

PD-ABT-097

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February 5, 2001

Ms. Julei Kim
USAID
BHR/OFDA
8.06-035
1300 Pennsylvania Ave, NW
Washington DC 20523-8602

Ref.: Final Program Report for Grant # AOT-G-00-99-00152-00

Dear Ms. Kim,

I am pleased to submit the Final Program Report for the above referenced grant. Originally entitled, "Clothing Distribution in Kosovo" the grant's goals and objectives were modified on 10 October 2000 and its title changed to "Clothing Distribution in Serbia."

The original grant called for the production of clothing in Macedonia using material donated by the Liz Claiborne Company and its distribution to Kosovar refugees. However, the mass return of refugees to Kosovo occurred before the clothing could be produced and distributed. For that reason, on September 20, 1999 MCI requested and received permission to extend the life of the grant and to monetize the clothing. The proceeds were to be used to finance a micro-credit program in Macedonia. However, due to a number of factors - including the necessity of ensuring that the clothing did not compete with Liz Clairborne products and a glut of inexpensive clothing in the Macedonian market - this strategy was not successful.

At the same time, the Federal Republic of Yugoslavia - specifically Serbia - faced the most severe refugee burden in Europe. In 2000, Serbia hosted an estimated 700,000 refugees and displaced persons from Croatia, Bosnia and Kosovo. The Serbian economy was devastated by regional conflict, loss of external markets and international sanctions. The refugees and IDPs were among the most vulnerable parts of the Serbian population and the most affected by the economic downturn. Many found it increasingly difficult - if not impossible - to provide for even their most basic needs.

On 24 October 2000, OFDA granted MC's request to modify the grant's goals and objectives to allow distribution of this clothing in Serbia to refugees, IDPs and selected vulnerable groups. The distribution was accomplished with the help of our local partner, the non-partisan International Aid Network (IAN). IAN, and a network of 16 other local humanitarian organizations determined beneficiary lists and distributed the commodities to over 41,000 vulnerable individuals in Belgrade and southern Serbia. MC Belgrade and Skopje staff provided training and technical assistance and monitored every stage of project implementation. In this way, the project activities not only assisted vulnerable individuals but also strengthened the abilities of local, non-partisan, non-governmental organizations that form the basis for a healthier civil society in Serbia.

Please do not hesitate to contact me at (503) 450-1964 if you have any questions or require additional information.

With Best Regards,

Graham Craft
Senior Program Officer - The Balkans

CC: Pam Fessenden, OFDA/DRM/EMCA
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USAID/CDIE/DI

A



MERCY CORPS
Belgrade Office, FRY

FINAL PROJECT REPORT

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Program Title: Clothing Distribution in Serbia
Cooperative Agreement/Grant No. AOT-G-00-99-00152-00
Country/Region: Serbia, Federal Republic of Yugoslavia
Disaster Hazard: Refugee/IDP Burden, Econ. Collapse
Time Period Covered by Report: 1 August – 30 December 2001

I. EXECUTIVE SUMMARY

Through this project, Mercy Corps and its local partner agencies successfully distributed new clothing items to 41,763 vulnerable individuals in Serbia. This project was notable, in that it efficiently provided needed assistance to a large number of under-served beneficiaries (domestic social cases and refugees/displaced in private accommodation) within a very difficult operating environment. Furthermore, a unique network of 17 local non-governmental agencies was formed under the auspices of this program. With further support, this network has the potential to grow into a strong vehicle not only for the delivery of future assistance but also for the development of the civil society sector.

Objective #1. Deliver of Essential Clothing to approximately 40,000 vulnerables in Serbia.

- **Result.** Completely fulfilled by the delivery of clothing to 41,736 beneficiaries.

Objective #2. Strengthen the ability of local, non-governmental organizations to provide humanitarian assistance.

- **Result.** Completely fulfilled through the participation of 17 local NGOs in the distribution of clothing; including their participation in formal and informal training.

II. PROGRAM OVERVIEW

A. Stated Program Goals and Objectives:

Program Goal: To meet outstanding humanitarian needs of IDPs, refugees and vulnerable individuals within Serbia.

Objective #1. The primary objective of this project was to deliver essential clothing items to approximately 40,000 vulnerable individuals in Serbia.

- **Indicator:** Distribution of all 190,000 pieces of clothing to approximately 40,000 vulnerables in Serbia would indicate complete fulfillment of this objective. This would be verified by IAN and Mercy Corps monitoring teams in through spot checks at beneficiary locations and review of local partner records.

Objective #2. A second important objective of this project was to strengthen and augment a structure of local, non-governmental, non-partisan agencies for the provision of humanitarian assistance.

- **Indicator:** Successful distribution of the entire stock of clothing by IAN and each of the other local agencies (including beneficiary selection and effective monitoring) would constitute completion of this objective.

B. Profile of Targeted Population:

The planned project called for Mercy Corps and a network of local, non-governmental partner agencies to distribute clothing items on-hand in Macedonia to approximately 40,000 individuals in Serbia. Due to the nature of the available items, it was estimated that approximately 75% of the total beneficiaries would be women and 25% would be men. The project also planned for the majority of beneficiaries to be Internally Displaced Persons (IDPs) from Kosovo. However, provision was also made to assist domestic social cases (pensioners, unemployed, self-supporting mothers, people with disabilities, etc.) and some refugees from Bosnia and Croatia. Since the bulk of humanitarian assistance directed towards Serbia has reached IDPs and refugees living in collective centers (who make up less than 10% of the displaced population), this project was designed to reach individuals in private accommodation.

C. Geographic Locations of Project Activities:

The clothes distributed through this project were in storage in Macedonia; the items were imported to Belgrade where they cleared customs. The clothing items were stored at a central warehouse in Belgrade from where they were deployed to five secondary warehouses in the following municipalities: 1) Kraljevo; 2) Kragujevac; 3) Zeleznik/Cukarica (Belgrade); 4) Vrnjacka Banja; and 5) Novi Sad.

