

OFDA Final Report

I. Executive Summary

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Program Title: Preventive Emergency Health for Host Families and Internally Displaced Persons
Grant No.: HAD-G-00-01-00152-00
Country: Former Yugoslav Republic of Macedonia
Disaster/Hazard: Conflict
Time Period Covered by this Report: 25 September 2001 - 30 September 2002

Summary of Activities

During the project period numerous interventions were undertaken to address Objectives 1, 2 and 3. Hygiene and baby parcels were distributed to IDP in host families and collective centers. Interactive health education sessions were performed in four areas in Macedonia. Sphere trainings were conducted targeting a wide range of participants. Goals and expected results have not changed from the original proposal.

Objective #1:

To improve the health conditions of internally displaced persons (IDPs) by providing complementary hygiene and (when appropriate) baby parcels to IDPs and the households that are hosting them.

Indicator and Current Measure:

At least 95% of targeted population receiving parcels.

Target: 10,000 IDP families, 6,000 host families, 2,200 families with babies under 18 months. (Targets are based on number of registered IDPs at time of proposal writing. These numbers dropped considerably following re-registration in the last quarter of 2001. Also the number of IDPs continued to drop steadily in the period covered with this report, as they started returning to their homes. Another re-registration occurred in July 2002, so the latest IDP figures are even lower.)

Actual:

The distribution months of November – July have been completed successfully, though delayed.

Distrib Month	# IDP fam in HF	# HF	# IDP fam in CCs	Tot # fam	Tot # HP distrib	Tot # BP distrib
Nov	890	0	0	890	0	910
Dec	2,792	1,871	819	5,482	5,538	78
Jan	2,980	2,146	817	5,943	7,054	807
Feb	1,897	971	792	3,660	5,413	338
Subtotal	8,559	4,988	2,428	15,975	18,005	2,133
March	1,370	1,102	815	3,287	3,427	542
April	317	0	68	997	816	373
May/June	4,692	3,094	1,356	9,142	11,863	403
Subtotal	6,379	4,196	2,851	13,405	16,106	1,318
July	980	559	578	2,117	2,909	252
Subtotal	980	559	578	2,117	2,909	252
Total	15,918	9,743	5,857	31,518	37,020	3,703

It is difficult to estimate % coverage due to: (1) the MRC method of estimating numbers of beneficiaries only, not number of beneficiary families; and (2) the fact that people are returning to their homes but are not systematically taken off the lists. Figures starting from February distribution are more accurate due to the MRC updates and analysis of the beneficiary database in order to provide us with an exact breakdown of family members in each MRC branch. However the problem of beneficiaries not un-registering themselves upon their return still creates large discrepancies between the MRC official figures and distribution figures. Because of these reasons MRC conducted another re-registration in July 2002.

New Target =
6,500 IDP and Host Families, from September – December 2001.
7,000 IDP and Host Families, from January – February 2002.
1,000 IDP and Host Families, in March 2002.
1,000 IDP and Host Families, in April 2002.
11,000 IDP and Host Families, in May/June 2002.
6,500 IDP and Host Families, in July 2002.

Different monthly targets reflect re-registrations of IDPs, changes in normative use, and a reduction in distribution figures for March and April 2002 due to new coordinated distributions plans by Federation. These figures remain maximum estimates. See Program Overview for more complete details.

Objective #2:

To increase awareness of healthy behaviors among IDPs living in host families and collective centers in Macedonia.

Indicator and Current Measure:

(1) Number and percentage of targeted population reached by health information campaigns. Target: 250 participants per week (on average), or 6,000 by end of project; (2) verbal demonstration of appropriate health messages and practices post-information/ training sessions; (3) reduced demand for information on topics defined at onset of intervention. (N.B. Given the short duration of the project, it is proposed that knowledge changes and not behavior changes be monitored; output indicators, i.e. numbers reached will be used in lieu of effect indicators for this objective).

Actual:

A total of 5,953 adult IDPs participated in health education sessions in the six months of the project; therefore the target was short by 47 IDPs. Knowledge transfer was demonstrated by participants during each session. Final evaluation surveys indicate reduced demand for information on topics presented.

This portion of the project ended, according to plan, in March 2002.

Objective #3:

To improve the capacity of the MRC to respond effectively to disasters by providing Sphere reference and training of trainers material in Macedonian to support current and future disaster relief efforts.

Summary of progress

The Sphere handbook and key sections of the Sphere Training of Trainers have been translated to Macedonian and disseminated to relevant persons. Trainings in the use of Sphere were conducted in June and July 2002 resulting in 257 people trained.

Indicator and Current Measure:

Percentage of future MRC disaster services meeting or exceeding Sphere standards where resources are sufficient (to be monitored during future crises);

Target number of trained people was 180. Training objectives were:

- To familiarize participants with the Sphere Project and its usefulness as a tool in contributing to quality humanitarian response and preparedness

-To initiate information exchange and improved communication and coordination between Macedonian Red Cross, UN agencies, national and international NGOs and Government representatives

Sphere handbooks were translated and 5000 copies printed in Macedonian.
257 people were trained in Sphere.

This portion of the project concluded in July 2002.

II. Program Overview

Goal: To contribute to improvement in the health status of internally displaced populations and host families while increasing the disaster response capacity of the Macedonian Red Cross.

Objective 1: To improve the health conditions of internally displaced persons (IDPs) by providing complementary hygiene and (when appropriate) baby parcels to IDPs and the households that are hosting them.

Target Beneficiaries: Internally displaced persons (IDPs) in host families and families hosting IDPs in their homes for more than two months.

Objective 2: To increase awareness of healthy behaviors among IDPs living in host families and collective centers in Macedonia.

Target Beneficiaries: The project will work with IDP's from the Kumanovo, Gostivar, Tetovo and Skopje areas and will target an average of 250 adult IDPs per week for a total of 6,000.

Objective 3: To improve the capacity of the MRC to respond effectively to disasters by providing Sphere reference and training of trainers material in Macedonian to support current and future disaster relief efforts.

Target Beneficiaries: At least 180 Red Cross of Macedonia staff, volunteers, and several partner organizations.

Length of time needed to fully satisfy each of the three above objectives: Twelve months for Objectives 1 (six months from original proposal, plus two separate approved extensions of three months respectively); Six months for Objective 2; Nine months for Objective 3 (six months from original proposal, plus an approved extension of three months).

