden,SWEDEN							0
Church of Brethren,USA							0
<b>TOTAL INCOME</b>					<b>100,000</b>		<b>226'185</b>

EXPENDITURE							
Description	Type of	No. of	Unit Cost	Rev 1	Rev 2	Rev 1	Rev 2
	Unit	Units	HUF	HUF	Budget	Budget	Budget
					HUF	USD	USD
<b>DIRECT COST</b>							
<b><u>Food security</u></b>							
Basic food packages	package	2'770.00	3'000.00	0	8'310'000	0	29'785
<b><u>Water, sanitation &amp; hygiene</u></b>							
Hygiene packages for women/men	package	65.00	4'000.00	0	260'000	0	932
<b><u>Non-food items</u></b>							
Devices and consumables for psycho-social support occasions held for children (toys, balls etc.) /2 occasions/week	occassions	-	0	500'000	0	1'792	0
NFIs seasonal clothing - for refugee/migrant centres (closed and opened also) clothing, underclothing, shoes, small value sport equipments	person	650	17'475.00	0	11'358'750	0	40'712
Devices, consumables for psychosocial support	months	10	50'000.00	0	500'000	0	1'792
NFIs - blankets, mattresses, clothing, winter clothing and other NFIs - different locations in Hungary according to needs	persons	400	14'000.00	0	5'600'000	0	20'072
<b><u>Shelter and settlement</u></b>							
Establishment of temporary community shelter in Erőspusztá-minor reconstructions	building	—	0	23'000'000	0	82'437	0
Establishment of temporary community shelter in Erőspusztá	building	—	0	8'000'000	0	28'674	0
Communication utilities for migrants in Erőspusztá shelter	building	—	0	500'000	0	1'792	0
Mobile assistance for refugees at transit zones, temporary and permanent camps	month	5	2'200'364	0	11'001'821	0	39'433

<b><u>Psychosocial Support</u></b>							
Psychologist/Teachers – visits Vámoszabadi and Bicske refugee camps and Erőspusztá shelter, 1 psychologist/2 occasions/week, part-time	month	-	0	2'750'000	0	9'857	0
Social worker – For Liaison and Networking activities	month	—	0	0	0	0	0
Social workers - 2 persons - part time - hold psychosocial training for children in Vámoszabadi & Bicske refugee camps	month	12	320'000	3'200'000	3'840'000	11'470	13'763
Communication and visibility costs (plastic bags for distribution of relief items, stickers, other visibility materials, press conferences)	month	12	100'000	1'000'000	1'200'000	3'584	4'301
Psychosocial training for HIA social workers participating in refugee support, 30 participants (accommodation, travel, meals, interpretation)	event	1	440'000	1'200'000	440'000	4'301	1'577
<b><u>Education</u></b>							
Migration and integration expert – 1 person, counselling on legal procedures and integration	month	—	0	4'500'000	0	16'129	0
Capacity building for teachers teaching refugee/migrant children	month	—	0	3'500'000	0	12'545	0



Awareness raising open talks in refugee/migrant centres for adult refugees/migrants, not exclusive only for those get asylum - (salary, travel costs and equipment/visual aids)	months	6	260'000	3'000'000	1'560'000	10'753	5'591
Workshop about migration and integration for social workers - 20 attendants (expert fee, travel costs, food)	occasion	1	200'000	0	200'000	0	717
Professional peer support for social workers working in refugee/migrant centres providing psycho-social assistance - 15 persons participate	occasion	6	285'000	0	1'710'000	0	6'129
<b>Programme support</b>							
Interpreters, translators	month	12	350'000	3'500'000	4'200'000	12'545	15'054
<b>TOTAL DIRECT ASSISTANCE</b>				<b>54'650'000</b>	<b>50'180'571</b>	<b>195'878</b>	<b>179'859</b>
<b>TRANSPORT, WAREHOUSING &amp; HANDLING</b>							
<b>Transport (of relief materials)</b>							
Travel cost/Running, repair and operational costs of HIA cars	month	12	180'000	800'000	2'160'000	2'867	7'742
Transportation of aid items	month	12	80'000	0	960'000	0	3'441
<b>TOTAL TRANSPORT, WAREHOUSING &amp; HANDLING</b>				<b>800'000</b>	<b>3'120'000</b>	<b>2'867</b>	<b>11'183</b>
<b>CAPITAL ASSETS (over US\$500)</b>							
Laptop with accessories and software	laptop	1	160'000	0	160'000	0	573
<b>TOTAL CAPITAL ASSETS</b>				<b>0</b>	<b>160'000</b>	<b>0</b>	<b>573</b>
<b>TOTAL DIRECT COST</b>				<b>55'450'000</b>	<b>53'460'571</b>	<b>198'746</b>	<b>191'615</b>
<b>INDIRECT COSTS: PERSONNEL, ADMINISTRATION &amp; SUPPORT</b>							

