

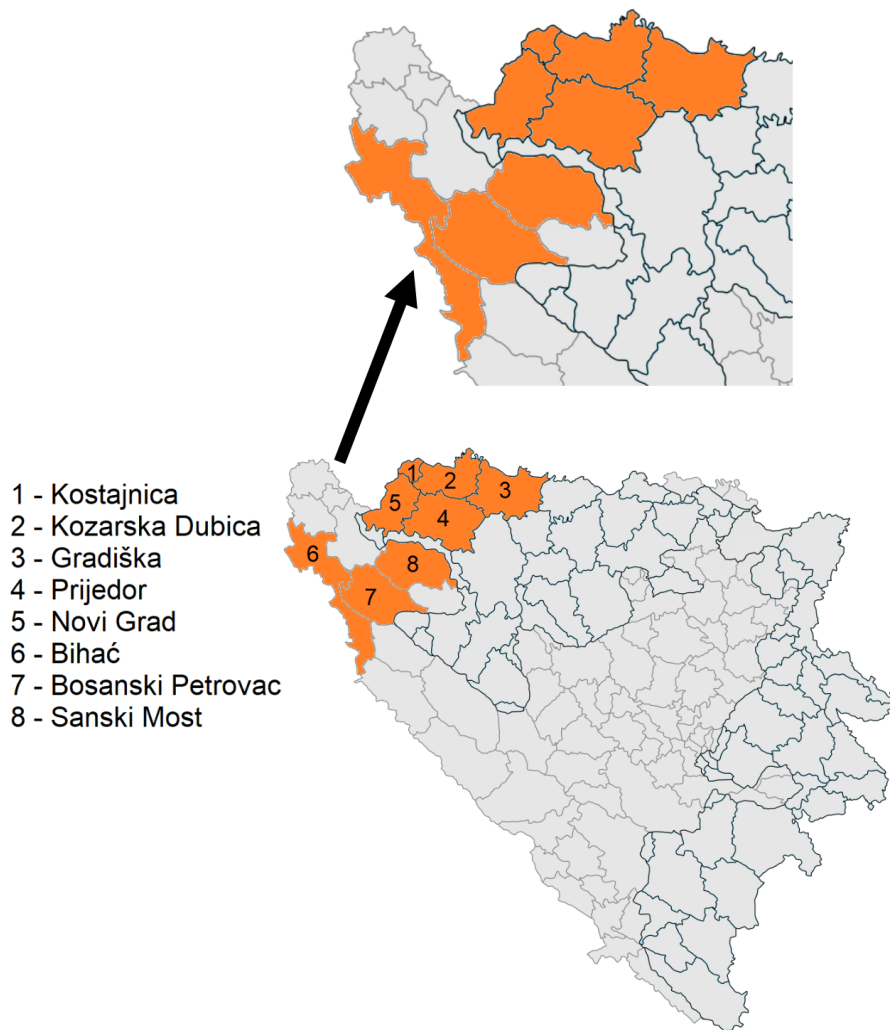


The Red Cross Society of Bosnia and Herzegovina (RCSBiH) volunteers assisting flooded households. Photo: RCSBiH.

Appeal: MDRBA014	Total DREF Allocation CHF 134,251	Crisis Category: Yellow	Hazard: Flood
Glide Number: FL-2022-000378-BIH	People Affected: 3,000 people	People Targeted: 3,000 people	
Event Onset: Slow	Operation Start Date: 2022-12-24	New Operational end date:	Total operating timeframe: 4 months
Targeted Areas:	Federacija Bosne i Hercegovine, Republika Srpska		

The major donors and partners of the Disaster Response Emergency Fund (DREF) include the Red Cross Societies and governments of Belgium, Britain, Canada, Denmark, German, Ireland, Italy, Japan, Luxembourg, New Zealand, Norway, Republic of Korea, Spain, Sweden and Switzerland, as well as DG ECHO and Blizzard Entertainment, Mondelez International Foundation, and Fortive Corporation and other corporate and private donors.