Geographic locations of all major program activities (geo-referencing data):

Organization: American Red Cross

Date: 08 October 2002

Country: Former Yugoslav Republic of Macedonia (fYRoM)

Admin 1	Admin 2	Place	Lat/Long	Sector/Activity	Start	End	Target Pop.
Skopje	Skopje	Skopje center MRC branch and collective centers	42.0 ° N 21.6 ° E	Distribution of hygiene and baby parcels. Sphere trainings. Health Education Sessions.	1/12/01	28/08/02	~2,000 fam.
					11/9/01	30/01/02	~500 ind.
Veles	Veles	Veles MRC branch	41.6 ° N 21.9 ° E	Distribution of hygiene and baby parcels.	1/12/01	28/08/02	~2 fam

Gevgelija	Dojran	Dojran collective centers	41.2 ° N 22.5 ° E	Distribution of hygiene and baby parcels. Health Education Sessions.	21/12/01 4/02/02	28/08/02 8/03/02	~45 fam. ~100 ind.
Kumanovo	Kumanovo	Kumanovo collective centers and host families.	42.1 ° N 21.9 ° E	Distribution of hygiene and baby parcels. Health Education Sessions.	4/1/02 10/09/01	28/08/02 08/03/02	~150 fam ~5200 ind.
Tetovo	Tetovo	Host families.	42.0 ° N 21.0 ° E	Distribution of hygiene and baby parcels. Health education training and sessions.	27/12/01	28/08/02	~200 ind.
Bitola	Bitola	MRC branch	41.0 ° N 21.3 ° E	Sphere training	5/6/2002	6/6/2002	~20 ind.
Valandovo	Valandovo	MRC branch	41.3 ° N 22.6 ° E	Sphere training	17/6/2002	17/6/2002	~20 ind.
Kavadarci	Kavadarci	MRC branch	41.4 ° N 22.0 ° E	Sphere training	18/6/2002	18/6/2002	~20 ind.
Vinica	Vinica	MRC branch	41.9 ° N 22.5 ° E	Sphere training	19/6/2002	19/6/2002	~20 ind.
Krusevo	Krusevo	MRC branch	41.4 ° N 21.2 ° E	Sphere training	20/6/2002	20/6/2002	~20 ind.
Resen	Resen	MRC branch	41.1 ° N 21.0 ° E	Sphere training	21/6/2002	21/6/2002	~20 ind.
Stip	Stip	MRC branch	41.7 ° N 22.2 ° E	Sphere training	24/6/2002	24/6/2002	~20 ind.
Makedonski Brod	Makedonski Brod	MRC branch	41.5 ° N 21.2 ° E	Sphere training	25/6/2002	25/6/2002	~20 ind.
Gostivar	Gostivar	MRC branch	41.8 ° N 20.9 ° E	Sphere training	26/6/2002	26/6/2002	~20 ind.

III. Program Performance

Objective 1

A. Actual accomplishments:

Despite the delays early on in the project due mainly to severe poor weather conditions, the distributions of parcels themselves to IDP and Host Families went very well. The initial delays have caused a holdup in all subsequent delivery schedules, resulting in a lag of approximately two weeks between the start of the calendar month and the start of distribution. This gap increased to more than a month by mid-May. Therefore the May/June double distribution took place in the month of June, with the intention to have the July distribution in the same distribution month. However a re-registration of the internally displaced persons conducted by MRC started on July 1st and concluded by July 26th, postponing the July distribution until August. Besides these delays, all distributions were completed before the end date of the project.

On-going beneficiary monitoring using a standardized instrument, provided ARC direct feedback and allowed for timely modifications to the project e.g. changing the distribution normative. A total of 675 interviews were completed and the detailed results were presented in the PEH Program Survey final report.

As detailed in the 28 March report, when the project was proposed, it was intended that each IDP family receive one hygiene parcel. However, complaints from the beneficiaries based on the fact that a ten-member family receives the same amount of hygiene parcel as a one-member family prompted ARC to ask for a change of normative, presented below. The breakdown of family size is consistent with the one that InterSOS is using for food distribution.

- 1 to 4-member family – 1 hygiene parcel,
- 5 to 8 member family – 2 hygiene parcels,
- 9 to 12 member family – 3 hygiene parcels,
- 13 to 16 member family – 4 hygiene parcels, etc.

The new normative was approved and later implemented in the January distribution.

4-Month No Cost Extension Request: During the reporting period, formal approval for a 3-month, no-cost extension until 10 July 2002 for Objectives 1 and 3 was received from ARC NHQ & OFDA Washington, DC on 26 February 2002, following an extension request. The initial extension request covered the following activities:

- Continued distribution of hygiene and baby parcels is planned for four months (to cover the distribution months of March - June 2002).
- An estimated ~9,000 hygiene and ~4,300 baby parcels will remain at the end of the requested 4-month extension. The remaining parcels could be used in a variety of ways.
- Translation and printing of Sphere handbooks will be completed by April 2002.
- Trainings on Sphere will take place in May and June.

3-Month No Cost Extension Request: In this reporting period, formal approval for a 3-month, no-cost extension until 30 September 2002 for Objective 1 was received from ARC NHQ & OFDA Washington, DC on 9 July 2002, following an extension request on 5 July 2002. ARC

accomplished the following activities during the extension period:

- Continued distribution of hygiene and baby parcels for one month (to cover the distribution month of July 2002), with a change in the normative for baby parcels. Each baby under 18 months will receive two baby parcels instead of one. The reason for this was to supply the beneficiaries with an extra month of assistance since the project is finishing after the July distribution, and at the same time lower the number of commodities in ARC possession after the end of the project
- All the hygiene parcels will be used for the July distribution, while an estimated total of 4,000 baby parcels will remain at the end of the requested 3-month extension. We are currently exploring the possibilities of how to use these remaining commodities, based on the situation in Macedonia and OFDA/HQ guidelines. A grant modification request was sent to OFDA Washington, DC July 26 requesting permission to distribute remaining parcels to specified institutions and MRC branches.