<u>Staff salaries</u>							
Program coordinator/social worker - part time	month	12	280'000	2'500'000	3'360'000	8'961	12'043
Finance coordinator - part time	month	12	160'000	1'500'000	1'920'000	5'376	6'882
Volunteer coordinator - part time	month	2	160'000	0	320'000	0	1'147
<u>Office Operations</u>	-	-	-	-	-	-	-
Office Utilities and stationery	month	12	5'000	500'000	60'000	1'792	215
<u>Communications</u>							
Telephone and fax	month	12	15'000	150'000	180'000	538	645
<u>Other</u>							
Bank fees	month	12	15'000	150'000	180'000	538	645
<b>TOTAL INDIRECT COST: PERSONNEL, ADMIN. &amp; SUPPORT</b>				<b>4'800'000</b>	<b>6'020'000</b>	<b>17'204</b>	<b>21'577</b>
<b>AUDIT, MONITORING &amp; EVALUATION</b>							
Audit of ACT appeal	estimate	1	840'000	840'000	840'000	3'011	3'011
Evaluation	estimate	1	400'000	400'000	400'000	1'434	1'434
Monitoring	estimate	1	492'000	492'000	492'000	1'763	1'763
<b>TOTAL AUDIT, MONITORING &amp; EVALUATION</b>				<b>1'732'000</b>	<b>1'732'000</b>	<b>6'208</b>	<b>6'208</b>
<b>TOTAL EXPENDITURE exclusive International Coordination Fee</b>				<b>61'982'000</b>	<b>61'212'571</b>	<b>222'158</b>	<b>219'400</b>
<b>INTERNATIONAL COORDINATION FEE (ICF) - 3%</b>				<b>1'859'460</b>	<b>1'836'377</b>	<b>6'665</b>	<b>6'786</b>
<b>TOTAL EXPENDITURE inclusive International Coordination Fee</b>				<b>163'224'100</b>	<b>63'048'948</b>	<b>585'365</b>	<b>226'186**</b>
<b>BALANCE REQUESTED (minus available income)</b>				<b>163'224'100</b>	<b>63'048'948</b>	<b>-44'857</b>	<b>0</b>
<b>EXCHANGE RATE: local currency to 1 USD</b>							
<b>Budget rate</b>	<b>279.00</b>						

\*\* Due to rounding's of commas, there is a difference of 1 EUR between Income and Expenditures

**BUDGET - INCOME & ESTIMATED EXPENDITURE – Philanthropy**

<b>Requesting ACT member: Philanthropy</b>  <b>Appeal Number: EUR151</b>  <b>Appeal Title: ACT Alliance Migrants Humanitarian Response</b>  <b>Implementing Period: 1 September 2015 - 31 August 2016</b>			
		<b>Appeal</b>	<b>Appeal</b>
		<b>Budget</b>	<b>Budget</b>
<b>INCOME</b>		<i>RSD</i>	<b>USD</b>
1	Finn Church Aid	6'001'720	56'497
2	Norwegian Church Aid Church Aid	13'111'254	122'982
3	Wider Church Ministries,USA	643'620	6'000
4	United Church of Canada	2'017'706	18'810
5	Lutheran World Relief,USA	5'363'500	50'000
6	Dan Church Aid, Denmark	2'703'932	24'594
7	Dan Church Aid, Denmark	83'272	757
8	Primates World Relief and Development, Canada	1'707'975	15'535
9	Uniting Church of Sweden	15'715'389	147'483
10	Christian Aid UK	10'807'540	100'000
11	Christian Aid UK	16'589'315	154'240
12	Finn Church Aid	12'287'782	109'673
13	Church of Sweden	43'789'927	389'036
14	Dan Church Aid, Denmark	2'768'316	24'594
15	Dan Church Aid, Denmark	85'254	757
16	Church of Brehren,USA		15'000
<b>INCOME- FIRM PLEDGES (made both through ACT Secretariat and directly)</b>		0	0
<b>TOTAL INCOME</b>		<b>133'676'503</b>	<b>1'235'959</b>