Description of the Event



Map of Bosnia and Herzegovina with flooded areas highlighted.

What happened, where and when?

On 12 December 2022, heavy rainfall in Bosnia and Herzegovina (BiH) caused the overflow of rivers, leading to flooding of roads and other infrastructure, facilities, as well as more than 300 homes in the north-western part of the country.

On the first day of the emergency, Sanski Most, Bihać and Bosanska Krupa municipalities (all part of Una-Sana Canton) declared a state of emergency due to the natural disaster.

Another flood affecting other areas of Una-Sana Canton, including Bihac, Bosanska Krupa, Cazin and Sanski Most, required further support from the Red Cross local branches, who have responded immediately, using the Disaster Response Emergency Fund (DREF) support and resources that they have already had.



As many people have lost their belongings due to the floods, Red Cross volunteers provided essential basic relief items to people affected by the disaster. Photo: RCSBiH



RCSBiH staff and volunteers visited the homes of people affected by the floods in Bosnia and Herzegovina to assess the damage and needs for assistance. Photo: RCSBiH

Scope and Scale

The group of affected people included those with specific vulnerabilities, such as older people, persons with disabilities, and children. The affected area of the region is also a central location for the migration response, with two Temporary Reception Centres established for migrants. However, these centres were not affected directly by the floods. People in these areas mainly rely on agriculture as their source of livelihood, which was negatively impacted by the disaster; food stocks for the winter, firewood and coal used for heating were among the necessities that were destroyed. While many of the affected households use their own sources of drinking water through pipes and wells, as a result of the flooding drinking water has become contaminated and undrinkable in the most affected areas of the country. Accordingly, one of the needs identified was concerning health promotion, disease prevention activities and water safety training. As such, the RCSBiH has successfully organized a Community-based Health & First Aid (CBHFA) workshop in Bihać (Una-Sana Canton) with participants from different local Red Cross branches who were implementing DREF activities.

The impact of the disaster in the affected areas is summarized below:

1. In Sanski Most, the Bliha River has overflowed its banks in several places, endangering citizens and their property. Bliha and Zdena rivers flooded a large number of residential buildings in a short period of time. Communities along the courses of these two rivers were flooded by the Majdanuša River, including Zdena, Husimovci, Vrše, Donji Kamengrad, Hatiraj, Gornji Kamengrad, Fajtovci and Novo Naselje. Stari Majdan. By the evening, the town of Sanski Most itself was flooded. Furthermore, ten homes were flooded by the Željeznica and Gračanica rivers. About 20 households and 30 auxiliary facilities were located in the most threatened area. Road connections in and around Sanski Most were disrupted. The Mayor of Sanski Most declared a state of natural disaster.
2. In Bihać, the water levels of the Una River along the entire course were high and exceeded critical levels. Local communities in the area reported flooding with around 90 residential buildings fully or partially damaged
3. In Bosanska Krupa, more than 10 households were affected in the flooded area
4. In Bosanska Otoka, a total of six houses, two residential buildings and one store were flooded.
5. In Bosanski Petrovac, the fire department pumped floodwater from 20 residential buildings. During the first night, the most critical situation was in Donji Bišćani, Nukići and Bahići.
6. In Gradiška, heavy rainfall caused torrential waters in streams and rivers in Potkozarje, and flooding of residential

buildings in the area of the settlement Senjak. There was a sharp increase in water levels and spills of the small rivers Jablanica, Vrbaška and Labina, and smaller torrential streams along these rivers. Water entered the courtyards of several households in the villages of Donji Podgrdaci, Miloševo Brdo, Bistrica and Orahova. Water from the torrential stream in Bistrica flooded the main road Gradiška – Kozarska Dubica, and caused a landslide.

7. In Kostajnica, a total of 10 households were flooded. The Una River flowed over its banks and torrential streams caused damage to the bridge in the village of Mrakodol. Damage was reported on several local and main routes. A landslide fell in the village of Petrinja.

