

Appeal

Europe: Greece, Serbia, Hungary

Refugees/Migrants Humanitarian Response: *Follow on response* - EUR161

Appeal Target: US\$ 3'970'715

Balance Requested: US\$ 3'832'838

Geneva, 24 August 2016

Dear Colleagues,

Since the beginning of 2015 an increased flow of people seeking asylum in Europe or a better life have been travelling into Europe in increasing numbers. The number of asylum seekers has constantly risen from a few thousand in 2014 to over a million entering Europe in 2015. While the number of people entering Europe via the Balkans has fallen since the second quarter of 2016, there are still significant numbers of people arriving daily in countries along the route. Many people are now staying in the countries of arrival in Europe and not moving further, which has caused both governments and NGOs to respond to new needs or respond to the needs in a different way (at least in the semi-long term), including more integration, education and other services.

Refugees and migrants arrive from countries of armed conflict, deep poverty, or social unrest, like Syria, Iraq, Afghanistan and African countries. Many come through the Balkan countries of Greece, Former Yugoslav Republic of Macedonia and Serbia, but since the countries along that route began to close their borders and since the EU and Turkey made a deal to authorise deportations, we are seeing increasing numbers arriving in Italy.

Although Government authorities have scaled up their capacities, they are unable to handle all the needs. Serbia, Hungary and Greece now have significant populations of vulnerable people – many who will not be able to continue their journey into Europe.

At the time of writing, refugees who crossed the Aegean Sea to Greece are not able to officially travel on to other Balkan countries. Some are choosing to make the journey illegally, perhaps using smugglers which puts them at considerable personal risk. More than 20,100 refugees and migrants have been pre-registered and are accommodated in Greece in 53 formal and informal refugee sites. Those who are currently in Greece have found that the legal systems to ensure they are registered and have access to information have been slow to function adequately and preference has been given to Syrian nationals.

In Hungary, officials estimate that approximately 1,500 people entered illegally since a new regulation called “depth border controls” has been introduced by Hungarian authorities along the Serbian and Croatian state border on 4 July. This control means that those migrants who are caught within a distance of eight kilometres from the border are taken back to Transit Zones (TZs). As a result of this new mechanism, the number of people constantly waiting at the TZs has increased (650-700 people), while the number of illegal border crossing decreased. Reception centres are also operating at their full capacities.

In Serbia, there are over 3,500 refugees and migrants as of the day of writing (over 1,000 on the west Serbian border, around 800 in Belgrade and over 1,500 on the border with Hungary) with around 300 per day arriving in July. People traffickers are operating openly and the authorities have struggled to monitor and apprehend those responsible. People are arriving in the Presevo camp in often poor health (there are currently 150 people in the camp). Most are choosing to continue their journey, and at night there are about 600 people sleeping in Belgrade’s parks waiting for an opportunity to cross one of the borders.

ACT Alliance members International Orthodox Christian Charities with its implementing partner Apostoli (IOCC/Apostoli), Norwegian Church Aid (NCA), Philanthropy (PHIL), Ecumenical Humanitarian Organization (EHO), Hungarian Interchurch Aid (HIA) and Christian Aid (CA) together with ACT Alliance EU (CA/ACT EU) plan to continue their humanitarian support to refugees/migrants in Greece, Serbia, and Hungary to contribute to the alleviation of their suffering, by addressing the most pressing needs in the sectors of Food Security, Water, Sanitation and Hygiene, Health, Psychosocial support, Shelter, Non-Food Items, Education and Protection, as well as by providing related humanitarian advocacy across Europe.

The ACT Appeal EUR161 follows on the response to the ACT Appeal EUR151, which ends on 31 August 2016.

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I. EXECUTIVE SUMMARY**TITLE:** Refugees/Migrants Humanitarian Response in Europe: *Follow on response***ACT APPEAL NUMBER:** EUR 161**APPEAL AMOUNT REQUESTED (US\$):** 3'970'715**DATE OF ISSUANCE:** 24 August 2016**NAMES OF ACT FORUM AND REQUESTING MEMBERS:** IOCC/ Apostoli, NCA, PHIL, EHO, CA/ACT EU

ACT REQUESTING MEMBERS	<p>INTERNATIONAL ORTHODOX CHRISTIAN CHARITIES & APOSTOLI (IOCC & APOSTOLI)</p> <p>NORWEGIAN CHURCH AID (NCA)</p> <p>PHILANTHROPY (PHIL)</p> <p>ECUMENICAL HUMANITARIAN ORGANIZATION (EHO)</p> <p>HUNGARIAN INTERCHURCH AID (HIA)</p> <p>CHRISTIAN AID & ACT ALLIANCE EU (CA/ACT EU)</p>
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THE CRISIS

Since the beginning of 2015 an increased flow of people seeking asylum in Europe or a better life have been travelling into Europe in increasing numbers. The number of asylum seekers has constantly risen from a few thousand in 2014 to over a million entering Europe in 2015. While the number of people entering Europe via the Balkans has fallen since the second quarter of 2016, there are still significant numbers of people arriving daily in countries along the route. Although Government authorities have scaled up their capacities, they are unable to handle all the needs. Serbia, Hungary and Greece now have significant populations of vulnerable people – many who will not be able to continue their journey into Europe.

PRIORITY NEEDS

Food Security; Water, Sanitation and Hygiene; Non-Food Items; Shelter; Health; Psychosocial Support; Education; Protection

PROPOSED EMERGENCY RESPONSE

KEY PARAMETERS:	IOCC/Apostoli	NCA	PHIL	EHO	HIA	CA/ACT EU
Project period	1 September 2016 – 31 August 2017					
Geographic areas of response	Greece Mainland Greece: Attica and Epirus/northwest (and flexible mechanism for Islands refugee crisis response if needed)	Greece Mainland: Attica region, North Greece, Central Greece, North West Greece	Serbia Presevo, Zajecar, Sid, Subotica, Belgrade (flexibility to change target location required)	Serbia Subotica, Sid, Adasevci, Principovac, Belgrade (flexibility to change target location required)	Hungary Hungary – 11 locations ¹	Across Europe Based in Brussels but covering areas of Europe affected by the refugee response and EU nations
Sectors of response & projected target population per sector	FOOD SECURITY & NFIs 880 persons (including local community) SHELTER 510 persons EDUCATION 320 persons TOTAL 1,710 persons	WASH 5,000 persons TOTAL 5,000 persons	FOOD SECURITY 1,000 persons WASH 2,750 persons NFIs 2,400 persons SHELTER 2,000 persons PSS 300 persons PROTECTION N : (incl. Cash Card distribution) up to 4,000 persons TOTAL App. 4,000 persons	FOOD SECURITY 1,200 persons NFIs 1,200 persons WASH 1,200 persons HEALTH 849 persons PROTECTION : (child friendly spaces) 600 persons SHELTER 1,200 persons TOTAL 1,200 persons	FOOD SECURITY 6,000 persons WASH 4,000 persons SHELTER & NFIs 2,000 persons PROTECTION 615 persons PSS 5,200 persons TOTAL 17,815 persons	ADVOCACY Government institutions (primarily EU and its member states) Indirect target population: All Refugees/migrants covered by other ACT appeal requesting members

¹ 3 open reception centres-[Vámoszabadi](#), [Bicske](#) and [Kiskunhalas](#), [Körmend](#) -, detention centres - [Győr](#), [Kiskunhalas](#), [Békéscsaba](#), [Nyírbátor](#), [Ferihegy](#), and transit zones- [Röszke](#), [Tompá](#)

TABLE 1: SUMMARY OF APPEAL REQUIREMENTS BY ACT MEMBER AND SECTOR:

Appeal Requirements	IOCC/ Apostoli	NCA	PHIL	EHO	HIA	CA/ ACT EU	Total Requirements
Total requirements US\$	1'005'743	641'193	1'001'449	756'453	463'000	102'877	3'970'715
Less: pledges/contributions US\$	5'000*	0	0	0	30'000*	39'451*	74'451
Balance of requirements US\$	1'000'743	641'193	1'001'449	756'453	433'000	58'550	3,896,264

** Please note that this is only an estimate for transferred unspent balances from EUR151 Appeal, as of time of writing the appeal Accounts had not yet been closed and consolidated.*

TABLE 2: REPORTING SCHEDULE

Type of Report	IOCC/ Apostoli	NCA	PHIL	EHO	HIA	CA/ ACT EU
Situation reports	monthly	monthly	Monthly	monthly	monthly	monthly
Interim narrative and financial report	31.03.2017	31.03.2017	31.03.2017	31.03.2017	31.03.2017	31.03.2017
Final narrative and financial report	31.10.2017	31.10.2017	31.10.2017	31.10.2017	31.10.2017	31.10.2017
Audit report and management letter	30.11.2017	30.11.2017	30.11.2017	30.11.2017	30.11.2017	30.11.2017

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

SECRETARIAT: 150, route de Ferney, P.O. Box 2100, 1211 Geneva 2, Switz. **TEL.:** +4122 791 6033 – **FAX:** +4122 791 6506 – www.actalliance.org



The ACT Alliance secretariat is certified with the Humanitarian Accountability Partnership's 2010 HAP Standard for accountability and quality management.

For earmarking of pledges/contributions, please refer to the spread sheet accessible through this link <http://reports.actalliance.org/>. 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) and Senior Finance Office, Lorenzo Correa (Lorenzo.Correa@actalliance.org) with a copy to the Regional Program Officer, Jana Schroder 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)

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

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

Reshma Adatia
Global Humanitarian Coordinator
ACT Alliance Secretariat

II. OPERATIONAL CONTEXT

1. The crisis: details of the emergency

Greece:

In 2015 more than 850,000 refugees and migrants arrived in Greece, crossing the Aegean Sea from Turkey. Thousands of persons a day landed on the shores of Greece's eastern islands. Ninety percent (90%) were from the world's top 10 refugee-producing countries, with the majority coming from Syria, Afghanistan and Iraq (source: UNHCR²).

The unprecedented flow of migrants into Greece demanded a swift and urgent response from the Greek government, international organizations, Non-Government Organizations (NGOs), with an emphasis on providing emergency shelter, food, healthcare, and Non-Food Items. The response was focused largely on the islands, which were overwhelmed by the sudden surge in arrivals; there were more arrivals in the month of July 2015 alone than in all of 2014. After a temporary stay on the islands (typically less than two weeks), refugees/migrants travelled to the mainland and then headed north to the border with the Former Yugoslav Republic of Macedonia (FYROM) on their way to destinations in Western Europe.

In November 2015, the Former Yugoslav Republic of Macedonia instituted the first in a series of border restrictions, permitting only Syrian, Afghan and Iraqi nationals to cross the border. In February 2016, further restrictions were imposed, barring Afghan nationals from crossing. Finally, on March 8 2016, the border closed entirely for all non-EU citizens without required documentation, stranding tens of thousands of refugees in Greece.

That same month, March 2016, the European Union and Turkey signed an agreement intended to stem the refugee flow from Turkey to Greece. According to the agreement, all refugees/migrants arriving in Greece on or after March 20 would be returned to Turkey, pending review of their asylum applications, on the basis that Turkey is a "safe third country" where they could claim protection. In order to separate the pre-March 20 and post-March 20 arrivals, the Greek government moved all pre-March 20 arrivals to the mainland. Arrivals after March 20 have been accommodated on the islands and not permitted to move to mainland Greece. Although it was expected that the vast majority of refugees/migrants arriving after March 20 would be returned to Turkey, as of early July 2016, only 468 persons were returned. In June 2016, a Greek court ruled that Turkey was not safe for some Syrian refugees. The ruling has called into question whether large numbers of refugees will be returned as intended.³

By early August 2016 there were more than 56,000 refugees/migrants in Greece—48,000 on the mainland and more than 9,000 on the islands—living in more than 50 official sites⁴, run by the Greek army and the Ministry of Migration on mainland Greece. Whereas during 2015 humanitarian agencies were responding to the needs of a transitory population, by mid-2016 the population had become more static, requiring NGOs to shift their approach and address the needs of a population whose length of stay remains unclear. By early August 2016, a pre-registration exercise was completed on the mainland, which is the first step of the asylum process for all refugees/migrants seeking asylum in Greece or elsewhere in Europe. Even though the camps and settlements in various locations of mainland Greece are run by the government or the military, there has been a great need for support from humanitarian actors, as they have the experience and expertise to deal with such situations.

2 <http://data.unhcr.org/mediterranean/country.php?id=83>

3 "Greek court halts Syrian deportations to 'unsafe' Turkey", EUobserver.com, June 3, 2016. Retrieved at <https://euobserver.com/migration/133691>

4 UNHCR data portal and official Greek government refugee crisis reports/tables.

Serbia:

According to the UNHCR (The UN Refugee Agency) data, close to 115,000 refugees and migrants entered Serbia in transiting the Balkan route since the beginning of 2016. The borders were “open” for the first two months of 2016, although only for people coming from the refugee producing countries, i.e. Syria, Iraq and Afghanistan. However, even in the first two months of 2016, Croatian authorities were introducing additional check-ups on their border, pushing back people who were coming even from these countries, but not necessarily from conflict areas (based on their accent).

Even at this point, the human trafficking market was introduced and first organized smugglers appeared. As of the official closure of the borders (night between 8 and 9 March 2016), no safe and organized transportation of refugees and migrants were allowed in any of the countries of the route. In the first couple of weeks, the situation was rather quiet, refugees and migrants were stranded in the countries they stayed in the moment of border closures. However, the smugglers channels soon became more functional, and slowly people started moving along the route again.

The numbers are not as high as they were in 2015, and the movement of people is slower; staying longer in one place. By the end of July 2016 and according to the latest UNHCR data (10 August 2016), there are more than 4,000 refugees and migrants in Serbia (the number is constantly increasing in the last two months), with approx. 300 new entries daily. The only formal open route from Serbia is to Hungary, which accepts 30 individuals per day through its Transit Zones (TZs). This causes a significant decrease of movement pace, and simultaneously an increase of number of people staying in Serbia for longer time in different types of places. Such places are: a) in Refugee Aid Points (RAPs), b) Asylum centres and c) in informal locations, such as Belgrade parks counting approx. 600 individuals daily d) and “no-man’s land” on Serbian-Hungarian border, where there are close to 1,000 individuals at the moment.

Serbian authorities intend to reallocate all refugees and migrants to proper camps, so it is expected that those currently staying in informal camp sites will be accommodated in safe and adequate shelter. The demographic composition of the refugees and migrants has also changed in comparison to last year’s situation. At present, most of them are coming from Afghanistan, Iraq (Yazidis), Pakistan, Syria, Morocco, Algeria and Bangladesh.

Hungary:

Since the beginning of 2015, an increased number of asylum seekers could be noticed in Hungary. The number of asylum seekers has constantly risen from a few thousand in 2014 to approximately 380,000 by October 2015. Refugees are arriving from countries of armed conflict, deep poverty and social unrest, like Syria, Afghanistan, and Iraq as well as Northern and Middle Africa, and are in search for a better life. They are coming through the Balkan region - through Greece, Macedonia, Bulgaria, Serbia, Croatia, approximately 6,000-7,000 persons per day crossed the border of Hungary during August-September-October 2015.

In order to control the flow of refugees/migrants to Hungary, the government built a “temporary barrier” on the Hungarian-Serbian border which is 175 kms long and the border was closed on 16th September 2015; later, on 16th October 2015 the Hungarian-Croatian border also closed.

The aim of the barrier is to control entries into the country through four entry points ([Röszke](#), [Tompá](#), Beremend, Letenye) the government established Transit Zones (TZs), with the aim of facilitating the asylum seeking procedures for those refugees, who would like to apply for asylum in Hungary. At the moment the ones at [Röszke](#) and [Tompá](#) are operating.

As a result of these measures, the number of daily arrivals to Hungary has decreased since October 2015. However, all reception facilities operate on full capacity almost continuously. Besides that,

number of illegal border crossings has not stopped and a temporary camp emerged on the Serbian side of the state border out of the TZs in April 2016.

Total number of registered non-European asylum seekers arriving to Hungary has been 12,719 persons since January 2016. (Afghans: 3,932, Pakistani: 2,211, Syrians: 1,709, Iraqis: 1,597, Moroccans: 736, Iranians: 791, Algerian: 404, others: 1,614.) Data on decisions and pending cases of asylum authorities developed as follows: Beneficiary of Refugee Status: 63, Beneficiary of Subsidiary Protection: 109, Refusals: 1,321 cases, rest of the cases has been abolished (for the same period).

On 1st March 2016 the Office of Immigration and Nationality called a high-level emergency coordination meeting for the biggest humanitarian organizations where Non-government Organizations (NGOs) were requested to support state efforts in opening new reception centres (RCs) as it was expected that numbers of refugees/migrants arriving in Hungary will increase again. As a result, Hungarian Interchurch Aid (HIA) was requested to work in the new RC at [Körmend](#) and provide human resources, Non-Food-Items (NFIs) and psycho-social support according to needs, and coordinating with other NGOs.

On 3rd June 2016 Ministry of Human Capacities convened a meeting for the five biggest aid organizations (Maltese Order, Caritas, Red Cross, Reformed Charity organization, HIA) and announced its support for these organisation requesting them to provide humanitarian assistance/aid at the Hungarian-Serbian border especially along TZs, at [Röszke](#) and [Tompá](#) – as a complementation to Office of Immigration and Nationality's (OIN) work.

A new regulation called "depth border controls" was introduced by Hungarian authorities along the Serbian- and Croatian-Hungarian state border on 4th July 2016. This control means that those Refugees/migrants who are caught within a distance of 8 kilometres from the border are taken back to the TZs. As a result of this new mechanism number of people waiting at the TZs has increased a lot, while number of illegal border crossing decreased.

**Total number of ordered asylum detentions is up to 1,010 since January 2016 - by nationalities: Kosovar: 373, Pakistanis: 38, Afghans: 37, Moroccans: 19, Syrians: 7, others: 334). The number of expulsions ordered by Aliens Policing Authorities Expulsions ordered is in total 345 (Kosovars: 24, Iraqis: 23, Moroccans: 57, Montenegrins: 21, others: 214). Deportations happened in 449 cases (by nationalities: Kosovar-210, Serbian-38, Turkish-59, Albanian-48, Syrian-0, other-94).*

Across European Union:

In 2015, over one million people crossed the Mediterranean Sea in search of a better life in Europe. Most landed in Greece which has until March 20 been a country of transit. EU Member States and Schengen Associated States received altogether [1,392,610 asylum claims in 2015](#), more than doubling the total number of applications registered the year before, 662,165. In [2016](#), 265,560 attempted the same journey. 3,177 went dead or missing. The majority of those are fleeing conflict in Syria, Afghanistan and Iraq.

Despite the fact that the refugee crisis is often called a European crisis, [substantial discrepancies](#) remain in the number of asylum seekers received by European countries - Germany counting the highest number followed by Hungary, Sweden, Italy, Austria and France.

A crucial characteristic of the population of applicants in European countries in 2015 has been the number of un-accompanied children, as more separated children than ever have arrived alone to seek asylum. In 2015, there were [88.700 applications](#) in the EU-28 from unaccompanied minors and 23.1 % of minors were unaccompanied. Among minors who applied for asylum, the share that was unaccompanied was less than half in most EU Member States in 2015, the exceptions being in Sweden, Portugal and Italy.

Of outmost concerns, At least [10,000 unaccompanied child refugees have disappeared](#) after arriving in Europe, according to the Europol, the EU's criminal intelligence agency. Many are feared to have fallen into the hands of organised trafficking syndicates.

Reception conditions vary from one member States to another as asylum systems are made up of a wide variety of reception frameworks and arrangements. The [diversity of reception systems](#), renders any meaningful comparison between European countries a highly challenging endeavour. That's said, one European country, Greece remains a source of concern when it comes to reception conditions of refugees. Following the full closure of the Western Balkans transit route in early March 2016, onward passage from Greece through FYROM has not been possible for arriving refugees and migrants. The restrictive EU-Turkey Agreement that followed came into effect on 20 March. Those who arrived before 20 March are stranded on mainland Greece, and those who have arrived after are on the Greek islands, awaiting possible return to Turkey. Both groups find themselves in run-down conditions. With limited options for travel onwards, more than 50,000 refugees and migrants on mainland Greece are in need of emergency services. In April 2016, the European Commission announced an initial €83 million worth of humanitarian funding for [emergency support](#) projects to assist refugees in [Greece](#). Since the beginning the refugee crisis, the Commission has provided humanitarian aid amounting to over €22.5 million to the Western Balkans, notably to [Serbia](#) and the [Former Yugoslav Republic of Macedonia](#). Through the [EU Civil Protection Mechanism](#), the Commission coordinates the delivery of immediate material to support Member States and neighboring countries facing major peaks in the refugee crisis that overwhelm their immediate response capacities.

2. Actions to date

In the following, requesting members International Orthodox Christian Charities (IOCC)/Apostoli, Norwegian Church Aid (NCA), Philanthropy (PHIL), Ecumenical Humanitarian Organization (EHO), Hungarian Interchurch Aid (HIA) and Christian Aid (CA) present their activities until present.

2.1. Needs and resources assessment

Greece:

IOCC/Apostoli:

International Orthodox Christian Charities (IOCC) and Apostoli have been responding to the refugee crisis since mid-2015. The response was initially focused on the Eastern Aegean islands of Chios, Samos and Kos, which have received the second, third and fourth highest numbers of arrivals respectively, after Lesbos. As the situation changed dramatically in March 2016, however, IOCC/Apostoli reacted accordingly, increasing its response to include mainland Greece and closing its operations in Kos after refugee arrivals there dwindled significantly.

More than 50 official and unofficial refugee sites are spread throughout the mainland and seven islands in the eastern Aegean—Lesbos, Chios, Samos, Leros, Kalymnos, Kos and Rhodes (see Annex 1). Official sites are managed by the army, local authorities, or the Alternate Ministry of Interior. Sites range in size from 4,000 persons to fewer than 100. Accommodations vary greatly, as do provision of services at each site. That the sites are spread across such a large geographic region has been a challenge, making it harder to conduct assessments and provide services at remote locations.

With the signing of the European Union (EU)-Turkey agreement, the situation on the islands changed overnight. Refugees/migrants arriving after March 20 have been unable to leave the islands until their asylum claims were processed. This has resulted in over-crowding of facilities and rising tensions among

refugees/migrants awaiting information about their futures without a clear timeframe to receive a response.

On Chios, IOCC/Apostoli has been active at all three sites on the island: Vial, the official reception and accommodation center, and two open camps – Souda and Dipethe, both of which have been used as overflow sites because Vial is above capacity. All of the sites are over-crowded, with less than 1 m² per person (Sphere Standards recommend 3.5 m²). The three sites have a combined capacity of 1,900, but according to Greek government statistics, 2,425 refugees/migrants were being accommodated as of mid-July 2016.

IOCC/Apostoli's activities on Chios have been focused on food, water and NFI distribution, including hygiene kits, baby kits and sleeping bags. As of this writing, the army is responsible for providing hot meals at Vial, while food at Souda and Dipethe has been provided by volunteer groups, with NGOs filling gaps as needed. Since water on the island is not potable, refugees/migrants will continue to need bottled water.

Like Chios, facilities **on Samos** are over-crowded. The primary reception center hosts more than 1,000 people as of mid-July, yet its official capacity is 850. IOCC/Apostoli's activities on Samos have been focused on providing bunk beds for the new part of the Samos hotspot; repair and renovate electrical and plumbing installations; providing an additional water tank; food, water and NFI distributions, including hygiene kits, baby kits and sleeping bags.

As of August 11 2016, Chios is receiving about 40 refugees/migrants per day and Samos 3 refugees/migrants per day. UNHCR and their partners are now fully engaged in the island hotspots after ceasing their activities on March 20 2016 in response to the EU-Turkey agreement. IOCC/Apostoli will close its activities in Chios and Samos in August 2016 but will closely monitor the situation on the islands and will respond with sending aid, if needed.

The following provides an overview of needs per sector and applies to sites across the mainland and island; it is based on IOCC/Apostoli experience and needs outlined in UNHCR's revised RMRP.

1. Food Security & Non-Food Items:

The Greek army has been responsible for providing food at most sites. This has generally consisted of hot meals provided by caterers. There have been widespread reports of inadequate food quality as well as concerns about populations with special needs, such as diabetics, pregnant women and infants. A rapid nationwide food assessment in refugee sites throughout Greece was conducted by a Food Task Force⁵ to assess and review the current provision of food assistance in Greece taking into account food quality and quantity as well as services' cost effectiveness and to recommend the most feasible food solutions apart from catering. The main recommendations are the following:

- To revise the catering menus from July to September 2016, to introduce a feedback mechanism, and to promote community involvement in food preparation.
- From October through December 2016 to transition from catering to Cash & Voucher grants in combination with the establishment of cooking spaces (communal or individual). Catering services would be continued in selected sites.
- From January 2017 continue providing assistance through Cash/Voucher while promoting the inclusion of vulnerable refugee households into the Greek social safety net program; and to provide transitional shelter with individual household kitchens.

