

PD-ABQ-425

Grant number AOT-97-G-00-00050-00
Project office BHR/OFDA/DRD

TUZLA-PODRINJE CANTON - BOSNIA and HERZEGOVINA

HOME CARE PROGRAM
FOR
ELDERLY DISABLED AND ISOLATED PEOPLE

FINAL REPORT

January 15th to June 30th

Courbevoie, August 14th, 1997

TABLE OF CONTENTS

EXECUTIVE SUMMARY	2
1 PREMIERE URGENGE'S PROJECT	3
1 1 Background	3
1 2 Project	3
2 OPERATIONAL STRATEGY	4
2 1 Schedule	4
2 2 Logistical Means	5
2 3 Red Cross Partnership	5
2 4 Coal Distribution	7
2 5 Clothes Distribution	10
2 6 Hygiene Kits Distribution	12
3 MONITORING AND HOUSEHOLD VULNERABILITY SURVEY	14
3 1 Monitoring of the Project	14
3 2 First Household Vulnerability Survey and Satisfaction Assessment	15
3 3 Second Household Vulnerability Survey	16
4 CONCLUSION	17
5 FINANCIAL REPORT	18
5 1 Exchange Rates	18
5 2 Cost-Savings	18
5 3 Allocation of Cost-Savings	19
Annex 1 Delivery Schedule	
Annex 2 Example of List of Beneficiaries	
Annex 3 Number of Homecare Beneficiaries per Municipality	
Annex 4 Quantity Control Forms and Diagram	
Annex 5 Monitoring Figures	
Annex 6 Household Vulnerability Survey and Satisfaction Assessment	
Annex 7 Second Household Vulnerability Survey	

EXECUTIVE SUMMARY

Organization	Premiere Urgence
Mailing Address	BP 53 - 92404 Courbevoie cedex - France
Telephone	33 1 41 16 84 00
Fax	33 1 41 16 84 10
Email	premiere_urgence@ras.eu.org
Update	August 14th, 1996
Contact Persons	Line McKie (Director of Programs) Miriam Guzy (Regional Officer)

Country Bosnia-Herzegovina

Disaster War

Area of Activity Tuzla-Podrinje Canton

Period of Activity January 15th, 1997 to June 30th, 1997

Beneficiaries 8,000 needy elderly, disabled and isolated people

Total Dollar Expenses \$ 359,232

Goal

To reduce suffering and mortality risks among elderly, disabled and isolated people

Objective

To reduce winter and sanitation related risks by providing, with the support of the Red Cross volunteers, coal, warm clothes, basic hygiene items

Nature and Quantity of Aid

- ◇ 1,000 tons of coal
- ◇ 8,000 outfits of five pieces of clothes one warm coat, one sweater, one pair of trousers or skirt, one shirt or blouse, one T-shirt
- ◇ 24,000 hygienic parcels containing soap, laundry powder, shampoo, toilet paper, dishwashing liquid

Results

- ◇ 500 beneficiaries received 2 tons of coal each, covering two to three months' needs,
- ◇ 8,000 beneficiaries received one warm outfit,
- ◇ 8,000 beneficiaries received three hygienic parcels over three months, covering approximately three months' needs

1. PREMIERE URGENGE'S PROJECT

1.1 BACKGROUND

60,000 elderly persons over 65 years of age live in the Tuzla-Podrinje canton. This category of population can be considered as the most vulnerable of all categories, not only in the Tuzla canton but also in the whole of Bosnia and Herzegovina. Elderly persons have been particularly affected and weakened by the war. Many of them lost their pensions, a lot of them had to abandon their homes and are struggling to survive without the help of their children.

Among these 60,000 persons, 8,000 are totally isolated, physically or mentally disabled, and require daily care.

The Red Cross of Tuzla / Podrinje Canton has done its utmost to help this extremely vulnerable group of people. In the fall of 1996, 471 Red Cross volunteers (activists) were visiting these house-ridden people on a regular basis, supporting relief programs such as the Swiss Red Cross food program, Premiere Urgence's hygienic program and the IFRC's psycho-social program.

1.2 PROJECT

Goal

To reduce suffering and mortality risks among elderly, disabled and isolated people.

Objective

To reduce winter and sanitation related risks by providing, with the support of the Red Cross volunteers:

- ◇ coal
- ◇ warm clothes
- ◇ basic hygiene items such as washing powder, soap, shampoo, toilet paper, dishwashing liquid, washable adult diapers

Targeted population

8,000 totally isolated, physically or mentally disabled people and requiring daily care in the Tuzla-Podrinje Canton.

Duration of program 6 months

Standard of delivery to be used

- ◇ 0.5 MT of coal for the winter
- ◇ a complete warm outfit
- ◇ 2 hygiene parcels lasting 2 months each

2. OPERATIONAL STRATEGY

2.1 SCHEDULE

January 15 to January 31st

- Arrival of expatriate staff in Tuzla
- Tenders for aid purchases
- Collecting of information from the Red Cross
- Collecting of information from other NGOs

February

- Recruitment of local staff
- Contracts signed for aid purchases and ironing of clothes
- Partnership contract with Red Cross
- Conception of stock control documents
- Identification of beneficiaries and processing of lists
- Coal distribution and monitoring starting on the 26th

March

- Coal distribution
- Arrangements concluded for ironing, folding and packing of clothes
- Clothes distribution
- Monitoring of beneficiaries

April

- Coal distribution
- Hygiene parcels distribution
- Monitoring of beneficiaries
- First household vulnerability survey and satisfaction assessment

May

- Second hygiene parcels distribution
- Monitoring of beneficiaries
- Second household vulnerability survey and satisfaction assessment

June

- Third hygiene parcels distribution
- Monitoring of beneficiaries

(See delivery schedules in annex 1)

2 2 LOGISTICAL MEANS

2 2 1 Staff

Expatriate staff

- Isabelle Vanoli, coordinator (January 15th to May 19th)
- Christophe Gadrey, administrator (January 20th to June 20th)

Local staff

- seven field officers from February 17th to end of March, then six until June 30th

The recruitment process for local staff started at the end of January, but the team was hired only after we received notice of the grant. After a week of training, the field officers started their work on February 24th. One of the field officers left at the end of March and was not replaced.

2 2 2 Vehicles

Each field officer had his/her own rented car. Forms were filled out by each in order to indicate the mileage and gas consumption for the program.

In addition, one of Première Urgence's 4WD cars was used by the team, and, when needed, one of Première Urgence's trucks or vans. This resulted in savings on the vehicle rental budget.

2 2 3 Infrastructures

The office, house and warehouse rental in Tuzla were shared between PU's different projects.

The Red Cross warehouses used in each municipality were checked out before the deliveries took place, in order to make sure that they were large enough and secure. We required rat exterminations in order to avoid any damage to the clothes.

2 3 RED CROSS PARTNERSHIP

2 3 1 The partnership contract with the Cantonal Red Cross

The establishment of good working relations was essential for carrying out this project, since the aid was distributed by the Red Cross activists.

A contract was signed with the Cantonal Red Cross to formalize our partnership.

The Cantonal Red Cross agreed to

- 1 Provide to PU the lists of beneficiaries, including their names, date of birth, needs, and name of the activist looking after them,
- 2 Stock the aid given by PU in the Red Cross warehouses,
- 3 Distribute the aid to the homecare beneficiaries,
- 4 Provide to PU weekly stock reports and activists' delivery forms,
- 5 Provide support to PU for monitoring and visits of beneficiaries,

PU agreed to

- 1 Coordinate the distribution of coal, clothes and hygiene kits,
- 2 Prepare the distribution schedules and inform the local Red Cross branches in advance of the deliveries,
- 3 Cover distribution costs (gas, administrative costs),
- 4 Give a warm jacket to each of the activists involved in the homecare program

The International Red Cross Federation agreed to

- 1 Provide the computerized list of the 8,000 beneficiaries

2 3 2 Identification of beneficiaries

As agreed with the OFDA, IFRC and Cantonal Red Cross, PU targeted the 8,000 Home Care program beneficiaries as identified by the Local Red Cross

IFRC was not able to provide PU with computerized lists as promised. Handwritten or typed lists were provided by each local Red Cross according to PU's requested format, between mid-February and mid-March (see annex 2). PU computerized all lists and installed the database on the Cantonal Red Cross information system.

The Cantonal Red Cross was particularly appreciative of PU's gesture since they do not have the available staff to enter such a large amount of data. No other NGO had taken before such initiative.

Due to the high rate of death and relocation (refugees) among beneficiaries, the database has to be regularly updated.

The number of male and female beneficiaries fluctuated quite a bit at the beginning of the program, creating problems with the order of clothes. However, we were able to readjust our second and third order of clothes accordingly when numbers got fixed subsequently.

The lists were carefully crosschecked with other programs, recent or current, in the area, in order to ensure that there would be no overlapping on any of the aid. They were then given to the Red Cross branches in each municipality.

See annex 3 list of beneficiaries per municipality

2 3 3 Relations with the Red Cross

The program was discussed in detail with the Cantonal Red Cross Meetings were held once a week with the Cantonal Red Cross secretary in order to review the advancement of the project and solve any problems

Each local Red Cross branch was visited by our coordinator and the field officer in charge of the area in order to introduce themselves and explain the program The Red Cross branches were then regularly informed of distribution schedules and of the advancement of the project

Our field officers trained the Red Cross warehouse managers and 581 activists to use the stock control documents and distribution report sheets

As a whole, relations with activists have considerably improved since the beginning of the program, and are now very good

In general, Red Cross activists are not satisfied with their working conditions although they appreciate the fees that they have been receiving from the Swiss Red Cross and the IFRC Indeed a lot of them are unemployed, but the softening of their « volunteering spirit » is a real problem for the Cantonal Red Cross

Regarding PU's program, they resent the fact that the winter jackets they received are second-hand Although we made that point clear from the beginning, they had hoped to receive the same jackets as the 84 fancy and expensive ones that IFRC had once distributed

We experienced some difficulties with activists in 4 out of 14 municipalities Due to the sustained presence of our officers on the field, most of the problems are now solved Also, the regular meetings with the Cantonal Red Cross have had a most positive impact over the operation

2 4 COAL DISTRIBUTION

2 4 1 Amount of aid

Our initial plan was to distribute half a ton of coal to 1,000 most needy beneficiaries

However, in Bosnia, the unit for buying, selling and delivery of coal is two tons the trucks delivering the coal have two-ton compartments, and they just empty a compartment at the buyer's home Two tons normally allow a home to be heated for between two and three months

We tried to find a solution for delivering 500 kg at a time It wasn't possible to have the coal delivered in sacks by the suppliers

We discussed the issue with the Red Cross representatives, and we agreed that it would be more useful to deliver the larger quantity (2 tons) to fewer beneficiaries instead of half a ton to 1,000 beneficiaries, allowing them the relief over a longer period of time It was therefore decided to distribute 2 tons of coal to each of the 250 most needy beneficiaries, lists of whom were provided by the Red Cross

Once this distribution was successfully over, and because the budget allowed this, we decided to double the number of beneficiaries in agreement with the OFDA

2 4 2 Purchases

The tenders started in January and allowed us to get offers from 5 suppliers, concerning the coal and its delivery, from which three were shortlisted