8. In Kozarska Dubica, the Binjačka River poured out in the city settlement Puhalo, where 10 households were flooded. Rivers Knežica and Mlječanica flooded two households in the village of Međuvoda. 20 households were flooded in the village of Draksenić due to a breach in the bank of the canal of the small river Rakovica. Una river went over the main road between Kozarska Dubica and Kostajnica, flooding Komlenac community and the village Vrioci. About 30 households were affected, but no residential buildings were flooded.

9. In Novi Grad, heavy rainfall caused a landslide in which one person died. A total of 200 facilities, including 40 residential buildings and 100 farms were flooded. One primary school was also flooded and classes in all schools were suspended. Many roads were impassable. A state of emergency was not declared, but emergency flood protection measures were taken

10. In Prijedor, more than 1,000 households, including 80 residential buildings and 150 auxiliary facilities, were flooded due to heavy rainfall

The country of Bosnia and Herzegovina is made up of two entities, Republika Srpska and the Federation of Bosnia and Herzegovina. The Inter-Entity Boundary Line (IEBL), is the administrative line that subdivides the two main parts of the country.

According to the World Bank, 16.9% of the population of Bosnia and Herzegovina live in poverty. The flooded area is considered as one of the poorest areas of the country, which exacerbated the need for basic relief items, especially during the winter.

National Society Actions

Have the National Society conducted any intervention additionally to those part of this DREF Operation?	Yes
Please provide a brief description of those additional activities	Volunteers trained in Psychosocial Support (PSS) at the local Red Cross branches provided PSS to the affected population from the beginning of the emergency. Furthermore, local Red Cross branches distributed donated water supplies.

Movement Partners Actions

IFRC	On 11 December, National Society management and disaster management staff held an online meeting with representatives from the IFRC Cluster Office to inform them about the current situation and discuss applying for DREF.
ICRC	ICRC was present in the country but was not involved in this operation.



Participating National Societies	The Turkish Red Crescent delegation was in contact after receiving the initial news in order to get more information about the situation and possible need for support. While the Turkish Red Crescent delegation informed their headquarters (HQ) about the event and potential needs, but it was not involved in the operation. Swiss Red Cross Delegation in country was providing technical support for RCSBiH in PMER and DREF application.
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Other Actors Actions Related To The Current Event

Government has requested international assistance	No
National authorities	Authorities in five municipalities and cities declared the state of natural disaster. All actors within the Civil Protection System were engaged in the response and in repairing infrastructure. Firefighters and private sector actors with machines were working on the repair of infrastructure.
UN or other actors	This information is not available to the National Society.
Are there major coordination mechanisms in place?	

Needs (Gaps) Identified



Livelihoods And Basic Needs

According to the World Bank, the poverty rate in Bosnia and Herzegovina is 16.9% and the flooded area is among the poorest in the country. As agriculture is the main livelihood of the population in the affected areas and agricultural products were negatively impacted by this disaster (destroyed food stocks for winter, firewood, coal and etc.), support in providing basic needs was essential. In addition, winter conditions further exacerbated the situation.



Shelter Housing And Settlements

The National Society depleted its stocks by providing household items as described in the "Scale and Scope" section of the report. These items needed to be replenished to ensure readiness in responding to recurring disasters.



Health

In some areas affected by the floods, water was not safe to drink. Many households were using their own water sources, such as pipes and wells, which were contaminated. Accordingly a need for health promotion and disease prevention and control, especially regarding water safety, was identified.

The need for providing Mental Health and Psychosocial Support (MHPSS) to the affected population was further identified. Due to its considerable capacities in MHPSS, RCSBiH was able to conduct several MHPSS trainings in the region, with the participation of RCSBiH staff and volunteers involved in the operation. After attending the training, these staff and volunteers were able to provide MHPSS to those affected by the floods.

As the training had already taken place, this activity did not carry additional costs, and, therefore, was not reflected in the budget.



Water, Sanitation And Hygiene

Considering that water was not safe for drinking in some of the affected areas, there was a need for distribution of bottled water for households. Furthermore, it was also important to work on hygiene promotion in these areas.