⁵ Food Task Force was an initiative by Ministry of Migration and is consisted of representatives of Ministry of Defense, Ministry of Migration, UNHCR, IOCC/Apostoli and 3 more humanitarian actors.

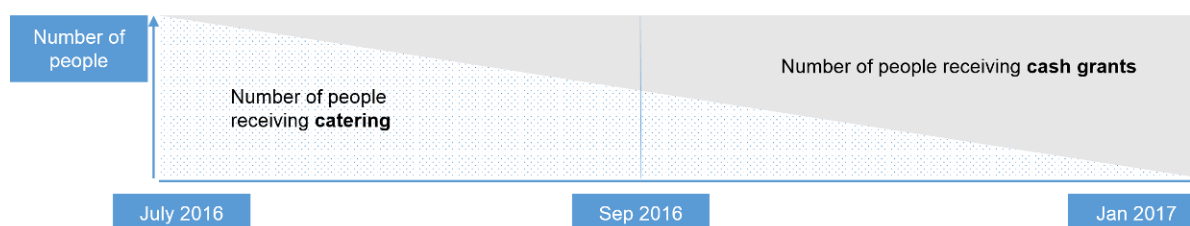


Figure 1. Transition of food assistance through January 2017 (source: “Food Cell Assessment”, Food Task Force)

The RMRP estimated required financial support for Food in Greece: \$22,692,988.

As refugees/migrants extend their stays, personal resources have dwindled or are non-existent. This has been reported by persons of concern (PoCs) to IOCC/Apostoli staff during site visits and interviews. Populations will continue to rely on international organizations and NGOs to meet their NFI needs, including household items, clothing and footwear, and bedding.

As IOCC/Apostoli consider the food needs of refugees/migrants, it is critical to consider the local context—specifically the economic situation in Greece. While the Greek economy is gradually recovering from a deep and prolonged depression, recovery is very slow and the social costs are still high: child poverty has increased, housing costs are a burden, and unemployment remains high.⁶ Total household income in Greece dropped by one-third between 2007 and 2012, recording the biggest fall in the Organization for Economic Cooperation and Development (OECD) and four times the loss recorded in the average Eurozone country. Income losses reflect the unprecedented deterioration of labor-market conditions across large parts of the population, particularly among youth. At 49%, the share of working-age people who are employed is the fourth-lowest among the 34 OECD countries (the OECD average is 65%). Unemployment levels persist at approximately 25% and are forecast to remain at such high levels for the near future, since 60% of the 1.4 million job seekers are long-term unemployed persons. According to a 2016 UNICEF report, 1 in 5 people live in severe material deprivation. Within this context, IOCC/Apostoli believes it is imperative to provide food and NFI assistance to the host community.

2. Shelter:

The Greek Ministry of Defense has officially declared that it will stop providing food assistance to refugee sites in Greece by the end of 2016. For months, humanitarian actors, led by the UNHCR Cash Working Group, have been laying the groundwork to transition from catering to cash/vouchers. Within the next few months (September – December 2016) UNHCR and NGOs are expected to transition to cash/vouchers and begin establishing communal kitchens. In many refugee settlements, improvised kitchens (small stoves) have been established by refugees and migrants to prepare their own food or re-cook the army-delivered food according to their own cultural practices. According to Food Task Force findings communal kitchens can be a viable solution if the following prerequisites are satisfied: access to local markets, an expressed PoC preference for cooking, sufficient energy is available, enough space on each site, and low security risks. The RMRP estimated required financial support for Shelter and NFIs in Greece: \$123,287,329.

3. Education:

There are an estimated 20,000 school age refugee/migrant children in Greece who have missed months or even years of formal education. Therefore, it is critical to begin educational activities as soon as possible. In the short-term, non-formal educational activities should be introduced in the summer months. The longer-term goal is to mainstream children into the national education system, which is

⁶ OECD Economic Surveys: Greece 2016, <http://www.oecd.org/eco/surveys/GRC%202016%20Overview%20EN.pdf>

planned for the 2016-2017 school year. The RRMRP estimated required financial support for Education in Greece: \$5,440,759.

IOCC/Apostoli will continue working in the sectors where it has previous experience: Food Security, NFIs, Shelter and Education.

NCA:

NCA conducted a need assessment in Greece in February 2016 together with the ACT Alliance partners Church of Sweden (CoS) and Finn Church Aid (FCA). Further on, NCA participated in the ACT monitoring field visit in Greece during April.

Water, Sanitation & Hygiene:

NCA has conducted its own rapid needs assessments, focused on WASH, in multiple sites in Attica, Central Greece, North West Greece and is currently conducting a preliminary needs mapping in North Greece. While the level of services differ from site to site, the need for adequate and culturally appropriate sanitation facilities (moving away from chemical toilets), water supply shortages, hygiene promotion and safe sewage collection and disposal is a common request from both the affected population and the site management across all sites.

The sites in Greece are originally not designed or dimensioned for the number of people they are currently housing. This means that people are faced with cramped and unhygienic living conditions, as well as poor access to water and sanitation facilities and services. This context makes people extremely vulnerable to communicable diseases, in particularly those transmitted through the fecal-oral route. It is therefore critical to address the WASH needs of people in these sites, in order to avoid outbreaks of diarrheal diseases, in particularly those that can cause acute watery diarrhea (AWD). The impact these types of diseases have on people's health, in particular children, can be devastating and even life threatening. WASH is therefore a high priority sector in the first emergency relief response.

Serbia:**PHIL:**

The Ministry of Labour, Employment, Veteran and Social Affairs has stressed the need to conduct new needs assessment, since the last overall one was conducted in September 2015. Until then, therefore, the needs assessment is conducted based on the data and requests stated at coordination meetings, both general one in Belgrade, as well as those conducted separately in each camp or centre. Philanthropy and EHO have been active in all coordination activities, actively discussing existing and emerging needs and hereby proposes activities which can address the refugees' and migrants' needs.

1. Food Security:

Since the emergency of the crisis, Philanthropy provided food assistance and distributed both food parcels and hot meals. Additionally, Philanthropy distributed supplementary food such as fruits and yoghurt. All food items are in accordance with UNHCR nutritional standards for persons exposed to constant stress in a long time. Currently Philanthropy is regularly distributing food in Presevo, Belgrade and Sid (one meal per day). Whenever possible (adequate dining facilities and proper hygiene environment), Philanthropy provides hot meals from a licensed catering vendor. Hot meals are provided in Presevo and Sid camp (in two out of three camps in Sid area). The content of meals is selected in accordance to the culture and preferences of beneficiaries' country of origin, and fully meets the needs of children, women (including pregnant and lactating women) and ill people. The menu is defined as a healthy combination of proteins (including vegetable ones), fresh salads and fruit and dairy products that assures preserving of immune system and decreases possibilities of spreading of epidemic diseases caused by weak immune system. In exceptional circumstances when refugees and migrants are staying

in informal settlements, such as parks or bus stations, where hot meals cannot be properly transported, distributed or consumed, food parcels are provided, consisting of cans of fish, energy bars, biscuits, crackers and whenever possible fresh fruit.

Due to the increasing numbers of refugees/migrants it is foreseen that food needs prevail and that needs cannot be covered by one Non-Government Organization (NGOs), but needs the coordinated effort of several NGOs. Philanthropy already gained expertise and know how in food distribution and established a well working structure and hygienic standards of both vendors and members of the distribution team.

2. Water, Sanitation & Hygiene:

Since the crisis, Philanthropy provided hygiene kits to women, babies and men in Presevo, Belgrade, Sid and Zajecar. Furthermore, Philanthropy installed mobile toilet and shower containers, construction of solid sanitation facilities and provided disinfection material and cleaning personnel. All of these programmes were highly gender sensitive.

There are needs for personal hygiene kits, disinfection material for facilities, and cleaning personnel. Philanthropy is constantly monitoring these needs. By the time they reach Serbia, refugees and migrants usually walk for days, having no access to any sanitation or hygiene facilities, oftentimes having lice and scabies, especially children. When reaching camps in Serbia, they immediately ask for personal hygiene items. Accommodation facilities also need to be cleaned and sterilised regularly to avoid spreading the parasites. Philanthropy provides gender-based personal hygiene kits, paying specific attention to separate needs of men and women.

3. Non-Food Items:

As mentioned above, due to the exposure of diseases and parasites while traveling, in cases of new arrivals special attention must be paid to all personal belongings. In most cases people arrive in torn or inadequate clothing, or clothing that needs to be destroyed in order to prevent further spreading of parasites.

The needs for clothing prevails, and Philanthropy is constantly observing and coordinating clothing distribution with other actors on site. The needs for underwear and socks are very high, as well as warm pieces of clothing. Warmer clothing is needed starting from October by latest. Gender-based needs are taken into consideration, and selection of items is done in accordance to the culture of the contexts from which the refugees and migrants are coming from. Special attention is paid to the needs of babies and small children and the scope of items is far broader than for the older children and adults.

4. Shelter:

Refugees and migrants are accommodated in facilities that use pellet for heating. The heating season in Serbia officially starts at 15 October and ends at 15 April. However, the cold weather can even start earlier, particularly cold nights. During the last heating season this assistance has been provided to camps in Sid and Presevo.

The need for heating fuel, i.e. pellet prevails, and Philanthropy, as it did in the last appeal, will provide pellet to refugees and migrants' residential camps.

5. Psychosocial Support:

Until the end of March 2016, refugees and migrants were transiting through Serbia, staying on one location only as long as the registration or crossing the border took place. However, with the situation having changed, and people staying longer, there are more needs for this type of support. There are several agencies whose primary mandate is to provide basic psychosocial support.

In discussing with camp management existing gaps for the coming period, the need for psychosocial support primarily for unaccompanied older minors (boys age 16-18) and single young men (up to the age of 25) prevails. In addition communication and counseling with this specific target group is needed to understand their needs and expectations, explain the current situation in peaceful manner and discuss in details options they have. Philanthropy will hire experts, specialized in working with minors, for this activity.

There is also a need for processing and administration support. For this activity Philanthropy implements through the Commissariat for Refugees and Migrants by seconding staff for everyday tasks this agency has in the camps. Due to the IMF (International Monetary Fund) restriction, the government of Serbia is not allowed to deploy additional staffing, hence number of agencies second their staff to the authorities, enabling them to deliver higher quality work.

6. Protection:

Philanthropy has been providing cash assistance in continuity since December 2015. This type of assistance is available for the following categories: families with small children or families with 3+ children, persons with disability and elderly persons (60+). Additionally, referral mechanism has been developed with the UNHCR and Commissariat for Refugees and Migrants for extremely vulnerable individuals (EVIs) outside of these categories. For months, this assistance has been provided in the Presevo camp only, as the main entry point, and the majority of funds were used to cover transportation costs, and partly food. However, the situation changed after the closure of the borders, and the funds are now being mostly used for food, clothing and hygiene.

The need for this type of assistance prevails. Due to the changed setting, and the fact that refugees and migrants are now staying for months, Philanthropy has made arrangements with the respective Ministry and the Commissariat, and this type of assistance will be available in all camps. Philanthropy is currently the only agency providing cash assistance in Serbia, and according to UNHCR this type of assistance is highly needed and welcome. There is no cash working group in Serbia, and the amount of assistance is currently based on following facts: basic food is provided for all, there are no cooking facilities for refugees and migrants to prepare meals for themselves, basic clothing and hygiene items are provided, but not sufficient. Philanthropy is currently distributing the first set of cash assistance to refugees and migrants who are staying for longer time in Serbia. Detailed PDM (post distribution monitoring) survey will be conducted and according to the results, if needed, both criteria and the granted amount will be discussed. The value of the card is RSD 5,000 (app. USD 45) and it will remain the same, since this amount is tax exempt. If needed, beneficiaries will receive larger number of cards, or distribution will be organized more frequently. Due to the fact that Philanthropy will organize cash cards distribution on several sites, additional protection officers need to be engaged.

EHO:

1. Food Security:

Since the beginning of the crisis, EHO has provided food assistance and distributed over 200,000 both food parcels and hot meals at Keelboat, Berkasovo, Sid, Adasevci, Principovac and Belgrade. Additionally, EHO distributed supplementary food such as fruits, milk and yoghurt. All food items are in accordance with UNHCR nutritional standards for persons long-term exposed to constant stress. Currently EHO is regularly distributing food in Belgrade (one hot meal per day) and twice a week fresh fruit and baby food in Subotica). The content of meals is selected in accordance to the culture and preferences of beneficiaries' country of origin, and fully meets the needs of children, women and ill people. The menu is defined as a healthy combination of proteins (including vegetable ones), fresh salads and fruit that assures preserving of immune system and decreases possibilities of spreading of

epidemic diseases caused by weak immune system. In exceptional circumstances when refugees and migrants are staying in informal settlements, such as parks or bus stations, where hot meals cannot be properly transported, distributed or consumed, food parcels are provided, consisting of cans of fish, energy bars, biscuits, dry fruits, energy seeds and fresh fruit.

Due to the increasing numbers of refugees/migrants it is foreseen that food needs prevail and that needs cannot be covered by one Non-Government Organization (NGOs), but needs the coordinated effort of several NGOs. EHO already gained expertise and know how in food distribution and established a well working structure and hygienic standards of both vendors and distribution team members.

2. Non-Food Items:

Since the beginning of the crisis, EHO has been providing non-food items to women, babies and men in Berkasovo, Adasevci, Sid, Principovac, Subotica and Belgrade.

Having quick needs assessment and flexible actions, EHO, among first, has started to deliver underwear for all age groups and gender, with each of the hygiene kits. All clothes outwear and footwear that is delivered by EHO have been in accordance to the weather condition, as well as culturally appropriate. Regular monitoring and assessment, enables EHO to timely react to the needs and deliver promptly.

3. Water, Sanitation & Hygiene:

Since the beginning of the crisis, EHO has been providing hygiene kits to women, babies and men in Berkasovo, Adasevci, Sid, Principovac, Subotica and Belgrade. Furthermore, in RCR Adasevci contracted four persons for maintenance of the facilities and provided all necessary disinfectants and equipment (vacuum cleaners, buckets, mops, cloths) for all three RCR (Sid, Adasevci, Principovac).

Currently, as the needs for personal hygiene kits and disinfection material for facilities is very high, EHO is providing on regularly basis all facility hygiene material for RCR Subotica, personal hygiene sets for refugees in Subotica and Belgrade. EHO provides gender-based personal hygiene kits, paying specific attention to separate needs men and women have.

4. Health:

From the beginning of the crisis, a mobile medical team was constantly present in the field (Kelebia, Berkasovo-Bapska), and later since end of October, regular, four days per week, shift was covered in the RCR Adasevci. The services of the medical team included first-aid, check-ups, consultation, medicine and referral and/or transport to other health institutions.

Currently, six days per week, EHO medical team is present in RCR Subotica with app. 300 patients per week.

5. Protection:

From the beginning of the crisis, EHO provided a translator and a legal consultant who were providing information and legal services to the refugees on the road. This kind of protection element in the activities stopped when refugees were accommodated in the shelters, and to avoid overlapping, legal consultancy was provided from the organizations which solely expertise was in protection.

Currently, EHO is responsible for running children friendly space in RCR Subotica, where it is using its expertise and trained personnel from other EHO projects (Street children).

6. Shelter:

Since October 2015, refugees and migrants started being accommodated in facilities that were yet to increase their capacities. Until now, EHO has provided over 350 double beds (700 sleeping spots) with mattresses, pillows and bed-laundry accordingly, towels, renovation of 15 rooms, one mobile facility for

socializing, two complete dining rooms (Adasevci and Principovac), two child friendly space, furniture and equipment, small repairs, all four shelters laundry services, as well as maintenance personnel. Having the experience and expertise, EHO plans to continue with the subsidiary support to the State when it comes to the functionality of the shelters.

Hungary:

HIA

Since the beginning of the crisis HIA has been active in providing humanitarian assistance to refugees/migrants. A needs assessment has been prepared by HIA. Due to the nature of the crisis, HIA sought to provide assistance at multiple locations in a mobile way, always responding to the given needs of the most vulnerable ones. HIA has established a team including its staff members, social workers, psychologists, teachers, native Arab and Farsi speakers, interpreters.

1. Food security:

Refugees/migrants are currently staying in different refugee centres around Hungary or waiting outside of the TZs receives as part of their basic state provision food packages. The state provided food package is pretty much the same everywhere. Those are in RCs accommodation is also provided. HIA distributes complementary higher vitamin and energy content food, like: baby formulae, milk, fruits and juices for children, nuts, chocolate and vitamins. Distributions are continuous at all open centres' locations upon needs. The complementary food items meet with food security standards and by distribution of these refugees/migrants receive all nutrition required.

2. Water Sanitation & Hygiene:

Hygiene items are also provided by the state for those are staying in RCs, detention centres (DCs) and TZs. This basic hygiene package is composed on average measures and does not count with the exceptions. HIA provides special hygiene items especially for women and children (e.g. diapers and sanitary pads) and upon needs provides basic items for those have run out their weekly/monthly allowed packages. Distributions are continuous at all open centres' locations upon needs.

3. Non-Food Items:

Refugees/migrants are currently staying in different refugee centres around Hungary or waiting outside of the TZs do not receive clothes as part of their basic state provision. However, as most of them do not either possess weather-appropriate clothes, do not have shelter at TZs (e.g. tents) they much depend on in-kind support (NFIs). HIA considers that in current situation, distribution of NFIs is still one of the most appropriate things to provide. The aim of the assistance is to make conditions of refugees/migrants better and more decent in the open and closed centres. Distributions are continuous at all open centres' locations upon needs having preliminary needs assessment.

4. Health/Psycho-social support:

Refugees/migrants' vulnerability is high especially with groups of new-born babies, pregnant and lactating women and children. Presumably and due to the conditions in Syria, Iraq 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 activities is to release traumas, targeting foremost children, women and families. Due to the changed conditions, HIA widened its target group and involve single men in this activity as well.

Last summer HIA started to provide both crisis assistance and psychosocial services for children in two temporary RCs: [Bicske](#) and [Vámosszabadi](#). 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.

5. Protection:

Those refugees/migrants have been staying in reception facilities, their chances of transiting to other countries have decreased due to recent stricter regulations. HIA has detected through its continuous presence at RCs that in most cases these people lack of concrete plans or the average awareness is missing of basic culture of countries they are heading to. HIA's native Arab and Farsi speaker colleagues also reported that those they have recently talked with state that if they have known, aware of all the problems they struggled and challenged through their routes to Europe they would have not left their homes. Because of the failed hopes and the constant uncertainty of plans refugees/migrants find comforting to have the company of those who are from the same countries than them and to talk with them about practical issues. Therefore, HIA is planning to continue awareness raising open talks in the RCs and TZs.

Also, HIA has experienced during its work (which has been done since the beginning of the refugee/migrant crisis) that its staff and social workers do not always have the necessary competences, lack of training in specific areas and are in most cases overburdened. Therefore, there is a need for capacity building of staff and colleagues as well as peer support.

Across Europe:

CA/ACT EU

In general, the overall trend of EU's policies on the refugee crisis is to keep people out by reinforcing internal and external border controls and pushing the problem out of Europe at any cost. This is only making advocacy work on this topic even more challenging and reinforces the need to act collectively with other like-minded organisations. At the same time, developments on this topic are quite unpredictable. Policy developments are very dependent on security issues in Europe, the volatility of European public opinion, the conflict developments in Africa and the Middle East and the (in) stability of Europe's partners, Turkey notably. Outcomes may shift to reflect the new realities which will come to us in the coming year.

2.2. Situation analysis

Greece:

In 2016, the economy is gradually recovering from a deep and prolonged depression, but recovery is slow and the social costs are high: child poverty has increased, housing costs are a burden, and unemployment remains high.⁷ At 49.6%, the amount of working-age people who are employed is the third-lowest among the 34 OECD countries (according to 3rd quarter 2014 statistics, the most recent OECD data available), and Greece's unemployment rate, approximately 25%, is the highest in Europe. The host population, especially the vulnerable, are in need of additional support to meet their daily food and non-food needs.

In this economic context, the Greek government is limited in its capacity and resources to meet the needs of the more than 50,000 non-Greeks within its borders. Although the number of daily arrivals has decreased significantly (an average of about 60 arrivals per day for the month of July 2016), UNHCR still estimates that there could be a population of up to 100,000 refugees/migrants in Greece by the end of 2016 in need of assistance.⁸ Furthermore, the fragility of the EU-Turkey agreement could lead to a spike in arrivals. If current demographic trends hold, the majority will be women and children (38% women and 22% children).⁹

In responding to the refugee crisis, IOCC/Apostoli had adapted a flexible approach, particularly in terms of program locations. It is expected that the more than 50 refugee sites will be consolidated, but it is not known which sites will be closed or when.

Over-crowded sites, inadequate or insufficient food, and delays in the asylum process have led to growing frustrations on the islands, manifested in frequent security incidents, often inter-ethnic. On both Chios and Samos, refugees have set fires that have damaged some of the facilities. Security concerns have made food and NFI distributions challenging, and posed a security risk to staff and refugees. Distributions can only be conducted with the support of camp authorities in cooperation with other NGOs and volunteers.

A national pre-registration process has been completed. Pre-registration is the first step in the asylum process and is mandatory for anyone seeking asylum in Greece or in another European country, or wanting to be united with family members in Europe. The second and third steps of the process are an appointment at an Asylum Service office, followed by an in-person interview. If the refugee's claim is rejected, the applicant has the right to appeal which could affect the refugees' status in Greece. The Greek Asylum Service is greatly under-staffed; even with additional planned staff and the support of the European Asylum Support Office (EASO), it remains unclear how long it will take to process and evaluate the claims of tens of thousands of applicants. Additionally, while EU member states have agreed to accept 66,400 refugees from Greece by September 2017, as of 7 July, only 6,561 places had been pledged by member states and only 2,192 asylum-seekers have relocated.

Considering these two critical factors—the length of time that it will take to process tens of thousands of asylum applications and the dependence on EU member states to pledge the full 66,400 places—it is anticipated that there will be tens of thousands of refugees in need of assistance in Greece through 2017.

7 OECD Economic Surveys: Greece 2016, <http://www.oecd.org/eco/surveys/GRC%202016%20Overview%20EN.pdf>

8 Regional Refugee and Migrant Response Plan for Europe, January to December 2016 (Revision May 2016), UNHCR

9 Regional Refugee and Migrant Response Plan for Europe, January to December 2016 (Revision May 2016), UNHCR



Once pre-registered, refugees/migrants have the right to legally live in Greece and to move freely within the country for one year. They will continue to be offered free housing at official accommodation sites. Children will have the right to attend Greek public schools. Refugees/migrants will have access to health care, although fees will be required for services and medicines. However, pre-registration does not confer the right to work which is only granted after completing the application for asylum of which pre-registration is the first step.

Overall, the operational context in Greece is challenging as things can change during a relative short time frame, due to political decisions in Europe and Russia, internal challenges in Greece and the changing pattern of migration into Greece. Hence, locations and sites might change during the timeframe of the project.

Serbia:

Serbian authorities have been very proactive from the beginning of the refugee/migrants crisis. One of the reasons is probably already established structures for response in these situations, developed during the 1990s and 2000s and the need to provide assistance to hundreds of thousands of refugees and IDPs. Furthermore, the authorities invited NGOs, both local and international ones to get engaged in this crisis and the communication and coordination was rather good during the whole period. Serbia had elections and the new government is just about to be elected, but the political structure has not changed, and the same Ministries will remain responsible for this response. It is therefore highly unlikely that the operational setting for all agencies working in Serbia will change. Some of the main actors currently working in Serbia are (either directly or through their partners): UN agencies (UNHCR, UNICEF), IOM, Doctors without Borders, Mercy Corps, Save the Children, Danish Refugee Council, International Rescue Committee, Catholic Relief Services, OXFAM, Red Cross, ADRA and local ones.

As of the beginning of this crisis, total number of people registered in Serbia is (according to UNHCR):

June – December 2015	January – 12 June 2016	13 June – ongoing
577,995	97,447	App 300 daily

There are two entry routes to Serbia – one from Greece and Former Yugoslav Republic of Macedonia (FYROM) and second one from Bulgaria. The route through Bulgaria is more dangerous, both due to the smugglers networks and behaviour of Bulgarian police, but is the only solution for those who cannot afford to be transported through sea to Greece. As borders are officially closed, not all the refugees and migrants entering Serbia get registered at entry points. However, Serbian authorities increased military and police forces in the border areas to be able to control the entries and direct people to registration, which provides them with legal status in Serbia, as well as set of primarily public health care and social welfare assistance.

