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Strengthening resilience of older persons and persons with disabilities during COVID-19 and future disasters

FIRST INTERIM REPORT

15 January 2021



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List of acronyms used in the report

AAGG – Albanian Association of Geriatrics and Gerontology
BiH – Bosnia and Herzegovina
CSO – Civil Society Organisation(s)
CVA – Cash and Voucher Assistance
FSP – Financial Service Provider
IFRC – International Federation of Red Cross and Red Crescent Societies
MHPSS – Mental Health and Psychosocial Support services
NOOIS – National Organisation of Persons with Disabilities (Serbia)
NS – National Red Cross Society
PFA – Psychological First Aid
PSS – Psychosocial Support
RC – Red Cross
RCSBIH – Red Cross Society of Bosnia and Herzegovina
SOP - Standard Operative procedures

1. Description

1.1. Name of coordinator of the grant contract: Natasa Todorovic

1.2. Name and title of the contact person: Natasa Todorovic

1.3. Name of beneficiary(ies) and affiliated entity(ies) in the action:

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Kryqi Kuq Shqiptar Association (Albanian Red Cross), Private/ public law body with legal form, Registration number 5622, Address: Rruga Pjeter Budi, Ndertesa 19, Hyrja 10, 1000, Tirana Albania, VAT Number J62103001W

Udruzenja za pomoc i razvoj Hajde (Association for Help and Development HAJDE), NGO, Registration number 4201508740000, Address: Dervisa Numica 6, 71000 Sarajevo, Bosnia and Herzegovina, VAT number N/A

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Savez slijepih Crne Gore (Union of the Blind of Montenegro), Public law body, Registration number 477, Adress: Njegoseva 6, 81000 Podgorica, Montenegro, VAT number 02019981

1.4. Title of the action: Strengthening resilience of older persons and persons with disabilities during COVID-19 and future disasters

1.5. Contract number: CN 2020/ 420-503

1.6. Start date and end date of the reporting period: 15 November 2020 – 14 November 2021

1.7. Target country(ies) or region(s): Serbia, Albania, Bosnia and Herzegovina, Montenegro, North Macedonia, Kosovo*¹

1.8. Final beneficiaries &/or target groups (if different) (including numbers of women and men):

Older persons and persons with disabilities are two groups that even in regular times face significant constraints barriers in participating in the society, including participation in decision making or community life, having their needs met in a range of contexts, accessing services etc. which has a cumulative effect to their physical and mental health. The COVID-19 crisis amplified all these issues and increased the risks for their physical health, mental health and social exclusion. The intervention envisioned by the project therefore addresses these risks on multiple levels.

During the reporting period the direct beneficiaries that were supported through the intervention were older persons and persons with disabilities across the six project sites through provision of psychological first aid and psychosocial support as well as timely, accurate and accessible information from verified trusted sources including on the epidemic, response progression and measures of protection and self-protection (e.g. gender-based violence) as well as individual rights through a telephone/ text message based service centres. In total 6,079 individual callers called these services across the six project sites, as of 15 November 2021, with female callers being a majority.

The civil society organisations and their networks in each of the project sites were engaged in the project activities through the project partner organisations, providing support in the research activities implemented in the first year of the project. This had a positive effect to their capacities to engage in data collection and research activities in the future but also provided them with important project-related information that prepares them for the advocacy and policy influencing activities envisioned further down the line in the project. The civil society organisations will be playing an important role in work on influencing policies

¹ Hereinafter: This designation is without prejudice to positions on status, and is in line with UNSCR 1244/1999 and the ICJ Opinion on the Kosovo declaration of independence.

across the six project sites and will also benefit from the experience and expertise provided by the EU partners in the project. Their participation was also very important in the events organised to mark important dates during the year – such as the International Day of Older Persons, 1 October, but also in ensuring the service provided in the intervention can reach as wide a population within the target groups as possible.

The continuing effects of the pandemic crisis in the region that particularly impact older persons' and persons with disabilities' socio-economic status include the lasting unavailability of many regular healthcare services due to the pandemic pressure on the public health systems in each of the project sites. For many older persons and persons with disabilities the access to regular health check-ups is significantly reduced which not only means that their existing health conditions are not adequately taken care of, but also that any new conditions are not diagnosed on time and therefore not treated. The other issue is the general economic situation which, despite the economies in the region generally recovering faster than originally expected² there are concerns related to inflation that may, through increase in the prices of food, energy and other essential goods negate the effects of regular pension delivery.

1.9. Country(ies) in which the activities take place (if different from 1.7): N/A

² <https://www.ebrd.com/news/2021/western-balkans-economies-recover-faster-than-expected-.html>

2. Assessment of the implementation of the action activities and its results

2.1. Executive summary of the action

The action has been successfully started and implemented in the first year of the planned three-year span. The partners across the six project sites have implemented the majority of the activities planned for the first year, including setting up centres for remote Psychological First Aid and Psychosocial Support for older persons and persons with disabilities, implementing the capacity building activities for the Cash and Voucher Assistance interventions and conducting research necessary for the creation of the policy model proposals tailored made for each context across the six project sites in the region.

The pandemic dynamics, including strong spikes in infection in late 2020 and in the second half of 2021 have dictated adherence to stricter measures and have precluded activities that demanded travel. The project team adapted to the circumstances as necessary, moving some activities online, while postponing others in order to ensure the overall direction of the project implementation is not affected to a significant degree. A delay was created in relation to the implementation of Cash and Voucher Assistance where key activities in this portion of the action, including self-assessment exercises in the Red Cross partner organisations were implemented slower than initially planned due to the need to adhere to methodical approach to this part of the action to ensure good targeting and avoidance of overlaps with other relief programmes in the project sites. This activity will be finalised in the first quarter of 2022.

The start of some activities in Bosnia and Herzegovina was delayed due to procedural issues related to the meeting of the Red Cross Society of Bosnia and Herzegovina Governing Board – needed for signing the Memorandum of Understanding with the Red Cross of Serbia – that the epidemic measures made impossible for a while. This issue was overcome through discussion and online meetings and the MoU was subsequently signed and the activities starting with the planned volume including training and the setup of telephone support centres.

The action achieved its targets in the planned fields for the first year as follows:

Mental health: 30 telephone-based centres for remote support and assistance have been established and have been functioning coordinated by trained staff and operated by trained volunteers across all the six project sites. The centres have been operational each working day in the timeslots that are widely publicised and advertised and the total number of calls as of 15 November 2021 is 6,142 including 2,124 male and 3,955 female callers in the reporting period, some of them calling repeatedly. The services in the centres were established following assessments of similar services from the first COVID-19 wave in every project site and a cascading set of training provided a regional level for the staff and coordinators and then in every project site for the local coordinators and volunteers. The reach out activities to make the services visible have included both the use of printed and digital media such as leaflets and social networks, as well as guest spots in the traditional media.

Cash and Voucher Assistance: Key achievements in this implementation period includes completion of the self-assessment process, development of the partner Red Cross Societies' multiyear Cash Preparedness Plan of Action plans of action and training of partners' CVA staff that will carry out cash grant distribution to older persons and persons with disabilities within the project. As explained the pandemic caused delay

related to finalising this portion of the action, so at the moment the relevant partners work on finalising and adopting the Standard Operative Procedures, to be immediately followed by needs assessment and then distribution of assistance to the planned number of older persons and persons with disabilities within the criteria, by the end of first quarter of 2022. In total 24 staff and members of the Red Cross societies in the region enhanced their capacities through participation in training organised within the action

Public Policy: The research activities have been implemented mostly in line with the planned timeline. Desk research and quantitative research activities have been completed across the six project sites while the qualitative portion with the stakeholders of the research has been finalised for all project sites except in North Macedonia, where it demands more time due to the elections. The qualitative research with beneficiaries has started and will be completed in the first quarter of 2022. The development of planned policy models for each project site will follow immediately as the outlines for the studies for each project sites (that will provide research results and policy model recommendations) have been developed and shared with the partners. It is expected the development and presentation of policy models will be as per the plan. The partners have meanwhile participated in the advocacy activities related to public policy, including global level processes such as participation in the Madrid International Plan of Action on Ageing Fourth Review and Appraisal reporting process, participation in the UN DESA-organised Expert Group Meeting on “Building Forward Better for Older Persons post COVID-19”, participation in the Sustainable Development Goals – Regional UNECE Forum and in the 11th meeting of the Open Ended Working Group on Ageing. At national level, notable activities included participation in the presentation of the Special Report on Discrimination against Older Persons in the Serbian National Assembly, National Dialogue on Aging and Ageism and finalization of draft Law on Rights of residents temporarily placed in institutions of social protection in Serbia, the National Ageing Plan and creating a roadmap for developing integrated social and health services for older persons at municipality level in Albania, organising the “The first International conference on the position and care of the older people conference - Celebrating Life” in Bosnia and Herzegovina, participation in the Working group for development of Action plan for Development Strategy of Social Protection System for Older Persons until 2022 in Montenegro and organising focus groups with older persons and persons with disabilities on problems and fears related to the COVID-19 pandemic in North Macedonia in order to collect systematic data that will be used in advocacy.

2.2. Results and activities

Specific Objective: Older persons, persons with disabilities, CSOs and grassroots organisations are better able to cope with the Covid-19 situation in Albania, Bosnia and Herzegovina, North Macedonia, Montenegro, Serbia and Kosovo

Outcome 1 (Mental health)

Mental health of older persons and persons with disabilities across six project sites is preserved and their resilience enhanced

Indicator: # of older persons and persons with disabilities that receive psychosocial support remotely and face to face

The total number of calls as of 15 November 2021 is 6,142 across the six project sites (as for individual callers, there were 2,124 male and 3,955 female callers in the reporting period) with differences between project sites and the regions within each project site. The intervention is based on the Remote Psychological First Aid during COVID-19 methodology developed by the Psychosocial Centre of the International federation of Red Cross and Red Crescent Societies³ as a way of assisting older persons and persons with disabilities to manage their situation and make informed decisions. The basis of psychological first aid is caring about the person in distress and showing empathy. This approach involves paying attention to reactions, active listening and, if needed, practical assistance, such as problem solving, help to access basic needs or referring to further options mental health support services. Psychological First Aid helps normalize worry and other emotions, while promoting healthy coping and feelings of safety, calming, and hope.

The Red Cross organisations in the project sites have relied on their ongoing relief and other support activities (such as soup kitchen programmes, distribution of food and hygiene parcels, home visits, support with vaccination etc.) to provide added value to the project activities in situations where the callers expressed the need that could be met through one of the other Red Cross activities and the beneficiaries were fitting the existing criteria for these forms of support.

There is still a significant stigma related to mental health issues across the region which contributes to reluctance in seeking psychosocial support or psychological first aid, while at the same time for older persons and persons with disabilities certain mental health issues such as anxiety or depressive symptoms are normalised and considered normal especially during an extended crisis such as the current pandemic which in turn prevents some of them from seeking this kind of support. This among other things a result of existing and ongoing ageist and ableist prejudices and stereotypes.

Most callers initially called due to lack of clear information and related fears and uncertainties. In particular:

- The epidemic, accompanied with “infodemic” brought with it all kinds of rumours, misinformation and doubts
- This in turn caused different psychological issues in many people: anxiety, fear, stress

³ <https://pscentre.org/?resource=remote-psychological-first-aid-during-covid-19-may-2020>

- The volunteers working on the telephones were trained and instructed to provide both accurate, verified and clear to understand information as well as psychological first aid.

The telephone centres are staffed by educated professional associates and volunteers who have undergone training in psychological first aid provided by the Red Cross of Serbia. More than 150 volunteers and staff members have been covered with training at regional and local level and they provide information, but also discuss fear with the callers, their worries or anxieties related to the epidemic, immunization and protection measures. In cases where this is justified and possible, the staff and volunteers also provide referrals to other services that may provide particular forms of support and assistance that the caller needs.

Activity 1.1.1. Review of provided psychological first aid and psychosocial support during the first wave of COVID-19 epidemic and assessment of needs

The reviews were performed in all the project sites.

Serbia: the Red Cross of Serbia analysed the work of its telephone and SMS services that had spanned 128 municipalities during the first wave of the epidemic, providing reliable pandemic information and psychological first aid, and being available to general population. A large body of data (tens of thousands of phone calls) allowed for identifying that the majority of callers were older persons and persons with disabilities (predominantly blind and visually impaired persons) as well as what their major fears, dilemmas and issues were. This influenced the training subsequently provided to the volunteers in the telephone centres in the project, as well as the overall design of the intervention including the referrals, reach out strategies etc. It was clear that a large part of the needs the callers have need to be met by other services – centres for social welfare, public health institutions, mental health professionals – so referral training was based on the recognised patterns in needs and requests by the callers from the first wave. The vaccines have become available in Serbia in early 2021, but it was clear from the work already done with the population during the pandemic, and the previous experiences with MMR vaccine at global level, that there would be a lot of questions and dilemmas related to vaccination so this was also envisioned as part of the training for staff and volunteers of telephone centres. The four centres that were selected (Subotica, Čukarica, Kragujevac and Niš) were also selected as to get the best geographical coverage so the volunteers and coordinators of these centres can provide adequate referrals based on their knowledge of the area. The fifth centre, run by the National Organisation of Persons with Disabilities was chosen to cover the whole national territory and their experiences from the initial COVID-19 wave provided some important insights such as that evening hours are the best fit for this population to have telephone assistance available, but also that additional efforts need to be made to ensure availability of the service to persons with hearing impediments.

Albania: a mapping of existing Mental Health and Psychosocial Support services (MHPSS) in the country and within the Albanian Red Cross was carried out. Through this exercise Albanian Red Cross identified the service providers in the country, assessed the quality of MHPSS services provided during the COVID-19 crisis and the links between these services. The service gaps that exist in the country that may need to be filled were also identified. A list of MHPSS providers in a country was prepared and disseminated with local branches that are providing remote PFA to be used as an important source base especially for beneficiaries referring and for upcoming phase of the project. It was also identified that there is a gap in providing specific MHPSS services to support resilience in populations at high risk due to COVID-19 such as older persons and persons with disabilities. The assessment provided the information that lead to

selecting the locations for the remote support centres in this intervention: Shkodra, Durres, Vlora, Tirana and Korca.

Bosnia and Herzegovina: Red Cross Society of Bosnia and Herzegovina carried out a mapping of all Psychosocial Support activities that were implemented during the first wave of COVID-19 pandemic in the country. The research showed that Call centres established in several locations (managed by the Red Cross branches) have accumulated immense experience in providing remote Psychological support to affected people, which made the continuing of the intervention by targeting older persons and persons with disabilities easier to manage. A map of existing PSP interventions, services, remote and non-remote was provided by the Association HAJDE as well. In the mentioned period, a short research on existing services was conducted, as well as contacting persons relevant to the included (mapped) interesting examples of the practice of providing psychological first aid based on remote means. For this purpose, contacts were made with 4 key persons (in total) in the following organizations: Hilfswerk International Representation office B&H, the Centre for Mental Health in Goražde, Centre for Mental Health Visoko, and “SINAPSA” Association of Psychology Students. From the mentioned data, it was noticed that the organizations encountered a lack of expected response to offered help, except for the phonelines within state institutions – the outpatient clinic and the mental health centre within it. An additional reason is the number of users of the mental health centre (Goražde) who use the lines for other (informative) purposes and beyond COVID-19. The information provided by the assessment lead to selecting the following locations for the telephone centres: Banja Luka, Ljubuški, Brčko District, Sarajevo and Jablanica.

Montenegro: the review relied on the national centre for remote assistance established by the Red Cross of Montenegro in the first wave of the pandemic in 2020. The experience with this service helped the transition into the new project services significantly as the activity was seen as upgrading the existing capacity to better provide this services. This facilitated the planning and implementation of project plans activities. The review was done in cooperation with the other project partner, Union of the Blind of Montenegro, some of it relying on the call centre established in Pljevlja municipality during the first wave of the epidemic in Montenegro. The experience of working in the Call Centre helped the partners significantly in building capacity to better provide this services, as well as for planning future activities within the new project. The new project is therefore upgrade to already established activities, which facilitated the planning and implementation of project plans activities, in the selcted communities: Bijelo Polje, Budva, Podgorica, Niksic and Pljevlja.

North Macedonia: a questionnaire was prepared by the Head Office of the Red Cross of the Republic of North Macedonia and was sent to the branches that run the telephone assistance activity in the project, which was used to define strengths and weaknesses, current capacity for providing support, previous works with target groups and areas where more support is needed. The ongoing reporting from the regional coordinators as well as monthly meetings serve the purpose of adapting the service in line with the experiences with the calls. The selected locations for the telephone centres, based on the assessment are Skopje, Bitola, Veles, Gostivar and Kochani.

Kosovo*: cooperating with local and governmental health institutions, Caritas Kosova focused its support with provision of Home Care services for older persons, ill and chronically ill persons over the past years. The Home Care project services target older persons, persons with chronical conditions and lonely persons, persons with disabilities and bedridden persons, who need care at their home. During the implementation of this and similar projects, and especially since the beginning of the COVID-19 pandemic, Caritas

identified the increasing need for psychosocial support. Participation in this project enabled Caritas Kosova to expand its portfolio and address fears among its beneficiaries, related to the epidemic, as well as loneliness. The intervention intends to reach the marginalized groups of people in the targeted communities that have suffered the most during the pandemic crisis, namely older persons and persons with disabilities. The intention is also to raise the awareness of relevant stakeholders on issues of discrimination and regarding the impact of the crisis on marginalized groups by advocating for measures to improve the current situation especially for elderly and people with disabilities. The assessment served as basis for selection of the communities in which the telephone centres will be based: Pristina, Prizren, Ferizaj/ Urosevac, Mitrovica and Vitia/Vitina.

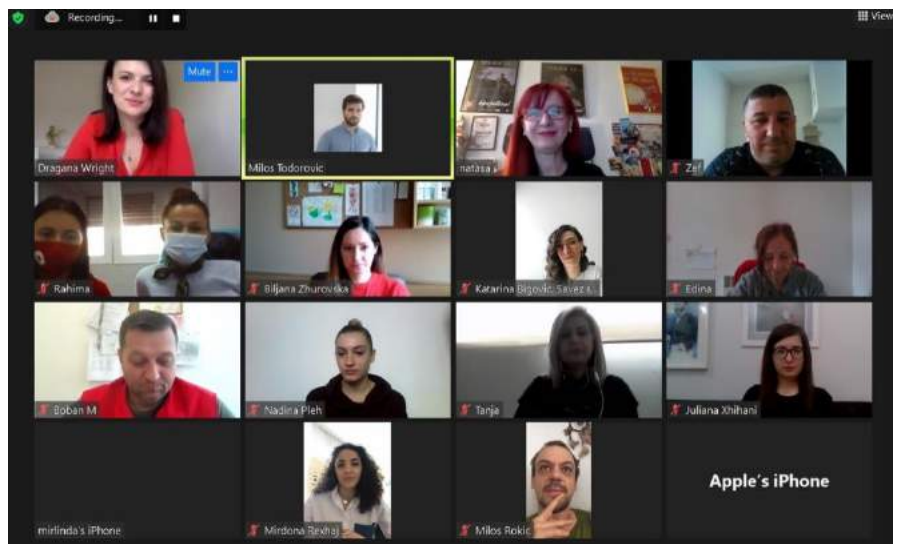
Activity 1.1.2 Training for volunteers of telephone/ text and app-based information services in providing referrals to callers in need of legal advice, medical advice, mental health advice and social support advice

The Red Cross of Serbia provided one informational session for partners as well as two regional training workshops supported by further supervising sessions. This enabled joint learning and knowledge sharing that was particularly beneficial for partners. The trainings were organised online. The topics covered by the trainings included:

- Remote Psychological First Aid and Psychosocial Support principles;
- Advice to isolated older persons or persons with disabilities;
- Loss and grief due to COVID-19;
- Entire process of a call and steps need to be followed;
- Implementation of Remote PFA during the phone calls.

The trainings also included short films produced by the Psychosocial Support Reference Centre of the International Federation of Red Cross and Red Crescent Societies showing handling of telephone calls of persons with different problems and showcasing different psychosocial support techniques.

On 24 December 2020 the Red Cross of Serbia organised a meeting of partners on mental health and psychological first aid component of the project. This meeting, featuring designated Mental Health Coordinators from all partner organisations – 12 participants in all – and focused on the technical implementation of the mental health services as envisioned in the project. Specifically, the discussion focused on telephone centres and other means of providing remote psychological first aid to older persons and persons with disabilities in the context of COVID-19 pandemic, the promotion of such services, future reach out activities, as well as the upcoming training sessions for coordinators and volunteers.



On February 18 and 19 2021, the Red Cross of Serbia organised online training for partners with participation of 14 representatives from partner organizations from Albania, Bosnia and Herzegovina, Montenegro, North Macedonia and Kosovo*. The first part related to data on the mental health of the older persons and persons with disabilities and the risks of its deterioration during COVID -19 pandemic but also in future crises. An important part of the training focused on facing loss and grief and the ways to cope with them due to the effects of the pandemic to the population. The second day of the training focused on practical training for concrete provision of remote psychological first aid, including presentations, as well as interactive work in groups, and before engaging with the training, the participants were requested to map their previous activities in the field of mental health during the response to the pandemic. The lecturers were Dr Jovana Bjekic, Natasa Todorovic, psychologist and the Project Coordinator and Milutin Vracevic, Mental Health Focal Person in the Red Cross of Serbia.

Subsequently, training sessions were organised in each of the project sites, described under activity 1.1.4.