Final Disposition of Commodities: In this reporting period, formal approval for the disposition of the leftover commodities for Objective 1 was received from ARC NHQ & OFDA Washington, DC on 4 September 2002, following an extension request on 22 July 2002. In order to accomplish this goal, the following actions were undertaken:

- Identifying institutions that use hygiene products in their everyday practice, and selecting the ones that are in greatest need of hygiene and baby parcels. This process was completed in close cooperation with MRC.
- Once July distribution to IDPs and host families was completed in early September and ARC established the exact quantity of hygiene and baby parcels in both the ARC warehouse as in the MRC Branches warehouses, a detailed dispatch plan was created. Since the amount of leftover commodities was bigger than originally planned, a slightly large amount was donated to MRC and are to be kept over the winter period as contingency stock, while the remaining commodities were given to needy institutions as planned. Detailed report about the donation of the leftover commodities is presented separately (Attachment 4).

Details of Planned Parcel Distribution

The plan detailed in the table below includes the arrival of the second tranche of hygiene and baby parcels in Skopje in April/May. March and April distributions were concluded as intended, with Federation/ECHO complementing the plan for those two months with a distribution of hygiene parcels to IDPs in host families and to host families themselves, while ARC/OFDA distributed hygiene and baby parcels to collective centers and baby parcels to IDPs in host families. In May, ARC, with permission from OFDA, donated 3,000 hygiene parcels to ICRC-Pristina in response to the earthquake that struck Gjilane, Kosovo. The May/June double distribution was completed by mid-July, after which the distribution lists were processed. After the conclusion of the re-registering process in early August that was conducted by MRC, ARC commenced with the July distribution to IDPs and host families. It concluded in early September. The leftover commodities were donated to MRC and other needy institutions.

The table below details the approximate number of hygiene parcels which were planned to be distributed by ARC/OFDA.

Month of distribution	Estimated number of families assisted	Number of hygiene parcels distributed	End of Month stock
December	6,500	6,500	25,500
January	7,000	7,500	18,000
February	7,000	7,500	10,500
Sub-Total (completed)	20,500	21,500	10,500
Mar	1,000	1,000	9,500
April	1,000	1,000	20,500
May/June	11,000	12,000	5,500
Sub-Total (completed)	12,700	14,000	5,500
July	2,500	3,500	2,000
Sub-Total (completed)	2,500	3,500	2,000
Total	35,700	39,000	2,000

The table below details the approximate number of baby parcels which were planned to be distributed by ARC/OFDA.

Month of distrib.	Estimated num. of babies assisted	Num. of BPs distributed	End of Month stock (small BPs)	End of Month stock (large BPs with thermometer)	End of Month stock (large BPs without thermometer)
Nov	1,000	1,000 small BP	1,200	2,200	2,200
Dec	500		1,200	2,200	2,200
Jan	500	1,000* (500 large BP with, 500 without thermometers)	1,200	1,700	1,700
Feb	500	500 large BPs	1,200	1,700	1,200
Mar	500	500 large BPs	1,200	1,700	700
Apr	500	500 large BPs	1,200	1,700	2,400
May/June	1,000	1,000 large BPs	1,200	1,700	1,900
July	300	300** (large BPs)	1,200	1,700	1,600
Total	4,800	4,800 (1,000 small BP, 500 large BP with thermometer, 3,300 large BP without thermometer)	1,200	1,700	1,600

*Double distribution of baby parcels with and without thermometer in January, as none were distributed for December.

** Double distribution of baby parcels in July.

The exact figures for distributed hygiene and baby parcels, as well as number of served beneficiaries each distribution month can be found in the attached Toolkit Commodity Reports (Attachments 1, 2 and 3).

Parcel Purchase Costs

As previously reported, IFRC Budapest with its vast experience in supply of hygiene products prepared a tender in the name of ARC, which was awarded to the company "RVB Trading". Presented below are the purchase costs for the hygiene and baby parcels acquired in the first and the second tranche.

Tranche	Description	Qty	Total Value
First Tranche	Family hygiene parcel	32,000	200,242.56 EURO
	Federation Budapest charges (direct & administrative @ 4% of purchase price)	-	8,009.00 EURO
	Baby parcel small	2,200	6,378.82 USD
	Baby parcel large	2,200	20,127.80 USD
	Baby parcel large with thermometer	2,200	20,336.80 USD
	Federation Budapest charges (direct & administrative @ 4% of purchase price)	-	1,873.73 USD
Second Tranche	Family hygiene parcel	12,000	76,080.00 EURO
	Federation Budapest charges (direct & administrative @ 4% of purchase price)	-	3,043.20 EURO
	Baby parcel large	2,200	19,514.00 USD
	Federation Budapest charges (direct & administrative @ 4% of purchase price)	-	780.56 USD

Staffing

During the report period there were a couple of changes of the Delegate Manager, but that did not hamper the project activities. One of the program assistants left the project in the beginning of March while one monitors also left the project in mid July, leaving one project coordinator and the remaining monitor to manage the parcel project through its last distribution. However temporary staff was recruited from the ARC Regional Delegation. The last alteration did not greatly affect the program itself, mostly because the number of beneficiaries was greatly reduced since the beginning of the project.

Partner Cooperation

a) Federation and Macedonian Red Cross

In late February, the Federation was given an extension on their ECHO project until the end of April, with the caveat that all of their parcels must be distributed by then. To collaborate, ARC and Federation agreed on the following:

Upon completion of ARC's third month of parcel distribution in February, Federation was responsible for March and April distributions to IDPs in host families and host families themselves. During these two months, ARC continued distributions of hygiene and baby parcels to IDPs in collective centers, and baby parcels to IDPs in host families to ensure that beneficiaries continue to receive the full parcel complement. However, reduced actual figures negated the need for ARC to complement Federation's hygiene parcels. From May onwards, ARC was responsible for all hygiene and baby parcels to all beneficiaries.

Federation and ARC parcels are identical in content, with the exception of donor logos. ARC and Federation agreed to implement ARC's standard normative distribution system during this 2-month partnership. This ensures that beneficiary needs are not compromised through the ARC/Federation partnership.

