

**Federation-wide National Society Response Plan**

**MGR65002 Ukraine and impacted countries crisis  
Emergency Appeal**



*Many children are among people fleeing Ukraine and receiving assistance from the Croatian Red Cross. Photo: CRC*

Emergency appeal No: [MGR65002](#)

Timeframe of this response plan: 1 April 2022 – 31 December 2025

Number of people to be assisted: 15,240

**Federation-wide funding requirement: CHF 9,462,514**  
**IFRC Secretariat funding requirement: CHF 9,271,714**

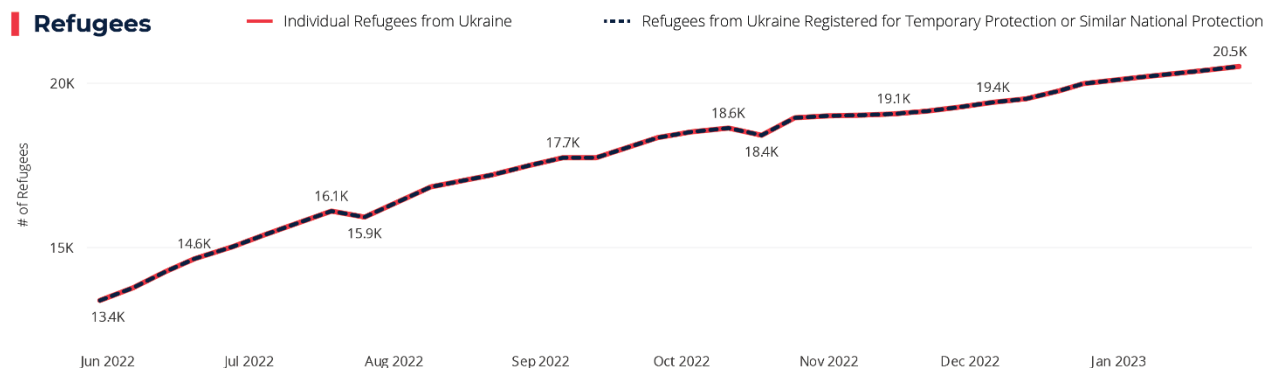
# EXECUTIVE SUMMARY / TRANSITION STRATEGY

Through its activities until 2025, the Croatian Red Cross will continue to provide essential humanitarian aid in the sectors of **health and care, including mental health and psychosocial support, and protection, gender, and inclusion, WASH, shelter, cash and voucher assistance and livelihoods**. The CRC will continue to 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, psychosocial support will be a special focus of the operation.

As part of **protection** activities, the focus will continue to be on child friendly spaces (CFS) and providing services through humanitarian service points (HSP) as part of the response. Croatian language courses will be provided to people who intend to stay in Croatia until the end of 2025.

## NEEDS ASSESSMENT AND TARGETING

### Refugee Situation and National Society Priorities Croatia



### National Society Priorities



**20,493**

Total number  
of Refugees

Data Source: IFRC, UNHCR; Date Produced: 2/10/2023

Disclaimer: This figure reflects cross border movements (and not individuals). Movements back to Ukraine can be pendular, and does not necessarily indicate sustainable returns as the situation across Ukraine remains highly volatile and unpredictable.

### Humanitarian impact of the crisis and resulting needs

Following the escalation of conflict in Ukraine on 24 February 2022, a total of 22,427 displaced people from Ukraine entered Croatia and were registered by the Croatian Ministry of Interior<sup>1</sup>. 20,517 people are seeking temporary protection. Among displaced persons from Ukraine recognised as such by the state, 123 non-Ukrainian citizens have also been registered. 14,045 people displaced from Ukraine registered by the Croatian Red Cross (CRC) are still residing in Croatia, while 899 have left. 200 people who did not leave relocation addresses were deregistered.

Registered displaced people from Ukraine receive social welfare support from the state, including health services, education for children and accommodation in collective shelters or private housing. The people fleeing Ukraine also have access to employment<sup>2</sup>, and in Croatia there is a strong demand for labour, especially in tourist areas on the Adriatic coast in the summer, but also in other parts of the country. Most adult displaced people from Ukraine are older persons or women who need to take care of their children and are therefore not able to work.

<sup>1</sup> (Data as of 30.01.2023 available on webpage: <https://hrvatskazaukrajinu.gov.hr/>)

<sup>2</sup> EU Council decision 2022/382 from 4.03.2022.

The displaced people from Ukraine live in 427 towns and municipalities covered by 98 Red Cross local branches, 50.9% are women, 12.4% are men, while 36.8% are children. Out of the total number of people registered by CRC, 43.6% are women under 60 while 7.3% are 60 or older. 9.4% are males under sixty, and 3.0% are 60 or older<sup>3</sup>.

1,522 displaced persons (674 families) are accommodated in 37 collective accommodation facilities and 12,119 persons (5,516 families) are in private accommodation, including private houses and apartments where the rent is paid by the state.