After negotiations, we settled for Junuzovic Kopex which had

- a reasonable price 54 DEM (approximately 33 US\$) per ton and an average price of 15 6 DEM (approximately 9 5 US\$) for delivery per ton, depending on the distance
- was recommended by the Red Cross
- offered good quality coal

The contract with Junuzovic Kopex was signed on February 25th

2 4 3 Selection of beneficiaries

We found out in January from the Cantonal Red Cross that the Italian Red Cross would also be giving coal, in 8 of Tuzla's 14 municipalities We met with them in order to avoid any possible overlapping The first 250 beneficiaries were therefore those from the remaining 6 municipalities Tuzla, Lukavac, Zivinice, Srebrenik, Banovici, Kladanj

The list of the most needy beneficiaries in those municipalities was compiled by the local Red Cross branches

In March, a new list of 250 needy and yet uncovered beneficiaries was made by the Red Cross, this time over the whole of the Tuzla canton We noticed in time that certain municipalities had given us the same lists as to the Italian Red Cross, and were able to have these lists corrected in order to exclude overlapping

2 4 4 Delivery

The coal was delivered directly to the beneficiaries' homes

The first deliveries took place between February 26th and March 11th, in the presence of the Red Cross activists (see number of beneficiaries per municipality in annex 3)

The second distribution took place throughout the month of April

2 4 5 Monitoring

Strict procedures are established in order to check the flow and quantity of goods from the supplier all way the down to the beneficiary level

We collect the supplier's waybills from Red Cross activists Total amount of coal distributed must match the amount appearing on our order and on the supplier's waybills (See forms and diagram in annex 4)

The beneficiaries of the first wave of coal distributions were monitored between February 26th and March 20th beneficiaries to ensure that they did receive the proper quantity of coal 235 homes were checked out of the 250, ie 94% The monitoring reports were signed by the beneficiaries In the second wave of distributions, 76% of the 250 beneficiaries were monitored (see annex 5)

The monitored beneficiaries found the quality of the coal to be excellent Field officers confirmed that this item is very badly needed In March, we found that three beneficiaries had to share their coal with other needy homecare beneficiaries who were not on the coal lists We informed the Red Cross that the next time we wished to be consulted beforehand Nevertheless, some coal was again shared in April in four different municipalities



2.5 CLOTHES DISTRIBUTION

2 5 1 Purchases

Although Premiere Urgence favours local purchases whenever possible, clothes had to be purchased in France. The supplier was Ecoterre, a non profit organization employing youths at risk and other individuals whose family circumstances are exceptionally difficult. Ecoterre operates a strict quality and hygiene control when selecting second-hand clothes, in order to ensure that

- they are of good quality
- they have no holes and no stains

In addition, samples are checked at loading by an independent inspection company

The clothes are sorted and put into bales according to the type of clothes (sweaters, pants, jackets,) and to whether they are men's or women's. However, they are not sorted by size. We asked to have the largest possible sizes. In order to cover any problems of size or damaged clothes, 500 extra sets of clothes were ordered.

In order to transport the clothes at the most efficient cost, the bales of clothes were compacted by Ecoterre.

Two trucks were used for transportation from the South of France to Tuzla. We were able to get a very low price for the transport thanks to another French NGO, Atlas Logistique.

2 5 2 Assembly of the kits

Because the clothes were compacted and came in bales, we needed to

- iron the clothes,
- assemble a complete set of neatly folded clothes for each beneficiary

- one warm coat or winter jacket
- one sweater
- one shirt or blouse
- one T-shirt
- one pair of pants or skirt

- put each set into a bag and then each set into cartons for delivery to the Red Cross branches

Several local organizations were contacted in order to do this work. After meeting with their representatives, getting estimations of price and delays, and visiting their facilities, we settled for the one that seemed the most serious and had a reasonable price. Bospo Bospo is an organization of women refugees in the Tuzla area. A contract was signed with them at the beginning of March to carefully iron, fold and pack the shirts, T-shirts, pants and skirts into plastic bags.

This project allowed 150 vulnerable women, mainly refugees, to work and generate income in Bospo's three centers

Bospo's three centers were visited by our expatriate staff in order to check the details of how the clothes would be stocked and ironed. In each of these centers, Bospo's coordinators were shown how to use the stock-control documents and how the clothes should be packed.

The bags and cartons needed to pack each set of clothes were provided at no extra cost by Ecoterre.

2 5 3 Delivery of the kits by Ecoterre

The two truckloads of clothes, 25 tons in all, were delivered on March 1st and March 17th, directly to Bospo's warehouses. Certain errors detected in the first truckload and the processing of the first lists of beneficiaries allowed us to correct the quantities sent with the second truck. The plastic bags which were initially provided by Ecoterre in order to pack the sets of clothes proved to be too small. New and larger bags were provided with the second truck, at no extra cost.

Due to the changing proportions of men and women beneficiaries, we needed to order four extra pallets of clothes. Fortunately, by taking advantage of another NGO's truck we did not incur extra transport costs.

2 5 4 Delivery of the kits to the Red Cross

The first assembled kits of clothes were received from Bospo at Première Urgence's warehouse on March 7th. Bospo's work proved to be neat and professional.

The sets of clothes were then transported by PU staff to each local Red Cross warehouse, between March 11th and April 3rd. Two of PU's own trucks were used for this purpose. From there, the 581 activists collected the kits to be distributed to their allocated beneficiaries.

2 5 5 Extra distributions

To cope with problems of sizes and changes in the breakdown of the beneficiary population between men and women, we had a margin of extra clothes and were left with undistributed items. Following our request of April 30th, we distributed

- 250 women's coats to refugees from Srebrenica, through the Association of Srebrenica Widows based in Tuzla,
- 800 women pants, skirts and T-shirts to vulnerable women who are single family support, through a local NGO, AMICA

2 6 HYGIENE KITS DISTRIBUTION

2 6 1 Purchases

8 Bosnian suppliers were requested for tenders, with four providing complete answers. Although we also requested offers from European companies, we looked for a supplier able to provide the already-made parcel with contents manufactured whenever possible in Bosnia-Herzegovina, in order to support the Bosnian economy.

An agreement was reached with a Bosnian company, Astro, at the beginning of March. The items offered are those that the Bosnian population is used to, and of appropriate quality. Three of the items are manufactured by Astro (soap, shampoo, dishwashing liquid), the laundry powder is produced by Dita, a Bosnian company based in Tuzla, and the toilet paper is from Slovenia. Astro's prices were reasonable, and included delivery directly to the Red Cross warehouses.

A total of 24,000 parcels were ordered, each containing the following items:

HYGIENIC ITEMS	quantity per parcel
Washing powder	3 kg
Soap	3 x 200g
Shampoo	1 liter
Toilet paper	3 packs
Dishwashing liquid	1 liter

Diapers

We had originally planned to distribute washable adult diapers to 1,000 incontinent beneficiaries. The Cantonal Red Cross and IFRC advised us against giving washable diapers because these would need to be washed by the Red Cross activists. The Red Cross activists usually visit the beneficiaries once a week, whereas the diapers would need to be washed at least every two days. In addition, the beneficiaries may get infections if the diapers are improperly washed, which may easily happen if there is not enough laundry soap.

Because we could have supplied only a limited number of disposable diapers, and because we did not want to create an artificial need for these disposable items, we decided against this distribution.

The items were packed in cardboard boxes marked with USAID and Premiere Urgence's logos.

2 6 2 Delivery

For each distribution round, the parcels were delivered to the Red Cross warehouses by Astro during the first week of each of the months of April, May and June, according to the precise number of beneficiaries in each area. Parcels were then distributed by the Red Cross activists.



3 MONITORING AND HOUSEHOLD VULNERABILITY SURVEY

3 1 MONITORING OF THE PROJECT

3 1 1 Quantity control procedures

Quantity control procedures for the clothes kits are the following, as for the hygiene parcels (see forms and diagram in annex 4)

- The supplier's waybills are countersigned by the local Red Cross and/or PU warehouse managers. Quantity of delivered goods must match quantity of ordered goods
- When goods exit the warehouses, warehouse managers and Red Cross activists must sign an exit form stating the number of parcels and the corresponding names of beneficiaries
- Each beneficiary signs the form when receiving his/her parcel

When PU staff collect beneficiary receipts, names of beneficiaries given by the Red Cross activists are matched against PU's lists

Although we had to pressure the Red Cross to obtain missing receipts, distribution proofs for around 5% of the beneficiaries remained missing at each distribution

3 1 2 Updating of the lists

Checking of the waybills enabled us to update the lists of beneficiaries. Changes were due mainly to deceases and population movements, but also to the return of relatives from Germany which took charge of certain beneficiaries in which case they were removed from the lists and replaced with more vulnerable people

The waybills and distribution reports from the Red Cross were systematically checked after each distribution round (see annex 5). At each of these stages, we registered the changes in beneficiaries. Changes in the lists in the various municipalities represented between 5 and 15% of the beneficiaries at each distribution. One exception was made in Sapna, where 50% of the beneficiaries were changed during the second hygiene parcel distribution since the Red Cross had incurred delays in the first hygiene round, the two rounds were too close and they decided to distribute the second parcels to different beneficiaries

3 1 3 Random visits to beneficiaries

806 beneficiaries were visited by our field officers to ensure that they had received their share of aid (see annex 5). 100% of the people monitored received the intended aid. In the cases where an item was missing, it was found that this could be due either to delays in the distributions, or to beneficiaries having refused the clothes, or to their lying. These beneficiaries were subsequently revisited and all had received their due. The only problem of non-distribution occurred in Sapna, where we had a heavy discussion with the person in charge of the Red Cross branch with the outcome that one of the activists was then replaced

3 2 FIRST HOUSEHOLD VULNERABILITY SURVEY AND SATISFACTION ASSESSMENT

In April and May, Première Urgence's monitoring teams carried out a survey over 13 municipalities of the Tuzla-Podrinje Canton. The objectives were to assess

- the situation of the targeted population regarding vulnerability
- the satisfaction of the beneficiaries with the items distributed by Première Urgence, along with their unmet needs

600 out of the 8,000 beneficiaries were selected at random and interviewed at home by our field-officers, which accounts for 7.5% of the total Home Care population (see annex 6)

The main findings of this survey are the following

- beneficiaries of the Home Care program are highly vulnerable ,
- commodities distributed by Première Urgence do meet acute needs ,
- medical care is a key issue to be addressed

Most beneficiaries are in a very difficult situation. 80% are over 65 years old, half of them cannot get out of their house by themselves. A large majority suffers from age-related disabilities or another type of handicap.

66.9% endure very poor living conditions in rather damaged premises. Such factors aggravate their states of health during cold weather periods.

Family and social support is not sufficient particularly for isolated elderly people living on their own which are the more vulnerable as 45% do not receive an income and 55% survive on less than 50 DEM per month.

An average income of 43 DEM per month per person for households of one or two members are not sufficient to cover essential expenses, especially medical expenses.

As for the items distributed by Première Urgence, the high rates of satisfaction confirm that they do meet the needs of the beneficiaries. Coal is an absolute priority for those who received it. The hygienic parcels are estimated by beneficiaries to cover their needs for almost one month. Medical assistance and/or medicines would have been equally appreciated.