From the secondary warehouses, clothes were distributed to beneficiaries in 23 municipalities¹ throughout Serbia. Because this project was designed to assist primarily IDPs, distributions focused on municipalities in central and southern Serbia. This project assisted municipalities that are known to host large numbers to displaced persons such as Kragujevac, Kraljevo and Nis. At the same time, the distribution also reached many smaller municipalities that have received little or no past assistance despite the fact that they also are hosting significant numbers of displaced persons and face serious socioeconomic problems (e.g. Vrnjacka Banja, Prokuplje Leskovac, Tutin and Sjenica). See Annex 1 for a full list of target municipalities.

¹ Belgrade is counted as one municipality in this figure although the Belgrade Area actually consists of some 16 municipalities

III. PROGRAM PERFORMANCE

A. Program Performance vis-à-vis Objectives and Indicators:

All project objectives were met as measured by the stated indicators. In many areas of project implementation, performance exceeded the stated goals.

Objective #1: The primary objective of this project was to deliver essential clothing items to approximately 40,000 vulnerable individuals in Serbia.

- **Indicator:** A total of 180,021 items of clothing were received from Macedonia; these items were distributed to 41,753 individual beneficiaries. Throughout the project period, teams from Mercy Corps and International Aid Network (IAN) – the primary, local partner agency - carried out extensive distribution point and end use monitoring in order to verify distributions.

Objective #2: A second important objective of this project was to strengthen and augment a structure of local, non-governmental, non-partisan agencies for the provision of humanitarian assistance.

- **Indicator:** The entire stock of clothing was successfully distributed by IAN and 16 other local, non-governmental partner agencies. See Annex 2 for a full list of partners. In addition to simply carrying out distributions, Mercy Corps and IAN provided training and mentoring support. This has led to the formation of a cohesive and efficient network of local NGO agencies. With further support, this network is well equipped to carry out further humanitarian and development activities.

B. Program Performance Details:

1. A Unique Network of Local Agencies

Through this project, Mercy Corps has been able to develop a unique, extensive and effective network of 17 local, non-governmental agencies throughout central and southern Serbia. Before project activities began, Mercy Corps and IAN carefully evaluated and selected those local NGOs that would be included in the program. These evaluations took place between July and September 2000; over 30 agencies were contacted. The final selection of partners took into consideration each organization's status and operational capacity.

At that time, Mercy Corps and IAN reviewed six agencies that had been proposed by the donor: 1) "Voice of Freedom" from Kragujevac; 2) "New Technologies in Media" from Nis; 3) the "Committee for Human Rights" from Leskovac; 4) "Raven Grad" from Sombor; 5) "Libergraf" from Uzice; and 6) "Culture Development Association" from Kraljevo. Although initial indications suggested that all six of these agencies could be incorporated in the program, only the first three organizations made the final selection.² A total of 13 other dynamic and diverse associations were

² Note that "Ravan Grad" withdrew from the project because it was unable to consolidate a beneficiary list which it attempted to compile in association with official, private, government and NGO contacts in the area. "Libergraf" was rejected from the project because its beneficiary list included only a small number of individuals settled in collective centers and beneficiary signatures were not forthcoming. Moreover, the strong political orientation of this agency caused operational problems. Although the "Culture

also incorporated in the distribution network including women's associations, Roma groups, media groups and many more. See Annex 2. Altogether, the 17 agencies reach vulnerable individuals in 23 municipalities throughout Serbia.

Once the local partner agencies were selected, Mercy Corps and IAN worked with the agencies to prepare them for the distribution activities. Many local agencies in Serbia have great potential but lack practical experience and are unfamiliar with the basic principles of project implementation. Through this project they gained valuable capacity-building support. IAN signed contracts with each partner agency outlining its responsibilities. IAN also provided constant formal and informal guidance. Furthermore, one of Mercy Corps' experienced national staff from Macedonia made repeated training visits to Serbia during the project period. This individual worked with Mercy Corps Serbia staff and with IAN to develop forms for commodity tracking, warehousing and monitoring. He also instructed staff from all 17 agencies on the use of these forms as well as giving practical training about commodity handling, storing and distribution. Mercy Corps' in-country staff also provided on-going direction to the local partners.

At the end of the project period, a seminar was organized that brought together all of the agencies within the network. Over this two day period, participants reviewed the distribution activities and discussed ways that the network can be improved and strengthened in the future. Through all of these efforts, the 17 local NGOs included in Mercy Corps' project have now developed strong links and effective systems – they are a valuable resource and represent significant potential for the future. Mercy Corps intends to continue working with this network on future programs.

2. Beneficiaries

This distribution project was notable not only for its large scale but also for the type of beneficiaries assisted. Almost all humanitarian assistance in Serbia has been directed exclusively towards refugee and displaced populations despite the fact that domestic social cases³ are often living in equally or more difficult conditions. Thus, individuals in dire need have been overlooked in the past. Furthermore, this disparity has created extreme tension between local communities and the displaced persons that they are hosting. Furthermore, the bulk of humanitarian assistance has been directed to individuals living in collective accommodation. While living conditions in these centers are extremely difficult, more than 90% of the refugee and displaced population in Serbia are in private accommodation and face equally difficult problems. Through this program, Mercy Corps was able to reach a very large number of previously unassisted beneficiaries. Annex 3 gives case stories of some beneficiaries assisted through this project.

Development Association” provided a list of 800 beneficiaries, they were not officially registered and had limited capacity. Additionally, their list overlapped with that of IAN.

³ Social cases are individuals that require special support including the elderly, orphans and foster children, mentally and physically disabled, single parents, etc.

