

## North Macedonia | Ukraine and Impacted Countries Emergency Appeal



Workshop on psychosocial support for the Red Cross of the Republic of North Macedonia (RCRNM) teams assisting displaced people from Ukraine. © RCRNM

<p><b>Emergency appeal №:</b> MGR65002 <b>First launched on:</b> 28/02/2022</p>	<p><b>Glide №:</b> OT-2022-000157-UKR</p>								
<p><b>Final report issued on:</b> 31/03/2026</p>	<p><b>Timeframe covered by final report:</b> From 01/04/2022 to 31/12/2025</p>								
<p><b>Number of people targeted:</b> 1,300</p>	<p><b>Number of people reached:</b> 532<sup>1</sup></p> <table border="1" data-bbox="789 1495 1515 1570"> <thead> <tr> <th>2022</th> <th>2023</th> <th>2024</th> <th>2025</th> </tr> </thead> <tbody> <tr> <td>454</td> <td>98</td> <td>210</td> <td>350</td> </tr> </tbody> </table>	2022	2023	2024	2025	454	98	210	350
2022	2023	2024	2025						
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<p><b>Funding requirement:</b> <b>IFRC Emergency Appeal:</b> CHF 1,337,164 <b>Federation-wide:</b> CHF 1,540,558</p>	<p><b>Expenditure:</b></p> <ul style="list-style-type: none"> <li><b>IFRC Emergency Appeal:</b> CHF 588,803</li> <li><b>Federation-wide:</b> CHF 778,822</li> </ul>								
<p>*Details on methodology, data limitations and how to interpret this report are provided in Annex I.</p>									

<sup>1</sup> Direct assistance has been provided to 532 unique people affected by the international armed conflict between Russia and Ukraine while 775 people from local community have benefited from indirect assistance throughout the entire response period.

# SITUATION ANALYSIS

## Description of the crisis

As a result of the international armed conflict between Russia and Ukraine, beginning on 24 February 2022, a total of 86,436<sup>2</sup> displaced people from Ukraine had entered North Macedonia by February 2025. More than 80 per cent of those fleeing were women, including single mothers with young children and older people above 65 years of age, groups considered among the most vulnerable due to their higher risk of unemployment, limited income sources and increased protection needs. In contrast to other migrant groups transiting through North Macedonia, displaced people from Ukraine were anticipated to remain in the country for the duration of the conflict, progressively integrating into local communities.

In terms of legal and policy preparedness, North Macedonia remained the only country in the region and in Europe that had not introduced temporary protection status for displaced people from Ukraine by the end of 2022, as envisioned under the Law on International and Temporary Protection and widely implemented by other countries. Instead, displaced people from Ukraine were instructed to apply for temporary humanitarian residence permits, which did not provide full access to essential public services, including free state-funded healthcare, psychological support, medicines or emergency medical care. Accommodation was largely provided through private housing arrangements, primarily rented apartments or housing offered by Ukrainian property owners, relatives, host families and local residents extending support free of charge.

Initial assessments carried out at Red Cross of the Republic of North Macedonia (RCRNM) registration points identified significant vulnerabilities among displaced people from Ukraine, triggering a swift response focused on basic assistance, protection services and psychosocial support (PSS). As the situation continued to evolve with new arrivals and escalating financial pressures affecting both displaced families and host communities, humanitarian needs became increasingly complex, further challenging access to services and the delivery of assistance.

At the end of 2022, a comprehensive needs assessment<sup>3</sup> was undertaken through a survey involving 590 displaced people from Ukraine. The results served as an evidence base for planning interventions in 2023 and 2024, shaping programme priorities and operational approaches.

During 2023–2024, the RCRNM regularly assisted displaced people from Ukraine and increasingly delivered humanitarian support through cash and voucher assistance (CVA). This modality was introduced after assessment showed that many displaced people had been residing in the country for an extended period making cash-based support more appropriate to meet their needs. During this period, the RCRNM also initiated integration-focused activities, including continuous Macedonian language courses and PSS services designed to strengthen personal resilience, social skills and community inclusion.

Access to healthcare emerged as one of the most pressing needs. Due to their legal status, displaced people from Ukraine were required to cover all medical expenses, significantly limiting their access to essential services. To mitigate these barriers and address urgent health needs, the RCRNM mobilized additional resources, supported by the Swiss Red Cross, to provide emergency medical care, secure chronic and urgent medications and cover critical health-related costs.

