



Bulgarian Red Cross Humanitarian Service Point providing assistance to displaced people from Ukraine. Source: Bulgarian Red Cross communications

Emergency appeal No: [MGR65002](#)

Timeframe of this response plan:

September 2022 – December 2025

Number of people to be assisted: 180,000 persons ¹

Federation-wide funding requirement: 30,305,638 CHF
IFRC Secretariat funding requirement: 25,113,774 CHF

¹ This figure is based upon the total number of Ukrainians that have entered Bulgaria and received temporary protection status + an estimated 30,000 Bulgarians and third country migrants that will also receive support through HSPs and Blue dots.

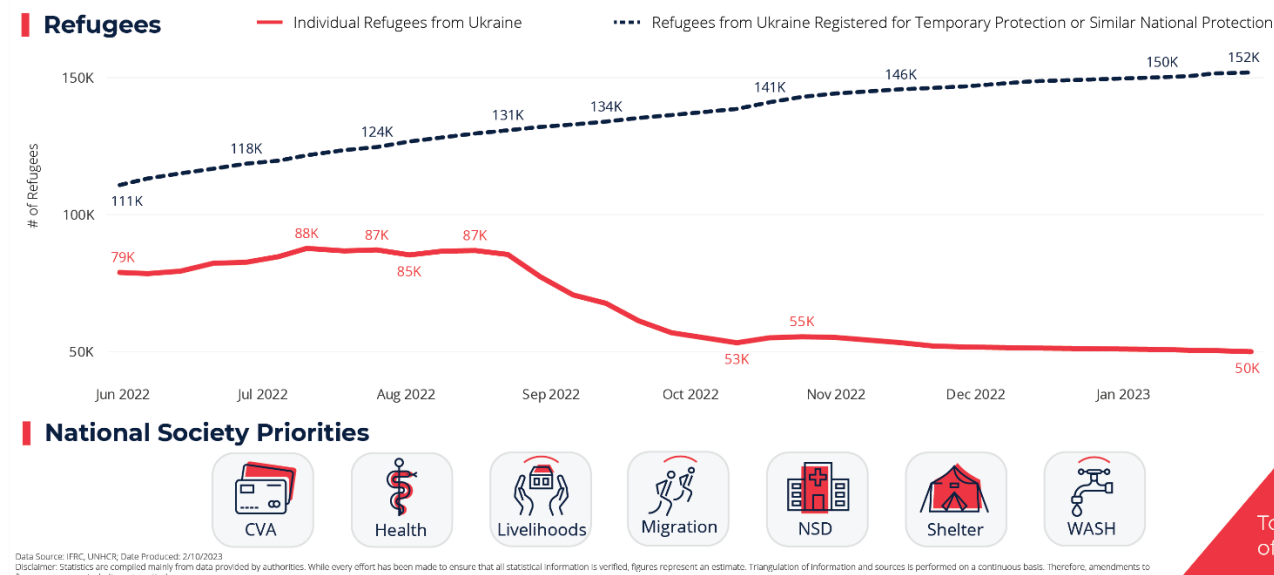
EXECUTIVE SUMMARY / TRANSITION STRATEGY

The Bulgarian Red Cross will extend its operation to assist the people displaced from Ukraine to Bulgaria until the end of 2025. Through its activities the BRC will continue to provide essential humanitarian aid, particularly in the sectors of **health and care, mental health and psychosocial support, livelihoods, and migration**. Through the operation the BRC will also focus on NSD to further strengthen its capacity to implement activities and prepare for future crises. As part of the plan the BRC will assist people affected by the Ukraine crisis focusing on women with children, pregnant women, single parents, and older people, particularly those with health problems or traveling alone. As part of the health and care component, there will be a strong emphasis on psychosocial support. In terms of **protection** activities, the focus will continue to be on providing services through humanitarian service points (HSP) and child friendly spaces (CFS) as part of the response until 2025.

NEEDS ASSESSMENT AND TARGETING

Humanitarian impact of the crisis and resulting needs

Refugee Situation and National Society Priorities Bulgaria



Almost one year since the start of the crisis, the number of displaced people crossing the border from Ukraine into Bulgaria has stabilized with approximately 500 people entering the country each week, which is significantly lower than in early March 2022 when around 1,000 people crossed into Bulgaria per day. It is estimated that most people now entering Bulgaria are “repeated arrivals”, people who regularly go in and out of Ukraine or other countries.

As of 16 February 2023, 1,072,673 displaced people from Ukraine have entered Bulgaria, and 151,176 have received temporary protection status (TPS) in Bulgaria and 49,544 remain in the country². According to the needs assessment³ conducted by the Bulgarian Red Cross, 78,42% of displaced people from Ukraine have the intention to stay in Bulgaria for longer than 3 months, while 56,81% for longer than 6 months.⁴

TPS holders have the right receive only “urgent and necessary” health care, social protection (including material needs allowance), as well as access to the labour market and education system. Nevertheless, displaced people from Ukraine

² <https://bulgaria.iom.int/ukraine-response>

³ [Link to needs assessment by Bulgarian Red Cross on IFRC GO Page](#)

⁴ IFRC: Multi-Sectoral Needs Assessment Bulgaria (February 2023)

face challenges accessing public services such as General Practitioners (GPs), which then places additional barriers for people to access specialist health care or day care services. These challenges are related to information gaps, language barriers and limited availability or coverage of public services in parts of Bulgaria.

Accommodation: Bulgaria is a small country in terms of population, with 6,519,789 people residing in the country⁵. Despite the increasing rental costs⁶ and other challenges associated with finding accommodation in Bulgaria, approx. 67% of people surveyed have managed find their own privately rented accommodation (home, apartment, with a host family or hotel), while approximately 33% are living in accommodation paid for by the government (in hotels) or with support from NGOs, or friends and relatives⁷. In addition, 13% of survey respondents indicate that they require urgent need for future accommodation costs, with the same 13% unsure what their accommodation will be in the coming months.