3 3 SECOND HOUSEHOLD VULNERABILITY SURVEY

The findings of the first survey led us to investigate more closely the problems of a specific group of approximately 1,500 persons living in physical and social isolation, with insufficient income and very poor health and living conditions

- single elderly persons,
- elderly couples,
- single women with handicapped children

Aware that improved targeting of aid at the household level is increasingly important due to the decrease in donor support and that planned aid by international organizations would not be sufficient to fully alleviate the difficulties of this particular targeted group, especially during the cold weather, Premiere Urgence decided to conduct a second survey which objectives were to further quantify and qualify

- the vulnerability of the group,
- their needs for commodities identified in the first survey (bedding and hygiene items)

This survey took place during the months of May and June 1997, over 13 municipalities of the Tuzla Canton. A sample of 220 beneficiaries (22% of the group) was selected at random among the above-mentioned categories of homecare households

The results of the survey highlight an aggravated degree of vulnerability among this group as opposed to the overall homecare population

Close to 20 % of respondents cannot heat their home. This sample shows less available basic commodities than the previous one

Although most diseases are age-related, 56.9 % of the respondents are unable to leave home on their own. This percentage is higher than for the overall homecare population. However, this group is not as socially isolated as the first survey showed it, especially single elderly people living on their own. This heavy reliance on external assistance could be, in a way, considered as an aggravating factor in terms of vulnerability

The first survey showed that 39% of elderly people living alone did not get any type of income. Using more open questions, we were able to get more precise answers regarding the issue of income. The percentage has dropped to 25.3% in this second survey, most likely because they did not consider gifts from family and friends and social welfare benefits as an income. This is also the case for elderly couples and single women with handicapped children. However, this group remains highly vulnerable in terms of income. Supposing that all respondents received a pension (28.9% do not) plus gifts from family, friends or neighbours (86.7% do not), plus social welfare benefits (82.1% do not), their total monthly income would amount to 69.10 DEM per month which is far below the monthly sum of 102.91 DEM which they estimate necessary to cover their basic expenses

Food and medicines account for the major expenses of the households. Yet, when asked to identify their main sources of procurement, respondents mentioned humanitarian aid and children's gifts before actual food purchase.

Basically, it was most difficult to get accurate information about the respondents' income although we improved significantly our questionnaire and spent more time to meet the respondents who are unfortunately very old and somewhat senile.

Nevertheless, this second survey confirms that a majority of respondents live in appalling conditions and the needs for heating, bedding and hygiene items which were identified by field officers when visiting respondents at home. As figures show it, these items are not affordable by the respondents and procurement by the family is not significant.

4 CONCLUSION

This project allowed us to help 8,000 isolated, physically and mentally disabled elderly people requiring homecare by providing them with winterization and hygienic aid. They each received:

- one set of warm clothes,
- three hygienic parcels each covering one month's needs.

500 of these beneficiaries also received 2 tons of coal each, covering needs for a period of two to three months.

The program was successfully implemented thanks to the Red Cross's 581 activists who regularly visit these beneficiaries and brought them the aid. Premiere Urgence's team carried out a thorough monitoring at each level, checking the lists of beneficiaries, controlling the flow of supplies at each stage, ensuring that each beneficiary received the intended aid and was satisfied with it.

The distribution system worked out well, excepting some problems with clothes' sizes. The satisfaction assessment showed that the items distributed were of good quality and corresponded to beneficiaries' needs.

In view of the decrease of donor support, we conducted two household vulnerability surveys, enabling us to target most vulnerable homecare households and pinpoint their most priority uncovered needs for next winter such as coal and hygienic items, but also bedding items.

The 8,000 homecare beneficiaries covered in this project remain nonetheless highly vulnerable and entirely dependent on external support. Such support should normally be provided by the Bosnian Government which has trouble enough struggling with the many difficulties of reconstruction to be able to relieve the poverty and isolation of people unable to fend for themselves because of old age, illness, physical or mental handicaps.

5 FINANCIAL REPORT

See following page

Total expenses for the project were 359,442 US\$. Our expenses were considerably lower than budgeted, mainly because of the dollar exchange rate. This allowed us to increase the aid budget substantially, doubling the coal budget in DEM, and including a third hygienic parcel distribution.

5.1 EXCHANGE RATES

When the budget was conceived in November, the projected exchange rates were

1 USD = 5 FRF

1 DEM = 3.45 FRF

The average exchange rates were

1 USD = 5.73 FRF

1 DEM = 3.38 FRF

Using these rates, our initial budget would have been 360,427 US\$.

5.2 COST-SAVINGS

- Duration of the program

The program ended by the end of June instead of mid-July, lasting for 5.5 months instead of the 6 planned. In addition, since we received notice of the grant in the second week of February, local staff was hired only towards the end of February.

- Staff

Staff budget was lower than indicated in the budget:

the administrator's salary is 1,000 US\$/month and not 2,000 US\$.

staff insurance was also lower.

local staff: after the first two months, only 6 local staff were employed instead of 7.

- House and office rental

The house and office rental are the same, which explains a higher lodging budget and the lack of office rental budget.

- Vehicles

Car rentals

Most of the vehicles used were rented directly from our staff, and therefore at a cheaper rate than budgeted (360 US\$/month).

Delivery costs

We were able to avoid the truck rental by making use of our own vehicles and of our suppliers' trucks. Transport to the beneficiaries' homes was included in the price of the coal, and the hygienic parcels were delivered by the supplier directly to the Red Cross warehouses, making fuel/maintenance and rental budgets lower than planned.

Distribution costs incurred by the Red Cross activists using their cars were covered in the form of a lump sum agreed upon with the Cantonal Red Cross and based upon estimated mileage.

Fuel/maintenance

There weren't any major repairs on PU vehicles and fuel consumption was well controlled.

Red Cross vehicles

The expenses are as budgeted in DEM. A flat rate was determined for each local Red Cross based on the number of cars used and the distance to travel to reach the beneficiaries.

5.3 ALLOCATION OF COST-SAVINGS

The coal budget was increased, for the purchase of 1,000 tons instead of 500 tons originally planned.

8,000 additional hygienic parcels were purchased and distributed.

Financial report

US\$	Initial Budget	Total expenditures
A PERSONNEL	36 840	15 745
1 Expatriate Staff Salaries	19 200	7 497
2 National Staff Salaries	17 640	8 248
B FRINGE BENEFITS	20 400	12 519
1 Per diem	7 800	4 966
2 Insurance	4 200	1 075
3 Lodging	8 400	6 478
C TRAVEL EXPENSES	2 350	1 675
International Travel	2 350	1 675
E SUPPLIES	215 180	274 749
1 Hygienic items	90 680	132 709
2 Coal	22 500	42 960
3 Used Winter Clothes	102 000	99 079
H OTHER		
1 International transport	5 000	4 838
2 Warehouse	6 300	2 448
3 Vehicles	81 420	36 787
Fuel/maintenance Red Cross	24 000	19 919
Fuel/maintenance PU	24 000	6 389
Insurance for Vehicles	420	210
Car Rental	27 000	10 269
Truck Rental	6 000	0
4 Office and Administration	13 020	10 680
Office Rental	3 900	0
Office Supplies	720	986
Communication Costs	1 800	2 166
Bank Charges	1 500	824
Desk Officer/Director of Programs	5 100	6 705
TOTAL PROGRAM COSTS	380 510	359 442

ANNEXES

DELIVERY SCHEDULE

Date	COAL
<i>Feb</i>	
26	Banovici
<i>Mar</i>	
4	Zivinice, Kladanj
7	Srebrenik
10	Tuzla
11	Tuzla, Lukavac
<i>April</i>	
9	Zivinice
21	Banovici, Gradacac
21	Kladanj
22	Celic
23	Doboj, Lukavac, Brcko
24	Tuzla, Zivinice
25	Kalesija
<i>May</i>	
	Teocak
	Gracanica, Sapna

Date	CLOTHES
<i>Mar</i>	
5	Jackets for activists
11	Kalesija, Kladanj
12	Lukavac, Gracanica
20	Srebrenik
21	Zivinice, Doboj-Istok
26	Banovici
27	Tuzla
<i>April</i>	
1	Gradacac
2	Sapna
3	Celic, Teocak
<i>May</i>	
12	Brcko
20	Amica
20	Srebrenica widows

Date	HYGIENE
	<i>1st round</i>
<i>April</i>	
2	Tuzla, Banovici, Kalesija, Brcko, Celic
3	Zivinice
4	Kladanj
7	Sapna, Gracanica Teocak, Srebrenik Gradacac, Lukavac
8	Doboj-Istok
	<i>2d round</i>
<i>May</i>	
5	Brcko, Celic, Kladanj Banovici, Zivinice Kalesija, Tuzla
8	Doboj, Teocak, Sapna Srebrenik, Gradacac Lukavac
12	Gracanica
	<i>3rd round</i>
<i>June</i>	
3	Brcko, Celic, Banovici Zivinice, Kalesija Tuzla
6	Doboj, Gradacac Teocak, Sapna Srebrenik, Gracanica Lukavac, Kladanj

Municipality / Opstina		LUKAVAC	
#	Activist's name	Community	#
		Name	Prezime
		Firstname	Ime
		Incont	Sex
		# of men	# of women
		223	433
		# of community / my zajednica	# of beneficiaries / broj korisnika
1	Ahmetbegovic Azra	1 Delic	Suljo
2	Ahmetbegovic Azra	2 Hadzic	Sakib
3	Ahmetbegovic Azra	3 Veljevic	Fatat
4	Ajanovic Hajrija	4 Cosic	Husein
5	Ajanovic Hajrija	5 Meskovic	Abdurahman
6	Ajanovic Hajrija	6 Hasicevic	Saliko
7	Aiskanovic Fend	7 Cosic	Ibro
8	Aiskanovic Fend	8 Bunc	Osman
9	Aiskanovic Fend	9 Aiskanovic	
10	Aiskanovic Fend	9 Morankic	Saban
11	Arapcic Amela	11 Subic	Zejcir
12	Arapcic Amela	12 Poljic	Omer
13	Bayric Ahmet	13 Tomic	Bozo
14	Bayric Ahmet	14 Bayric	
15	Bayric Ahmet	14 Tunjic	Anto
16	Bayric Zilha	16 Bayric	Zaim
17	Bayric Zilha	17 Kabil	Hasan
18	Bayric Zilha	18 Mustafic	Suljo
19	Bayric Zilha	19 Skocibusic	Petar
20	Bayric Zilha	20 Krusic	osman
21	Bayric Zilha	21 Krezovic	Hasan
22	Bayric Zilha	22 Krezovic	Huso
23	Bayric Zilha	23 Becirovic	Omer
24	Begic Abdullah	24 Begic	
25	Begic Abdullah	24 Hodzic	Sahbaz
26	Begic Abdullah	26 Hodzic	Mehmed
27	Begic Abdullah	27 Hadzic	Ismet
28	Begic Zulejha	28 Mehic	Juso
29	Begic Zulejha	29 Moravek	Franjo
30	Begic Zulejha	30 Nuhic	Mehmed
31	Begic Zulejha	31 Ramic	Mehmed
32	Begic Zulejha	32 Osmanovic	Vahid
33	Bekic Nermina	33 Bekovic	Emin
34	Bekic Nermina	34 Begic	Nuraaga
35	Celkovic Cazim	35 Ademovic	Huso
36	Celkovic Cazim	36 Celkovic	Zaim
37	Celkovic Cazim	37 Celkovic	
38	Celkovic Cazim	37 Huseinovic	Mujo
39	Celkovic Cazim	39 Huseinovic	Osman
40	Celkovic Cazim	40 Salbasic	Osman
41	Celkovic Cazim	41 Halilovic	Bayro
42	Celkovic Cazim	42 Bojic	Sahbaz
43	Celkovic Cazim	43 Vehabovic	Hasan
44	Celkovic Cazim	44 Muratovic *	Zenun
45	Celkovic Cazim	45 Hodzic	Mehmed
46	Delmanovic Sevko	46 Kovacevic	Huso
47	Delmanovic Sevko	47 Plavsic	Dzermal
48	Delmanovic Sevko	48 Djano	
49	Delmanovic Sevko	49 Delmanovic	
50	Delmanovic Sevko	49 Selupic	Hajdar
51	Delmanovic Sevko	51 Basic	Mustafa