In 2025, humanitarian assistance to the affected population continued, though with limited resources and decreasing involvement from other organizations in the country, such as the Swiss Red Cross and the United Nations High Commissioner for Refugees (UNHCR), reflecting the broader global policy direction toward the situation in Ukraine. Assistance remained focused on the most vulnerable groups, primarily through CVA for women's health check-ups and the procurement of shoes, clothing and essential household items. Additional support was provided to facilitate access to medical services and medicines, implement child-focused activities and enable networking initiatives connecting employers with job seekers.

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<sup>2</sup> Ministry of Interior of the Republic of North Macedonia and UNHCR North Macedonia, 1 February 2025

<sup>3</sup> [IFRC GO - North Macedonia](#)

# Federation-wide Response to Date:

## North Macedonia



### TOTAL PEOPLE REACHED

<b>454</b>	<b>98</b>	<b>210</b>	<b>527</b>
2022	2023	2024	2025

### NATIONAL SOCIETY CAPACITY during the response period

<b>40</b>		<b>59</b>	
People Trained in PGI		People Trained in MHPSS	
<b>30</b>		<b>16</b>	
Peak Number of Volunteers Mobilised		Branches Responding	

### Disasters and Crises



#### BASIC NEEDS ASSISTANCE

<b>454</b>	<b>48</b>	<b>350</b>
2022	2023	2025



#### SHELTER

<b>53</b>	<b>13</b>	<b>48</b>
2022	2023	2024



#### CASH AND VOUCHER ASSISTANCE

People reached with CHF 23K in 2022, CHF 60K in 2023, 40K in 2024, and CHF 8.3K in 2025

<b>352</b>	<b>38</b>	<b>210</b>	<b>90</b>
2022	2023	2024	2025

### Health and Wellbeing



#### HEALTH AND CARE

<b>59</b>	<b>27</b>	<b>88</b>	<b>110</b>
2022	2023	2024	2025



#### MHPSS

<b>143</b>	<b>2</b>	<b>40</b>	<b>30</b>
2022	2023	2024	2025



#### WASH

<b>454</b>	<b>48</b>	<b>300</b>
2022	2023	2025

### Migration and Displacement



#### MIGRATION



### Values, Power and Inclusion

#### PROTECTION, GENDER AND INCLUSION

<b>75</b>	<b>25</b>	<b>76</b>
2022	2023	2024

#### COMMUNITY ENGAGEMENT AND ACCOUNTABILITY



National Society has established feedback mechanisms

## Summary of response

The RCRNM serves as an auxiliary to the Government of the Republic of North Macedonia. In its mandated leadership role within the national response framework since 2015, the RCRNM coordinates humanitarian activities for migrants, asylum seekers and refugees, including those displaced from Ukraine.

In responding to the needs of displaced people from Ukraine, the RCRNM acted as the primary organization providing continuous and structured assistance. Operations were planned in cooperation with the Ministry of Labour and Social Policy, the Ministry of Interior, the Ministry of Foreign Affairs, the Directorate for Protection and Rescue and the Crisis Management Centre. The number of people assisted by the RCRNM was relatively small compared with other “third ring” countries, which enabled Red Cross staff to maintain continuous communication and direct interaction with those supported. This proximity allowed staff to regularly monitor satisfaction with the assistance provided and to adapt services in line with evolving needs and circumstances.

In total, RCRNM supported 532 displaced people from Ukraine through in-kind distributions of food and hygiene items, health services including mental health and psychosocial support (MHPSS), CVA for basic needs, financial support for public health insurance, vouchers for essential preventive medical examinations and winter clothing and tailored activities for children.

### Overall sex and age breakdown of people targeted

Sex-age group	Total
Males over 18 years of age	92
Males under 18 years old	78
Females over 18 years old	299
Females under 18 years of age	63
<b>Total number of assisted people</b>	<b>532</b>

## Operational risk assessment

The RCRNM conducted regular informal operational risk assessments throughout the implementation period. The planned activities proceeded largely without major changes, as programme design incorporated active engagement and participation of the affected population, allowing for flexible adaptation based on feedback and evolving needs.

In August 2023, the Government of the Republic of North Macedonia adopted a decision granting temporary protection status to displaced people from Ukraine, in line with the Law on International and Temporary Protection. The Ministry of Labour and Social Policy and the Ministry of Interior were assigned responsibility for undertaking necessary measures within their respective mandates to ensure implementation.

However, the rollout of this decision was delayed due to national elections, insufficient state funds to operationalize entitlement to health and social services and institutional readiness gaps. As a result, by the end of 2024, the decision had not been implemented and displaced people continued to lack access to fundamental rights and services.

In July 2024, the temporary protection status was extended for an additional year, remaining valid until 9 August 2025.