EXPENDITURE								
		Type of	No. of	Unit Cost	1st Rev	2nd Rev	1st Rev	2nd Rev
					Budget	Budget	Budget	Budget
					12.11.2015	01.03.2016	12.11.2015	01.03.2016
		Unit	Units	RSD	RSD	RSD	USD	USD
<b>DIRECT COST</b>								
1	Food Kit	Kit	70'281	600	9'000'000	42'168'600	84'112	385'155
2	Hygiene Kit	Kit	2'000	1'200	7'200'000	2'400'000	67'290	21'921
3	Baby Care Kits	Kit	2'000	3'000	9'000'000	6'000'000	84'112	54'802
4	Winter clothes for adults	Kit	4'500	5'500	28'600'000	24'750'000	267'290	226'059
5	Winter clothes for children	Kit	2'000	6'000	33'000'000	12'000'000	308'411	109'604
6	Firewood	tone			1'080'000	0	10'093	0
7	Toilets containers (4 containers)	month	1.5	154'080	231'120	231'120	2'160	2'111
8	Shower containers (4 containers)	month	1.5	154'080	231'120	231'120	2'160	2'111
9	Toilets containers (2 containers)	month	4.5	77'040	346'680	346'680	3'240	3'166
10	Shower containers (1 container)	month	4.5	38'520	173'340	173'340	1'620	1'583
11	Information material for migrants (leaflets and posters )	copies			300'000	0	2'804	0
<b><u>Other Sector Related Direct Costs</u></b>								
1	Salaries & benefits for direct staff							
1.1	Program officer / coordinator	month	12	171'200	2'054'400	2'054'400	19'200	18'764
1.2	Field coordinators (3 persons)	month	12	481'500	5'778'000	5'778'000	54'000	52'774
1.3	Communication/visibility cost	month	12	192'600	2'311'200	2'311'200	21'600	21'110

1.4	Field Psycho-social, legal and administrative support and advisers (10 persons)	month	10	695'500	6'955'000	6'955'000	65'000	63'525
1.5	Philanthropy Distribution Team Volunteers (25 persons)	month	3	133'750	1'337'500	401'250	12'500	3'665
1.6	Refugees shelter cleaning personnal (10 persons)	month	7	500'000		3'500'000		31'968
1.7	Distribution team (10 persons)	month	7	650'000		4'550'000		41'558
<b>TOTAL DIRECT ASSISTANCE</b>					<b>107'598'360</b>	<b>113'850'710</b>	<b>1'005'592</b>	<b>1'039'877</b>
<b>TRANSPORT, WAREHOUSING &amp; HANDLING</b>								
	<b><u>Transport (of relief materials)</u></b>							
1	Hire/ Rental of Vehicles	month	12	160'500	1'926'000	1'926'000	18'000	17'591
2	Fuel for field work coordination	month	12	160'500	1'926'000	1'926'000	18'000	17'591
3	Other travel expenses (Accommodation, tolls, refreshments, bus and airline tickets)	month	8	105'000	840'000	840'000	7'850	7'672
	<b><u>Warehousing</u></b>							
1	Rental of warehouse	facility	6	107'000	642'000	642'000	6'000	5'864
	<b><u>Handling</u></b>							
1	Procurement Officer	month	12	149'800.0	1'797'600	1'797'600	16'800	16'419
<b>TOTAL TRANSPORT, WAREHOUSING &amp; HANDLING</b>					<b>7'131'600</b>	<b>7'131'600</b>	<b>66'650</b>	<b>65'138</b>
<b>CAPITAL ASSETS ( over US\$500)</b>								
1	Lap top	Piece	5	58'850	294'250	294'250	2'750	2'688
<b>TOTAL CAPITAL ASSETS</b>					<b>294'250</b>	<b>294'250</b>	<b>2'750</b>	<b>2'688</b>