BEST AVAILABLE COPY

List of beneficiaries given by the Red Cross

HOME CARE 9701

#	Activist's name Ime Aktiviste	Community Opstina	#	Name Prezime	Firstname Ime	Incont. Pamper	Sex Pol	Year of Birth Godiste
1	IBRICIC EDINA	LUKAVAC						
			1.	BEKIC	BAJRO		M	1908
			2.	OMIC	SALKO		M	1910
			3.	SALKIC	SAGAN		M	1915
			4.	BANIC	NIJAZ		M	1960
			5.	BANIC	HALIL		M	1916
			6.	GEGIC	RASIM		M	1961.
			7.	MUJAKIC	ALINA		M	1943
			8.	PRELIC	HAZIF		M	1907.
			9.	JUSUFOVIC	MUSTAFA		M	1912
			10.	JUSUFOVIC	DEMO		M	1949
			11.	JUSUFOVIC	HASAN		M	1913.
			12.	TOKIC	EMINA		Z	1928
			13.	REHIC	FATIMA		Z	1927.
			14.	IBRICIC	SABIT		M	1961.
			15.	PRELIC	AJNIA		Z	1914.
			16.	MEHMOVIC	MEVLUDIN		M	1963
2.	IBRICIC MULA	LUKAVAC						
			17.	OSMIC	ZIBA		Z	1928.
			18.	OSMIC	AISA		Z	1923.
			19.	AHMICEVIC	ZLATKA		Z	1909.
			20.	ALIC	KADA		Z	1915.
			21.	JUSUFOVIC	HAZA		Z	1915
			22.	HODZIC	SEHIDA		Z	1914
			23.	HODZIC	HANKVA		Z	1929
			24.	HRNIC	FATIMA		Z	1918
			25.	HRNIC	MANIFA		Z	1916
			26.	ZAJIC	FATIMA		Z	1912
			27.	MEHMOVIC	FATA		Z	1915
			28.	JUSUFOVIC	PASA		Z	1920.
			29.	SADIKOVIC	HAVA		Z	1930
			30.	AHMETASEVIC	TIMKA		Z	1910
			31.	SADIKOVIC	HATIDJA		Z	1916
			32.	MAHOVIC	JAKUB		M	1915.
3.	MUJANOVIC SENADA							
			33.	BRKIC	NGURUSA		Z	1918
			34.	BRKIC	EMIN		M	1915
			35.	BEGANOVIC	HASAN		M	1917
			36.	OMIC	HASHA		Z	1918
			37.	INZIROVIC	ADAM		M	1919
			38.	MALKIC	FATIMA		Z	1910
			39.	MURLIC	AJSA		Z	1910
			40.	MUJANOVIC	HAZIF		M	1915
			41.	MUSTABASIC	FATA		Z	1915
			42.	MUJANOVIC	MEJRA		Z	1920
			43.	MALANOVIC	DEVAHIRA		Z	1919

567-095

567-09-

770-4

ANNEX 3

NUMBER OF BENEFICIARIES

- Number of beneficiaries per municipality at the end of April
- Number of beneficiaries and activists per municipality at the beginning of the program
- Number of coal beneficiaries per municipality

HOME CARE KUCNA NJEGA	BENEFICIARIES KORISNICI		
MUNICIPALITY	#Men	#Women	TOTAL
OPSTINA	BR MUSK ARACA	BR ZENA	UKUPAN BROJ
<i>BANOVICI</i>	161	297	458
<i>BRCKO</i>	178	287	465
<i>CELIC</i>	106	164	270
<i>DOBOJ-EAST</i>	116	154	270
<i>GRACANICA</i>	241	488	729
<i>GRADACAC</i>	357	346	703
<i>KALESIJA</i>	216	306	522
<i>KLADANJ</i>	132	283	415
<i>LUKAVAC</i>	223	433	656
<i>SREBRENİK</i>	129	293	422
<i>TEOCAK</i>	109	151	260
<i>TUZLA</i>	456	1212	1668
<i>ZIVINICE</i>	236	467	703
<i>ZVORNIK (Sapna)</i>	202	238	440
TOTAL	2862	5119	7981
April 28 1997			

HOME CARE	BENEFICIARIES							ACTIVISTS				
KUCNA NJEGA	KORISNICI							AKTIVISTI				
MUNICIPALITY	#Men	#Women	TOTAL	Nbr of benef per activist	Nbr of Incontinent Men	Nbr of Incontinent Women	#Stove	#Men	#Women	TOTAL	#Vehicles	
OPSTINA	BR MUSK ARACA	BR ZENA	UKUPAN BROJ	BR.KORISNI KA AKTIVISTI	BR.NESPOSO BNIH MUSKARACA	BR NESPOSO BNIH ZENA	BR PECI	BR.MUSK ARACA	BR ZENA	UKUPAN BROJ	BR VOZILA	
BANOVICI	218	246	464	16	21	24	48	20	9	29		
BRCKO	217	255	472	18	21	25	52	15	11	26	3	
CELIC	119	151	270	17	12	14	37	8	8	16		
DOBOJ EAST	124	141	265	17	13	18	32	8	8	16	0	
GRACANICA	316	386	702	19	32	36	85	29	9	38		
GRADACAC	350	379	729	13	35	39	92	47	8	55	18	
KALEŠIJA	240	285	525	19	24	27	49	24	4	28		
KLADANJ	197	222	419	13	19	21	39	11	21	32		
LUKAVAC	297	335	632	19	28	33	70	22	12	34		
SREBRENİK	209	226	435	18	20	22	56	18	6	24		
TEOCAK	125	144	269	17	11	15	20	10	6	16	4	
TUZLA	752	919	1671	19	76	85	171	15	71	86		
ZIVINICE	342	357	699	17	31	36	75	34	7	41	2	
ZVORNIK	210	238	448	15	20	23	48	21	9	30		
TOTAL	3716	4284	8000	17	363	418	874	282	189	471	27	
le 30/01/97	CHIFFRES A CONFIRMER COURANT FEVRIER						PREVISIONS POUR MARS		40	70	110	
							TOTAL	322	259	581		

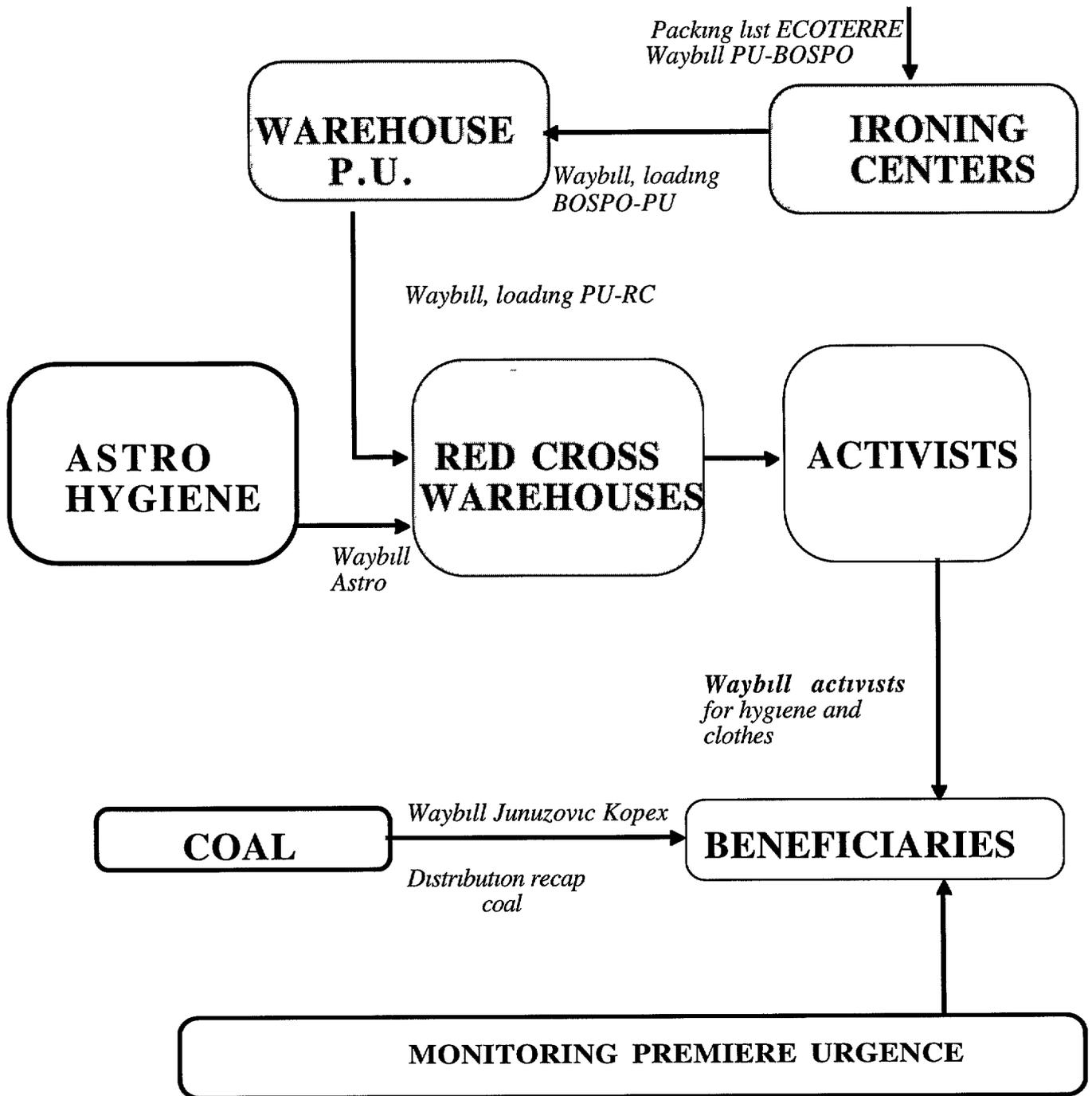
Beneficiaries and activists per municipality

HOME CARE	COAL BENEFICIARIES		
MUNICIPALITY	FIRST DISTRIB	SECOND DISTRIB	TOTAL
BANOVICI	30	18	48
BRCKO		12	12
CELIC		12	12
DOBOJ-EAST		12	12
GRACANICA		24	24
GRADACAC		18	18
KALESIJA		18	18
KLADANJ	30	12	42
LUKAVAC	40	18	58
SAPNA		12	12
SREBRENİK	30	18	48
TEOČAK		12	12
TUZLA	90	40	130
ZIVINICE	30	24	54
TOTAL	250	250	500