With the rising number of people staying longer in Serbia, camps are being filled again, and at the moment 4,000 refugees and migrants are staying in Serbia, most of them for several months now. Not all of them are yet in the camps, however it is the strong tendency of accommodating as many as possible there, and the number of people being received in the camps is increasing for a couple of hundred on weekly basis.

As the numbers are increasing, the authorities are rapidly preparing additional accommodation space, which will be appointed to existing shelter facilities, where the structure of aid provision and presence of agencies are already functional.

Refugees and migrants staying in Serbia have been smuggled and, according to their statements, experienced series of highly traumatic and abusive situations, such as kidnapping, beating, blackmailing, stealing their belongings, etc. By the time they come to Serbia, they are quite exhausted, most of them ill, and having different needs, fully aware they will be staying for longer time. It is the anticipation of Serbian authorities, given the fact that at the moment Hungarian authorities officially allow only 30 individuals to enter Hungary per day, that the minimum stay of refugees and migrants in Serbia will be 9 months. However, if the trend of new daily entries in Serbia continues, the duration of their stay will prolong.

Hungary:

Since the beginning of January, 2016 there is again an increase in daily arrivals, that can be noticed at the refugee/migrant Reception Centres (RCs). Approximately 650-700 people wait to enter Hungary from the Serbian through the Transit Zones (TZs). According to the official data published on police's website about illegal border crossings, 16,139 cases registered since the beginning of the year. However, it is hard to record the daily arrivals to the border as the police and TZs controls only record people caught by the police and then taken back to the Serbian side and those let in the TZs (15-20 people/day). HIA also noticed a tendency of new arrivals back from western European countries. HIA has met families coming back from Sweden, Switzerland and other countries, stating they were transferred back in line with the Dublin regulation. These people usually cannot go either Western neither want to go back home nor has money to go to their country of origin, therefore they are staying in Hungary. All have in common, that they are having vague plans about their future in western countries e.g. Austria, Germany or Sweden and everything is uncertain.

As a result, reception capacities - closed reception facilities and open ones are operating in full capacities. The capacity of [Kiskunhalas](#) RC is expanded with the accommodation facility of more than 550 persons by mobile container houses.

Although presence of refugee/migrants is different and happens in a coordinated way in the country comparing the current situation to what happened last year the volume of assistance provided by HIA is similar to what it took in number of staff contributed in 2015.

Across Europe:

The EU was unprepared for this increased flow of refugees in 2015 and has been overwhelmed. Pressed by the growing flow of refugees and the human tragedy at its doorstep, the European Commission published the [European Agenda on Migration](#) (13 May 2015) which set the priorities for the EU's migration policy and the basis for discussion of a new measures at the Council. After months of discussions and conversations, the current focus of the European response is to **keep people out by reinforcing internal and external border controls and pushing the problem out of Europe at any cost**. In May 2016, the Commission explicitly [stated](#) that "Protection in the region and resettlement from there should become the model for the future".

On 22 March, the EU and Turkey signed a deal whereby the EU pledged 3 billion euro for Turkey's help in stemming the migratory flow into Europe. According to it, all migrants and refugees who cross into Greece illegally – including Syrians – are sent back. In exchange the EU has committed to resettle 70,000 Syrian refugees from Turkey. Since its implementation, the numbers of arrival in Greece has [dropped substantially](#). The deal is currently on life support after it is becoming unlikely the EU will agree on a visa waiver for Turkish citizens after the harsh repression following the attempted coup in Turkey.

Before that, the deal and its implementation were seen as a success story and a future template model. The Commission and the Council are paving the way for many other bilateral agreements of a similar

kind, starting with the African continent (see [European Commission's Communication on a new Partnership Framework with third countries](#) and [European Council conclusions 28 June 2016](#)). The effective blocking of migrants from reaching the EU and the readmission of deportees is planned to become the main condition for any release of development funds.

Reform of the Common European Asylum System is underway and has started with the revision of the Dublin system – which establishes the criteria to determine the responsible Member State to examine asylum applications. The Commission's proposal issued on 4 May contains very concerning measures clearly in opposition to the Charter of Fundamental Rights and previous ECJ and ECHR case laws. This raises legitimate concerns regarding the forthcoming reform proposals.

On another note, progress on resettlement and relocation have been extremely unsatisfactory. In July 2015, EU member States agreed to resettle 22,000 refugees and in September 2015, to relocate 160,000 refugees from Greece and Italy. As of 15 June 2,280 out of the 160,000 refugees have been relocated and 7,272 out of the 22,000 resettled. More info [here](#).

2.3. Capacity to respond

Greece:

IOCC/Apostoli:

IOCC first began working in Greece in 1993; Apostoli was founded in 2010. With strong relationships at the Ministry and local government levels, as well as an extensive Church network, IOCC/Apostoli has been well positioned to respond since the onset of the crisis. IOCC/Apostoli's capacity has grown over the past year: the refugee response team has nearly quadrupled and programs have grown in geographic and sectorial scope. Since early 2016, IOCC has had a full-time staff person in Athens to coordinate its humanitarian response.

Over the course of the past fifteen months, IOCC/Apostoli has established very close working relationships with local officials, NGOs, and volunteer groups on Chios, Samos and Attica region, which has greatly facilitated needs assessments and program implementation. IOCC/Apostoli staff has also gained a thorough knowledge of sites in Attica, making it easier to identify future sites for interventions. At the same time, IOCC/Apostoli has experience and strong Church relationships in the Epirus region, which will facilitate its work at refugee/migrant sites there.

Through ACT alliance and bilateral funding, IOCC/Apostoli has provided assistance to refugees/migrants at multiple sites in Attica, including Piraeus, Elliniko, Malakasa, Eleonas, Agios Andreas, Elefsina, Lavrio and Skaramagas. Assistance has been in the sectors of Food Security (hot meals and food kits); Water, Sanitation & Hygiene (WASH) (installation of portable toilets and showers and the implementation of hygiene promotion activities); Shelter (bunk beds and technical repair works); Non-Food Items (NFIs) (sleeping bags, hygiene kits and baby kits) and Education, namely Non-formal education in refugee sites and Apostoli's home for unaccompanied minors and after-school children's center.

Additionally, IOCC/Apostoli staff has benefited from capacity building activities through ACT members visits, trainings (see 2.4), having the IOCC Regional Technical Advisor – Health, Nutrition and Infant and Young Child Feeding (IYCF) based in Lebanon as a special advisor for the food provision program, and support and monitoring from IOCC experts worldwide. In June 2016, IOCC Safety and Security Manager travelled to Greece to assess security situation in the refugee sites in the mainland and on the islands; a report on Greece Safety Recommendations will be shared with staff responding to the refugee crisis.

NCA:

Norwegian Church Aid (NCA) is a diaconal organisation mandated by churches and Christian organisations in Norway to work with people around the world to eradicate poverty and injustice. NCA provides humanitarian assistance and works for long-term development.

NCA in Greece is in the process of registration and has already established an office space in Athens. NCA Humanitarian Coordinator has been based in Athens, Greece since February 2016 and NCA WASH Coordinator since April 2016, building up relationships with the local partner, local authorities, UNHCR, UNICEF and the local INGO community. Additionally, NCA WASH advisors were deployed in order to strengthen NCA's project and contribute in building up the capacity of the local partner.

NCA together with Apostoli/IOCC have been designing and successfully implementing both hardware and software WASH activities and plans to use the lessons learned and the good practices in the future projects.

NCA has created an organogram for the future response plans and is in the process of hiring a WASH Manager and a Humanitarian advisor, as well as national WASH staff. NCA is planning to implement WASH activities with local partners as well as by direct implementation.

NCA will have the overall responsibility of the management, design and implementation of the project and for the training and capacity building of partner staff.

Serbia:

PHIL:

Philanthropy has a well-structured operation team on three locations at the moment, with the ability to expand if needed. Both Belgrade headquarters staff and locally engaged field teams are fully trained and experienced in responding in this fast changing setting. When needed, Philanthropy additionally engages volunteers, who also have experience and can easily and quickly adapt to given crisis situation.

Philanthropy has been founded in 1991 as the Serbian Orthodox Church response to the needs of population affected by wars in the former Yugoslavia. For the first decade of its existence, Philanthropy was focused solely on providing humanitarian aid to hundreds of thousands of refugees and IDPs, having offices and staff in several locations in Serbia, but also in Montenegro, Bosnia and Herzegovina and Croatia. Since 2000, even after initiating development programmes, Philanthropy remained its presence in providing aid in disasters, such as earthquakes and floods, but also in long term providing assistance to refugees and IDPs still present in Serbia. Philanthropy reacted immediately after the invitation of the government of Serbia to get engaged in the refugees and migrants crisis response in July 2015. This has shown that Philanthropy has the capacity to respond to this crises timely and adequately.

EHO:

The Ecumenical Humanitarian Organization, EHO (www.ehons.org) was founded in 1993 at the initiative of the World Council of Churches (WCC) by five local churches. EHO is one of the leading civil Society Organizations (CSOs) in the region with activities in the area of interethnic cooperation, social inclusion of the Roma community, supporting people with disabilities, promoting volunteering, local community and citizen mobilization. EHO is also running Home Care service (with 18 nurses) for elderly, disabled and sick people, a capacity that will be used for running first aid support.

EHO has 23 years of experience in emergency project implementation. In the nineties, during the Balkan wars, these have been mainly peace building and emergency projects, providing humanitarian assistance to refugees from Croatia and Bosnia and Herzegovina as well as to the local population. During and after the Kosovo war (1999 and following years) IDPs from Kosovo have been supported.

Since 1993, EHO has provided and distributed (to refugees from CRO, BH and local socially disadvantaged groups): 4 million soup kitchen meals; 2,500 t of hygiene items; 250 t of medicines; 450,000 parcels of food and hygiene and 450,000 family packages of vegetables. Since more than 10 years EHO's work is strongly focused on Roma inclusion. In addition since years EHO has established and is running a Home Care Service, and a project with the flood victims from 2014.

During the latest refugee crisis, since September 2015, EHO has been daily providing food, water, hygiene, NFI, medical services and support to shelters to approximately 170,000 refugees. EHO has internal capacities (EHO Emergency Team/EHO ET) to act in emergencies and to provide urgent and professional emergency aid. From 7 September 2015, EHO ET has been mobilized and is having daily presence (providing humanitarian assistance for refugees) in the field.

EHO as a local Association knows the country context, evolving politics, economy and minority rights. EHO is well known and appreciated by civil society actors and governmental authorities as reliable partner in the country. EHO has the required know-how, management capacity and experience to lead the implementation of this humanitarian and emergency project.

Hungary:

HIA:

Hungarian Interchurch Aid (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 implementation of EUR151 ACT Appeal HIA established mobile teams from its different experts to provide the most flexible and fastest possible assistance to refugees in need.

HIA's International Development and Humanitarian Department is responsible for the overall project management, coordination and administration of the program. The department managed to build up a well-functioning structure of coordinator, psychologist, social workers, to be involved in the program implementation and also co-operate with other NGOs.

HIA since the beginning of current appeal has 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.

In July 2015 a significant national fundraising campaign was initiated by HIA to raise funds to support the organization's activity assisting refugees. At the same time companies, private individuals and volunteers have joined HIA efforts during the crisis.

Across Europe:**CA/ ACT EU:**

Christian Aid (CA) proposed for an ACT Alliance staff member to be present in Brussels and be a point person for common advocacy. This role was recruited in May 2016. The new European Refugee Crisis Advocacy Officer (hereinafter ERCAO) started working on 9 May 2016. This role was recruited under the ACT Appeal. The ERCAO is employed by and working for ACT Alliance. The ERCAO is hosted by ACT Alliance EU. ACT EU is the most obvious part of the ACT family to do this, as it is a Brussels-based organization and 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.

The added value of this being an ACT Alliance 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 advocacy project towards the EU promotes many of the demands made in this statement.

- It enables 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

2.4. Activities of forum and external coordination

Since the launching of the first regional appeal in September 2015 (EUR151), there have been regular bi-weekly conference calls with implementing partners in three counties, including the Advocacy Officer based in Brussels (as of March 2016) and ACT donor members, ACT Alliance Geneva office and ACT Alliance members. A situation report is updated twice a month by implementing members and circulated to all ACT Alliance members.

Since April 2016, IOCC/Apostoli has been co-chairing the National Food Sector Working Group (FSWG), at UNHCR's invitation. Together with ACT member Norwegian Church Aid (NCA), IOCC/Apostoli also co-chair the Attica region WASH Working Group. IOCC/Apostoli staff also participate in Shelter/NFI and Education working groups and attend weekly UNHCR coordination meetings both on the mainland and the Islands. Participation in these meetings enables IOCC/Apostoli to identify gaps in services, participate in mapping of who covers what and where, and coordinate interventions to avoid duplication of relief work.

NCA will continue to play a central role in the UNHCR coordination mechanism that has been established in Greece, by continuing to co-chair the National WASH Working Group (WG), chair the

Attica/Central Greece WASH WG and chair the Hygiene Promotion Task Force for Attica. NCA will also continue to seek coordination with the relevant Greek authorities and align with the national legislation and directives.

In February 2016, ACT members Finn Church Aid (FCA), NCA, and Church of Sweden (CoS) undertook a joint assessment in Greece and produced a needs assessment report. In April 2016, a joint monitoring visit was undertaken by ACT members to monitor the activities of EUR151.

There has also been bi-lateral support and projects with ACT members. DKH Germany seconded a staff person to carry out a feasibility study on cash assistance in late 2015. CoS provided training to staff on Community-Based Psychosocial Support (CBPS) and has offered ongoing CBPS support. FCA provided a two-day training on education to all staff working with refugee children and youth/education interventions. Also, NCA provided a two-day training on Basic WASH. NCA, with support from the Norwegian Ministry of Foreign Affairs (MFA), is funding a six-month IOCC/Apostoli project to carry out WASH and Food Security interventions on the mainland; the project has been enhanced by the secondment of NCA staff. In July 2016, FCA and IOCC/Apostoli launched a non-formal educational project for refugees in Attica.

ACT Europe Forum organizes annual meetings, and the last one was conducted in April 2016 in Belgrade with Philanthropy as forum convener. As there will be two agencies from Serbia within this appeal, Philanthropy and EHO, special attention will be paid to mutual coordination and common work. EHO and HIA are in regular communication, discussing the situation on Serbian-Hungarian border

During the implementation of EUR151 Appeal, there were several coordination meetings between HIA and Lutheran World Federation/Evangelical Church Hungary (LWF/ELCH). 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. HIA and ELCH will operate independently in different parts of the country, but share complementary operations.

The European Refugee Crisis Advocacy Officer (ERCAO) also sets the agenda and takes part in the call of the reference group of the ACT advocacy project on refugees. The ERCAO is in regular contacts with the ACT Community of Practice on migration and development, the ACT Alliance secretariat and the ACT Europe Forum. Furthermore, the ERCAO sends regular email on “what’s new” in Brussels, on member organisations activities, new actions and situation/changes (at least once a week). Lastly, The ERCAO is in regular contact with other Brussels-based organisations and participate in several coordination and information sharing meetings notably with the Christian group to which the sister organisation CCME (the Churches’ Commission for Migrants in Europe) is a member.

III. PROPOSED EMERGENCY RESPONSE

In this chapter, ACT requesting members International Orthodox Christian Charities (IOCC)/ Apostoli, Norwegian Church Aid (NCA), Philanthropy (PHIL), Ecumenical Humanitarian Organization (EHO), Hungarian Interchurch Aid (HIA) and Christian Aid (CA)/ACT EU present their proposed emergency response in Greece, Serbia, and Hungary as well as across Europe.

Requesting members will describe the target population, present the Log frame intervention and proposed implementation methodology.

Greece:

IOCC/ Apostoli:

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 Security & NFIs	Mainland (Attica/Epirus)	22	22	51	42	78	59	3	3	154	126
IOCC/ APOSTOLI	FOOD Security & NFIs (local population)	Mainland (Attica/Epirus)	4	4	45	39	198	198	51	61	298	302
IOCC/ APOSTOLI	SHELTER	Mainland (Epirus)	40	40	90	75	145	110	5	5	280	230
IOCC/ APOSTOLI	EDUCATION	Mainland (Attica/Epirus)			160	160					160	160
ESTIMATED Totals (in individuals):			66	66	346	316	421	367	59	69	892	818
TOTAL:											1,710	

As of July 2016, 10,288 refugees and migrants were accommodated in Attica region and 25,271 in Northern Greece. IOCC/Apostoli is currently operating in five refugee sites in Attica (Agios Andreas, Elefsina, Elaionas, Lavrio and Malakasa) where it provides hot meals, non-formal education, hygiene kits, and WASH activities (technical water/sanitation works and hygiene promotion). Hence, the target regions for this project are Attica and Epirus (northwest Greece).

Furthermore, IOCC/Apostoli have chosen these sectors based on operational experience and current needs.

IOCC/Apostoli have been working in the food sector for the duration of the refugee crisis, and have been providing food support to vulnerable Greeks for several years. Because of our operational experience and the extent of refugee/migrant food needs, IOCC/Apostoli chose to continue working in this sector.

Community kitchens are a natural and necessary complement to cash/voucher programs, as cooking facilities are essential for refugees/migrants to prepare their own food. The UNHCR Shelter and NFI Working Group at the national level have been working to create designs for community kitchens that can be used to promote self-sustainability at refugee sites.

Activities in the education sector will build on Apostoli's educational activities with local vulnerable children and on a new FCA/IOCC/Apostoli education project for refugee children. There is a massive need for educational programming for refugee children, as children had no access to formal education for the 2015-2016 school year, and non-formal educational activities were very limited.

IOCC/Apostoli already has an operational presence in Attica in five sites and good knowledge and contacts at these sites, which will facilitate future activities. Similarly, though not yet assisting refugees in Epirus region, several assessment trips have been made over the past six months, and IOCC/Apostoli have strong Church relationships that will facilitate the response there.

One concern regarding the proposed cash/voucher cards is selection of sites and site availability. The proposed methodology—and the recommended methodology by UNHCR—is to cover all refugees/migrants at a given site. Based on the proposed budget, in order to cover all refugees/migrants at a given site, IOCC/Apostoli will need to identify relatively small sites. If suitable sites can't be found (i.e. they are already being covered by other NGOs) then IOCC/Apostoli will have to identify food and NFI gaps that aren't being met—perhaps sites that don't have access to markets and therefore continue to need bulk or staple foods, or urban populations that are being overlooked.

For the Food and NFI activities, as mentioned above, the current plan is to target all refugees/migrants at selected sites. All refugees/migrants would receive cash/vouchers of equal value (to be determined based on family size). With the Shelter activity, the community kitchen would be accessible to all refugees/migrants at the target sites. For the educational activity, all children in the identified age range at a selected site(s) would be invited to participate in the non-formal educational activities.

Selection criteria will be taken into consideration for the host community. IOCC/Apostoli have extensive experience in this regard through ongoing food programs for Greeks. Income criteria will be set, as well as other potential criteria, including prioritizing large families, the elderly and the long-term unemployed.

2. Overall goal of the emergency response

2.1 Overall goal

To contribute to the alleviation of refugee/migrants basic humanitarian needs in Greece.

2.2 Outcomes

1) Food Security & Non-Food Items: Refugees/migrants as well as the host community have ensured access to food and Non-Food Items to meet their basic needs.

2) Shelter: Refugees/migrants are able/enabled to prepare food/meals on their own and according to their needs.

3) Education: Refugee/migrant children enjoy their right to education and are enabled to integrate into the host community.

3. Proposed implementation plan

3.2 Narrative summary of planned intervention

Through this project Apostoli/IOCC will continue providing food assistance, NFIs and shelter support in ways that promote dignity, cost efficiency, and independence, with accountability and transparency. The proposed method of providing food assistance and NFIs will be through cash/vouchers.

Shelter activities will be supported by establishing community kitchens in refugee sites. Sites which will host community kitchens will be assessed and identified in the first month of the project in partnership with refugees, site managers and local authorities.

The project will also create informal educational opportunities for refugee children, and promote integration between refugee and host-community children. Activities will be implemented in 1-2 Apostoli after-school care centers and will build on an existing Finn Church Aid-IOCC-Apostoli educational project.

The planned interventions are based on the needs as of early August 2016. The response may modify as needs change and additional funds become available.

Implementation timeline:

September – mid-October 2016: Assessment and final identification of refugee sites.

Mid-October - November: Procurement procedures, selection of vendors and commencement of activities.

December – August 2017: Continued implementation of activities, monitoring and evaluation.

In the following proposed implementation plan per output is described.

1) Food Security & Non-Food Items:

Output 1.1 Up to 880 refugees/migrants as well as most vulnerable members of the host community receive cash cards/ vouchers and/or staple food to meet their basic food and Non-Food Items needs.

As already mentioned, due to the fact that the refugee/migrant population in Greece is relatively stable and no longer transiting en masse, IOCC/Apostoli is seeking to shift its activities from in-kind donations to market based approaches that promote cost efficiency, beneficiaries' dignity and support the local economy.

IOCC/Apostoli can capitalize on its experience, as it has been providing pre-paid grocery cards to vulnerable Greek families since 2013. Since that time, more than 17,100 beneficiaries have been served by IOCC/Apostoli. Currently, 1,000 needy Greek families in Attica are using IOCC/Apostoli pre-paid grocery cards.

IOCC/Apostoli is actively participating in Food/Cash/NFIs joint Working Group in an attempt to identify the best market-based approach. There are 3 models that have been presented in the National Cash Working Group:

- i) Unrestricted CASH cards (with the possibility to withdraw Cash)
- ii) Restricted CASH cards (without the possibility to withdraw Cash)
- iii) Voucher cards (used only for purchases in specific stores)

The National Cash Working Group has developed a Minimum Expenditure Basket (M.E.B) that designates household requirements per month to meet minimum needs. The M.E.B is shared below:

	Beneficiaries Not Receiving Additional Assistance		
Item	Individual	Family up to 5	Family up to 7
Food	91.50	320.25	388.88
NFI (hygiene)	16.07	34.77	38.96
NFI(clothing and child)	4.50	48.08	55.34
Health	10	20	30
School Supplies	0	7	14
Phone Credit	10	10	10
Transportation	9.8	9.8	9.8
Total	141.87	449.90	546.98
Transfer Amounts	EUR 140.00	EUR 450.00	EUR 540.00

IOCC/Apostoli has already begun assessing possible sites. A key factor for consideration is proximity to markets. The recommendation is that markets be within 2 km of a site. A further consideration is the recommendation of the Cash Working Group that all NGOs engaging in this sector meet the full M.E.B. for all refugees/migrants at a given site—food, NFIs, health, transportation, school supplies and phone credit. If that approach is followed, IOCC/Apostoli would need to select smaller site(s) based on its funding request in this appeal. IOCC/Apostoli will continue to identify suitable sites and research the best modalities so that this component can be implemented without delay.

IOCC/Apostoli is very mindful of the needs and perceptions of the host community, particularly in light of the deep and protracted economic crisis in Greece. To provide assistance to refugees/migrants without support to the host community would contribute to resentment, tension and potential strife. Therefore, IOCC/Apostoli proposes to allocate 20% of the activities budget to support host communities. Through its church network, Apostoli has extensive experience identifying the most vulnerable persons in the host community. Through this project IOCC/Apostoli will provide food support to the most vulnerable. At the time of this writing, based on the conversation with Church partners, IOCC/Apostoli anticipates that the support to the host community will be in the form of staple food parcels.

2) Shelter:

Output 2.1 Up to 510 Refugees/migrants prepare their own food according to their needs and own preferences through the establishment of 2 communal kitchens at to camp sites.

As the refugee/migrant population has become more stable, there is a need to move away from catered meals to other, more sustainable mechanisms that enable refugees/migrants to make their own purchasing decisions and prepare their meals according to their needs and preferences. To respond to this shift, IOCC/Apostoli will provide safe cooking spaces in the form of communal kitchens. This activity aims at increasing dignity, independence and culturally-appropriate, healthy eating habits.

The communal kitchen approach (safe cooking space) includes 2 main models:

- **Model one:** A fully equipped container with stoves, sinks, tables, kitchen bench. The purpose of this model is to provide traditional and low cost food, while reducing the cooking time and contributing to the social activity for women. This model is applicable to tented open camps in semi-urban or rural areas. IOCC/Apostoli will conform to UNHCR recommendations to the fullest extent possible.
- **Model two:** Rehabilitation of existing professional kitchens in refugee sites using existing buildings and structures (former schools, academies, military camps etc.). IOCC/Apostoli has conducted initial field visits to identify appropriate sites which could be rehabilitated for this purpose.