People registered by CRC are among the most marginalized and need regular humanitarian assistance. Registration by CRC is recommended by Croatian Ministry of Interior when people request temporary protection as displaced persons.

The CRC conducted needs assessment<sup>4</sup> among people from Ukraine registered by the CRC to better target the most marginalized groups with humanitarian aid and services. The needs assessment showed that the most marginalized are single parent households (mainly single mothers), households with members 65 years or older, families with 3 or more children below the age of 18 years, households with members suffering from chronic diseases or mental or physical disability who depend on permanent care by another family member. Assessment shows that families cannot cover their basic minimum needs without regular delivery of humanitarian aid irrelevant of the fact they are in organized or private shelter.

### **Prioritization: Needs and specific groups that National Societies in country are responding to**

To support the most marginalized among people from Ukraine, priority will be given to the following groups:

Primary selection criteria:

- People displaced from Ukraine registered by CRC.
- People accommodated in collective shelters or private housing.

Secondary selection criteria:

- Single parent households, with a focus on mothers with children.
- Elderly households where all family members are over 60.
- Households with 3 or more children under 18.
- Households with a person with chronic diseases or mental or physical disability who depends on permanent care by another family member.
- Students enrolled in universities in Croatia who are living alone.
- Households who have difficulties covering their basic minimum needs.
- Unaccompanied minors accommodated privately in Croatian households.

In early 2023 the Croatian Red Cross will re-register all people in its database as part of the distribution of hygiene packages by local RC branches. The re-registration process will provide clearer identification of marginalized people in need of regular humanitarian aid, including hygiene parcels, prepaid cash cards (gift cards) for food etc, based on the selection criteria. This exercise includes IFRC supported development of a web-based platform for collecting the responses using the new questionnaire.

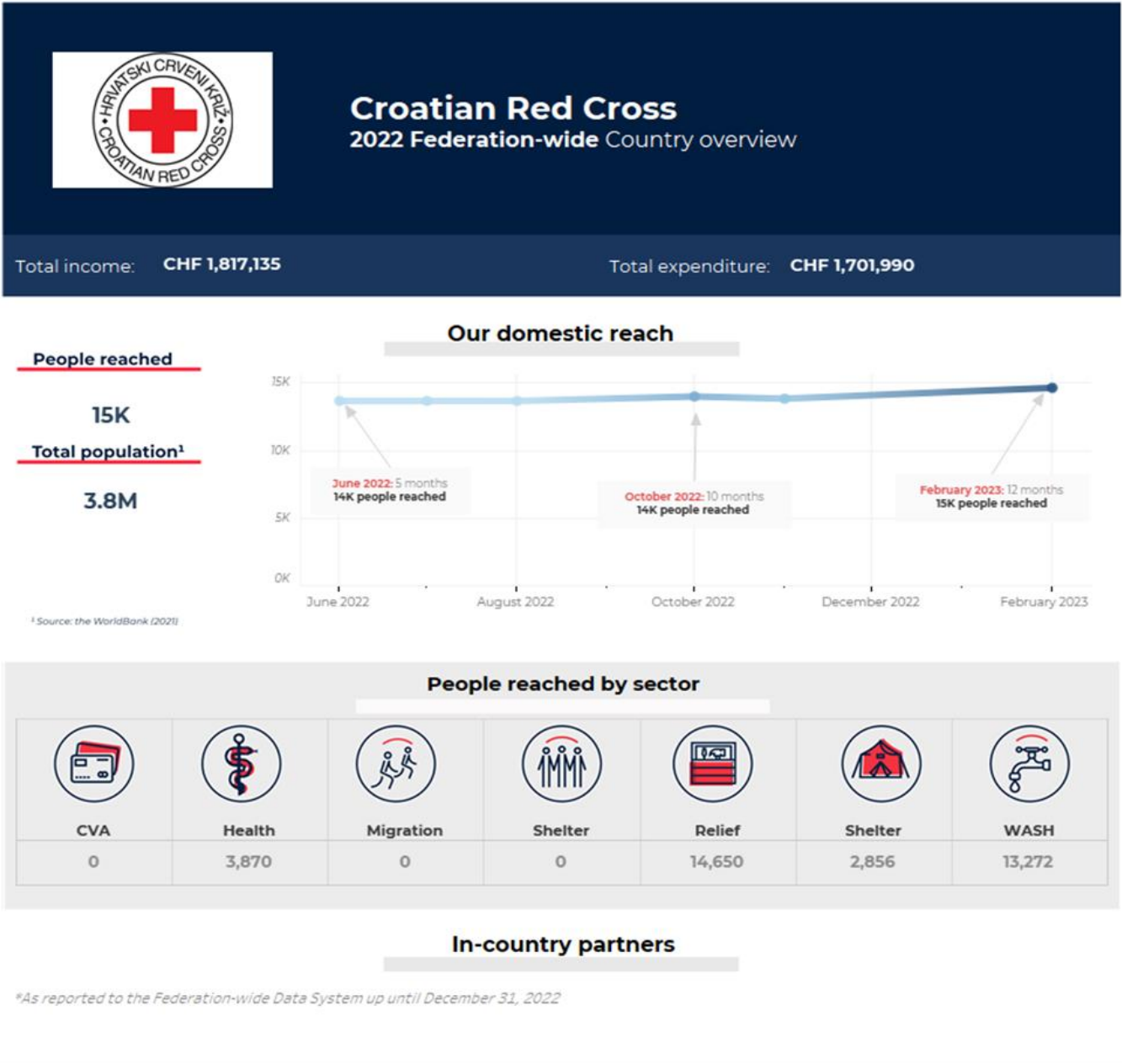
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<sup>3</sup> Population statistics are based on the CRC register.