To mitigate potential tensions or perceptions of unequal treatment within host communities, the intervention also included support for the most vulnerable local households through the International Federation of Red Cross and Red Crescent Societies (IFRC) Emergency Appeal for Ukraine and Impacted Countries. However, this assistance was provided on a limited scale, reaching up to a maximum of 15% of the total caseload.

## A. OPERATIONAL STRATEGY

The initial needs assessment was conducted during the registration process in 2022. The interventions were designed based on the needs assessments and post distribution monitoring (PDM). Subsequently, various tools were utilized to assess the needs of displaced people from Ukraine and these assessments were accurately incorporated into the planning process.

- At the end of 2022, a needs assessment was conducted covering 590 displaced people from Ukraine. The findings informed programme planning for 2023 and 2024, ensuring that interventions were aligned with the priorities expressed by the affected population.
- PDM was carried out following both the first and second voucher distributions. The assessment captured beneficiary feedback regarding satisfaction with the distribution process, the CVA modality and the overall humanitarian support provided by the RCRNM. It also gathered insights on emerging needs and expectations for future assistance. The results were used to refine and strengthen planning for 2023. Additionally, a focus group discussion (FGD) was held with displaced people from Ukraine, allowing participants to openly share priorities and pressing needs. Key areas highlighted included renewed CVA support; assistance for accessing healthcare and medicines; extracurricular and recreational activities for children, safe spaces for parents and children to interact, opportunities for socialization and community-building and ongoing Macedonian language courses.
- Due to small caseload, the informal and in-person feedback was also collected throughout the implementation period.
- A meeting was also held with the two associations of Ukrainians in the Republic of North Macedonia, who informed on the needs of the people, obtained through the channels of communication with them.
- Support profiling exercise with refugees from Ukraine, a comprehensive profiling exercise involving the Ukrainian community nationwide was conducted in collaboration with the UNHCR. Surveys were conducted with 57 Ukrainian households across the country (of the planned 30 Ukrainian households), in order to include the newly arrived families. Considering the nationwide coverage, the findings have shaped the activities for 2025 and will be further used to advance inclusion of refugees from Ukraine.<sup>4</sup> The survey findings indicated the most frequently identified priorities were healthcare services (52.6%), language courses (36.8%), food security (28%), livelihood support (26.3%) and documentation/legal assistance (14%). These needs varied according to place of residence and family composition, highlighting a complex and context-specific set of challenges. Healthcare services emerged as the most urgent concern, with 64% of respondents lacking health insurance due to ineligibility for government schemes and administrative barriers, which significantly limited access to timely and adequate medical care.

Drawing on these assessment tools and informal consultations, the RCRNM designed and implemented targeted humanitarian actions. The RCRNM's activities focused on supporting displaced people from Ukraine who faced challenges in meeting their basic needs, through the provision of:

- Referral services, financial support for health and medicaments in emergencies.
- Mental health and psychological support services.
- Distribution of in-kind support.
- Cash and voucher assistance.
- Support in social inclusion and integration.

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<sup>4</sup> Republic of North Macedonia, Socio-Economic Insights Survey Final Report – 2024

## B. DETAILED OPERATIONAL REPORT

### HEALTH AND CARE, INCLUDING MHPSS AND WASH


	<b>HEALTH AND CARE (INCLUDING MHPSS)</b>	<b>Overall Target: 350</b>			
		<b>Overall Services Provided: 558</b>			
<b>Objective</b>		<i>Communities in crisis-affected areas and displaced people in vulnerable situations are provided with high-quality health and care services, including MHPSS.</i>			
<b>Health and Care</b>					
<b>Key Indicators</b>	<b>Indicator</b>	<b>Reach</b>			
		<b>2022</b>	<b>2023</b>	<b>2024</b>	<b>2025</b>
# of people reached with primary health services and/or referral to public health institutions		59	27	88	110
<b>Achievements</b>	<p>One of the most urgent needs identified was access to emergency medical care and the continuous provision of therapy for people living with chronic conditions. With the support of the Swiss Red Cross and other donors, targeted assistance was provided to the most vulnerable groups, including people with chronic illnesses whose health conditions had deteriorated and required urgent medical intervention at secondary or tertiary levels of care. This support covered urgent medical procedures and additional specialist examinations, most commonly in cardiology, ophthalmology, dental care and other priority health areas.</p> <p>In all cases, medical assessments and guidance on further procedures and levels of urgency were ensured through consultations with a physician from the City Red Cross of Skopje. All interventions were prioritized based on medical urgency and necessity. Furthermore, when a need for medication and appropriate therapy was identified, particularly for people living with chronic conditions, treatment was provided in line with prescriptions issued by specialist doctors. This support aimed to ensure continuity of care and reduce the risk of further health deterioration among the most vulnerable groups.</p> <p>In 2022, three mobile teams were established to provide dedicated support through field visits to displaced people from Ukraine. These activities aimed to improve personal conditions and help people adapt to their new circumstances.</p> <p>CVA enabled comprehensive women’s health check-ups for 32 displaced women from Ukraine, covering services such as ultrasound, breast mammography and gynaecological examinations. A total of 64 vouchers were provided, supporting preventive care, early detection of malignancies and overall reproductive health.</p> <p>In 2023, the RCRNM organized basic first aid training for 20 displaced people from Ukraine. The training was delivered by licensed doctors and demonstrators at the Red Cross First Aid Centre.</p>				