Livelihoods and Basic Needs: Around half of the displaced people from Ukraine who are staying in Bulgaria rely on income sources from family, friends, non-governmental or religious organisations⁸. 17% of the displaced have a formal job with salary, and 15% have a pension or an income from social services, while 5% are receive support from the Bulgarian government⁹. Despite this level of support, 13% of people report an urgent need to find employment, and 15% are in urgent need of food. Further challenges will now also be faced after the Bulgarian Supreme Administrative Court communicated its decision on 13 February on the case concerning an order issued by the Council of Ministers to terminate the provision of food to the people under temporary protection that are currently residing in Bulgarian reception centres.

Health: The most reported health needs are the treatment of acute illnesses and access to preventive services. Other important needs include dental care and treatment of chronic and cardiovascular diseases. 17 per cent of displaced people from Ukraine report difficulties in accessing health care due to information gaps, language barriers, high price, or rejection by service providers. Access to healthcare has become a critical challenge not only for refugees but also for other groups in vulnerable situations from the host community in Bulgaria.

Mental Health: A third of the households from Ukraine report having mental health needs, meaning that at least one household member reports feeling anxious, worried, agitated, angry, and/or depressed in a way that affects the ability to function in daily life.

Profiles of most vulnerable groups

- *Displaced people from Ukraine staying in Bulgaria:* In February 2023, 56 per cent of the displaced population surveyed indicated that they would remain in Bulgaria for more than 6 months. This highlights the need for the Bulgarian Red Cross to support inclusion of displaced people from Ukraine in the Bulgarian national system and ensure access to public services, information and assisted referrals. As men of working age must stay in Ukraine, 67 per cent of all adults that have TPS in Bulgaria are female. Bulgarian Red Cross branches most frequently identify people with physical disabilities as the most vulnerable group, followed by people with health needs who are unable to access health services, and those who are unable to support their families with an income.
- *Bulgarian people in vulnerable situations:* The crisis in Ukraine has also impacted the lives and livelihoods of Bulgarians. High inflation rates (18.7 per cent for the year in September 2022¹⁰), particularly for energy and housing, have increased the cost of living for Bulgarian families. Selected vulnerable groups among the Bulgarian population, particularly host families and older people or unemployed who are suffering the

⁵ <https://www.nsi.bg/en/content/19807/ansi-announces-final-results-population-number-bulgaria>

⁶ <https://www.novinite.com/articles/217629/Bulgaria%3A+Record+Rental+Prices+in+Sofia>

⁷ IFRC: Multi-Sectoral Needs Assessment Bulgaria (February 2023)

⁸ IFRC: Multi-Sectoral Needs Assessment Bulgaria (February 2023)

⁹ IFRC: Multi-Sectoral Needs Assessment Bulgaria (February 2023)

¹⁰ [Bulgaria Consumer Price Index \(CPI\) - January 2023 Data - 1990-2022 Historical \(tradingeconomics.com\)](https://tradingeconomics.com/bulgaria/consumer-price-index-cpi)

adverse consequences of the conflict in Ukraine, will also receive support from the Bulgarian Red Cross as part of this operation. Rather than establishing new separate services for displaced people from Ukraine, the BRC will expand its existing programmes for Bulgarian citizens to include the displaced people from Ukraine and third countries, thereby contributing to social cohesion and sustainability of services.

- *People on the move:* Bulgaria is on one of the main migration routes for people moving from other parts of the world such as the Middle East and Africa. As in previous years this marginalized group continues to face danger and hardship while moving through the Balkans, most often with countries in Western Europe as their main destination. In anticipation of an increased number of migrants transiting Bulgaria each year, BRC aims to support 8,000 migrants during their journey as part of the plan.

CAPACITIES AND RESPONSE

National Society capacity



Bulgarian Red Cross 2022 Federation-wide Country overview

Total income: **CHF 5,230,259**

Total expenditure: **CHF 3,820,688**

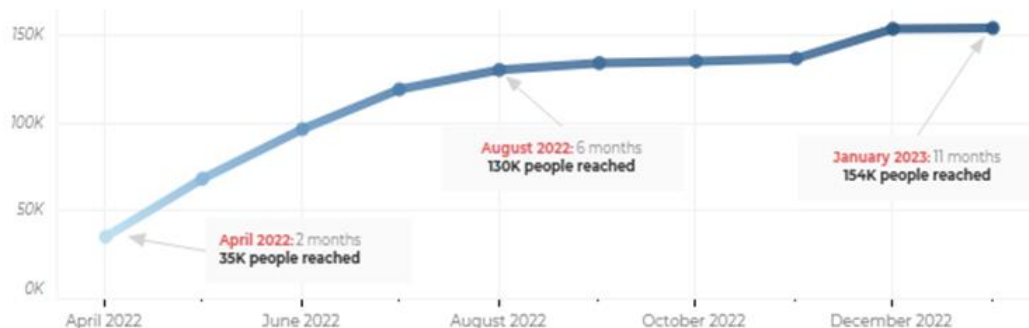
People reached

154K

Total population¹

6.8M

Our domestic reach



¹ Source: the WorldBank (2021)

People reached by sector

CVA	Health	Migration	PGI	Relief	Shelter	WASH
25,656	16,149	756	7,833	153,876	0	37,474

In-country partners

**As reported to the Federation-wide Data System up until December 31, 2022*



Explore more:
<https://go.ifrc.org/emergencies/5854#federation-wide>

For details on the National Society's ongoing response to the crisis, please refer to [IFRC GO](#).