Beneficiaries of this project, by category are as follows:

CATEGORY	NO. BENEFICIARIES	% OF TOTAL
IDPs in Private Accommodation	24,342	58.29%
IDPs in Collective Centers	1,692	4.05%
Refugees in Private Accommodation	3,314	7.94%
Refugees in Collective Centers	930	2.23%
Social Cases	11,455	27.43%
Other	30	0.07%
TOTAL	41,763	

Please see Annex 1 for a more detailed listing of project beneficiaries by category and location.

Sixty-seven percent of project beneficiaries were women and 33% were men. Unfortunately, no young children's clothing items were available; based on beneficiary feed-back, Mercy Corps strongly recommends that future projects provide children's clothes. Approximately 7.72% of beneficiaries were children between the ages of 13 and 18 while 10.94% of beneficiaries were elderly above 65 years of age. Please see Annex 4 for further demographic details.

3. Beneficiary List/Database

IAN compiled a unique electronic database of all project beneficiaries. After collecting and reviewing beneficiary information provided by all local partner agencies, these lists were merged into one master database by IAN. In addition to basic information (name, status, location, etc.) IAN recorded other information including personal details (shoes size, weight, etc.) and situation. Difficulties in project implementation were encountered due to the fact that the clothes were made in sizes that are not standard in Europe; since this project used an individual distribution methodology, this was problematic when matching items with beneficiaries. However, IAN used statistical methods to infer an individual's probable clothing size based upon shoe size, weight, etc. This method proved to be quite accurate.

4. Import and Primary Distribution

Mercy Corps Macedonia offices oversaw the export of the clothing items. This proved to be a difficult process since the clothing items had been stored for a long time on the premises of three factories in Macedonia and were still legally under ownership of these factories. Since the factories were disinclined to turn over ownership, Mercy Corps faced many challenges in completing the paperwork for export. With assistance from the Liz Claiborne Company and Macedonian Customs Offices and after extensive negotiations, Mercy Corps was finally successful in arranging the necessary paperwork. These difficulties led to several weeks of delay in project implementation and were the main contributing factor for eventual extension of the project period.

The items were imported in cooperation with the United Nations High Commissioner for Refugees (UNHCR), which served as consignee and assisted with tax-free customs clearance. Mercy Corps has an Operational Partnership agreement with UNHCR that facilitates the import of these and other humanitarian shipments. The clothing arrived in two shipments. The first batch, consisting of 7 trucks, arrived in late September; the second batch, consisting of 9 trucks, followed in early October. Despite the strict customs procedures in Serbia and the political turmoil at the time, import of the items proceeded extremely smoothly and quickly.

Upon arrival in Belgrade, superficial examination of the shipments indicated some damage and loss of goods. In response, a joint Mercy Corps/IAN team checked the entire shipment. The team counted undamaged boxes and counted items within each damaged box⁴. The team also re-packed damaged parcels. This comprehensive check, which was completed on 20 October 2000, indicated losses of less than 0.2%.

5. Warehousing and Secondary Distribution

Distribution of clothing items commenced on 23 October 2000. After clearing customs and going through a check, the clothing items were dispatched to a number of secondary warehouses throughout the country. In addition to a main warehouse in Belgrade, the clothes were dispatched to warehouses in: 1) Kraljevo; 2) Kragujevac; 3) Zeleznik/Cukarica (Belgrade); 4) Vrnjacka Banja; and 5) Novi Sad. Prior to this dispatch, Mercy Corps staff had visited each warehouse to confirm suitability and to reinforce tracking procedures with warehouse staff. Distribution to secondary warehouses was complete by 5 November 2000.

Clothing items were distributed on an individual basis – rather than bulk delivery. According to the available information on each beneficiary, the clothes were re-packed into individual parcels/bags according to size and gender. Due to the nature of the available clothing items, individual packages contained 4 to 5 items for women and 3 items for men.

As the individual packages were being assembled, the local partner agencies began the process of informing beneficiaries of the upcoming distribution through posters, announcements in the local media, and by personal visits. (See Annex 5 for a list of media features on the project.) Only beneficiaries registered in the project database were eligible to receive items. The contents of packages and eligibility of beneficiaries were clearly advertised at each distribution point. When beneficiaries picked up their packages, they were required to sign for receipt.

Time delays in project implementation meant that some adjustments had to be made to the beneficiary database over time. The distribution took place in two rounds. The first round targeted only those individuals who had been registered during the formation of the database. Leftover clothes were distributed during the second round that targeted individuals who had been added to the database in the interim period. A very small number of assorted items were left in the warehouses at the end of the entire distribution; these were donated to special care institutions. All distribution rounds were completed by end December 2000. Annex 6 shows the commodity status reports for all types of clothing items during the duration of the project.

6. Monitoring

Prior to the arrival of the goods to Serbia, Mercy Corps staff visited all of the major warehouses/distribution points in order to confirm that the location and management was suitable (physical space, security, management, etc.). Based on Mercy Corps' monitoring, some facilities were rejected and others included. Mercy Corps staff made regular, on-site visits during the time that local partner agencies were receiving goods and distributing goods in order to ensure that proper tracking, monitoring and distribution systems were being followed. Since this was the first distribution for some agencies and the largest distribution to-date for all of them, some mistakes were noted. These

⁴ Note: It was logistically impossible to count all items. Therefore, Mercy Corps and IAN made a working assumption that the number of items in sealed and undamaged boxes corresponded to the number declared on the packing label on each box.

problems generally related to the failure of local partners to carefully count and document goods upon receipt. In general these problems arose from lack of experience and were corrected as soon as Mercy Corps staff pointed them out.

Both IAN and Mercy Corps teams carried out extensive end-use monitoring. These results indicated that distributions had been accurately carried out and that beneficiaries were generally satisfied with the organization of the distribution and the quality and quantity of goods received. Some beneficiaries objected to the size and color of clothing, especially for widows who are normally expected to wear only black or dark clothing. IAN and the local partner agencies adjusted the distribution as much as possible to respond to these comments. As mentioned above, monitoring also highlighted the urgent need for winter clothing items and children's clothes. These needs were confirmed by IAN and Mercy Corps staff during door-to-door monitoring visits.