## Mental Health and Psychosocial Support


Key Indicators	Indicator	Reach			
		2022	2023	2024	2025
	# of people reached by National Society mental health and psychosocial support services	143	2	40	30
# of people trained in MHPSS (including psychological first aid and other MHPSS related trainings)	34	10	0	15	
<b>Achievements</b>	<p>People were assisted with MHPSS, through face-to-face sessions, primarily through group activities, and individually for the most marginalized individuals as needed. MHPSS services were available to all people through the Centre for PSS at the RCRNM, where psychologists worked with people from Ukraine and with the project team. Additionally, cooperation was established with the Chamber of Psychologists of North Macedonia. Most people were interested in topics such as mental health and social adaptation to the new environment, self-concept and anxiety.</p> <p>A psychologist specializing in early childhood development was hired to organize psychological support through group activities for children aged 4 to 17 years. The thematic workshops for children focused on fostering better mutual connections were organized on monthly basis. These workshops included games to encourage motor skills, role-playing activities, rhythm-following exercises aimed at enhancing inclusion and brain gym exercises to fully activate brain capacity. Meetings were also held with parents to discuss the support they received from the community and the Red Cross, as well as the resources they used in raising and caring for their children. The main focus of these activities was to promote cohesiveness among the group of children of different ages, helping them experience a sense of belonging, with each child having their own role and position. The activities also emphasized using the natural resources of the environment, encouraging free movement and expression, allowing children and adults to connect with nature and their surroundings, and through this, connect with themselves. In total, 75 children received support from RCRNM.</p> <p>Between 2023 and 2025, the RCRNM organized group sessions in art-expressive therapy, facilitated by a qualified therapist. Sessions were held once per month and lasted two hours each. A total of 30 people participated in the therapy groups, including five RCRNM staff members.</p> <p>The RCRNM organized three thematic workshops for 15 people based on priorities identified through consultations with displaced people from Ukraine, ensuring that activities addressed their actual needs.</p> <p>Thematic workshop topics:</p> <ul style="list-style-type: none"> <li>• Post-Traumatic Stress Disorder (PTSD)</li> <li>• Fears and Anxiety</li> <li>• Psychological Counselling and Support</li> </ul> <p>The workshops provided targeted psychosocial and emotional support and covered topics such as coping with displacement, managing post-traumatic stress symptoms and understanding the role of psychological counselling in recovery and integration. Each session was facilitated by qualified mental health professionals and included interactive discussions, practical coping tools and information-sharing components. Participants highlighted the</p>				


usefulness of the content and valued the opportunity to connect with others facing similar challenges, noting the positive effect on their emotional well-being and resilience.


In addition to these workshops, RCRNM also organized a separate session on stress management for 18 Red Cross employees and volunteers. This workshop aimed to strengthen the internal capacity of staff and volunteers by providing them with techniques to cope with stress, prevent burnout and maintain emotional balance while delivering humanitarian assistance.

	<b>WATER, SANITATION, AND HYGIENE (WASH)</b>	<b>Overall Target: 350</b>			
		<b>Overall Services Provided: 802</b>			
<b>Objective</b>	<i>Comprehensive WASH support is provided to people in vulnerable situations, resulting in an immediate reduction in the risk of water-related diseases and improvement in dignity for the targeted population.</i>				
<b>Key Indicators</b>	<b>Indicator</b>	<b>Reach</b>			
		<b>2022</b>	<b>2023</b>	<b>2024</b>	<b>2025</b>
	# of people reached with hygiene supplies	454	48	0	300
<b>Achievements</b>	<p>The RCRNM distributed 900 hygiene items during 2022-2023. In total, 502 displaced people from Ukraine were assisted with this intervention. During 2025, with funding received from the Swiss Red Cross, hygiene items were provided to 300 people in the most vulnerable situations.</p> <p>The criteria for distribution of parcels were as follows:</p> <ul style="list-style-type: none"> <li>• From 1 to 4 members – one parcel with food items and one with hygiene items.</li> <li>• From 5 to 8 members – two parcels with food items and two with hygiene items.</li> <li>• And over 9 members – three parcels with food items and three with hygiene items.</li> </ul> <p>Additionally, 200 baby kits were also distributed among the families with children.</p>				