The identified needs included dehumidifiers, water pumps, cleaning kits, raincoats, rubber boots (large sizes: 43 - 46), food and hygiene parcels, blankets, disinfectants, buckets, gloves, and bedding.



Migration

The affected region was already under significant pressure due to population movement, and the humanitarian response to related needs. There were two Temporary Reception Centres in the affected area and a significant number of migrants in transit, which exacerbates the impact of the current disaster, and especially the capacities of the relevant actors to respond. However, migrants were not directly affected by the floods.

Objective and Strategy Rationale

Overall objective of the operation

The overall objective of the DREF operation was to ensure the health, water, sanitation, and hygiene, as well as basic needs of at least 3,000 people most affected by the floods in Krajina Region in the Republika Srpska and Una-Sana Canton in the Federation of Bosnia and Herzegovina. Out of the total target, 1,500 people were targeted with livelihoods and basic needs support through cash assistance.

The RCSBiH was responsible for ensuring that health support and disease prevention needs were met through MHPSS activities, promotion of safe water, and the provision of cash assistance to the most vulnerable population.

Response strategy implementation

To address the needs of the targeted population, this DREF operation supported the most affected population through the following activities:

Unconditional cash grants to the 1,500 most vulnerable people (330 households) among the population affected by the floods. This allowed households to meet their most urgent needs according to their personal priorities, while their dignity was respected. Recipients of the assistance were selected in cooperation with local authorities, Service for Social Affairs and Civil Protection. Red Cross volunteers conducted monitoring field visits before and after the cash and voucher assistance (CVA) activities. The National Society does not have an agreement with a financial service provider. However, RCSBiH was already implementing CVA in different modalities, depending on donor requests. Different projects, such as COVID-19 mitigation measures for the Roma population, sensitization of the local population influenced by the migration crisis, and social support programmes (as tools for rapid rehabilitation and recovery after emergencies) were also included in the CVA component. Thus, the RCSBiH has the experience of using banks and the post office to support the delivery of cash programmes.

As there was limited access to safe drinking water in some areas, RCSBiH created and distributed leaflets/brochures on water safety, e.g., how to sterilize water. RCSBiH also designed and distributed leaflets on health & hygiene promotion and disease prevention, which was especially important after the water has receded. RCSBiH raised awareness of health and hygiene through available social media channels, with the aim of reaching an overall 3,000 affected persons.

RCSBiH ensured sufficient emergency stock to adequately respond to floods through the replenishment of HQ and branch emergency stock. This was very important as a high risk of floods persisted, and the National Society was given the capacity to provide direct support to affected households through its branches.



Targeting Strategy

Who will be targeted through this operation?

The most vulnerable people among the households affected by the floods were targeted based on vulnerability selection criteria, including disabled individuals, older people, children, migrants, refugees and other groups who do not have support networks and lack the capacity to cope with the disaster situation.

Explain the selection criteria for the targeted population

To ensure that the most vulnerable population was reached, the local Red Cross branches, in close collaboration with the local authorities, identified and targeted affected families who had lost their livelihoods and household objects, socially vulnerable households, households with more than five members, single parent households, Roma national minority people, disabled and older people.

Total Targeted Population

Women:	1,600	Rural %	Urban %
Girls (under 18):	-		
Men:	1,400	People with disabilities (estimated %)	
Boys (under 18):	-		
Total targeted population:	3,000		

Risk and security considerations

Please indicate about potential operational risk for this operations and mitigation actions

Risk	Mitigation action
There was a possibility of new rainfalls and river overflows which could have caused different needs in different areas.	RCSBiH continuously monitored the situation.
It was possible that households had received support from other actors.	A baseline survey was carried out in order to avoid duplication.

Please indicate any security and safety concerns for this operation

Some infrastructure was damaged. There was a risk of new landslides. Civil protection units were equipped and ready to deal with new similar situations. There was no security or safety situation.