7. Coordination

The distribution project was presented on many occasions to representatives of federal and local government institutions, international and local assistance agencies all of whom expressed support and interest in the activities. Information was shared with the Federal Foreign Ministry, the Commissariat for Refugees, the relevant municipal and social welfare offices, the UN Agency for the Coordination of Humanitarian Affairs (OCHA), the UN High Commissioner for Refugees (UNHCR), the Yugoslav Red Cross and many others.

8. Difficulties Encountered

This was the first project implemented in Serbia by Mercy Corps and it began in a very tense environment prior to the political changes of fall 2000. Extensive efforts were required on the part of Mercy Corps representatives in order to present the agency and the project in order to pave the way for smooth implementation. Despite the extremely charged environment in which this project was realized, activities proceeded well aside from a 10 day delay during the change of power that took place in early October 2000. Some delays and difficulties were also experienced in the field due to power cuts and lack of electricity.

ANNEX 1: BENEFICIARIES SERVED BY CATEGORY, MUNICIPALITY & LOCAL PARTNER ORGANIZATION

MUNICIPALITY	LOCAL PARTNER	BENEFICIARIES BY CATEGORY						
		IDPs in PA	IDPS in CC	Refugees in PA	Refugees in CCs	Social Cases	Other	Total
Belgrade	IAN	-	715	39	188	271	30	1,243
	Dobra volja	-	-	261	66	-	-	327
	KSS Beograd	113	-	42	5	197	-	357
	Tera	479	5	353	6	1	-	844
	Udr. Prizrenaca	2,918	-	-	-	-	-	2,918
	Grupa 484	-	-	122	-	-	-	122
	Amity	1,984	271	-	-	-	-	2,255
	Udr. logorasa	-	-	1,230	-	-	-	1,230
	Povratak	-	-	107	-	-	-	107
	Oaza	-	-	-	-	811	-	811
	Zabe	238	-	68	-	405	-	711
<i>Sub-total Belgrade</i>		<i>5,732</i>	<i>991</i>	<i>2,222</i>	<i>265</i>	<i>1,685</i>	<i>30</i>	<i>10,925</i>
Prokuplje	KSS Prokuplje	368	-	-	-	175	-	543
Leskovac	Odbor za ljudska pr.	21	-	171	1	5	-	198
S.Palanka	Galben	861	-	48	14	783	-	1,706
Kragujevac	VOF	7,022	-	-	-	2,565	-	9,587
Kraljevo	IAN	4,574	206	-	274	1,269	-	6,323
Novi Sad	IAN	775	-	509	168	212	-	1,664
Nis	NTM	370	-	-	-	636	-	1,006
Cacak	Udr. Prizrenaca	94	-	-	-	-	-	94
Pirot	Udr. Prizrenaca	312	-	-	-	-	-	312
Novi Pazar	Amity	767	-	-	-	679	-	1,446
Sjenica	Amity	216	-	-	-	251	-	467
Tutin	Amity	315	-	-	-	266	-	581
Kostolac	IAN	-	40	-	-	311	-	351
Pozarevac	IAN	-	97	-	-	1,433	-	1,530
V. Banja	Duga	1,188	358	84	70	546	-	2,246
Aleksandrovac	Duga	82	-	-	-	-	-	82
Brus	Duga	5	-	-	101	2	-	108
Trstenik	Duga	441	-	125	37	23	-	626
Petrovac	IAN	-	-	155	-	18	-	173
Zabalj	IAN	-	-	-	-	30	-	30
Krusevac	Udr. Prizrenaca	799	-	-	-	-	-	799
Surdulica	Romano kher	400	-	-	-	566	-	966
<i>Total</i>		<i>24,342</i>	<i>1,692</i>	<i>3,314</i>	<i>930</i>	<i>11,455</i>	<i>30</i>	<i>41,763</i>
<i>Percentage</i>		<i>58.29</i>	<i>4.05</i>	<i>7.94</i>	<i>2.23</i>	<i>27.43</i>	<i>0.07</i>	

ANNEX 2: LOCAL PARTNER AGENCIES

LOCAL PARTNER AGENCY	LOCATION(S)	CORE MANDATE	PAST/CURRENT ACTIVITIES	FUTURE PLANS
International Aid Network	Belgrade	Education and Training for experts in Psychology and Stress; psycho-social help; humanitarian aid; human rights; peace building.	Trauma Centers, hotlines	Refugee needs data base
	Kraljevo		MCI- Clothes Distribution lead partner	Income generation for refugees
	Novi Sad		Stress studies among war victims and humanitarian distributions for int'l donors.	Legal aid net work for refugees
Roma association "Galben"	Smed. Palanka	Humanitarian assistance programs for Roma population as well as other vulnerables, education and social issues	CARITAS - Family food packages, stoves and firewood. MCI - Clothes Distribution	Nursery and Kindergarden for Roma children, IDPs, Refugees and Social Cases. Winterization 2000.
New Technologies in Media "NTM"	Leskovac	Humanitarian assistance in local community.	MCI - Clothes Distribution USAID - Food for democracy Technical assistance for local media Publications for professionals in media Technical equipment for 17 kindergardens	To become central distribution partner for Nis and surroundings with warehouse management Humanitarian and (economic) development projects
KSS "Milica srpkinja"	Beograd	Humanitarian assistance, medical projects (medicines and equipment for sick and disabled, financial assistance)	Stipends for poor children, "Sick Child Fund" MCI - Clothes Distribution	Humanitarian and financial assistance for sick and other vulnerable
Assoc. of Citizens of Prizren "udr. Prizrenaca"	Beograd	Gathering of Citizens of Prizren and surrounding are displaced from Kosovo, Humanitarian assistance, Legal issues, Information, Health, Culture	MCI - Clothes Distribution	Psycho-social workshops, Spreading network of offices in Serbia Humanitarian assistance in Serbia including Kosovo Economic development Winterization 2000
	Krusevac		School supplies	
	Pirot		Amity - training in handling humanitarian projects	
	Cacak		UNHCR - stoves	
	Kraljevo		YRC - monthly food rations	
Nis				
"Tera"	Beograd	Humanitarian and psycho-social assistance to refugees and IDPs	MCI - Clothes distribution Integration of refugees into local communities Workshops for parents and children with special needs IOCC - food, hygiene UNICEF - school supplies ECHO - winter jackets and underwear	Economic development, urgent assistance supplies (food, hygiene, stoves, winterization)
"Dobra volja"	Beograd	Protection of interests and rights of invalides of war, their families and families of the killed ones in wars	IOCC - libraries and reading rooms for refugees, food rations, hygiene parcels Medicines and orthopedic aids distributions	Winterization 2000 economic development support to invalids