## INTEGRATED ASSISTANCE

	<b>SHELTER, HOUSING, AND SETTLEMENTS</b>	<b>Overall Target: 350</b>			
			<b>Overall Services Provided: 194</b>		
<b>Objective</b>	<i>Communities in crisis-affected areas and displaced people restore and strengthen their safety, well-being and longer-term recovery through shelter and settlement solutions.</i>				
<b>Key Indicators</b>	<b>Indicator</b>	<b>Reach</b>			
		<b>2022</b>	<b>2023</b>	<b>2024</b>	<b>2025</b>
	# of people reached with rental assistance	1	0	0	-
	# of people accommodated by host families	53	13	48	-
# of host families supported to welcome people fleeing from Ukraine	35	9	35	-	
<b>Achievements</b>	<p>Following a report of safety concerns, immediate action was taken under the rapid response framework to support a displaced person from Ukraine, with alternative safe accommodation facilitated by RCRNM. The RCRNM facilitated the move, covered rental costs for the first six months and ensured regular follow-up and monitoring.</p> <p>At the outset of the response, RCRNM compiled a registry of calls from Macedonian citizens expressing interest in hosting families from Ukraine. A cross-checking process was subsequently carried out to align the needs of displaced people with the accommodation offers received. Individuals were then referred to review available housing options in the proposed apartments. As these were privately initiated arrangements, RCRNM acted solely as a facilitator, supporting orientation within the respective municipalities and communities, without undertaking direct matching or formal placement of beneficiaries with host families.</p> <p>To mitigate the additional financial burden on host families, RCRNM provided cash assistance to help cover extra utility and living costs, thereby contributing to the sustainability of hosting arrangements and reinforcing community solidarity.</p>				

	<b>LIVELIHOODS</b>	<b>Overall Target: N/A<sup>5</sup></b>			
		<b>Overall Services Provided: 852</b>			
<b>Objective</b>	<i>Communities in affected areas and displaced people receive basic needs assistance to support immediate livelihoods security and recover their way of life and income through sustainable livelihoods programmes that promote socioeconomic integration and economic stability.</i>				
<b>Key Indicators</b>	<b>Indicator</b>	<b>Reach</b>			
		<b>2022</b>	<b>2023</b>	<b>2024</b>	<b>2025</b>
	# of people reached with relief assistance for basic needs (food, clothing, hygiene, medicines, and other essential items)	454	48	0	350
<b>Achievements</b>	<p>During 2022–2023, the RCRNM distributed a total of 906 food parcels to 502 people. The distribution was implemented in two phases, ensuring that assistance reached the most vulnerable according to assessed needs. Additionally, during 2025, food parcels were provided to 350 people in vulnerable situations, with the support of the Swiss Red Cross, ensuring continued access to essential food items.</p> <p>The criteria for distribution of parcels were as follows:</p> <ul style="list-style-type: none"> <li>• From 1 to 4 members – one parcel with food items</li> <li>• From 5 to 8 members – two parcels with food items</li> <li>• And over 9 members – three parcels with food items</li> </ul>				

	<b>CASH AND VOUCHER ASSISTANCE</b>	<b>Overall Target: 1,050</b>			
		<b>Overall Services Provided: 690</b>			
<b>Objective</b>	<i>Displaced people in vulnerable situations have their needs addressed through the use of cash.</i>				
<b>Key Indicators</b>	<b>Indicator</b>	<b>Reach</b>			
		<b>2022</b>	<b>2023</b>	<b>2024</b>	<b>2025</b>
		# of people reached with conditional and/or unconditional cash and voucher assistance	352	38	210
	Amount of cash distributed, CHF	CHF 22,722	CHF 60,020	CHF 39,545	CHF 8,253
<b>Achievements</b>	The RCRNM reached 120 families (a total of 340 unique people, including 300 displaced people from Ukraine and 40 people from the host community) through TINEX consumer cards, implemented in partnership with a leading supermarket chain. Support was delivered in seven				

<sup>5</sup> Although Livelihoods activities were not initially included under the National Society Response Plan and therefore no target was set, the RCRNM identified emerging Livelihoods-related needs during implementation and adapted its response accordingly.

instalments, each covering a two-month period, with vouchers valued at approximately CHF 122. Distribution was carried out nationwide through Red Cross branch organizations, where displaced people from Ukraine were registered.