IOCC/Apostoli will assess which model is appropriate to adopt, with the support of IOCC's program manager in Serbia who is an experienced civil engineer. It may be that both models will be used – one per site, with an expectation of working at two sites. In any case, several cross-cutting issues will be taken into consideration such as safety, hygiene, respect to PoCs preferences, and accessibility. Any construction works undertaken will be performed by contracted construction companies who will be identified through public tender calls.

3) Education:

Output 3.1: Up to 320 refugee/migrant children receive informal education in integrated settings with Greek children.

Apostoli operates an after-school children's center in Attica, "Dimitrion, which provides after-school programs for children 6 to 12 years of age, including immigrants and refugees. Beginning in September 2016, IOCC/Apostoli, with the support of Finn Church Aid, will launch a non-formal education program at Dimitrion to integrate Greek and refugee children.

In addition to Dimitrion, which has been operational since 2013, Apostoli is in the process of opening a new educational center for children. The center is scheduled to be fully operational by the end of 2016 and is located in the area of Tavros (Attica region, close to Athens city center), which has high levels of unemployment.

The concept of this component is to support the integration of Greek and refugee children ages 6-12 years at one of Apostoli's educational centers (either Dimitrion or Tavros). This will allow IOCC/Apostoli to continue or expand the project that is getting underway in the fall of 2016. An information and awareness campaign will take place within refugee sites targeting parents and children on the non-formal education activities to be undertaken at the after school centers. Parents will be invited to visit the centers before deciding on their children's participation.

Educational Activities

- Training (literature, mathematics and history)
- Outdoor experiential activities (visits to museums, the zoo, botanic gardens etc.)
- Visual arts workshops (painting and sculpture)
- Performing arts workshops (drama and dancing)
- Sport activities such as football, basketball and gym and indoor games
- Environmental activities (reforestation, recycling and cleaning beaches)

Beneficiaries

10 new refugee children bi-weekly in each center. By drawing new children into the program bi-weekly, a greater number of children will be able to participate.

3.2 Log frame IOCC/ Apostoli:

Project structure	Indicators	Means of Verification (MoV)	Assumptions
Overall Goal To contribute to the alleviation of refugee/migrants basic humanitarian needs in Greece.			
Outcomes 1) Food Security & Non-Food Items: Refugees/migrants as well as the host community have ensured access to food and Non-Food Items to meet their basic needs. 2) Shelter: Refugees/migrants are able/enabled to prepare food/meals on their own and according to their needs. 3) Education: Refugee/ migrant children enjoy their right to education and are enabled to integrate into the host community.	-By the end of the appeal, at least 90% of refugees/migrants and host community members report that the cash cards/voucher and/or staple foods assistance alleviated/ met their food and non-food item needs. -# refugees/households who use communal kitchens to prepare their meals By the end of the appeal at least 90% of refugees/migrants state that they were able to prepare food according to their needs and preferences. By the end of the appeal, 320 children have access to informal education activities.	- Interviews with beneficiaries; household survey -Pictures - Reports on card/voucher usage (generated by the provider of the card, e.g. bank, grocery store) - UNHCR and government statistics and reports - Interviews with beneficiaries; household survey -Attendance sheets -Beneficiary signature lists - Pictures -Attendance sheets - Human Interest stories, - Pictures	-EU-Turkey agreement is implemented - No dramatic change in the political context in Turkey (in light of the July 15 coup attempt) -Continued smooth cooperation and support from local Greek authorities and governmental bodies -No strong opposition (incl. demonstrations and security incidents) from local community -Refugee sites remain open facilities with adequate access to local market -Tensions between different ethnicities do not escalate, creating serious security incidents
Outputs 1) Food Security & Non-Food Items: Output 1.1	-# of cash/voucher cards	-Attendance sheets	-Available food and non-food stock in the

<p>Up to 880 refugees/migrants as well as most vulnerable members of the host community receive cash cards/ vouchers and/or staple foods to meet their basic food and Non-Food Items needs.</p> <p>2) Shelter: Output 2.1 Up to 510 Refugees/migrants prepare their own food according to their needs and own preferences through the establishment of 2 communal kitchens at to camp sites.</p> <p>3) Education: Output 3.1: Up to 320 refugee/ migrant children receive informal education in integrated settings with Greek children.</p>	<p>provided to Refugees/migrants and host community</p> <p>-value of cash/voucher cards and/or staple foods provided to refugees/migrants and host community, as compared with household expenditures</p> <p>-# of refugees who have access to communal kitchens</p> <p>-# of communal kitchens established in NW Greece</p> <p>-#refugee children who participate in non-formal education</p>	<p>-Beneficiary signature lists -Tender documentation and purchase orders -Distribution records -Contractors agreements and delivery receipt protocol -Beneficiary lists provided by Church network (local population support) -MoUs with vendors</p> <p>Monitoring reports</p> <p>Tender documentation and purchase orders - -Contractors agreements and delivery receipt protocol</p> <p>-Attendance list -Human Interest stories, -pictures</p>	<p>market of isolated areas</p> <p>- Sufficient amount of vendors participating in the Cash card/ voucher system</p> <p>-Proper management and peaceful use/ coexistence in communal kitchens</p> <p>-Parents will allow their children to leave refugee sites and attend informal education activities</p>
<p>Activities</p> <p>Overarching Activities:</p> <ul style="list-style-type: none">• Selection of project sites <p>1) Food Security & Non-Food Items:</p> <p>1.1 Development of cash/voucher system</p> <p>1.2 Establishing beneficiary lists and determining cash/voucher amounts based on the M.E.B.</p> <p>1.3 Distribution of cards/vouchers; monitoring card/voucher use</p>	<p>List of Key inputs Personnel:</p> <p>- 1 IOCC Program manager 1project coordinator, 1 project coordinator assistant (50%), 3 full time project officers 1 part time project officer 1 Project Officer Assistant Interpreters,</p>		<p>-Suitable sites are identified</p> <p>-Municipalities give permission for permanent installation/rehabilitation of facilities</p> <p>-Adverse weather conditions do not prevent access to mountainous areas in NW Greece</p>

<p>(throughout project cycle)</p> <p>1.4 Selecting vulnerable beneficiaries from the local community</p> <p>1.5 Providing food assistance to the local community (expected to be in the form of staple foods)</p> <p><u>2) Shelter:</u></p> <p>2.1 Design and installation of communal kitchens in refugee sites</p> <p>2.2 Monitoring of use of communal kitchen</p> <p><u>3) Education:</u></p> <p>3.1.Promoting educational program at refugee sites</p> <p>3.2. Enrolling refugee/migrant children in educational program</p>	<p><u>Others:</u></p> <p>Management and support staff as outlined in budget -Office space in regions of response</p> <p>-After-school facility for educational component</p> <p>- Rented vehicles</p> <p>-Laptops</p> <p>-Office furniture</p> <p>-Skilled labour / Construction Companies to establish communal kitchen</p>	
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3.2 Implementation methodology

3.3.1 Implementation arrangements

Through this project, IOCC will make an effort to coordinate and implement activities with other ACT members in Greece to the extent possible in a manner that ensures maximum impact and will continue to build the capacity of a local Church partner Apostoli. IOCC/Apostoli's proposed activities are harmonious with the goals and interests of the ACT Alliance.

3.3.2 Partnerships with target populations

Throughout the implementation of this appeal IOCC/Apostoli will consult with refugees/migrants to ensure that project activities respond to their needs. If needs change, then the project activities will be adjusted accordingly. Proposed activities have been designed in a culturally appropriate manner based on years of IOCC/Apostoli work in the region. IOCC/Apostoli will set up feedback mechanisms so that PoCs are able to continually provide input on program design and implementation. IOCC/Apostoli will also continue to cooperate closely with all the actors on the ground, such as port authorities, police, local churches, UNHCR representatives, and local/international NGOs.

3.3.3 Cross-cutting issues

Protection is a critical cross-cutting issue. IOCC/Apostoli will use a protection-centered lens in all of its programming, ensuring that activities enhance the safety, access, dignity and rights of all persons, with a focus on vulnerable groups, including children, persons with special needs, and women.

One of the most pressing protection issues is the large number of unaccompanied and separated children (UASC). According to pre-registration data s from 9 June through 5 July 2016, 690 UAMs were identified in a population of 20,100. Since there is not sufficient space in government-run centers, there is a waiting list of hundreds of UASC in need of accommodation. Special care must be given to protect UASC who are living in sites with adult populations.

IOCC/Apostoli will also take a conflict-sensitive approach, particularly with regards to tensions within refugee communities and between refugees and host communities. Activities will be designed to mitigate tensions; for this reason, 20% of activities are targeted to vulnerable members of the host community.

3.3.4 Coordination

Since the onset of the crisis, IOCC/Apostoli has worked closely with other actors responding to the crisis, including governmental ministries, local government officials, UN agencies, local and international NGOs and Church representatives. It has been crucial to coordinate closely with all of these groups and IOCC/Apostoli will continue to cooperate and coordinate with other organizations to ensure that gaps are identified and that services are not duplicated.

Through this project, IOCC will continue to support the work and organizational development of Apostoli – the NGO of the Greek Orthodox Archdiocese of Athens. Cooperation has been exceptional and Apostoli has shown both the desire and ability to grow further as a professional humanitarian organization. Apostoli's central office in Athens will be the operational hub for all activities.

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 and places where ACT Alliance-funded activities are conducted. The project staff vests and business cards have IOCC, Apostoli and ACT Alliance logos.

3.3.6 Advocacy

IOCC/Apostoli will ensure the safety and the dignity of beneficiaries and staff. It will seek to raise awareness among its constituents and the public about the conditions faced by the migrants/refugees.

3.3.7 Sustainability and linkage to recovery – prioritization

As the refugee population in Greece now faces indefinite-length stays in the country, IOCC/Apostoli will prioritize sustainability and linkage to recovery in its programming. The inclusion of education in this proposal is in response to the recognized need to provide non-formal educational opportunities for children to enhance formal learning and promote integration within the host community.

Likewise, for other areas of response, in particular food and NFIs, IOCC/Apostoli will seek to promote sustainability, self-sufficiency and independence.

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

As international organizations and NGOs shift their strategies to address the needs of a stable population whose length of stay is indeterminate, there is increased desire for creating more sustainable and cost-effective approaches that give refugees/migrants more control over providing for their daily needs, especially for those populations living in urban settings with access to stores, etc. As part of this approach, there is a general desire to shift from the provision of catered meals and standardized NFIs to cash/voucher assistance that will allow refugees/migrants to make their own purchasing decisions. A minimum expenditures basket has been developed by the UNHCR Cash Working Group, with agreement that partners need to adhere to standardized amounts so as not to create disparity with the host community.

3.3.8 Accountability – complaints handling

IOCC/Apostoli seek to adhere to the Core Humanitarian Standard on Quality and Accountability. IOCC/Apostoli will ensure that at each site in which it works, refugees/migrants are informed about IOCC/Apostoli's role and will have various means of communication, participation and feedback. Complaint mechanisms will be especially important. These can include complaint boxes, focus groups, and discussions with community leaders. IOCC/Apostoli have hired interpreters to facilitate in-person handling of complaints—this mechanism has already begun in current projects.

3.2 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 maintain and oversee compliance with standard financial and operational controls and perform requisite monitoring visits during the course of the proposed activities.

3.2 Planned implementation period

The planned implementation period is 01 September 2016 until 31 August 2017.

3.2 Monitoring, reporting and evaluation

The IOCC Program Manager will be responsible to monitor activities at all project sites. The project budget includes funding for travel to project sites in Attica and Epirus region; therefore, the IOCC Program Manager in Athens and Apostoli Program Coordinator will periodically visit projects sites to oversee the delivery and installation of procured items as applicable, talk to the beneficiaries 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 will continue to monitor events closely, conduct assessments, and coordinate closely with UNHCR and NGOs on the ground.



NCA:**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
Norwegian Church Aid	WASH	Attica									1,000	1,000
Norwegian Church Aid	WASH	North									1,500	1,500
Totals (in individuals):											2,500	2,500

Target population numbers are estimates. Since there is a lot of population movement from site to site, there are no reliable source of information at the moment.

The selection of the sites for the implementation of the WASH program will be based on the needs on the ground and the gaps, as identified by the government, UNHCR, working groups and own assessments. Priority will be given to a) the sites where NCA has already a well-established presence, together with Apostoli/IOCC, in order to ensure continuation and maintain the same level of acceptance with the site management and the beneficiaries and b) sites in the North of Greece, where most of the gaps in WASH services are located at the time of the writing of this appeal.

Target population is the girls, boys, women and men currently hosted in refugee and migrant accommodation facilities throughout the Greek mainland, with a special focus on groups of special concern, such as unaccompanied minors and female headed households.

Due to the general uncertainty, frustration among the refugees is on the rise. Tensions between different ethnical and religious groups have led to numerous security incidents in the sites. Therefore protection, especially related with gender and gender based violence (GBV), will be high on the agenda. Additionally all WASH infrastructure will be made as robust as possible in order to withstand acts of vandalism.

2. Overall goal of the emergency response**2.1 Overall goal:**

Prevention of WASH related diseases among the refugees and migrants living in accommodation facilities in the Greek mainland.

2.2 Outcomes:**Outcome 1: Water:**

Households/beneficiaries have access to adequate quantity and quality of water.

Outcome 2: Sanitation:

Households/beneficiaries have access to adequate sanitation facilities.

Outcome 3: Solid Waste Management:

Beneficiaries have the means to dispose of their solid waste in a safe, convenient and effective manner.

Outcome 4: Hygiene Promotion:

Beneficiaries are aware of key WASH related health risks and take action to prevent these, and make optimal use of water and sanitation facilities.

3. Proposed implementation plan

3.1 Narrative summary of planned intervention:

Accommodation facilities for the refugees/migrants in the Greek mainland are often located in remote areas, where direct connections to the main water and sewage network are missing. Further on, there are accommodation facilities at old industrial or warehouse buildings, which require extensive repair and maintenance, in order to bring the existing WASH facilities and water and sewage network back to an operational condition.

There is the need for emergency bottled water to be in stock as a contingency. Water network breakdowns or water shortages are a usual phenomenon, as well as sudden drops in water quality. In such cases, direct drinking water supply is disrupted and there is the need to respond fast. Minimum 3 litres (2 x 1,5lt bottles) per person will be distributed in order to cover the basic drinking water needs, for as long as it is required.

The existing sanitation facilities for accommodation as well at learning centres are often not culturally appropriate and throughout the sites there is a high demand of hygiene Non-Food Items (NFIs), such as soap, shampoo, sanitary napkins and baby diapers, among other.

Extensive hygiene promotion is needed across the sites, since they are often overpopulated and there are only communal water and sanitation facilities.

NCA plans to conduct required works to ensure that the above mentioned outcomes 1 to 4 are met in Attica and Northern districts.

3.2 Log frame NCA

Project structure	Indicators	Means of Verification (MoV)	Assumptions
Overall Goal: Prevention of WASH related diseases among the refugees and migrants living in accommodation facilities in the Greek mainland.			
Outcomes OUTCOME 1: Water: Households/beneficiaries have access to adequate quantity and quality of water. OUTCOME 2: Sanitation: Households/beneficiaries have access to adequate sanitation facilities. OUTCOME 3: Solid Waste Management: Beneficiaries have the means to dispose of their solid waste in a safe, convenient and effective manner. OUTCOME 4: Hygiene Promotion: Beneficiaries are aware of key WASH related health risks and take action to prevent these, and make optimal use of water and sanitation facilities.	Outcome 1: Up to 5,000 beneficiaries are served by safe water activities Outcome 2: Up to 5,000 beneficiaries have access to adequate sanitation facilities Outcome 3: Up to 5,000 beneficiaries are able to dispose their solid waste safely, conveniently and effectively Outcome 4: Up to 5,000 people have been reached by the hygiene promotion program activities in order to have increased knowledge of the prevention of WASH related diseases	Outcome 1 and 2: Final report from engineer on instalments and repairs. Observation and reports from field staff Satisfaction survey Outcome 3: Monitoring reports and evaluation visits to settlements/collective shelters Outcome 4: Monitoring and evaluation reports from field staff KAP Survey report Focus Group Discussion reports reflecting the opinions and views	<i>-Borders will remain closed</i> <i>-Influx of refugees will continue</i> <i>-Potential collapse of EU-Turkey deal will lead to an increase of arrivals</i> <i>-Accommodation facilities, both existing and new ones, are expected to remain crammed, increasing the risk for the spreading of WASH related diseases</i> <i>Water: National legislation regarding water supply and distribution must be followed</i> <i>Sanitation: chemical toilets will need to eventually be replaced with more appropriate facilities. Desludging will be an increasing need</i> <i>Solid waste: Municipalities will continue to transport garbage away from the sites</i> <i>Hygiene Promotion: the use of translators will be essential</i>

		of the people of concern on the design and implementation of the sanitation facilities	
1 Outputs			
1.1 Water supply infrastructure is improved, constructed, repaired or rehabilitated	100% of improved, constructed, repaired or rehabilitated potable water points have no more than 250 users per tap.	Outputs 1.1,2.1-2.3 Final report from engineer on repairs and instalment Monitoring reports from field officers on the maintenance of facilities	<i>Water: Supply of water needs to be safe and undisrupted</i>
1.2 Emergency bottled water is distributed on a need basis	3lts per person	Distribution lists for emergency bottled water	
2.1 Communal/household toilets are installed, improved, repaired or constructed.	Maximum 50 persons per toilet as agreed by the national WASH working group in Greece		<i>Sanitation: Maximum 1:50 for the emergency phase. Gradually moving to 1:20 for permanent or semi-permanent sites. Desludging by contractors</i>
2.2 Communal showers are installed, repaired, improved or constructed	100% of communal showers are separated by gender		
2.3 Black and grey water disposal solutions are provided together with the communal toilets and/or showers	100% of the constructed, installed, improved or repaired toilets and showers are connected to an appropriate wastewater collection or disposal system (holding tanks or sewage network)		
3.1 Communal garbage containers are being distributed and located at clearly marked collection points	100% of households have access to communal garbage containers	Delivery reports signed by site management Final report by engineer on household coverage	<i>Solid waste: Community cleaning committees to play a key role</i>
3.2 Garbage bins with lids are being distributed to households	Household garbage bins with lid is distributed to 100 households	Distribution lists for household	

<p>4.1 Hygiene items are distributed to migrants and refugees</p> <p>4.2 Beneficiaries have access to Hygiene Kiosks</p> <p>4.3 Hygiene promotion awareness activities addressing major WASH related health risks are carried out by hygiene promoters and community mobilisers.</p> <p>4.4 Cleaning up campaigns focusing on environmental hygiene are carried out</p>	<p>At least 75% of beneficiaries express satisfaction with the distributed hygiene items in the PDM</p> <p>5 Hygiene kiosks are established and operational</p> <p>At least 48 hygiene promotion awareness sessions/activities are carried out at the project sites, addressing major WASH related health risks</p> <p>At least one cleaning up campaign focusing on environmental hygiene is carried out in each of the project sites</p>	<p>garbage bins</p> <p>Outputs 4.1-4.4 Weekly reports from hygiene promotion field officers on all activities, including household visits and activity of the hygiene kiosks</p> <p>Household visits PDM reports on distribution of household items and level of satisfaction Participation lists from sessions/activities</p> <p>Observation, photo documentation and discussion with community cleaning committees, where applicable</p>	<p><i>Hygiene Promotion: collaboration with other actors as well as sectors (health, education etc.)</i></p> <p><i>Developing hygiene NFI distribution to more of a market based approach will improve the level of services</i></p>
<p>Activities</p> <p>Outcome 1:</p> <ul style="list-style-type: none">• Improve, repair, construct or rehabilitate water supply systems/distribution points• Ensure involvement of site managers, military, local municipalities/authorities on discussions on which water supply systems to be repaired/rehabilitated• Monitoring and assessment of post-repair work and documentation• Training and mentoring of WASH team on water quality monitoring and water sampling	<p><u>List of Key inputs</u></p> <p>Human Resources:</p> <ul style="list-style-type: none">- WASH Officers (Engineers)- Hygiene Promotion Officers (social work, psychology, public health background)- Hygiene Promotion assistants with language skills (Arabic and/or Farsi) <p>Contractors:</p> <ul style="list-style-type: none">- Hardware installations- Plumbers, electricians, carpenters etc.- Special services (desludging, excavation etc.)	<p><i>National staff are hired through open and inclusive recruitment processes.</i></p> <p><i>National labour law is followed</i></p> <p><i>Contractors are hired through proper procurement and tender processes, in line with NCA rules and regulations and national legislation.</i></p> <p><i>Procurement of supplies through proper procurement and tender processes, in line</i></p>	

<p>Outcome 2:</p> <ul style="list-style-type: none"> • Install, improve, construction, repair or rehabilitate communal toilets and showers • Desludging of holding/septic tanks • Connection to sewage network if feasible • Mobilizing the communities to establish and/or contribute in the maintenance and cleaning system for WASH facilities • Involvement of site managers, local authorities/municipalities on sanitation activities • Monitoring and assessment of construction work and maintenance of facilities <p>Outcome 3:</p> <ul style="list-style-type: none"> • Involve beneficiaries in the design and implementation of the solid waste disposal programme • Provide households with garbage bins • Provide communities with garbage bins/garbage collection points <p>Outcome 4:</p> <ul style="list-style-type: none"> • Distribution of hygiene items. • Involving the beneficiaries in the design and implementation of the hygiene promotion awareness activities • Mentoring /training of community mobilisers • Carry out post distribution monitoring of the distributed hygiene items <p>Identify major WASH related health risks in the communities and use them as a topics for participatory hygiene promotion activities</p>	<p>Supplies:</p> <ul style="list-style-type: none"> - Hygiene NFI (covering basic needs) 	<p><i>with NCA rules and regulations and national legislation.</i></p>
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3.3 Implementation methodology

3.3.1 Implementation arrangements

NCA is in the progress of registration currently in Greece and therefore there are preliminary plans to possibly be semi-operational for this response. There is also the will to continue the existing partnership with Apostoli/IOCC, recognizing the excellent cooperation so far and the importance of building the local capacity for future responses. The NCA project will be coordinated by the NCA team that is already based in Athens and consists of the Team Leader and the WASH Coordinator. The team will be reinforced with the addition of a WASH manager (expat), who will have the overall of supervision of the project, under the NCA Team Leader and will lead the field teams in Attica, North Greece, and North West Greece etc. Additionally, a Humanitarian Advisor (expat) will be deployed by NCA in order to follow up partnerships, manage grants, quality assure the project and provide advocacy for rights based programming among other. National WASH staff will be hired and trained in order to carry out the implementing part of the program. NCA WASH Manager and WASH Coordinator will represent NCA and ACT in the relevant working groups and coordination mechanisms and will be responsible for the communication with the Governmental authorities. Finally, NCA will also look into market based approach methodologies for hygiene NFIs, in line with the relevant NFI, Cash and WASH working groups and the relevant national legislation.

3.3.2 Partnerships with target populations

The refugees and migrants will be included in the design and planning of the WASH interventions, to the extent that this is possible and allowed by the site management and local authorities. The establishment of WASH and cleaning committees at site level will take place whenever it is possible. Community mobilization will play a key role in the implementation of the soft component of the project.

Partnership with Apostoli/IOCC will strengthen NCA's acceptance in the host population and will facilitate the communication with the local authorities. The desired effect is to achieve peaceful coexistence between the host community and the refugee and migrant population, avoiding disputes related with water shortages, public health concerns and so on.

3.3.3 Cross-cutting issues

NCA endorses the Core Humanitarian Standards as a tool to ensure better quality and accountability in humanitarian action. Gender and protection will be mainstreamed in all the project activities. Vulnerable groups and people with special needs, such as unaccompanied minors and disabled will be given special attention. Conflict sensitivity and Do-No-Harm principles will be applied in order to avoid negative unintended effects and increased tension between host communities and the refugees/migrants. All WASH activities will be linked with protection and to a smaller scale with education.

3.3.4 Coordination

NCA together with Apostoli/IOCC is coordinating with the government, local authorities, INGOS and relevant UN agencies on a regular basis. All work being done at sites/camp requires a permission from the Ministry of Migration. NCA is an active part of WASH coordination mechanisms in Greece. Currently, NCA is the co-lead of the National WASH working group, the lead of the Attica regional WASH working group and chairing the Hygiene Promotion Task Force for the Attica region. In addition, NCA and Apostoli WASH field staff coordinate and collaborate closely with other humanitarian actors at field level.