An audit conducted by ICRC in the MRC Tetovo branch warehouse in May 2002 discovered large amounts of unreported stocks donated by ICRC and InterSOS, comprised mostly of food products such as wheat flour and oil. Due to steady supervision by ARC project monitors in this branch, the audit found that all ARC stocks of hygiene and baby parcels had been accounted for in previous distribution reports, e.g. the physical balance of the warehouse corresponded to the stock cards and the issued monthly reports. No ARC parcels were among those discovered by ICRC. As a precautionary measure, ARC transferred their commodities to a separate warehouse rented by InterSOS and used as a distribution point for the April, May/June and July distributions.

As part of the close-out of the PEH Parcel Project, MRC played a vital role in providing to ARC a list of institutions that use hygiene products, as well as contact persons. Their opinion and coordination were also important in the decision-making process for choosing the most needy institutions.

b) InterSOS

As an implementing partner to ARC, InterSOS was supplying IDPs in host families and host families themselves with food products. Additionally, InterSOS is distributing food products to highly vulnerable social cases. For the whole project period ARC shared trucks with InterSOS for dispatches to MRC branches, cutting logistics costs. In April, InterSOS' current project ended and a new project started, extending their ECHO funding for the IDP and social case food programs that InterSOS is administrating through September 2002. This gap between InterSOS projects created a delay in ARC's dispatch and distribution system. Because of this delay, May and June distributions were merged into one double distribution that occurred in June. The re-registration process also affected InterSOS, so their July distribution of food commodities also occurred in August 2002. They have already proposed an extension for another six months (until March 2003) to the ECHO office in Skopje for the current food relief program to both IDPs and their host families, and are optimistic that their request will be approved.

The situation that developed in the MRC Tetovo branch forced InterSOS to rent a separate warehouse there and transfer their food commodities from the branch depot to this new warehouse, and use it as a distribution point to IDPs and their host families. As a precautionary measure and for logistic purposes ARC also used this new warehouse for storing and distributing hygiene and baby parcels to the same beneficiaries. ARC, MRC and InterSOS staff conducted the actual distributions.

c) Danish Refugee Council (DRC)

DRC distributed baby food and diapers, supplementary to the contents of ARC baby parcels in collective centers until June. They currently do not have a plan to continue with a similar project over the winter period.

d) ICRC

ICRC has agreed to provide hygiene parcels to IDPs in Collective centers after the completion of the PEH Parcel Program. They plan to cover these beneficiaries until spring 2003.

e) Other Organizations

Reconstruction of homes in the conflict area, headed by UNHCR is proceeding as intended. The plan is to finish with the reconstruction process by the end of October, so that IDPs¹ can return to their homes before winter. Since early March, the number of organizations assisting IDPs in host families and collective centers scaled down dramatically. Organizations involved in these activities are already phasing down, and are orienting to more long-term programs.

Monitoring

By the end of the project a total of 675 beneficiary interviews and 77 distribution-monitoring forms were completed by the ARC monitoring team, with an exact breakout of beneficiary interviews by distribution month presented in the table below.

Distribution event	Number of beneficiary interviews		
	MRC Branches	Collective Centers	TOTAL
January/February	160	44	204
March/April	79	85	164
May/June	131	62	193
July	55	59	114
TOTAL	425	250	675

Beneficiary interviews were performed as distributions occurred at MRC branches and collective centers, while separate monitoring after the distributions were finished was performed in the three biggest distribution points (Skopje, Kumanovo and Tetovo) in order to confirm the closing stocks in the MRC branch warehouses. Data analysis of the beneficiary interviews indicates that 92.89% of the interviewed recipients received hygiene parcel during the project period and 76,44% of them were very satisfied with the project itself. Also only 3.11% of the interviewed beneficiaries were not satisfied with the quantity of the ration, while 11.70% were not satisfied with the quality of the ration, with most complaints focused on the quality of the washing powder, soap and shampoo.

Target Population: The MRC reporting on the number of IDPs and host families continued to improve during the project lifespan, especially after the creation of a central database in Skopje

¹ This applies to IDPs who are displaced due to damage to their homes; several thousand will remain displaced due to the fear and safety factor stemming from ethnic tensions remaining in their villages.

to process information from branches. The following figures of officially re-registered IDPs and host families are most recent, and were used for planning the July distribution.

No. of IDPs in HF: (Registered with 14 MRC branches)	5,093
No. of IDP families in HF:	1,121 families
No. of IDP children <18 months in HF:	209
No. of Host Families to above IDPs:	987
No. of IDPs in 18 collective centers:	1,877
No. of IDP families in 18 collective centers:	628 families
No. of IDP children <18 months in CCs:	42
Total no. of IDPs:	6,970
Total no. of IDP families with Red Cross cards:	1,749 families

The original targets of 10,000 IDP families and 6,000 host families had been altered to reflect new numbers and the changes to our distribution methods, especially the use of a new normative:

Revised targets = 6,500 IDPs and Host Families, from September to December 2001
7,000 IDPs and Host Families, from January to February 2002
1,000 IDPs in March 2002
1,000 IDPs in April 2002
11,000 IDPs and Host Families, in May/June 2002
6,500 IDPs in July 2002.

Different monthly targets reflect re-registrations of IDPs, changes in normative use, and a reduction in distribution figures for March-April 2002 due to coordinated distribution plans by Federation. These figures remain maximum estimates.

B. Success Stories:

As a part of the December distribution to collective centers in Skopje, ARC monitors went to deliver a hygiene parcel to a woman who had been placed in the geriatric ward of the local hospital. As they entered the room they saw a very old woman sitting on a chair, quietly knitting. Vasa, who had moved from Aracinovo, was very chatty and happy, although she was almost 90 years old. When she was given her hygiene parcel she was very surprised, since she had not received any help until that moment, and thought that everybody had forgotten about her. Vasa even offered them some candy but the ARC team could not stay so she made them promise that they will spend more time with her next month.

During the ARC Board of Governors visit to the Konjare collective center in February 2002, a group of three elderly ladies described in detail how much they appreciated the efforts to get these much needed hygiene parcels to them. They had considered themselves a forgotten group. Having lived in Matejce until last year's conflict, Emilija talked to us clutching a wooden stool that was the only possession other than the clothes she was wearing that she had been able to take with her when she left. She described how when she was asked to leave during World War II, she had returned to her house to find everything in its place. Today, she showed

us a single piece of paper containing black and white printed photographs of her house as it looked in October 2001. It was full of holes, and most of the roof had collapsed. The assistance from ARC, with both the hygiene parcels and the health education sessions gave her a sense that someone remembered her, and that she "had some value left".