<b>TOTAL DIRECT COST</b>					<b>115'024'210</b>	<b>121'276'560</b>	<b>1'074'993</b>	<b>1'107'702</b>
<b>INDIRECT COSTS: PERSONNEL, ADMINISTRATION &amp; SUPPORT</b>								
<b>1</b>	<u>Staff salaries</u>							
<b>1.1</b>	Programme Director	month	12	214'000	2'568'000	2'568'000	24'000	23'455
<b>1.2</b>	Regional Program Coordinator	month	12	192'600	2'311'200	2'311'200	21'600	21'110
<b>1.3</b>	Finance Director	month	12	192'600	2'311'200	2'311'200	21'600	21'110
<b>2</b>	<u>Office Operations</u>							
<b>2.1</b>	Office rent	month	12	42'800	513'600	513'600	4'800	4'691
<b>2.2</b>	Office Utilities	month	12	21'400	256'800	256'800	2'400	2'346
<b>2.3</b>	Office stationery	month	12	21'400	256'800	256'800	2'400	2'346
<b>3</b>	<u>Communications</u>							
<b>3.1</b>	Telephone and fax	month	12	32'100	385'200	385'200	3'600	3'518
<b>4</b>	<u>Other</u>							
<b>4.1</b>	Visibility costs (T-shirts, vests, posters, stickers)	Lump	1	535'000	535'000	535'000	5'000	4'887
<b>TOTAL INDIRECT COST: PERSONNEL, ADMIN. &amp; SUPPORT</b>					<b>9'137'800</b>	<b>9'137'800</b>	<b>85'400</b>	<b>83'462</b>
<b>AUDIT, MONITORING &amp; EVALUATION</b>								
	Audit of ACT appeal	Estimate		642'000	642'000	642'000	6'000	5'864
	Monitoring & Evaluation	Estimate		321'000	321'000	321'000	3'000	2'932
<b>TOTAL AUDIT, MONITORING &amp; EVALUATION</b>					<b>963'000</b>	<b>963'000</b>	<b>9'000</b>	<b>8'796</b>
<b>TOTAL EXPENDITURE exclusive International Coordination Fee</b>					<b>125'125'010</b>	<b>131'377'360</b>	<b>1'169'393</b>	<b>1'199'959</b>

INTERNATIONAL COORDINATION FEE (ICF) - 3%				3'753'750	3'941'321	35'082	35'999
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TOTAL EXPENDITURE inclusive International Coordination Fee					128'878'760	135'318'681	1'204'474	1'235'958
BALANCE REQUESTED (minus available income)					128'878'760	1'642'178	1'204'474	-1
EXCHANGE RATE: local currency to 1 USD								
	Budget rate	109.48						



**BUDGET - INCOME & ESTIMATED EXPENDITURE – Christian Aid/ACT EU**

**Requesting ACT member:** Christian Aid  
**Appeal Number:** EUR 151 (Revision 2)  
**Appeal Title:** ACT Alliance Refugees/Migrants Humanitarian  
**Implementing Period:** 01.03.-31.08.2016