National Society role in the national response	<p>The Bulgarian Red Cross has 28 regional branches across the country with more than 16,000 long-term volunteers and 145,000 members. Since the start of the crisis in Ukraine, BRC has been present at the three main border crossing points, providing emergency services such as food parcels, hygiene kits, sleeping kits, and winter clothing. Bulgarian RC (BRC) is one of the main humanitarian actors in the country and while the current crisis in Ukraine has resulted in BRC supporting displaced people from Ukraine, it also provides support to displaced people from other countries with large numbers of conflict affected people entering Bulgaria from its southern borders. This support has been provided in partnership with ICRC and includes Restoring Family Links (RFL) services and outreach to those in government detention. In addition, BRC are a key partner for UNHCR, leading the establishment and implementation of activities in the 5 “blue dots” that include access to legal services, referral to essential services, and registration for UNHCR migration programs.</p> <p>As people quickly moved on from the borders, BRC scaled up its services across the country using BRC funds and funds raised through the national campaign. In addition to this, the BRC has requested support from the IFRC and is now providing support through 7 humanitarian service points (HSP) and all 28 branch offices. This currently includes support for first aid, psychological first aid, and cash assistance to over 26,000 people.</p>
Key areas of scale-up and strength	<p>The Bulgarian Red Cross is opening 15 additional HSPs. Branches will receive more resources for managing HSPs and providing services such as child friendly spaces (CFS), access to food, winter clothing, MHPSS and information on other support packages such as the multi-purpose cash grant program.</p> <p>Based on the identified needs of the displaced people, the BRC is also looking to scale up its capacity to deliver additional cash grants to selected vulnerable households throughout 2023 and link this modality with other forms of support such as health care, medicines, and longer-term shelter solutions.</p>
Areas of new / additional capacities developed	<p>Bulgarian Red Cross, together with the UNHCR and Caritas, are the main actors in the country providing emergency cash assistance. BRC is at the forefront of the national cash response program, serving more than 26,000 displaced persons with 2 tranches of cash transfers. The National Society is the premier responder in country with over 83% of the people surveyed listing BRC as the most important organisation providing them with aid.</p> <p>Based upon the early success of the cash program and the Red Rose modality, the Bulgarian Red Cross is planning to develop a cash for health program, helping the vulnerable to access medical services and medicines. The BRC is also developing a cash for shelter program that will help households in government funded hotel accommodation find longer-term shelter solutions.</p> <p>By strengthening its institutional capacity, the BRC is aiming to ensure sustainability beyond the Ukraine response. This includes purchasing vehicles to help branches to provide services across the municipalities that they work within, purchasing forklifts and for the national warehouse and sub houses at a regional level, repair and refurbishment to one of the main warehouse lifts, installation of a solar energy system that will offset a significant portion of electricity costs at the national warehouse & training centre, and further development of the volunteer recruitment, and the data base management system for volunteers.</p>

National Society partners

Bulgarian Red Cross is auxiliary to the government in case of disasters, accidents, crisis situations and conflicts. The BRC is part of the unified rescue system in Bulgaria and participates in the development and updating of the national disaster response plans and the national program for protection of the population in case of disasters, National Program for Risk Reduction and Plans. The Bulgarian Red Cross covers the whole territory of the country with the following structures:

- 28 Regional branches
- 265 local municipalities
- 16,000 volunteers
- 145,000 members

IFRC

The IFRC secretariat is providing support to the Bulgarian Red Cross to implement and manage activities funded through the Ukraine response appeal. This support includes:

- One full time Operation Manager.
- Logistics and procurement at the Regional Logistic Unit in Budapest, Hungary.
- Technical support to implement the cash & voucher assistance related programs.
- Provision of vehicles through VRP.
- Financial support towards positions implementing appeal related activities.

Name of Partner	Health & Care	Integrated Assistance	Protection & Prevention	NS Capacity Building
IFRC	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
ICRC	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

OPERATIONAL STRATEGY

Scenario Planning

Scenario	Impact	Mitigating actions
Severe winter conditions and/or increased attacks on critical infrastructure in Ukraine	Arrival of up to 50,000 new displaced people from Ukraine, with half of them estimated to apply for temporary protection status in Bulgaria. People in this new influx are expected to have increased vulnerabilities and less resources, for instance because they were already	<ul style="list-style-type: none">• Bulgarian Red Cross to strengthen and increase the number of humanitarian service points (HSP) in impacted regions.• Preposition essential household items such as sleeping kits, hygiene parcels and food kits.• Prepare branches to quickly deliver emergency cash.• Ensure readiness of branches in impacted regions to scale up first aid, psychological first aid, RFL

	internally displaced prior to leaving Ukraine.	services, transport, and other community-based health services.
Energy crisis and inflation in Bulgaria	Bulgarian citizens and displaced people from Ukraine are affected by the worsening socio-economic conditions in Bulgaria. This might lead to an increase in social tensions between these population groups and a less favourable environment for migrants and refugees.	<ul style="list-style-type: none"> • Complement Bulgarian Red Cross programmes for displaced people with more services for vulnerable Bulgarian citizens affected by the energy crisis. • Scale up community based MHPSS and PGI activities at branches serving both people from Ukraine and Bulgarian people to enhance social cohesion. • Strengthen Bulgarian Red Cross communications to highlight existing support for Bulgarian citizens and promote positive perceptions around integration.
Increased migration flows	Arrival of large numbers of the displaced people, with a potential significant increase in the number of people displaced by the recent earthquake in Türkiye, and continued flow of the affected people from mostly Syria and Afghanistan. Currently, displaced people who enter Bulgaria quite often do not claim asylum as they intend to travel onwards to Western European countries. These people on the move have distinct needs such as food, missing family members, short-term safe accommodation, information, and legal counselling.	<ul style="list-style-type: none"> • Advocate with the Bulgarian Government for better accommodation options for the displaced people and promote full access to basic health care for them. • Explore the potential to open Humanitarian Service Points along this migrant route, with Arabic-speaking staff and volunteers. • Scale up Restoring Family Links services. • Preposition essential items such as food, drinking water, clothing, blankets, and hygiene items.
Peace or conflict stabilization in Ukraine	Many of the approximately 50,000 people with TPS in Bulgaria are expected to plan their return to Ukraine. This group will require dedicated support along their journey, while the group that decides to stay in Bulgaria long-term will need support building their lives.	<ul style="list-style-type: none"> • Assess how many and which type of households would decide to return to Ukraine and within which timeframe. • Prepare information, referrals to legal counselling, transport within Bulgaria and other essential services to help people prepare for their journey back to Ukraine/country of origin. • Coordinate with Red Cross teams in Ukraine to help facilitate cross-border travel through the IFRC office in Ukraine.