3.3.5 Communications and visibility

NCA will promote the ACT Alliance identity during implementation of hardware installations, procurement, storage and distribution. NCA will acknowledge the source of funding for any and all

projects funded by the ACT Alliance. The ACT Alliance logo will be incorporated, whenever possible, on items distributed to beneficiaries, on printed materials used during trainings and/or distributed during marketing promotions. ACT Alliance's support will be acknowledged verbally during site management meetings, community events and UNHCR working group meetings. However, a low visibility strategy will be respected when required by the sensitivity of the issue. NCA will also commit to circulate monthly updates which will include humanitarian news from the field that will reflect the crisis and the response.

3.3.6 Advocacy

Advocacy will take place through the inter sector and other relevant working groups.

3.3.7 Sustainability and linkage to recovery – prioritization

NCA will continue actively seek coordination with the Greek Government, relevant ministries, municipalities etc., in order to align its interventions with the requirements that have been set. Sustainability will be integrated in the project design and throughout the implementation phase. For example by separating black water and greywater were possible, thus reducing the generation of wastewater and consequently the cost for wastewater disposal. Additionally by exploring ways to establish waste sorting and recycling stations. Strengthening the peaceful coexistence between the host community and the refugee population will be prioritized. Priority will be given to linkages to gender, protection and education.

3.3.8 Accountability – complaints handling

Core Humanitarian Standards principles of accountability for humanitarian programming will be adhered to the extent that it is possible. Informational posters regarding NCA's role, responsibilities and commitments will be posted in each site. Complaints can be collected either in a complaint box or through a phone hotline. In both cases, granting the necessary permit will be required. The lack of organized structures within the refugee population, the constant movement of people and the reluctance of certain site managers to allow community participation makes such efforts challenging. The SPHERE minimum standards for WASH will be set as a target, as well as the in country minimum standards that have been set by the UNHCR WASH Sector. Finally, minimum requirements set by the Government will also be followed.

3.4 Human resources and administration of funds

NCA is planning to operate two offices, one in Attica and one in the North of Greece. The main office will be in Attica. The NCA Team will be comprised of a team of expats, including Team leader, Humanitarian Coordinator, WASH Manager, Operations Manager and WASH Coordinator and a team of national WASH staff, including WASH officers, Hygiene Promotion officers, procurement/logistics officer and if necessary translators and technicians.

3.5 Planned implementation period

The planned implementation period is one year, from 1st of September 2016 until 31st August 2017.

3.6 Monitoring, reporting and evaluation

NCA adheres to strict monitoring and evaluation methods. NCA is committed to ensuring that all activities are being implemented in a timely fashion as per the action plan and that beneficiaries receive quality assistance in a dignified and respectful manner. The reports will be done according to the log frame and reference will be made to the output/activity section. Staff hired for the program will be responsible for monitoring activities and reporting discrepancies, challenges, and successes. Interim and final narrative and financial reports will be generated and shared with ACT appeal donors through the ACT Alliance. Post distribution monitoring will take place after every distribution of hygiene NFIs.

Serbia:**PHIL:****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	Food Security	Serbia – Presevo, Zajecar, Sid, Belgrade	100	100	200	200	170	170	30	30	500	500
	Water, Sanitation & Hygiene -Hygiene kits -Facilities- hygiene material - cleaning services	Presevo, Zajecar, Sid, Subotica, Belgrade	0	0	85	180	150	300	15	20	250	500
			200	200	400	400	340	340	60	60	1,000	1,000
	Non Food Items Winter clothes	Serbia – Presevo, Zajecar, Sid, Belgrade	200	200	400	400	550	550	50	50	1,200	1,200
	Shelter -heating fuel- pellet	Presevo, Sid	100	100	350	350	500	500	50	50	1,000	1,000
	Psychosocial support	Presevo, Sid	0	0	150	0	100	50	0	0	250	50
	Protection Cash Cards/ distribution	Presevo, Zajecar, Sid, Belgrade	300	300	400	400	370	370	30	30	1,100	1,100
	Protection Administrative support		100	100	350	350	500	500	50	50	1,000	1,000
Totals (in individuals):			300	300	400	400	1,200	1,200	100	100	2,000	2,000

These sectors have been selected based on unmet needs and Philanthropy experience in this response. Philanthropy is providing services on everyday level and is closely observing the situation in all locations. Also, close communication and coordination with other actors defined the areas where each agency can provide the highest quality service, using know-how and expertise existing and avoiding overlapping.

With the changed setting, and people now staying for longer time, the overall climate among refugees and migrants significantly changed. Unlike the period when the borders were open and people transiting were rather calm and full of hope, we are now facing people who are exhausted, uncertain of their near and far future, scared, anxious, and in some cases angry and aggressive. Security measures increased in all sites, and all agencies were asked to pay additional attention to the situations in the camps.

The selection of beneficiaries will be based on age, gender, other vulnerability (ill people, persons with disability, etc.). It is important to stress that coordination within each camp is highly functional, and all activities are implemented with prior information sharing with all other actors on site, which minimize the possibility for overlapping or leaving certain categories or individuals uncovered. Philanthropy has been active in given camps for months now, closely observing all the activities, and redefining the criteria, upon ACT approval, if the situation changes.

To see area of response, please refer to Map (Annex 1).

2. Overall goal of the emergency response

2.1 Overall goal

To contribute to protection of safety, health, dignity and basic human rights of refugee/migrants who are strained to stay in Serbia as well as local communities.

2.2 Outcomes

1) Food Security:

Refugees and migrants have ensured access to essential food to meet nutrition needs for 3 months.

2) Water Sanitation & Hygiene:

Refugees and migrants have ensured access to personal hygiene items and clean accommodation to meet essential personal hygiene needs for 6 months.

3) Non-food items:

Refugees and migrants have ensured access to basic clothing, adequate for climate and living conditions.

4) Shelter:

Refugees and migrants are accommodated in properly heated shelter and protected from cold weather living conditions.

5) Psychosocial support:

Refugees and migrants have access to psychological first aid.

6) Protection:

Refugees and migrants live in dignity and are enabled to claim their legal rights.

3. Proposed implementation plan

3.1 Narrative summary of planned intervention

The planned intervention will be implemented in Presevo, Zajecar, Belgrade, Sid and Subotica. All the activities are based on detail need assessment, coordination with all relevant stakeholders and Philanthropy's activities in past twelve months. 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.

1) Food Security:

To ensure access to essential food to meet nutritional needs of Refugees/migrants for 3 months.

2,000 people will be reached by this activity. All food items will be locally purchased and prepared, and one meal per day will be provided. Every day meals will be distributed, hence the catering vendor will also be in charge of transportation of meals to the camps. At the moment Philanthropy provides lunch in Belgrade and Sid, and dinner in Presevo, and any changes will be coordinated with other NGOs providing food. The content of the meal is designed in accordance with UNHCR nutritive standards and is fully in compliance with beneficiaries' cultural habits. Food parcels will only be distributed if informal sites occur, like those in Belgrade centre, where no conditions for hot meals distribution is available.

2) Water Sanitation & Hygiene:

To ensure access to essential personal hygiene items and clean accommodation.

750 people will receive personal hygiene kits, among them 500 women and 250 men. All hygiene kits will have the group of same items (shampoo, soap, comb, disinfection gel, tooth brush and tooth paste, towel), and specific ones will be added for women (female sanitary pads, wet wipes) and men (shaving foam and razor). All items will be purchased locally, and will be distributed in small packs.

Approximately 2.000 refugees and migrants, men and women equally, will be accommodated in facilities that will be regularly disinfected and cleaned. Philanthropy will engage local, long-term unemployed persons as cleaning personnel and also provide all disinfection and cleaning material needed for preserving refugees' and migrants' living environment clean.

4) Non-food items:

To ensure access to basic clothing, in accordance to weather conditions.

2,400 refugees and migrants will receive basic clothing, among them 1,200 children, 600 women and 600 men. Philanthropy will purchase warm sweaters, long-sleeves t-shirts, raincoats, jackets, socks, underwear, rubber boots, and additional items for babies and small children (winter onesies, caps, scarfs, gloves). All items will be purchased locally, with regards to cultural habits and gender sensitiveness.

4) Shelter:

To ensure proper accommodation in cold weather.

App. 2,000 refugees and migrants will be accommodated in warm facilities, due to provision of pellet as a heating fuel. The pellet will be purchased locally and distributed to camps, where it will be used for heating refugees' and migrants' living area.

5) Psychosocial support:

To provide psychosocial support to refugees and migrants.

Approximately 300 refugees and migrants, primarily older teenagers (unaccompanied boys age 16-18) and young single men (up to 25) will receive special psycho-social assistance in understanding their situation in given circumstances, as well as basic guidance on how they can make decisions regarding their future steps.

6) Protection:

To provide refugees and migrants with unconditional cash that can enable them to meet their uncovered individual needs as well as assure their fast and simple registration and processing within the legal system of Serbia.

2,400 cards will be distributed. According to Philanthropy's previous experience in cash assistance during this crisis, the average number of beneficiaries per card is around 3. That means that if cards were to be distributed once per beneficiary, approximately 6,600 persons would benefit from them. If the number of people staying in Serbia increases, the distribution will be organised once per beneficiary, and the total number of beneficiaries will be approximately 6,600. However, if the number resumes at this level or close, distribution of cards will be organised most probable three times during project implementation, which means that approximately 2,200 persons, mainly families with children, elderly and persons with disability, will receive cash assistance three times. The card value is RSD 5,000 (USD 45) and it can be used in any store that has cards paying terminal. One cannot withdraw cash, but only pay for goods and services on the whole territory of the republic of Serbia. The cards are issued by the Post Bank, and are valid for one month upon distribution.

Approximately 2,000 refugees and migrants will be assisted in registration and processing and will be provided with basic information on their rights and duties while staying in Serbia.

3.2 Log frame Philanthropy

Project structure	Indicators	Means of Verification (MoV)	Assumptions
Overall Goal To contribute to protection of safety, health, dignity and basic human rights of refugee/migrants who are strained to stay in Serbia as well as local communities.			
Outcomes 1) Food Security: Refugees and migrants have ensured access to essential food to meet nutrition needs for 3 months. 2) Water Sanitation & Hygiene: Refugees and migrants have ensured access to personal hygiene items and clean accommodation to meet essential personal hygiene needs for 6 months. 3) Non-food items: Refugees and migrants have ensured access to basic clothing, adequate for climate and living conditions. 4) Shelter: Refugees and migrants are accommodated in properly heated and protected from cold weather living conditions. 5) Psychosocial support: Refugees and migrants have access to psychological	<p>By the end of the appeal, at least 80% of interviewed beneficiaries state that food was sufficient and their nutritional needs adequately met for 3 months.</p> <p>By the end of the project at least 80% of interviewed beneficiaries state that their personal hygiene significantly improved and hygiene related diseases reduced significantly.</p> <p>By the end of the appeal, at least 80% of interviewed beneficiaries state that they were dressed proper for climate and living conditions, according to their culture.</p> <p>By the end of the project, all selected beneficiaries state that they feel well protected from weather, especially cold winter conditions.</p>	<p>Baseline data, post-distribution monitoring (PDM) reports, human touch stories, pictures, monitoring and evaluation reports.</p> <p>Baseline data, PDM reports, Institute of Public Health reports, human touch stories, pictures, evaluation reports.</p> <p>Baseline data, PDM reports, human touch stories, pictures, evaluation reports.</p> <p>Baseline data, human touch stories, pictures, evaluation reports.</p>	<ul style="list-style-type: none"> • New arrivals continue to enter the country with little if not any items • Due to closing borders, refugees will be staying in Serbia at least one month, most probably longer • Philanthropy remains in cooperative relationship with authorities

<p>first aid.</p> <p>6) Protection: Refugees and migrants live in dignity and are enabled to claim their legal rights.</p>	<p>By the end of the project, beneficiaries received adequate psychological first aid.</p> <p>By the end of the appeal, at least 80% of interviewed beneficiaries state that they were assisted in a respectful and dignifying manner unconditional cash assistance.</p> <p>By the end of the appeal, at least 80% of interviewed beneficiaries state they were adequately informed on their rights and duties in Serbia.</p>	<p>Baseline data, surveys human touch stories, pictures, monitoring and evaluation reports.</p> <p>Baseline data, PDM reports, human touch stories, reports from Post office bank, pictures, and evaluation reports.</p>	
<p>Outputs</p> <p>1) Food Security: - 2,000 persons receive one meal per day in the period of 3 months, defined in accordance with their culture.</p> <p>2) Water, Sanitation & Hygiene: - 750 persons receive 3,000 personal hygiene kits (among them 500 women and 250 men). - Approx. 2,000 men and women equally, will be accommodated in facilities that will be regularly disinfected and cleaned for 12 months.</p> <p>3) Non-Food Items: - 2,400 refugees and migrants receive basic clothing,</p>	<p># of meals distributed, # of people served - Type of assistance. - Satisfaction of refugees with provided assistance</p> <p># of distributed kits, # of assisted people - Satisfaction of refugees and migrants with provided assistance</p> <p># of assisted people</p>	<p>- Content of meals and parcels, distribution list, purchase orders, vendors delivery notes</p> <p>- Content of hygiene kits, distribution list, purchase orders, vendors delivery notes - Content of sanitary hygiene parcel, purchase orders, vendors delivery notes</p>	<p>The number of new arriving refugees stays consistent and the amount of planned relief goods will be sufficient for the expected new arrivals</p>

<p>among them 1,200 children, 600 women and 600 men.</p> <p><u>4) Shelter:</u> - Approx. 2,000 refugees and migrants (men and women equally) will be accommodated in warm facilities, due to provision of pellet as a heating fuel</p> <p><u>5) Psychosocial support:</u> - Approx. 300 refugees and migrants, primarily older teenagers (unaccompanied boys age 16-18) and young single men (up to 25) will receive special psycho-social assistance.</p> <p>- App. 2,000 refugees and migrants will be assisted in registration and processing and will be provided with basic information on their rights and duties while staying in Serbia</p> <p><u>6) Protection:</u> - Approx. 2,200 persons, mainly families with children, elderly and persons with disability, will receive cash assistance three times.</p>	<ul style="list-style-type: none"> - # and type of distributed items - Satisfaction of refugees and migrants with provided assistance - # of camps and people benefiting from heating material - Quantity of heating material per person - # of unaccompanied boys and single young men receiving special psycho-social assistance - # of refugees and migrants assisted in registration and processing, with provided basic information on their rights and duties in Serbia. - # of distributed cards - # of assisted refugees and migrants 	<ul style="list-style-type: none"> -Type of clothes, distribution list, purchase orders, vendors delivery notes - Handover documents, purchase orders, vendors delivery notes Attendance sheets, activity reports Activity reports Activity reports, post-office reports 	
<p>Activities</p> <p><u>1) Food Security:</u> - Food: 72,000 hot meals and 8,000 food parcels purchased and distributed</p> <p><u>2) Water, Sanitation & Hygiene:</u> - Personal Hygiene kits: 3,000 personal hygiene kits purchased and distributed, among them 2,000 for women and 1,000 for men.</p>	<p><u>List of Key inputs</u></p> <p><u>1) Food Security:</u> Each kit will consist of following items: 3 canned fish, 1 pack of Zwieback, 5 energy bars, and fruit juice, 2 packs of biscuits, wet wipes, and plastic cutlery. Hot meal includes meat portion, vegetables or rice, fresh salad, fruit and yogurt.</p> <p><u>2) Water, Sanitation & Hygiene:</u> - <i>Female hygiene kit</i> will consist of soap, wet wipes, dry disinfection gel, sanitary pads, toothbrush, tooth paste, disinfectant spray, towel, plastic comb, and plastic bag.</p>		

<p>- 10 cleaners will be engaged in order to provide clean and safe shelter, toilets, and showers for refugees and migrants settled in camps.</p> <p>-Disinfection and cleaning material for facility hygiene provided.</p> <p><u>3) Non-Food Items:</u> - Winter clothes for 2,000 adults and 1,000 babies/small children purchased and distributed.</p> <p><u>4) Shelter:</u> 30 t of firewood purchased and distributed.</p> <p><u>5) Psychosocial Support:</u> - 2 specialised psychologists deployed t</p> <p><u>6) Protection:</u> - Approx. 2,200 persons, mainly families with children, elderly and persons with disability, receive cash assistance three times during the project implementation</p> <p>-3 Processing and administrative officers seconded to the Commissariat for Refugees and Migrants to increase the quality of processing and registering refugees and migrants in Serbia</p>	<p>- <i>Male hygiene kit</i> will consist of: soap, wet wipes, dry disinfection gel, razor, shaving foam, toothbrush, tooth paste, disinfectant spray, towel, plastic bag.</p> <p><i>Hygiene for facilities:</i> brushes, brooms, disinfectants, sponges, buckets, gloves, liquid dishwasher, wipes.</p> <p><u>3) Non-Food Items:</u> Basic winter clothes, i.e. raincoats, long-sleeved T-shirts, warm jackets and pants, warm underwear and socks, sneakers, waterproof rubber boots, caps, scarves and gloves for children.</p> <p>- Staff. - Volunteers. - Offices. - Part of equipment. - Two vehicles. - Fully functional network of partners, both governmental and civil society.</p>	
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3.3 Implementation methodology

3.3.1 Implementation arrangements

Implementation arrangements will be organized locally. All items will be purchased on local markets. Bids conducted according to Serbian laws. Philanthropy had excellent cooperation with different vendors through the current response. Distribution is and will be organized in cooperation and coordination with the Ministry of Labour, Employment, Veteran and Social affairs (in charge for refugee crisis), the Commissariat for Refugees and Migration and any other actor relevant for specific activity. Philanthropy also established a very close cooperation with UNHCR, International Organisation for Migration, other site operating international agencies, different local agencies, and will coordinate all activities in order to avoid overlapping.

3.3.2 Partnerships with target populations

The communication and partnership with targeted population was until now rather limited, primarily due to the fact that they were staying in Serbia for a short time. In previous months, refugees and migrants started to stay in Serbia for a longer period. When their stay prolonged in the previous period, Philanthropy included them in design and implementation of activities. Philanthropy has cooperation with agencies engaging interpreters, which enabled consulting refugees and migrants and including their inputs within Philanthropy's response.

3.3.3 Cross-cutting issues

The project will be implemented in accordance with ACT rules and regulations and Sphere standards. Participation of women has been ensured in all stages of the project development and implementation. Women and children specific needs will be identified and addressed in all implemented activities, and they will be detected as more vulnerable categories.

3.3.4 Coordination

The government of Serbia established a Migration Coordination Group, consisting of representatives of several respective ministries. The Head of the Coordination Group is the Ministry of Labour, Employment, Social and Veteran Issue. Philanthropy has signed a MoU and has excellent cooperation with this Ministry. The Operational Coordinator is the Commissariat for Refugees and Migrations. The Commissariat is in charge of managing Refugee Aid Points (RAPs) and Asylum Centres. In order to provide site assistance all organisations need to have respective permits, which are issued by the Commissariat. Philanthropy has full permission to provide assistance in all targeted sites. In addition, communication with UNHCR and other international and local Civil Society Organizations (CSOs) is established. There are regular site coordination meetings among all actors, chaired either by Serbian authorities by UNHCR, and general one conducted in Belgrade, chaired by UNHCR.

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 providing frequent short reports on completed activities but also on the development of the situation on the ground. Philanthropy has labels, branded T-shirts and vests, as well as posters and stickers according to ACT Alliance visibility guidelines. Regular updating is and will be provided on social networks, as well.

3.3.6 Advocacy

Philanthropy will include local communities whenever possible in order to introduce advocacy elements into this intervention. Philanthropy 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.

Philanthropy will be in constant communication and coordination with partners from ACT Alliance in order to participate in development of advocacy policies and strategies. Having in mind that Serbian authorities are already running a welcome policy for refugees, Philanthropy will monitor government's protection of targeted people. Philanthropy will advocate for integration programs according to existing laws, or changes in the law if needed. Philanthropy will seek to raise awareness about conditions faced by refugees and migrants. Philanthropy's staff will participate on a number of media and public debates, explaining the situation from the field. As a faith-based organisation, Philanthropy has credibility to speak from values-based perspective. Philanthropy will also include local parishes whenever possible in order to introduce advocacy elements into this intervention.

3.3.7 Sustainability and linkage to recovery – prioritization

Due to the still volatile situation and the transiting nature an emergency situation remains and no outlook to sustainability and recovery is envisioned yet.

3.3.8 Accountability – complaints handling

Philanthropy will organize Help desk/complaint site points in each distribution place. This site will be clearly marked and forms will be available to refugees and migrants where they will have a chance to provide feedback relating to the content of aid or quality of service. Philanthropy will adhere to the regular standards required by ACT Alliance as appropriate.

3.4 Human resources and administration of funds

Philanthropy will engage its headquarters staff, as well as local field staff in implementing this appeal. Monitoring and evaluation mechanism will be designed by headquarters staff, and implemented together with field staff. Procurement officer will be engaged for assuring legal background of all tender procedures and coordination of logistics. Administration of funds will be provided by top management, and assured in accordance to Serbian legislation and international audit standards.

3.5 Planned implementation period

Implementation period is from 1 September 2016 – 31 August 2017.

3.6 Monitoring, reporting and evaluation

Philanthropy developed set of tools for tracking data segregated by sex, age and type of assistance that will be include in monitoring and evaluation process. 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. Unlike last year, when beneficiaries were transiting and not available for monitoring conducted afterwards, Philanthropy will now organize structured PDM surveys and its results will be incorporated into the SitReps. Evaluation will, however, 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 organized in written and oral structures, using forms, discussion groups, one-on-one interviews, focus groups, etc.

EHO:**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
EHO	Food Security	Subotica, Sid, Adasevci, Principovac, Belgrade	M 170	F 150	M 190	F 160	M 250	F 200	M 40	F 40	M 650	F 550
EHO	Non-Food Items	Subotica, Sid, Adasevci, Principovac, Belgrade	90	90	110	110	170	180	30	20	600	600
EHO	Water, Sanitation & Hygiene	Subotica, Adasevci, Belgrade	260	260	130	170	130	200	30	20	550	650
EHO	Health	Subotica, Sid	60	60	110	110	220	200	40	40		840
EHO	Protection (Child Friendly spaces)	Subotica	100	100	200	200	0	0	0	0	0	600
EHO	Shelter	Subotica, Sid, Adasevci, Principovac, Belgrade	170	150	180	170	250	200	50	30	650	550
Totals (in individuals):			1,200									

These sectors have been selected based on the urgent needs and EHO experience since the beginning of the crisis. EHO is providing services on everyday level and is closely observing situation on all locations. Also, close communication and coordination with other actors defined the areas where each agency can provide the highest quality service, using know-how and expertise existing and avoiding overlapping.

With the changed setting, and people now staying for longer time, the overall climate among refugees and migrants significantly changed. Unlike the period when the borders were open and people transiting were rather calm and full of hope, we are now facing people who are exhausted, uncertain of their near and far future, scared, anxious, and in some cases angry and aggressive. Security measures increased in all sites, and all agencies were asked to pay additional attention to the situations in the camps.

The selection of beneficiaries will be based on age, gender, other vulnerability (ill people, persons with disability, etc.). It is important to stress that coordination within each camp is highly functional, and all activities are implemented with prior information sharing with all other actors on site, which minimize the possibility for overlapping or leaving certain categories or individuals uncovered. EHO has been active in given camps for months now, closely observing all the activities, and redefining the criteria, upon ACT approval, if the situation changes.

To see area of response, please refer to Map (Annex 1).

2. Overall goal of the emergency response

2.1 Overall goal

To contribute to protection of safety, health, dignity and basic human rights of refugee/migrants who are strained to stay in Serbia as well as local communities.

2.2 Outcomes

1) Food Security:

Refugees and migrants have ensured access to essential food to meet nutrition needs for 12 months.

2) Non-food items:

Refugees and migrants have ensured access to basic clothing, tailored to needs of different age groups and gender, adequate for climate and living conditions.

3) Water, Sanitation & Hygiene:

Refugees and migrants have ensured access to personal hygiene items and clean accommodation to meet essential personal hygiene needs for 12 months.

4) Health:

Refugees and migrants have ensured access to medical services, first-aid, check-ups and consultation, as well as medicine and referral to other health institutions.

5) Protection:

Refugees' and migrants' children have safe and protected access to child friendly space where they feel safe and unburdened.

6) Shelter:

Refugees and migrants have access to safe and adequate shelter.