LOCAL PARTNER AGENCY	LOCATION(S)	CORE MANDATE	PAST/CURRENT ACTIVITIES	FUTURE PLANS
"Duga"	Vrnjacka Banja	Socio-humanitarian association for protection of children Humanitarian assistance to IDPs, refugees, social cases	MCI - Clothes Distribution School supplies, food	Humanitarian assistance Winterization 2000 School supplies Economic development Youth education workshops
"484"	Beograd	Psycho-social assistance Humanitarian assistance Education for refugees and IDPs	MCI - Clothes Distribution Psychological and educational workshops for children and adults Computer and language training ECHO - clothes, footwear and school supplies	Promotion of Civil Society Assistance in return to refugees and IDPs Work with handicapped children Humanitarian aid distributions
Drustvo Rom	Pozarevac	Promotion of culture and tradition of Roma population Social issues Education	MCI - Clothes of Distribution CARE - hygiene and fresh food	Humanitarian assistance Support to local population School supplies
The association of ex-prisoners of the 1991 war	Beograd	Socio-humanitarian assistance Medical and legal support for ex-prisoners of war and vulnerable local population	MCI - Clothes Distribution Food Migrations to third countries	Legal issues of ex-prisoners of war Migrations to third countries Medical assistance Humanitarian aid distributions
Committee for human rights "Odbor za Ljudska Prava"	Leskovac	Promotion, protection and development of human rights Humanitarian assistance projects	MCI - Clothes Distributions USAID - Food for democracy, hygiene ECHO - clothes, hygiene School supplies Magazines on human rights	Psycho-social projects Humanitarian aid distributions Education and protection of human rights
Voice of Freedom "VOF"	Kragujevac	Humanitarian projects Media coverage - campaigns Cultural and educational work	MCI - Clothes Distribution Medical supplies for institutions USAID - Food for democracy, media projects	Winterization 2000 Humanitarian projects
KSS Prokuplje	Prokuplje	Humanitarian assistance to all people in need	MCI - Clothes Distribution support to children without parents Helping local war invalids Economic development	MCI - local development Humanitarian assistance
Zaba udruzanje samoh. Majki "Single Mother's Association"	Beograd	Promotion and protection of human rights of women	MCI - Clothes Distribution Womens' workshops Working therapy for elderly Training in traditional handcrafting Legal and psychological assistance	Humanitarian assistance Womens' rights

ANNEX 3

Beneficiary Profiles

The Djilas Family

The Djilas family fled from Croatia in 1995; they are now living in Zemun, a municipality in Belgrade. Although they are living in private accommodation at the moment, they do not have basic living conditions. Marinko Djilas (1963) is a war invalid who served in the military; he was injured in war operations near Skocaj in 1994. During his service, Marinko lost one leg and the other is crushed. He receives a war pension and some humanitarian aid from Red Cross; however, this is a very small amount which is almost symbolic. He works occasionally as an auto - tinsmith but he needs space and basic means for work. More often, he works on the street, in front of the hut where his family lives. Nevenka Djilas (1966) is a housewife who was also wounded during the war in Croatia; however, she has not been able to obtain her war pension. Nevenka and Marinko have two children - Voislav (1989) and Gordana (1990) - who attend elementary school.

The Djilas family received clothes through Mercy Corps distribution program. They stated that they are very grateful because they need all help they can get, especially clothes. Now, their most pressing needs are school equipment and winter clothes for children.

The Vujic Family

Liljana Vujic (1959) is a refugee from Croatia who lived in collective accommodation from 1995 until 1997. In 1997, she managed to move into a private accommodation. However, in April 2000, she had to return to a collective center (Prihvatni centar on the Pancevu-Bavanistanski road) because she lacked enough resources to live independently. She is a widow with two children from two different marriages. Liljana lost both of her husbands in the war. Liljana was satisfied with the clothes that her family received through this program. They noted that the quality was quite good although they had some difficulties with the sizes.

The Randjelovic Family

Sinisa (1954) and Liljana (1958) Randjelovic live in Nis with their six children - Sanja, Milena, Vesna, Marko, Marija and Aleksandra. The Randjelovics are a socially vulnerable family since both parents are unemployed. They live in a one room apartment (35 m2) in very bad condition. Although they occasionally receive assistance from other agencies, the Randjelovic Family said that the assistance is insufficient. They were satisfied with the clothes that they received and they also highlighted their need for children's clothes and shoes.