ANNEX 4

QUANTITY CONTROL DOCUMENTS AND DIAGRAM

- Diagram
- Waybill Junuzovic Kopex (coal)
- Waybill Astro (hygiene parcels)
- Waybill activist (coal)
- Waybill activist (hygiene parcels/clothes)





DD "Autosaobraćaj" Tuzla

75000 TUZLA ul 18 hrvatske brigade bb
Tel 215-033 216-386 216 385
Fax 214-516 P fah 385

BEST AVAILABLE COPY

1 Kupcu uz fakturu

26 II 1997 god

Prevoznica 1926

FRANCUSKI CRVENI KRIZ

1616
1616
16169

VRSTA USLUGE	Kolicina	Jedinica mjere	Cijena po jed mjere	Iznos dinara
OTVOR 1196m	3x2=6	T	21,60	129,60

Relacija prevoza: BUKINE - BANOVCI ZA - JUDOKOVIC JOKOVIC RT
 vozilo reg broj: TAM 49 VILHELM JAKIC RT
 ime i prezime vozača: RANIC M HIRKIC HANJIC RT
 datum otpreme
 napomena
 Robu izdao: (pečat i potpis) (potpis i broj licne karte kupca primaoca)



"Autosaobraćaj" Tuzla

75 000 TUZLA ul 18 hrvatske brigade bb
Tel 215-033, 216-386, 216-385
Fax 214 516 P fah 385
Ž Rn 12200-601-3301
Dev Rn 12200-601 2003301

1 Kupcu uz fakturu

Prevoznica

822/16155
16156
16157

Tuzla 26 2 1997 god

Kupac

FRANCUSKI CRVENI KRIZ "TUZLA"
DZL JUNUZOVIC KOPEX LUKAVAC

VRSTA USLUGE	Kolicina	Jedinica mjere	Cijena po jed mjere	Iznos dinara
prevoz uglja	6	t	21,60	129,60

Relacija prevoza: MUJIC SURETA SKOJEVSKA - BANOVCI
 vozilo reg broj: HOL DRAGICA OR.B. 13
 ime i prezime vozača: HUSANOVIC BAHTA 21 Decembar - JESERO
 Datum otpreme
 Napomena
 Robu izdao: (pečat i potpis) (potpis i broj licne karte kupca primaoca)



DISTRIBUTION RECAP

VK

Field Officer's name: ALMA

Date: 25 04 1997.

Distribution area: ĆLLIĆ

P U s partner: Local Red Cross

BASE	TUZLA
PROGRAMME	HOME CARE

COAL

	Name of Beneficiaries	Tons of coal delivered	Signature	TOTAL
1	AGIĆ IBRAHIM	2 T	Agic Ibrahim	2 T
2	AHMETOVIC ŠAHZA	2 T	Ahmetovic Šahza	2 T
3	TUFEKIĆ AZEMINA	2 T	Tufekic Azema	2 T
4	NUJKIĆ NAFNA	2 T	Nujkic Nafna	2 T
5	HUSKIĆ MEVLIDA	2 T	Huskic Mevlida	2 T
6				
7				
8				
9				
10				
11				
12				
13				
14				
15				
16				

Distribution s incidents

Comments

**PREMIERE
URGENCE**

DOKUMENT ZA DISTRIBUCIJU BR
WAYBILL ACTIVIST N° 245160121

BASE	TUZLA
PROGRAMME	HOME CARE

IZDATO IZ SKLADISTA **25**
SORTIE ENTREPO

IME AKTIVISTE / NAME OF ACTIVIST: **MURATOVIĆ MEHMED** DATUM DATE: **4. 4 1997 y**

UTOVAR LOADED	HYGIENA HYGIENE	ODJECA CLOTHES
NB OF PARCEL BROJ PAKETA	25	-

POTPIS SIGNATURE	MAGACIONER WAREHOUSE MANAGER	AKTIVISTA ACTIVIST
	<i>[Signature]</i>	<i>[Signature]</i>

**DISTRIBUCIJA
DISTRIBUTION**

IME I PREZIME KORISNIKA NAME OF BENEFICIARY	BROJ ISTOVARENH PAKETA PARCEL UNLOADED		POTPIS SIGNATURE
	HYGIENA BROJ PAKETA HYGIENE NB OF PARCEL	ODJECA BROJ PAKETA CLOTHES NB OF PARCEL	
11701 Hadzić Ste Emina	1	-	<i>[Signature]</i>
" Raziya	1	-	<i>[Signature]</i>
37073 Muratović Hava	1	-	<i>[Signature]</i>
22624 " Hrenko	1	-	<i>[Signature]</i>
4785 " Omer	1	-	<i>[Signature]</i>
" Hamija	1	-	<i>[Signature]</i>
2263 " Numea	1	-	<i>[Signature]</i>
4568 Ribić Huzira	1	-	<i>[Signature]</i>
5713 Džepić Štefan	1	-	<i>[Signature]</i>
57960 Halilović Hjo	1	-	<i>[Signature]</i>
UKUPNO TOTAL		<i>[Signature]</i>	

**RETURN
VRACENO**

VRACENO RETURN	HYGIENA HYGIENE	ODJECA CLOTHES
TOTAL IN JPNK		

POTPIS SIGNATURE	
MAGACIONER WAREHOUSE MANAGER	<i>[Signature]</i>
AKTIVISTA ACTIVIST	

KOMENTAR AKTIVISTE
QUANTITY CONTROLE

ANNEX 5

MONITORING FIGURES

- Monitoring of coal distributions
- Check of activists' waybills
- Summary of random visits to beneficiaries

Municipality	Date	# of benef on list	# of benef monitored	Tons of coal delivered	# of check on waybills
BANOVICI	26/02/97	30	6	12	
BANOVICI	28/02/97	30	11	22	
BANOVICI	03/03/97	30	13	26	30
ZIVINICE	28/02/97	30	18	36	
ZIVINICE	03/03/97	30	10	20	30
KLADANJ	04/03/97	30	15	30	
KLADANJ	06/03/97	30	15	30	30
SREBRENİK	07/03/97	30	15	30	
SREBRENİK	10/03/97	30	15	30	30
TUZLA	10/03/97	90	15	30	
TUZLA	11/03/97	90	28	56	
TUZLA	12/03/97	90	17	34	
TUZLA	13/03/97	90	26	52	90
LUKAVAC	13/03/97	40	15	30	
LUKAVAC	20/03/97	40	16	32	40
TOTAL		250	235	470	250

PERCENTAGE OF PEOPLE MONITORED 94%

2nd Coal Distribution					
BANOVICI	14/04/97	18	6	12	
BANOVICI	15/04/97	18	2	4	
BANOVICI	21/04/97	18	7	14	
BANOVICI	28/04/97	18	3	6	18
BRCKO	23/04/97	12	6	3	
BRCKO	30/04/97	12	11	7,50	12
CELIC	22/04/97	12	7	14	
CELIC	25/04/97	12	5	10	12
DOBOJ-ISTOK	23/04/97	12	13	18	12
GRACANICA	29/04/97	24	10	12	24
GRADACAC	21/04/97	18	5	5	
GRADACAC	22/04/97	18	7	14	
GRADACAC	23/04/97	18	5	10	18
KALESİJA	25/04/97	18	3	6	
KALESİJA	30/04/97	18	3	6	18
KLADANJ	16/04/97	12	1	2	
KLADANJ	21/04/97	12	6	12	12
LUKAVAC	11/04/94	18	10	20	
LUKAVAC	15/04/97	18	4	6	
LUKAVAC	23/04/97	18	4	8	18
SAPNA	29/04/97	12	5	10	
SAPNA	07/05/97	12	4	8	12
SREBRENİK	14/04/97	18	9	18	
SREBRENİK	28/04/97	18	5	10	18
TEOCAK	29/04/97	12	3	6	
TEOCAK	07/05/97	12	7	14	12
TUZLA	14/04/97	40	8	16	
TUZLA	14/04/97	40	7	14	
TUZLA	15/04/97	40	3	6	
TUZLA	24/04/97	40	6	12	40
ZIVINICE	15/04/97	24	7	14	
ZIVINICE	24/04/97	24	9	18	24
TOTAL		250	191	336	250

PERCENTAGE OF PEOPLE MONITORED 76%

In gray irregularities found in certain municipalities where the 2 tons were shared between several beneficiaries

	Municipality	# of benef on PU list	# of benef on waybill hygiene	# of benef on waybill clothes	# of benef according to receipts	% waybill returned	# of benef unlisted	% of original lists
1	Banovici	458	458	458	916	100,0%	45	9,8%
2	Brcko	465	465	465	930	100,0%	128	27,5%
3	Celic	270	270	270	540	100,0%	16	5,9%
4	Doboj-Istok	270	225	254	479	88,7%	29	10,7%
5	Gracanica	729	729	657	1 386	95,1%	63	8,6%
6	Gradacac	703	679	574	1 253	89,1%	205	29,2%
7	Kalesija	522	522	522	1 044	100,0%	85	16,3%
8	Kladanj	419	314	349	663	79,1%	9	2,1%
9	Lukavac	656	656	585	1 241	94,6%	99	15,1%
10	Sapna	440	440	440	880	100,0%	28	6,4%
11	Srebrenik	422	346	422	768	91,0%	63	14,9%
12	Teocak	260	260	260	520	100,0%	2	0,8%
13	Tuzla	1668	1645	1609	3 254	97,5%	237	14,2%
14	Zivinice	703	655	703	1 358	96,6%	27	3,8%
	TOTAL	7 985	7 664	7568	15 232	95,4%	1036	13,0%

The main reason for missing waybills seems to be that they got lost

Indeed, monitoring results show that nearly 100% of the aid was distributed as intended

	Municipality	# of benef on PU lists	# of benef on waybill hygien 2	% waybill returned	# of benef unlisted	% of original lists
1	Banovici	458	458	100,00%	110	24,02%
2	Brcko	465	465	100,00%	134	28,82%
3	Celic	270	255	94,44%	10	3,70%
4	Doboj-Istok	270	270	100,00%	7	2,59%
5	Gracanica	729	687	94,24%	23	3,16%
6	Gradacac	703	703	100,00%	152	21,62%
7	Kalesija	522	522	100,00%	133	25,48%
8	Kladanj	419	394	94,03%	1	0,24%
9	Lukavac	656	642	97,87%	93	14,18%
10	Sapna	440	423	96,14%	258	58,64%
11	Srebrenik	422	422	100,00%	45	10,66%
12	Teocak	260	259	99,62%	0	0,00%
13	Tuzla	1668	1232	73,86%	219	13,13%
14	Zivinice	703	685	97,44%	19	2,70%
	TOTAL	7985	7417	92,89%	1204	15,08%

Results of Home Care monitorings

Municipalities	# people monitored	# clothes received	# 1st round hygiene	# 2nd round hygiene	Beneficiaries coal	People monitored before 1st hygiene parcel	People monitored before 2nd hygiene parcel
BRCKO	9	9	9	9	0	0	0
BANOVICI	53	48	48	19	5	0	34
CELIC	22	22	22	0	0	0	22
DOBOJ	35	34	11	6	1	23	29
GRACANICA	76	76	54	16	0	22	60
GRADACAC	56	56	56	6	0	0	50
KALESJA	89	89	68	25	0	21	59
KLADANJ	99	99	96	25	0	3	74
LUKAVAC	90	90	77	21	0	13	69
SAPNA	25	25	25	12	0	0	13
SREBRENIK	46	46	36	11	0	10	35
TEOCAK	30	30	30	12	0	0	18
TUZLA	107	107	107	36	0	0	71
ZIVNICE	69	69	57	15	0	12	54
TOTAL	806	800	696	213	6	104	588

DISTRIBUTION RATE ON CLOTHES	100%
DISTRIBUTION RATE ON FIRST HYGIENE ROUND	100%
DISTRIBUTION RATE ON SECOND HYGIENE ROUND	98%

ANNEX 6

**FIRST HOUSEHOLD VULNERABILITY SURVEY
AND SATISFACTION ASSESSMENT**

HOUSEHOLD VULNERABILITY SURVEY AND SATISFACTION ASSESSMENT

I INTRODUCTION

This survey was conducted by Premiere Urgence's monitoring team. The objectives were to assess

- the vulnerability of targeted beneficiaries,
- the satisfaction of the beneficiaries with the items distributed by Premiere Urgence

This report summarizes the results of this survey which took place during the month of April 97, over 13 municipalities of the Tuzla Canton. 400 out of the 8,000 beneficiaries were selected at random and interviewed at home by our field-officers. A structured household questionnaire was used to collect information which was then processed using Modalisa software.