<sup>4</sup> Link to the needs assessment conducted by CRC on the [Croatia IFRC GO Page](#).

# CAPACITIES AND RESPONSE

## National Society capacity



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](#).

<b>National Society role in the national response</b>	<p>The Croatian Red Cross<sup>5</sup>, as an auxiliary to the Croatian government, provides food, hygiene, and household items as part of its humanitarian response, and runs 3 reception centres for people fleeing the conflict in Ukraine. The CRC is the only organization authorised by the government to provide needed assistance to the displaced population, living in private accommodation and collective centres, while non-governmental organisations in the country provide limited amounts of material assistance to Ukrainian displaced people.</p>
<b>Key areas of scale-up and strength</b>	<p>CRC has an advanced system for providing relief goods and other types of humanitarian aid, and its 98 local branches are involved in provision of assistance to displaced people all over the country, including those who are living in collective accommodation as well as those who are staying in private accommodation. The primary areas of intervention include:</p> <ul style="list-style-type: none"> <li>• Humanitarian relief items (food parcels, hygiene parcels, baby items/kits, clothes and other items depending on the needs).</li> <li>• RFL services.</li> <li>• Psychological first aid and psychosocial support.</li> <li>• Provision of information on access to different social services.</li> </ul> <p>Displaced people can visit Croatian Red Cross facilities, and the Red Cross mobile teams also visit people living in private accommodation to deliver relief items. The CRC also provides displaced people with information related to accessing other public services (such as health and social care, education, and employment).</p> <p>Since the end of February 2022, several CRC local branches have been assisting newly arrived displaced people in three reception centres. The centres were in different parts of Croatia at different times, depending on the number of people entering the country in each place.</p>
<b>Areas of new / additional capacities developed</b>	<p>To better implement activities, the traditional work of CRC and its local branches will be further scaled up using funds raised through the operation. New tools and procedures will continue to be adopted to further improve identification and targeting of the most marginalized. Cash grants assistance to cover the basic needs of the displaced population, including winterisation programme assistance will be emphasised to increase project efficiency and speed of implementation. CRC logistic capacity will be further enhanced, both in regard to human and material resources. This, as well as the adoption of advanced registration systems, will allow the CRC to implement activities in every part of the country where displaced people have found shelter. The adoption of new data management and registration systems as part of the operation will allow re-registration of people who are already in the country, as well as registration of new arrivals, and ensure that the CRC database is fully up to date. The adoption of advanced data management systems will also enhance CRC Headquarter capability to coordinate the activities with all 98 local branches, which enhances compatibility of activities and ensures a common approach. To further improve its services to the displaced population the CRC will continue to invest in its capacities to provide MHPSS support to people in need.</p>

<sup>5</sup> Beside the Croatian Red Cross, 3 international organizations – UNHCR, IOM, UNICEF, as well as 13 local NGO-s were part of the coordination that was led by the Ministry of Interior for the first few months of the crisis. Among them are Caritas and Community of Ukrainian Ethnic Minority in Croatia who organised an activity group, SOS Ukraine and a few small humanitarian organisations providing material assistance to displaced persons, as well as a few NGO dealing with legal protection and human rights.

## National Society partners

Name of Partner	Health & Care	Integrated Assistance	Protection & Prevention	NS Capacity Building	Details
IFRC	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	CRC received funds for food items, hygiene parcels, PGI and MHPSS from IFRC under Ukraine and Impacted Countries Emergency Appeal.
GOVERNMENT	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Humanitarian aid (food and hygiene items) have been procured by the State Reserves and delivered to CRC Zagreb warehouse for distribution to displaced persons (DPs) – all costs of transportation from CRC Zagreb warehouse to local branches and distribution to DPs has been borne by CRC.
UNHCR	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	UNHCR funding for CRC and local branches for protection activities – provision of assistance to DPs to access different services by the State welfare as well as CRC humanitarian aid and assistance.
SWISS RED CROSS	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Through Swiss Red Cross financial contribution, CRC will implement MHPSS and PGI interventions targeting displaced people from Ukraine from 1.01.2023 to 31.12.2024.
FRENCH RED CROSS	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	French Red Cross is supporting CRC in implementation of MHPSS activities for displaced people from Ukraine. The project timeframe for the contribution is from July 2022 to June 2023.