Implementation

	Multi-purpose Cash	Budget		CHF 93,322
		Targeted Persons		990
		Persons Assisted		700
Indicators		Target		Actual
# of people reached with unconditional cash grants		990		700
# of households assisted with unconditional cash grants		330		222

Narrative description of achievements

During February and March, local Red Cross staff and volunteers verified all beneficiary data and visited the beneficiaries.

According to the Ministry of Finance (FBiH) one-time financial assistance for families threatened by floods is exempt from income tax on the cash grant in the municipalities of Sanski Most and Bihać as they had declared a natural disaster in these areas. Families in Bosanski Petrovac are not exempted from paying taxes on the cash grant because a state of natural disaster was not declared in that area.

Cash grants were distributed based on lists from local Red Cross branches that were affected by floods. Local Red Cross branches formed committees to select people assisted. The committees included Red Cross representatives, as well as representatives from local government/social affairs, and local communities. The committees chose people assisted according to donor criteria, which included damaged housing, damaged means of livelihood, households receiving social assistance, households with 5+ members, single parent households, Roma national minority, persons with special needs/disabilities, elderly, households receiving care from others, unemployed. The selection of people assisted was supported by local Civil Protection officers.

Red Cross Society of Bosnia and Herzegovina together with its structure signed the agreement with the BH Post.

In total, 222 households were supported. This includes 54 in FBiH (24 in Bihać, 25 in Sanski Most, 5 in Bosanski Petrovac) and 168 in RS (13 in Gradiška, 50 in Prijedor, 12 in Kostajnica, 48 in Novi Grad, and 45 in Kozarska Dubica).

During the preparation of the DREF operation, and based on preliminary needs assessment by Red Cross colleagues in the field, the RCSBiH planned to support a total of 330 households with cash. At the start of implementation in Una-Sana Canton, a number of households were already being supported by other organizations. This was because many donors and non-governmental organizations were already involved in migration activities in the area. Information on this was gathered by volunteers and documented in baseline forms.

In order to not duplicate the assistance, the RCSBiH selected only the 54 households from this area that were not supported by other actors.

Accordingly, the final number of households for cash assistance is 222 out of the planned number of 330, which included 168 households in Krajina in the Republic of Srpska and 54 households in Una-Sana Canton in the Federation of Bosnia and Herzegovina.

Lessons Learnt

- As carefully noted during the online lessons learned workshop, the baseline survey is a very important tool in any operation of this kind, and its thorough implementation ensured that duplication was avoided. It is important to ensure that such surveys are always part of future operations.
- Post-Distribution Monitoring (PDM) for CVA: As part of the implementation of the DREF operation, in May, a questionnaire was created for PDM users who had received cash grants through the DREF operation. The PDM was carried out on 16 May. 46 families were included in the PDM conducted in the field, 25 families in the Republic of Srpska, and 16 families in the Federation of Bosnia and Herzegovina. 5 families opted out from the PDM. 8 local organizations of the Red Cross participated in the PDM process. 25 females and 16 males answered the PDM survey. The distribution of aid was carried out through the post office. The survey included questions on the receipt of the cash, in order to gather information on the engagement of the distributing organization, as well as potential shortcomings that need to be corrected in the future.

Challenges

- Other humanitarian actors in the USC region had already provided support to some of the households selected for assistance in the initial RCSBiH list of people assisted. In order to not duplicate the support, the RCSBiH needed to reduce the number of aid recipients from what had been originally planned.

	Shelter Housing And Settlements	Budget	CHF 4,338
		Targeted Persons	600
		Persons Assisted	600
Indicators		Target	Actual
# of people reached with housing and settlement support		600	600

Narrative description of achievements

The RCSBiH distributed items from its emergency stocks in the emergency response phase. Through this DREF operation, the following items have been replenished:

- Chlorine-based disinfectant 1-litre - 55 pcs;
- Rubber boots - 530 pcs;
- Metal shovel - 20 pcs;
- PVC bucket - 60 pcs;
- Raincoat - 250 pcs.