The Budurovic Family

Three generations of Stanislav Budurovic's (1935) family live together in Vrnjacka Banja in three rooms given to them by a cousin. The Budurovic family are displaced from Kosovo; where they used to live in Urosevac Municipality. Living with Stanislav are his wife Radmila (1937), his mother Darinka (1918), their sons Ljubisa (1960) and Petar (1964), and their daughter Snezana Bilibajkic (1958) with her family including her husband Branko (1950), her mother-in-law Rosa (1923) and their two children. Branko is only one with job and Stanislav has pension of 20 DM (approximately \$10) per month. Although Stanislav and Radmila's sons both have a university degree, they are unable to find regular jobs. They are earning some money thanks to their manual skills. In Kosovo, they help in Stanislav's workshop. However, the family is unable to start up a workshop here because they lack the capital required (5,000 to 7,000 DM)

All of the adults in the Budurovic family received clothes in the Mercy Corps distribution project. They were satisfied with the clothing items and cited the need for heating fuel - now they are only heating one room in the house - and for kitchen equipment and bed linen.

The Milosevic Family

Eleven members of Milosevic family, refugees from Obilic in Kosovo, live together in a small apartment in Trstenik Municipality. Novic Milosevic (1941) and Desanka (1943) are with their sons Novak (1967) and Dragan (1972), their daughters-in-law and their five grandchildren (1992, 1994, 1997, 1998, 2000). Although they used to live separately, the whole family has had to move in together to combine their meager resources. Their rent is 150 DM (approximately \$75) per month.

Since they fled to Trstenik, the Milosevic family has only received a few donations including second hand clothes from the Red Cross and new clothes from Mercy Corps. They are especially satisfied with the shirts that they received under the Mercy Corps program. They say that their most urgent needs are clothes, shoes and underwear as well as hygiene products.

The Mitrovic, Ignjatovic and Vasic Families

Three families - Mitrovic, Ignjatovic and Vasic - who are displaced from Kosovo now live together in the same house in Kragujevac. Field Monitors spoke with Dragica Mitrovic (1954), Ljubisa Ignjatovic (1949) and Blagica Vasic (1955). All three families cite poor living conditions as their biggest challenge. Fifteen persons from the three families all live together in a small space. All of the adults in these three families received clothes from Mercy Corps and they are very satisfied. They also need heating fuel, bed linen, jackets, shoes and building material.

The Isailovic Family

The Isailovic family are also displaced persons from Kosovo who now live in Cack Municipality. Anica (1946) is a single mother; her husband died in April 2000. Anica is also an invalid. Her two children, Ljubica (1983) and Jelena (1986), attend high school. They would like to go to university but they do not have money for university studies. Their rent is 100 DM per month, which they are now covering with a cash grant that they received from Swiss Disaster Relief. However, this grant will only be given for two months and they do not know what they will do afterwards since they will be without any money. While the Isailovic's were satisfied with the clothes that they received through the distribution program, they also need more substantial winter clothes.

ANNEX 4: DEMOGRAPHIC INFORMATION ON PROJECT BENEFICIARIES

MUNICIPALITY	GENDER			TOTAL	AGE					
	Male	Female	Unknown		13-18	19-35	36-50	51-64	Over 65	Unknown
BELGRADE	3649	7274	2	10925	1168	3100	2754	1500	1023	1380
PROKUPLJE	262	281		543	80	164	140	71	50	38
LESKOVAC	110	88		198		5	9	5	2	177
PALANKA	818	888		1706	233	613	445	196	176	43
KRAGUJEVAC	4765	4822		9587	221	2944	2241	1273	1196	1712
KRALJEVO		6323		6323	637	2198	1538	1057	883	10
NOVI SAD	799	865		1664	221	523	360	244	194	122
NIS	493	513		1006	92	298	311	182	92	31
SURDULICA		966		966	51	266	269	151	67	162
CACAK	38	56		94	12	26	27	12	11	6
PIROT	139	173		312	12	116	100	47	37	
NOVI PAZAR		1446		1446	15	132	147	81	151	920
SJENICA	12	455		467	1	9	3		2	452
TUTIN		581		581						581
KOSTOLAC	105	103		208	8	20	9	2	1	168
POZAREVAC	853	797	23	1673						1673
V.BANJA	1027	1214	5	2246	242	646	548	362	375	73
ALEKSANDROVAC	39	43		82	8	33	19	15	7	
BRUS	54	54		108	12	13	28	10	21	24
TRSTENIK	303	323		626	77	179	159	75	122	14
PETROVAC	11	162		173	18	38	41	28	30	18
ZABALJ		30		30	106	247	197	129	113	7
KRUSEVAC	402	397		799						30
TOTAL	13879	27854	30	41763	3214	11570	9345	5440	4553	7641
PERCENT	33.4%	66.9%	0.1%		7.7%	27.8%	22.5%	13.1%	10.9%	18.4%

ANNEX 5
MEDIA AND INFORMATION REPORTS

<i>Municipality</i>	<i>Media Information and Reports</i>
Beograd	A radio broadcast about humanitarian activities of the local partner organization "Single Mothers," Zemun, <i>Radio 202</i>
Kraljevo	Advertising of the distribution on <i>TV Kraljevo</i> , and general information service on the TV broadcast "DANAS," <i>TV Kraljevo</i>
Vrnjačka Banja	Advertising of the distribution on <i>Radio Vrnjačka Banja</i> Report about humanitarian activities on the territory of the municipality - <i>Radio Vrnjačka Banja</i> A newspaper article about the distribution in <i>Vrnjačke Novine</i> .
Kragujevac	Advertising of the distribution on 4 local TV stations Press conference for the local media. Radio broadcasting and reports from the distribution on the second program of the <i>Radio Kragujevac</i> .
Kruševac	Advertising of the distribution on local radio stations in Kruševac. Report about distribution on local radio station in Krusevac.
Pirot	Advertising of the distribution in the local daily newspapers "Sloboda", Pirot.
Niš	TV broadcast about distribution on local <i>TV 5 and TV Belle Amie</i>
Leskovac	Press conference for local media. Newspaper articles about the distribution in daily newspapers <i>Blic</i> and <i>Danas</i> , as well as note in lokal newspaper and video report on <i>TV Leskovac</i>
Prokuplje	Local media covered the distribution in collective center Petrovac. Local newspaper "Toplicke novine" reported on the distribution.