## OPERATIONAL STRATEGY

### Scenario Planning

Scenario	Impact	Mitigating actions
Further deterioration of the situation in Ukraine causes a sudden large increase in the arrival of displaced persons from Ukraine.	A growing number of displaced people from Ukraine will need CRC assistance.	The revised Croatia country plan budget includes a contingency plan for assisting 4,000 new arrivals.
Protracted displacement.	In 2024 and the following years CRC will need additional funding to be able to continue assisting people fleeing the conflict in Ukraine.	Detailed re-appraisal of the situation in the last trimester of 2023 will be followed by revision of activities and necessary fundraising efforts.



Growing inflation in Croatia.	Funding for the planned activities will not be sufficient to meet the basic needs of displaced people who have found shelter in Croatia.	The scope of assistance in the country plan will be reduced if funding is not sufficient, and additional fund-raising will be needed.
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## People to be assisted

### Overall sex and age breakdown of people targeted

Sex-age group	Total
Males Over 18 years of age	1,880
Males Under 18 years old	2,813
Females Over 18 years old	7,758
Females Under 18 years of age	2789
<b>Total number of people to be assisted</b>	<b>15,240</b>

CRC is aiming to assist 15,240 people (6,600 households) affected by the crisis, focussing on the most marginalized, particularly single mothers with children and older people over 60. At the end of January 2023, 14,944 people fleeing Ukraine had been registered by CRC. Out of these, 14,045 people are still residing in Croatia while 899 people have left Croatia. As part of the operation CRC aims to also provide humanitarian assistance to local populations affected by the crisis based on identified needs (up to a maximum of 15% of the total number of people assisted).

## ONGOING AND PLANNED OPERATIONS


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

#### (MENTAL HEALTH AND PSYCHOSOCIAL SUPPORT / COMMUNITY HEALTH)

 <b>Health &amp; Care</b>	Overall target: 7,000	
	Female > 18: 3,564	Female < 18: 1,612
	Male > 18: 200	Male < 18: 1,624
<b>Objective:</b>	<b>Most marginalized displaced people are provided with high-quality health and care services including MHPSS.</b>	
<b>Priority Actions:</b>	<b>Activities:</b>	
Primary health services and/or referral to public health institutions	<ul style="list-style-type: none"> <li>Provide community-based health services to displaced people from Ukraine.</li> <li>Disseminate the information through Humanitarian Service Points to the displaced people from Ukraine to access the public health system in Croatia, with particular attention on people with disabilities.</li> </ul>	

	<ul style="list-style-type: none"> <li>Organize group workshops on topics related to health promotion and disease prevention including hygiene promotion.</li> <li>Strengthen local referral pathways to specialized health services, including mental health services.</li> </ul>	
Mental Health and psychosocial support services (MHPSS)	<ul style="list-style-type: none"> <li>Provide psychological first aid through one-on-one sessions to the people who have been identified as the most marginalized and need more specialized support.</li> <li>Provide psychological first aid through face- to-face group sessions in collective shelters as well as for people in private accommodation (where possible).</li> <li>Provide adequate psychosocial support to people affected by the crisis in Ukraine with focus on the most marginalized people, women, children, and older people (+60) through lay counselling, referral, and other social and life skills activities, including activities with and in host community.</li> <li>Provide support to staff and volunteer on a need basis.</li> <li>Adapt relevant materials on coping with stress and trauma and disseminate through different channels including social media.</li> </ul>	
People trained in First Aid	<ul style="list-style-type: none"> <li>Organize trainings and workshops for staff and volunteers of CRC at national and local level on first aid.</li> <li>Continue delivering first aid training to newly recruited staff and volunteers as part of their onboarding.</li> </ul>	
People trained in MHPSS	<ul style="list-style-type: none"> <li>Organize trainings and workshops for staff and volunteers of CRC at national and local level on mental health, community based psychological support and psychological first aid.</li> <li>Ensure participation of CRC MHPSS staff and volunteers on relevant MHPSS trainings organized by IFRC.</li> <li>Participation of CRC MHPSS focal point on EN- MHPSS and other relevant European and regional meeting</li> <li>Provide “Caring for Staff and Volunteers” trainings across the country.</li> <li>Enhance and sustain MHPSS capacity beyond the Ukraine crisis by including the local population in the services and building partnerships with local institutions.</li> <li>Improve MHPSS capacities within Croatian Red Cross by organizing different trainings for staff and volunteers.</li> <li>Facilitate peer to peer learning and knowledge sharing among branches and harmonize the approaches and standardize the activities.</li> <li>Continue delivering psychological first aid trainings to newly hired staff and volunteers as part of their onboarding.</li> </ul>	
<b>WASH</b>	Overall target: 12,250	
	Female > 18: 6,236	Female < 18: 2,242