On 28 February 2002, ARC monitors received a Work Well Done certificate from the people of the Skopje 25 May collective center. With this certificate the internally displaced persons housed in this collective center expressed their gratitude for the shown care and humanity from ARC staff during the distribution of hygiene and baby parcels.

Tasic Gena is from the village of Matejce, a community included in the crisis area. She lived for eighteen years in the village, and is a mother of three children. Her husband is a teacher. Before this period she claims that they had no problems with the Albanian people from this area. When the fighting started on May 3rd 2001, they were in their house. She heard on television the call to immediately leave the village-which they obeyed, leaving all their possessions behind (contents of the house, the car, the tractor). Even now they don't know what happened with them. They received a picture from O.S.C.E. of their destroyed house. Ms. Gena is very thankful to the American Red Cross and its staff, since they were amongst the few that helped them in their situation. She gained new experiences and more knowledge about health prevention, because she was also a part of the group who was involved in the health education sessions that were provided by the American Red Cross. One of the reasons why she participated in these sessions was to express her appreciation for all the assistance she received from the American Red Cross. Her biggest desire is to return to their family house in Matejce.

Trajkovic Svetlana is also from the village of Matejce. She has lived in the village for 32 years and is married with two children. Now she is staying in the Collective Center "Dolno Konjare". Her children don't live with her. They are married and they have their own families. In the beginning of the crisis the police relocated them to another village. Because they had cattle and a farm to maintain they were entering Matejce even during the conflict period. The bullets were passing right above their heads. A grenade that fell in their backyard injured Svetlana and her husband. "I remember the date very well, it was May 26th", and since that period I have problems with my health". Now Svetlana has trouble with her hearing. After the Minister of Internal Affairs visited Matejce and asked them to leave the village, Svetlana and her husband decided to flee. She abandoned her house only with one pair of slippers, and nothing else. Since then, they don't know anything about the house and the cattle they owned. Despite everything Svetlana is happy to be alive and is grateful that no one from the village was harmed or killed. She is very grateful to the Collective Center "Dolno Konjare" which received them, and the American Red Cross who distributes hygienic parcels directly to them. However the desire to go back home and live in peace is great.

C. Unforeseen circumstances affecting progress towards Objective 1

Winter weather: The second half of December has seen the worst snow conditions in Macedonia and the region as a whole for decades. Snow began falling all over Macedonia on 14 December, with additional major snowstorms until mid January. With no State of Emergency called by the Government of Macedonia, and hazardous road conditions, there were many accidents and delays on the roads, as people have tried to travel to/from work. Many of the vehicles used by ARC and IFRC had been affected by freezing temperatures, stalled engines due to water in poor quality diesel, and a lack of access to many areas off main roads.

ARC directly dispatched and delivered parcels to collective centers using 4WD Toyota Land Cruisers during the severe cold weather of December and January. However, elsewhere around the country distributions of hygiene and baby parcels had been planned in collaboration with the InterSOS distribution of food to the same beneficiaries. Due to the delay in receiving baby parcels from Bulgaria and the severe weather, it was decided to postpone the December distribution of baby parcels and to carry out a double distribution in January.

Normative Use: Initial feedback strongly suggested that IDPs with many family members are expressing dissatisfaction with only receiving one hygiene parcel, the same as those with only 1 or 2 family members. Thus, we suggested that the distribution of hygiene parcels should be made relative to family size, as does InterSOS for food. This was not included in the original proposal but a request was made to create appropriate changes for the second month of distributions onwards.

Partner Organizations: Delays of partner organizations have hindered ARC parcel distribution activities, with distributions almost a full month behind for the larger party of the project. The July distribution, last of the project period begun on August 5th due to IDP re-registration delays with the Macedonian Red Cross. Previous holdups were largely due to problems with InterSOS receiving correct commodities on time. However, all American Red Cross distribution activities were completed on time, before the end date of the project.

Objective 2 (no new activities during this reporting period under Objective 2)

A. Actual accomplishments:

Target/Indicator 1: 250 participants per week (on average) or 6,000 by the end of project.

From 10 September 2001 to 10 March 2002, the Health Education teams delivered 182 health education sessions to 5,953 adult IDPs in host families and collective centers. Sessions were delivered with host families in Kumanovo, Skopje, Cherkezi, Romanovce and Shutka. Collective centers hosting sessions were: Hotel Pelagonia, Stiv Naumov, Olimpisko Celu, Hotel Kristal, 25 Maj, Hotel Kuba, Konjere, Makedonski Dojran, Polin Dojran and Negorci.

Target/Indicator 2: Verbal demonstration of appropriate Health messages and practices post-information/training sessions.

Within each health education session, participants are asked questions prior to and during the actual session to ascertain participant's prior knowledge of the session subject. At the end of each session participants are asked three specific questions on subjects about which the participants were not previously educated. Participants demonstrate knowledge acquisition by answering questions correctly. If questions are not correctly answered the first time, health educators repeat information on the subject until knowledge transfer is correctly demonstrated. Documentation of pre- and post-session questioning is kept daily in health program journals.

Target/Indicator 3: Reduced demand for information on topics defined at onset of intervention. In January 2002 the project team began implementing surveys. Each participant in the collective centers was asked to complete a questionnaire. Due to literacy issues and higher numbers of participants in the host families, two participants per day from each group were randomly selected and asked to complete the survey from this component. Based on these evaluations, 11% of host family respondents and 33% of collective center respondents had no requests for further information on topics. The most requested topics in the host families were: prenatal care (8.9%), diabetes (6.5%), additional information on hepatitis (6%) and respiratory

illnesses (4.8%). The most requested topics in the collective centers were drug prevention (38.4%), HIV/AIDS prevention (28.6%), sessions specific to children (8.9%), and sessions specific to women (6.3%).

Reasons why established targets were not met.

Although the target of an average of 250 participants per week or 6,000 participants by the end of six months was short by 47, it is considered that this objective has been positively achieved. Target populations for this objective were calculated based on numbers that were subsequently reduced following re-registration. Despite the substantial reduction, ARC was still able to reach a total number near to its originally proposed objective. At the height of the IDP crisis, the number of registered IDPs was over 74,000. The latest re-registration, conducted on 17 January 2002 indicated a reduction in IDPs to a total of 17,029. During recruitment for sessions in the last three months, many IDPs in host families indicated a willingness to attend sessions, but reported that they were occupied during good weather and daylight hours, repairing their damaged homes. These factors indicate a positive change in conditions for IDPs and former IDPs. Therefore, ARC is content with the final numbers.