COMMODITY STATUS REPORT

Country	FRY						
Agency	Mercy Corps/International Aid Network						
Distribution / Round	October - November 2000						
Prepared by							
Title							
Name of Donor	OFDA						
Commodity	Fleece Pullover 26860075						
Packing Unit	pcs						
	main w/h Bgd	Kraljevo	Kragujevac	Prizreni	V. Banja	Novi Sad	Consolidated
A. TOTAL RECEIPTS DURING PERIOD	7,725	0	4,894	122	1,919	928	15,588
B. Distributions and Dispatches out of Inventory							
1. Distribution from a W/H	2,403	0	4,834	122	1,887	904	10,150
2. Distribution to institutions	0	0	0	0	0	0	0
3. Dispatches to Warehouses	5,296	0	0	0	0	0	5,296
C. TOTAL DISTRIBUTION DURING THIS PERIOD	7,699	0	4,834	122	1,887	904	15,446
D. Balances According to Documentation (D=A-C)	26	0	60	0	32	24	142
E. Physical Inventory at *End of Period*	32	0	0	0	0	0	32
F. Differences between D and E (D-E)	-6	0	60	0	32	24	110
NOTE: Physical inventory includes commodities in warehouses and/or in transit and not yet reported as received by a receiving warehouse at end of reporting period.							

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COMMODITY STATUS REPORT

Country	FRY						
Agency	Mercy Corps/International Aid Network						
Distribution / Round	October - November 2000						
Prepared by							
Title							
Name of Donor	OFDA						
Commodity	Ladies Pants 24921200						
Packing Unit	pcs						
	main w/h Bgd	Kraljevo	Kragujevac	Zeleznik	V. Banja	Novi Sad	Consolidated
A. TOTAL RECEIPTS DURING PERIOD	22,473	14,776	4,912	5,758	3,360	1,920	53,199
B. Distributions and Dispatches out of Inventory							
1. Distribution from a W/H	8,308	12,750	4,821	5,712	3,268	1,892	36,751
2. Distribution to institutions	0	0	7	0	0	0	7
3. Dispatches to Warehouses	14,231	2,000	0	0	0	0	16,231
C. TOTAL DISTRIBUTION DURING THIS PERIOD	22,539	14,750	4,828	5,712	3,268	1,892	52,989
D. Balances According to Documentation (D=A-C)	-66	26	84	46	92	28	210
E. Physical Inventory at *End of Period*	188	0	0	0	0	0	188
F. Differences between D and E (D-E)	-254	26	84	46	92	28	22
NOTE: Physical inventory includes commodities in warehouses and/or in transit and not yet reported as received by a receiving warehouse at end of reporting period.							

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COMMODITY STATUS REPORT

Country	FRY						
Agency	Mercy Corps/International Aid Network						
Distribution / Round	October - November 2000						
Prepared by							
Title							
Name of Donor	OFDA						
Commodity	Ladies Pants 24921201						
Packing Unit	pcs						
	main w/h Bgd	Kraljevo	Kragujevac	Zeleznik	V. Banja	Novi Sad	Consolidated
A. TOTAL RECEIPTS DURING PERIOD	10,387	7,559	4,916	67	0	0	22,929
B. Distributions and Dispatches out of Inventory							
1. Distribution from a W/H	4,096	6,375	4,852	67	0	0	15,390
2. Distribution to institutions	0	0	20	0	0	0	20
3. Dispatches to Warehouses	6,259	1,000	0	0	0	0	7,259
C. TOTAL DISTRIBUTION DURING THIS PERIOD	10,355	7,375	4,872	67	0	0	22,669
D. Balances According to Documentation (D=A-C)	32	184	44	0	0	0	260
E. Physical Inventory at *End of Period*	0	0	0	0	0	0	0
F. Differences between D and E (D-E)	32	184	44	0	0	0	260
NOTE: Physical inventory includes commodities in warehouses and/or in transit and not yet reported as received by a receiving warehouse at end of reporting period.							

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COMMODITY STATUS REPORT

Country	FRY						
Agency	Mercy Corps/International Aid Network						
Distribution / Round	October - November 2000						
Prepared by							
Title							
Name of Donor	OFDA						
Commodity	Ladies Shirts 24920250						
Packing Unit	pcs						
	main w/h Bgd	Kraljevo	Kragujevac	Zeleznik	V. Banja	Novi Sad	Consolidated
A. TOTAL RECEIPTS DURING PERIOD	10,675	7,467	4,996	1,947	2,991	930	29,006
B. Distributions and Dispatches out of Inventory							
1. Distribution from a W/H	3,551	6,375	4,881	1,923	2,912	927	20,569
2. Distribution to institutions	0	0	115	0	0	0	115
3. Dispatches to Warehouses	6,954	1,000	0	0	0	0	7,954
C. TOTAL DISTRIBUTION DURING THIS PERIOD	10,505	7,375	4,996	1,923	2,912	927	28,638
D. Balances According to Documentation (D=A-C)	170	92	0	24	79	3	368
E. Physical Inventory at *End of Period*	79	0	0	0	0	0	79
F. Differences between D and E (D-E)	91	92	0	24	79	3	289
NOTE: Physical inventory includes commodities in warehouses and/or in transit and not yet reported as received by a receiving warehouse at end of reporting period.							