	Male > 18: 1,512	Male < 18: 2,260
<b>Objective:</b>	<b>Comprehensive WASH support is provided to the most marginalized people, resulting in an immediate reduction in the risk of water-related diseases and improvement in dignity for the targeted population.</b>	
<b>Priority Actions:</b>	<b>Activities:</b>	
People reached with hygiene supplies	<ul style="list-style-type: none"> <li>• Appoint focal point for hygiene promotion and distribution of hygiene supplies within CRC.</li> <li>• Distribute hygiene packages to displaced families from Ukraine residing in private accommodations.</li> <li>• Distribute hygiene packages to displaced families from Ukraine residing in collective centres.</li> <li>• Provide basic needs assistance to the most marginalized local population.</li> <li>• Conduct post distribution monitoring of hygiene assistance.</li> </ul>	

## INTEGRATED ASSISTANCE

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

 <b>Shelter, Housing and Settlements</b>	Overall target: 4,500	
	Female > 18: 2,291	Female < 18: 823
	Male > 18: 555	Male < 18: 830
<b>Objective:</b>	<b>Communities in crisis-affected areas restore and strengthen their safety, well-being and longer-term recovery through shelter and settlement solutions.</b>	
<b>Priority Actions:</b>	<b>Activities:</b>	
Relief assistance for basic needs	<ul style="list-style-type: none"> <li>• Provide seasonal assistance for clothing and footwear through CVA twice a year for summer and winter.</li> <li>• Carry out post distribution monitoring.</li> </ul>	
 <b>Cash and Voucher Assistance</b>	Overall target: 13,530	
	Female > 18: 6,888	Female < 18: 2,476
	Male > 18: 1,669	Male < 18: 2,497

<b>Objective:</b>	<b>The most marginalized displaced communities have their needs addressed through cash assistance.</b>	
<b>Priority Actions:</b>	<b>Activities:</b>	
Conditional and/or unconditional cash and voucher assistance	<ul style="list-style-type: none"> <li>• Support the most marginalized people among people affected by Ukraine crisis through unconditional cash or vouchers assistance to cover their basic needs on monthly basis for eighteen months.</li> <li>• Assist with providing basic needs to the most marginalized local population through CVA.</li> <li>• Conduct post distribution monitoring on regular basis.</li> </ul>	
Contingency plan	<ul style="list-style-type: none"> <li>• Provide one off multipurpose cash assistance to people from Ukraine in case of further escalation or influx.</li> </ul>	
National Society operational readiness in CVA	<ul style="list-style-type: none"> <li>• Develop and adopt tools<sup>6</sup> and templates available on Cash Hub and CEA toolkit for CVA interventions.</li> <li>• Sign agreements with supermarkets and financial services providers for implementation of CVA interventions.</li> <li>• Adopt most appropriate data management solution to collect, process and manage the registration data.</li> <li>• Train staff and volunteers on CVA</li> </ul>	
 <b>Livelihoods</b>	Overall target: 13,530	
	Female > 18: 6,888	Female < 18: 2,476
	Male > 18: 1,669	Male < 18: 2,497
<b>Objective:</b>	<b>Communities in crisis-affected areas and the displaced recover their livelihoods, while their access to employment opportunities is improved</b>	
<b>Priority Actions:</b>	<b>Activities:</b>	
Food assistance	<ul style="list-style-type: none"> <li>• Prepare food parcels for distribution to people from Ukraine.</li> <li>• Provide food assistance to the people affected by Ukraine crisis.</li> </ul>	
Contingency plan	<ul style="list-style-type: none"> <li>• Distributed food parcels to people from Ukraine in case of further escalation or influx.</li> </ul>	


## PROTECTION AND PREVENTION

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

<sup>6</sup> PGI-sensitive CVA checklist/CVA section of PGI minimum standards in emergencies. Links available on Movement [CashHub](#) and IFRC [PGI](#) page

 <b>Protection, Gender and Inclusion</b>	Overall target: 20,000	
	Female > 18: 10,182	Female < 18: 3,660
	Male > 18: 2,467	Male < 18: 3,691
<b>Objective:</b>	<b>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.</b>	
<b>Priority Actions:</b>	<b>Activities:</b>	
Children welcomed in child-friendly spaces	<ul style="list-style-type: none"> <li>Establish new child friendly spaces to support children (in line with Movement standards<sup>7</sup>).</li> <li>Facilitate integration of children within local communities by organizing afterschool activities.</li> </ul>	
PGI activities	<ul style="list-style-type: none"> <li>Develop, map, and disseminate referral pathways for child protection, sexual and gender-based violence and other protection risks.</li> <li>Update referral pathways to ensure that people from Ukraine have accurate and relevant information.</li> <li>Ensure referrals to case management, as well as follow-up and provide accompaniment services for health, social services, protection, and human trafficking support centres.</li> <li>Develop messages on preventing and responding to Sexual and Gender-Based Violence (SGBV), trafficking in persons, legal status, and related information, especially for marginalized groups such as persons with special needs.</li> <li>Assess, monitor, and analyse PGI issues and trends, including through analysis of sex, age, and disability disaggregated data.</li> <li>Address adolescent needs program by developing customized interventions for mothers and children.</li> <li>Extend the support in PGI related areas to local population.</li> </ul>	
Prevention and Protection of sexual exploitation and abuse and safeguarding	<ul style="list-style-type: none"> <li>Disseminate information about safeguarding (PSEA and Child Safeguarding) to general population with special focus on people from Ukraine.</li> <li>Strengthen specific mechanisms and guidelines for the National Society to ensure safe and dignified referral services.</li> <li>Map services and disseminate information about referral pathway.</li> <li>Integrate SGBVA within complaints and feedback mechanism that is accessible to the community with the capacity to receive sensitive complaints.</li> <li>Ensure there are clear procedures for handling sensitive feedback and complaints such as sexual exploitation and abuse of children and adults and that staff and volunteers have been trained on these.</li> <li>Map services and disseminate information about referral pathway.</li> </ul>	