Activity 1.1.3. Training for peer support

On 26 August 2021 a workshop entitled “Helping the Helpers” was held online and included participation of regional partners of the project from Serbia, Albania, Bosnia and Herzegovina, Northern Macedonia and Kosovo*. The materials were facilitated by Dragana Wright, the coordinator of the mental health/psychosocial support part of the project, working for the Red Cross of Serbia, and supported by



Natasa Todorovic and Milutin Vracevic, the project staff and the Red Cross of Serbia Mental Health Focal Persons. The workshop included topics such as 'compassion fatigue', 'burnout syndrome' and 'looking after yourself and others'. A special focus was put on the methods that managers can use to reduce the secondary traumatisation of their team members. For example, the importance of establishing a system of peer support was highlighted as crucial in achieving this goal. In addition, the sharing of personal experiences and knowledge was a significant part of the workshop that helped with the overall understanding of the topic, but also created a supportive atmosphere for all partners attending.

Activity 1.1.4. Training for provision of remote and in person psychological first aid and psychosocial support

Serbia: On March 9 and 10 2021, the Red Cross of Serbia organised online psychological first aid training for coordinators and volunteers of local Red Cross organizations from Kragujevac, Subotica, Nis and Cukarica, as well as for the coordinator of the NOOIS.

The training included presentations, as well as interactive work in groups, and before that the participants were asked to map their previous activities in the field of mental health during the response to the pandemic. 20 persons participated in the training.

A workshop on providing support to persons with disabilities was organised online on May 19, 2021 by the **Red Cross of Serbia** and the participants were the coordinators of the telephone centres for providing

psychosocial support established within the project, as well as volunteers from these centres. Representatives of project partners from the region also participated: Caritas Kosova and the Red Cross Society of Bosnia and Herzegovina, 27 participants in total. The focus of this workshop was on the psychosocial well-being of persons with disabilities, on everyday but also for the COVID-19 pandemic specific barriers that hinder inclusion and access to services for persons with disabilities, as well as on language related to disability. Miloš Rokić, a representative of the National Organization of Persons with Disabilities, which is a partner in the project, had a lecture on support for persons with disabilities as part of this workshop.

Albania: In Albania on March 24 and 25 2021, five selected local coordinators and 2 volunteers per location (15 participants in total from both national project partners, Albanian Red Cross and AAGG) have been trained in provision of remote Psychological First Aid during COVID-19 based on methodology developed by Psychosocial Centre of International Federation of Red Cross and Red Crescent Societies and as well as the experiences and good practices of partners on the project. The training started with a general presentation of the project, its objectives and its core areas and respective activities. At the end the participants were provided with a list of contacts for beneficiaries/callers referring to cover some of their needs such as: legal advice, medical advice, mental health advice, social support advice.

Bosnia and Herzegovina: The partners in Bosnia and Herzegovina participated in the trainings organized by the Red cross of Serbia for them on 18-19 February 2021. Additional mental health training workshop was organized by the Red cross of Serbia for the Red Cross Society of Bosnia and Herzegovina coordinators of telephone centres as well as for volunteers on 19 May 2021 for 15 participants. The participants were provided with basic psycho-social support skills to use in their everyday work in provision of psycho-social support services to older persons and persons with disabilities. In the period from 17-18 December 2021 Cantonal Red Cross of West Herzegovina Canton in Ljubuški organized a two-day online workshop for members of the Department for First Psychological Assistance of the Red Cross of West Herzegovina Canton on the topic “Psychological First Aid in large-scale crises”. The lecturers were professors from the University of Zagreb and the workshop was attended by Katarina Mikulić, Coordinator of the telephone centre in Ljubuški as well as the volunteers working in that centre. As for their volunteers, the Association HAJDE organised the training on psychological first aid and psychosocial support from 24.08.2021. to 25.08.2021, for 6 participants.

North Macedonia: Red Cross of the republic of North Macedonia organized online training for remote psychosocial support in which one of the topics that was covered was referral, numbers of services like legal advice and social support were provided. The project team responsible for conducting PSS participated in two two-day trainings held on 18-19th of February and 9th -10th of March, 2021.

Montenegro: In Montenegro partners attended trainings for volunteers and coordinators in the call centres on the 8th and 9th march 2021 and organised national training for volunteers designated to work on the telephone support lines on 19 March 2021. The nine participants in addition to the theoretical part, practical exercises and video materials, received additional material and specific guidelines for work, telephone numbers of relevant institutions for referral and other relevant information. The training also included reporting schedules, procedures and formats. Additionally, the participants from Montenegro took part in the online training organised on February 18 and 19 by the Red Cross of Serbia.

Kosovo*: the first training took place on 31 March, 2021 in the regional office of Caritas Kosova in North Mitrovica. Participants were four regional coordinators of these centres, while the training was conducted by National Psychosocial Support coordinator. As a follow up four trainings for volunteers on ‘First Psychological Aid in distance during Covid-19 pandemic’ were organised. First training was organized on 19th of May, 2021 in Psychosocial Centre of Caritas Kosova in Dubrava – Ferizaj. Five volunteers participated. The second training was organized on 20th of May, 2021 in Early Childhood Education Center of Caritas Kosova in Prizren, with participation of five volunteers. The third training was organized on 21st of May in Pristina with for thirteen volunteers and the last training was held in Vitia/Vitina with two volunteers and the regional coordinator for Vitia/Vitina region.

Activity 1.1.5 Provision of timely, accurate and accessible information from verified trusted sources including on the epidemic, response progression and measures of protection and self-protection (e.g. gender-based violence) as well as individual rights through a telephone/ text message based service centres; provision of psychosocial support including evaluation of services and adjustments

Building on experiences from the first pandemic wave within the project 30 regional centres for provision of remote psychological first aid and psychosocial support have been established across the six project sites. The regional centres are based on the remote assistance provided via telephone (landlines, as well as in some cases mobile phones and digital communication applications) and per project site they are as follows:

Serbia:

Red Cross of Serbia

The Red Cross of Serbia runs four centres coordinated by its four municipal branches in Kragujevac, Niš, Čukarica and Subotica. One centre is run by the National Organisation of Persons with Disabilities (NOOIS), so the general division is that the Red Cross centres focus more on older persons and NOOIS centre focus on persons with disabilities. Total number of calls in Serbia in the reporting period was 1,185 (395 male and 790 female).



On the average, the calls were between 10 and 15 minutes, while the longest ones are between 35 and 40 minutes. The latter ones are mostly from persons with more pronounced mental health issues, needing referrals to professional services. Others were lonely older persons seeking support in getting institutional accommodation. The volunteers were trained to provide support in such cases, so they referred the callers to psychiatric services or provided direct support to older persons in preparing

paperwork for applying to retirement homes. This also included assistance and support in getting COVID-19 tests as many retirement homes were – and still are – under special regimes and are very strict about

accepting new clients. The call centres in Kragujevac and Subotica found synergies with other activities of these Red cross branches, reaching out to families with a member with diagnosed dementia because a significant number of callers were calling in relation to this issue (Kragujevac) and to the homeless population since a number of homeless person called the centre to ask about the newly opened Centre for Homeless Persons Support managed by the city (Subotica)

National Organisation of Persons with Disabilities

National Organisation of Persons with Disabilities (NOOIS) is managing one telephone centre, targeting mostly persons with disabilities. This work is done every working day, between 17:00 and 22:00. 98 calls have been registered since 21 March 2021 until 15 November, all of them persons with disabilities, 21 male and 77 female in need of different forms of psychological support, information and referral. Typically, these calls are longer than the average call, signifying the strong need for different needs for support in this population. Observing the patterns, it is obvious that the greatest challenge is the motivation of this population to seek help. There are a minority of users that call repeatedly, however promoting this line of communication seems to be bringing weaker effects than expected due to cultural factors and stigma related to mental health. The best response is from the deaf, blind and multiple sclerosis communities.

One of the issues arising when the service provision started was with the deaf and hard of hearing community. Deaf persons were also interested in getting support however the sound-based medium such as telephone was not a good fit for them for obvious reasons. After contact was made by the Association of Deaf and Hard of Hearing Persons of Serbia, a meeting between them, NOOIS and the Red Cross of Serbia was organised on 7 July 2021 to discuss the best course of action. The solution was found in employing an interpreter for sign language at no cost to the project. The interpreter mediates between service provider and person in need. The greatest obstacle here is fatigue of interpreter, lack of standardization of Serbian sign language and lack of training for the interpreter for emotionally overwhelming content.

NOOIS opened a Facebook account which facilitated the communication with the deaf people and Viber account for additional chat use. This capacity is available for only two hours daily since the interpreters working hours have to be divided between their regular work and PFA. This is done at no cost to the project but further investment into social media networking and SEO will be explored.

Albania:

Five intervention areas/centres were selected by partners. To cover as much territory as possible, Albanian Red Cross is working in Shkodra in north, in Durrës in centre and Vlora located in in south of Albania, while the AAGG covers Tirana and Korça regions. Total number of calls in Albania in the reporting period was 2,768 (956 male and 1,812 female).

Since 1 April 2021, three telephone centres are set up in selected areas at the Red Cross premises, and two by the Albanian Association of Geriatrics and Gerontology (AAGG). Local coordinators have daily calls to select beneficiaries to check on their wellbeing, to listen their stories and concerns and to find out if they have any needs and in order to provide any possible support. In the 1 April 1st – 15 November period, working from Monday to Friday, three Albanian Red Cross regional coordinators have had 1,416 calls (950 made by women and 466 by men) while 1,365 calls have been received AAGG. (862 female and 490 male callers with some repeated callers). 2,781 individual callers in total.

Albanian Red Cross

During the first phone calls, the phone centres’ Coordinators analysed the common issues, concerns, views, and to assess the needs of beneficiaries to continue later with identifying actions that respond to the recognised needs. Most of the callers have displayed psychological concerns related to the pandemic situation but also to their living conditions mainly related to their health and economic aspects which are deteriorated by the long period of the pandemic. Other reasons for the calls were loneliness, fear of infection especially among persons with disabilities, uncertainty about the vaccine, fear for a possible lockdown that it will bring distance from children and the relatives, etc. The psychological first aid and psychosocial support activities are monitored by the National Psychosocial Support Coordinator of Albanian Red Cross on regular basis and weekly online meetings are held with local coordinators. The staff and volunteers are continually provided with updated materials from Psychosocial Centre of the International Federation of Red Cross and Red Crescent Societies in order to increase the capacities to provide psychological first aid and psychosocial support services even in long term.

Albanian Association of Geriatry and Gerontology



AAGG arranged a contract with Vodaphone Albania for 5 telephone numbers in group, two of which are being used for the psychosocial support services. To identify the first persons and reach them via phone calls, AAGG was assisted by 1) MOSHA network partners (especially three pensioner’s associations), 2) local health centres and 3) local government’s social workers. The psychological first aid and psychosocial support is being provided to older persons, especially those who are lonely, and persons with disabilities as well as their informal caregivers.

To boost the demand and promote the service to those who need it most, Albanian Red Cross developed a flyer, distributed by both the Red Cross and AAGG to local communities.

Bosnia and Herzegovina:

The Red Cross Society of Bosnia and Herzegovina

The Red Cross Society of Bosnia and Herzegovina expanded the existing telephone-based services in Call centres in the City Red Cross Banja Luka, West Herzegovina Cantonal Red Cross Ljubuški and Red Cross of Brčko District BiH. Association HAJDE covers Sarajevo and Jablanica. Total number of calls in Bosnia and Herzegovina in the reporting period was 140.

The Red Cross Society of Bosnia and Herzegovina expanded the existing telephone-based services in Call centres in the City Red Cross Banja Luka, West Herzegovina Cantonal Red Cross Ljubuški and Red Cross of Brčko District BiH to provide clear, reliable and up to date information on COVID-19 epidemic and its effects on physical and mental health, precaution measures and how to get tested and vaccinated.

In order to provide remote support, it was necessary to primarily assess the current situation in which the person calling was located, determine who needs help and what were the risks in providing the same, as well as to assess the expected emotional reactions. The Red Cross Society of Bosnia and Herzegovina assessed the effects of its own activities in the previous period, with the aim to ensure better targeting and provision of these services.

The services are operational every working day, in order to provide proper information and accurate data on the current situation, introducing the older persons about epidemiological measures they must adhere to, explaining the importance and positive effects of vaccinations for the whole society in further prevention of the disease. From previous experiences and examples, it has been observed that through conversations some people become more resilient and cope well in crisis situations, without symptoms of mental disorder or with mild symptoms that do not affect their functioning. Fear of loneliness, fear of death and a fear of losing loved ones brings impatience, nervousness and boredom regarding the overall situation with the epidemic therefore the primary form of support through this service is psychological first aid and psychosocial support.

Each call received and request for support started with gathering certain data from people who were in need of assistance. Some of the data gathered were: first and last name, household number, address of residence, contact phone and form of assistance needed. All of this data is confidential and known only to the coordinator and the volunteers. The total of 140 calls were received by the centres and the psychological first aid and psychosocial support were provided in the reporting period. Out of this number, 76 were female and 64 were male.

Association HAJDE

The Association HAJDE psychosocial support telephone service is provided via 3 numbers using 6 dual SIM cards per location. Each of the volunteers is present on the lines at the same time every day for 1 hour (unless otherwise agreed). The Association HAJDE is a chosen partner for this action due to the previous experience related to public advocacy, research and policy influencing, while also planning to help build their capacity for direct service provision, in particular using the remote means. The implementation of this service has been initially slowed down due to the service provider. BH Telecom created a long delay in issuing VAT-exempt SIM cards, despite the SIM cards already being paid for.

The Association HAJDE advertised and promoted the service using television and radio guest spots as well as custom made fliers that advertised the service and the telephone numbers, however, with the lack of calls the coordinators decided to take the proactive approach. Direct visits with volunteers to the Centre for Healthy Aging were organized, and the availability of service discussed there. Two persons whose contacts were previously obtained by the organizations Hilfswerk House of Support and the Centre for Healthy Aging Velešići were contacted, first through a live visit and then an official email, to help collect the beneficiary numbers the volunteers could contact. The mood and consent of their users to call and talk resulted in one user from both organisations, whom the volunteers called, talking to them and presenting them concepts of support and doing interviews through calls. Additional 6 people were interviewed and presented with concepts of support (network and volunteer acquaintances) and visited the Centre for Healthy Aging for this purpose.

Additionally, a survey was created on attitudes and views on the concepts of psychological first aid, in order to determine the most frequent reasons for not using it.

The anonymous questionnaire was created via Google Forms and consists of multiple choice questions with the possibility of supplementing your own answer, and questions with the Likert scale (1-5). In the following period, volunteers collected data by visiting the Center for Healthy Aging and distributing the survey in their local area, as well as getting support from Hilfswerk House of Support for more contacts in the projected target group. The questionnaire can be found at the following link:

https://docs.google.com/forms/d/1ZYI2Bu2_CxtfFjbRQlnmRmWMvouS3IMV-SfqfSIMI_g/viewform?edit_requested=true



The survey was answered by 80 persons so far. The vast majority (61 out of 80 respondents) are not used to asking this kind of support from anyone outside their immediate family and social circle. Still, slightly over the half of the respondents (44 out of 80) agree that psychosocial support would be beneficial to them during the pandemic, but only one had previously sought psychosocial support through a telephone based service in the course of their entire lifetime. The major cited barriers are the feeling of unease when opening up to strangers, fear of judgment, as well as being unaware of such services in Bosnia and Herzegovina.

The Association HAJDE will continue its proactive approach to ensuring callers to the existing services and expansion of services to face-to-face support in the second year of the project implementation.

Montenegro:

The Red Cross of Montenegro works through centres coordinated through its local branches in Bijelo Polje, Budva, Podgorica and Niksic, focusing predominantly on older persons while the other partner, Union of the Blind of Montenegro works out the previously established Pljevlja centre with a psychologist with great previous experience in working with persons with disabilities, and its focus is on persons with disabilities. Total number of calls in Montenegro in the reporting period was 858 across the five centres, out of which 532 were made by female callers and 326 by male callers.

In an attempt to have call centres evenly distributed throughout the territory of Montenegro, the Red Cross of Montenegro set up the centres in the north (Bijelo Polje), south (Budva), and the central part of the country (Podgorica and Niksic). The coordinator for the centres were selected on the basis of previous experience with call centres in these local Red Cross of Montenegro branches. After training, the phones and equipment for Call Centers was distributed and the service was officially started on April 1, 2021 working, from 9:00 to 12:00 every working day.

After the opening of the Call Centres, the partners worked on the promotion project, devising a visual solution for social networks, TV and radio guest appearances.

The Red Cross of Montenegro

The services were promoted through the existing Red Cross volunteers and through reaching to gerontocarers, who informed users about the new service during home visits. This is a particularly important element in overcoming stigma still linked to services addressing mental health issues and getting an already trusted helper, such as professional gerontocarer helps lessen its impact, as does the reputation of the Red Cross as service provider.

Union of the Blind of Montenegro

Union of the Blind of Montenegro works out of Pljevlja, using the previously established telephone centre and the psychologist with good experience in providing support to persons with disabilities. Both organisations have used their previous experience in providing psychosocial and informational support via telephone to ensure the approach to their beneficiaries is adequate and sensitive to different needs that different beneficiaries may have. The existence of previous services of this kind likewise helped with promotion of the centres with the understanding of the benefit of such service existing in the part of the target population. Union of the Blind of Montenegro also worked on the promotion of the activity through social networks, TV and radio guest appearances as well as volunteers and gerontocarers, who informed users about the support line during home visits.

North Macedonia:

Red Cross of the Republic of North Macedonia

The centres are based in five Red Cross of the Republic of North Macedonia branches in cities of: Skopje, Bitola, Veles, Gostivar and Kochani. Total number of calls in North Macedonia in the reporting period was 697. Out of this number, 496 were female callers and 201 were male.

After needs-assessments and capacity assessments have been done in local municipalities, since June 2021, five telephone centres have been running covering the whole region of North Macedonia. The centres are based in the Red Cross branches in the cities of: Skopje (covering region of Skopje), Bitola (covering Pelagonia Region), Veles (covering Central Region), Gostivar (covering South-Western Region) and Kochani (covering East, South-East and North-East Region). The volunteers are coordinated by local coordinators who take care of reports and volunteer support – the volunteers report to the project lead in case they need further support or referral. Volunteers are successfully taking calls and help with further referring to focused mental-health services and

Linija za pomoć:
E-broj: 11611 / 10:00 - 18:00 h.

Skopje (Skopje):
021 26 94 96 / 021 26 94 96 - Pomoć u psihološkoj
krizi

Bitola (Pelagonija):
023 25 43 36 / 023 25 43 33, 023 25 33 37

Veles (Centralna):
043 23 34 14, 043 23 34 17

Gostivar (Jugozapadna):
023 25 9 9 9 / 023 25 9 9 9

Kočani (Istočno, Južnoistočno i Sjevernoistočno):
023 25 9 9 9 / 023 25 9 9 9

Šta je psihološka pomoć?
Psihološka pomoć je pomoć koja se pruža ljudima koji imaju psihološke probleme. Ona se pruža kroz razgovor sa stručnjakom koji će vam pomoći da razumete svoje probleme i nađete načine za njihovo rešavanje.

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legal/social/medical advice. Monthly meetings are organised with regional coordinators where a monthly strategy is formed with the aim of functioning in a unified system and ensuring efficient provision of psychosocial support. The lines have been running in two branches since April and since June all five work for 12 hours per week. The volunteers have provided information on vaccination, information related to the heatwave during the summer months, psychosocial support through conversation and referral to reach other services. The majority of calls have been inquiries on vaccination procedures and news. From April to November there have been a total of 697 calls, with the majority of calls being done in November with a total of 155 calls.

Kosovo*:**Caritas Kosova**

The centres are based in the offices managed by Caritas Kosova in the following municipalities: Pristina, Prizren, Ferizaj/ Urosevac, Mitrovica and Vitia/Vitina. Total number of calls in Kosovo* in the reporting period was 481 with 431 individual callers, out of them 249 female and 182 male.

Five regional helpline centres, covering five regions in Kosovo* have been established. The centres managed by one national coordinator, five regional coordinators and with 32 volunteers in total: thirteen volunteers in Pristina, five volunteers in Prizren, five volunteers in Ferizaj/ Urosevac, six volunteers in Mitrovica and three volunteers in Vitia/Vitina. A mapping research have been conducted beforehand in regards of health and social services providers to ensure adequate referrals to callers.

Older persons were the majority of callers (for example, only 20% of the callers were under the age of 50), and persons with disabilities made for one quarter of all the callers. More than 91% of phone calls have been made in regard of COVID-19 information, out of which 43% have been resolved by making a referral for more specialized services, while 33 % of callers have been supported with advices in terms of health and social conditions, and 11% of them have been supported by intervention or psychological first aid.