B. Success Stories

The health education program receives constant positive feedback from participants. The following anecdotes, expressed to staff and volunteers, demonstrate how the program has impacted participant's lives:

- Polin Dojran. A small group of participants organized themselves to buy appropriate cleaning products and washed common areas after the session on hepatitis.
- Makedonka Dojran. A woman expressed gratitude to the team after the session on nutrition. She says that she now knows how to feed her baby correctly.
- Polin Dojran. After the session on hygiene, the residents of the collective center organized themselves and cleaned the garbage from the yard, parking and garden areas.
- Makedonka Dojran. A woman explained that she had always had high blood pressure. After the session on heart disease, she stopped drinking coffee and will continue to monitor her blood pressure.
- Tetovo. One of the participants, Ramazan, a farmer, said that after the session, whenever he comes back from field he will wash his hands because now he knows the reason for the chronic diarrhea that he was having. He stated that he was thankful to us and our sessions because otherwise he would never learn this.
- Cerkezi-Kumanovo. Kadri from Matejce said that he has 3 kids and that his family has been displaced for almost 9 months. He had not vaccinated his children since becoming displaced because he said that he thought that vaccination was just a formality. Now he says that he knows the importance of vaccinations and he said that he is worried that he had not vaccinated his kids for this period. He plans to vaccinate them soon and hopes that everything will be fine.
- Kumanovo. A parent had a child with him and the child had scabies. He showed the team the medicine that he was using for treatment, but still he said that his boy was not improving. After he attended the session he says that he learned that it is not enough to only treat with medicine, but he needs to boil the clothes and bedding, then to take the clothes out in the wind and sun.

C. Unforeseen circumstances:

The only unforeseen circumstance to affect the overall program performance for Objective 2 is

the return of such a large number of IDPs to their villages. The MRC coordinator was very effective in organizing and recruiting participants for the sessions, but the reduction of displaced persons in general made it difficult to reach the 6,000-person target.

D. Survey Results

The survey conducted among 321 participants of the IDP health sessions showed positive responses to the ARC intervention. 100% of the respondents indicated that the sessions were useful. Also, 100% were satisfied, in general, with the sessions. When asked to name three things they learned, most respondent's answers were related to vaccinations (44%) and hygiene (33%). Residents of collective centers also named nutrition (43%) and the prevention of common illnesses (20.5%). In host families, IDPs also named prevention and the treatment of scabies (52.4%), danger of unexploded ordnances (34.5%), and proper hand washing (33.9%). When asked about methods, most participants responded that they especially appreciated the story and pictures.

Almost all of the additional comments referenced appreciation for the sessions and a desire for the project to continue.

E. Recommendation:

It is recommended that this component of the program not be continued since the target of 6,000 IDPs was virtually met and remaining IDPs are mostly unavailable. IDPs in host families have expressed their appreciation, but are currently returning to their homes or repairing their homes for return. The collective center team covered every collective center which did not receive health education from other agencies (Ranka Milanovic, Tome Stefanovski, Partenije Zografski, Zdravko Cvetovski, Dimitar Vlahov and Cicino Selo all received health education sessions from UNICEF).

Objective 3

A. Actual Accomplishments:

Translation of the Sphere Handbook: The English version of the Sphere Project Handbook was translated into Macedonian and proofread. A local printer was chosen to print the Handbook and 5,000 copies were delivered in mid-April.

Sphere Training

257 people have attended Sphere trainings in Macedonia. Details of these trainings are:

Training Objectives

- Familiarize participants with the Sphere Project and its usefulness as a tool for humanitarian response and preparedness
- Initiate information exchange and improved communication and coordination between Macedonian Red Cross, UN agencies, national and international NGOs and Government representatives

Training Plan

- **Training of Trainers (TOT)** Sessions (Skopje and Bitola were chosen as these locations were more accessible to participants from all regions of Macedonia) Trainings were two days in duration. Participants consisted of Macedonian Red Cross Volunteers who were expected to then lead a regional training.

- **Regional Trainings** (These locations were chosen to give all areas access to trainings as well as to work with smaller MRC branches). Trainings were one day in duration. These trainings were led by Macedonian Red Cross volunteers who were trained in the TOT sessions. Participants included representatives of Macedonian Red Cross and local government.
- **Extended Trainings** (led in Skopje so as to be accessible to as many NGOs and ministry representatives as possible) Trainings were four days in duration. Participants included representatives from various humanitarian response agencies and ministries.

Translation and printing of the Sphere handbook and training materials

- 5000 copies of the handbook in Macedonian were printed.
- ~ 1500 copies of the handbook in Macedonian were distributed in June and July 2002. The Macedonian Red Cross will be responsible for distributing these handbooks in the future.
- ~ 20 copies of the Sphere handbook in Albanian (translated and edited by CARE in Albania) have also been used and distributed.
- 65 Sphere handbooks in English were purchased from OXFAM in London.
- 350 folders and certificates of participation were printed and issued to participants.
- 140 CD Rom including the Sphere training materials in English and Macedonian as well as the Sphere video have been duplicated and distributed to the participants of the TOTs and 4 days workshops.
- 10 copies of The Sphere video and the Red Cross Code of Conduct have been duplicated and distributed to participating Macedonian Red Cross branches.