400 beneficiaries have been monitored, which accounts for 5 % of the total Home Care population. Premiere Urgence is planning to monitor another 5 %. Therefore, this report must be read as a mid-term assessment of the program. Complete results will be made available at the end of the operation.

Terminology

Households 1 - contain 1 isolated elderly person

Households 2 - contain 2 persons (one married couple or two otherwise related members)

Households 3 - contain more than 2 members

II HOUSEHOLD VULNERABILITY SURVEY

II 1 - GENERAL DESCRIPTION OF THE SAMPLE

a Gender ratio

Females = 61%
Males = 39%

b Age

Age	Frequency	%	Cumulative %
No answer	3	0.8	0.8
Over 80	77	19.3	20
75 to 80	50	12.5	32.5
70 to 75	101	25.3	57.8
65 to 70	92	23	80.8
55 to 65	44	11	91.8
Below 55	33	8.3	100
Total	400	100	100

- Monitored beneficiaries average age 73
- 80 % of the population is aged over 65, which was one of the criteria of eligibility for the Home Care program
- However, persons under 65 were also enlisted. Those under 55 are mainly physically or mentally handicapped youngsters

c Marital status

Status	Frequency	%
No answer	4	1
Married	126	31.5
Widowed	230	57.5
Single	31	7.8
Divorced	9	2.3
Total	400	100

- More than a half of the respondents are widowed. This percentage reaches 75 % among the female population.

II 2 SOCIAL AND FAMILY SITUATION AND ISOLATION ASSESSMENT

a Criteria of eligibility for the Home Care Program

Criteria	Frequency	%
No answer	45	11.2
Invalidity	130	32.5
Mental / physical handicap	32	8
Other	201	50.2
Total (>100% = some beneficiaries meet more than one criteria)	400	102

- Our field officers have observed that half of the respondents are unable to get out of their houses by their own means.
- The heading "other" includes age-related disabilities: arthritis, heart problems, blindness, blood pressure, skin diseases.

b Isolation assessment

Household structure	Frequency	%
No answer	3	0.8
Households 1	153	38.2
Households 2	107	26.8
Households 3	137	34.2
Total	400	100

- The average size of the households is 2.61 persons per unit.
- The main finding is the high proportion of households 1 (38.3 % of the sample). These isolated elderly persons average age 75.
- Among households 2, 61.2 % are married couples. 25 % are widow(er)s living with one of their children.
- 218 interviewed households include lonely elderly persons or elderly married couples, which accounts for 54.5 % of the total sample.

c Assessment of the social and family network

Whole sample	Frequency	%
No answer	2	0.5
Member of the family	249	62.3
Red Cross activist	90	22.5
Neighbour	12	3
Nobody	74	18.5
Total (>100% = some beneficiaries meet more than one criteria)	400	106.3

- The heading "member of the family" include members of the household as well as outside relatives
- That question aimed at assessing the availability of assistance that respondents get who takes care of them in everyday life? What type of help do they get?
- 62 % of those who get help, specified that services provided were, in descending order house cleaning, cooking, clothes washing, heating, medical assistance, home repairs
- Nearly 2/3 of the overall assistance are provided by a family member

Households 1	Frequency	%
No answer	1	0.6
Member of the family	58	37.9
Red Cross activist	52	34
Neighbour	10	6.5
Nobody	44	28.8
Total (>100% = some beneficiaries meet more than one criteria)	153	107.2

- The following table shows that lonely elderly people are more isolated in terms of external assistance
- Nearly 72% of the overall assistance provided to the isolated respondents is more or less equally shared between the relatives and the Red Cross activists
- The most striking figure is that 28.8% of households 1 do not receive any kind of help
- Out of the total Home Care population, 11% of beneficiaries are in a situation of extreme social and family isolation

d Frequency of assistance

(whole sample)	Frequency	%
Everyday	201	58.9
2 or 3 times a week	65	19
Once a week	47	13.7
Less than once a week	28	8.2
Total	341	100

- 73.2 % of beneficiaries who get help from family members, are assisted on a daily basis. As far as the Red Cross activists are concerned, the frequency of their weekly visits to the beneficiaries usually ranges from one to three times a week

Household 1	Frequency	%
Everyday	26	25.2
2 or 3 times a week	38	36.9
Once a week	26	25.2
Less than once a week	13	12.6
Total	103	100

- Isolated elderly persons are less visited than the overall sample
- The frequency of visits is strongly related to the density of the family network

II 3 CASH INCOME

Total sample = 400

	No income	1 income	2 incomes
Household 1	59	97	0
Household 2	24	70	13
Household 3	32	82	23
Total	115	249	36
Sample %	28 75 %	62 25%	9%

- All those surveyed accepted to talk about their income
- 71 25% receive an income
- In 98% cases, pensions are the source of income
- Households 1 40 % do not receive any income
The average household 1 income per month is 48 23 DM
- Households 2 21% do not receive any income
The average household 2 income, per month, per person is 38 73 DM

II 4 LIVING CONDITIONS

- The surveyors were asked to write their own estimation of the beneficiaries' living conditions

Living conditions	Frequency	%	Cumulative %
Very poor	109	27 3	27 3
Poor	142	35 5	62 8
Medium	131	32 8	95 6
Good	17	4 3	99 9
No answer	1	0 3	100
Total	400	100	100

a Type of housing

83 % of the respondents live in a private house, and 17 % in a flat The average number of rooms per unit is 2 17

b Premises conditions

	GENERAL			ROOF			WALLS			WINDOWS		
	Freq	%	Cum %	Freq	%	Cum %	Freq	%	Cum %	Freq	%	Cum %
Badly damaged	66	16 5	16 5	64	16	16	67	16 8	16 8	65	16 3	16 3
Damaged	78	19 5	36	70	17 5	33 5	74	18 5	35 3	66	16 5	32 8
Average	196	49	85	132	33	66 5	137	34 3	69 6	130	32 5	65 3
Good	56	14	99	132	33	99 5	120	30	99 6	137	34 3	99 6
No answ	4	1	100	2	0 5	100	2	0 5	100	2	0 5	100
Total	400	100	100	400	100	100	400	100	100	400	100	100

d Household equipment

- The level of household equipment was checked as a socio-economic marker

Item	Yes %	No %	Total %
Electricity	95	5	100
Water	61.2	38.8	100
Television set	41	59	100
Central heating system	28.4	71.6	100
Washing machine	12.6	87.4	100
Car	1.5	98.5	100

The electricity and water bills amount to an average of 20 DEM monthly. Only 40 % of respondents pay their bills.

e Garden and farm animals

Only 33 % of the respondents have a garden, 5.75 % have cows, and 3.75 % have chickens.

III SATISFACTION AND NEEDS ASSESSMENT

III 1 HUMANITARIAN AID

91.3 % of the sample receive food aid on a regular basis, mainly through the American Red Cross, WFP and UNHCR. The Italian Red Cross distributes coal. No other NGOs distribute hygiene items.

III 2 PREMIERE URGENGE'S AID

Items	Frequency	%
No answer	26	
Coal	112	28
Clothes	342	85.5
Hygiene	243	60.8

The people who said that they have not received neither clothes nor hygiene parcels were monitored before their local Red Cross could do the distribution. Coal distribution only targeted 500 beneficiaries.

a Coal

The results of the monitoring show a very high rate of satisfaction among the beneficiaries who received coal. 97.3 % of them say that the quality is excellent. Field officers who have visited 90% of them estimate that coal is an absolute priority for these households. The quantity delivered by Premiere Urgence will cover needs for a period of two to three months.

b Clothes

Despite some expectable problems of size, beneficiaries expressed the following levels of satisfaction with quality.

	GOOD QUALITY		MEDIUM QUALITY		BAD QUALITY		GLOBAL SATISFACTION	
	Freq	%	Freq	%	Freq	%	Freq	%
Coat	191	56.7	84	24.9	62	18.4	275	81.6
Pull over	196	59.2	84	25.4	51	15.4	280	85.6
Trousers / skirts	188	56.8	73	22.1	70	21.1	261	78.9
Shirts	193	57.3	81	24	63	18.7	274	81.3
T-shirts	182	56.7	81	25.2	58	18.1	263	81.9

c Hygiene

	GOOD QUALITY		MEDIUM QUALITY		BAD QUALITY		GLOBAL SATISFACTION	
	Freq	%	Freq	%	Freq	%	Freq	%
Washing powder	240	98.8	1	0.4	2	0.8	241	99.2
Soap	233	95.9	9	3.7	1	0.4	242	99.6
Shampoo	241	99.2	2	0.8	0	0	243	100
Toilet paper	241	99.2	2	0.8	0	0	243	100
Detergent	235	96.7	2	0.8	6	2.5	237	97.5

According to the beneficiaries, the hygiene parcel will cover their needs over one month

III 3 EXPRESSED NEEDS

(should Première Urgence implement another program)

Clothes

- underwear (29 %) - socks (10 %)
- pyjamas (10 %) - shoes (18%)
- boots (5,75 %)

Medicines

- medicines and/or medical assistance (more than 55 %)

Food

- food (36,25 %)

Winterization

- firewood (30 %) - coal (25.75 %) - stove (10.75 %)

Others

- blankets (8.75 %) - bed sheets (5.5 %)

Hygiene

- Same

IV CONCLUSION

The main findings of this survey are the following

- beneficiaries of the Home Care program are highly vulnerable,
- commodities distributed by Premiere Urgence do meet acute needs,
- medical care is a key issue to be addressed

The survey shows that most beneficiaries are in a very difficult situation 80% are over 65 years old, half of them cannot get out of their house by themselves A large majority suffers from age-related disabilities or an another type of handicap 62.8% endure very poor living conditions in rather damaged premises (36%) Such factors aggravate their states of health during cold weather periods Family and social support is not sufficient particularly, for households 1 which are all the less vulnerable as 40% do not receive an income and 60% survive on less than 50DM per month

An average income 48.23 DM, per month for households 1 and an average income of 38.73 DM per month, per person, for households 2, are not sufficient to cover essential expenses, especially medical expenses