3. Proposed implementation plan

3.1 Narrative summary of planned intervention

The planned activities will be implemented on the territory of northern part of Serbia, mostly three Reception Centers for Refugees in and around Sid and one in Subotica; and the Asylum Center near Belgrade, Krnjaca and the parks near train/bus station in Belgrade. All locations will depend on changing transit routes and accommodation capacities. The proposed activities are based on thorough needs assessments, and will be coordinated with all relevant stakeholders such as Commissariat for Refugees and Migration of Republic of Serbia (CRM), UNHCR and all local and international organizations in the fields, especially Philanthropy, to avoid overlapping. Having in mind that all the activities will be organized within the Reception Centers for Refugees, 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 RCR, this segment of EHO's activities will be coordinated with the Serbian Red Cross.

1) Food security:

To ensure access to essential food to meet nutritional needs of Refugees/migrants for 12 months.

1,200 people will be reached by this activity. 73,000 culturally appropriate food parcels will be purchased and distributed. Each parcel will consist of following items: cooked meal, salad, fresh fruit and drinking water. Separate energy items will be purchased for people in transit: fresh and dry fruits, peanuts, energy biscuits, energy bars, fruit juice etc... All food items will be locally purchased and

prepared, and one meal per day will be provided. Every day meals will be distributed. A catering vendor will be in charge of transportation of meals to the camps. At the moment EHO provides dinner in Belgrade, fresh fruits in Belgrade and Subotica, soon will start with providing fresh fruits and vegetables on Horgos and Kelebia, and any changes will be coordinated with other NGOs providing food. The content of meal is designed in accordance to UNHCR nutritive standards and is fully in compliance with beneficiaries' cultural habits. Food parcels will only be distributed if informal sites occur.

2) Non-food items:

To ensure access to weather-appropriate basic clothing, for the refugees/migrants for 12 months.

1,200 refugees and migrants will receive basic clothing, among them 400 children, 400 women and 400 men. EHO will purchase underwear, socks, T-shirts, hoodies, pants, jackets, sneakers/ winter shoes, and additional items for babies and small children (winter onesies, caps, scarfs, gloves). All items will be purchased locally, with regards to cultural habits and gender sensitiveness.

3) Water, Sanitation & Hygiene:

To ensure access to essential personal hygiene items to meet hygiene needs of Refugees/migrants for 12 months.

1,200 persons will receive personal hygiene kits, among them 650 female and 550 male, 520 babies included in this total. All hygiene kits will have the group of same items (shampoo, soap, comb, tooth brush and tooth paste), and specific ones will be added for women (female monthly and daily sanitary pads, wet wipes) and men (shaving paste and razor). All items will be purchased locally, and will be distributed in small packs.

To ensure accommodation of refugees and migrants in clean and hygienically protected facilities.

Approximately 1,200 refugees and migrants, men and women equally, will be accommodated in facilities that will be regularly disinfected and cleaned. EHO will provide all disinfection and cleaning material needed for preserving refugees' and migrants' living environment clean.

1,200 persons will be provided with the services for the Shelter they are accommodated in. A laundry company will be subcontracted to receive, wash, dry, iron and deliver bed-laundry on weekly basis. Hand-wash detergent for personal laundry, trash-bags, and sanitary gloves etc. will be also provided on regular basis.

4) Health:

To ensure access of refugees and migrants to medical services for 12 months.

840 persons will receive medical services; approximately 10,950 will be delivered during 12 months. The services will include first-aid, check-ups and consultation, as well as necessary medicine and, if needed, referral to other health institutions. For performing these services EHO will contract two medical doctors and two medical assistants.

5) Protection:

To ensure access of refugees' and migrants' children to safe and protected child friendly space for 12 months.

600 children will receive ventilation activities in the Safe space for children in RCR. EHO will contract two educators, trained by Save the Children to perform HEART program ventilation activities. HEART (Healing and Education Through the Arts) is an arts-based approach to providing psychosocial support for children affected by serious or chronic stress. It uses the arts to help children process and

communicate feelings related to their experiences. The healing process begins when a child shares his or her memories and feelings, either verbally or through artistic expression, with a trusted and caring adult or peer. The result is a child who feels less isolated and more connected and safe amidst the trusted adults and peers in their lives. This in turn can lead to a more confident and secure child, leaving each child more likely to learn and more likely to feel hopeful for a better future. Necessary educational materials will be purchased weekly: plain and collage paper, scissors, colors, chalks, posters, board, markers, chairs etc.

6) Shelter:

To ensure access of refugees and migrants accommodated in RCR to safe and adequate environment for 12 months.

Small repairs, replacement of broken sanitary equipment (taps, showerheads, toilet squats), additional beds and mattresses will be serviced/purchased on CRM request. A contracted logistician and two translators will be contracted to assist the services, medical team, children's educators and refugees.

3.2 Log frame by EHO

Project structure	Indicators	Means of Verification (MoV)	Assumptions
Overall Goal To contribute to protection of safety, health, dignity and basic human rights of refugee/migrants who are strained to stay in Serbia as well as local communities.			
Outcomes 1) Food Security: Refugees and migrants have ensured access to essential food to meet nutrition needs for 12 months. 2) Non-food items: Refugees and migrants have ensured access to basic clothing, tailored to needs of different age groups and gender, adequate for climate and living conditions. 3) Water, Sanitation & Hygiene: Refugees and migrants have ensured access to personal hygiene items and clean accommodation to meet essential personal hygiene needs for 12 months. 4) Health: Refugees and migrants have ensured access to medical services, first-aid, check-ups and	<p>By the end of the appeal, at least 80% of interviewed beneficiaries state that their food needs have been adequately addressed.</p> <p>By the end of the appeal, at least 80% of interviewed beneficiaries state that their needs for basic clothes and footwear have been properly addressed, in accordance to the weather conditions.</p> <p>By the end of the project at least 80% of interviewed beneficiaries state that their personal hygiene significantly improved and hygiene related diseases reduced significantly.</p> <p>By the end of the project at least 80% of interviewed beneficiaries state that their medical problems are addressed promptly and adequately.</p>	<p>Baseline data, post-distribution monitoring (PDM) reports, human touch stories, pictures, monitoring and evaluation reports.</p> <p>Baseline data, PDM reports, human touch stories, pictures, evaluation reports.</p> <p>Baseline data, PDM reports, Institute of Public Health reports, human touch stories, pictures, evaluation reports.</p> <p>Baseline data, Institute of Public Health reports, human touch stories, pictures, evaluation reports.</p>	<ul style="list-style-type: none"> • New arrivals continue to enter the country with little if not any items • All refugees will be staying at least one week • Good relationship between EHO and the governmental institutions remains

<p>consultation, as well as medicine and referral to other health institutions.</p> <p>5) Protection: Refugees' and migrants' children have safe and protected access to child friendly space where they feel safe and unburdened.</p> <p>6) Shelter: Refugees and migrants are accommodated in clean and hygienically safe, and functional environment.</p>	<p>By the end of the project at least 80% of interviewed beneficiaries state that are satisfied with the activities at the children friendly space.</p> <p>By the end of the project at least 80% of interviewed beneficiaries state that are satisfied with the basic living conditions inside Shelters.</p>	<p>Baseline data, surveys human touch stories, drawings, pictures, monitoring and evaluation reports.</p> <p>Baseline data, surveys human touch stories, pictures, monitoring and evaluation reports.</p>	
<p>Outputs</p> <p>1) Food Security:</p> <ul style="list-style-type: none"> • Approx. 1,200 people receive one meal per day in 12 months (200 meals per day). • 73,000 culturally appropriate meals will be delivered in 12 months. • 520 babies during 12 months will receive baby food (10 babies per week). 1,040 packs of formula will be delivered. <p>3) Non-Food Items:</p> <ul style="list-style-type: none"> • 1,200 persons in total during 12 months receive weather appropriate clothes and footwear, 10,950 basic sets of NFI will be delivered • 100 people on proper beds and mattresses <p>3) Water, Sanitation & Hygiene:</p> <ul style="list-style-type: none"> • 1,200 persons in total receive personal hygiene kits in 12 months. 20,800 personal kits will be delivered tailored to the needs of different age groups (among them 650 female and 550 male) • 1,200 persons be accommodated in facilities that will be regularly disinfected and cleaned 	<ul style="list-style-type: none"> • # of people served • # of meals distributed, <ul style="list-style-type: none"> • # of assisted people • # and type of distributed items <ul style="list-style-type: none"> • # of distributed kits • # of assisted people 	<ul style="list-style-type: none"> • distribution list, • purchase orders • invoices • vendors delivery notes <ul style="list-style-type: none"> • distribution list • purchase orders • invoices • vendors delivery notes <ul style="list-style-type: none"> • distribution list • purchase orders, • invoices • vendors delivery notes 	<ul style="list-style-type: none"> • The number of new arriving refugees stays consistent and the amount of planned relief goods will be sufficient for the expected new arrivals

<p>for 12 months</p> <ul style="list-style-type: none">• 1,200 persons receive bed-sheets and towels laundry services• 1,200 persons receive detergent for personal clothes wash <p>4) Health:</p> <ul style="list-style-type: none">• 840 persons receive medical services, approx. 10,950 services/sessions delivered during 12 months <p>5) Protection:</p> <ul style="list-style-type: none">• 600 children receive ventilation activities in the Safe space for children in RCR and all materials needed for the activities <p>6) Shelter:</p> <ul style="list-style-type: none">• 1,200 persons accommodated in hygienically safe environment• 1,200 persons accommodated in functional environment (small repairs in the RCR - changed taps, showerheads...)	<ul style="list-style-type: none">• # of assisted people• # of assisted refugees’ and migrants’ children• # of assisted people• satisfaction of refugees and migrants with provided services	<ul style="list-style-type: none">• protocol copies• list of names• medicine purchase orders,• invoices• participants list• monitoring report• engineers report• invoices• laundry company delivery notes• vendors delivery notes	
<p>Activities</p> <p>1) Food Security: 73,000 culturally appropriate food kits purchased and distributed.</p> <p>2) NFI: 1,200 persons (both, gender and all age groups) receive weather appropriate clothes and footwear.</p> <p>3) WASH: 20,800 personal hygiene kits purchased and distributed.</p>	<p>List of Key inputs</p> <p>1) Food Security: Each kit will consist of following items: cooked meal, salad, fresh fruit and drinking water. Separate energy items will be purchased for people in transit: dry fruits, peanuts, energy biscuits, energy bars, fruit juice etc.</p> <p>2) NFI: Delivered NFI will consist of underwear, socks, T-shirts, hoodies, pants, jackets, winter accessories (hats, gloves, and shawls), sneakers/winter shoes, towels etc.</p> <p>3) WASH: Each hygiene kit will consist of <u>soap</u>, <u>shower gel</u>, shampoo, wet wipes, dry disinfection gel, toothbrush, tooth paste and comb. In the female hygiene kits monthly and daily sanitary pads will be added.</p>	<p><i>Activities-to-Outputs assumptions</i></p> <ul style="list-style-type: none">• Planned and flexible immediate aid• Functional communication and cooperation with state authorities	

<p>4) Health: 10,950 medical services performed for 840 persons.</p> <p>5) Protection: Access provided for 600 children (8 hours, 6 days per week) to, HART program based activities.</p> <p>6) Shelter: Small shelter repair and reconstructions completed</p>	<p>In the male hygiene kit will be added razor and shaving paste. Will be packed in travel hygiene bags.</p> <p>4) Health: Medical services will include: first aid, medical checks, wound treatment, health counseling, basic medicine, self-aid kits, and where necessary referral to Serbian health institutions.</p> <p>5) Protection: Necessary educational materials: plain and collage paper, scissors, colors, chalks, posters, board, markers, chairs...</p> <p>6) Shelter: Contracted laundry company Trash bags Mops, brooms, buckets... Paint, brush, taps, showerheads Beds, mattresses</p> <p>Others:</p> <ul style="list-style-type: none"> • EHO staff • Associates • Offices • Part of equipment • One vehicle • Fully functional network of partners, both governmental and civil society. 	
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3.3 Implementation methodology

3..3.1 Implementation arrangements

Implementation arrangements will be organized locally. All items will be purchased on local markets, in transparent manner, 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.

3..3.2 Partnerships with target populations

Proposed activities have been designed in a culturally appropriate manner based on years of EHO work in the region, with refugees and IDPs for more than 20 years. The communication and partnership with targeted population until July 2016 was rather limited, primarily due to the fact, that their stay in Serbia was rather short at any given moment. Nowadays, when their stay is prolonged, 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 EHO's response.

3..3.3 Cross-cutting issues

Emphasis will especially be put on vulnerable groups of refugees, such as women, single mothers, pregnant women and new-born babies, mothers with infants, children under 10 years, disabled, elderly people, persons with acute and chronic illnesses.

This is not a cross-cutting issue, but rather belongs to coordination. Cross cutting issue can be gender. Special focus on women, single female headed households, or waste disposal, other protection services such as legal aid. Referral system with other agencies as EHO cannot cover a certain needs gap. Something in this direction.

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 Labor, Employment, Social and Veteran Issue. The Operational Coordinator is the Commissariat for Refugees and Migrations (CRM). The Commissariat is in charge of managing Reception Centre for Refugees (RCR). In order to provide assistance in RCR all organizations need to request respective permits, which will be issued by the Commissariat and approved by the police. EHO has established good communication with the Commissariat since the very beginning of this crisis and has full permission to provide assistance in all targeted RCR. Furthermore, in April 2016, CRM and EHO have signed a Memorandum of Understanding, where cooperation is granted not only on refugee crisis projects, but all projects in common interest. 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

EHO will provide adequate communication and visibility support to all its activities. A logistician will be in charge of visibility, under the supervision of the Project Coordinator, providing frequent short reports on completed activities, but also on the development of the situation on the ground. EHO will provide T-shirts and vests with proper ACT Alliance and EHO branding as well as posters and stickers according to ACT Alliance visibility guidelines. T-shirts will be given to the staff and contracted persons, and branding will be visible on all spots where aid is delivered. Regular updating will also be provided on social networks.

3..3.6 Advocacy

EHO will include local communities whenever possible in order to introduce advocacy elements into this intervention. EHO 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 project is to provide humanitarian aid; and to subsidiary support to the government services.

3..3.8 Accountability – complaints handling

Having in mind that all activities are implemented in the Reception Centres for Refugees, complaints are taken by the field workers and Commissariat for Refugees and Migration staff preceded to EHO's staff.

3.4 Human resources and administration of funds

A full-time, experienced staff in EHO will be engaged in this intervention and contract different background field operators (e.g. medical staff, educators, translators...). The funds will be exchanged from USD to local currency according to the dynamics of activities. Financial management is run by EHO's full time engaged staff, using Microsoft Navision. An independent financial audit will be conducted after completion of the intervention, of both project funds and annual EHO's work in total as well.

3.5 Planned implementation period

Implementation of the activities will last in the period 1 September 2016 – 31 August 2017, and will be performed 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, by EHO Project Coordinator and its team. Having in mind that most of the activities will be implemented in the Reception Centres for Refugees, a supervising person will be contracted for the daily monitoring. Financial monitoring will be conducted on daily basis according to EHO's internal policies. Reports will be provided according to agreed time table. Lastly, there will be an internal evaluation of the project conducted after its completion.

Hungary:**HIA:****1. Target populations, and areas and sectors of response**

Planned target population						
0-2	2-18	18-65		65+		Totals
M/F	M/F	M	F	M	F	
2,000	6,000	3,900	5,235	380	300	17,815

HIA immediately appointed its primer target group as women and children, and big and separate families with children at the beginning of its humanitarian assistance for Refugees/migrants in July 2015. Meanwhile as the profile of arriving refugees/migrants changed and the significant rise in number of arriving single men it became unavoidable to assist those staying also in open centres and close DCs too. HIA chose these target groups and sectors and locations of response based on needs identified. HIA's aim is to better coordinate avoid duplications of aid work have been done by other organisations and create synergies with other organisations. This is however also in line with one of HIA's impartial mission statement: assistance to those in crisis regardless their age, gender and nationality.

HIA is aware that there are some security and protection issues to be dealt with in special regards to HIA's female colleagues and social workers, especially the protection of those directly imposed to the possible contact with men refugees/migrants.

At the time of HIA's humanitarian response for refugees/migrants the organisation choose the most vulnerable groups of refugees/migrants as their target groups: single women with children, big and/or separate families with children, inclusion of single men arriving at various centres in Hungary seems to be unavoidable. There is a necessity for awareness raising among adults, especially among men.

A criterion to be primary beneficiary of the program is to be a potential refugee/migrant no matter the exact status. Priority is given to adult women, pregnant and lactating women and children age 0-12, secondly families which includes man accompanying their families. As there have been a shift in the profile of arriving people – especially since January 2016 – HIA opened towards single men age 18-65, staying both at open reception centers (RCs) and detention centers (DCs).

To see area of response, please refer to Map (Annex 1).

2. Overall goal of the emergency response**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.

2.2 Outcomes**1) Food security:**

Refugees/migrants have access to higher vitamin and energy content food.

2) Water, Sanitation & Hygiene:

Refugees/migrants hygiene situation has significantly improved.

3) Shelter and Non-Food-Items:

Refugees/migrants have sufficient and adequate clothes and blankets to be protected from harsh weather conditions.

4) Psychosocial support:

Refugee/migrant children significantly reduced their level of trauma by enjoying educational activities.

5) Protection:

5.1. Refugees/migrants increased their knowledge and level of awareness, and have access to legal aid

5.2. Hungarian Interchurch aid core staff has been capacitated.

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

HIA proposes to implement the assistance program for refugees staying in refugee/migrant centres, DCs, waiting at Transit Zones (TZs) and if the situation requires in other locations in Hungary based on actual needs' assessments made on the very much changed conditions. Geographical locations of planned assistance: 3 open refugee centres ([Bicske](#), [Vámosszabadi](#), [Kiskunhalas](#)), five detention centres ([Győr](#), [Kiskunhalas](#), [Békéscsaba](#), [Nyírbátor](#), [Ferihegy](#)), TZs ([Röszke](#), [Tompá](#)), and other locations where refugees/migrants are.

This may change during the implementation period, as the situation changes constantly. HIA herewith request to adjust location whenever need be. 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: Food security, Water, Sanitation & Hygiene, Shelter and Non-Food Items, Psycho-social support, Protection.

3.2 Logical framework HIA

Project structure	Indicators	Means of Verification (MoV)	Assumptions
Overall Goal The overall goal of the response is to reduce migrants/refugees' vulnerability, enhance their well-being, and contribute to their awareness raising while staying in Hungary.			
Outcomes 1) Food security: Refugees/migrants have access to complementary higher vitamin and energy content food. 2) Water, Sanitation & Hygiene: Refugees/migrants hygiene situation has significantly improved. 3) Shelter and Non-Food-Items: Refugees/migrants have sufficient and adequate clothes and blankets to be protected from harsh weather conditions. 4) Psychosocial support: Refugee/Migrant children significantly reduced their level of trauma by enjoying educational activities. 5) Protection: 5.1. Refugees/migrants increased their knowledge and level of awareness, and have access to legal aid.	<p>During the project period, at least 90% refugees/migrants state, that they find received food sufficient</p> <p>During the project period, at least 90% of refugees/migrants state, that their hygiene situation significantly improved.</p> <p>By the end of the project period, at least 90% of targeted refugees/migrants state that they found received clothes adequate and appropriate</p> <p>% of targeted children reducing level of trauma</p> <p>By the end of the project, % of</p>	<p>Photos, monitoring reports, human touch stories</p> <p>Photos, monitoring reports, human touch stories</p> <p>Photos, monitoring report, human touch story</p> <p>Session and monitoring report</p> <p>Monitoring reports, human touch</p>	<ul style="list-style-type: none"> - HIA maintains the good cooperation with the directorate of Detention Centers where wishes to distribute - HIA maintains the good relation with relevant authorities Office of Immigration and Nationalities, directorate of open and closed centers) - HIA has enough capacity to adapt to the changed circumstances - Parents are willing to send their children to psychosocial occasions

5.2. Hungarian Interchurch Aid core staff has increased its capacity and gets supervision.	adult refugees/migrants state to have better knowledge By the end of the project, at least 90% of HIA's core show increased level of capacity	stories Training report	- Adults are opened for awareness raising open talks - HIA core staff members all available to have capacity building and open to the process
Outputs: 1. Food Security: 6,000 people receives higher vitamin and energy content complementary food 2. Water Sanitation & Hygiene: 4,000 people receive special hygienic items upon needs 3. Shelter and Non-food Items: 2,000 people receive appropriate seasonal clothing. 4. Psychosocial support: 4.1. 4,800 children take part in psycho-social occasions 4.2. 400 adults receive psychosocial assistance. 5. Protection: 5.1. 600 adults take part in awareness raising campaigns and open talks. 5.2. HIA core staff, working on the refugee response, receives capacity training and professional peer support.	# of food items # of hygiene items distributed # of people assisted with NFIs # of children attending psychosocial occasions. # of adults attending psychosocial occasions. # of people participating # of HIA staff participants # of sessions	Recorded quantifiable data of food items/packages distributed/location, distribution list Distribution List Distribution List Participants List Participants List Participants List	
Activities: 1. Food Security: Distribution of complementary food items e.g. baby formulae, milk, fruits and juices for	List of Key inputs <ul style="list-style-type: none"> 1 program coordinator 		

<p>children, nuts, chocolate, vitamins in open centres and TZs, 6 locations, 4 days/week.</p> <p>2. <u>Water Sanitation & Hygiene:</u> Distribution of hygiene items especially for women and children e.g. diapers, sanitary pads, disinfection soaps, plasters etc.</p> <p>3. <u>Shelter & Non-Food Items:</u> Distribution of seasonal clothing and blankets upon needs, in open centres, DCs and TZs, in total at 10 locations, 4 days/week.</p> <p>4. <u>Psychosocial Support:</u> Psychosocial support occasions held for children – many cases taken by their mothers there - by HIA staff including psychologist, teachers, social workers in open RCs, 3 locations, 4 days/week.</p> <p>5. <u>Protection:</u></p> <p>5.1 Awareness raising open talks held for adults by native Arab and Farsi speaker HIA staff in open centres and TZs 3 days/week.</p> <p>5.2. Protection: HIA staff goes through a capacity building process with an external facilitation and external provides professional peer support.</p>	<ul style="list-style-type: none"> • 1 financial coordinator • 1 program assistant • 12 social workers • 2 program associate on the field • psychologists, and teachers employed as experts • interpreters • HIA's transportation and logistical capacity • HIA's warehouse • HIA's newly purchased tools and equipment (within the appeal – 1 laptop, 5 mobile phones) • purchased complementary higher vitamin and energy content food as aid items within the appeal (baby formulae, fruit, biscuit, processed milk, muesli bars, mineral water, juice - the content might differ according to actual needs) • purchased additional hygiene packages for women & children/men (shower gel, baby shower gel, shampoo, baby shampoo, baby wipes, baby powder, sanitary pad, tooth brush, toothpaste, towel, diaper, plaster - the content might differ according to actual needs) 	
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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 experts for this 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. HIA also employs local social staff recruited from its institutions located in the countryside. There is a weekly coordination meeting with the Social Department and with local HIA staff.

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 workers, teachers and psychologists on a regular basis in 3 locations ([Bicske](#), [Vámoszabadi](#), [Kiskunhalas](#)) according to an agreement with the Office of Immigration and Nationality. 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 settle across the country in various refugee/migrant centres. Through this appeal HIA will reach out to its target group according to the needs by being in daily contact with the target groups and having staff members at various migrant/refugee locations on 5 days/week. HIA is proposing these, on basis of needs and is aware of the gaps that the state provision cannot fill. HIA has always been attentive to refugees' protection needs and dignity. Information obtained from the Office of Immigration and Nationality was taken into account in the preparation of this appeal. Besides this, HIA maintains continuous contact with both the target group and other stakeholders and liaises with official bodies, as well.

3.3.3 Cross-cutting issues

The project is be 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. The Programme Coordinator is responsible for the overall coordination of the program. He is in charge to ensure smooth implementation of the program - making plans and work schedules for the field work- and that staff-members from the HIA's National Social and Development Department are involved.

The Program Coordinator will 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 such as: state representatives, representatives of the Office of Immigration and Nationality, churches, church related organizations, and NGOs.

The Finance coordinator will plan purchases, follow-up on the budget and to produce accounts and reports. 2 full time social workers will be employed to work in various migrant/refugee centres coordinated by the Programme Coordinator.

Furthermore, 10 part time social workers, psychologists and teachers are employed to work in various migrant/refugee centres located in the countryside. This staff also employed and coordinated by HIA HQ based Programme Coordinator.

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. For the proper and regular communication of the programme and its results HIA's Communications Department is in charge.