People to be assisted

Prioritization per sector

Bulgarian Red Cross aims to support displaced people from Ukraine staying in Bulgaria, Bulgarian people with specific vulnerabilities and hosting families, and other migrants and refugees on the move from countries such as Syria and Afghanistan. The below table shows how the distribution of funds for each of the major response activities from Bulgarian Red Cross is expected to be allocated among these three main target groups.

Sectoral interventions	Percentage of total budget allocated per population group		
	Displaced people from Ukraine	Bulgarian citizens	Other people on the move
Multi-purpose cash payments	80%	20%	0%
Distribution of essential household items	70%	20%	10%
Shelter & Settlement assistance	100%	0%	0%
Cash for Health	80%	20%	0%
Community-based health care & social services (first aid; access to health services, health hotline)	70%	20%	10%
WASH	80%	10%	10%
MHPSS (psychological first aid and community based MHPSS activities)	70%	20%	10%
Livelihoods (language, food supplies, employability support)	80%	10%	10%
Humanitarian Service Points (information, counselling, and referrals)	No restrictions, based on needs.		
CEA & PGI activities	No restrictions, based on needs.		

Overall sex and age breakdown of people targeted

With more than 151,000 displaced people from Ukraine receiving TPS in Bulgaria, and 49,000 people remaining in country, the Bulgarian Red Cross aims to reach 30,000 displaced persons with services, referrals, and information. The focus will be on displaced people from Ukraine that have decided to stay in Bulgaria with temporary protection status. Bulgarian Red Cross also plans to assist Bulgarian host communities in vulnerable situations, such as older people, persons with disabilities, long-term unemployed, and hosting families. Finally, in anticipation of an increased number of migrants transiting Bulgaria each year, BRC aims to support 8,000 migrants during their journey.


Sex-age group	Displaced people from Ukraine	Bulgarian nationals	People on the move	Total
Males Over 18 years of age	17,875	6,000	1,000	24,875
Males Under 18 years old	25,455	2,000	2,000	29,455
Females Over 18 years old	80,170	10,000	3,500	93,670
Females Under 18 years of age	26,500	4,000	1,500	32,000
Total number of people to be assisted	150,000¹¹	22,000	8,000	180,000

ONGOING AND PLANNED OPERATIONS

HEALTH & CARE INCLUDING WATER, SANITATION AND HYGIENE (WASH)


(MENTAL HEALTH AND PSYCHOSOCIAL SUPPORT / COMMUNITY HEALTH)

¹¹ This figure is based upon the total number of Ukrainians that have entered Bulgaria and received temporary protection

 Health & Care	Overall target: 35,000	
	Female > 18: 16,034	Female < 18: 5300
	Male > 18: 3575	Male < 18: 5091
Objective:	Most vulnerable displaced people are provided with high-quality health and care services including MHPSS.	
Priority Actions:	Activities	
Primary health services and/or referral to public health institutions	<p>Health help line</p> <ul style="list-style-type: none"> BRC will continue to provide health information and referrals through a hotline manned by 3 operators that are based in Sofia at the BRC headquarters (Monday – Friday). <p>Cash for Health</p> <ul style="list-style-type: none"> Conduct a feasibility study on the most appropriate and efficient cash for health interventions, such as reimbursement of health expenses, contracts with medical service providers/pharmacies or the provision of cash in advance and/or vouchers. Support the payment of health insurance for displaced women from Ukraine 18-63 years old and displaced men older than 65. People will be selected based upon a vulnerability assessment and the need for regular health support (people with disabilities, people with chronic illnesses, single head of households, people taking care for children etc). Provide financial reimbursement using cash or voucher modality for approved costs associated with medicines, medical equipment, medical services, and medical transportation. <p>Improved access to health services</p> <ul style="list-style-type: none"> Develop a database of general practitioners (GPs) in each region that are willing and able to provide support to refugees. Regional directors to meet with the doctors' union representative to identify preferred GP locations in selected areas. <p>Diagnostic Consulting Clinics</p> <ul style="list-style-type: none"> Agreements with Diagnostic Consulting Clinics (former Poly clinics) are to be established in regions with high population of displaced people from Ukraine. Displaced people from Ukraine will be referred to Diagnostic Consulting Clinics by staff and volunteers at branch level and by Humanitarian Service Points. Clinics will improve accessibility for a wide range of health-related services for the displaced people. 	


Mental Health and psychosocial support services (MHPSS)	<p>Psychological First Aid helpline is available for all displaced people, as well as for host communities.</p> <ul style="list-style-type: none"> Provision of 10 800 professional consultations by the National Call Center (NCC) helpline to 3 600 displaced people. <p>MHPSS services are accessible for all displaced people in need locally, in the NS regional branches and in the Humanitarian Service Points.</p> <ul style="list-style-type: none"> Provision of 3 000 face-to-face professional consultations to an estimated 1 000 displaced people. Provide 10,000 people with access to MHPSS activities at local branch level. Child-friendly spaces for children in the regional branches (target all HSP) including art-therapy activities, activity kits for children, and training for youth volunteers. <p>The well-being of RCRC staff, volunteers and first line responders involved in the response activities is supported.</p> <ul style="list-style-type: none"> Development of a procedure for monitoring and regular consultations/meetings for staff and volunteers working on the first line, who are often exposed to difficult humanitarian cases and accumulate stress. Conduct regional training sessions on 'caring for staff and volunteers' with 20 participants. Conducting 28 monitoring, supervision, and intervention sessions with 150 staff and volunteers providing MHPSS services. <p>Strengthened cooperation on MHPSS between all relevant partners.</p> <ul style="list-style-type: none"> Conducting partners' meetings on MHPSS every 4 months. Attend MHPSS technical working group meetings.
People trained in MHPSS	<p>PSS training for professionals and staff/volunteers</p> <ul style="list-style-type: none"> Training of 58 professional psychologists according to the developed methodologies and specialised modules (included under DG Sante funded activities listed above). Training of 400 volunteers and staff to provide PFA & PSS to people fleeing conflict situations (included under DG Sante funded activities listed above). <p>Staff counseling and PSS</p>