As for the items distributed by Premiere Urgence, the high rates of satisfaction confirm that they do meet the needs of the beneficiaries Medical assistance and/or medicines would have been equally appreciated

ANNEX 7

SECOND HOUSEHOLD VULNERABILITY SURVEY

HOUSEHOLD VULNERABILITY SURVEY

1000 ISOLATED ELDERLY PERSONS - HOME CARE PROGRAM

CANTON OF TUZLA

I INTRODUCTION

During the months of March and April 1997, Premiere Urgence conducted a survey which aimed at assessing the vulnerability of the overall Home Care Program beneficiaries of the Tuzla Canton (8,000 persons) and their satisfaction with the items distributed by Premiere Urgence

The findings of the first survey indicated that the overall Home Care population remains highly vulnerable. They also highlighted the particular problems of a specific group of approximately 1,000 persons (physical and social isolation, insufficient income and very poor health and living conditions)

Aware that improved targeting of aid at the household level is increasingly important due to the decrease in donor support and that planned aid by international organizations would not be sufficient to fully alleviate the difficulties of this particular targeted group, especially during the cold weather, Premiere Urgence decided to conduct a second survey which objectives were to further quantify and qualify

- the vulnerability of the group,
- their needs for commodities identified in the first survey (bedding and hygiene items)

This report summarizes the results of this second survey which took place during the months of May and June 1997, over 13 municipalities of the Tuzla Canton. A sample of 220 beneficiaries (22% of the group) was selected at random. Three categories of Home Care households were surveyed

- single elderly persons,
- elderly couples,
- single women with handicapped children

Beneficiaries were interviewed at home by our field-officers. A structured household questionnaire was used to collect information which was then processed using Modalisa software

Terminology

Households 1 = households with a single elderly person

Households 2 = households with an elderly couple or with single women living with a handicapped child

II GENERAL DESCRIPTION OF THE SAMPLE

II 1- Urban / rural ratio

Urban zones 27,2 %
Rural zones 72,8 %

II 2- Sex ratio

Females 62,8 %
Males 37,3 %

II 3- Refugees

Refugees =12,6 %

II 4- Categories

- single elderly (households 1) 74,7 %
- elderly couples (households 2) 23 %
- single women with a handicapped child 2,3 % (considering the low percentage of this category within the whole sample, we decided to integrate it to the households 2 category)

II 5- Age

- Average age 74 years

	Respondents	%	Cumulate
+ 90 years	3	1,3	1,3
80 to 90 years	40	18,3	19,6
75 to 80 years	37	17	36,6
70 to 75 years	50	22,9	59,5
65 to 70 years	69	31,6	91,1
Less than 65 years	16	7,3	98,4
No answer	3	1,3	100

- Household 1 average age = 75 years
- Household 2 couple average age = 68,8 years

III HEALTH

III 1- Diseases

Diseases	Respondents	%
Age-related	209	95,9
Heart	132	60,6
Teeth	131	60,1
Deafness	84	38,8
Blood pressure	83	38,1
Bronchitis , asthma	79	36,2
Pains	77	35,3
Other	71	32,1
Blindness	52	23,9
Anxiety	51	23,4
Mental handicap	13	6
Arthritis	11	5

- All respondents claim to be sick Most diseases are age-related (heart problems, deafness, blood pressure) These results are not surprising, considering the population age and living conditions
- 56,9 % of the respondents are unable to leave home on their own

III 2- Household 2 - spouse health -

Disease	Frequency	%
Age-related disease	42	84
Heart	25	50
Teeth	24	48
Deafness	15	30
Blood pressure	13	26
Bronchitis , asthma	9	18
Pains	8	16
Other	8	16
Blindness	8	16
Anxiety	5	10
Mental handicap	3	6
Arthritis	2	4

- 24 % of the spouses are unable to leave home on their own
- Over the whole sample, 100 persons or couples are unable to leave home on their own (45,87%) These persons are therefore entirely dependent on external assistance

IV LIVING CONDITIONS

IV 1- Type of housing

- 78,4% of respondents live in houses, 15,1 % in flats, 5,5 % in abandoned houses
- 74,8 % of respondents own their house or flat
- Living space amounts to 1,9 room per beneficiary

IV 2- Household equipment

The level of the household equipment is used as a socio-economic marker

Equipment	Yes %	No %	Total %
Electricity	98	2	100
Water	61	39	100
Stove	81	19	100
Television	16	84	100
Central heating	4	96	100
Washing machine	2	98	100
Car	0	100	100

- Close to 20 % of respondents cannot heat their home
- If we compare these results with the previous survey, we can tell that this sample is lacking basic commodities

IV 3- Premises conditions as assessed by the field officers

	GENERAL			ROOF			WALLS			WINDOWS		
	Freq	%	Cum %	Freq	%	Cum %	Freq	%	Cum %	Freq	%	Cum %
Badly damaged	24	11	11	21	9,6	9,6	19	8,7	8,7	24	11	11
Damaged	95	63,6	74,6	82	57,6	67,2	89	60,8	69,5	80	47,5	58,5
Average	93	22,7	97,3	79	16,2	83,4	87	19,9	89,4	47	19,9	78,4
Good	4	1,8	99,1	34	15,6	99	21	9,6	99	45	20,6	99
No answer	2	0,9	100	2	0,9	100	2	0,9	100	2	0,9	100
Total	218	100	100	218	100	100	218	100	100	218	100	100

- As compared to the first survey, the percentage of badly damaged homes is slightly lower, however the percentage of damaged homes is more than twice higher This sample lives in more difficult conditions than the overall Home Care Population

V ISOLATION ASSESSMENT

V 1- Whole sample

Type of assistance	Self help %	Children %	Other relatives %	Friends/ Neighbours %	Activists RC %	*No answer # of resp
Cooking	72,5	32,6	9,6	17,4	9,6	4
Heating	69,7	20,6	3,7	11,9	14,7	14
House cleaning	69,3	26,6	6,9	17,9	11	6
Clothes washing	69,3	19,3	4,6	11,5	5,5	10
Personal hygiene	80,3	12,8	3,7	4,6	11,8	11
Medical care	21,1	16,5	7,3	13,8	24,3	88
Humanitarian aid	8,3	3,2	1,8	6,4	71,6	53

- Household chores beneficiaries perform themselves the majority of household chores (cooking, heating, cleaning, personal hygiene) They are mainly assisted by their children and neighbours
- Medical care and humanitarian aid are provided by the Red Cross Activists
- For the beneficiaries, the Home Care Program is considered as a relief aid program rather than a support to daily household chores The number of « no answer » regarding medical and humanitarian aid, shows that the beneficiaries cannot identify or do not know its origin

Frequency of assistance

Whole sample	Household 1 -%	Household 2 - %	Survey 1 Whole sample- %
Everyday	52,2	40,9	68,6
3 to 5 times a week	45,4	44,5	14,3
Once a week	2,4	12,3	11,3
Less than once a week	0	2,3	5,7

As compared to the first survey, the above figures show that respondents of households 2 are more isolated than respondents of households 1

V2 Households 1

Type of assistance	Self help %	Children %	Other relatives %	Friends/ Neighbours %	Activists RC %	*No Answer N° of resp
Cooking	68,5	38,3	11,7	19,8	11,4	1
Heating	66	23,5	3,7	12,3	13,6	10
Hou cleaning	65,4	30,9	6,8	16,7	11,1	4
Cloth washing	64,8	22,2	4,3	14,2	6,2	7
Pers hygiene	80,2	14,2	3,1	15,6	1,9	8
Medical care	19,8	17,3	8	17,3	25,3	65
Humanit aid	8	3,7	1,9	6,8	76,5	31

- Households 1 respondents receive more assistance than the overall sample of the first survey, they perform less household chores than households 2 respondents Their children are more present

Social isolation

Weekly visits	Children	Other relatives	Friends/ Neighbours	RC Activists
	2,95	0,96	2,05	1,5

- 52,2% of households 1 respondents are visited 7,4 times a week on the average These figures are higher than in the first survey (30%) Two factors explain this difference
 - for this survey, we used more open questions which called for more precise answers
 - almost half of single elderly persons are bed ridden and can only rely on external assistance

52

V3 Households 2

Type of assistance	Self help %	Children %	Other relatives %	Friends/ Neighbours %	Activists RC %	*No Answer N° of resp
Cooking	86	28	2	10	4	2
Heating	84	14	2	10	14	3
Hou cleaning	84	16	6	22	10	1
Clot washing	86	12	4	2	4	2
Per hygiene	84	10	4	0	0	2
Medical care	24	16	6	4	24	19
Humanit aid	8	2	2	6	58	19

- The above figures show that households 2 (elderly couples) are more autonomous than households 1 (single elderly persons) regarding household chores. Family assistance is less important.

Social isolation

Weekly visits	Children	Other relatives	Friends Neighbours	RC Activists
	2,25	1,24	2,55	0,95

45,4% of Households 2 respondents are visited 6,89 times a week on the average. They are less visited by their children and Red Cross activists than households 1 respondents, while neighbours are more present.

VI FOOD INTAKE OVER THE PAST 24 HOURS

Number of meals	Whole sample		Households 2		Households 1		Households 1 (bedridden Resp)	
	Freq	%	Freq	%	Freq	%	Freq	%
No meal	0	0	0	0	0	0	0	0
1 meal	20	9,2	2	4	18	10,7	15	15,8
2 meals	134	61,5	33	66	101	60,1	57	60
3 meals	53	24,3	13	26	40	23,8	19	20
No answer	11	5	2	4	9	5,4	4	4,2
Total	218	100	50	100	168	100	95	100

- Figures do not vary significantly between categories, although the average number of meals is lower for single bed-ridden respondents.
- 9,2% of the whole sample only eat one meal a day, while this percentage is much higher for bed-ridden single respondents (15,8%).

For respondents who had one meal in the past 24 hours, food items were the following:

Food items	Respondents	Percentage
Soup	8	40
Cheese	7	35
Pita	5	25
Milk	4	20
Eggs	3	15
Bread	3	15
Other	10	50
No answer	1	

- 75,7% of the sample had tea or coffee during the past 24 hours.
- All smokers were able to smoke during the past 7 days.