To promote equitable balance and strengthen social cohesion with the host community, the RCRNM, in coordination with the IFRC, allocated a portion of the planned assistance to the people in vulnerable situations. Of the 120 families initially planned for support, 20 socially vulnerable local families were identified and included in the intervention. This approach was designed to reduce potential tensions, foster community acceptance and ensure that assistance was provided in an equitable and context-sensitive manner.

The selection criteria focused on people from the host community living in economically vulnerable situations who are beneficiaries of one or more Red Cross services. Priority was given to those facing the greatest levels of vulnerability, including people with disabilities, people with little or no income, single parents of children with disabilities and people living alone or in social isolation. This included beneficiaries of the Homeless Service Point, users of the Day Centre for People with Disabilities, recipients of personal assistance services, as well as older people and frail people. The identification and prioritization of people were carried out based on prior assessments conducted by service coordinators, who have a strong and direct understanding of the socio-economic circumstances and specific needs of the people they support. It should also be noted that the available funding did not allow for expansion of the targeting criteria or programme coverage.

The RCRNM distributed 500 vouchers (250 people) during the summer and winter periods of 2022–2023. This support enabled recipients to purchase seasonal clothing and footwear according to their needs and preferences.

During 2023 and 2024, a total of four financial transfers were made to 35 host families (70 people). These Macedonian families provided care for displaced people from Ukraine in their private apartments, allowing them to use the accommodations without receiving any material compensation (rent) in return. Each family received approximately CHF 94 to cover costs related to utilities and other building related costs.


Displaced people from Ukraine did not have free access to public health facilities unless they purchase public insurance to access public as well as private health facilities. The RCRNM selected and assisted additional 18<sup>6</sup> most vulnerable families through financial support. For selected families, approximately CHF 28 (cost of insurance in North Macedonia) were transferred to their bank accounts on a monthly basis, enabling them to pay health insurance to the State Health Insurance Fund (Ministry of Health of the Republic of North Macedonia). The assistance was provided through 12 financial transfers from July 2023 to June 2024. The recipients were also briefed on process for purchasing insurance participation, as well as details about the state and private health systems, the need for a family doctor and services at the primary, secondary and tertiary levels.

The target number for CVA was not fully reached due to limited funding and the defined timeframe of the intervention. Nevertheless, within the available resources, the operation achieved its planned objectives in terms of the quality and relevance of assistance. Findings from PDM indicated a high level of beneficiary satisfaction, confirming that the assistance provided was timely, appropriate and responsive to priority needs.

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<sup>6</sup> The number varied between 1 and 18 people. Only those present in the RCRNM during the specific month were assisted.

## PROTECTION AND PREVENTION

	<b>PROTECTION, GENDER, AND INCLUSION (PGI)</b>	<b>Overall Target: 1,300</b>			
		<b>Overall Services Provided: 245</b>			
<b>Objective</b>	<i>Communities in crisis-affected areas and displaced people in vulnerable situations are safe from harm including violence, discrimination, and exclusion, and their needs and rights are met.</i>				
<b>Key Indicators</b>	<b>Indicator</b>	<b>Reach</b>			
		<b>2022</b>	<b>2023</b>	<b>2024</b>	<b>2025</b>
	# of children welcomed in child-friendly spaces	-	25	20	-
	# of people reached with PGI activities	75	9	76	-
	# of staff, volunteers and associated personnel trained on prevention and protection of sexual exploitation and abuse and child safeguarding	-	15	0	25
<b>Achievements</b>	<p>The RCRNM organized a summer camp from 4 to 8 September 2022 within scope of the IFRC Emergency Appeal for Ukraine and Impacted Countries. The camp was hosted at the Red Cross Educational Centre “Solferino” in Struga. The camp hosted 50 participants, including children and adults from Ukraine, accompanied by three social workers, a psychologist from the City Red Cross Skopje and two volunteers. During the four-day camp, various activities were organized for both children and adults. Fourteen adults had the opportunity to attend workshops on Restoring Family Links (RFL), Trafficking in Human Beings (THB), Safeguarding and Child Protection. Meanwhile, creative workshops for children included making decorative items from glass and clay, art and craft sessions and activities to develop graphomotor skills. The psychologist conducted specialized workshops for children, focusing on their development and adaptation to the new environment.</p> <p>In March 2024, the RCRNM adopted its updated Human Resources (HR) Policy, covering recruitment, workplace induction, staff training and performance management. The policy also references other institutional frameworks, including those on the prevention of sexual harassment and discrimination, anti-corruption measures, prevention of sexual exploitation and abuse (PSEA) and conflict of interest management. These are complemented by the organization’s Code of Conduct and labour relations regulations, which further govern staff behaviour and professional standards.</p> <p>The RCRNM also developed the following documents/procedures:<sup>7</sup></p> <ul style="list-style-type: none"> <li>• Leaflets, posters on preventing and responding to trafficking in persons.</li> <li>• Development of medium to long term action plan for PGI mainstreaming across different sectors and thematic areas within RCRNM.</li> <li>• Contextualized training packages on PGI/PSEA (including sexual and gender-based violence (SGBV) prevention and response, safeguarding, the survivor-centred approach, PGI in</li> </ul>				

<sup>7</sup> These activities are not necessarily funded by the IFRC Emergency Appeal for Ukraine and Impacted Countries.

emergencies, use of safe referral pathways and managing sensitive complaints and feedback) for RCRNM staff and volunteers.