	<ul style="list-style-type: none"> Conduct 5 regional training sessions on 'Caring for staff and volunteers', with training to be carried out in 5 regional locations with 20 persons per session in 2023 and 2024 (based on funding availability). Staff and volunteer retreats to support Mental Health & Wellness. 	
People trained in First Aid	<p>To improve the capacity of BRC staff, volunteers, and key community members to administer first aid in emergencies.</p> <ul style="list-style-type: none"> Purchase additional first aid training equipment for all 28 BRC branches. Provide new and refresher training for 70 staff and volunteers. Provide Ukrainian refugees with access to first aid training opportunities through community-based health & first aid (planned 200 refugees per year). Purchase 60 first aid kits for BRC staff and volunteers that are working in communities or with Ukrainian refugees. 	
National Society Strengthening	<p>Strengthened capacities are in place through development of methodology and provision of training of NS staff and volunteers, first line responders and other professionals, to provide psychological first aid and psychosocial support to affected people.</p> <ul style="list-style-type: none"> Mental health needs assessment. Development of methodology for professional psychologists and volunteers to provide PSS and PFA to people affected by the conflict. Development of 3 specialised training modules for crisis interventions by professional psychologists, as part of program development. Mobilisation and training of 10 Ukrainian/Russian-speaking professionals to provide PFA and PSS. <p>Strengthening the institution of BRC to provide care & support to staff & volunteers</p> <ul style="list-style-type: none"> Arrange long-term MHPSS supervision and support for staff and volunteers. National Conference (the importance of MHPSS and highlighting BRC status as the premier MHPSS agency in Bulgaria). Simulation centre for training volunteers and professional psychologists in providing MHPSS in crisis situations. Training centre is proposing the use of VR technology and will be developed in collaboration with the Plovdiv university. 	
WASH	Overall target: 50,000	
	Female > 18: 26,723	Female < 18: 8,833

	Male > 18: 5,958	Male < 18: 8,485
Objective:	Comprehensive WASH support is provided to the most vulnerable people, resulting in an immediate reduction in the risk of water-related diseases and improvement in dignity for the targeted population.	
Priority Actions:	Activities:	
People reached with hygiene supplies	<p>Provide personal hygiene supplies to families and individuals.</p> <p>Displaced people focused WASH support to families transiting or relocating:</p> <ul style="list-style-type: none"> • Procurement and distribution of 15,000 individual hygiene kits (adults). • 10,000 migrant baby kits (babies 0 - 1 year old). <p>Provision of WASH support to families moving to mid to long term accommodation facilities or returning to the country of origin:</p> <ul style="list-style-type: none"> • Procurement & distribution of 15,000 IFRC standard family hygiene kits. <p>Provision of cleaning materials for people living in temporary or short-term accommodation:</p> <ul style="list-style-type: none"> • Procurement & distribution of 10,000 household cleaning kits/or items as required. 	


INTEGRATED ASSISTANCE

(SHELTER, HOUSING AND SETTLEMENTS, MULTI-PURPOSE CASH)

 Shelter, Housing and Settlements	Overall target: 5000 people (supported with emergency shelter needs) 300 Households (supported for 3 months+)	
	Female > 18: 2,672	Female < 18: 883
	Male > 18: 596	Male < 18: 849
Objective:	Communities in crisis-affected areas restore and strengthen their safety, well-being and longer-term recovery through shelter and settlement solutions.	
Priority Actions:		

Relief assistance for basic needs	<p>During the initial phase of the conflict, the Bulgarian RC distributed 2,000 sleeping kits from its pre-positioned stock to support Ukrainian's crossing at several border points with Romania and through branches located along the Black Sea coast.</p> <p>To ensure that a sufficient supply of emergency bedding supplies and household cleaning items remain available for the existing displaced people, and in case of increased population movement during 2023, it is planned to purchase the following:</p> <ul style="list-style-type: none"> • 5,000 sleeping kits for replenishment (2,000) & prepositioning (3,000) – to be used by people living in hotels, transitioning out of hotels, changing location and/or moving back to Ukraine/country of origin. 	
Temporary collective shelter/accommodation	<ul style="list-style-type: none"> • Support to temporary collective shelters will be provided by Bulgarian RC. 	
Shelter & Settlement solutions (host families & rental)	<ul style="list-style-type: none"> • In coordination with Government Refugee Taskforce, develop pilot shelter, settlement, and host family assistance programs - initial target to be 100 Households living in safe and habitable homes. • Develop an expanded Shelter & Settlement proposal document to seek additional funding. The Shelter & Settlement program will be based upon a pilot project implemented in close coordination and collaboration with the Government Refugee Taskforce. 	
 Cash and Voucher Assistance	Overall target: 40,000¹²	
	Female > 18: 17,636	Female < 18: 5,832
	Male > 18: 3,934	Male < 18: 5,598
Objective:	The most vulnerable displaced communities have their needs addressed using cash assistance.	
Priority Actions:	Activity:	
Unconditional cash and voucher assistance	<p>The Bulgarian Red Cross has adopted the IFRC red rose self-registration modality, with over 20,000 people reached in December 2022, and targeted 33,000 to be reached with a MPC grant and a Winterization grant by March 2023.</p> <p>Multi-purpose Cash – Phase 1:</p>	


¹² This figure includes support that BRC provides through Blue dot service points with UNHCR funds.