<sup>7</sup> CFS Movement standards [link](#)

Social cohesion	<ul style="list-style-type: none"> <li>• Support integration and inclusion of displaced people from Ukraine through field trips and summer camps (introduction to culture and nature)</li> <li>• Organize round table for displaced people from different Ukrainian cities to connect with their community and to enhance inclusion and mental health.</li> <li>• Facilitate local networking along-with language support through associations, clubs, religious institutions, sports organizations, etc.</li> </ul>	
Language support	<ul style="list-style-type: none"> <li>• Support education through language classes and workshops for children to support their education in Croatia.</li> <li>• Distribute school material for children through CVA.</li> <li>• Organize language classes for adults affected by Ukraine crisis to support social integration and future employability.</li> </ul>	
National strengthening Society Capacity	<ul style="list-style-type: none"> <li>• Appoint focal point for PGI within CRC.</li> <li>• Improve mechanisms for sex, age disaggregated data collection and reporting linked to minimum standards scorecards.</li> <li>• Ensure safe and secure data management system is in place to maintain the record of PGI related issues.</li> <li>• Develop tailored training packages on PGI (including SGBVA prevention and response, Safeguarding, the survivor-centred approach, and PGI in Emergencies) for NS staff and volunteers.</li> <li>• Deliver basic PGI training to staff and volunteers covering anti-trafficking, gender-based violence, child safeguarding and protection from sexual exploitation and abuse.</li> <li>• Raise awareness among staff and volunteers by disseminating RCRCM SGBVA policies and guidance.</li> </ul>	
 <b>Community Engagement and Accountability</b>	Overall target: 20,000	
	Female > 18: 10,182	Female < 18: 3,660
	Male > 18: 2,467	Male < 18: 3,691
<b>Objective:</b>	<b>The diverse needs, priorities and preferences of the affected communities guide the response ensuring a people-centred approach through meaningful community participation.</b>	
<b>Priority Actions:</b>	<b>Activities:</b>	
Establishing NS feedback mechanisms	<ul style="list-style-type: none"> <li>• Manage effective feedback mechanisms for the Ukraine response, including a helpline with Ukrainian-speaking operators, social media and face-to-face channels.</li> <li>• Ensure procedures and training on managing sensitive complaints and feedback.</li> <li>• Strengthen electronic needs assessment, registration and feedback system using Kobo toolbox through different links and QR codes.</li> <li>• Ensure the operationalization and continuity of CEA systems and support.</li> </ul>	

			<ul style="list-style-type: none"> <li>Enhance two-way communication mechanism (Information sharing/awareness raising/referrals for local communities and affected groups through different channels)</li> </ul>
Feedback management			<ul style="list-style-type: none"> <li>Conduct regular needs assessment, monitoring following digital data collection as well as through face-to-face focus group discussions and semi structured interviews to capture needs, priorities, and perceptions of people receiving humanitarian aid.</li> <li>Collect community feedback through post distribution monitoring for all services provided by the CRC.</li> <li>Monitor social media of Ukrainian-speaking groups to track feedback, rumours, and complaints among the displaced population.</li> <li>Process collected data and provide appropriate response to against the needs/requests in timely manner.</li> <li>Ensure that feedback has been shared with project teams to improve the quality of programming.</li> <li>Ensure that the adopted interventions align with each other based on the provided feedback.</li> </ul>
Information as an aid			<ul style="list-style-type: none"> <li>Organize regular coordination meetings with the associations of Ukrainians in Croatia, aimed at monitoring the situation, sharing information on the planned activities, responding to the needs of the people who initially contacted these associations and redirecting them to appropriate assistance.</li> <li>Provide relevant and timely information about available services to the displaced population through different face to face and social media channels.</li> <li>Develop information flyer containing information about and services provided by CRC, disseminate programme and services updates to people affected by Ukraine crisis and local population.</li> <li>Establish helpline to provide necessary support and information about services offered by CRC to the people affected by Ukraine crisis.</li> </ul>
National Strengthening	Society	Capacity	<ul style="list-style-type: none"> <li>Appoint focal point for CEA within CRC</li> <li>Train CRC staff and volunteers on CEA fundamentals, including responding to feedback.</li> </ul>
 <b>Migration and Displacement</b>	Overall target: 3,250		
	Female > 18: 300		Female < 18: 550
	Male > 18: 2,000		Male < 18: 400
<b>Objective:</b>		<b>Specific vulnerabilities of displaced populations and people on the move are analysed and their needs and rights are met with dedicated humanitarian assistance, protection, and humanitarian diplomacy interventions, in coordination with relevant stakeholders.</b>	