Activity 1.1.7. Reach out community activities to promote the remote psychological first aid and psychosocial support activities (telephone helplines)

Serbia: The Red Cross of Serbia used its resources to promote the work of the telephone lines in the country. Its website published a story about the opening of these services (<https://www.redcross.org.rs/en/news/opening-of-telephone-centres-for-providing-remote-psychological-first-aid-to-older-persons-and-persons-with-disabilities/>) providing detailed information about the locations, the active hours and the telephone numbers of each of the centres, including the centre run by NOOIS. At the same time, the branches of the Red Cross of Serbia coordinating the work of these centres have had their individual promotion via social media. The project coordinator also had several interviews on television channels with national coverage to promote the project and this service in particular, some of which can be seen below:

Project Coordinator speaking about older persons and COVID-19 with focus on mental health of older persons and the activities of the Red Cross of Serbia addressing their mental health needs, National Broadcasting Corporation: https://youtu.be/EABp_WTpF90

Project Coordinator speaks about the remote psychological first aid for older persons and persons with disabilities organised through telephone centres, Pink television (national coverage): <https://youtu.be/bcD51JbHE4A>

Project Coordinator speaking about the Decade of Healthy Ageing and providing information about the activities of remote support in the project, National Broadcasting Corporation: <https://youtu.be/qqsCYudiZj0>

Project Coordinator spoke about aging - institutional care and family care and providing information about the activities of remote support in the project, K1 TV: <https://youtu.be/LZmambBqdNw>

The press contacts were also used to publicise the work of the telephone centres with different printed and online outlets releasing stories about this activity:

Magazine of the Association of Pensioners: <https://www.penzin.rs/brojevi-telefonskih-centara-za-psiholosku-pomoc-starijim-i-osobama-sa-invaliditetom/>

Newspaper Novosti: <https://www.novosti.rs/drustvo/vesti/998413/telefonom-saveta-pomoci-akcija-crvenog-krsta-stare-invalidide>

Web new portal 24sedam: <https://24sedam.rs/beograd/vesti/53678/telefonska-linija-za-podrsku-crveni-krst-cukarica-pomaze-starijim-ljudima-i-osobama-sa-invaliditetom/vest>

Web news portal of the city of Subotica: <https://www.subotica.com/index.php/vesti/pocinje-s-radom-telefonski-centar-psihosocijalne-pomoci-id40562.html>

Web news portal Yueco: <https://yueco.rs/telefonski-centar-crvenog-krsta-dostupan-od-cetvrtka/>

Newspaper Danas: <https://www.danas.rs/vesti/drustvo/u-srbiji-telefonski-centar-za-pruzanje-psiholoske-pomoci-osobama-sa-invaliditetom/>

Web news portal Niske vesti: <https://niskevesti.rs/telefonski-centri-za-pruzanje-psiholoske-prve-pomoci-na-daljini/>

Web portal of the National Broadcasting Corporation: https://www.rtv.rs/sr_lat/vojvodina/backa/crveni-krst-subotice-otvorio-telefonski-centar-za-informacije-o-koronavirusu-i-vakcinaciji_1223592.html

Website of the NGO Civic Initiatives: <https://rc.gradjanske.org/novi-projekti-crvenog-krsta-srbije/>

Web news portal Media Reform: <https://mediareform.rs/brojevi-kontakt-centara-za-pomoc-nislijama/>

Health news web portal Zdravlje Vodič <https://zdravlje-vodic.rs/telefonska-linija-zapodrsku/>

Reach out activities by NOOIS were done primarily through personal contacts, social media (Facebook, Instagram, NOOIS youtube channel) and through the network of NOOIS, Special attention was paid to deaf and hard of hearing persons due to their specific challenges and a predominantly sound-based medium of support provided in this project:

Announcement of the remote assistance telephone service at the NOOIS Youtube channel: <https://youtu.be/yxJY1synYQ8>

Additional information about the provision of services via the telephone assistance centre at the Youtube channel: <https://youtu.be/xPOIUjipsc>

Albania: To ensure that persons with the biggest needs, predominantly older persons and persons with disabilities know about the existence and availability of PSS services, three representatives of Red Cross branches have introduced the project to local authorities and public institutions such as Social Services offices, health centres, local NGO-s, associations of older persons and as well to the branches beneficiaries.

In addition, to promote the PSS phone numbers 5000 flyers were printed (1000 pcs per each region) with contact information for five selected regions and as well including some essential information about pandemic measures. Those flyers were distributed with the support of volunteers in five respective local communities and to relevant stakeholders such as associations of older persons and persons with disabilities. Social media was also used to advertise and promote the services.

Bosnia and Herzegovina: The Red Cross Society of Bosnia and Herzegovina was promoting the psychological first aid and psychosocial support within the local communities using the network of the local Red Cross organizations as well through the social media.

The promotion of the HAJDE's service started after the establishment of the lines. For this purpose, a leaflet was created and distributed during the visits and sent to the relevant portals in BiH (which were subsequently published). The services of psychological first aid lines were promoted through contacts and partnerships with organizations, as well as portals and radio stations that dedicated the show (half an hour) to psychological first aid and mental health. The press releases detailing the beginning and establishment of psychological first aid lines were sent to all relevant portals in BiH and some of them such as the portal SOURCE conducted a short telephone interview, which was conducted. Also, the organization HAJDE together with the "Hilfswerk House of support" organized a separate event (unrelated to the project), the First International Conference on the Position and Care of older persons in BiH.

At this event, an opportunity was used for informal conversations and promotion of work on the "Resilience" project, and bringing together information about stakeholders for these purposes.

Web news portal Source: <https://www.source.ba/clanak/Amer/571202/dt>

Federal News Agency FENA: <https://www.fena.ba/article/1218238/linije-psiholoske-prve-pomoci-za-starije-osobe-i-osobe-s-invaliditetom>

HAJDE website: <https://www.hajde-bih.ba/>

Website of the civil society organisation Partnership for Public Health, PJZ <https://pjz-pph.ba/2021/07/linija-psiholoske-pomoci-brinemo-o-psiholoskom-zdravlju-starijih-osoba/>

Cooperation has been established with the organizations: Hilfswerk House of Support (mobile home care services), Centre for Healthy Aging, Federation of Associations with Multiple Sclerosis in Federation of Bosnia and Herzegovina.

Montenegro: Psychological first aid and psychosocial support activities were promoted in local communities through networks of local Red Cross organizations as well as other civil society partners with community-level engagement. On Mental Health Day (10 October), the Red Cross of Montenegro mental health coordinator shared along with the volunteers positive messages with the citizens of Podgorica (with the telephone number of the Call Centre). The existence and benefits provided by the telephone service run by the partners in the project were promoted to the public and different media published stories about this service:

News Portal dedicated to disability topics: <https://disabilityinfo.me/zivot-i-rad/zdravlje/item/1300-otvaranje-telefonskih-linija-za-pruzanje-podrske-starijim-osobama-i-osobama-s-invaliditetom>

Newspaper Vijesti:

<https://www.vijesti.me/vijesti/drustvo/525217/crveni-krst-crne-gore-otvara-pet-telefonskih-linija-za-pruzanje-podrske-starijima-i-osobama-sa-invaliditetom>

Website of the Union of the Blind of Montenegro: <https://ss-cg.org/?p=2289>

News portal Vijesti Bijelo Polje: <https://vijestibp.me/crveni-krst-otvara-telefonsku-liniju-za-pruzanje-podrske-starijim-osobama-i-osobama-sa-invaliditetom/>

North Macedonia: The first months have been focused on assessment, promotion and capacity – building. 20,000 flyers were distributed in hospitals, nursing homes, doctor’s offices, banks and social services to promote telephone lines in the five regions. In the functioning Daily Centres, promotion has been done through visits and talking to their older beneficiaries. The Red Cross branch of the City of Skopje also organised promotion through the local radio. On 07.09.2021 a meeting was also organised with the Head of Association of Pensioners in Macedonia –where the service was presented.

Kosovo*: In addition to using social media and Caritas Kosova web page for introducing and promoting the initiative, the psychological first aid and psychosocial support activities have been promoted through different channels. The project staff prepared a leaflet outlining the services and the telephone numbers. During the March-September 2021 project promotion campaign, 100 posters were placed in targeted municipalities and communities and 1,000 leaflets were distributed in local languages (Serbian and Albanian) to potential beneficiaries, institutions, NGOs and Caritas partners. Moreover, some of regional coordinators have been promoting helpline services by taking part on different television and radio programs (notably TV stations Dankos and RTV Most as well as the radio Kosovo Online).

Web news portal Kosovo Online: <https://www.kosovo-online.com/vesti/drustvo/telefonska-linija-za-psihosocijalnu-pomoc-starijim-licima-i-osobama-sa-invaliditetom>

Outcome 2 (Relief/ Cash and Voucher Assistance)

Physical health and social welfare of older persons and persons with disabilities across six project sites is preserved and enhanced while capacities of National Red Cross Societies to provide Cash and Voucher Assistance are strengthened

Indicator: a) # of older persons and persons with disabilities that are reached with relief provision including cash transfers and where appropriate relief items

b) # of staff/ volunteers enhancing their capacities through training participation

The distribution of Cash and Voucher Assistance (CVA) has been delayed in all the project sites for the beginning of the second year of the implementation of the action. The main cause for the delay has been the pandemic pressure in the whole region with several infection spikes that demanded increased response measures, which in turn prevented both travel and indoor meeting. The key activities in this portion of the action, including self-assessment exercises in the Red Cross partner organisations were therefore implemented slower than initially planned.

It is, however, important to stress that the methodical approach to this part of the action is essential in ensuring not just the budget is used in the best way, but to ensure good targeting and avoidance of overlaps with other relief programmes in the project sites. Therefore, all of the Red Cross partners are methodically following the planned steps and will start with the cash and voucher assistance distribution upon adoption

of the Standard Operative Procedures. This is also important as this part of the action was designed to ensure building efficient and proactive Cash and Voucher Assistance capacities in the region that will be used in all of the relevant future crises.

Additionally, the CVA approach, selected as the ultimate customizer for the population affected by crisis, has proven to be right through the exercises implemented so far in the project especially due to the existing relief assistance being in a very small percentage adapted to meet the needs of older persons and persons with disabilities, but also due to the increasing out of pocket costs for healthcare services that are the result of pandemic pressure on the public health systems across the region. The preparatory activities implemented so far have been done in order to ensure optimum effectiveness for the support that needs to be aligned with national and local social protection net actions. In this regard, the meetings with the responsible authorities as well as the EU representatives have been lined up in all the project sites to discuss the specific approach to target groups and achievement of maximum effectiveness in providing the CVA assistance. The delay in the start of the distribution, as reported is a direct consequence of unavoidable slowing down of the pace of preparatory activities, such as self-assessment exercises and workshops in the partner organisations, where the pandemic restrictions, including travel, indoor meetings etc. dictated the delaying of the activities planned for later. Combined with the need to adhere to an agreed standardised approach in order to ensure maximum impact and avoid overlap with other relief initiatives within the project sites, the timeframe for this activity had to be extended until all the preparatory work is done and the selection of beneficiaries complies with all the necessary parameters.

Key achievements in this implementation period includes completion of the self-assessment process, development of the partner Red Cross Societies' multiyear Cash Preparedness Plan of Action plans of action and training of partners' CVA staff that will carry out cash grant distribution to older persons and persons with disabilities within the project.

CVA Team for the project was established in December 2020. It includes CVA focal points of each partner Red Cross Society, while coordination is carried out by the Red Cross of Serbia focal point supported by two CVA experts of the Austrian Red Cross. Online team meetings and bilateral meetings with the partners were the main coordination tool in times of COVID-19 crisis. Besides progress monitoring and thematic elaborations, CVA Team meetings were also used as an open space to discuss, agree and arrange project matters, and as a platform for experience exchange and mutual support among partners. Following an introductory meeting of CVA focal points that took place on 18 December 2020, CVA Team meetings were organized on 14 January 2021, 2 March 2021, 22 April 2021, 24 August 2021 and 13 October 2021.

Main challenge in implementation of project activities was traveling restrictions due to COVID-19 crisis, which caused initial delay in implementation. Nevertheless, this time was used to prepare the self-assessment and planning workshops, introduce the latest developments in the CVA methodology of the Red Cross Movement resulting in aligned views of all partners. In addition, bilateral meetings were organized with partners to analyse previous actions and experience of partners in CVA, current and foreseen actions in the near future, cooperation with relevant stakeholders, and general public opinion on CVA, so to adapt the approach to diverse status of CVA development at partners. As soon as restrictions were down in April, the implementation of activities has started as planned by the project. The delay in the activities will not impact their effectiveness as the pandemic pressure on the public health systems across the region has not decreased in the meantime. On the contrary, the presence of new, more infective virus strains increased the number of infected persons everywhere – including among health professionals – and contributed to further

increase of out of pocket costs for older persons and persons with disabilities for healthcare services and related goods. Furthermore, one of the side-effects of COVID-19 pandemic means that the majority of publicly funded health services are focused on the pandemic, which creates long waiting lists for other health services. Older persons and persons with disabilities are often faced with having to wait for long periods of time to access health services. These waiting lists are for regular check-ups, laboratories and everything related to chronic conditions and other conditions that are not acutely life-endangering. They are a result of COVID-19 centred delivers of health services over the past two years and it will take considerable time before they are reduced to pre-pandemic level. For many older persons and persons with disabilities the solution is to opt for the private healthcare providers which again means incurring potential significant additional out of pocket expenses. This, combined with inflation effects and increase of prices for consumer goods across the region⁴ means further erosion of economic security for those already in the vulnerable groups which justifies distribution of CVA even at a delayed pace.

In total 24 staff and members of the Red Cross societies in the region enhanced their capacities through participation in training organised within the action

Activity 2.1.1. Needs assessment for distribution of cash and voucher assistance and in kind relief items

Due to the delay in activities described above, the needs assessment for distribution of cash and voucher assistance and in kind relief items was postponed in all the project sites to ensure that its results reflect the current needs of the population in the period immediately preceding the distribution. Below are descriptions of related preparatory activities per project site as partners go through different phases of setting up the process that will be finalised in distribution and post-distribution monitoring activities.

Serbia: Cash and vouchers assistance has been implemented by the Red Cross of Serbia during floods emergencies in 2014, 2019 and 2020 and COVID-19 outbreak in 2020 and 2021, although the first cash assistance initiative dates back to 2003 (Cash program for internally displaced persons was implemented with the support of International Committee of the Red Cross and UNHCR). The Red Cross of Serbia underwent cash preparedness process in late 2018 with the support of the Austrian Red Cross. Following the CVA Self-assessment process, the Cash preparedness plan of action was developed. Further implementation rooted cash assistance as standard modality in the humanitarian response of the Red Cross of Serbia leading to intensified cash assistance initiatives as of 2019 to date that is well accepted by the beneficiaries.

Albania: At the beginning of the project implementation, the project teams have carried out a need assessment to assess the psycho-social and economic situation of two target groups and to determine whether the assistance to project beneficiaries can be provided in the form of cash or vouchers or in kind assistance to support people affected by the pandemic. Thanks to the previous successful experiences in providing cash or vouchers assistance supported by the International Federation of Red Cross and Red Crescent Societies, Albanian Red Cross already has a national human resources and operation structure capable to ensure minimum requirements to deliver timely, accountable, and effective CVA.

⁴ <https://www.slobodnaevropa.org/a/ekonomija-cijene-stantard-/31360199.html>

Based on CVA current need assessment carried out by project team, it is prioritized more cash transfer as a first response option to best help people most affected by the pandemic such older people and persons with disabilities to meet their needs thoroughly and with dignity having a greater positive impact among beneficiaries who can decide themselves for their top priority needs.

The Albanian Red Cross CVA team has worked on preparation of CVA baseline report which is submitted to the project CVA teams for follow up. The objective of CVA baseline helped to determine whether cash transfers are a feasible emergency response option for the Albanian Red Cross and to provide baseline information for the development of scenarios that include CVA emergency response options including affected population preference and access to markets and existing financial services providers.

Bosnia and Herzegovina: First online CVA meeting was held on 14 January 2021 in order to get familiar with CVA in general and with the activities planned in this project. Next steps have been discussed, such as preparation of CVA self-assessment and Plan of Action for each National Society, develop SOP and conduct Financial Service Provider, organization of two regional trainings and distribution of cash assistance and in-kind relief.

Second online CVA team meeting was held on 2 March 2021 to discuss: the compiled plan of action, Red Cross Guidance for Mainstreaming CVA - Chapter 1 CVA Areas, provide feedback on bilateral meetings, thoroughly introduce the first key activity in the plan of action: Self-assessment workshop and communications and reporting lines. Third online CVA team meeting was held on 22 April 2021: progress update by partners, preparations for the Self-assessment workshops and introduction to cash disbursement was discussed. Concrete actions for cash grant distribution were defined in this period to align findings of initial needs assessment carried out prior to the project implementation and current status of needs.

Montenegro: Red Cross of Montenegro has initiated discussions with local and national state authorities in order to present the project activities and CVA as a tool for provision of assistance to persons in need. Red Cross of Montenegro based the initial assessment on the already existing databases in the National Society for older persons and persons with disabilities. The activities are done by CVA focal point, Project Coordinator and the Secretary General. The discussions are still ongoing as the financial and fiscal system is in the process of changing and therefore the Red Cross of Montenegro is following closely the matter in order to adapt its own procedure and the service provision modality based on the legal framework, avoiding duplication and overlapping with the support provided by the government. The final need assessment will be finished in I quarter of 2022 due to this adaptation based on the legal framework.

North Macedonia: In cooperation with Ministry of Labour and Social policy (MLSP), the National Society started the process of mapping the target group and agreed the criteria for selection of the beneficiaries. The Red Cross of the Republic of North Macedonia and MLSP signed agreement and protocol for sharing, using and protection for data of 1000 older persons and persons with disabilities covered by this service. The following criteria is used:

- Vulnerable people
- Over the age of 69
- Guaranteed minimal assistance from the government

Kosovo*: As planned, partners in Kosovo* have opted to just in-kind support so no CVA activities were implemented in this project site. In the reporting period Caritas Kosova organised several meetings with

relevant public institutions, associations, groups and other stakeholders representing target groups in project to ensure the interventions is compatible and complementary with other existing support schemes and avoid duplication. These meetings included:

- The Director of the Division for the Old Persons and Persons with Disabilities in the town administration in Prishtina.
- Department for Social and Family Policy/ Ministry of Labour and Social Welfare in Prishtina.
- Municipal Center for Social work, in Prizren.
- Municipal Directorate for Health and Social Work in Vitia.
- Municipal Center for Social work in Ferizaj.
- Municipal Directorate of Health in Mitrovica.
- Municipal Directorate Social Welfare in Mitrovica.
- NGO for persons with disabilities “Podrzi Me” Mitrovica
- Mother Tereza association Pristina

Activity 2.1.2. Conduct Cash and Voucher (CVA) Self Assessment and establish a Plan of Action

The Red Cross of Serbia and the Austrian Red Cross were assisting the National Red Cross Societies in carrying out CVA capacity self-assessment and development of the Cash Preparedness Plan of Action.

As part of the planned project activities face-to-face workshops have been conducted with relevant staff in following countries:

- Montenegro CVA Self-assessment workshop: 26 – 28 April 2021;
- North Macedonia CVA Self-assessment workshop: 4 – 6 May 2021;
- Albania CVA Planning Workshop: 23 – 24 June 2021; and
- Bosnia and Herzegovina CVA Planning Workshop: 30 June – 01 July 2021.

The composition of the workshop participants was composed of representatives of the professional service of the National Society Headquarters (managers, professional associates engaged in the implementation of programs and projects, financial service, logistics service, and secretaries and associates of Red Cross organizations in cities and municipalities.

The purpose of the workshops was to assess the capacity of the National Societies related to Cash and

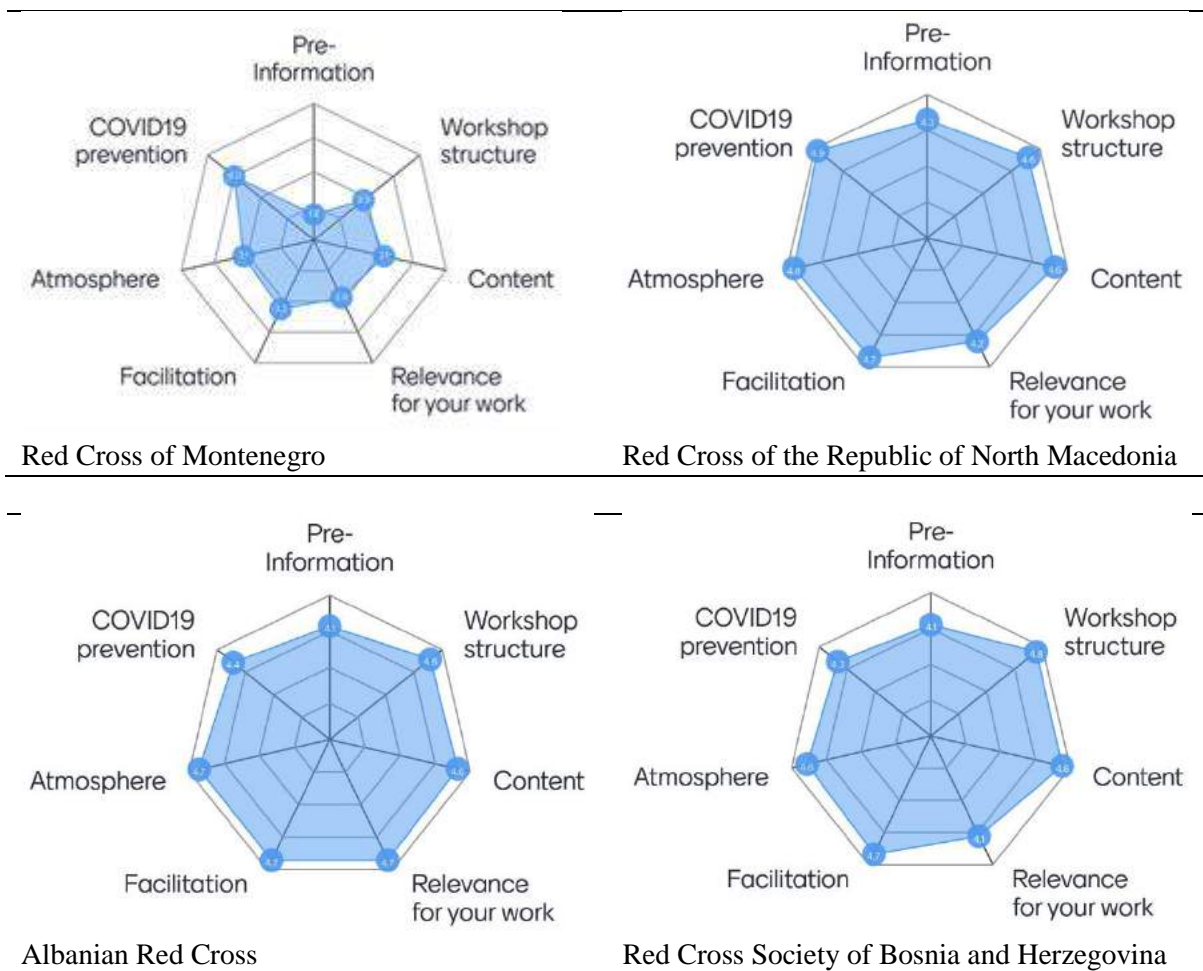


Vouchers assistance within five areas (1 - Leadership commitment, 2 - Processes, systems and tools, 3 - Financial and human resources and capacities, 4 - Community engagement and accountability, coordination and partnership, 5 - Testing, learning and improving), and to develop a multi-year Action Plan of the National Society for Aid in Cash and Vouchers, the realization of which aims to achieve readiness of the National Society for Aid in Cash and Vouchers in accordance with modern methodology and global indicators of the International Federation of Red Cross and Red Crescent Societies.