- Basic PGI training (as a part of PSEA) delivered to 45 people (staff and volunteers) covering anti-trafficking, gender-based violence (GBV), child safeguarding and protection from sexual exploitation and abuse.
- As part of the activities for safeguarding the National Society, a mapping of services and dissemination of referral pathways was conducted, including the establishment and strengthening of specific mechanisms and guidelines to ensure safe and dignified referral services.
- Within the child friendly space (CFS), activities were organized for 45 children and were used by both children from Ukraine and their parents. Some activities were supported by the Swiss Red Cross, while the IFRC provided materials for the functioning of the space, PSS for children and recreational and after-school programmes. The Ukrainian community identified the need for such a space, which was arranged specifically for that purpose and a programme was developed to reflect their interests and preferences. In addition to the facilitator and Red Cross volunteers, Ukrainian mothers and youth club volunteers actively participated in delivering activities. Through this combination of experience, diversity, culture and tradition, the child and youth friendly space offered a range of educational and recreational activities, including:
  - Creative workshops (involvement of parents and children in creating Christmas decorations and greeting cards, autumn and winter decorations).
  - Sport recreational activities (swimming and dancing classes).
  - Multicultural workshops (introduction of tradition and culture of North Macedonia – holidays, customs, traditional food and introduction of tradition and culture of Ukraine).
  - Visits to cinema, theatre, museums.

The establishment of sex and age disaggregated data (SADD) collection systems is currently underway. While a comprehensive and standardized SADD framework is still being finalized, selected project activities have already integrated the collection of SADD into their monitoring and reporting processes.

Between April 2022 and June 2024, 596 Macedonian language sessions were delivered to 98 participants, both in-person and online, with strong engagement and positive feedback from the Ukrainian community. High demand led to expanded class groups, reflecting the importance of language learning as a key step toward integration, particularly for those planning to remain in the country. More details can be found in the Migration section.

The lower number of people reached through PGI activities is primarily attributable to the repeated participation of the same group of people from Ukraine, resulting in a smaller count of unique participants. During the project implementation period, the National Society prioritized the development of PGI-related documents regulations and procedures over large-scale outreach activities. The dissemination of these materials and broader engagement with a wider target audience are planned for the upcoming period. Once shared more extensively with staff, volunteers and end users, this is expected to enhance coverage and participation in PGI activities.



## MIGRATION

**Overall Target:** 1,300

		<b>Overall Services Provided: 375</b>			
<b>Objective</b>	<i>People on the move, regardless of their background or status, have access to the lifesaving assistance and protection they need.</i>				
<b>Key Indicators</b>	<b>Indicator</b>	<b>Reach</b>			
		<b>2022</b>	<b>2023</b>	<b>2024</b>	<b>2025</b>
	# of HSPs that provided services to refugees/displaced people	32	32	1	1
	# of people supported in official procedures	15	47	0	-
	# of people reached with employability support (including labour market orientation, employability and skills training)	-	-	-	26
	# of people reached by social cohesion activities to improve relations between asylum seekers, refugees and displaced people, and host communities	-	-	-	45
	# of people reached with language support services (language courses and classes)	-	98	94	50
<b>Achievements</b>	<p>Humanitarian Service Points (HSPs) remained a key modality for delivering assistance, with 32 HSPs operational in 2022 and 2023, before scaling down to one active HSP in 2024–2025 as needs evolved. While initially planned, it should be noted that the IFRC Emergency Appeal did not cover migration-related activities, including services and assistance provided through HSPs, from a funding perspective. Through these structures as well as RCRNM branches, targeted support was provided to individuals navigating official procedures (15 in 2022 and 47 in 2023), while in 2025 activities expanded to include employability support (26 people) and social cohesion initiatives (45 people), contributing to longer-term integration and strengthened community relations.</p> <p>From April 2022 to June 2024, a total of 596 Macedonian language sessions were conducted for 98 people (15 males and 83 females). The sessions were organized in-person for those who can attend the classes at RCRNM branches while online, across five groups (three in-person and two online). Participants have shown keen interest in learning the Macedonian language, demonstrating notable progress in understanding both the language itself and its cultural nuances during the classes.</p> <p>The Macedonian language classes were organized at the Red Cross premises for both children and adults and have received positive reactions from the Ukrainian community. This positive response has led to the need for expanding the number of classes due to larger groups and increased enrolment. Participants were organised into four groups, with three attending in person and one participating through online classes. Participants themselves emphasize the significance of these classes, noting that learning the language of their host country is a crucial early step towards integration, especially for those intending to remain in North Macedonia. This is particularly important for children whose legal status allows them to participate in Macedonian language classes.</p>				