VII INCOME

VII 1 Availability of income per category of respondents

	No income	One income	Two incomes
Households 1	41	121	0
Households 2	17	34	7
Total	58	155	7
Sample %	26,4%	70,4%	3,2 %

- 73,6% of the whole sample respondents receive an income
- 74,7 % of households 1 respondents receive an income
- 70,7% of households 2 respondents receive at least one income

The first survey showed that 45% of Households 1 respondents did not get any income Using more open questions, we were able to get more precise answers regarding the issue of income The percentage has dropped to 25,3%, most likely because they did not consider gifts from family and friends and social welfare benefits as an income This is also the case for households 2 respondents

VII 2 Sources of income

	Respondents	%
Pensions	155	71,1
Gifts (family, friends, neighbours)	29	13,3
Sale / exchange of personal belongings	1	0,46
Welfare benefits (World Bank)	39	17,9
Others	1	0,46

- Cash income (pensions and welfare benefits) accounts for 89% of available income Gifts from family and friends account for a minor part and represent for a large majority a contribution in kind

VII 3 Average monthly income per category and average annual frequency payment

	Monthly amount (DEM)	annual frequency (months)	Monthly income spread over 12 months (DEM)
Pensions	61,69	9,69	49,81
Gifts (family, friends, neighbours)	59,14	5	24,64
Sale / exchange of personal belongings	20	NR	NR
Welfare benefits (World Bank)	11,28	4,95	4,65
Others	38	NR	NR

VII 4 Breakdown of pensions and social welfare payments

Annual frequency	Pensions (%)	Social welfare (%)
Once per year	1,4	47,3
Once every 2 months	32,7	31,5
Once a month	65,6	21

VII 5 Income breakdown

Monthly income	Pensions	Gifts (family)	Social welfare
10 to 20 DEM	0	0	100
20 to 30 DEM	1,3	3,4	0
30 to 50 DEM	53,5	27,6	0
50 to 70 DEM	12,3	37,9	0
70 to 100 DEM	27,7	3,4	0
More than 100 DEM	5,2	27,6	0
TOTAL %	100	100	100

- Income procured by social welfare can only be considered as a complementary income
- Family gifts are rather substantial but they only concern 13% of respondents
- Income procured by pensions amounts to an average of 49,81 DEM per month, per person and concerns a majority of respondents

VIII ACCESS TO LAND

	Respondents	%		Respondents	%
No answer	6	12,8			
No access to land	127	58,3			
Access to land	85	39	Non cultivated land	36	42,4
			Cultivated land	49	57,6

- 22,47 % of respondents have access to some land and cultivate it
- The average land surface is 328,27 m²

Cultivated land	Respondents	%
30 to 50 m ²	1	2
50 to 100 m ²	5	10,2
100 to 200 m ²	13	26,5
200 to 400 m ²	11	22,4
400 to 800 m ²	15	30,6
More than 800 m ²	4	8,2

IX SOURCES OF PROCUREMENT

(see chart in annex)

- Food Food ranks first in the list of basic consumer items. Sources of procurement include humanitarian, children gifts and direct purchase. Land cultivation accounts for a small part of self-reliance, indeed, few respondents own a cultivated land.
- Hygiene Hygiene items are essentially procured by humanitarian organisations. Children and relatives bring a complement.
- Clothes Same as with hygiene items although the complement brought by the family is more important.
- Medicines Family and humanitarian organisations are the main sources of procurement. Medicines are the items that respondents purchase most, after food.
- Rehabilitation Children operate emergency repairs. However, the low rate of answers does not allow us to come to any precise conclusions on this subject.
- Social welfare Social welfare services account for a great part in the procurement of items which nature was not clarified in this survey.

SS

X PROJECTED MONTHLY EXPENDITURES

ITEMS	Monthly amount (DEM)	Respondents
Food	34,55	155
Hygiene	12,21	19
Medicines	23,18	106
Clothes	12,64	14
Electricity and water	10,63	130
Other	9,71	7

- These figures show that the respondents' main expenses include food and medicines
- Both types of items amount to 57 73 DEM (7 92 DEM more than the average pension)

XI GENERAL CONCLUSIONS

The results of this survey highlight an aggravated degree of vulnerability among this group as opposed to the overall Home Care Population

Households 1 average age 75, while the average age of the Home Care Population is 72. The reason why the average age of 68,8 for households 2 is lower than this average, is because this category includes a certain percentage of single women with handicapped children. Close to 20 % of respondents cannot heat their home. This sample shows less available basic commodities than the previous one.

Although most diseases are age-related, 56,9 % of the respondents are unable to leave home on their own, the percentage is higher than for the overall Home Care Population. However, this group is not as socially isolated as the first survey showed it, especially households 1 respondents. This heavy reliance on external assistance could be, in a way, considered as an aggravating factor in terms of vulnerability.

The first survey showed that 45% of Households 1 respondents did not get any type of income. Using more open questions, we were able to get more precise answers regarding the issue of income. The percentage has dropped to 25,3% in this second survey, most likely because they did not consider gifts from family and friends and social welfare benefits as an income. This is also the case for households 2 respondents. However, this group remains highly vulnerable in terms of income. Supposing that all respondents received a pension (28,9% do not) plus gifts from family, friends or neighbours (86,7% do not), plus social welfare benefits (82,1% do not), their total monthly income would amount to 69,10 DEM per month which is far below the monthly sum of 102,91 DEM, they estimate necessary to cover their basic expenses.

The chart in paragraph 10, shows that food and medicines account for the major expenses of the households. Yet, when asked to identify their main sources of procurement, respondents mentioned humanitarian aid and children's gifts before actual food purchase.

Basically, it was most difficult to get accurate information about the respondents' income although we improved significantly our questionnaire and spent more time to meet the respondents who are unfortunately very old and somewhat senile.

Nevertheless, this second survey confirms that a majority of respondents live in appalling conditions and the needs for bedding and hygiene items which were identified by field officers when visiting respondents at home. As figures show it, these items are not affordable by the respondents and procurement by the family is not significant. Coal is also much needed as 20% of respondents cannot heat their house.

Sources of procurement

	No answer	Food		Hygiene		Clothes		Medicines		Rehabilitation		Other	
	Nbr	Nbr	%	Nbr	%	Nbr	%	Nbr	%	Nbr	%	Nbr	%
Purchase	102	93	80,2	15	12,9	11	9,5	57	49,1	0	0	1	0,9
Self-production	167	45	88,2	1	2	0	0	6	11,8	0	0	0	0
Humanitarian aid	26	191	99,5	183	95,3	177	92,2	73	38	8	4,2	6	3,1
Social welfare	184	9	26,5	2	5,9	2	5,9	4	11,8	1	2,9	24	70,6
Children gifts	94	96	77,4	41	33,1	53	42,7	88	71	20	16,1	16	12,9
Relatives'gifts	168	29	13,3	7	3,2	10	4,6	27	12,4	7	3,2	4	1,8
Friends'gifts	149	44	20,2	25	11,5	24	11	17	7,8	5	2,3	7	3,2
Neighbours'gifts	145	46	63	27	37	27	37	17	23,3	4	5,5	8	11
Total answers	1035	553		301		304		289		45		66	

15

VULNERABILITY ENQUIRY

I- STATISTICAL INFORMATIONS

Base Municipality

Field officer 1) Urban area 2) Rural area

II- GENERAL INFORMATIONS ABOUT BENEFICIARY

II 1 Name II 2 Sex 1) M 2) F

II 3 Origin 1) Refugee 2) Local II 4 Family situation 1) Old couple 2) Lonely
 3) One adult with handicapped child

II 5 Year of birth (respondent) II 6 If not alone, Year of birth (member 2)

II 7 If old couple, please ask the following questions for both members (respondent and member 2)

Disease	Respondent	Member 2
1) Mental Handicap		
2) Age		
3) Blindness		
4) Deaf		
5) Hypertension		
6) Arthritis		
7) Chronic bronchitis / Asthma		
8) Heart problems		
9) Anxiety		
10) Chronic pain		
11) Teeth problems		
12) Other (specify)		

II 8 According to you, this person is 1) able to go out by own means 2) unable to go out by own means

II 9 If couple what about member 2 1) able to go out by own means 2) unable to go out by own means

III- LIVING CONDITIONS

III 1 Type of housing 1) Private house 2) Private flat 3) Collective house 4) Abandoned building

III 2 Does the house belong to you? 1) Yes 2) No

III 3 How many rooms do you have for you?

III 4 Do you have ?

Water	<input type="checkbox"/> 1) Yes <input type="checkbox"/> 2) No	Television	<input type="checkbox"/> 1) Yes <input type="checkbox"/> 2) No
Electricity	<input type="checkbox"/> 1) Yes <input type="checkbox"/> 2) No	Washing machine	<input type="checkbox"/> 1) Yes <input type="checkbox"/> 2) No
Central Heating	<input type="checkbox"/> 1) Yes <input type="checkbox"/> 2) No	Car	<input type="checkbox"/> 1) Yes <input type="checkbox"/> 2) No
Stove	<input type="checkbox"/> 1) Yes <input type="checkbox"/> 2) No		

Field officer's impression				
III 5 House general look	<input type="checkbox"/> 1) Good	<input type="checkbox"/> 2) Medium	<input type="checkbox"/> 3) Poor	<input type="checkbox"/> 4) Very destroyed
III 6 Roof	<input type="checkbox"/> 1) Good	<input type="checkbox"/> 2) Medium	<input type="checkbox"/> 3) Poor	<input type="checkbox"/> 4) Very destroyed
III 7 Walls	<input type="checkbox"/> 1) Good	<input type="checkbox"/> 2) Medium	<input type="checkbox"/> 3) Poor	<input type="checkbox"/> 4) Very destroyed
III 8 Windows	<input type="checkbox"/> 1) Good	<input type="checkbox"/> 2) Medium	<input type="checkbox"/> 3) Poor	<input type="checkbox"/> 4) Very destroyed

IV- ASSISTANCE NETWORK

How do you manage in your daily life?

Activities	Themselves	Children	Oth relatives	Friends/neighbours	RC activists
IV 1 Cooking					
IV 2 Heating					
IV 3 House cleaning					
IV 4 Clothes cleaning					
IV 5 Personal hygiene					
IV 6 Medical care					
IV 7 Humanitarian aid					
IV 8 Visits					
IV 9 Other (specify)					
IV 10 Frequency of the visits per week					

V- 24 HOURS RECALL

V 1 How many meals did you have yesterday?

V 2 Yesterday did you have any tea or coffee? 1) Yes 2) No

Do you remember what you ate yesterday (including tea-time or other little meal)?

V 3 Meal 1	
V 4 Meal 2	
V 5 Meal 3	
V 6 Meal 4	

V 6 Do you smoke? 1) Yes 2) No

V 7 In the last week did you smoke? 1) Yes 2) No

VI-INCOME

VI 1 Do you receive money ? 1) Yes 2) No

VI 2 If two members household, do member 2 receive money 1) Yes 2) No

Can you describe this income (if two members household, please sum the income for each income category)?

Origin	Amount per month DEM	Frequency / year
VI 3 Pensions		
VI 4 Gifts from relatives / friends / neighbours		
VI 5 Sale / exchange of personal assets		
VI 6 Social aid (World Bank)		
VI 7 Other (specify)		
VI 8 What is your average income per month?		

VII-1 Do you have access to land ?

1) Yes 2) No

VII 2 If Yes, is the land cultivated ?

1) Yes 2) No

VII 3 Which size m2

Items	Food	Hygiene	Clothes	Medicines	Rehabilitation	Other items
VII 4 Purchase						
VII 5 Own production						
VII 6 Humanitarian aid/RC						
VII 7 Social services						
VII 8 Gift from children						
VII 9 Gift from relatives						
VII 10 Gift from friends						
VII 11 Gift from neighbour						
VII 12 Other (specify)						

If no purchase, follow to point IX

VIII ESTIMATED EXPENSES

How much money do you estimate to spend per month on

Items	Amount in DEM
VIII 1 Food	
VIII 2 Hygiene	
VIII 3 Medicines	
VIII 4 Clothes	
VIII 5 Water and electricity bills	
VIII 6 Other (specify)	

IX- FIELD OFFICER'S COMMENTS

How was the interview?

1) Hard 2) Normal 3) Easy

Did you receive some help from 1) RC activist 2) Neighbours 3) No one

Did the person you interviewed receive

Clothes

First turn of hygiene

Second turn of hygiene

Third turn of hygiene

Coal