The role of the representatives of the Red Cross of Serbia and the Austrian Red Cross was the external moderation of the two-day workshop. Having in mind that the support of the management and governing bodies is a necessary factor for the successful establishment of an efficient system of the National Society for Realization of Assistance in Cash and Vouchers, the work program included an introductory and final meeting with the Secretary General.

Apart from the implementation of the workshop itself, the visit to the partner's Red Cross Societies had the character of direct support to the cash and voucher assistance coordinator in implementation of all the necessary activities. In such way, all partner Red Cross Societies were supported on cash preparedness process on the spot.

The following diagrams show the results of the evaluation of the conducted workshops:



These were the first face-to-face international meeting organized by the Red Cross partners since the beginning of the COVID-19 pandemic. In addition to prevention measures prescribed by state institutions, the following protective measures were additionally applied:

- Possibility of voluntary testing on COVID-19;
- Questionnaire on symptoms for COVID-19 prevention for all workshop participants;

- Mandatory wearing of protective masks during work;
- Maintaining the prescribed distance;
- Regular ventilation of the premises and work outdoors when conditions allow;
- Daily disinfection of the work area.

All partners have drafted multiyear Cash preparedness plans of action following these workshops.

Serbia: The Red Cross of Serbia underwent cash preparedness process in late 2018 with the support of the Austrian Red Cross. Following the CVA Self-assessment process, the Cash preparedness plan of action was developed and implemented since, so these activities were not foreseen for the Red Cross of Serbia in the COVID-19 Resilience project.

Albania: following the Plan of Action development workshop held in June, CVA working group has worked in drafting of the National Red Cross Society action plan for CVA, its timeframe and scope of activities as well some budget lines are included. The CVA Plan of Action is developed from the findings and recommendations identified through the CVA self-assessment workshop and preparedness gap analysis.

The CVA Plan of Action has got green light both from the decision makers and leadership, while relevant ARC employees have integrated CVA activities into their annual planned activities.

Bosnia and Herzegovina: Red Cross Society of Bosnia and Herzegovina organized a workshop “Development of CVA Plan of Action” between 30 June and 1 July 2021. Workshop was held at Hotel Holiday in Sarajevo and 14 participants from the Red Cross Society of Bosnia and Herzegovina structure and 2 participants from the Swiss Red Cross have attended the workshop. The workshop was led by colleagues from Red Cross of Serbia and Austrian Red Cross. During the workshop participants had an opportunity to discuss current position of the Red Cross Society of BiH in CVA activities and to prepare Plan of Action with specific tasks breakdown, task scheduling and allocation of responsibilities. Also, in July 2021 Red Cross Society of Bosnia and Herzegovina conducted CVA self-assessment exercise and is currently preparing the Standard Operative Procedures.



Montenegro: The Red Cross of Montenegro has conducted the self-assessment with assistance of Austrian Red Cross and Red Cross of Serbia. The senior management (Secretary General, Governing board members and local branches) were present and provided assistance and support in assessment phase. The workshop was organised in the Red Cross of Montenegro headquarters with 18 participants between 27 and 28 April 2021. The Plan of Action was subsequently prepared by the CVA focal point.

North Macedonia: On the 30th and 31st of August 2021, in Struga, a workshop was held for finalization of the Action Plan of Development and Implementation of CVA tool. Participants of the workshop were representatives of the Secretariat of the

Red Cross of the Republic of North Macedonia, representatives of the Red Cross of the City of Skopje, and two representatives of the local branches of the National Society – seven participants in total. The plan of activities is ready for distribution of CVA for 1000 older persons and persons with disabilities.

Activity 2.1.3. Incorporating CVA into M&E, Finance, HR and Communication systems

This set of activities was incorporated into the partners' Cash Preparedness Plans of Action, so each Red Cross Society will complete them in line with the relevant developments that are also taking place outside the project scope, bearing in mind their close connection with overall processes and procedures of the partners' organizations.

Serbia: The Red Cross of Serbia underwent cash preparedness process in late 2018 with the support of the Austrian Red Cross. Following the CVA Self-assessment process, the Cash preparedness plan of action was developed and implemented since, so these activities were not foreseen for the Red Cross of Serbia in the COVID-19 Resilience project.

Albania: Since the beginning of the project implementation, appropriate CVA elements were gradually included into the relevant systems of the National Red Cross Society, such as finances, human resources, information and data management, logistics and procurement, and monitoring and evaluation to enable scalable, accountable and timely CVA. In addition, roles and specific tasks of Finance, Monitoring and Evaluation, Human resources, Information Management are integrated into the Albanian Red Cross CVA Plan of Action in order to provide effective, accountable, transparent and inclusive process. The contributions of CVA working group members and National Society staff with knowledge of the tools, processes used in previous disaster response and also in longer-term sectoral programmes have been a valuable input in the developing and CVA effective plan of action.

Bosnia and Herzegovina: Planned activity will be done in the first quarter of 2022, after Standard Operative Procedures are prepared and adopted by the National Society.

Montenegro: Red Cross Montenegro is currently adapting all internal procedures and CVA is part of all of them. It is expected that this activity is finished in the first quarter of 2022.

North Macedonia: According the Plan of Action the Standard Operative Procedures will be adopted in 2022. The National Society started the discussion for preparation of the document and is planning to finalise it by the end of 1st quarter 2022.

Activity 2.1.4. Develop Standard Operative procedures (SOPs) and conduct Financial Service Provider negotiations

Work started on developing a Blueprint for the Standard Operating Procedures (SOP) to support partners in establishing their own Standard Operative Procedures for the Cash and Vouchers assistance.

The blueprint Standard Operative Procedures for partners includes sequence of tasks to be performed, responsibility for their implementation, related outputs, standards and tools, and further instructions aligned with the CVA methodology of the Red Cross Movement, so each partner will be able to adapt the blueprint

to specific organizational requirements and develop appropriate Standard Operative Procedures to be used in all CVA interventions. The finalisation of the draft blueprint is expected by end January 2022.

Serbia: The Red Cross of Serbia is currently developing the Blueprint Standard Operative Procedures for partners that will be afterwards used for establishing the Standard Operative Procedures for the Red Cross of Serbia. Mapping of financial service providers was completed. The Red Cross of Serbia has signed contracts with two banks with national coverage for cash grant distribution.

Albania: Even though, some CVA Standard Operative Procedures are in place and have been used during previous experiences in cash assistance, CVA working group is working with project experts to finalize the up-to-date CVA Standard Operative Procedures by securing inputs from all relevant departments and where the specific roles and responsibilities of all support service functions will be reflected. Mapping of financial service providers is in process including banks, remittance companies and post offices which. Hiring of Financial Service Provider (FSP) for the cash assistance has been a major challenge in previous experiences and for that specific reason CVA Working Group is working closely with Austrian Red Cross experts to find the best modality and mechanism for distribution of CVA.

Bosnia and Herzegovina: Standard Operative procedures are in the process of development and Red Cross Society of Bosnia and Herzegovina is in process of negotiations with one potential Financial Service Provider. The foreseen activities are planned to be finalized in the first quarter of 2022.

Montenegro: The Standard Operative Procedures are in the process of finalization and adoption. Standard Operative Procedures are not still fully finished as it is necessary to adapt and adopt all other internal procedures related to Monitoring and evaluation, Human resources and Finance in order to adopt the Standard Operative Procedures and distribute it to all local branches. The negotiations have started with different Service providers: banks, Post office, wholesale companies. All of them showed interest to provide support in creating environment for CVA implementation and drafting of Framework agreements in order to be cash ready.

North Macedonia: According the Plan of Action the Standard Operative Procedures will be adopted in 2022. The National Society started the discussion for preparation of the document and is planning to finalise it by the end of 1st quarter 2022. The National Society started negotiation with the Financial Service Provider – Komercijalna Banka AD Skopje and at the moment it is expected to sign the agreement early in 2022.

Activity 2.1.5. Conduct 2 regional trainings on CVA (1 x cash training level 2 and 1 x markets trainings)

From 8. to 12. November 2021 a CVA training level 2 according to standards of the International Federation of Red Cross and Red Crescent Societies was conducted in person in Belgrade. 24 participants from all partner national societies were present and completed this training. The training was organised by the Red Cross of Serbia in close cooperation with the Austrian Red Cross, while facilitation was carried out by Austrian Red Cross CVA experts.

The training Level 2 Cash Transfer Programming aims at building the capacity of staff in partner Red Cross Societies to include CVA assessments and responses to humanitarian crisis and intended to support staff

who may be implementing activities using Cash and Voucher Assistance as a programming option. It was designed for staff with no or little experience in using CVA, or with experience of only one modality or delivery mechanism.

Participants profile included Red Cross employees on longer term contract – Headquarters Programme staff, Headquarters Support staff who will be closely engaged in CVA (administration, logistics, procurement, finance, IT, communications), as well as Red Cross branch secretaries who will be engaged in cash grant distribution within "COVID-19 Resilience" project. The participants will carry out awareness-rising sessions/local training within their Red Cross Societies in the upcoming period.

The training included four teaching units, in which the participants had the opportunity to learn the CVA mechanisms, selection and monitoring of the model based on cash and voucher assistance, but also to exchange experiences from previous work done in this area.

On the first day, participants had the opportunity to receive additional information about the CVA, the ways in which it is offered in different local situations and contexts.

On the second day, the focus was on the use of money transfers, how to assess the feasibility of CVAs, delivery mechanisms and the application of new technologies, but also learned about the design of basic market systems.

The third day was dedicated to the practical work and understanding of the model through learning the criteria for response analysis and risk analysis and mitigation measures.

On the fourth day, the training participants continued to develop the plan, through group work, based on a case study that was an example of real work. As a continuation of the model development in practice, participants committed to monitoring planning and implementing the implementation plan. These topics were part of the unit entitled Selection, Design and Implementation.

The fifth day was devoted to CVA planning and implementation, emphasizing the importance of comprehensive emergency planning and the inclusion of an element of cash preparedness, which is included as a form of assistance.

The training was organized following COVID-19 prevention measures prescribed by state institutions and additional effective practices, including vaccination requirement for the participants.

In addition, all partners have been registered at the International Federation of Red Cross and Red Crescent Societies' Livelihoods Resource Centre, so to receive timely information on CVA training opportunities organized within the Red Cross Movement.

Due to a pandemic-influenced delayed implementation of parts of the project, which are preconditions for the regional trainings, the markets training has not been conducted yet. This training is planned to be conducted by external consultants in 2022.

Activity 2.1.6. Distribution of cash assistance and in kind relief items including Post Distribution Monitoring (PDM)

Serbia: The distribution of cash and vouchers will be done in the first quarter of 2022 upon completion of the Standard Operative Procedures. The Red Cross of Serbia has signed contracts with two financial service providers. Work started to elaborate the process of cash grant disbursement including all necessary details on geographical targeting and beneficiaries selection, cash grant distribution and post distribution monitoring.

Albania: CVA Working Group have discussed on the modality and based on successful previous two experiences in CASH program, the use of cheques is a chosen method. CVA Working Group is currently performing a rapid market check on potential Financial Services Provider (FSP) and working on the preparation of preliminary list of beneficiaries. Currently the Albanian Red Cross is in the process of drafting Post Distribution Monitoring (PDM) and exit survey and the distribution will start in the first quarter of 2022.

Bosnia and Herzegovina: Distribution of cash assistance and in kind relief items including Post Distribution Monitoring (PDM) will be done in first quarter of 2022, after SOP are in place.

Montenegro: The distribution of cash and vouchers will be done in I quarter of 2022 due to delay in adoption of procedures and Standard Operative Procedures. The persons and municipalities are identified for provision of service.

North Macedonia: The distribution will take place in the 01 February – 30 April 2022 period. First contact with the bank was done, and the Red Cross of the Republic of North Macedonia is in the process of preparation of a draft contract with the Komercijalna Banka AD Skopje for provision of financial services in this process.

Kosovo*: Since Caritas Kosova has experience in distribution of food and hygiene from, the previous period, in cooperation with partners, it compiled a list of basic packages in accordance with the prescribed standards of the World Health Organization and the Red Cross. A public tender has been announced, a supplier has been selected, packages are being prepared and final preparations are being made for the start of distribution. Due to legal procedures (receipt of bids, duration of applications, deadline for appeals and deadline for package preparation) the distribution could not be scheduled earlier and will be implemented in the first 3 months of 2022.

The list of goods for distribution in parcels is as follows:

Item No	Description	Quantity
1	Flour Type 400 (5 kg pack)	1
2	Pasta 500 g	1
3	Milk, ready to drink 3.2% fat (12/1 pack)	1
4	Salt 900g	1
5	White cheese 2/1 pack	1

6	Sunflower Oil 900 ml	1
7	Chicken soup dried 62 g	1
8	Veil soup dry 65 g	1
9	Rice 800 g	1
10	Sugar 1/1 900 g	1
11	Black Tea 400g	1
12	Jam mixed 2.5 kg	1
13	Red paprika (spice) 100 g	1
14	Chicken pate 75 g	1
15	Beans 900 g	1
16	Hibiscus/menta/chamomile tea 1 pack 20g, 20 tea bags	1
17	Coffee ground 100 g	1
18	Canned fish in oil 115 g	1
19	Canned Tuna fish in oil 125 g	1
20	Canned Veggies 800g	1
21	Dried Potatoes package 300g	1
22	Dried vegetables Spices 250g	1
23	Petit Beurre biscuits 900g	1
24	Laundry soap powder 3 l	1
25	Hair shampoo 1 l	1
26	Dishwashing fluid shampoo 1 l	1
27	Liquid hand soap 250 ml	1
28	Toothpaste 100 ml	1
29	Tooth brushes 3/1	1
30	Toilet paper 8/1	1
31	Paper kitchen towel 2/1	1
32	Wet wipes ph 5.5, alcohol and paraben free	1
33	Domestos 900ml	1
34	Masks 50a pack	1
35	Hand disinfectant 100 ml	1

The tender was announced on 11 October 2021 and seven companies responded (MSI SHPK, Diellit SHPK, Bamex Inter Trade Group, Mediteran Group, Tregu ditor / Doni Foods, QTA, Viva Fresh). The supplier

Mediterranean Group was chosen by the Caritas Kosova commission due to the best price-quality ratio and accompanying documentation, delivery deadlines, bank guarantees and more.

1000 packages in total (contents listed above) weighing 65 kg each will be distributed to project beneficiaries as well as a small part of the members of various associations and associations that deal with the needs of target groups in the project in the period January- March 2022.

Outcome 4 (Public Policy)

Public policy creators in the six project sites are assisted in improving public policy in the wake of the COVID-19 epidemic

Indicators: a) # Policy models addressing the identified gaps in service delivery and support to vulnerable groups during emergencies developed and submitted to the representatives of public administration in each of the six project sites.

b) # of policy creators at national level reached

The development of policy models is in progress and it will be finalised within the planned timeframe (by the 18th month of the project). The research activities on issues for older persons and persons with disabilities related to COVID-19 epidemic and previously existing but exacerbated by the epidemic has been going with mostly according to the planned timeline, so desk research and quantitative research activities have been completed across the six project sites while the qualitative portion with the stakeholders of the research has been finalised for all project sites except in North Macedonia, where it demands more time due to the elections and changes in administration that affected the availability of stakeholders. The qualitative research with beneficiaries has started and will be completed in the first quarter of 2022. As the outlines for the studies for each project sites – that will ultimately contain research results as well as policy model recommendations – have been created and shared with the partners, the work on finalisation is expected to adhere to the planned deadlines.

The advocacy activity of the partners has nevertheless been lively, including participation in policy processes at global level (Madrid International Plan of Action on Ageing, Building Forward Better for Older Persons post COVID-19 (UN DESA), Regional UNECE Forum, Open Ended Working Group on Ageing), as well as important national level processes such as participation in the presentation of the Special Report on Discrimination against Older Persons in the Serbian National Assembly, National Dialogue on Aging and Ageism and finalization of draft Law on Rights of residents temporarily placed in institutions of social protection in Serbia, the National Ageing Plan and creating a roadmap for developing integrated social and health services for older persons at municipality level in Albania, participation in the Working group for development of Action plan for Development Strategy of Social Protection System for Older Persons until 2022 in Montenegro and organising focus groups with older persons and persons with disabilities on problems and fears related to the COVID-19 pandemic in North Macedonia in order to collect systematic data that will be used in advocacy.

Activity 4.2.1. Research with older persons, persons with disabilities and informal caregivers on issues related to COVID-19 epidemic and previously existing but exacerbated by the epidemic and creation of recommendations/ policy models for policy creators to improve long term care services

(LTC) in regular times as well as in potential second wave of COVID-19 and other emergencies (heatwaves, floods, droughts, earthquakes, harsh winter conditions etc.).

- **Development and finalisation of desk research reports for six project sites**

Regional researcher engaged by SeConS developed desk reports for six project sites. Main challenge in the preparation of some of the reports was availability of data and in case of Bosnia and Hercegovina complex local context and administrative regulations (entity level, country level, canton level and roles and responsibilities of main stakeholders and respective laws). Project team organised an online meeting for the partners on 9 September 2021 where the initial draft versions of the desk reports were presented by the senior researcher. The discussion that ensued about the research findings and the elements of the systems of long term care in each of the project sites provided the necessary feedback for finalising the desk research reports.

- **Translation of desk reports**

All reports have been translated into English language so project partners can read them and provide comments and feedback.

- **Quantitative research completed for six project sites**

Selected research agency SMART+ has conducted quantitative research using CATI technique in all six project sites. The sample for this research was 550 people over 65 that need some type of Long Term Care services, and 100 persons with disabilities. Based on this sample data was collected in all six project sites, and clean databases in SPSS format were submitted to SeConS. All databases have been checked by both SeConS and SMART+ team. The leading partner was informed and consulted.

- **Qualitative research with stakeholders started and completed for one project site**

Selected team of researches with support of SeConS team started with qualitative research. Invitations for participation in interview, complied with invitation letter signed by project partner for each country were sent to all relevant stakeholders and services providers in all six project sites. Research has started in July and was finalised for 5 project sites by the end of November. All interviews have been conducted online. Only in North Macedonia qualitative research with stakeholders has not been finalised. The research activities need more time in this country due to the elections and changes in the government that have influenced availability and responsiveness of stakeholders.

- **Qualitative research with beneficiaries started and completed for one project site**

SeConS is in the preparation phase for qualitative research with beneficiaries. Currently, the project team has developed the instruments for qualitative research and collected contacts of potential respondents for each project site as to conduct the research early in 2022.

- **Development of six studies**

Due to the fact that studies have to integrate findings from both qualitative and quantitative research, project team still has not prepared draft versions of the studies. The team has however prepared outlines for each study and these outlines have been presented to the project partners.

Activity 4.2.5. Regular annual meetings of civil society networks in the six project sites

This activity was originally planned to start in the 12th month of the implementation of the project. However, the surge in epidemic infections in the region precluded it from happening. The partners will be following the infection rates and the prescribed measures in each of the project sites and accordingly organise the meetings when it is epidemiologically safe to do so. However, the activities of the organisations that are members of civil society networks in the project sites related to advocacy, especially in relation to accessibility of healthcare and social welfare services to older persons and persons with disabilities were coordinated through the networks and where applicable other network members were providing support or advice based on their knowledge and experience.

The work in the national civil society networks was still active, only without one official annual meeting also because it became clear that it will be more beneficial for the project to be able to organise two meetings of civil society networks in the second year of the project. Therefore, in the second year the national networks will meet twice to discuss and develop advocacy strategies related to long term care services policy proposals in the project sites. This will benefit one of the central priorities of the project, ensuring the focus of the civil society networks is on the policy proposals and the building the wide advocacy front towards the policy makers.

Activity 4.2.6. Participation of members of CSO Networks and representatives of older persons and persons with disabilities participate in official policy-related meetings and working groups at local level as well as in policy and strategy related meetings and working groups at national level

Serbia:

Red Cross of Serbia

Participation of the Project Coordinator in the Expert Group Meeting on “Building Forward Better for Older Persons post COVID-19” (UN DESA)

Invited by United Nations Programme on Ageing (UN DESA) the Project Coordinator participated in the Expert Group Meeting on “Building Forward Better for Older Persons post COVID-19” between 2 and 5 March, online. The meeting brought together 20 experts including representatives of member states, civil society, academics and relevant stakeholders to explore and propose specific recommendations on how to ensure that ageing and older persons are adequately addressed, and actively engaged, in post-COVID 19 recovery efforts. The project coordinator covered the topic “Prevention and response to violence, abuse and neglect” under Session I “Economic and social Inclusion post COVID-19”. Her discussion was entitled “Wakeup call: Prevention and response to the violence, abuse and neglect”.