Priority Actions:	Activities:
Humanitarian Service Points (HSPs) providing services to refugees/displaced people	<ul style="list-style-type: none"> <li>• Ensure provision of humanitarian services through already established HSPs in Local Branches</li> <li>• Establish new HSPs or mobile HSPs on the borders in case of influx</li> </ul>
People supported in official procedures	<ul style="list-style-type: none"> <li>• Provide information to asylum seekers on procedures, steps, and rights through different channels.</li> <li>• Provide support with documentation and counselling, and translation to people on the move when needed.</li> <li>• Advise on referrals to the other institutions or relevant organizations.</li> </ul>

## ENABLING APPROACHES

### NATIONAL SOCIETY STRENGTHENING, COORDINATION AND PARTNERSHIPS



#### National Society Strengthening

<b>Objective:</b>	<b>National Societies respond effectively to the wide spectrum of evolving crises and their auxiliary role in disaster risk management is well defined and recognised.</b>
<b>Priority Actions:</b>	<b>Activities:</b>
Branch and volunteer development	<ul style="list-style-type: none"> <li>• Support national and local branches by covering core staff functions in addition to the Branch Secretaries, which could involve responsibilities for volunteer management, local partnerships, and programme coordination.</li> <li>• Organize branch assessments (BOCA) to strengthen the capacities within branches.</li> <li>• Support both the headquarters and branches of CRC with capacity strengthening and resources, including staffing.</li> <li>• Develop and implement a uniform volunteer management approach, including procedures for recruiting volunteers, onboarding process, retention, recognition approaches and exit process.</li> <li>• Improve the engagement and capacity of long-term volunteers by ensuring access to systematic learning and opportunities to acquire additional skills through IFRC online courses or face to face trainings.</li> <li>• Seek regular opportunities for volunteers' recognition through events at national and/or international level.</li> </ul>



	<ul style="list-style-type: none"> <li>• Improve the visibility of volunteers (equipment, promotion of achievements, recruitment campaigns).</li> <li>• Conduct regular coordination meetings for national headquarters and all branches.</li> <li>• Organize workshops for volunteers for a coordinated approach and more successful implementation of the operation.</li> </ul>
Youth Engagement	<ul style="list-style-type: none"> <li>• Ensure participation of volunteers from youth clubs in activities to support the people from Ukraine, with a focus on the children in the Children's Corner (Child-friendly space) and through the youth clubs in the Red Cross organizations throughout the country.</li> <li>• Ensure volunteers engagement to support for the summer camp and activities for social integration.</li> <li>• Induct volunteers with Ukrainian/Russian language skills to better support the people affected by Ukraine crisis.</li> </ul>
Leadership Development Support	<ul style="list-style-type: none"> <li>• Develop a specific training programme for branch leaders covering both the directors and governance, as well as youth.</li> </ul>
Programs Development	<ul style="list-style-type: none"> <li>• Strengthen preparedness and response capacities within NS through strengthening knowledge of relevant programmatic and technical areas including IM, emergency needs assessment, CEA, PGI, CVA, through trainings as well as related material capacities.</li> <li>• Organize exchange/study visit of PNS and to the neighbouring National Societies peer to peer support and applying positive practices from other National Societies and strengthening the capacities of the people who will implement the program.</li> <li>• Enhance and sustain MHPSS capacity beyond the Ukraine crisis by including the local population in the services and building partnerships with local institutions.</li> <li>• Identify most suitable service provider (bank, post office and/or supermarkets) for delivery of CVA.</li> <li>• Invest in cash readiness of NS by adopting standard RCRC Movement approaches.</li> <li>• Strengthen NS capacities through engaging and training additional staff on CEA, PGI, IM and CVA</li> <li>• Develop medium to long term action plan for PGI mainstreaming across sectors within CRC, including development of relevant policies and plans for organizational development.</li> <li>• Set up one central case management system for categorizing and tracking community feedback collected, through different feedback mechanisms such as focus group discussions, semi structure interviews, post distribution monitoring as well as at the HSPs and the helpline.</li> <li>• Establish one CEA system within NS which can cater to the needs of all programmes and services provided by the NS.</li> <li>• Carry out lessons learned activities for different interventions as part of the operational response.</li> </ul>