3.3.6 Advocacy

Due to the specific nature of this project during the implementation HIA will advocate on the importance of supporting refugees/migrants' basic humanitarian needs, and building an active community among supporters, and between the civil and governmental sector. As part of its advocacy efforts HIA while implement this response and through its communication will make an effort to raise the general public and government (national and local) attention on the prevailing situation. HIA is advocating with the government to increase the amount of international humanitarian and development aid in refugees/migrants countries' of origins. HIA also launched an on-line fundraising campaign for Refugees/migrants targeting individual donors and companies.

3.3.7 Sustainability and linkage to recovery – prioritization

The program offers emergency relief. However, it also compliments the insufficient capacity of the government by offering spaces and services. 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. Protection and awareness raising is a strong element of this response.

3.3.8 Accountability – complaints handling

HIA is committed to the humanitarian accountability principles most prominently described in the Core Humanitarian Standard (CHS). 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 contracts experts as well. Staff responsible for programme implementation are based in HIA HQ and also recruited in the countryside through HIA's social institutions. HQ based staff members travel regularly to different programme locations to ensure the close supervision of programme.

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 (1st September 2016 – 31st August 2017).

3.6 Monitoring, reporting and evaluation

HIA is responsible for overall program implementation and coordination of the program. Financial progress is followed separately and continuously by the financial coordinator HIA's financial department's colleague. Social workers, psychologists, teachers and native Arab and Farsi speakers are responsible for psycho social support and awareness raising. HQ based coordinators and the professional team are in permanent contact for feed-back, supervision and advising.

Monitoring is coordinated by HIA Program Coordinator. Situation reports are prepared by the Program Coordinator in collaboration with local colleagues. Data reported in situation reports are collected on the ground at project's locations, in the various reception centres. The final financial and narrative report, as well as the audit will be prepared based on and in conformity with the ACT Alliance guidelines. The project will be financially audited by an independent auditing company. Representatives of ACT Alliance Secretariat and donor members are welcome to visit the project sites any time.



Across Europe:**CA/ACT EU:****1. Target populations, and areas and sectors of response**

The European Refugee Crisis Advocacy Officer (ERCAO) does not relate directly with target populations in the usual way of a humanitarian program, rather the focus of the activities is 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. However, the ERCAO and member organizations involved into the advocacy project will ensure that the experiences and voice of refugees comes through clearly in the advocacy providing a useful support to the humanitarian work being carried out. In this sense one can consider that the direct population are the other requesting members (IOCC/Apostoli, Philanthropy, EHO, HIA and NCA). At least the ERCAO's work is informed by their work. On top of that, the indirect target population of the ACT advocacy are all people targeted by the other requesting members.

2. Overall goal of the emergency response**2.1 Overall goal**

The overall objective of the ACT Alliance advocacy project of refugees in Europe is to 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. In furtherance to that aim, ACT Alliance should conduct advocacy directed at the European Union and its members States for them to develop policies compliant with human rights, humanitarian law and standards and place the principle of protection at the core of their policies.

2.2 Outcomes

The outcomes of the advocacy project are the following:

1. The EU puts in place a coordinated humanitarian response to the refugee situation, to address the ongoing humanitarian needs in the countries hosting asylum seekers, including providing adequate reception facilities.
2. EU member states take a fair and proportionate share of refugees, both those already within the EU and those outside it through relocation and resettlement.
3. Harmonised, timely, fair and non-discriminatory asylum procedures are put in place.
4. Cooperation with third country in relation to migration are implemented in accordance with international law and human rights standards.

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

3.2 Log frame by CA/ ACT EU

Project structure	Indicators	Means of Verification (MoV)	Assumptions
Overall Goal To 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. In furtherance to that aim, ACT Alliance should conduct advocacy directed at the European Union and its members States for them to develop policies compliant with human rights, humanitarian law and standards and place the principle of protection at the core of their policies.			
Outcomes 1. The EU puts in place a coordinated humanitarian response to the refugee situation, to address the ongoing humanitarian needs in the countries hosting asylum seekers, including providing adequate reception facilities. 2. EU member states take a fair and proportionate share of refugees, both those already within the EU and those outside it through relocation and resettlement. 3. Harmonised, timely, fair and non-discriminatory asylum procedures are put in place.	2.1 The relocation scheme agreed in July and September 2015 is fully implemented. 2.2 Safe and legal pathways to and through Europe are put in place, so that people are not forced to make dangerous and irregular journeys. Notably the European Union agrees to put in place and implement an ambitious resettlement scheme. 3.1 The new Dublin system will take into consideration the capacity of the member States and the wishes of the applicant. It will be fully human rights	For all outcomes EU regulations and directives. EU external agreements EU council conclusions. Media reports	<ul style="list-style-type: none"> - Like minded organisations are willing and able to act collectively - Policy developments are very dependent on security issues in Europe, the volatility of European public opinion, the conflict developments in Africa and the Middle East and the (un)stability of Europe's partners, Turkey notably.

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<p>4. Cooperation with third country in relation to migration are implemented in accordance with international law and human rights standards.</p>	<p>compliant.</p> <p>3.2 The reformed European Asylum system is human rights compliant</p> <p>4.1 The EU bases its external migration policies on solidarity and fair responsibility-sharing rather than on externalising the management of EU borders to non-EU countries.</p> <p>4.2 The EU stops conditioning development aid to the compliance of developing countries with readmission agreements.</p>		
<p>Outputs</p> <ul style="list-style-type: none"> * 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 		<p>ACT joins relevant NGO statements or enacts its own in a timely fashion.</p> <p>Advocacy outputs (for example briefing papers) are produced.</p>	
<p>Activities</p> <ul style="list-style-type: none"> • Lobbying the EU institutions, namely, as appropriate, the Council (member states), Commission and Parliament • Coordination, direction of, and support to, advocacy by individual ACT members to governments in, and beyond, the EU. • Work with ACT members to develop and shape joint messaging 	<p>List of Key inputs</p> <ul style="list-style-type: none"> - Closely monitoring policy debates and other relevant policy and political processes and events - Share expertise, information and analysis with ACT members. - Working alongside other Brussels-based NGOs and join other relevant networks and coalitions in order to gather intelligence and take part in collective activities when appropriate - Liaise with the ACT Community of practice on development and migration and the ACT secretariat. 		

3.3 Implementation methodology

3.3.1 Implementation arrangements

This arrangement is mainly for a position to lead and coordinate EU-focused advocacy. The ERCAO brings together the ACT agencies who are currently implementing humanitarian programs for refugees in Greece, Serbia and other states as well as non-implementing organizations keen to play a role in advocating on behalf of refugees. The ERCAO will develop positions in association with the different agencies, create buy-in and amplify ACT's voice on this issue focused at the EU institutions.

The location for this post is Brussels, since the primary focus of the advocacy is 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 enables easy access to and cooperation with them. However, the ERCAO still needs to draw 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 is under the banner of the ACT Alliance. However, as the post is based at the offices of ACT EU, in Brussels, and is line-managed by the Director of ACT EU, this is the arrangement for the role.

3.3.2 Partnerships with target populations

See point III. 1 Target populations, and areas and sectors of response

3.3.3 Cross-cutting issues

The main cross cutting issues are the humanitarian program work being conducted by ACT requesting members (PHIL, IOCC, HIA, EHO, NCA), which will provide a feed in to the advocacy work conducted by the ERCAO and other ACT member agencies. It is likely that protection, the elderly, those with disabilities and gender are the main themes that will emerge during joint advocacy but ACT is open to working on a range of other cross-cutting issues as needs emerge.

3.3.4 Coordination

See activities listed 2.4.

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. Anything agreed will have to follow the ACT communication strategy and policy.

3.3.6 Sustainability and linkage to recovery – prioritization

This element of the appeal is an attempt to provide sustainability by supporting a position 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.

3.3.7 Accountability – complaints handling

The ERCAO has to adhere to the normal standards required by ACT and core Humanitarian Standards (CHS) as appropriate.

3.4 Human resources and administration of funds

Even though the ERCAO is an ACT Alliance employee who is managed by ACT EU and based in their office, ACT EU manages the financial responsibility of the budget and report as required with assistance from Christian Aid. Christian Aid as the requesting agency will be available to provide some support. For example with reporting to ACT Alliance as required.

3.5 Planned implementation period

The proposed timeframe for the implementation is 12 months (1st September 2016 – 31st August 2017).

3.6 Monitoring, reporting and evaluation

As stated in the above log frame, reporting and monitoring of progress is to be done regularly, formally as well as informally. There will be regular reporting to ACT Alliance in Geneva and the ACT Europe Forum (see list above). On top of that, part of the duties of this role is 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 standalone 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.

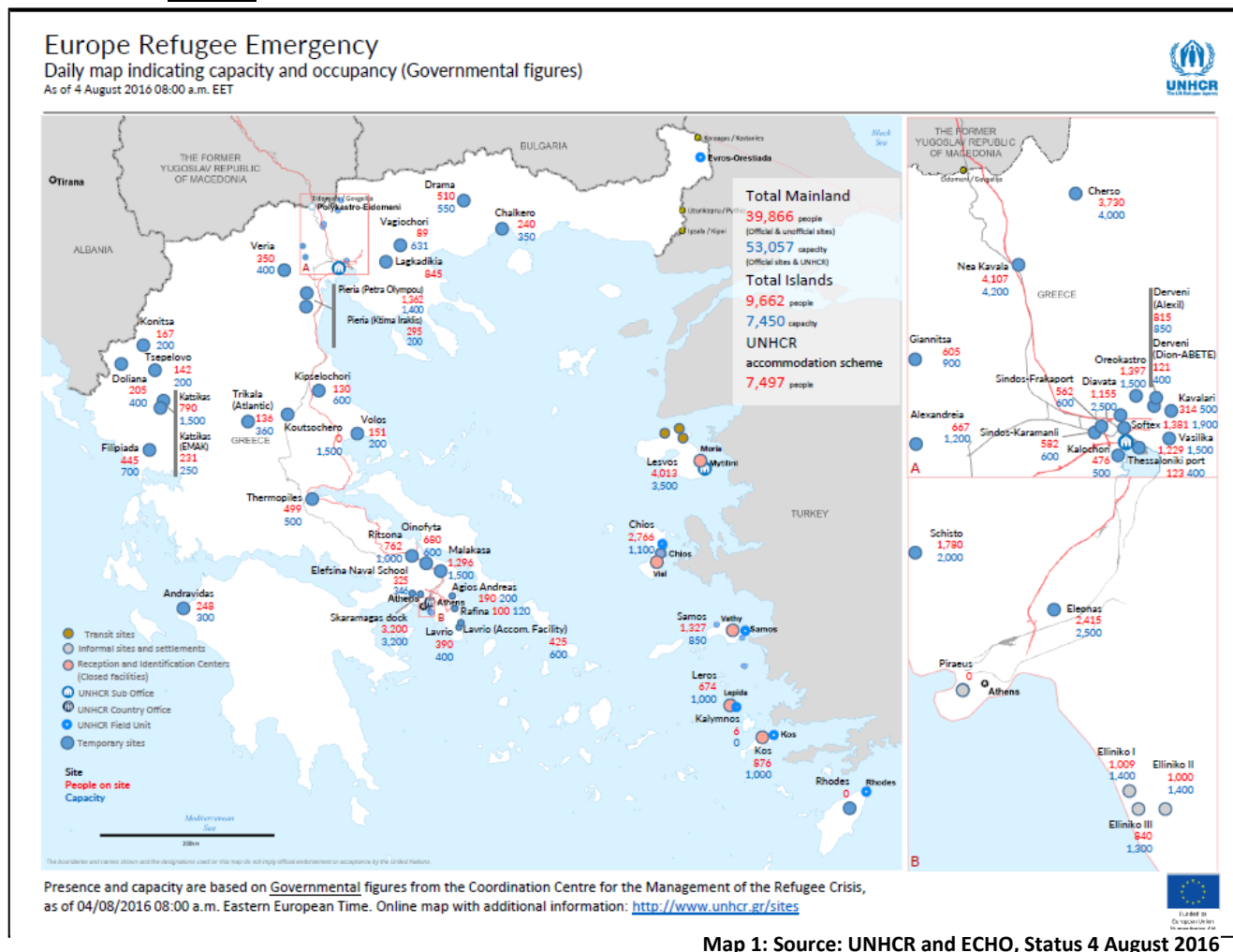
IV. THE TOTAL ACT RESPONSE TO THE EMERGENCY

Diakonie KatastrophenHilfe (DKH), through local non-ACT partners, provided over 180,000 hot meals and clothes for refugees and migrants in Idomeni as well as shelter and food aid for more than 40,000 people in Kos and Leros. A day care centre for refugees and local poor communities will open in Thessaloniki in early September. In 2015, DKH provided financial support to Philanthropy in Serbia to assist Refugees/migrants transiting through Serbia.

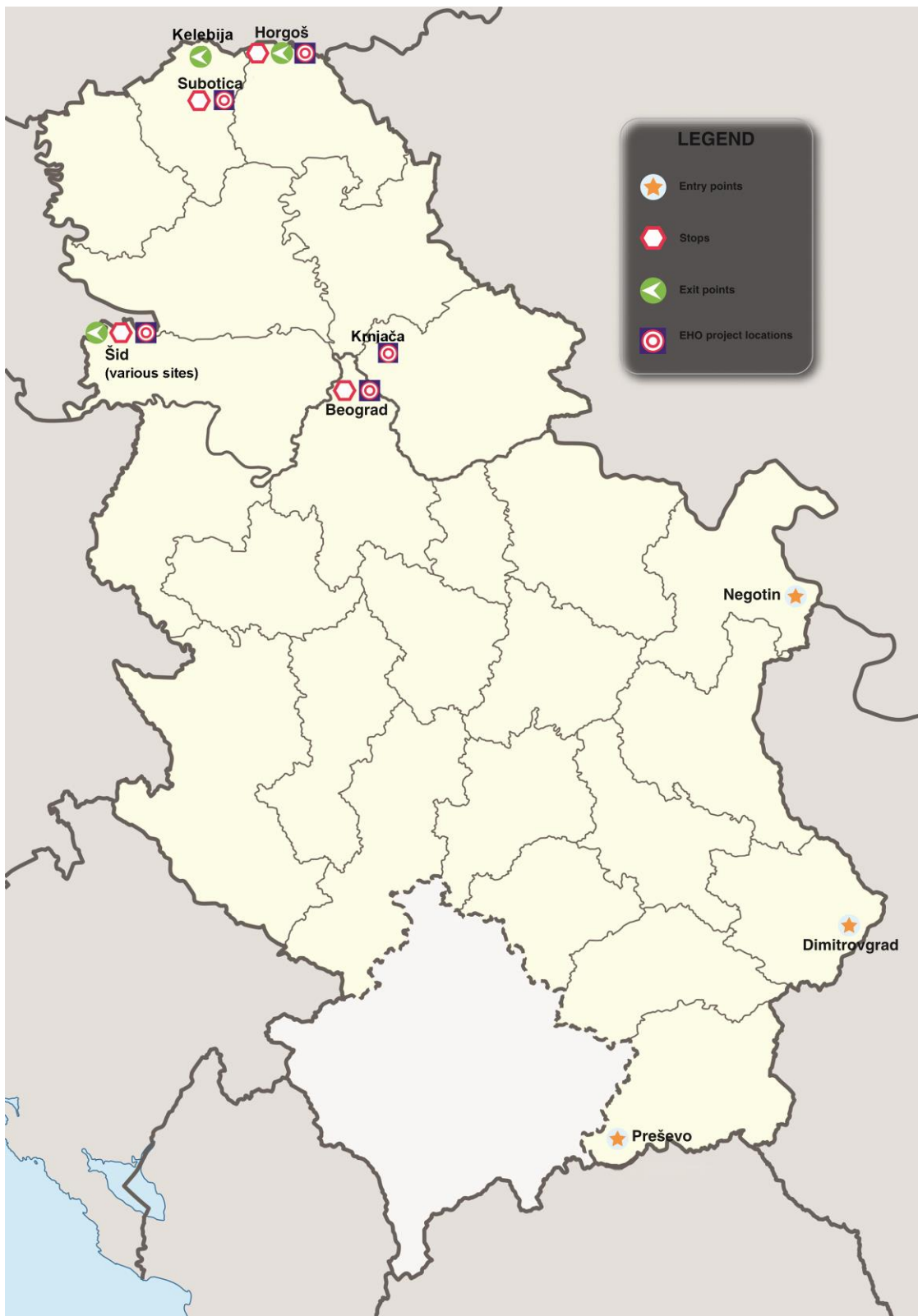
V. APPENDICES TO THE APPEAL DOCUMENT

Appendix 1: Maps

Greece:



Serbia:



Map 2: Source EHO, status 17 August 2016.



Map 3: Source Philanthropy 17 August 2016, Philanthropy proposed target locations under EUR 161

Hungary:



Map 4: Source HIA 12 August 2016. HIAs activities map

Appendix 2: Budgets

IOCC/Apostoli:

Requesting ACT member:

International Orthodox Christian Charities in
cooperation with Apostoli

Appeal Number:

EUR 161

Appeal Title:

Refugees/Migrants Humanitarian Response

Implementing Period:

01.09.2016 - 31.08.2017

INCOME

INCOME- FIRM PLEDGES (made both through ACT Secretariat and directly)

Date Donor Name

Unspent funds from ACT EUR 151 to be transferred to EUR 161 ***

Appeal
Budget
EUR

Appeal
Budget
USD

0

0

4'350

5'000

TOTAL INCOME

4'350

5'000

EXPENDITURE

DIRECT COST (LIST EXPENDITURE BY SECTOR)

1 Food Security & Non-Food Items

1.1 Food - NFIs (Cash cards/Vouchers for 9 months) - Refugees/ Migrants

cards

291

860

250'250

287'644

1.2 Food-NFIs (Cash Cards/Vouchers/Food Parcels for 9 months) - Local population

packages

5'400

16

87'058

100'067

Sub Total Food Security & Non-Food Items

337'309

387'711

2 Shelter

2.1 Installation and Running Costs (Electricity, Water,etc.)

kitchen

2

56'522

113'043

129'935

Sub Total Shelter

113'043

129'935

3 Education

3.1.	Non-Formal Education (teachers' salaries, equipment, education material)	lump sum	1	78'768	78'768	90'538
Sub Total Education					78'768	90'538

4 Other Sector Related Direct Costs

4.1 Project Staff Salaries

4.1.1	IOCC Program manager (50%)	month	12	4'820	28'920	33'241
4.1.2	Project Coordinator - Apostoli (100%)	month	12	3'600	43'200	49'655
4.1.3	Assistant Project Coordinator - Apostoli (50%)	month	12	2'391	14'345	16'489
4.1.4	Project Officer Epirus - Apostoli	month	12	3'389	40'662	46'738
4.1.5	Project Officer Education Attica - Apostoli (100%)	month	6	1'390	8'340	9'586
4.1.6	Project Officer Attica - Apostoli (100%)	month	12	1'694	20'331	23'369
4.1.7	Project Officer Assistant - Local staff Epirus (100%)	month	9	800	7'200	8'276
4.1.8	Interpreters Arabic - Farsi (Epirus/Attica)	hours	40	20	800	920
Sub Total Project Staff Salaries					163'799	188'274

5 Others

5.1	Visibility (ACT Alliance/IOCC/Apostoli)	lump sum	1	500	500	575
5.2	Accommodation (IOCC 1 person Athens - 50%, incl. building utilities)	month	12	275	3'300	3'793
5.3	Accommodation - 2 Apartments (2 Project Epirus)	month	11	1'000	11'000	12'644
5.4	Travel expenses for Project Staff under Direct Cost (Bus/Airplane/Ferries/Accommodation)	month	11	1'175	12'920	14'850
5.5	Per Diems	day	99	35	3'445	3'960
Sub Total Project Others					31'165	35'821
TOTAL DIRECT ASSISTANCE					724'083	832'280

TRANSPORT, WAREHOUSING & HANDLING

7 Transport (of relief materials)

7.1	Transportation expenses/Trucking	lump sum	1	1'000	1'000	1'149
7.2	Hire/Rental of Vehicles (2 cars Ioannina, 1 car Attica; incl. tolls & parking)	month	12	1'800	21'600	24'828
7.3	Fuel (3 cars)	month	12	1'200	14'400	16'552
Sub Total Transport					37'000	42'529

8 Warehousing

8.1	Rental of warehouse	lump sum	1	500	500	575
Sub Total Warehousing					500	575

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9 Handling

Sub Total Handling					0	0
TOTAL TRANSPORT, WAREHOUSING & HANDLING					37'500	43'103

CAPITAL ASSETS (over US\$500)

10.1	Computers and accessories (IOCC & Apostoli staff)	laptop	2	600	1'200	1'379
10.2	Office Furniture (Apostoli Epirus Office)	lump sum	1	600	600	690
	TOTAL CAPITAL ASSETS				1'800	2'069

TOTAL DIRECT COST					763'383	877'452
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INDIRECT COSTS: PERSONNEL, ADMINISTRATION & SUPPORT**11 Operational Staff salaries**

11.1	IT Consultant	lump sum	1	2'609	2'609	2'999
11.2	Legal support (30%)	month	12	1'210	4'356	5'007
11.3	Accountant - Apostoli (50%)	month	12	2'876	17'256	19'834
11.4	Finance Manager - IOCC (15%)	month	12	2'900	5'220	6'000
11.5	Financial Director - Apostoli (10%)	month	12	2'460	2'952	3'393
11.6	Program Manager for Education - Apostoli (10%)	month	9	4'180	3'762	4'324
11.7	General Director - Apostoli (10%)	month	12	7'420	8'904	10'234
11.8	Apostoli Program Coordinator for IOCC-funded projects (20%)	month	12	5'535	13'284	15'269
	Sub Total Operational Staff salaries				58'343	67'061

12 Office Operations

12.1	Office rent (Apostoli Epirus) (100%)	month	12	500	6'000	6'897
12.2	Office Utilities (Apostoli's HQ) (5%)	month	12	125	1'500	1'724
12.3	Office supplies (Apostoli Epirus Office) (100%)	month	12	50	600	690
12.4	Office supplies (Apostoli HQ 20%)	month	12	125	1'500	1'724
	Sub Total Office Operations				9'600	11'034

13 Communications

13.1	Telephone, fax (Apostoli HQ 5%)	month	12	55	660	759
13.2	Telephone - Internet - Courier (5 Project staff Athens -Epirus)	month	12	500	6'000	6'897
	Sub Total Communications				6'660	7'655

TOTAL INDIRECT COST: PERSONNEL, ADMIN. & SUPPORT		74'603	85'750
AUDIT, MONITORING & EVALUATION			
Audit of ACT appeal	estimate	6'500	7'500
Monitoring & Evaluation	estimate	5'000	5'747
TOTAL AUDIT, MONITORING & EVALUATION		11'500	13'247
TOTAL EXPENDITURE exclusive International Coordination Fee		849'486	976'449
INTERNATIONAL COORDINATION FEE (ICF) - 3%		25'485	29'293
TOTAL EXPENDITURE inclusive International Coordination Fee		874'971	1'005'743
BALANCE REQUESTED (minus available income)		870'621	1'000'743

EXCHANGE RATE: local currency to 1 USD

Budget rate

0.87

BUDGET EXPLANATORY NOTES

*** Please note that this is only an estimate for transferred unspent balances from EUR151 Appeal, as of time of writing the appeal Accounts had not yet been closed and consolidated.