Sustainable Development Goals – Regional UNECE Forum

The Regional Forum on Sustainable Development Goals was held online from 10 to 18 March 2021 and contained 12 virtual roundtables held from 10 to 16 March 2021, followed by plenary sessions of the forum on 17 and 18. March 2021. The Regional Forum for 2021 also provided space for a series of discussions in 20+ side events. The Project Coordinator is a member of the Governing body UNECE-RCEM and represents organizations that work with older persons. She was selected by NGOs to make a statement in the round table 4.1 on the topic related to data and statistics, and how this area can help in building back better. The integral statement can be viewed here: https://youtu.be/bl_qpm9zs-E

Open Ended Working Group on Ageing (OEWG 11): Way Forward

Natasa Todorovic, the Project Coordinator participated in the interactive discussion on the Way Forward in the Open Ended Working Group on Ageing session 11, held on Thursday 1 April 2021. Her statement focused on the experiences over the first year of COVID-19 pandemic and the way human rights of older persons were not sufficiently protected, making them more difficult to access and contributing to increasing ageism. Her statement in full: <https://youtu.be/YQW5o1tf5zg> The Open-Ended Working Group on Ageing was established by the UN General Assembly in 2010 to consider the existing international framework of the human rights of older persons and identify possible gaps and how best to address them, including by considering, as appropriate, the feasibility of further instruments and measures.

Madrid International Plan of Action on Ageing Fourth Review and Appraisal Report

The Red Cross of Serbia participated in the preparation of the Fourth Review and Appraisal Report on the Madrid International Plan of Action on Ageing (MIPAA) and its Regional Implementation Strategy (RIS) along with the Focal Point in the Ministry of Labour, Employment, Veteran and Social Affairs and the Commissioner for Protection of Equality. The project coordinator, Natasa Todorovic is one of the authors of this report. which was prepared in the third quarter of 2021 and the Red Cross of Serbia worked on consolidating the reports from the civil sector and providing the bulk of background data for the report. The report is published in the UNECE website and can be reached in English here: <https://unece.org/statistics/documents/2022/01/reports/mipaa20-report-serbia>

Mental Health of informal caregivers

On 30 November 2020, the Red Cross of Serbia and United Nations Population Fund (UNFPA) organised international conference entitled “Mental Health of informal caregivers”. The Conference had 53 participants, representatives of different agencies and organisations: United Nations, HelpAge International, International Network for Prevention of Elder Abuse, International Red Cross and Red Crescent, Reference Centre for Psychosocial Support of the International Federation of Red Cross and Red Crescent Societies, National Red Cross and Red Crescent Societies, different institutions in the Republic of Serbia, including the Commissioner for Protection of Equality, civil society and the Red Cross of Serbia.

The speakers at the conference were Nevena Sovic, UNFPA, prof. dr Natasa Milic of the Medical Faculty of the University Belgrade and Natasa Todorovic and dr Milutin Vracevic of the Red Cross of Serbia, who are also project staff on this action. The Conference was organised to present results of a research implemented in July and August 2020 with a view of exploring the effects of providing informal care services (especially during the COVID-19 crisis) on mental health of informal caregivers, as well as to creating recommendations for public policy development in order to improve the quality of care and the life of persons who need care.



Participation in the presentation of the Special Report on Discrimination against Older Persons in the Serbian National Assembly

The Project Coordinator participated in the public hearing in the National Assembly of the Republic of Serbia on 14 May 2021, when the Special Report on Discrimination against older persons was presented as prepared by the team of the Commissioner for the Protection of Equality and with the support of the United Nations Population Fund (UNFPA). Ivica Dacic, Chairperson of the National Assembly, and Branka Jankovic, Commissioner for the Protection of Equality, organized a public hearing on this occasion, which included the organization of three panels. Natasa Todorovic emphasized that the COVID-19 crisis was a sort of a magnifying glass that helps us better see the shortcomings in access to human rights for older persons. Her full statement can be seen here: <https://youtu.be/rtNzwL8cohU>

Conference “Strengthening Intergenerational Solidarity”

On 25 May 2021, at the premises of the Red Cross of Serbia, in Belgrade, the final conference was held within the project “Strengthening Intergenerational Solidarity” which was implemented in partnership of the Red Cross of Serbia and the Centre for Support and Inclusion Help Net as well as the European Group for Territorial Cooperation TRITIA from Poland, the Centre for Social Services Horelica from Slovakia and the organization TRIANON from the Czech Republic, with the support of the International Visegrad Fund. The project aimed to encourage mutual cooperation, understanding and coexistence of generations by working to change relations between generations using the creative potential of new media and the search for new forms of exchange of knowledge, skills and experiences as well as sharing responsibilities.

Natasa Todorovic, the Project Coordinator, presented the results of the research “Intergenerational solidarity for all generations” conducted online during March 2021 to investigate the attitudes and values that members of different generations have about other generations, but also the attitudes about intergenerational solidarity during the COVID-19 pandemic. Prof. Dr Dragan Radovanovic, President of the Red Cross of Serbia pointed out that the Red Cross of Serbia, as the oldest humanitarian organization in Serbia, continues to promote solidarity in society, humane values and the inclusion of all generations in building a more. The video recording of the conference can be viewed here: https://youtu.be/AB_ioS3yTxI

International Human Rights Day 2020

To mark the Human Rights Day, 10 December, in the Palace Serbia, Belgrade a conference was organised



entitled “The impact of COVID-19 pandemic on human rights” with the following speakers: Gordana Čomić, Minister, Ministry for Human and Minority Rights and Social Dialogue, Françoise Jacob, Resident UN Coordinator in Serbia, H.E. Sem Fabrizi, Head of the EU Delegation in Serbia, Tobias Flesenkemper, Head of Mission of the European Council in Belgrade, Ivica Dačić, Chairperson of the National Assembly of the Republic of Serbia, Ana Brnabić, Prime Minister of the Government of the

Republic of Serbia, Branko Ružić, Minister, Ministry of Education, Science and Technological Development, prof. dr Darija Kisić Tepavčević, Minister, Ministry of Labour, Employment, Veteran and Social Affairs, Radomir Dmitrović, Minister, Ministry for Family care and Demographics, Brankica Janković, Commissioner for Protection of Equality, Jelena Stojanović, Deputy protector of Citizens. In her intervention, the project coordinator, Natasa Todorovic spoke about the rights of older persons. She pointed out that not providing essential support during the crisis is a violation of human rights, and that is why targeted, multisectoral and coordinated action is needed.

National Dialogue on Aging and Ageism

The national dialogue on ageism was an event organised on September 27 at the Palace of Serbia, and it was attended by Prof. Dr. Dragan Radovanović, President of the Red Cross of Serbia, and Ms. Danica Šmic, a Red Cross of Serbia volunteer. The dialogue was organized by the Ministry of Human and Minority Rights and Social Dialogue and the Commissioner for the Protection of Equality, and the dialogue aimed to present the Global Report on Ageism on the one hand, and to draw attention to the situation of older persons around the world on the other. UNFPA Regional Director Alanna Armitage also attended the event.

NOOIS

During the second part of August and September project assistant of NOOIS took part in the work of the expert team of the United Nations in Serbia and contributed to finalization of draft Law on Rights of residents temporarily placed in institutions of social protection. The aim of revision of the draft was to fully harmonize it with the recommendations of European Union and United Nations OHCHR and bring it in line with the provisions of the Convention on the Rights of Persons with Disabilities.

Albania:

Project presentation

Albanian Association of Geriatrics and Gerontology contacted all three main pensioners’ associations in Albania and informed them about the project implementation. The Albanian association of paraplegics was also contacted. These partnerships served for reviewing of interventions carried out during the first wave

of the COVID-19 crisis and mapping of needs and planning the interventions. Issues of COVID-19 related health care challenges were discussed also, along with vaccination priorities.

After meeting with pensioner's organisations and agreeing about the approach it was decided to firstly contact Parliamentary commission on health and social affairs and inform them about the National Ageing Plan, then meet key persons at Ministry of Health Social Protection to work on advocacy related to implementation of the Plan. The following key persons participated in the meetings: Enver Roshi, Head of Parliamentary Commission, Merita Xhafa General Director of Policies at Ministry and Eugena Tomini, Deputy Minister of Health and Social Affairs. The latter was specifically contacted about the need to vaccinate older persons against COVID-19 and include informal and formal caregivers of older persons into vaccination priority groups. This request was agreed with consensus by MOSHA network partners and was considered feasible by the Ministry. Nonetheless, informal caregivers of a younger age are yet to be vaccinated in the country.

In another meeting with Ministry of Health and Social Protection (Xhilda Papajani, Head of sector) a roadmap for developing integrated social and health services for older persons at municipality level was proposed. Focus was on long term care and the need to develop a functional and effective system in the country. A model of integrated care for older persons from World Health Organisation was proposed to orient the stakeholders towards implementation of the National Ageing Plan. Following up these discussions, key persons from municipality of Durres (including Meme Xhaferaj, the Head of Social Protection) were met to inform them about the plan and their potential role in the long term care.

General Practitioners and nurses from health centres 3, 8, 9 and 11 in Tirana, were contacted to assure their support about the identification of people with special needs for psychosocial support.

Collaboration on the National Plan on Ageing in Albania

Albanian Association of Geriatrics and Gerontology is one of the key civil society partners in the nationwide work on the preparation of the National Plan on Ageing, spearheaded by the Ministry of Health and Social Protection (MHSP). Between August and September 2021 MHSP developed its Report on the Implementation of the Madrid International Plan of Action on Ageing and its Regional implementation strategy (MIPAA/RIS - Fourth review and appraisal cycle 2018-2022). The development of the report was transparent and involved both AAGG and the MOSHA network of civil society organisations working with and on behalf of older persons that AAGG coordinates. The activities of this project are reflected in the national report in the section 'Lessons learnt from managing the consequences and impacts for older people in emergency situations: the COVID-19 pandemic'. AAGG has shared with MHPS the experience related to the long-term care for older persons and estimations about the unmet health and social needs for long term care for this population. MHSP has also developed a new social care focused project which includes construction of 11 residential centres. Three of them are dedicated to the vulnerable older persons. The long term project is expected to be financed by EU under IPA. Final decision about it is expected to be taken by March 2022.

Bosnia and Herzegovina:

The position of older persons in the region

Association HAJDE, within the project “Hilfswerk House of Support - Sustainable provision of mobile home care services for the older persons in Bosnia and Herzegovina.” organised “The first International conference on the position and care of the older people conference - Celebrating Life” in Sarajevo, Bosnia and Herzegovina on 30 September 2021. In absence of formal for a in which to participate in the policy dialogue in the



reporting period, his was an opportunity to have different stakeholder in the same place, both from the public and the civil sector and to establish ties, among other things important for the research activities in the project but also for the future policy influencing activities. The Project Coordinator, Natasa Todorovic also participated in the conference via vide link, speaking about the situation with long-term care in the Western Balkans region and the steps being taken within the COVID-19 Resilience project.

Montenegro:

Working group for development of Action plan for Development Strategy of Social Protection System for Older Persons until 2022

Red Cross of Montenegro is member of the Working group for development of Action plan for Development Strategy of Social Protection System for Older Persons until 2022, where all project activities and relevant information are shared with the member group consisted of the representatives of governmental and NGO institutions. This is a new national-level body and was formed in 2021 with the establishment of the Ministry of Finances and Social Protection so it has not yet had any working meetings, in part due to the pandemic restrictions.

Disability-related national level bodies

Representatives of the Union of the Blind of Montenegro were and currently are members of several national level bodies such as: The Committee for Comprehensive Electoral Reform, the Working Group for the Development of the Strategy for the Promotion and Protection of Discrimination of Persons With Disabilities, and the Working Group for Braille Standardization. The Union of the Blind of Montenegro has been very vocal in addressing all relevant entities on a range of relevant topics such as standardization of Braille and greater representation in Montenegro, employment and the right to equal work, the importance of employment of persons with disabilities, discrimination (including training and appeals to Ombudsman), a Handbook for employees in local governments, with the aim of reducing the degree of discrimination against persons with visual impairments at the local level, personal mobility. Etc.

North Macedonia:

During the period of September 2020 to February 2021, Association Humanity had online focus group meetings discussing the biggest problems and fears for older persons and persons with disabilities. The meetings were mostly with persons with disabilities and several organisations of older persons. There were 5 meetings in which the Law on social protection was discussed as well as its impact on the population affected by the COVID-19 pandemic, and what needs to be done to ensure older persons and persons with disabilities have equitable and adequate access to essential services. Examples provided include pension increase and overall better access to services of social and health care.

Kosovo*:

The epidemiological situation as well as changes in public administration over the reporting period precluded any meetings with key decision makers, while at the same time there was not any notable work done by working groups related to the themes of this action. However, Caritas Kosova organised initial meetings with formal representatives of municipal authorities (departments and directorates) as well as the representatives of target groups reaching a consensus on a need for a workshop to be organised once the epidemiological allow, to define a joint approach to advocating with the key policy makers and implementers in Kosovo*.

Activity 4.2.7. Six research studies on media representation of older persons and persons with disabilities during the COVID-19 epidemic in all the project sites

No budget for this activity was envisioned in the accepted budget proposal by omission, so the project team has identified savings made during the first year of the project implementation so that this activity will be implemented in the second year upon receiving confirmation from the contracting authority. The plan of action has been updated accordingly.

Activity 4.2.8. Media launches of research reports on media representation of older persons and persons with disabilities during the COVID-19 epidemic and research with older persons, persons with disabilities and informal caregivers on issues related to COVID-19 epidemic

No budget for this activity was envisioned in the accepted budget proposal by omission, so the project team has identified savings made during the first year of the project implementation so that this activity will be implemented in the second year upon receiving confirmation from the contracting authority. The plan of action has been updated accordingly.

2.3. Logframe matrix updated

	<i>Results chain</i>	<i>Indicator</i>	<i>Baseline (value & reference year)</i>	<i>Target (value & reference year)</i>	<i>Current value* (reference year) (* to be included in interim and final reports)</i>	<i>Source and mean of verification</i>	<i>Assumptions</i>
<i>Impact (Overall objective)</i>	<i>Contribute to strengthened resilience of older persons and persons with disabilities in the Western Balkans during Covid-19 and future disasters</i>	N/A	N/A	N/A	N/A	N/A	N/A
<i>Outcome (s) (Specific objective(s))</i>	<i>Older persons, persons with disabilities, CSOs and grassroot organisations are better able to cope with the Covid-19 situation in Albania, Bosnia and Herzegovina, North Macedonia, Montenegro, Serbia and Kosovo</i>	<i>a) The mental and physical health and quality of life of 60,000 older persons and persons with disabilities is preserved and their resilience to Covid-19 and future epidemics and emergencies is enhanced b) Organisations representing older persons and persons with disabilities are actively included in planning and other emergency-related activities across the six project sites</i>	<i>x x</i>	<i>60 000</i>	<i>6,079</i>	<i>a) Interviews with a representative sample of the target population; project reports; evaluation report b) Project reports; reports of local grassroots organisations supported through sub-granting; evaluation report</i>	<i>Potential new COVID-19 outbreaks and related measures taken by the governments in the region may influence project activities</i>
<i>Outcome 1 (Mental health)</i>	<i>1. Mental health of 60,000 older persons and persons with disabilities across six project sites is preserved and their resilience enhanced</i>	<i>a) # of older persons and persons with disabilities that receive psychosocial support remotely and face to face</i>		<i>60 000</i>	<i>6,079</i>	<i>a1) Structured interviews on psychosocial support</i>	<i>Manageability of COVID_19 situation improves</i>

<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Outcome 2 (Relief Cash and Voucher Assistance)</p>	<p>2. Physical health and social welfare of 6000 older persons and persons with disabilities across six project sites is preserved and enhanced while capacities of National Red Cross Societies to provide Cash and Voucher Assistance are strengthened</p>	<p>a) # of older persons and persons with disabilities that are reached with relief provision including cash transfers and where appropriate relief items</p> <p>b) # of staff/ volunteers enhancing their capacities through training participation</p>		<p>a) 6,000</p> <p>b)</p> <p>CVA 10</p> <p>PSS 150</p> <p>Advocacy 150</p>	<p>CVA 24</p> <p>156</p> <p>N/A</p>	<p>a1) Signed receipts/ distribution lists (for cash transfers and relief distribution).</p> <p>b) Partner reports</p> <p>Training records (lists of participants)</p>	<p>Manageability of COVID_19 situation improves</p> <p>Partners and external institutions and public authorities understand the advantages of CVA programming as default response and are thus willing to further engage in the CVA process</p>
<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Outcome 3 (Public Policy)</p>	<p>3. Public policy creators in the six project sites are assisted in improving public policy in the wake of the COVID-19 epidemic</p>	<p>a) # Policy models addressing the identified gaps in service delivery and support to vulnerable groups during emergencies developed and submitted to the representatives of public administration in each of the six project sites.</p> <p>b) # of policy creators at national level reached</p>		<p>a) 6</p> <p>b) 18</p>	<p>N/A</p> <p>15</p>	<p>a) Project reports</p> <p>b) Project reports</p>	<p>Six regional governments in the six project sites will recognise the importance of policy development in the framework of the COVID-19 epidemic.</p> <p>Risk: Negative development of economic situation leading to austerity measures throughout the region</p>

<p>Outcome 4 (Strengthening Local Communities)</p>	<p>4. Grassroots civil society organisations are supported to create local initiatives fostering social inclusion and direct support and engage with local policy makers.</p>	<p>a) # of older persons and persons with disabilities whose resilience is built through social inclusion activities and contribution to local level planning</p> <p>b) # case studies with list of good practices and recommendations related to coping strategies and inclusion of older persons and persons with disabilities contributing to emergency planning and response</p>	<p>0</p>	<p>6000</p> <p>15</p>	<p>N/A</p> <p>N/A</p>	<p>a) Reports of grassroots civil society organisations</p> <p>b) Project coordinator reports/ collection of good practice models</p>	<p>Local level authorities and institutions will recognise the value of working with older people in regard to the COVID-19 epidemic and be interested in good practices</p>
<p>Output 1</p>	<p>1.1. Provision of accurate, timely and accessible information from verified trusted sources including on the epidemic, response progression and measures of protection and self-protection (e.g. elder abuse or abuse of a person with disabilities in family context) as well as individual rights</p> <p>1.2. Psychosocial Support services are provided to ensure preservation of mental health and building of resilience</p>	<p># of persons that received information</p> <p># of people PSS services are provided to</p>	<p>0</p> <p>0</p>	<p>30,000</p> <p>30,000</p>	<p>6,079</p> <p>6,079</p>	<p>Reports</p> <p>Documentation / interviews</p>	<p>see above</p>

<i>Output 2</i>	<p><i>2.1. Relief assistance/basic needs assistance through a combination of Cash and Voucher and in kind activities based on needs, epidemiological situation, capacity and movement restrictions</i></p>	<p><i># of people CVA is provided to</i></p>	0	12,000	N/A	<p><i>Post-distribution monitoring</i></p>	
	<p><i>2.2. Cash preparedness of Red Cross National Societies in the Western Balkans strengthened in order to provide sustainable CVA assistance</i></p>	<p><i>Cash and Voucher SOPs established and tested/reviewed</i></p>	0	5	0	<p><i>Training reports, partner reports</i></p> <p><i>Partner reports</i></p>	

<i>Output 3</i>	3.1. Research conducted on long term care services and provisions in the six project sites	Research study with # participants conducted		6,000	650	Research report	see above
	3.2. Recommendations developed and disseminated on how to improve public policy and increase funding to ensure better access long term care services and provisions for older persons and persons with disabilities	Document with recommendations # of meetings Campaign with ## people reached		6 recommendations documents	N/A	Recommendations document Agenda, Minutes Campaign statistics	
	3.3 CSO networks engage in policy dialogue on improving access to rights of older persons and persons with disabilities, with focus on accessibility and provision of long term services			70 meetings	17		
	3.4. Media and dissemination activities created			60,000 people reached	20,000		

<i>Output 4</i>	4.1 Engagement of CSOs and grassroots organisations with local level public policy and decision makers, with increased participation of older persons and persons with disabilities, is supported through microprojects (60 in total)	<i># local level grass- roots policy initiatives across six project sites</i>		20	N/A	<i>Documentation</i>	<i>See above</i>
				60	N/A	<i>Reports</i>	
	4.2. Support of a variety of social inclusion activities (including direct support and services) at community level for older persons and persons with disabilities	<i># local level grass- roots microprojects across six project sites carried out via sub-granting engaging with service provision</i> <i># of older persons and persons with disabilities engaged with services (such as direct support, inclusion, lifelong learning...)and policy initiatives</i>		1,200	N/A		

2.5. Please provide an updated action plan for the future activities of the project

Year 1													
	Half-year 1						Half-year 2						
Activity	Month 1	2	3	4	5	6	7	8	9	10	11	12	Implementing body
1.1.1. Review of provided psychological first aid and psychosocial support during the first wave of COVID-19 epidemic and assessment of needs													
1.1.2 Training for volunteers of telephone/ text and app-based information services in providing referrals to callers in need of legal advice, medical advice, mental health advice and social support advice													Western Balkans Red Cross partners
1.1.3. Training for peer support													Western Balkans partners
1.1.4. Training for provision of remote and in person psychological first aid and psychosocial support													Western Balkans partners

<p>1.1.5 Provision of timely, accurate and accessible information from verified trusted sources including on the epidemic, response progression and measures of protection and self-protection (e.g. gender-based violence) as well as individual rights through a telephone/ text message based service centres; provision of psychosocial support including evaluation of services and adjustments</p>														<p>Western Balkans Red Cross partners</p>
<p>1.1.7. Reach out community activities to promote the remote psychological first aid and psychosocial support activities (telephone helplines)</p>														<p>1.1.4. Reach out community activities to promote the remote psychological first aid and psychosocial support activities (telephone helplines)</p>
<p>2.1.1. Needs assessment for</p>														<p>Western Balkans</p>

distribution of cash and voucher assistance and in kind relief items														Red Cross partners
2.1.2. Conduct Cash and Voucher (CVA) Self Assessment and establish a Plan of Action														All Red Cross partners
2.1.3. Incorporating CVA into M&E, Finance, HR and Communication systems														All Red Cross partners
2.1.4. Develop Standard Operative procedures (SOPs) and conduct Financial Service Provider negotiations														All Red Cross partners
2.1.5. Conduct 2 regional trainings on CVA (1 x cash training level 2 and 1 x markets trainings)														Austrian Red Cross
3.2.1. Training for peer support														Western Balkans Red Cross partners
4.2.1. Research with older persons, persons with disabilities and informal caregivers on issues related to COVID-19 epidemic and previously existing														SeConS, Red Cross of Serbia

<p>but exacerbated by the epidemic and creation of recommendations/ policy models for policy creators to improve long term care services (LTC) in regular times as well as in potential second wave of COVID-19 and other emergencies (heatwaves, floods, droughts, earthquakes, harsh winter conditions etc.).</p>														
<p>4.2.5 Regular annual meetings of civil society networks in the six project sites</p>														Western Balkans partners
<p>4.2.6. Participation of members of CSO Networks and representatives of older persons and persons with disabilities participate in official policy-related meetings and working groups at local level as well as in policy and strategy related meetings and working groups at national level</p>														Western Balkans partners
<p>4.2.7. Six research studies on media representation of older persons and persons with disabilities during</p>														Western Balkans partners

the COVID-19 epidemic in all the project sites													
4.2.8. Media launches of research reports on media representation of older persons and persons with disabilities during the COVID-19 epidemic and research with older persons, persons with disabilities and informal caregivers on issues related to COVID-19 epidemic													Western Balkans partners
Etc.													