Humanitarian Diplomacy and Strengthening Auxiliary Role	<ul style="list-style-type: none"> <li>• Ensure continued engagement with relevant ministries including health and social welfare ministries.</li> <li>• Strengthen partnerships with UN agencies, international and local actors present in the country.</li> </ul>
Logistic Development Support	<ul style="list-style-type: none"> <li>• Participate in regional/cluster level learning events organized by IFRC and PNSs.</li> <li>• Capacity enhancement of National Logistics Centre</li> <li>• Strengthen capacity of the National Society in logistics, procurement, market assessments and analysis, fleet and management.</li> <li>• Training of staff and volunteers for logistics workload (C driver licence, forklifts training, management of logistics stock etc.)</li> </ul>
Human Resource Development	<ul style="list-style-type: none"> <li>• Identify areas of improvement for HR development, such as revision of remunerations, revision of HR rules and regulations, onboarding, and recruitment process to sustaining trained HR workforce.</li> </ul>
PMER Development	<ul style="list-style-type: none"> <li>• Enhance capacity of staff on PMER related areas by organizing necessary PMER and IM related session on PMER systems, templates, and information/data management approaches.</li> </ul>
Resource Mobilization Capacity Building	<ul style="list-style-type: none"> <li>• Strengthen fundraising approaches of CRC through visibility and campaigns on ongoing projects and services provided by CRC.</li> <li>• Engage with private sector and other relevant actors.</li> <li>• Develop trainings for RC branches on fund raising strategies within CRC.</li> <li>• Development of donor management system – development of IT platform for donations management including upgrading and linking of existing databases</li> <li>• Support branches to develop and implement income generation activities for self-sustainability.</li> <li>• Train branch staff on local fundraising and partnerships.</li> </ul>
Communication Development Support	<ul style="list-style-type: none"> <li>• Strengthen the image of CRC among key stakeholder within the country through organizing different national and local level events.</li> <li>• Adapt trainings on communications and organize trainings for staff and volunteers.</li> </ul>



## 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	<ul style="list-style-type: none"> <li>The operational team will focus on the needs of the people being assisted as well as on strengthening the National Society. The operational team will be supported by the IFRC Country Cluster Delegation based in Sarajevo as well as the ROE in Budapest.</li> <li>Enhancing the capacity of the Croatian Red Cross, especially regarding adoption of standards and technologies related to data management, CVA solutions and other areas.</li> </ul>
Corporate Services	<ul style="list-style-type: none"> <li>The operation in Croatia 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.</li> </ul>



## Coordination and Partnerships

Objective:	<b>Technical and operational complementarity is enhanced through cooperation among IFRC membership.</b>
Priority Actions:	Activities:
Movement Coordination	<ul style="list-style-type: none"> <li>Organize regular coordination and programme related meetings among RCM technical staff, IFRC Cluster and Regional Office sectoral specialist.</li> <li>Ensure regular coordination with Movement Partners to ensure coordinated actions and support.</li> </ul>
External Coordination	<ul style="list-style-type: none"> <li>Maintain regular coordination with Ministry of Labour and Social Policy, Ministry of Interior, Ministry of Foreign Affairs, Ministry of health, Directorate for Protection and Rescue, Crisis Management Centre, and Working Group on Migration Policy initiated by the Government of Montenegro.</li> <li>Participate in coordination meetings organized by the governmental institutions, in the special support group for people fleeing Ukraine founded by the Ministry of Interior.</li> </ul>

## 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	IFRC	Swiss Red Cross	French Red Cross
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### FUNDING REQUIREMENTS

<b>Planned Operations</b>	<b>8,114,245</b>		<b>7,923,445</b>	<b>130,000</b>	<b>60,800</b>
Shelter and Basic Household Items	1,280,828		1,280,828		
Livelihoods	1,026,004		1,026,004		
Multi-purpose Cash	3,144,814		3,144,814		
Health and Care	597,470		406,670	130,000	60,800
Water, Sanitation & Hygiene	1,185,208		1,185,208		
Protection, Gender and Inclusion	59,509		59,509		
Community Engagement and Accountability	25,965		25,965		
Education	794,447		794,447		
Migration					
Risk Reduction, Climate Adaptation and Recovery					
Environmental Sustainability					
<b>Enabling Approaches</b>	<b>1,348,269</b>		<b>1,348,269</b>	<b>-</b>	<b>-</b>
Coordination and Partnerships	35,790		35,790		
Secretariat Services	643,627		643,627		
National Society Strengthening	668,852		668,852		
<b>Total</b>	<b>9,462,514</b>		<b>9,271,714</b>	<b>130,000</b>	<b>60,800</b>

## Contact information

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

### In the Croatian Red Cross

- **Secretary General: Robert Markt**, Executive President of Croatian Red Cross  
e-mail: [ured-izvrsnog-predsjednika@hck.hr](mailto:ured-izvrsnog-predsjednika@hck.hr)
- **Operational coordination** (National Society Project Manager): **Elena Ružić** EU and Other Projects Department, Croatian Red Cross  
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### In the IFRC

- **Ukraine and Impacted Countries Crisis Regional Operations Manager: Lorenzo Violante**  
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**Ukraine and Impacted Countries Crisis CSEE Cluster Operations Manager: Bilal Hussain Shah,**  
[Bilal.SHAH@ifrc.org](mailto:Bilal.SHAH@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](mailto: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](mailto:stefano.biagiotti@ifrc.org)

### Reference



Click here for:

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