Lessons Learnt

For operations of this kind, it is crucial that emergency response items are in stock and available for immediate distribution. Ensuring that the stocks are always replenished as soon as possible, and correctly evaluating what

amount of relief items needs to be on stock to cover likely emergency needs, are issues that deserve thorough attention.

Challenges

- Delays in the procurement process was one of the main challenges that was identified (see LL in NS Strengthening above).

	National Society Strengthening	Budget		CHF 25,018
		Targeted Persons		100
		Persons Assisted		100
Indicators		Target		Actual
# of volunteers and staff supported with DM capacity building (lessons learned workshop)		50		50
# of volunteers and staff supported with DM resources		50		50

Narrative description of achievements

- RCSBiH engaged 20 volunteers in total during the DREF response activities (Eight volunteers were engaged in FBiH, including one in Bosanski Petrovac, two in Sanski Most, two in Bihac, and three in USC. 12 volunteers were engaged in RS, including three in Prijedor, three in Novi Grad, three in Kozarska Dubica, one in Kostajnica and two in Gradiska).

The cost of meals and refreshments during their work was covered by DREF funds.

- From 11 - 13 April 2023, the representatives of the RCSBiH, RCFBiH and RCRS responsible for the implementation of the DREF operation visited the areas affected by floods, and, at the same time, carried out monitoring of the realized cash assistance. The areas visited were Kozarska Dubica, Novi Grad, Prijedor, Sanski Most, Bihać and Bosanski Petrovac. It was determined that all the people assisted had received the one-time assistance planned by this assistance.

Lessons Learnt

Shortage of staff at the RCSBiH HQ, specifically a Procurement Officer, caused delays in the procurement procedure.

In application processes of future DREF applications it is important to ensure that there is a designated staff member in charge of procurement as part of planned operations. In the planning of operations to engaged person in charge for procurement.

This is one of the main conclusions of the RCSBH online lessons learned workshop on this DREF operation.

Challenges

- Differences between market prices and the actual prices. This was due to a more than expected increase in the market price of the items that needed to be purchased.
- Delays in procurement were a challenge and caused delays in delivery of relief goods (see Lessons Learned (LL) above).

	Water, Sanitation And Hygiene	Budget		CHF 4,744
		Targeted Persons		1500
		Persons Assisted		2000
Indicators		Target		Actual
# of people reached with hygiene promotion activities		1500		2000

Narrative description of achievements

- RCSBiH used DREF funds to replenish items which were distributed in the emergency response phase.

RCSBiH procured:

- Hygiene packages 180 pcs.
- Hygiene promotion flyer 4,000 pcs.
- Water 1-litre 2,292 pcs.

• While the Red Cross received considerable amounts of drinking water as donation, for the remaining needs water was procured using the DREF funds. Due to these donations of water, less water needed to be purchased than what has been initially planned. As a result, savings on the purchase of water were realized, despite higher prices than anticipated.

Lessons Learnt

WASH activities have not been a top priority in RCSBiH emergency response. One of the findings of the RCSBiH online lessons learned workshop was the importance of prioritizing WASH activities. It is important to ensure that these activities are strongly emphasized in the planning of future flood operations.

Challenges

- Delays of the procurement process (this is discussed in the LL section under NS Strengthening).

	Health	Budget	CHF 1,883
		Targeted Persons	3000
		Persons Assisted	4000
Indicators		Target	Actual

# of people reached with promotion of safe water awareness raising	3000	4000
# of people reached with health promotion activities	3000	4000

Narrative description of achievements

- RCSBiH designed health promotion flyers and special flyers on water safety during floods
- In total, 8,000 flyers were printed: 4,000 on Water Safety and 40,00 on Health promotion.
- Educational and preventive tips were published on the official social media channels of the National Society.

Lessons Learnt

One of the topics emphasized during the RCSBiH online lessons workshop was the importance of further developing health promotion and disease prevention activities in emergencies as part of National Society response to every disaster.

Challenges

- Delays with the procurement process (this is discussed in the LL section under NS Strengthening).