Year 2													
	Half-year 3						Half-year 4						
Activity	13	14	15	16	17	18	19	20	21	22	23	24	Implementing body
1.1.5 Provision of timely, accurate and accessible information from verified trusted sources including on the epidemic,													Western Balkans Red Cross partners

response and progression and measures of protection and self-protection (e.g. gender-based violence) as well as individual rights through a telephone/ text message based service centres; provision of psychosocial support including evaluation of services and adjustments													
1.1.6 Evaluation to ensure the service is adapted as necessary to better meet the needs of users.													Western Balkans Red Cross partners
1.1.8. Provision of psychosocial support and support to older persons and persons with disabilities in organising ongoing local level activities in self-help, peer support and healthy ageing													Western Balkans Red Cross partners
2.1.1. Needs assessment for distribution of cash and voucher assistance and in kind relief items													Western Balkans Red Cross partners

2.1.3. Incorporating CVA into M&E, Finance, HR and Communication systems	█	█	█									All Red Cross partners
2.1.4. Develop Standard Operative procedures (SOPs) and conduct Financial Service Provider negotiations	█	█										All Red Cross partners
2.1.5. Conduct 2 regional trainings on CVA (1 x cash training level 2 and 1 x markets trainings)				█	█							Austrian Red Cross
2.1.6. Distribution of cash assistance and in kind relief items including Post Distribution Monitoring (PDM)	█	█	█	█	█							Western Balkans Red Cross partners
3.1.1. Grass-roots microprojects to increase social inclusion and participation of older persons and persons with disabilities at community level						█	█	█	█	█	█	Western Balkans Red Cross partners
4.2.1. Research with older persons, persons with disabilities and informal caregivers on issues related to COVID-19 epidemic and previously existing	█	█	█	█	█	█						SeConS, Red Cross of Serbia

<p>but exacerbated by the epidemic and creation of recommendations/ policy models for policy creators to improve long term care services (LTC) in regular times as well as in potential second wave of COVID-19 and other emergencies (heatwaves, floods, droughts, earthquakes, harsh winter conditions etc.).</p>														
<p>4.2.2. Support to national partners in framing advocacy initiatives related to long term policy</p>														SeConS
<p>4.2.5. Regular annual meetings of civil society networks in the six project sites</p>														Western Balkans partners
<p>4.2.6. Participation of members of CSO Networks and representatives of older persons and persons with disabilities participate in official policy-related meetings and working groups at local level as well as in policy and strategy related meetings and working</p>														Western Balkans partners

groups at national level													
4.2.7. Six research studies on media representation of older persons and persons with disabilities during the COVID-19 epidemic in all the project sites													Western Balkans partners
4.2.8. Media launches of research reports on media representation of older persons and persons with disabilities during the COVID-19 epidemic and research with older persons, persons with disabilities and informal caregivers on issues related to COVID-19 epidemic													Western Balkans partners
Etc.													

Year 3													
	Half-year 3						Half-year 4						
Activity	25	26	27	28	29	30	31	32	33	34	35	36	Implementing body
1.1.8. Provision of psychosocial support and support to older persons and persons with disabilities in organising ongoing local level activities in self-help, peer support and healthy ageing													Western Balkans Red Cross partners
3.1.1. Grass-roots microprojects to increase social inclusion and participation of older persons and persons with disabilities at community level													Western Balkans Red Cross partners
3.1.2. Media presentation of achievements of microprojects													Western Balkans Red Cross partners
4.1.1. Training for CSO network members in the region provided by AGE Platform Europe and European Disability Forum: Engaging with policy makers and advocating for policy change in													AGE Platform Europe, European Disability Forum

the process of EU accession													
4.1.2. Training for CSO network members in the region provided by AGE Platform Europe and the European Disability Forum: Strengthening advocacy networks													AGE Platform Europe, European Disability Forum
4.2.2. Support to national partners in framing advocacy initiatives related to long term policy													SeConS
4.2.3. Dissemination of recommendations: media launches in each of the project sites													Western Balkans partners
4.2.3. Dissemination of recommendations: final project conference													Red Cross of Serbia, partners
4.2.5. Regular annual meetings of civil society networks in the six project sites													Western Balkans partners
4.2.6. Participation of members of CSO Networks and representatives of older persons and persons with disabilities participate in official policy-related meetings													Western Balkans partners

and working groups at local level as well as in policy and strategy related meetings and working groups at national level													
4.2.9. Public campaigns in all project sites to inform the public about the findings of the research as well as the policy recommendations													Western Balkans partners
Etc.													

3. Beneficiaries/affiliated entities, trainees and other cooperation

3.1. How do you assess the relationship between the beneficiaries/affiliated entities of this grant contract (i.e. those having signed the mandate for the coordinator or the affiliated entity statement)? Please provide specific information for each beneficiary/affiliated entity.

The relationship between the beneficiaries in the action was in general good, with dynamic and constant communication between the coordinators in the Red Cross of Serbia and the coordinators in each of the partner organisations, but also between coordinators of the specific project areas, such as mental health, research activities and the Cash and Voucher Assistance.

The reports were provided generally on time and the issues arising in implementation were generally reported on time and resolved to ensure implementation follows the planned dynamics.

One issue that affected the start of certain activities in Bosnia and Herzegovina was related to a delay in signing the Memorandum of Understanding between the Red Cross Society of Bosnia and Herzegovina and the Red Cross of Serbia. Due to the complex structure of the Red Cross National Society in Bosnia and Herzegovina – that mirrors the structure of the country – decisions of this kind demand official approval of the Governing Board of the organisation prior to signing. Since the Governing Board meets only in person there were no protocols in place to ensure that the Board can approve this decision in a telephone or online meeting and the ongoing pandemic response measures precluded the Board meeting for an extended period of time. Furthermore, the discussion on how to allocate the telephone centres across the structure of the Red

Cross National Society was going for some time due to the fact that – again, mirroring the structure of the country – the National Society generally tends to ensure all activities at national level are equally distributed between the constituent parts. Eventually, these problems were overcome, through repeated meetings with the Red Cross of Serbia and Austrian Red Cross and support provided by the Red Cross of Serbia Secretary General, as well as the internal meetings within the Red Cross Society of Bosnia and Herzegovina. An exception was made from the statutory provisions for this project so the Memorandum of Understanding was successfully signed in May 2021 after the Board members greenlighted the signing through telephone meetings and later, in June confirmed it at the first physical Board meeting. The activities of the telephone support centres subsequently started. It is important to emphasise that during this period the project staff and volunteers attended all necessary online trainings (as well as meetings) so that they were fully equipped to start with the activities in the centres upon signing the MoU.

3.2. How would you assess the relationship between your organisation and State authorities in the action countries? How has this relationship affected the action?

The relationship has so far been good. The implementation of the action brought the partner organisations in the project sites to the focus of media attention and this has contributed to the good relationship with the authorities as well. This has been especially beneficial in relation to the recognition that civil society organisations such as those active within this project are not limiting their support to the population to relief assistance, but that their contributions to the preservation of mental health and building resilience, especially in population of older persons and persons with disabilities are significant and in demand. Making sure that the telephone support centres act not only as psychosocial support providers but also as resource centres that will provide information and referral, including to public institutions for support enhances the relationship between the partner organisations in the project and their respective state authorities. As the Red Cross societies in all the participating countries are auxiliary organisations of the government, they have had a large set of roles in response to the COVID-19 pandemic including support to vaccination efforts – especially for older persons – relief support to particular target groups, including older persons, provision of reliable data related to the epidemic, protection measures and vaccination etc.

3.3. Where applicable, describe your relationship with any other organisations involved in implementing the action:

- Associate(s) (if any)
- Contractor(s) (if any))
- Final beneficiaries and target groups
- Other third parties involved (including other donors, other government agencies or local government units, NGOs, etc.)

3.4. Where applicable, outline any links and synergies you have developed with other actions.

Serbia:

Lecture for students of the Faculty of Media and Communications in Belgrade

On 9 March 2021 the Project Coordinator delivered online lecture for students of social work. The aim of the lecture was to present the work of the Red Cross of Serbia closer to the students, and to enable them to learn basic information about programmes and projects, about volunteering, but also about advocacy and research. An important aspect of this year's lecture was the presentation of activities during the COVID-19 crisis. Through the lecture on the Red Cross of Serbia, students also gained knowledge and information about the needs of groups at risk.

The Red Cross of Serbia became a member of the AGE Platform Europe network

After many years of cooperation in various fields related to aging and older persons, including on this project, the Red Cross of Serbia has officially become a member of AGE Platform Europe network, a European network of non-profit organizations of and for persons aged 50+, which aims to voice and promote the interests of the 200 million citizens aged 50+ in the European Union and to raise awareness on the issues that concern them the most. With this membership the Red Cross of Serbia will offer its expertise and experience in the field of aging and working with older persons to other members, but also find new synergies and opportunities for cooperation with organizations from all over Europe.

Panel discussion for students of the Faculty of Security

The Faculty of Security of the University of Belgrade marked the year of security culture with various events related to raising awareness about (health) security, with special reference to the crisis caused by the COVID-19 pandemic. One of these events was the organization of an online panel discussion “Dealing with false health information during the COVID-19 pandemic and the need for effective practice of crisis communication as well as first aid.” The event was held on 28 May 2021 via the Webex platform. Natasa Todorovic, the Project Coordinator spoke about the importance of first aid in emergencies, with special reference to providing psychological first aid in a pandemic. She also explained the importance of the regional project “Strengthening the resilience of older persons and persons with disabilities during the COVID-19 crisis and future crises” which focuses on providing this type of assistance to older persons and persons with disabilities who need it.

Red Cross of Serbia and support for older persons during vaccination - Blog post on the HelpAge International website

The Project Coordinator wrote about the COVID-19 response in Serbia and the particular role the Red Cross of Serbia plays in vaccination of older persons. The full text can be viewed on the website of Help Age International: <https://www.helpage.org/blogs/natasa-todorovic-15078/older-people-prioritised-in-serbia-for-covid19-vaccinations-1069/>

*Training of Trainers in Mental Health and Psychosocial Support in Emergencies in the Balkans
27-30 June Struga, North Macedonia*

A Training of Trainers in Mental Health and Psychosocial Support in Emergencies in the Balkans was organised in Struga, North Macedonia on 27-30 June 2021. The Red Cross of the Republic of North Macedonia hosted the regional training and the trainers were representatives of the International Federation of Red Cross and Red Crescent Societies. Participants were the mental health/ psychosocial staff and volunteers from the Red Cross societies from the region of the Western Balkans – same as those participating in the current action. The training programme covered the following topics: Acute Phases of Accidents and Emergencies in Balkans Countries, Psychological First Aid and psychoeducation in Balkans Disasters, Emergencies with Longer Term Impact and Engaging, Caring for, Training and Supervising Volunteers.

Age and Youth - Together for a Change; Dignity and Rights in the time of COVID-19 and onwards

At the invitation of the organization Gray Panthers, on 22 September 2021 the Project Coordinator and the Research and Public Policy Coordinator of the project participated in a meeting called Age and Youth - Together for a Change; Dignity and Rights in the time of COVID. The event was part of the Assembly that was organized on September 21 and 23 2021 by the organization The Gray Panthers as part of the Global Call to Action against Poverty (GCAP). The intervention of the representatives of the Red Cross of Serbia posited that we must always ensure that older persons speak on behalf of their generation, acting as the voice of the older population, and ensure that younger persons are always present and understand that the human rights of older persons today are their human rights tomorrow.

<https://www.redcross.org.rs/media/7626/draft-6b-hyphen-aligned-to-the-right.pdf>

Round table “The right to old age – violence against older persons”

On 1 October, the International Day of Older Persons, the Project Coordinator took part in a round table “The right to old age – violence against older persons” organised by the Provincial Protector of Citizens in the Serbian Autonomous Province Vojvodina. The round table was attended by experts in the field of rights of older persons, representatives of the Ministry of Interior, Police Directorates from the territory of Autonomous Province Vojvodina, representatives of the Centres for Social Work, Higher Public Prosecutor's Office in Novi Sad, Provincial Institute for Social Protection, Red Cross – representatives of local branches from the Vojvodina territory and nursing homes. The Project Coordinator spoke in her expert role about the types, prevalence and risk of violence against older persons. An important part of her intervention was related to the problem of why older women do not report violence and what the obstacles are that older women face when they want to exercise their rights, primarily security and life without violence.

World Mental Health Day

Red Cross of Serbia branches in cities and municipalities marked the World Mental Health Day, October 10, with various activities, including lectures, workshops and street events, while respecting all epidemiological measures. On this occasion, the project coordinator, at the invitation of Caritas and PIN – Psychosocial Innovation Network, attended the first Mental Health Festival under the slogan "Building a safe space for mental and sexual health", thus creating synergies between several projects funded by the

European Union in the Republic of Serbia, which are implemented by Caritas (SOCIETIES 2) and the Red Cross of Serbia (COVID-19 Resilience).

Symposium on the psychology of crises, catastrophes and trauma

On October 15, the European Federation of Psychologists' Associations (EFPA), the Serbian Psychological Association and the University of Belgrade organized an online symposium on the psychology of crises, disasters and trauma entitled “Lessons learned from European countries, psychological first aid, strengthening psychological resilience, recent developments and the consequences of COVID-19”. At the invitation of EFPA, Natasa Todorovic the Project Coordinator, presented the project “Strengthening resilience of older persons and persons with disabilities during COVID-19 and future disasters” and its components related to protecting mental health of older persons and persons with disabilities.

Alleviation of COVID-19 Effects and Consequences on the most Vulnerable in Society with a Special Focus on Older People (ACCOP)

“Alleviation of COVID-19 Effects and Consequences on the most Vulnerable in Society with a Special Focus on Older People” is a project the Red Cross of Serbia and the Red Cross of the Republic of North Macedonia are partners on with Austrian Red Cross and Georgian Red Cross. The project is supported by the Austrian Federal Ministry of Social Affairs, Health, Care and Consumer Protection and the main implementation is taking place in Georgia. The Red Cross of Serbia is focusing on the component related to implementing desk and qualitative research related to violence against older women and then developing recommendations on prevention of violence. The Red Cross of Serbia will also be leading the development of training material for professional home care staff and volunteers in Georgia to make them aware of the issue of violence and train their skills in recognizing violence and reporting it in an appropriate and efficient manner, and delivering this training, alongside the work on the promotional/ info material.

Albania

Home Care Cross Border: Montenegro-Albania

In this project the Red Cross of Montenegro has worked with Albanian Red Cross and the Italian Red Cross who is also the donor. The project is implemented in Albania and Montenegro, enhancing protection and emergency assistance to older persons during and after the Coronavirus emergency while enhancing public awareness in communities about the needs and challenges older persons encounter.

Albanian Red Cross COVID-19 activities

Since the outbreak of the pandemic, Albanian Red Cross has responded to address the urgent basic needs of the most vulnerable individuals whose livelihoods were mostly impacted by the pandemic. The relief assistance has included both in-kind food distribution for more than 10,000 families and cash assistance for 2,000 families combined with each other to be provided to address specific needs and contexts and as well to assist different vulnerable groups. Among the affected population, especially vulnerable groups such as older people, families with social assistance, single female-headed household, people with illness or disabilities or people who lost their job and source of income due pandemic were prioritized. Albanian Red Cross continually shares on its social platforms daily updated information on COVID-19 trends, posts that

encouraging vaccinations, and advises how people can protect themselves joint by mental health advices reaching more than 70,000 people. A telephone hotline is available for general public to address inquiries and to provide essential information and practical advices related to COVID-19 as well as to provide psychosocial support where required by callers. Thanks to this project “Strengthening the resilience of older persons and persons with disabilities during the COVID-19 crisis and future crises” Albanian Red Cross is enhancing and continuing its support by increasing its operational and relief capacities, particularly in the areas of: managing of larger emergencies, providing immediate relief support and unconditional cash and voucher assistance to beneficiaries; providing psychological support and remote psychological First Aid for affected individuals through three additional phones lines, establishing need assessment methodologies and feedback mechanisms as well increasing the flexibility to adapt and modify in the new challenging context.

Bosnia and Herzegovina

Ageing and Health project Bosnia and Herzegovina

The Red Cross Society of Bosnia and Herzegovina has commenced the implementation of the second phase of “Ageing and Health” project with support by the Swiss Red Cross in July 2021 in ten local Red Cross branches in Bosnia and Herzegovina: Tuzla, Lukavac, Doboj, Živinice, Šamac, Prnjavor, Foča, Žepče, Kalesija and Brčko District. Through the “Ageing and Health” project, Active/ Healthy Ageing groups were established in 48 local communities, and activities with the older persons started in ten municipalities participating in its implementation. It was announced that the process of inclusion of Active/ Healthy Ageing groups in the project municipalities would be completed in the year 2022. By linking the activities within this action to the activities in Active/ Healthy Ageing component of the “Ageing and Health” project as of the beginning of 2022, the capacity of the Red Cross Society of Bosnia and Herzegovina will be strengthened in provision of psychosocial support and support to older persons and persons with disabilities in organising ongoing local level activities in Self-help, Peer Support and Healthy Ageing.

Elderly Homecare Sustainable Service Provision in Bosnia and Herzegovina

Within the project “Hilfswerk House of Support - Sustainable Homecare for the Older persons” funded by Hilfswerk International GmbH and the Austrian Development Agency ADA, a plan is to introduce a sustainable model of in-home care services for older persons and persons in need in Sarajevo Canton and one municipality in Repulika Srpska, through establishment of a sustainable service provider Hilfswerk “House of Support” (HS) to provide high quality in-home / mobile care and social services. The project is closely interlinked with the ADA-financed framework programme “House of Support – Services for dignified life of elderly in Georgia and BiH” (2020-2023), focusing on cross-country peer-exchange with Austria and Georgia and systematic knowledge management to allow for standardized and high-quality services. The mission of established Hilfswerk “House of Support” is to become a recognized leader in home care and assisted living services in Bosnia and Herzegovina, to take an active role in social policy planning and programming in field of care for older persons through provision of professional and sustainable homecare services to stated groups, older people, people in need and their families.

House of Support – Services for dignified life of older persons in Bosnia and Herzegovina and Georgia

This program strives to foster increased access to mobile care services for elderly people in four communities in Bosnia and Herzegovina and Georgia and contribute to an inclusive policy framework which strengthens their position in society and ensures the fulfilment of their elderly rights. This is achieved by setting up financially sustainable social service providers ('Houses of Support') that a) develop and pilot integrated mobile home care service models to safeguard uniform quality standards, and b) act as knowledge hubs for mobile home care services, render capacity development for caretakers, offer counselling on elderly issues and Healthy Ageing activities and conduct awareness raising and advocacy. The developed model of earlier stated mobile home care is well rooted in international best practices and Austrian profound knowledge in integrated home care services that is systematically shared by Hilfswerk Austria with its project partners, including the Association HAJDE. The project is also closely interlinked with the ADA-financed business partnership "House of Support – Elderly Homecare Sustainable Service Provision in BiH" (2020-2022). This program strives to foster increased access to mobile care services for older persons in four communities in Bosnia and Herzegovina and Georgia and contribute to an inclusive policy framework which strengthens their position in society and ensures the fulfilment of their elderly rights.