	<ul style="list-style-type: none"> • Provide CHF65 cash grants to 33,000 people (approx. 80% displaced people from Ukraine). • Provide CHF65 winterization grants to the same registered 33,000 people (approx. 80% displaced people from Ukraine). <p>Multi-purpose Cash – Phase 2:</p> <ul style="list-style-type: none"> • Provide targeted support up to 10,000 people with additional MPC grant payments based on the selection criteria outlined below. • Based upon existing registration information and known vulnerabilities data can be divided into the 3 following groups. <ul style="list-style-type: none"> I. Group 1: Households with more than 3 vulnerabilities (9%). II. Group 2: Households with 2 vulnerabilities (21%). III. Group 3: Households with 1 vulnerability (70%). • Group 1 will receive 4 additional MPCG payments, Group 2 will receive 2 additional MPCG payments, and Group 3 will receive no additional MPCG payment. • Use data collected through phase 2 MPCG to identify a cadre of “most vulnerable households” and link them to the Shelter & Settlement program. <p>Cash for Health:</p> <ul style="list-style-type: none"> • Please, see the cash for health element under Health and Care section. <p>Cash grant support provided through Blue Dot centres:</p> <ul style="list-style-type: none"> • Cash grants provided through Blue dot service points with funding provided by UNHCR. Cash programming selection criteria aligns with the MPCG program implemented with funds provided through the IFRC appeal. 	
 Livelihoods	Overall target: 30,000	
	Female > 18: 16,034	Female < 18: 5,300
	Male > 18: 3,575	Male < 18: 5,091
Objective:	Communities in crisis-affected areas and the displaced can recover their livelihoods, while refugees’ access to employment opportunities is improved.	
Priority Actions:	Activities:	
People reached with relief assistance for basic needs	<ul style="list-style-type: none"> • Purchase of 20,000 large parcels of emergency food assistance that will support up to 10,000 households (20% for use to 	

	<p>address needs of Bulgarian households and displaced people from the third countries).</p> <ul style="list-style-type: none"> • Purchase 7,000 migrant food kits. • Soup kitchens for daily food supply at larger branches such as Plovdiv (service for winter months only).
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PROTECTION AND PREVENTION

(PROTECTION, GENDER, AND INCLUSION (PGI), COMMUNITY ENGAGEMENT AND ACCOUNTABILITY (CEA), MIGRATION)

 Protection, Gender and Inclusion	Overall target: 3,500	
	Female > 18: 1,863	Female < 18: 620
	Male > 18: 417	Male < 18: 600
Objective:	The different people impacted, displaced by, or fleeing the crisis are safe from harm including violence, abuse and exploitation, discrimination and exclusion, and their needs and rights are met.	
Priority Actions:	Activities:	
Child Friendly Spaces	<ul style="list-style-type: none"> • Child Friendly Spaces created and managed in all Humanitarian Service Points • Art therapy classes to be provided in selected locations based on the availability of trained psychologist to oversee children involved in each class. • Development of methodology for professional psychologists for; "Art-therapy for Children in crisis". • Training for 20 professional psychologists according to methodology. • Regional training of volunteers and staff to provide art-therapy activities. • Purchase of equipment and material for Child Friendly areas and sports to be provided by Ukrainian speakers for Ukrainian speakers (Peer to Peer support in hotel complexes with large population of Ukrainian refugees). • Develop Bulgarian Red Cross specific minimum standards for Child Friendly Spaces.¹³ 	
Protection activities	<ul style="list-style-type: none"> • PGI coordinator to be engaged for a period of 24 months to support the mainstreaming of all PGI actions. • Bulgarian language trainings provided to adults. • Develop campaign for the National Society to address 16 days of Activism against SGBV. 	

¹³ Adapting to global minimum standards/ sector wide standards /<https://pscentre.org/wp-content/uploads/2018/11/Operational-Guidance-for-Child-friendly-spaces-low-res.pdf>

	<ul style="list-style-type: none"> • Translation of PGI technical guidelines for use by Bulgarian Red Cross. • Procurement on winter clothing for 1,500 displaced people in government managed detention centres. • Bulgarian Red Cross provides trainings in restoring family links (RFL) to staff and volunteers of the National Society. 	
Prevention and Protection of sexual exploitation and abuse and safeguarding	<ul style="list-style-type: none"> • Training of staff and volunteers on Prevention and Protection of sexual exploitation and abuse and child safeguarding. • All staff and volunteers required to provide police check document before working with activities with children. 	
 Community Engagement and Accountability	Overall target: 50,000	
	Female > 18: 43,906	
	Male > 18: 6,094	
Objective:	The diverse needs, priorities and preferences of the affected communities guide the response ensuring a people-centered approach through meaningful community participation.	
Priority Actions:	Activities:	
Feedback management.	<ul style="list-style-type: none"> • Train Bulgarian Red Cross staff and volunteers on CEA fundamentals, including responding to feedback. • Manage effective feedback mechanisms for the Ukraine response, including a helpline with Ukrainian-speaking operators, social media, and face-to-face channels. • Set up one central case management system for categorizing and tracking community feedback collected at the HSPs and the helpline. • Introduce feedback mechanisms and a satisfaction survey at the humanitarian service points, including a QR code for anonymous feedback. • Ensure meaningful face-to-face engagement with the displaced and host population, for instance through community meetings at HSPs. • Collect community feedback through Post-Distribution Monitoring for all cash and voucher programmes. • Monitor social media of Bulgarian and Ukrainian-speaking groups to track feedback, rumours, and complaints among the displaced population and host communities. 	
National society strengthening	<ul style="list-style-type: none"> • Work with Bulgarian Red Cross headquarters and branches to maintain and expand feedback systems beyond the Ukraine response. • Institutionalize CEA approaches in all long-term programs and operations. 	