			<b>Appeal Budget EUR</b>	<b>Appeal Budget USD</b>
<b><u>INCOME</u></b>				
<b>INCOME - Received by Requesting Member via ACT Secretariat, Geneva</b>				
<b>Date</b>	<b>Donor Name</b>	<b>Payment advice #</b>		
	List by date & donor name and fill in amount- indicate original currency amount and payment advice #		0.00	0.00
<b>INCOME - Cash received directly from donors</b>				
<b>Date</b>	<b>Donor Name</b>			
	List by date, donor name and fill in amount- indicate original currency amount		0.00	0.00
	Interest earned		0.00	0.00
<b>INCOME - In-kind donations received</b>				
<b>Date</b>	<b>Donor Name</b>			
	List by date, donor name and fill in amount- indicate items received in brief		0.00	0.00
<b>INCOME- FIRM PLEDGES (made both through ACT Secretariat and directly)</b>			0.00	0.00
<b>Date</b>	<b>Donor Name</b>			
	List by date, donor name and fill in amount - indicate original currency amount			
<b>TOTAL INCOME</b>			<b>0.00</b>	<b>0.00</b>

EXPENDITURE								
		Type of	No. of	Unit Cost	1st Rev	2nd Rev	1st Rev	Appeal
					Budget	Budget	Budget	Budget
		Unit	Units	EUR	EUR	EUR	USD	USD
<b>DIRECT COST (LIST EXPENDITURE BY SECTOR)</b>								
<b>ADVOCACY</b>								
	Advocacy materials	Briefings or documents	5'000	1	0	5'000		4'545
						0		0
	ACT Advocacy post (staff salaries)	months	6	6'000	0	36'000		32'727
	Needs Assessment				0	0		0
	Rapid Support Team				0	0		0
	Communication/visibility cost				0	0		0
	Beneficiary Selection				0	0		0
<b>TOTAL DIRECT ASSISTANCE</b>					<b>0</b>	<b>41'000</b>	<b>0</b>	<b>37'273</b>
<b>TRANSPORT, WAREHOUSING &amp; HANDLING</b>								
	<b>Transport (of relief materials)</b>							
	Hire/ Rental of Vehicles				0	0	0	0
	Fuel				0	0	0	0
	<b>Warehousing</b>				0		0	
	Rental of warehouse				0	0	0	0
	Wages for Security/ Guards				0	0	0	0
	<b>Handling</b>				0		0	
	Salaries for Logistician and Procurement Officer				0	0	0	0
	Salaries / wages for labourers				0	0	0	0
	Salaries / wages for Drivers				0	0	0	0
					0		0	
<b>TOTAL TRANSPORT, WAREHOUSING &amp; HANDLING</b>					<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

<b>CAPITAL ASSETS ( over US\$500)</b>							
	Computers and accessories		1	1'000	0	1'000	909
	<b>TOTAL CAPITAL ASSETS</b>				<b>0</b>	<b>1'000</b>	<b>909</b>
<b>TOTAL DIRECT COST</b>					<b>42'000</b>		<b>38'182</b>
<b>INDIRECT COSTS: PERSONNEL, ADMINISTRATION &amp; SUPPORT</b>							
	<u>Other</u>						
	Travel to Geneva	trips	3	1'000	0	3'000	2'727
	Trips to ACT partners in Europe	trips	5	1'000	0	5'000	4'545
	Recruitment costs	estimate	1	1'000	0	1'000	909
<b>TOTAL INDIRECT COST: PERSONNEL, ADMIN. &amp; SUPPORT</b>					<b>0</b>	<b>9'000</b>	<b>8'182</b>
<b>AUDIT, MONITORING &amp; EVALUATION</b>							
	Audit of ACT appeal	estimate	-	0	0	0	0
	Learning and evaluation process	estimate	1	1'000	0	1'000	909
<b>TOTAL AUDIT, MONITORING &amp; EVALUATION</b>					<b>0</b>	<b>1'000</b>	<b>909</b>
<b>TOTAL EXPENDITURE exclusive International Coordination Fee</b>					<b>0</b>	<b>52'000</b>	<b>47'273</b>
<b>INTERNATIONAL COORDINATION FEE (ICF) - 3%</b>						<b>1'560</b>	<b>1'418</b>
<b>TOTAL EXPENDITURE inclusive International Coordination Fee</b>					<b>0</b>	<b>53'560</b>	<b>48'691</b>
<b>BALANCE REQUESTED (minus available income)</b>					<b>0</b>	<b>53'560</b>	<b>48'691</b>

EXCHANGE RATE: local currency to 1 USD

Budget rate

1.10