	Livelihoods And Basic Needs	Budget		CHF 4,948
		Targeted Persons		1500
		Persons Assisted		1500
Indicators		Target		Actual
# of people reached with immediate basic needs support		1500		1500

Narrative description of achievements

Through the DREF operation, RCSBiH successfully replenished items that were distributed from Red Cross emergency stocks in the emergency response phase.

Items that were procured:

- Food packages - 85 pcs;
- Canned food - Chicken cutlets 660 pcs.
- Reimbursement of funds used for the purchase of lunch packs, sandwiches and bread for the USC RC and the Bihac RC.

Lessons Learnt

At the RCSBiH online lessons learned workshop, the importance of maintaining sufficient emergency stock was emphasized, as having basic emergency response items available allows the Red Cross to respond immediately and efficiently on a large scale.

Challenges

- Delays in the procurement process.
- There were challenges in regard to documentation on stored goods. This included insufficient documentation of dates and delivery notes, which causes challenges in the replenishment process. (This is part of the conclusions of the RCSBiH lessons learned exercise and will be taken into consideration as part of warehouse management and emergency operational procedures).



Financial report

DREF Operation

FINAL FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2022/12-2023/6	Operation	MDRBA014
Budget Timeframe	2022/12-2023/4	Budget	APPROVED

Prepared on 04/Aug/2023

All figures are in Swiss Francs (CHF)

MDRBA014 - Bosnia and Herzegovina - Floods

Operating Timeframe: 24 Dec 2022 to 30 Apr 2023

I. Summary

Opening Balance	0
Funds & Other Income	134,251
DREF Response Pillar	134,251
Expenditure	-98,573
Closing Balance	35,678

II. Expenditure by planned operations / enabling approaches

Description	Budget	Expenditure	Variance
PO01 - Shelter and Basic Household Items	4,338	4,452	-114
PO02 - Livelihoods	4,948	4,397	551
PO03 - Multi-purpose Cash	93,322	63,155	30,167
PO04 - Health	1,883	1,263	619
PO05 - Water, Sanitation & Hygiene	4,744	1,786	2,958
PO06 - Protection, Gender and Inclusion			0
PO07 - Education			0
PO08 - Migration			0
PO09 - Risk Reduction, Climate Adaptation and Recovery		523	-523
PO10 - Community Engagement and Accountability			0
PO11 - Environmental Sustainability			0
Planned Operations Total	109,233	75,575	33,659
EA01 - Coordination and Partnerships			0
EA02 - Secretariat Services			0
EA03 - National Society Strengthening	25,018	22,998	2,020
Enabling Approaches Total	25,018	22,998	2,020
Grand Total	134,251	98,573	35,678



[Click here for the complete financial report](#)

Please explain variances (if any)

Multi-purpose cash variance:

After preliminary needs assessments at the start of the operation, a total of 330 households were targeted with cash assistance. However, during the implementation of the DREF operation, several households in the Una-Sana Canton had already started to receive support from other organizations (donors and non-governmental actors, which have been providing robust migration response in the canton for a long period of time). Volunteers recorded all relevant information in baseline forms. Considering this development, RCSBiH finalized a list of 54 households in Una-Sana Canton who were to receive Red Cross support, excluding previously identified households that had already received support from other actors.

The final number of the total households for cash assistance has been reduced to 222 out of the planned number of 330, namely 168 households in the territory of Krajina in the Republic of Srpska and 54 households in Una-Sana Canton in the Federation of Bosnia and Herzegovina.

Water, Sanitation, and Hygiene variance:

As large amounts of bottled water were donated, the NS expenditure for water was reduced.

National Society Strengthening variance:

Non-budgeted expenditure under "Consultants" in the financial report was for 1) Communications and PR Focal point at RCSBiH HQ (service contract) & 2) DREF Focal Point.

These two staff were planned and budgeted under "National Society staff", but as the contracts of these staff were different from those of other National Society staff, the expenditure was reported under "Consultants". This explains the variance in both budget lines.

Contact Information

For further information, specifically related to this operation please contact:

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[Click here for the reference](#)