Information as aid	<ul style="list-style-type: none"> • Provide relevant and timely information about available services to Bulgarian people and to the displaced population through the most popular and accessible communication channels such as Viber, Telegram and WhatsApp. • Send outbound SMS, Viber, and WhatsApp messages with key updates on our programmes. • Develop visibility materials and informative messages to promote the HSP services and locations across Bulgaria. • Strengthen the current Bulgarian Red Cross helpline for the Ukraine crisis with updated information about all programmes and referrals. • Ensure that the Bulgarian Red Cross website presents up-to-date information about our services and about other actors. 	
 Migration and Displacement	Overall target: 180,000¹⁴	
	Female > 18: 96,204	Female < 18: 31,800
	Male > 18: 21,450	Male < 18: 30,546
Objective:	Specific vulnerabilities of displaced populations and people on the move are analyzed and their needs and rights are met with dedicated humanitarian assistance, protection, and humanitarian diplomacy interventions, in coordination with relevant stakeholders.	
Priority Actions:	Activities:	
Humanitarian Service Points (HSPs) providing services to refugees/displaced people	<ul style="list-style-type: none"> • Establish 15 accessible Humanitarian Service Points across Bulgaria that are run by different regional branches. These HSPs provide information and social counselling to people, hereby supporting access to health care services and to education. The HSPs also support applications for material needs allowance, advice for job seekers, and links to mental health and PSS services provided by Bulgarian Red Cross. • Ensure all HSPs have a minimum understanding on protection, including RFL tools and how to use them. • Ensure the quality of services at all HSPs through regular monitoring visits, while focusing on the satisfaction and feedback of HSP visitors. • Build sustainable HSP services by encouraging and supporting branches to build local partnerships with municipalities or other stakeholders that can fund social counselling activities beyond the Ukraine crisis. • Peer to Peer visit for HSP service providers to visit identified NS that are implementing best practice in terms of HSP's. 	

¹⁴ This figure is based upon the total number of Ukrainians that have entered Bulgaria and received temporary protection status + an estimated 30,000 Bulgarians and third country migrants that will also receive support through HSPs and Blue dots.

Blue dot service points	<ul style="list-style-type: none"> • 5 “Blue Dot” service points will continue to be managed by selected Bulgarian RC branches with funding from UNHCR. • Provision of legal services, PSS and Child Friendly Spaces will be provided with funding and/or partners engaged by UNHCR
People supported in official procedures	<ul style="list-style-type: none"> • Bulgarian Red Cross to provide support to displaced people from Ukraine to register (and re-register) for Temporary Protection Status to be granted by the Government of Bulgaria. • Bulgarian Red Cross continues its humanitarian diplomacy, including efforts to ensure access to health services.

ENABLING APPROACHES

NATIONAL SOCIETY STRENGTHENING, COORDINATION AND PARTNERSHIPS

 <h3>National Society Strengthening</h3>	
Objective:	National Societies respond effectively to the wide spectrum of evolving crises and their auxiliary role in disaster risk management is well defined and recognized.
Priority Actions:	Activities:
Branch Development	<ul style="list-style-type: none"> • Support selected branches to identify and implement activities that will reduce core operating expenses and/or generate income. • Develop a specific training programme for branch leaders covering both the directors and governance, as well as the Bulgarian Red Cross Youth. • Purchase of vehicles to support the implementation of activities by branches.
Preparedness for Effective Response	<ul style="list-style-type: none"> • Self-assessment workshop: NS HQ for core team to attend workshop to carry out a self-assessment & to develop a plan of action to address issues and gaps identified. • Implementation of the PoA established after PER self-assessment; 2 years (could be shorter time frame if more realistic to invest in identified gaps of the NS disaster response mechanism), financing of the work around specific areas identified and prioritised, regular meetings on the implementation group and identified FPs in NSs, workshops and trainings identified including training and facilitators cost, • ENA training for NS which will target the NS HQ and high-risk branches on approaches and tools for the needs assessment in ongoing and future emergencies.

	<ul style="list-style-type: none"> • Repair and upgrade to the radio network to ensure communication capacity between branches headquarters, and emergency services remain in the event of an emergency. • Training for National Response Team's over the following 3 years and equipment for teams to respond effectively.
Volunteer Management Development	<ul style="list-style-type: none"> • Revision of the volunteer policy and update associate handbook. • Volunteer engagement and acknowledgement. • Insurance for a minimum of 400 volunteers each year. • Support to upgrade the volunteer management data base software and input of data. • Improve the engagement and quality of long-term volunteers by ensuring access to systematic learning and opportunities to acquire additional skills through IFRC online courses or SRC trainings. • Reinforce approaches around recognition and care for volunteers, including the right to compensate expenses. • Prepare regular opportunities for volunteers' recognition through events at national and/or international level. • Improve the visibility of volunteers (Winter uniforms, equipment, promotion of achievements, recruitment campaigns). • Develop and implement a uniform volunteer management approach, including procedures for recruiting volunteers, onboarding process, retention, recognition approaches and exit process. • National campaign for volunteer recruitment.
Youth Engagement	<ul style="list-style-type: none"> • Provide training to youth volunteers at regional centres around Bulgaria including: <ul style="list-style-type: none"> 1.1. Introduction to the RCRC Movement. 1.2. Leadership, Youth empowerment & Youth engagement. 1.3. Stress management, Empathy and Emotional intelligence. 1.4. Critical thinking and Digital skills. • Support youth volunteers with BRC vests for visibility when volunteering (1,000 vests to be purchased). • Support the youth department to carry out recruitment drive for new youth volunteers. • Workshops on Program Helfi. • Workshops on BRCY Eco-program (Climate change and environment). • Workshops on Stress, emotions, and relationship workshops. • Staying healthy workshops (sport activities). • Campaign and events for promoting the BRC and recruiting new volunteers.
Logistic Development Support	<ul style="list-style-type: none"> • Improve logistic and warehouse management capacity of BRC. • Improve sustainability of the BRC training centre and main warehouse in Lorzen by installing solar power generation system (see Resource Mobilization Capacity Building section). • Purchase of a 16-ton City truck with hard box and tailgate lift to support the transporting of goods between warehouses and to deliver aid to neighboring countries.