- Education line includes the salaries of Greek teachers and support staff (including interpreters) who will be hired to carry out the non-formal education activities.
- 3.1** Assistant Project Coordinator - this position has programmatic responsibilities, including project monitoring, budgeting, procurement, and representing the program to governmental authorities, refugee community leaders and site managers.
- 4.1.3** Education Project Officer Attica - this position focuses solely on educational activities in Attica region
- 4.1.5** Interpreters- accompany project staff to sites as needed; enable project staff to discuss needs with refugees/migrants and receive feedback about project design and implementation
- 4.1.8** IT Consultant - this person is not staff; would be hired on a consultancy basis to support IT needs particularly around the cash/voucher program
- 11.1** Office rent Epirus - Apostoli does not currently have an office in Epirus region. This line item covers the cost for renting an office for 12 months to carry out the activities related to this appeal. Apostoli will seek an office space through its parish network; rent has been budgeted in the event that a donated space cannot be secured.
- 12.1**

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NCA:

Requesting ACT member: Norwegian Church Aid (NCA)
Appeal Number: EUR 161
Appeal Title: Refugees/Migrants Humanitarian Response
Implementing Period: 1 September 2016 - 31 August 2017

	Appeal Budget EUR	Appeal Budget USD
<u>INCOME</u>		
TOTAL INCOME	0.00	0.00

EXPENDITURE					
	Type of Unit	No. of Units	Unit Cost EUR	Appeal Budget EUR	Appeal Budget USD
DIRECT COST (LIST EXPENDITURE BY SECTOR)					
1 <u>Water</u>					
1.1 Water infrastructure rehabilitation / maintenance / extention / upgrade	lump Sum	1	50'000	50'000	57'471
1.2 Emergency bottled water supply (1,5 lt)	bottle	20'000	0.3	6'000	6'897
1.3					
Roving plumber / technician (2 contractors)	months	12	3'000	36'000	41'379
1.4 Water quality testing	lump Sum	1	600	600	690
Sub Total Water				92'000	106'437
2 <u>Sanitation</u>					

2.1 & 2.2. Installation works for toilet and shower containers - including site preparation works

	lump sum	1	50'000	50'000	57'471
2.3	Sewage network rehabilitation / maintenance / extention / upgrade	lump sum	1	50'000	50'000
2.4	Sewage collection (construction of holding tanks and septic tanks, provision and installation of grease traps - including excavation costs)	lump sum	1	60'000	60'000
2.5	Sewage disposal (connecting to existing networks, rehabilitation of treatment system, sewage tank - depending on site and context)	lump sum	1	50'000	50'000
2.6	Sanitation supplies	lump sum	1	5'000	5'747
Sub Total Sanitation				215'000	247'126

3 Solid Waste Management

3.1	Garbage bins at HH level	pcs	100	50	5'000
3.2	Garbage collection points at Community Level	lump sum	1	4'500	4'500
Sub Total Solid Waste Management				9'500	10'920

4 Hygiene Promotion

4.1	Hygiene items for distributions	lump sum	1	20'000	20'000
4.2	Hygiene awareness activities: community workshops, activities and materials	pcs	48	93	4'464
4.3	WASH campaigns & celebrations	lump sum	1	800	800
4.4	Hygiene Kiosk (air conditioned container with sink) - including equipment	pcs	5	6'000	30'000
Sub Total Hygien Promotion				55'264	63'522

Other Sector Related Direct Costs (List expenditure by sector)

5 Direct Project Personnel

5.1	WASH Officer Engineer (2)	months	12	2'000	24'000
5.2	WASH Coordinator	months	12	3'333	39'996

5.3	Hygiene Promoters (2)	months	12	3'100	37'200	42'759
5.4	Hygiene promotion assistants with language skills (arabic or farsi) (2)	months	12	2'600	31'200	35'862
Sub Total Direct Project Personnel					132'396	152'179
6 Staff Capacity Building						
6.1	Training of community mobilizers	lump Sum	1	500	500	575
6.2	Tools and protective clothes for national field staff	lump Sum	1	1'000	1'000	1'149
6.3	Toolkit for community mobilizers (bag, T-shirt, clipboard etc)	lump Sum	1	800	800	920
Sub Total Staff Capacity Building					2'300	2'644
7 Others						
7.1	Communication/visibility cost	lump Sum	1	1'000	1'000	1'149
Sub Total Others					1'000	1'149
TOTAL DIRECT ASSISTANCE					507'460	583'977
TRANSPORT, WAREHOUSING & HANDLING						
<u>Transport (of relief materials)</u>						
<u>Warehousing</u>						
<u>Handling</u>						
TOTAL TRANSPORT, WAREHOUSING & HANDLING					0	0
CAPITAL ASSETS (over US\$500)						
TOTAL CAPITAL ASSETS					0	0
TOTAL DIRECT COST					507'460	583'977

INDIRECT COSTS: PERSONNEL, ADMINISTRATION & SUPPORT

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	<u>8 Staff salaries</u>	Unit	Units	EUR	EUR	USD
8.1	Salaries 10 % for Programme Director Jan-Aug 2017	Month	8	750	6'000	6'897
8.2	Salaries 10% for Finance Director Jan-Aug 2017	Month	8	410	3'280	3'770
9	<u>Office Operations</u>					
9.1	Office rent Jan-Aug 2017	Month	8	1'500	12'000	13'793

TOTAL INDIRECT COST: PERSONNEL, ADMIN. & SUPPORT

21'280 24'460

AUDIT, MONITORING & EVALUATION

10.1	Audit of ACT appeal	Estimate		7'250	8'333
10.2	Monitoring & Evaluation	Estimate		5'000	5'747

TOTAL AUDIT, MONITORING & EVALUATION

12'250 14'080

TOTAL EXPENDITURE exclusive International Coordination Fee

540'990 622'517

INTERNATIONAL COORDINATION FEE (ICF) - 3%

16'230 18'676

TOTAL EXPENDITURE inclusive International Coordination Fee

557'220 641'193

BALANCE REQUESTED (minus available income)

557'220 641'193

EXCHANGE RATE: local currency to 1 USD

Budget rate 0.87

Philanthropy:

Requesting ACT member: **Philanthropy**
Appeal Number: **EUR161**
Appeal Title: **Refugees/Migrants Humanitarian Response**
Implementing Period: **1 September 2016 - 31 August 2017**

	Appeal Budget RSD	Appeal Budget USD
INCOME		
INCOME- FIRM PLEDGES (made both through ACT Secretariat and directly)	0.00	0.00
TOTAL INCOME	0.00	0.00

EXPENDITURE

	Type of	No. of	Unit Cost	Appeal Budget	Appeal Budget
	Unit	Units	RSD	RSD	USD
DIRECT COST					
1 Food Security					
1.1 Food Kit	kit	8'000	600	4'800'000	42'857
1.2 Hot Meals	meal	72'000	350	25'200'000	225'000
Sub Total Food Security				30'000'000	267'857
2 Water Sanitation & Hygiene					
2.1 Hygiene Kit (women)	kit	2'000	1'200	2'400'000	21'429
2.2 Hygiene kit (men)	kit	1'000	1'200	1'200'000	10'714
2.3 Cleaning Service/ Refugees shelter cleaning personnel (10 persons)	month	12	500'000	6'000'000	53'571
2.4 Disinfection and cleaning material for facility hygiene	month	12	200'000	2'400'000	21'429
Sub total Water, Sanitation & Hygiene				12'000'000	107'143

3 Non-Food Items

3.1	Winter clothes for adults and teenagers	item	16'000	688	11'000'000	98'214
3.2	Winter clothes for small children	item	6'000	1'000	6'000'000	53'571

Sub Total Non-food Items					17'000'000	151'786
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4 Shelter

4.1	Heating fuel - pellet	tone	30	22'500	675'000	6'027
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Sub Total Shelter					675'000	6'027
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5 Psychosocial Support

5.1	Field Psycho-social advisers (2 persons)	month	12	69'550	1'669'200	14'904
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Sub Total Psychosocial Support					1'669'200	14'904
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6 Protection

6.1	Cash cards assistance to refugees and migrants (Value of cards)	grants	2'200	5'000	11'000'000	98'214
6.2	Issuing cash cards costs	cards	2'200	150	330'000	2'946
6.3	Protection officers (5 persons)	month	12	347'750	4'173'000	37'259
6.4	Processing and administrative officers (3 persons)	month	12	208'650	2'503'800	22'355

Sub Total Protection					18'006'800	160'775
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7 Other Sector Related Direct Costs

7.1	Program officer / coordinator (100%)	month	12	179'200	2'150'400	19'200
7.2	Field coordinators (3 persons) (100%)	month	12	168'000	6'048'000	54'000
7.3	Distribution team (10 persons) (100%)	month	12	65'000	7'800'000	69'643

Sub Total Other Sector Related Direct Costs					15'998'400	142'843
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TOTAL DIRECT ASSISTANCE

95'349'400	851'334
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TRANSPORT, WAREHOUSING & HANDLING

8 Transport (of relief materials)

8.1	Hire/ Rental of Vehicles 60 %	month	12	85'000	612'000	5'464
8.2	Fuel for field work coordination 60 %	month	12	160'000	1'152'000	10'286
8.3	Other travel expenses (Accommodation, tolls, refreshments, bus and airline tickets) 60 %	month	12	50'000	360'000	3'214

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9 Warehousing					0
9.1 Rental of warehouse (100%)	month	6	112'000	672'000	6'000
10 Handling					0
10.1 Procurement Officer (100%)	month	12	155'000.0	1'860'000	16'607
					0
TOTAL TRANSPORT, WAREHOUSING & HANDLING				4'656'000	41'571
					0
CAPITAL ASSETS (over US\$500)					0
11.1 Fridge (storage of fresh food)	item	2	150'000	300'000	2'679
					0
TOTAL CAPITAL ASSETS				300'000	2'679
TOTAL DIRECT COST				100'305'400	895'584
INDIRECT COSTS: PERSONNEL, ADMINISTRATION & SUPPORT					
12 Staff salaries					
12.1 Programme Director (60 %)	month	12	210'000	1'512'000	13'500
12.2 Finance Director (60 %)	month	12	200'000	1'440'000	12'857
12.3 Communication Officer (100%)	month	12	180'000	2'160'000	19'286
13 Office Operations					0
13.1 Office rent (55%)	month	12	45'000	540'000	4'821
13.2 Office Utilities (55%)	month	12	22'000	264'000	2'357
13.3 Office stationery (55%)	month	12	22'000	264'000	2'357
14 Communications					0
14.1 Telephone and fax	month	12	30'000	360'000	3'214
15 Other					0
15.1 Visibility costs (T-shirts, vests, posters, stickers)	lump sum	1	500'000	500'000	4'464
TOTAL INDIRECT COST: PERSONNEL, ADMIN. & SUPPORT				7'040'000	62'857
AUDIT, MONITORING & EVALUATION					
16.1 Audit of ACT appeal	estimate		550'000	550'000	4'911
16.2 Monitoring & Evaluation	estimate		1'000'000	1'000'000	8'929

TOTAL AUDIT, MONITORING & EVALUATION	1'550'000	13'839
TOTAL EXPENDITURE exclusive International Coordination Fee	108'895'400	972'280
INTERNATIONAL COORDINATION FEE (ICF) - 3%	3'266'862	29'168
TOTAL EXPENDITURE inclusive International Coordination Fee	112'162'262	1'001'449
BALANCE REQUESTED (minus available income)	112'162'262	1'001'449

EXCHANGE RATE: local currency to 1 USD

Budget rate 112.00

EHO:

Requesting ACT member:

Appeal Number:**Appeal Title:****Implementing Period:**

Ecumenical Humanitarian Organization

EUR161

Refugees/Migrants Humanitarian Response

1 September 2016 - 31 August 2017

INCOMEAppeal
Budget
*RSD*Appeal
Budget
USD**TOTAL INCOME****0.00****0.00****EXPENDITURE**

Type of

No. of

Unit Cost

Appeal
Budget
*RSD*Appeal
Budget
USD

Unit

Units

*RSD***DIRECT COST (LIST EXPENDITURE BY SECTOR)****1 Food Security**

1.1 Distribution of meals

meals

73'000

250

18'250'000

162'946

1.2 Distribution of Baby food (20 babies/week)

persons

1'040

1'300

1'352'000

12'071

Sub Total Food Security**19'602'000****175'018****2 Non-Food Items**

2.1 Distribution of non-food items (clothes & footwear)

set

10'950

1'450

15'877'500

141'763

Sub Total Non-Food Items**15'877'500****141'763****3 Water, Sanitation & Hygiene**

3.1 Water, sanitation & hygiene (300 pers./month)

persons

15'600

650

10'140'000

90'536

3.2 Women hygiene kits (100 women/week)

kit

5'200

1'080

5'616'000

50'143

3.3	Laundry service (washing and drying)	month	12	160'000	1'920'000	17'143
Sub Total Water, Sanitation & Hygiene					17'676'000	157'821
4	<u>Health</u>					
4.1	Provision of medical service (30 people/day)	sessions	10'950	200	2'190'000	19'554
Sub Total Water, Sanitation & Hygiene					2'190'000	19'554
5	<u>Protection</u>					
5.1	Activities for children in child friendly spaces	week	52	28'000	1'456'000	13'000
Sub Total Protection					1'456'000	13'000
6	<u>Shelter</u>					
6.1	Shelter and settlement (soft components/renovation)	month	12	949'549	11'394'588	101'737
Sub Total Shelter					11'394'588	101'737
7	<u>Other Sector Related Direct Costs</u>					
7.1	Project coordinator	month	12	120'000	1'440'000	12'857
7.2	Medical doctor (2 pers. X 50%)	month	12	186'000	1'116'000	9'964
7.3	Medical assistant (2 x 50%)	month	12	128'000	768'000	6'857
7.4	Educator (ventil. Activ.) 2 pers. (100%)	month	12	180'000	1'080'000	9'643
7.5	Communication	month	12	35'000	420'000	3'750
Sub Total Other Sector Related Direct Costs					4'824'000	43'071
TOTAL DIRECT ASSISTANCE					73'020'088	651'965
TRANSPORT, WAREHOUSING & HANDLING						
8	<u>Transport (of relief materials)</u>					
8.1	Fuel for field work and coordination	month	12	140'000	1'680'000	15'000
8.2	Other travel expenses (accommodation, refreshments, bus tickets etc.)	month	8	35'000	280'000	2'500
9	<u>Warehousing</u>					
10	<u>Handling</u>					
10.1	Salaries for Logistician and Procurement Officer (100%)	month	12	60'000.0	720'000	6'429

10.2	Salaries / wages for expert translators (2 pers. X 50%)	month	12	200'000.0	1'200'000	10'714
10.3	Salaries / wages for Drivers (100%)	month	12	60'000.0	720'000	6'429
TOTAL TRANSPORT, WAREHOUSING & HANDLING					4'600'000	41'071
CAPITAL ASSETS (over US\$500)						
11.1	Camera	pcs.	2	45'000	90'000	804
TOTAL CAPITAL ASSETS					90'000	804
TOTAL DIRECT COST					77'710'088	693'840
INDIRECT COSTS: PERSONNEL, ADMINISTRATION & SUPPORT						
12	<u>Staff salaries</u>					
12.1	EHO Project Administration and finances (50%)	Month	8	95'000	380'000	3'393
12.2	EHO Project Assistant (50%)	Month	8	95'000	380'000	3'393
12.3	EHO Project Accountant (50%)	Month	8	128'000	512'000	4'571
12.4	EHO Financial Coordinator (50%)	Month	8	162'000	648'000	5'786
12.5	EHO Project Logistician HQ (50%)	Month	12	95'000	570'000	5'089
12.6	EHO Executive management (25%)	Month	8	240'000	960'000	8'571
Sub Total Staff salaries					3'450'000	30'804
13	<u>Office Operations</u>					
13.1	Office stationery	Month	12	10'000	120'000	1'071
Sub Total Office Operations					120'000	1'071
14	<u>Communications</u>					
14.1	Telephone and fax	Month	8	15'000	120'000	1'071
Sub Total Communication					120'000	1'071
15	<u>Other</u>					
15.1	Visibility	lumpsum	1	250'000	250'000	2'232
Sub Total Others					250'000	2'232
TOTAL INDIRECT COST: PERSONNEL, ADMIN. & SUPPORT					3'940'000	35'179

AUDIT, MONITORING & EVALUATION

Audit of ACT appeal	Estimate	400'000	3'571
Monitoring & Evaluation	Estimate	205'000	1'830

TOTAL AUDIT, MONITORING & EVALUATION		605'000	5'402
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TOTAL EXPENDITURE exclusive International Coordination Fee		82'255'088	734'420
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INTERNATIONAL COORDINATION FEE (ICF) - 3%		2'467'653	22'033
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TOTAL EXPENDITURE inclusive International Coordination Fee		84'722'741	756'453
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BALANCE REQUESTED (minus available income)		84'722'741	756'453
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EXCHANGE RATE: local currency to 1 USD

Budget rate	112
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HIA:

Requesting ACT member: Hungarian Interchurch Aid
Appeal Number: EUR 161
Appeal Title: Refugees/Migrants Humanitarian Response
Implementing Period: 01.09.2016 - 31.08.2017

INCOME

Appeal
Budget
HUF

Appeal
Budget
USD

INCOME - Received by Requesting Member via ACT Secretariat, Geneva

Date	Donor Name		Appeal Budget HUF	Appeal Budget USD
	Unspent funds from ACT EUR 151 to be transferred to EUR 161	***	8'556'300	30'000

TOTAL INCOME			8'556'300.00	30'000.00
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EXPENDITURE

	Type of Unit	No. of Units	Unit Cost HUF	Appeal Budget HUF	Appeal Budget USD
DIRECT COST (LIST EXPENDITURE BY SECTOR)					
1 Food security					
1.1					
Complementary higher vitamin and energy content food (fruit, biscuit, processed milk, muesli bars, mineral water, juice - the content might differ according to actual needs)					
	item	30'000	800.00	24'000'000	84'149
Sub Total Food Security				24'000'000	84'149
2 Water, Sanitation & Hygiene					
					0

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2.1

Additional hygiene packages for women&children/men (shower gel, baby shower gel, shampoo, baby shampoo, baby wipes, baby powder, sanitary pad, tooth brush, toothpaste, towel, diaper, plaster - the content might differ according to actual needs)	item	10'000	1'700	17'000'000	59'605
Sub Total Water, Sanitation & Hygiene				17'000'000	59'605

3 Shelter and Non-Food Items					0
NFIs seasonal clothing for adult and children refugees/migrants	person	2'000	8'500	17'000'000	59'605
Sub Total Shelter and Non-Food Items				17'000'000	59'605

4 Psychosocial Support

4.1	Devices and consumables for psychosocial occasions held for children (e.g.stationery for handcraft) at 3 locations)	month	12	50'000	600'000	2'104
4.2	Toys and games for psycho social occasions held at for occasions 6 occasions/week	month	12	120'000	1'440'000	5'049
Sub Total Psychosocial Support					2'040'000	7'153

5 Protection

5.1	Awareness raising open talks in RCs and TZs for adults, not exclusive only for those get asylum - 3 part time native speakers at 5 locations 4 days/week	month	12	720'000	8'640'000	30'293
5.2	Education and integration programmes for children - teacher/expert sessions at RCs	month	12	200'000	2'400'000	8'415
Sub Total Protection					11'040'000	38'708

6	<u>Other Sector related direct costs</u>					
6.1	Interpretation and translation	month	12	180'000	2'160'000	7'573
6.2	Staff capacity building and professional peer support	month	12	150'000	1'800'000	6'311
6.3	Social workers, psychologist, teacher - 4 persons - part time - hold psycho-social occasions and pre-school activities in Kiskunhalas RC 4 days/week	month	12	1'168'000	14'016'000	49'143
6.4	Social workers (interns) - contribute to psychosocial activities held in Bicske - 3 person/ 1 day/week	month	12	90'000	1'080'000	3'787
6.5	Social workers and psychologist hold psychosocial activities in Vámoszabadi RC - 3 persons - 1 day/week	month	12	350'000	4'200'000	14'726
6.6	Social workers help in distribution at tranzit zones - 2 persons part time - 2 days/week	month	12	260'000	3'120'000	10'939
6.7	Mobile assistance for refugees at temporary reception centres (equipment for the staff, vaccination, social workers, driver etc.)	month	12	350'000	4'200'000	14'726
6.8	Communication and visibility costs (plastic bags for distribution of relief items, stickers, other visibility materials, press conferences)	month	12	200'000	2'400'000	8'415
Sub Total Protection Other Sector related direct costs					32'976'000	115'620
TOTAL DIRECT ASSISTANCE					104'056'000	364'840

TRANSPORT, WAREHOUSING & HANDLING**7 Transport (of relief materials)**

7.1	Travel cost/Running, repair and operational costs of HIA cars&occasional car rental upon needs	month	9	475'000	4'275'000	14'989
7.2	Transportation of aid items	month	9	205'000	1'845'000	6'469
7.3	Rental fee of store in the countryside (warehouse)	month	12	85'000	1'020'000	3'576
TOTAL TRANSPORT, WAREHOUSING & HANDLING					7'140'000	25'034
CAPITAL ASSETS (over US\$500)						
8.1	Laptop with accessories and software	laptop	2	260'000	520'000	1'823
8.2	Mobile phones	phone	5	70'000	350'000	1'227
TOTAL CAPITAL ASSETS					870'000	3'050
TOTAL DIRECT COST					112'066'000	392'925
INDIRECT COSTS: PERSONNEL, ADMINISTRATION & SUPPORT						
9	Staff salaries					
9.1	Programme coordinator 1 person - part time	month	12	250'000	3'000'000	10'519
9.2	Finance coordinator - 1 person - part time	month	12	220'000	2'640'000	9'256
9.3	Programme assistant - 1 person - part time	month	12	200'000	2'400'000	8'415
9.4	Programme associates (on the field) - 2 persons - full time	month	12	480'000	5'760'000	20'196
10	Office Operations					
10.1	Office Utilities and stationery	month	12	10'000	120'000	421
11	Communications					
11.1	Telephone and fax	month	12	15'000	180'000	631
12	Other					
12.1	Bank fees	month	12	20'000	240'000	841
TOTAL INDIRECT COST: PERSONNEL, ADMIN. & SUPPORT					14'340'000	50'279

AUDIT, MONITORING & EVALUATION

13.1	Audit of ACT appeal	estimate	1	900'000	900'000	3'156
13.2	Monitoring & Evaluation	estimate	1	900'000	900'000	3'156
TOTAL AUDIT, MONITORING & EVALUATION					1'800'000	6'311

TOTAL EXPENDITURE exclusive International Coordination Fee

128'206'000	449'514
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INTERNATIONAL COORDINATION FEE (ICF) - 3%

3'846'180.00	13'485
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TOTAL EXPENDITURE inclusive International Coordination Fee

132'052'180.00	463'000
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BALANCE REQUESTED (minus available income)

123'495'880.00	433'000
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EXCHANGE RATE: local currency to 1 USD

HUF/USD rate	285.21
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Budget Explanatory Notes:

***Please note that this is only an estimate for transferred unspent balances from EUR151 Appeal, as of time of writing the appeal Accounts had not yet been closed and consolidated.

8.1 1 additional laptop needed for additional Programme associates on the field (see BL 9.4)

8.2 5 more stable mobile phones needed for the field staff

CA/ ACT EU:

Requesting ACT member: Christian Aid/ ACT EU
Appeal Number: EUR 161
Appeal Title: Refugees/Migrants Humanitarian Response
Implementing Period: 01.09.2016 - 31.08.2017

INCOME

INCOME - Cash received directly from donors

Date	Donor Name		Appeal Budget EUR	Appeal Budget USD
	Unspent funds from ACT EUR 151 to be transferred to EUR 161 ***		39'451	44'327
	Interest earned		0	0

TOTAL INCOME			39'451.	44'327
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EXPENDITURE

		Type of	No. of	Unit Cost	Appeal Budget EUR	Appeal Budget USD
		Unit	Units	EUR		
DIRECT COST (LIST EXPENDITURE BY SECTOR)						
1	<u>Advocacy</u>					
1.1	Advocacy materials (briefings or events)	event	5'000	1	5'000	5'618
1.2	ACT Advocacy post (staff salaries)	month	12	5'700	68'400	76'854
1.3	CA Staff support (10%)	month	12	358	4'296	4'827
TOTAL DIRECT ASSISTANCE					77'696	87'299

CAPITAL ASSETS (over US\$500)

2.1	Computer support	month	12	42	498	560
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The ACT Alliance secretariat is certified with the Humanitarian Accountability Partnership's 2010 HAP Standard for accountability and quality management.

TOTAL CAPITAL ASSETS					498	560
TOTAL DIRECT COST					78'194	87'858
INDIRECT COSTS: PERSONNEL, ADMINISTRATION & SUPPORT						
3.1	Travel to Geneva	trip	3	1'000	3'000	3'371
3.2	Trips to ACT partners in Europe	trip	5	1'000	5'000	5'618
3.3	Agnes office admin costs	month	12	100	1'200	1'348
TOTAL INDIRECT COST: PERSONNEL, ADMIN. & SUPPORT					9'200	10'337
AUDIT, MONITORING & EVALUATION						
	Audit of ACT appeal	estimate	1	500	500	562
	Learning and evaluation process	estimate	1	1'000	1'000	1'124
TOTAL AUDIT, MONITORING & EVALUATION					1'500	1'685
TOTAL EXPENDITURE exclusive International Coordination Fee					88'894	99'881
INTERNATIONAL COORDINATION FEE (ICF) - 3%					2'667	2'996
TOTAL EXPENDITURE inclusive International Coordination Fee					91'561	102'877
BALANCE REQUESTED (minus available income)					52'110	58'550
EXCHANGE RATE: local currency to 1 USD						
	Budget rate			0.89		

BUDGET EXPLANATORY NOTES

*** Please note that this is only an estimate for transferred unspent balances from EUR151 Appeal, as of time of writing the appeal Accounts had not yet been closed and consolidated.