Schedule & Training description

Date	Location	Training description & Content	Participants profile	No of participants
June 3 – 4 (2 days)	Skopje	Training of Trainers <ul style="list-style-type: none"> • Basic definition of standards • & some practical application • Preparation for organizing and leading regional trainings 	Macedonian Red Cross volunteers expected to lead regional trainings	20
June 5 – 6 (2 days)	Bitola	Training of Trainers <ul style="list-style-type: none"> • Basic definition of standards • & some practical application • Preparation for organizing and leading regional trainings 	Macedonian Red Cross volunteers expected to lead regional training	20
June 11-14 (4 days)	Skopje	Extended training 3 components: <ul style="list-style-type: none"> • Introduction to Sphere • Sphere and the project cycle 	Macedonian Red Cross Macedonian speaking representatives of various local and international organizations Ministry representatives	19

		<ul style="list-style-type: none"> Sphere and disaster preparedness 		
June 17, 18, 19, 20, 21, 25, 26, 27 (eight 1 day sessions)	Regional sessions	Regional trainings Sessions to be led by trainers trained in the June 3 and 5 Tots Contents: <ul style="list-style-type: none"> Explanation of the Sphere Project Basic definition of standards and indicators Action plans using the Sphere handbook 	Macedonian Red Cross Volunteers Local Government Representatives	179
June 24-27 (4 days)	Skopje	Extended training 3 components: <ul style="list-style-type: none"> Introduction to Sphere Sphere and the project cycle Sphere and disaster preparedness 	Macedonian Red Cross Macedonian speaking representatives of various local and international organizations Ministry representatives	22
July 28 ½ day meeting	Skopje	Trainers debriefing and evaluation	Macedonian Red Cross volunteers who led regional trainings	22
July 2 – 5 (3 ½ days)	Skopje	Extended training 3 components: <ul style="list-style-type: none"> Introduction to Sphere Sphere and the project cycle Sphere and disaster preparedness 	Foreigners and Macedonian English speakers representatives of various local and international organizations	15

Agenda

One example of agenda: a 4-day workshop held in Skopje.

Time	Day 1	Day 2	Day 3	Day 4
8.00-9.00	Introduction	Evaluation Review of key points	Evaluation Review of key points	Evaluation Review of key points
9.00-11.00	Introduction to Sphere	The Project Cycle - Introduction	The Project Cycle - Analysis	The Project Cycle – Monitoring and Evaluation
11.00-11.15	Pause	Pause	Pause	Pause

11.15-13.00	The Red Cross Movement - The Humanitarian Charter and Sphere	The Project Cycle - Assessment	The Project Cycle – Project Planning	Action plans
13.00-14.00	Lunch	Lunch	Lunch	Lunch
14.00-15.45	Disaster Preparedness	The Project Cycle - Analysis	Participants' Presentations	Action plans
15.45-16.00	Evaluation	Evaluation	Evaluation	Evaluation Closure

Extra sessions included in the agenda of the workshops:

- Presentation of specific Macedonian events (90'): specifically the Negotino floods, fires and earthquakes.
- Short presentations (20') from the participants' experiences in Macedonia:
 - ❖ Health initial assessment by WHO
 - ❖ MRC Disaster Preparedness activities in Macedonia
 - ❖ OCHA and coordination issues in Macedonia
 - ❖ Presentation of the alarming center in Macedonia
 - ❖ Shelter assessment based on Sphere and World Vision involvement;
 - ❖ Shelter assessment based on Sphere led by IRC;
 - ❖ Water safety and rescue by the MRC;
 - ❖ Water supply and the MRC response to the 99 crisis in Macedonia;
- Visit of the Alarm Center/Ministry of Defense
- Presentation on a Sudan IDP camp situation by a UNHCR representative

Participants

A total of 257 participants including staff & 24 trainers

Training	New	TOT*	Total
Skopje TOT	20		20
Bitola TOT	20		20
1st 4 day	19		19
Valandovo	20	4	24
Kavadarci	16	4	20
Vinica	20	2	22
Krusevo	22	4	26
Resen	19	3	22
Stip	20	2	22
Makedonski Brod	18	2	20
Gostivar	20	3	23
2nd 4 day	22		22
English	15		15

Staff	6		6
Total	257	24	281

*TOT participants counted in this column attended a TOT session and led a regional training.

Structure and profile of the participants:

Apart from the last training, all trainings were conducted in Macedonian. A majority of the participants were citizens of Macedonia, Bulgaria and Kosovo. The last training was run in English and brought together foreigners as well as citizens of Macedonia, Kosovo and Bulgaria. Participants in all of the trainings included representatives from:

- National NGOs
- International NGOs
- Red Cross movement partners including Macedonian Red Cross, Bulgarian red Cross, American Red Cross, ICRC and IFRC
- UN agencies
- Government:
 - ❖ Ministry of Defense
 - ❖ Civil Defense
 - ❖ Alarming Center
 - ❖ Fire brigade
 - ❖ Military Academy/Research and training
 - ❖ Ministry of Interior Affairs/Police
 - ❖ Ministry of Health
 - ❖ Ministry of Transport
 - ❖ Ministry of Ecology
 - ❖ Center for Social Policy
 - ❖ Local Government in the regions
 - ❖

Participants' individual evaluation

The Sphere Participant Evaluation Form was used in order to get standardized feedback. The evaluation form included both qualitative and quantitative feedback. Nearly all participants submitted a feedback form.

Synthesis of the evaluations forms:

Questions & Quotation *	1		2		3		4		5		No answer		Total
	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	
A. The Achievement of the workshop aims and objectives	0.0%	0	1.7%	4	8.7%	21	25.6%	62	62.8%	152	1.2%	3	242
B. The meeting of your personal objectives	0.8%	2	4.2%	10	8.8%	21	32.2%	77	54.0%	129	0.0%	0	239
C. The relevance of the content of the workshop to your work	0.0%	0	3.7%	9	14.8%	36	22.6%	55	56.4%	137	2.5%	6	243
D. The pace and balance of the workshop to your needs	0.8%	2	3.8%	9	16.3%	39	31.7%	76	44.2%	106	3.3%	8	240

E. The quality of learning materials and aids	0.0%	0	0.8%	2	6.6%	16	19.1%	46	72.2%	174	1.2%	3	241
F. The facilitation and presentation of the training	0.0%	0	3.3%	8	9.1%	22	23.0%	56	63.8%	155	0.8%	2	243
G. The quality of pre-training information received	3.3%	8	7.8%	19	14.8%	36	29.2%	71	39.5%	96	5.3%	13	243
H. The quality of venue and accommodation	0.4%	1	4.1%	10	14.9%	36	21.9%	53	57.4%	139	1.2%	3	242
* 5 = excellent and 1 = poor													

What parts of the workshop were most useful to you?

- Project Cycle (particularly assessment)
- Exchanging information/Discussions/Networking
- Disaster Preparedness
- Minimum Standards

What improvements/changes would you suggest for another workshop?