Sustainable strengthening of local health systems in the Western Balkans: improving the health of the elderly affected by the COVID-19 pandemic and transferring knowledge of mobile care and support from Austria to the Western Balkans region

The project, started in November 2021 aims to strengthen local health systems in Bosnia and Herzegovina, Serbia, and Northern Macedonia by contributing to reducing the health and social consequences of the COVID-19 pandemic for older persons and strengthening mobile home care capacity. It is funded by the Austrian Ministry of Social Affairs and aims to improve social, physical, mental health through improvement of digital skills through practical workshops and virtual centres for healthy ageing. A regional virtual network of at least 10 Healthy Aging Centers in the three countries, at least 30 trained mobile carers through knowledge transfer of the Austrian Home Care Model and more than 360 new volunteers to provide psychosocial and mobile support services is expected. Development of a training program for volunteers to provide psychosocial and mobile support services is one of the planned activities.

Montenegro

Cooperation with the Montenegrin Ministry of Finance and Social Welfare

Red Cross of Montenegro, in cooperation with the Ministry of Finance and Social Welfare, provided home care services in 14 municipalities for 847 beneficiaries and 93 gerontocarers in the reporting period. This type of service is provided to older persons living alone who, due to specific circumstances and the level of vulnerability, need help in performing daily activities such as: food procurement, assistance in preparing meals; movement assistance; assistance in maintaining personal and space hygiene;

North Macedonia*Development of the Psychosocial Centre, North Macedonia*

As part of the Red Cross Movement Mental Health Policy, the Red Cross of the republic of North Macedonia has been working on implementing roadmap priority action areas. By hiring expert psychologists, a model for a Psychosocial Centre has been developed with the aim of providing organized psychosocial support and psychological aid across the country in both regular periods and crisis times. Currently the Red Cross is implementing the model and funding it through different projects funded by the International Federation of Red Cross and Red Crescent Societies, Austrian Development Agency and EU. The project activities from this action complement the efforts for implementation of the model for the Psychosocial Centre. They serve as promotion, they offer experience and help establish services. The PSS and PFA telephone lines for persons with disabilities and older persons for example were also used as SOS lines for PFA support in the outburst of the fires throughout the country, calling upon all citizens who feel anxious or unsafe due to the fires, to call upon and to pursue PFA and PSS. The hotlines have also been promoted during the annual week for Care for Older Persons.

Kosovo*

Project CONEX Balkan: Covid-19 Nexus response for improving the socio-economic situation of marginalized people in 6 Western Balkan countries.

The CONEX Consortium operates in Albania, Bosnia and Hercegovina, Kosovo*, Montenegro, North Macedonia, and Serbia, under the lead of Caritas Austria in collaboration with Diakonie ACT Austria, Austrian Red Cross and CARE Austria. The project does not only provide immediate relief to the COVID-19 crisis, but also lays the foundations for longer-term benefits regarding the resilience to the pandemic. This is being done through different sets of activities in the target communities that are intertwined and mutually reinforcing like for example: cash for work activities which will foster solidarity within local communities, home care support which will enable older persons to have better access to social services and medical care, and training and mentoring opportunities aimed at supporting long-term unemployed women to gain self-confidence and contribute to their family income. The intention is also to raise the awareness of relevant stakeholders on issues of discrimination and regarding the impact of the crisis on marginalized groups by advocating for measures to improve the current situation. The project aims to address problems affecting marginalised groups who are disproportionately impacted by the COVID-19 crisis, including older persons, vulnerable women, minorities (e.g. Roma), refugees and internally displaced persons as well as persons with disabilities. Both the Red Cross of Montenegro and Caritas Kosova are implementing partners in this project.

*Home Care in Kosovo**

The Home Care project implemented by Caritas Kosova is focused on providing combined health and social services and has been implemented and promoted by Caritas Kosova since 2009, initially financially supported by the German Caritas DCV. The working methodology, activities and services provided by this project have always been based and coordinated according to the German Home Care services system. The services of the project target older persons, persons with chronic health conditions and lonely older

persons who need care at their home. Currently, these services are licensed and accredited by the Ministry of Health and the Ministry of Labour and Social Welfare and represent a unique concept of combined health and social services provided in Kosovo* according to local and European standards.

3.5. If your organisation has received previous EU grants in view of strengthening the same target group, in how far has this action been able to build upon/complement the previous one(s)? (List all previous relevant EU grants).

Regional grants:

Taking Action on Social Inclusion of Older Persons (TASIOP) (Serbia, Albania, Bosnia and Herzegovina, Montenegro, North Macedonia)

This project has strong links with a previous EU-supported project, Taking Action on Social Inclusion of Older People (TASIOP), that was implemented in the same project sites (minus Kosovo*) and with participation of many of the same partners between 2016 and 2019 with support provided by EU and Austrian Development Agency. The project was focused on social inclusion of older persons in five countries of the Western Balkan region and provided many insights in how to enhance and continue building the links in the civil society and ensure unified advocacy activities and messages targeting decision makers in the region. It set the foundation not only for the consortium implementing the current action but also helped build or enhance the civil society networks in the region and helped build the experience in managing local, targeted actions through subgranting, both of which feature in the current action.

Empowerment of older women: preventing violence by challenging social norms in Serbia and Austria (EmPreV) (Austria and Serbia)

The Red Cross of Serbia has finished implementation of the project Empowerment of older women: preventing violence by challenging social norms in Serbia and Austria (EmPreV) in November 2021. The project was implemented in Serbia and Austria, in partnership with the Austrian Red Cross and Austrian Institute for Conflict Research and has focused on empowerment of older women to know their rights and know where to turn to for help in case of abuse, increasing knowledge and awareness of care and social professionals about violence against older women and reporting processes, and challenging social norms and behaviour of the general public towards elder abuse through awareness raising. The lessons learned about elder abuse and how it affects particular groups in the population of older persons and older women, with different intersectional effects has been valuable in designing all future interventions targeting older persons.

Innovative support services for older people in the community (I-CCC) (Austria, Serbia and Montenegro)

Red Cross of Serbia and Red Cross of Montenegro are both implementing the EU-supported „Innovative support services for older people in the community”, in partnership with the Institute for Social protection in Serbia, the Ministry of Health in Montenegro and the Austrian Red Cross, with the financial support also provided by the Austrian Development Agency. The overall objective is to contribute to national policy reforms in Long Term Care by strengthening community based services. One specific objective of the

action is to develop and test innovative multi-sectoral Community Care Centres (CCC) for people in need of care and informal carers and voluntary-based services for people with cognitive impairments and dementia with the aim to address the LTC challenges of access, affordability, quality and sustainability. The second specific objective of the action is to use the concept of CCCs and volunteer-based services for people with cognitive impairments and dementia in LTC policy planning and monitoring in Austria, Montenegro and the Republic of Serbia. Within this project two innovative approaches will be developed, piloted and evaluated and rolled out in Austria, Serbia and Montenegro if proved to be successful. Their impact will be evaluated, and results will serve to influence policy reforms in the participating countries.

National levels grants:

Inclusive labour market for sustainable community development (North Macedonia)

Inclusive labour market for sustainable community development is a recently finished project implemented by Association Humanity in North Macedonia in partnership with NGO Eko Logik, funded by EU. The action focused on two different professions through the creation of two new vocational education and training programs, complementing existing vocational education and focusing on enabling younger persons to provide support and care to older persons in their homes. The topics addressed in the action are intended for the same target group, young unemployed persons, men and women, including young people from marginalized groups. This project focused on improving state guidelines and policies related to youth unemployment, social services and entrepreneurship, and providing guidelines for their harmonisation with EU guidelines and policies, through a key dialogue with political actors, civil society organizations, the business community and others.

Supporting the resettlement of persons with intellectual disabilities from the residential institution of Demir Kapija into community based supported living settings (North Macedonia)

“Supporting the resettlement of persons with intellectual disabilities from the residential institution of Demir Kapija into community based supported living settings” is implemented by Association Humanity in North Macedonia and it is a EU-supported project focusing on resettling of persons with intellectual disabilities from Demir Kapija institution in North Macedonia into community-based supported living settings, and the development of new community-based social services, in order to enhance inclusion of people with intellectual/mental disabilities into mainstream community. The lessons learned through this action feed into the thinking on advocacy on policy change related to, among other things, mental health and access to mental health services for persons with disabilities and older persons.

4. Visibility

How is the visibility of the EU contribution being ensured in the action?

Below is the list of notable visibility activities per project site, including the media write ups and guest spots, websites and social networks of partners, as well as printed materials produced in relation to the project by partners.

Red Cross of Serbia

Brief description of activity	Date of activity	Place	Targeted audiences/stakeholders	Number of people targeted	Link and/or reference (if applicable)
News item on the website of the Red Cross of Serbia	4/12/2020	Online	General public	N/A	https://www.redcross.org.rs/en/news/strengthening-resilience-of-older-persons-and-persons-with-disabilities-during-covid-19-and-future-disasters-introductory-project-meeting/
News item on the website of the Red Cross of Serbia	18/12/2020	Online	General public	N/A	https://www.redcross.org.rs/en/news/initial-project-meeting-on-cash-and-voucher-assistance/
News item on the website of the Red Cross of Serbia	21/12/2020	Online	General public	N/A	https://www.redcross.org.rs/en/news/international-human-rights-day/
News item on the website of the Red Cross of Serbia	24/12/2020	Online	General public	N/A	https://www.redcross.org.rs/en/news/initial-project-

					meeting-on-mental-health/
News item on the website of the Red Cross of Serbia	14/01/2021	Online	General public	N/A	https://www.redcross.org.rs/en/news/initial-project-meeting-on-research-and-policy-influencing/
News item on the website of the Red Cross of Serbia	29/01/2021	Online	General public	N/A	https://www.redcross.org.rs/en/news/kick-off-meeting-of-the-project-strengthening-resilience-of-older-persons-and-persons-with-disabilities-during-covid-19-and-future-disasters/
News item on the website of the Red Cross of Serbia	24/02/2021	Online	General public	N/A	https://www.redcross.org.rs/en/news/training-in-psychological-first-aid-for-partners-in-the-project/
News item on the website of the Red Cross of Serbia	10/03/2021	Online	General public	N/A	https://www.redcross.org.rs/en/news/lecture-for-students-of-the-faculty-of-media-and-communications/
News item on the website of the Red Cross of Serbia	12/03/2021	Online	General public	N/A	https://www.redcross.org.rs/en/news/psychological-first-aid-training-for-staff-of-

					telephone-centres/
News item on the website of the Red Cross of Serbia	30/03/2021	Online	General public	N/A	https://www.redcross.org.rs/en/news/opening-of-telephone-centres-for-providing-remote-psychological-first-aid-to-older-persons-and-persons-with-disabilities/
News item on the website of the Red Cross of Serbia	28/04/2021	Online	General public	N/A	https://www.redcross.org.rs/en/news/training-workshop-provision-of-psychosocial-support-to-people-with-disabilities/
News item on the website of the Red Cross of Serbia	06/05/2021	Online	General public	N/A	https://www.redcross.org.rs/en/news/cash-and-voucher-assistance-self-assessment-workshop-in-podgorica/
News item on the website of the Red Cross of Serbia	18/05/2021	Online	General public	N/A	https://www.redcross.org.rs/en/news/self-assessment-workshop-within-the-activities-of-cash-and-voucher-assistance-in-struga/

News item on the website of the Red Cross of Serbia	19/05/2021	Online	General public	N/A	https://www.redcross.org.rs/en/news/representative-of-the-red-cross-of-serbia-participated-in-the-presentation-of-the-special-report-on-discrimination-against-older-persons-in-the-serbian-national-assembly/
News item on the website of the Red Cross of Serbia	27/05/2021	Online	General public	N/A	https://www.redcross.org.rs/en/news/works-hop-on-psychosocial-support-for-persons-with-disabilities/
News item on the website of the Red Cross of Serbia	04/06/2021	Online	General public	N/A	https://www.redcross.org.rs/en/news/panel-discussion-for-students-of-the-faculty-of-security/
News item on the website of the Red Cross of Serbia	21/06/2021	Online	General public	N/A	https://www.redcross.org.rs/en/news/recommendations-for-older-persons-during-summer-heatwave-2021/
News item on the website of the Red Cross of Serbia	20/09/2021	Online	General public	N/A	https://www.redcross.org.rs/en/news/traininig-workshop-

					helping-the-helpers/
News item on the website of the Red Cross of Serbia	20/10/2021	Online	General public	N/A	https://www.redcross.org.rs/en/news/symposium-on-the-psychology-of-crises-catastrophes-and-trauma/
News item on the website of the Red Cross of Serbia	27/10/2021	Online	General public	N/A	https://www.redcross.org.rs/en/news/monitoring-visit-to-the-red-cross-of-montenegro-project-covid-19-resilience/
News item on the website of the Red Cross of Serbia	12/11/2021	Online	General public	N/A	https://www.redcross.org.rs/en/news/partners-meeting-in-the-strengthening-the-resilience-of-older-persons-and-persons-with-disabilities-during-the-covid-19-crisis-and-future-crises-project/
News item on the website of the Red Cross of Serbia	23/11/2021	Online	General public	N/A	https://www.redcross.org.rs/en/news/regional-training-of-representatives-of-national-societies-for-cash-and-voucher-assistance/

News item on the website of the Red Cross of Serbia	14/12/2021	Online	General public	N/A	https://www.redcross.org.rs/en/news/red-cross-of-serbia-at-the-human-rights-forum-serbia-in-2021/
News item on the HumanaS Network Website	21/12/2020	Online	Network members, general public	N/A	https://humana.s.rs/2020/12/21/medjunarodni-dan-ljudskih-prava/
News item on the HumanaS Network Website	29/01/2021	Online	Network members, general public	N/A	https://humana.s.rs/2021/01/29/jacanje-otpornosti-starijih-osoba-i-osoba-sa-invaliditetom-tokom-covid-19-i-buducih-kriza/
News item on the HumanaS Network Website	25/02/2021	Online	Network members, general public	N/A	https://humana.s.rs/2021/02/25/obuka-iz-psiholoske-prve-pomoci-za-partnere-u-projektu-jacanje-otpornosti-starijih-osoba-i-osoba-sa-invaliditetom-tokom-covid-19-i-buducih-kriza/
News item on the HumanaS Network Website	12/03/2021	Online	Network members, general public	N/A	https://humana.s.rs/2021/03/12/obuka-iz-psiholoske-prve-pomoci-za-angazovane-u-

					telefonskim-centrima/
News item on the HumanaS Network Website	1/04/2021	Online	Network members, general public	N/A	https://humana.s.rs/2021/04/01/otvoreni-telefonski-centri-za-pruzanje-prve-psiholoske-pomoci-na-daljinu-starijim-osobama-i-osobama-sa-invaliditetom/
News item on the HumanaS Network Website	28/04/2021	Online	Network members, general public	N/A	https://humana.s.rs/2021/04/28/obuka-za-pruzanje-psihosocijalne-podrske-osobama-sa-invaliditetom/
News item on the HumanaS Network Website	6/05/2021	Online	Network members, general public	N/A	https://humana.s.rs/2021/05/06/radionica-samoprocene-u-okviru-aktivnosti-novcane-pomoci-i-vaucera-u-podgorici/
News item on the HumanaS Network Website	19/05/2021	Online	Network members, general public	N/A	https://humana.s.rs/2021/05/19/radionica-samoprocene-u-okviru-aktivnosti-novcane-pomoci-i-vaucera-u-struji/
News item on the HumanaS Network Website	21/05/2021	Online	Network members, general public	N/A	https://humana.s.rs/2021/05/21/radionica-

					na-temu-psihsocijalne-podrske-osobama-sa-invaliditetom/
News item on the TASIOP Website	21/12/2020	Online	General public	N/A	https://tasiop.org/?p=2363
News item on the TASIOP Website	29/01/2021	Online	General public	N/A	https://tasiop.org/?p=2442
News item on the TASIOP Website	25/02/2021	Online	General public	N/A	https://tasiop.org/?p=2404
News item on the TASIOP Website	15/03/2021	Online	General public	N/A	https://tasiop.org/?p=2412
News item on the TASIOP Website	1/04/2021	Online	General public	N/A	https://tasiop.org/?p=2422
News item on the TASIOP Website	6/05/2021	Online	General public	N/A	https://tasiop.org/?p=2473
News item on the TASIOP Website	19/05/2021	Online	General public	N/A	https://tasiop.org/?p=2481
News item on the TASIOP Website	21/05/2021	Online	General public	N/A	https://tasiop.org/?p=2502
Video: Online Conference, Project Coordinator discussing Psychosocial Support for Older Persons	12/01/2021	Online	General public	N/A	https://youtu.be/qUhEeX0YG3A
Video: Project Coordinator discussing Psychosocial Support and mental health of older persons, Serbian National Broadcasting Corporation	19/03/2021	Online	General public	N/A	https://youtu.be/EABp_WTpF90
Video: Project Coordinator discussing Psychosocial Support and mental health of older persons and persons with disabilities, Pink TV (national coverage)	5/05/2021	Online	General public	N/A	https://youtu.be/bcD51JbHE4A
Video: Project Coordinator discussing telephone-based Psychological First Aid, K1 Television	21/04/2021	Online	General public	N/A	https://youtu.be/NeGvrg06ZJM
News item on online news website related to work of telephone centres	N/A	Online	General public	N/A	https://zdravlje-vodic.rs/telefonska-linija-zapodrsku/

News item on online news website related to work of telephone centres	17/03/2021	Online	General public	N/A	https://mediarform.rs/broje-vi-kontakt-centara-za-pomoc-nislijama/
News item on online news website related to work of telephone centres	1/04/2021	Online	General public	N/A	https://rc.gradjanske.org/novi-projekti-crvenog-krsta-srbije/
News item on online news website related to work of telephone centres	30/03/2021	Online	General public	N/A	https://www.rtv.rs/sr_lat/vojvodina/backa/crveni-krst-subotice-otvorio-telefonski-centar-za-informacije-o-koronavirusu-i-vakcinaciji_1223592.html
News item on online news website related to work of telephone centres	26/03/2021	Online	General public	N/A	https://niskevesti.rs/telefonski-centri-za-pruzanje-psiholoske-prve-pomoci-na-daljnu/
News item on online news website related to work of telephone centres	24/03/2021	Online	General public	N/A	https://www.danas.rs/vesti/drustvo/u-srbiji-telefonski-centar-za-pruzanje-psiholoske-pomoci-osobama-sa-invaliditetom/
News item on online news website related to work of telephone centres	23/03/2021	Online	General public	N/A	https://yueco.rs/telefonski-centar-crvenog-krsta-

					dostupan-od-cetvrtka/
News item on online news website related to work of telephone centres	7/04/2021	Online	General public	N/A	https://www.penzin.rs/brojevi-telefonskih-centara-za-psiholosku-pomoc-starijim-i-osobama-sa-invaliditetom/
News item on online news website related to work of telephone centres	19/05/2021	Online	General public	N/A	https://www.novosti.rs/drustvo/vesti/998413/telefonom-saveta-pomoci-akcija-crvenog-krstare-invalidide
News item on online news website related to work of telephone centres	2/04/2021	Online	General public	N/A	https://24sedam.rs/beograd/vesti/53678/telefonaska-linija-za-podrsku-crveni-krst-cukarica-pomaze-starijim-ljudima-i-osobama-sa-invaliditetom/vest
News item on online news website related to work of telephone centres	23/03/2021	Online	General public	N/A	https://www.subotica.com/index.php/vesti/pocinje-s-radom-telefonski-centar-psihosocijalne-pomoci-id40562.html
Tweet of the Project Coordinator related to psychosocial support	12/01/2021	Online	General public	N/A	https://twitter.com/NataliTodorovic/status/

					1349008878139224066
Tweet of the Project Coordinator related to psychosocial support training organised in the project	27/04/2021	Online	General public	N/A	https://twitter.com/NataliTodorovic/status/1387071631332421636
Tweet of the Project Coordinator related to general promotion of the project (including the project leaflet)	3/05/2021	Online	General public	N/A	https://twitter.com/NataliTodorovic/status/1390330397175726082
Facebook page of the project		Online	General public	N/A	https://www.facebook.com/Strengthening-Resilience-Regional-project-111166714412916/

Austria

Brief description of activity	Date of activity	Place	Targeted audiences/stakeholders	Number of people targeted	Link and/or reference (if applicable)
Presentation of the overall project	16.12.2020	Online	AutRC staff	42	
Presentation of the CVA component of the project in order to not duplicate it during the proposal writing process of the ADA funded CONEX Balkan project.	December 2020 to January 2021	Online	Caritas Austria, CARE Austria, Diakonie Austria	5	
Presentation of the CVA component during a department meeting of the AutRC	26.05.2021	Online	AutRC staff	44	
Wheelday Youth Contest 2021 to improve inclusion and accessibility. Different projects competed on facebook in order to get	October 2021	Online	Facebook Users	30 likes / 4 shares	Facebook Link

the most votes in a certain time frame.					
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Albania