PMER Development	<ul style="list-style-type: none"> Support the creation of kobo forms to help simplify and consolidate all reporting by RC branches.
Resource Mobilization Capacity Building	<ul style="list-style-type: none"> Reduced operational costs through the installation of 115kWh solar panel system and battery bank backup at the training centre in Lorzen.
Financial Development	<ul style="list-style-type: none"> Establishment of a fixed % fee for operational support provided by the National Headquarters when implementing projects.
Communication Development Support	<ul style="list-style-type: none"> Build and strengthen the image of Bulgarian Red Cross among key audiences including donors, partners, government, the public, and media. Ensure Bulgarian Red Cross has access to IFRC's communications training and resources to help the NS communicate about all its activities.
Digital Transformation	<ul style="list-style-type: none"> Support BRC to complete digital assessment survey. Support BRC to develop a 5-year digital transformation strategy. Develop proposal for DT that can be submitted for funding from the CBF.
Cash and Voucher Assistance Preparedness	<p>Area 1: Leadership Commitment</p> <ul style="list-style-type: none"> CVAP kick-off meeting / CVA induction workshop. Assignment of the full time CVA focal point of the BRC. Establishment of the CVAP committee & working group (incl. Finance, HR, DM, logistics & procurement, and social protection department). Development of the BRC's CVA roadmap (incl. Vision and Strategy). CVA self-assessment workshop and development of Plan of Action. <p>Area 2: Process, Systems and Tools</p> <ul style="list-style-type: none"> Development of CVA Standard Operation Procedure (SoP) for CVA in Emergency and social protection. Table-top exercise for testing the SoP and contingency plan. Adoption, customization, or development of CVA data management system. Identification of local financial service providers (FSPs) and signing on the partnership MoU. Development of CVA roasters and profiles of the RRC. <p>Area 3: Financial and Human resources and Capacities</p> <ul style="list-style-type: none"> CVA trainings for staff and volunteers (HQ & branches). Participation in global/regional trainings. Development and translation of CVA advocacy materials. CVA capacity building for branches (SoP dissemination and induction training, development of step-by-step manuals/guidelines and trainings, etc.). <p>Area 4: CEA, Coordination and Partnership</p>

- Strong engagement and leadership of the BRC in the cash working group.
- Development/translation of CEA materials for the CVA (e.g., CEA check list for CVA planning and implementation in Romanian)
- Reporting to the steering committee of the BRC on regular basis.
- Participation in the global/Regional CVA coordination initiatives.
- Potential partnership analysis for mapping partnership opportunity with external partners.

Area 5: Test, Learn and Improve

- Two CVA pilot projects and retrospective meetings.
- Revision/update of the SoP and other processes and tools.



IFRC Secretariat Services

Objective:

The IFRC is working as one organization, delivering what it promises to National Societies and volunteers, and leveraging the strength of the communities with which they work as effectively and efficiently as possible.

Priority Actions:

Activities:

Operational Management

- Enhancing the capacity of the Bulgarian Red Cross, especially regarding adoption of standards and technologies related to data management, CVA solutions and other areas.

Corporate Services

- The operation in Bulgaria will continue to receive comprehensive support from the ROE in Budapest and the CSEE through IM, PMER, logistics, finance, and other areas where technical and sector specific support is needed.



Coordination and Partnerships

Objective:

Technical and operational complementarity is enhanced through cooperation among IFRC membership.

Priority Actions:

Activities:

Movement Coordination

- Organise quarterly Movement coordination meetings between the leadership of Bulgarian Red Cross, IFRC, ICRC and potentially interested Partner National Societies to ensure strong collaboration and complementarity.

	<ul style="list-style-type: none"> • Organize and participate in bi-weekly Operation meetings Bulgarian Red Cross and IFRC staff involved in the Ukraine Response appeal. • BRC's to maintain its membership in the PERCO network (regional Migration network) and become an active participant.
External Coordination	<ul style="list-style-type: none"> • Participate in the bi-weekly Steering Committee on Migration hosted by the Ministry of Interior, with Heads of Offices from UNHCR, IOM, WHO and UNICEF. • Ensure representation from Bulgaria Red Cross and IFRC in all relevant inter-agency coordination meetings, including the Refugee Coordination Forum, the cash working group and the protection working group.

Quality and accountability

For the operation's Federation-wide indicator framework and data collected, please refer to [IFRC GO](#).

ANNEX 1: NATIONAL SOCIETY RESPONSE PLAN – FEDERATION-WIDE FUNDING REQUIREMENT THROUGH VARIOUS CHANNELS

Total	NS Fundraising	Through IFRC
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FUNDING REQUIREMENTS

Planned Operations			
Shelter and Basic Household Items	5,392,381.50	200,000.00	5,192,381.50
Livelihoods	4,780,275.00	2,500,000.00	2,280,275.00
Multi-purpose Cash	8,281,527.26	41,864.00	8,239,663.26
Health and Care	2,675,050.10	600,000.00	2,075,050.10
Water, Sanitation & Hygiene	1,789,714.50	300,000.00	1,489,714.50
Protection, Gender and Inclusion	631,523.50	300,000.00	331,523.50
Community Engagement and Accountability	395,791.00	150,000.00	245,791.00
Education			
Migration	1,645,384.50	1,100,000.00	545,384.50
Risk Reduction, Climate Adaptation and Recovery			
Environmental Sustainability	180,000.00		180,000.00
Enabling Approaches		0.00	
Coordination and Partnerships	1,044,126.00		1,044,126.00
Secretariat Services	472,739.74		472,739.74
National Society Strengthening	3,017,125.03		3,017,125.03
Total	30,305,638.13	5,191,864.00	25,113,774.13

Contact information

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

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- **BRC Operation Manager:** Jassen Slivensky, j.slivensky@redcross.bg

In the IFRC

- **Ukraine and Impacted Countries Crisis Regional Operations Manager:** lorenzo.violante@ifrc.org
- **Operation Manager:** james.bellamy@ifrc.org

For IFRC Resource Mobilization and Pledges support:

- **Regional Office for Europe, Head of Partnerships and Resource Development:** Andrej Naricyn, andrej.naricyn@ifrc.org

For In-Kind donations and Mobilization table support:

- **Regional Office for Europe, Head of Humanitarian Services & Supply Chain Management:** Stefano Biagiotti, stefano.biagiotti@ifrc.org

Reference



Click here for:

- [Link to the Emergency Appeal and updates](#)