- Longer workshop
- More practical examples
- More exercises
- Pre-reading of handbook
- More concrete information

How will you use the Sphere Handbook in your work?

- As a reference guide/Tool
- In a disaster
- In planning
- With internal dissemination/Training

Lessons learned

- **Coordination:** excellent organization has been crucial to achieve the objectives of the trainings
- **Schedule:** it is recommended that the trainer and team meet a few weeks before the first training for a few days to discuss the agenda and the organization of the trainings, as well as the resources needed and it is recommended that more working (but non training) days be kept between the trainings. The schedule for the Macedonia trainings was tight with the trainer arriving for the first time two days before the first training and few free days between trainings.
- **Oral translation:** the trainings require at least two translators;
- **Terminology:** the issues are the same as for translation in other languages previously experienced by Sphere. Many technical terms do not exactly translate, leading to confusion and difficulties in explanations and exercises in the training as well as challenges with the actual handbook translation. Some examples of difficult words: accountability, assessment, biases, catastrophe and disaster.

- **Session plans:** 1 hour and 30 minutes sessions should become 1 hour and 45 minutes or 2 hours with translation (average depending on the amount of group work).
- Sphere was used as a tool to bring people together and have discussions. The initiation of a **networking** process has been a strong output of these trainings;
- The **local media** and TV were involved from the beginning of the process and very active. This has been a strong awareness and recognition tool for the MRC branches.

Challenges

- **Sustainability:** the structure in charge of the follow up on a medium term basis needs strong leadership and ownership and may need some technical and financial support. In this case the MRC Disaster Preparedness Program is in charge and responsible for the follow up and next steps
- **Funding:** it is difficult to get funds for this type of project at the post emergency or preparedness phase of disaster response
- **Time constraints:** 9 to 12 months are needed from the start of the handbook translation to training completion. In this case, 6 months were required for the Macedonian translation;
- **Translation:** quality of written and oral translation is crucial and may require careful planning and need extra time, human resources and funding. Back translation of the handbook and training materials is recommended for quality and accuracy

Perspectives

- The MRC is one of the current resources for Sphere dissemination
- The Bulgarian Red Cross is exploring duplicating this training strategy on the Sphere Project in Bulgaria in 2003



Feed back from group work
on "Shelter Assessment"
Makedonski Brod

Coordination: This project has been developed with the encouragement of the Center for Refugees and Forced Migration Studies, the Sphere Project teams in Geneva and London, the International NGO Council in Skopje, and MRC.

B. Success Story

Regional trainers who were trained in the TOT sessions and then lead regional trainings requested an opportunity to exchange feedback on their training experiences. They volunteered to attend this training without any per diem. For many, this involved approximately 6 hours in round trip travel. This commitment to the training process and interest in sharing the experience with others represents great commitment to the Sphere training project.

Post training, the lead coordinators were asked to write up a case study for the Sphere Team in Geneva who will post it on the SPHERE website and use it in future trainings.

Trainers' group evaluation & Next steps

The trainers debriefing and evaluation meeting was held in Skopje on the 28th of June, attended by 22 of 24 MRC volunteers who had led or assisted with regional trainings. The overall evaluation was very positive and networking between different actors was mentioned as a key output. The main point raised as an issue was the availability of and access to funding to support the implementation of next steps.

The group's conclusion showed 3 main recommendations of activities to be implemented in Macedonia in the near future:

- **Training:** duplicating TOTs; initiating inter-regional trainings; initiating sensitization and awareness in the high schools and towards some of the women's organizations
- **Networking and coordination:** clarifying roles and responsibilities; identifying activities to enhance exchange and coordination

Implementing minimum standards and indicators: by the end of September 2002 the MRC Disaster Preparedness Program plans to design a strategic plan as well as regional assessments including Sphere references. This would be a step towards the implementation of the Sphere Minimum Standards and indicators.

C. Unforeseen circumstances affecting progress towards Objective 3

If more time had been available, the team would have preferred to be spread the trainings out over a much longer period of time. The number of hours required of all involved staff during the training period was too much and towards the end of the trainings all project staff were beginning to show physical signs of stress. All activities pertaining to Objective 3 were completed by July 10, 2002 and the objective indicator was exceeded.

IV. Resource Use / Expenditures

- A.** In the life of this project, a total of 3 Delegates, 1 external consultant, 5 project assistants, 1 warehouse manager, 3 translator, 2 monitors, 1 driver, 3 medical staff, 4 volunteers, 3 MRC counterparts, and 4 vehicles have been involved. Most resources were utilized for Delegate and staff salaries and per diem. Other expenditures include: vehicle lease/fuel/maintenance, office supplies, and training materials.
- B.** In this reporting period, 1 Delegate, 2 Program Coordinators, 2 monitors, 2 translators, 1 external consultant and 2 MRC counterparts were involved. A second no-cost extension through September 30, 2002 has been granted for activities pertaining to the Objective 1. At the end of this extension, it is expected that the approved budget will balance. All OFDA moneys will have been spent and American Red Cross will covered additional expenses, expected to be minimal.

V. Recommendations and Requests for the Future

At time of writing, ARC completed all the activities within the approved extension period ending September 30, 2002. This involves the 1st objective only as activities pertaining to Objectives 2 and 3 have been completed.

During the project period ARC proposed several program modifications to OFDA (change of parcel normative, two separate project extensions and etc.), for which the donor was very understanding and supportive. This flexibility is highly appreciated, as it contributed to the efficient implementation of the project. However, quicker approval period to program modifications can be recommended for future projects.

List of Attachments:

Attachment 1	Recipient Status Report
Attachment 2	Monthly Distribution Summary
Attachment 3	Commodity Status Report
Attachment 4	Dispatch report for leftover commodities

List of Acronyms Technical Terms:

ARC	American Red Cross
BP	Baby parcel
DPP	Disaster Preparedness and Planning
DRC	Danish Refugee Council
Federation	The International Federation of Red Cross and Red Crescent Societies
HF	Host Family
HP	(Family) Hygiene parcel
MRC	Macedonian Red Cross
NHQ	National Headquarters
PEH	Preventative Emergency Health
RD	Regional Delegation
RCM	Red Cross Movement
RVB	RVB Trading BV, Ambacht, The Netherlands
IDP	Internally Displaced Person