Brief description of activity	Date of activity	Place	Targeted audiences/stakeholders	Number of people targeted	Link and/or reference (if applicable)
Promotion of PSS services	December 14, 2021	Shkoder	Member of local communities	1500 people reached	https://www.facebook.com/kryqii.kuqshqiptar.degashkode.r/posts/4184265218346450
Distribution of PSS flyers at local communities	Nov. 30, 2021	Vlore	Member of local communities	1500 people reached	https://www.facebook.com/801987729892273/posts/5433819903375676
Distribution of PSS flyers at local communities	Oct. 26, 2021	Vlore	Member of local communities	1000 people reached	https://www.facebook.com/801987729892273/posts/5320292294728438/
Promotion of PSS services	Oct. 21, 2021	Shkoder	Member of local communities	1500 people reached	https://www.facebook.com/kryqii.kuqshqiptar.degashkode.r/posts/4017534241686216
Distribution of PSS flyers at local communities	Oct. 20, 2021	Shkoder	Member of local communities	1000 people reached	https://www.facebook.com/kryqii.kuqshqiptar

					degashkode r/posts/401 441290199 8350
Promotion of PSS services	September 29, 2021	Vlore	Member of local communities	2000 people reached	https://ww w.facebook .com/8019 877298922 73/posts/52 365255264 38449/
Advices for summer hit for older people	28 July 2021	Tirane	Older people	2000 people reached	https://ww w.facebook .com/26901 839683067 5/photos/a. 276827722 716409/14 283890275 60267/
Cash and Voucher (CVA) Self Assessment and establish a Plan of Action	23-24 June	Tirane	General Public	3000 people reached	https://ww w.facebook .com/Kryqi -i-Kuq- Shqiptar- Programi- Social- 269018396 830675/ph otos/pcb.14 145185189 47318/141 451612228 0891/
Designed and printed out of PSS flyers	May 2021	Tirane Vlore Durrës Korce Shkoder	Older people and people with disabilities	5000 pcs	<i>A copy of flyer can be seen in this report</i>
Training of provision of remote PFA.	April 2 nd , 2021	Tirane Vlore Durrës Korce	Regional Coordinators and PSS volunteers	1500 people reached	https://ww w.facebook .com/kkshs elia/posts/2

		Shkoder			787850011529696
Provision of remote PFA, via phone lines	April 19 th , 2021	Vlore Dures Shkoder	Older people and people with disabilities	2200 people reached	https://www.facebook.com/kkshselia/posts/2800489236932440

Bosnia and Herzegovina

Red Cross Society of Bosnia and Herzegovina					
Brief description of activity	Date of activity	Place	Targeted audiences/stakeholders	Number of people targeted	Link and/or reference (if applicable)
RCSBiH Facebook profile post	25 June 2021	Online	Older persons in BiH	Older persons in BiH	https://hr-hr.facebook.com/dckbih/photos/pb.6476353959045216/6476346939045918/?type=3&theater
Association HAJDE					
Brief description of activity	Date of activity	Place	Targeted audiences/stakeholders	Number of people targeted	Link and/or reference (if applicable)
First “Mental Health Education” for first group of volunteers (PFA)	02.04.2021.	Zoom meeting	Recruited volunteers	24 20 Sarajevo 4 Jablanica	
Coordinated and conducted meeting with representatives of the Center for Healthy Aging, at named center. At the mentioned meeting, the project was presented to	24.06.2021.	Center of Healthy Aging,	5	Directly and indirectly - all users of the center's	https://www.facebook.com/zdravostarenje.novosarajev/posts/198

the leaders, as well as the promotion of the lines with the aim of further advertising.		Sarajevo.		services - by publishing on the site and distributing leaflets	2306985267733
Call for new group of volunteers	11.08.2021.	Web, Fb site and Psychology Students Association site.	Volunteers/Psychology students	6 Volunteers who responded directly to the call	https://www.facebook.com/permalink.php?story_fbid=4683248565037395&id=508442499184710
Research - for the purpose of obtaining data on why citizens most often do not use this type of service, even though it exists	18.08.2021.	Mentioned associations		74 persons have completed the survey so far	https://docs.google.com/forms/d/1ZYI2Bu2CxtfFjBRQlnmRmWMvouS3IMV-SfqfSIMIlg
Leaflet distribution- through the website, pages, portals, articles, directly at the sites of the association	From June until now - ongoing			A significant number of users of the association and readers of the portals	https://www.facebook.com/permalink.php?story_fbid=4516341388394781&id=508442499184710
Visit and service promotion at Center of Helathy Ageing, Velešići. This activity was related to the promotion of the service, mental health and	16.09.2021.	Center of Healthy Ageing		9 Users of Center 6 Volunteers	https://www.facebook.com/permalink.php?story_fbid=479759901

its importance, and we discussed current issues of COVID19, vaccination and all current information.		Muha meda Ef. Pandže, Sarajevo 71000			0269016&id=508442499184710
“The first International conference on the position and care of the older people conference - Celebrating Life”, organized by the Association for Help and Development HAJDE, and within the project "Hilfswerk House of Support - Sustainable provision of mobile home care services for the older persons in Bosnia and Herzegovina."	30.09.2021	Website Biznis Info (News portal)	General public	N/A	https://www.biznisinfo.ba/prva-medjunarodna-konferencija-o-polozaju-i-njezi-starih-lica-odrzana-u-sarajevu/?fbclid=IwAR2HeRTaj-1mCp308B2q53VFTUM_pheIgVNIxDW5IRzR3Uru9rPeqiCw37U
“The first International conference on the position and care of the older people conference - Celebrating Life”, organized by the Association for Help and Development HAJDE, and within the project "Hilfswerk House of Support - Sustainable provision of mobile home care services for the older persons in Bosnia and Herzegovina."	30.09.2021	Hilfswerk Facebook page	General public	N/A	https://www.facebook.com/HilfswerkKucapodrske/posts/157530549903618
“The first International conference on the position and care of the older people conference - Celebrating	30.09.2021	HAJDE Website	General public	N/A	https://www.hajde-bih.ba/index.php/7-

Life", organized by the Association for Help and Development HAJDE, and within the project "Hilfswerk House of Support - Sustainable provision of mobile home care services for the older persons in Bosnia and Herzegovina."					novosti/96-prva-medunarodna-konferencija-o-polozaju-i-njezi-starih-lica-odrzana-u-sarajevu
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Montenegro

Brief description of activity	Date of activity	Place	Targeted audiences/stakeholders	Number of people targeted	Link and/or reference (if applicable)
Red Cross of Montenegro website news on the project and its activities:		www.ckcg.me	General public	N/A	https://ckcg.me/odrzana-obuka-za-volontere-koji-ce-raditi-u-call-centrima-za-podrsku-starijim-i-osobama-sa-invaliditetom/
Red Cross of Montenegro website news on the project and its activities:			General public	N/A	https://ckcg.me/otvaranje-telefonskih-linija-za-pruzanje-podrske-starijim-osobama-i-osobama-sa-invaliditetom/

					https://ckcg.me/100-primljenih-poziva-od-pocetka-otvaranja-linija-podrske-za-starija-i-lica-sa-invaliditeto m/
Red Cross of Montenegro website news on the project and its activities:			General public	N/A	https://ckcg.me/projekat-jacanje-otpornosti-starijih-osoba-i-osoba-sa-invaliditeto m-tokom-covid-19-virusa-i-buducih-kriza/
Tweets made by the Red Cross of Montenegro about the activities of the telephone centres	19.3, 29.3, 30.3, 1.4, 2.4, 8.4, 15.4, 5.5, 28.7.2021.	Twitter		2,784	https://twitter.com/CKC_G_MRC/status/1377909830741065729 https://twitter.com/CKC_G_MRC/status/1377529017100820484 https://twitter.com/CKC_G_MRC/status/1376790136554393601

<p>Facebook posts made by the Red Cross of Montenegro related to the project</p>	<p>14.3, 1.4, 8.4, 9.4, 15.4, 27.4, 5.5.2021.</p>	<p>Facebook</p>		<p>11,046</p>	<p>https://www.facebook.com/1586254138252894/posts/2798043170407312/ https://www.facebook.com/1586254138252894/posts/2804782819733347/ https://www.facebook.com/1586254138252894/posts/2806609252884037/</p>
<p>Instagram posts made by the Red Cross of Montenegro related to the project</p>	<p>19.3, 30.3, 1.4, 8.4. 2021.</p>	<p>Instagram</p>		<p>2,248</p>	<p>https://www.instagram.com/p/CNHXCasrLSt/?utm_source=ig_web_copy_link https://www.instagram.com/p/CNCHAtOr72L/?utm_source=ig_web_copy_link https://www.instagram.com/p/CMmMM_6L4II/?utm_source=ig_web_copy_link</p>
<p>Media news coverage: Opening telephone lines to provide support to older</p>					<p>https://www.cdm.me/drustvo/otvaran</p>

<p>persons and persons with disabilities – (CdM)</p> <p>Opening telephone lines to provide support to older persons and persons with disabilities (portalanalitika.me)</p> <p>Red Cross of Montenegro opens five telephone lines to provide support to the older persons and persons with disabilities (vijesti.me)</p> <p>From April 1, five support lines for older persons and persons with disabilities (antenam.net)</p> <p>Red Cross: From April, support lines for the elderly and people with disabilities (Standard)</p> <p>From April 1, five support lines for older persons and persons with disabilities (fosmedia.me)</p> <p>As of April 1, five support lines for older persons and</p>					<p>je-telefonskih-linija-za-pruzanje-podrske-starijim-osobama-i-osobama-sa-invaliditeto m/</p> <p>https://www.portalanalitika.me/clanak/otvaranje-telefonskih-linija-za-pruzanje-podrske-starijim-osobama-i-osobama-za-invaliditeto m</p> <p>https://www.vijesti.me/vijesti/drustvo/525217/crveni-krst-crne-gore-otvara-pet-telefonskih-linija-za-pruzanje-podrske-starijima-i-osobama-sa-invaliditeto m</p> <p>https://www.antenam.net/drustvo/194358-od-1-aprila-pet-</p>
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<p>persons with disabilities (aktuelno.me)</p> <p>Opening of a telephone line in Nikšić to provide support older persons and persons with disabilities onogošt.me (onogost.me)</p> <p>Niksic Red Cross started two new telephone services (rtnk.me)</p>				<p>linija-za-podrsku-starijima-i-osobama-sa-invaliditeto m</p> <p>https://www .standard.co. me/drustvo/ crveni-krst- od-aprila- linije-za- podrsku- starijima-i- osobama-sa- invaliditeto m/</p> <p>https://fosm edia.me/info s/drustvo/od -1-aprila- pet-linija- za-podrsku- starijima-i- osobama-sa- invaliditeto m</p> <p>https://www .aktuelno. me/crna- gora/od-1- aprila-pet- linija-za- podrsku- starijima-i- osobama-sa- invaliditeto m/</p> <p>https://www .onogost.me /drustvo/otv</p>
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					aranje-telefonske-linije-u-niksicu-za-pruzanje-podrske-starijim-osobama-osi https://www.rtnk.me/me/nik%C5%A1i%C4%87/u-crvenom-krstun-ik%C5%A0i%C4%86-po%C4%8Cela-sa-radom-dva-nova-servisa/
News item on the Union of the Blind website related to project description	25/02/2021	Online	General public	N/A	https://ss-cg.org/?p=1856
News item on the Union of the Blind website related to work of telephone centres	29/03/2021	Online	General public	N/A	https://ss-cg.org/?p=2289
News item on the Union of the Blind website related to Current situation and problems of older persons in Montenegro	5/04/2021	Online	General public	N/A	https://ss-cg.org/?p=2379
News item on the Union of the Blind website related to Mobility, recreation, social activism and retirement, referencing the project	6/04/2021	Online	General public	N/A	https://ss-cg.org/?p=2388
News item on the Union of the Blind website related to diminished sensory abilities with ageing, referencing the project	7/04/2021	Online	General public	N/A	https://ss-cg.org/?p=2399
News item on the Union of the Blind website related to	8/04/2021	Online	General public	N/A	https://ss-cg.org/?p=2402

active and healthy ageing, referencing the project					
News item on the Union of the Blind website related to attitude towards older persons with disabilities, referencing the project	9/04/2021	Online	General public	N/A	https://ss-cg.org/?p=2405
News item on the Union of the Blind website related to work of telephone centres	13/04/2021	Online	General public	N/A	https://ss-cg.org/?p=2428
News item on the Union of the Blind website related to work of telephone centres one month after the service started	5/05/2021	Online	General public	N/A	https://ss-cg.org/?p=2492
News item on the Union of the Blind website related to the International Day of Older persons, 1 October, referencing the project	1/10/2021	Online	General public	N/A	https://ss-cg.org/?p=2754
Relevant Facebook posts of the Union of the Blind of Montenegro Facebook posts March 29, : https://www.facebook.com/100007998884348/posts/2950209735255627/?d=n April 1, : https://www.facebook.com/100007998884348/posts/2952448921698375/?d=n April, 5: https://www.facebook.com/100007998884348/posts/2955546978055236/?d=n April 6, : https://www.facebook.com/100007998884348/posts/2956276237982310/?d=n April 7, : https://www.facebook.com/100007998884348/posts/2957016624574938/?d=n April 8, :					

<p>https://www.facebook.com/100007998884348/posts/2957894711153796/?d=n April 9, : https://www.facebook.com/100007998884348/posts/2958760414400559/?d=n April 12, : https://www.facebook.com/100007998884348/posts/2961063504170250/?d=n April 13, : https://www.facebook.com/100007998884348/posts/2961964524080148/?d=n April 16, : https://www.facebook.com/100007998884348/posts/2964219727187961/?d=n April 21, : https://www.facebook.com/100007998884348/posts/2967771113499489/?d=n April 22, : https://www.facebook.com/100007998884348/posts/2968471360096131/?d=n April 28, : https://www.facebook.com/100007998884348/posts/2972885639654703/?d=n May 5, : https://www.facebook.com/100007998884348/posts/2977923372484263/?d=n May 6, : https://www.facebook.com/100007998884348/posts/2978774055732528/?d=n May 26, : https://www.facebook.com/100007998884348/posts/2993982017545065/?d=n June 15, :</p>					
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<p>https://www.facebook.com/100007998884348/posts/3009129606030306/?d=n June 29, : https://www.facebook.com/100007998884348/posts/3020477168228883/?d=n October 1: https://www.facebook.com/100007998884348/posts/3092222294387703/?d=n</p>					
<p>Relevant Instagram posts of the Union of the Blind of Montenegro:</p> <p>https://www.instagram.com/p/CXJbqWo8FT/?utm_medium=copy_link https://www.instagram.com/p/CEvhUAIztr/?utm_medium=copy_link https://www.instagram.com/savez_slijepih_cg/p/CQtZMBer0ie/?utm_medium=copy_link https://www.instagram.com/savez_slijepih_cg/p/CQIvjOwLLW0/?utm_medium=copy_link https://www.instagram.com/p/CPaSYyGL-4h/?utm_medium=copy_link https://www.instagram.com/p/CO2ADr5LyW3/?utm_medium=copy_link https://www.instagram.com/p/COhw6mqreVB/?utm_medium=copy_link https://www.instagram.com/p/COfJxrwLMBR/?utm_medium=copy_link https://www.instagram.com/p/CONRcyeLytJ/?utm_medium=copy_link</p>					

https://www.instagram.com/p/CN9aLchrohJ/?utm_medium=copy_link https://www.instagram.com/p/CN61kniL-bJ/?utm_medium=copy_link https://www.instagram.com/p/CN4masoLSg5/?utm_medium=copy_link https://www.instagram.com/p/CNuPOPdLLzD/?utm_medium=copy_link https://www.instagram.com/savez_slijepih_cg/p/CNmb7yBrMqb/?utm_medium=copy_link https://www.instagram.com/p/CNjnE5irERy/?utm_medium=copy_link https://www.instagram.com/p/CNcS8G L1 w/?utm_medium=copy_link https://www.instagram.com/p/CNcBIlcLAcY/?utm_medium=copy_link https://www.instagram.com/p/CNZsRNoLaO0/?utm_medium=copy_link https://www.instagram.com/p/CNZkrUrLbMt/?utm_medium=copy_link https://www.instagram.com/p/CNXAiB8rzFx/?utm_medium=copy_link https://www.instagram.com/p/CNWyx1hLkyr/?utm_medium=copy_link https://www.instagram.com/p/CNUazCtLAeS/?utm_medium=copy_link https://www.instagram.com/savez_slijepih_cg/p/CNR4ei1rvHv/?utm_medium=copy_link					
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https://www.instagram.com/p/CNHg7EArVjQ/?utm_medium=copy_link https://www.instagram.com/savez_slijepih_cg/p/CNAQRYPL3i4/?utm_medium=copy_link					
News item on online news website related to work of telephone centres	29/03/2021	Online	General public	N/A	https://www.vijesti.me/vijesti/drustvo/525217/crveni-krst-crne-gore-otvara-pet-telefonskih-linija-za-pruzanje-podrske-starijima-i-osobama-sa-invaliditetom
News item on online news website related to work of telephone centres	1/04/2021	Online	General public	N/A	https://disabilityinfo.me/zivot-i-rad/zdravlje/item/1300-otvaranje-telefonskih-linija-za-pruzanje-podrske-starijim-osobama-i-osobama-s-invaliditetom

North Macedonia

Brief description of activity	Date of activity	Place	Targeted audiences/stakeholders	Number of people targeted	Link and/or reference (if applicable)
Promotion of project activities via the Red Cross of the Republic of North Macedonia website and newsletter	April 2021	North Macedonia	e-Newspaper which is distributed to 83.000 email address from the Red Cross data base, and is also uploaded regularly on our website	83.000	https://ckrm.org.mk/en/strengthening-the-resilience-of-the-elderly-and-people-with-disabilities-during-covid-19-and-future-disasters/ https://ckrm.org.mk/zajaknuvanje-na-otpornostana-staritelica-i-licata-so-poprechenost-za-vreme-na-kovid-19-i-idni-katastrofi/ https://ckrm.org.mk/al/perforcimii-rezistences-se-personavete-

					moshuar-dhe-personave-me-aftesite-kufizuara-gjate-kovid-19-dhe-katastrofa-te-ardhshme/
Round Table on the topic: "The older people and access to integrated and individual health care in North Macedonia	22.03.2021	North Macedonia	WHO/Ministry of health /CSOs	20	
Certified training for caregivers (five trainings)- Red Cross of North Macedonia	March – May 2021	North Macedonia	Red Cross of North Macedonia 5 Branch Red Cross	62	https://mia.mk/opshtinska-poddrshkaza-bitolskiot-crven-krst/ https://pt-br.facebook.com/srekj/posts/3841871869202724/ https://fr-fr.facebook.com/CrvenKrstStrumica/posts/5393193627387222 https://mia.mk/nov-konkurs-za-obuka-za-neguvateli-na-stari-

					lica-vo-kichevo/ https://mialica-vo-kavadarci-konkurs-za-obuka-za-nega-nastari-lica/
Flyer - Design, print-outs, translation to Albanian, English, packing and distribution to all local municipal RC branches (according to number of citizens)	01-10 August 2021	Skopje	Regional and Municipal Coordinators for PSS and PFA (delivery to local institutions in order to reach PWDs and older people)	12 800 (12.800 flyers)	All materials were printed out and physically delivered to the target destinations https://www.facebook.com/CrvenKrstNaRepublikaSevernaMakedonija/photos/a.1420159074866847/2961709367378469/ (https://www.facebook.com/CrvenKrstNaRepublikaSevernaMakedonija/photos/a.1420159074866847/2966349113581161/)
Online event for the 15th June 2021 - World Day for Awareness of Abuse of the Older people	June	Online event	Austrian RC and RCS	2	

Recommendations for older persons during summer heatwave	June-august	North Macedonia	Red Cross of North Macedonia/ Branch Red Cross		https://ckrm.org.mk/p/reporaki-za-postarilica-za-vreme-natoploten-bran/
Certified training for caregivers- Red Cross of North Macedonia	June – July 2021	Skopje and Kriva Palanka	Red Cross of North Macedonia/ Branch Red Cross Krtiva Palanka	35	https://www.kumanovonews.mk/vesti/dvaeset-sertificirani-neguvatelki-ce-se-grizat-zastarite-lica-od-kriva-palanka https://www.facebook.com/crvenkrst.klubnamladi/posts/4579297155432184
Promotion of PFA/PSS activities	September 2021	North Macedonia	e-Newspaper which is distributed to 83.000 email address from the Red Cross data base	83.000	
Participation in a regional workshop on the CVA in Belgrade	November 2021	North Macedonia	e-Newspaper which is distributed to 83.000 email address from the Red Cross data base	83.000	
Resettlement plan for people with disability from the Special Institute “Demir Kapija”	01.02.-01.05.2021	Skopje- Demir Kapija	Ministry of Labor and Social Policy, Centers for Social work, Institute for Social Activities, CSO’s	20	/
Deinstitutionalization of the people with disabilities from the Special Institute Demir Kapija	01.12.2021- Ongoing	Demir Kapija	People with disabilities	10	https://www.oasis.mk/

Help and assistance in the homes of older persons	Ongoing every year	Skopje and Demir Kapija	Municipality of Centar-Skopje, Municipality of Demir Kapija	85	http://humanost.org.mk/22407-2/
Personal assistance to people with disabilities	Ongoing	Skopje	Skopje	4	/

Kosovo*

Brief description of activity	Date of activity	Place	Targeted audiences/stakeholders	Number of people targeted	Link and/or reference (if applicable)
Project promotion on Caritas Kosova official website.	Since November 2020 – ongoing	Online	Kosovo society, partners institutions	N/A	https://www.caritaskosova.org/en/strengthening-resilience-of-older-people-and-people-with-disabilities-during-covid-19
Radio programme on local radio station Kosovo-Online	08 July 2021	Online	General public	N/A	https://www.kosovo-online.com/vesti/drustvo/telefonska-linija-za-psihosocijalnu-pomoc-starijim-licima-i-osobama-sa-invaliditetom
Presentation of the project on local TV station RTV MOST from Zvečan	02 July 2021	Zvečan	General public	N/A	N/A

Presentation of project on local TV station Dankos Mitrovica	13 July 2021	Mitrovica	General public	N/A	N/A
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The European Commission may wish to publicise the results of actions. Do you have any objection to this report being published on the EuropeAid website? If so, please state your objections here.

No objections

Name of the contact person for the action:

Natasa Todorovic

Signature:

Location: Belgrade, Serbia

Date report due: 15 January 2022

Date report sent: 14 January 2022