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COMMODITY STATUS REPORT

Country	FRY						
Agency	Mercy Corps/International Aid Network						
Distribution / Round	October - November 2000						
Prepared by							
Title							
Name of Donor	OFDA						
Commodity	Ladies Shirts 1021						
Packing Unit	pcs						
	main w/h Bgd	Kraljevo	Kragujevac	Zeleznik	V. Banja	Novi Sad	Consolidated
A. TOTAL RECEIPTS DURING PERIOD	1,099	0	0	2,001	0	0	3,100
B. Distributions and Dispatches out of Inventory							
1. Distribution from a W/H	0	0	0	1,882	0	0	1,882
2. Distribution to institutions	0	0	0	0	0	0	0
3. Dispatches to Warehouses	1,117	0	0	0	0	0	1,117
C. TOTAL DISTRIBUTION DURING THIS PERIOD	1,117	0	0	1,882	0	0	2,999
D. Balances According to Documentation (D=A-C)	-18	0	0	119	0	0	101
E. Physical Inventory at *End of Period*	0	0	0	0	0	0	0
F. Differences between D and E (D-E)	-18	0	0	119	0	0	101
NOTE: Physical inventory includes commodities in warehouses and/or in transit and not yet reported as received by a receiving warehouse at end of reporting period.							

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COMMODITY STATUS REPORT

Country	FRY						
Agency	Mercy Corps/International Aid Network						
Distribution / Round	October - November 2000						
Prepared by							
Title							
Name of Donor	OFDA						
Commodity	Ladies Shirts NR013R						
Packing Unit	pcs						
	main w/h Bgd	Kraljevo	Kragujevac	Zeleznik	V. Banja	Novi Sad	Consolidated
A. TOTAL RECEIPTS DURING PERIOD	3,093	7,570	0	0	0	0	10,663
B. Distributions and Dispatches out of Inventory							
1. Distribution from a W/H	613	6,375	0	0	0	0	6,988
2. Distribution to institutions	0	0	0	0	0	0	0
3. Dispatches to Warehouses	2,337	1,000	0	0	0	0	3,337
C. TOTAL DISTRIBUTION DURING THIS PERIOD	2,950	7,375	0	0	0	0	10,325
D. Balances According to Documentation (D=A-C)	143	195	0	0	0	0	338
E. Physical Inventory at *End of Period*	220	0	0	0	0	0	220
F. Differences between D and E (D-E)	-77	195	0	0	0	0	118
NOTE: Physical inventory includes commodities in warehouses and/or in transit and not yet reported as received by a receiving warehouse at end of reporting period.							

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COMMODITY STATUS REPORT

Country	FRY						
Agency	Mercy Corps/International Aid Network						
Distribution / Round	October - November 2000						
Prepared by							
Title							
Name of Donor	OFDA						
Commodity	Mens Pants 1040						
Packing Unit	pcs						
	main w/h Bgd	Kraljevo	Kragujevac	Zeleznik	V. Banja	Novi Sad	Consolidated
A. TOTAL RECEIPTS DURING PERIOD	4,111	0	4,848	2,010	1,530	0	12,499
B. Distributions and Dispatches out of Inventory							
1. Distribution from a W/H	1,101	0	4,734	1,926	1,428	0	9,189
2. Distribution to institutions	0	0	63	0	0	0	63
3. Dispatches to Warehouses	3,183	0	0	0	0	0	3,183
C. TOTAL DISTRIBUTION DURING THIS PERIOD	4,284	0	4,797	1,926	1,428	0	12,435
D. Balances According to Documentation (D=A-C)	-173	0	51	84	102	0	64
E. Physical Inventory at *End of Period*	3	0	0	0	0	0	3
F. Differences between D and E (D-E)	-176	0	51	84	102	0	61
NOTE: Physical inventory includes commodities in warehouses and/or in transit and not yet reported as received by a receiving warehouse at end of reporting period.							

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COMMODITY STATUS REPORT

Country	FRY						
Agency	Mercy Corps/International Aid Network						
Distribution / Round	October - November 2000						
Prepared by							
Title							
Name of Donor	OFDA						
Commodity	Mens Pants MERU0156						
Packing Unit	pcs						
	main w/h Bgd	Kraljevo	Kragujevac	Zeleznik	V. Banja	Novi Sad	Consolidated
A. TOTAL RECEIPTS DURING PERIOD	2,182	0	0	79	1,496	818	4,575
B. Distributions and Dispatches out of Inventory							
1. Distribution from a W/H	514	0	0	77	1,347	754	2,692
2. Distribution to institutions	0	0	0	0	0	0	0
3. Dispatches to Warehouses	1,631	0	0	0	0	0	1,631
C. TOTAL DISTRIBUTION DURING THIS PERIOD	2,145	0	0	77	1,347	754	4,323
D. Balances According to Documentation (D=A-C)	37	0	0	2	149	64	252
E. Physical Inventory at *End of Period*	60	0	0	0	0	0	60
F. Differences between D and E (D-E)	-23	0	0	2	149	64	192
NOTE: Physical inventory includes commodities in warehouses and/or in transit and not yet reported as received by a receiving warehouse at end of reporting period.							

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COMMODITY STATUS REPORT

Country	FRY						
Agency	Mercy Corps/International Aid Network						
Distribution / Round	October - November 2000						
Prepared by							
Title							
Name of Donor	OFDA						
Commodity	Mens Shirts S12242						
Packing Unit	pcs						
	main w/h Bgd	Kraljevo	Kragujevac	Zeleznik	V. Banja	Novi Sad	Consolidated
C. TOTAL RECEIPTS DURING PERIOD	11,568	0	9,602	4,122	1,530	1,640	28,462
D. Distributions and Dispatches out of Inventory							
1. Distribution from a W/H	4,848	0	9,468	4,078	1,499	1,549	21,442
2. Dispatches to Warehouses	6,389	0	21	0	0	0	6,410
E. TOTAL DISTRIBUTION DURING THIS PERIOD	11,237	0	9,489	4,078	1,499	1,549	27,852
F. Balances According to Documentation (A+C-E=F)	331	0	113	44	31	91	610
G. Physical Inventory at *End of Period*	296	0	0	0	0	0	296
H. Differences between F and G (F-G)	35	0	113	44	31	91	314
NOTE: Physical inventory includes commodities in warehouses and/or in transit and not yet reported as received by a receiving warehouse at end of reporting period.							

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