## COMMUNITY ENGAGEMENT AND ACCOUNTABILITY (CEA)

### Objective

*The diverse needs, priorities and preferences of the affected communities guide the response through a people-centred approach and meaningful community participation.*

### Key Indicators

Indicator	Reach			
	2022	2023	2024	2025
National Society with established feedback mechanisms	Yes	Yes	Yes	-
# of community feedback comments collected	42	41	30	-
# of community feedback reports produced	2	9	1	-
# of operational decisions or changes made based on community feedback	0	3	0	-
# of staff, volunteers, and leadership trained on community engagement and accountability	-	6	16	-

### Achievements

As part of its humanitarian response for displaced people from Ukraine, the RCRNM established a PSS helpline at the outset of the operation. The helpline was accessible via telephone, WhatsApp and Viber, and was managed by a licensed psychologist from the Red Cross of the City of Skopje. Remote support was provided in English and Macedonian, with the option of arranging in-person sessions with interpretation in Ukrainian.

In 2022, the helpline received 80 calls. While many callers used the service to update contact details or seek information about humanitarian distributions, the psychologist routinely assessed their emotional well-being and offered individual consultations where required.

Between 2023 and 2025, communication was primarily conducted through Viber groups, focusing on sharing information about specific activities, organising Macedonian language classes and coordinating distributions and other community-based initiatives.

An effective feedback mechanism has been implemented with multiple channels of communication including, help line, Viber support group, online form accessible with QR code and face to face communication.

- Central management system has been set up for tracking community feedback collected through various channels.
- Social media with participation of displaced people from Ukraine have been tracked for feedback, rumours and complaints and it was act on in timely matter. The main feedback from respondents was positive. They expressed overall satisfaction with the services and acknowledged the RCRNM as the primary actor providing continuous and ongoing support.
- Throughout the entire operation, coordination meetings with the Associations of Ukrainians in North Macedonia, aimed at sharing information on the planned activities, monitoring the situation, responding to the needs of the people who initially contacted

these associations have been done regularly.

- The information about available services to the displaced population has been disseminated through face-to-face communication and social media channels.
- A total of 500 flyers containing information about RCRNM services and frequently asked questions (FAQ) were produced and distributed at registration points, through the Association of Ukrainians in North Macedonia and during food and hygiene distributions.
- CEA sessions were conducted through three workshops – covering CVA training, lessons learned and PSS for staff and volunteers – providing targeted guidance and practical knowledge on implementing CEA principles in operations.

#### Community feedback

- All the activities linked with data collection have been done electronically using KoboToolbox through different links and whenever needed QR codes.
- Formal and informal needs assessments using different forms of data collection tools was carried out through project cycle.
- Community feedback was collected through PDM on regular basis.

## ENABLING APPROACHES

	<h3>NATIONAL SOCIETY STRENGTHENING</h3>				
<b>Objective</b>	<i>National Societies respond effectively to the wide spectrum of evolving crises and their auxiliary role in disaster risk management is well-defined and recognised.</i>				
<b>Key Indicators</b>	<b>Indicator</b>	<b>Reach</b>			
		<b>2022</b>	<b>2023</b>	<b>2024</b>	<b>2025</b>
	# of volunteers involved in the operation	30	30	20	24
	# of branches responding	15	15	16	16
	# of branches which started branch development as part of the current response activities (including soft and infrastructure investments)	-	1	1	33
	# of Movement partners (Federation-wide) that support the development of National Societies (support bilaterally or through the IFRC)	-	1	1	2
	National Society has in place capacities to conduct an Emergency Needs Assessment	-	Yes	Yes	Yes
National Society is part of their national government's disaster	-	Yes	Yes	Yes	

response mechanism

## Achievements

A team of volunteers supported the RCRNM's registration points, with ten engaged in Skopje and an additional ten deployed across other cities in North Macedonia. Registration points operated on working days from 08:00 to 16:00, based within Red Cross headquarters (HQ), branch offices and the City Red Cross of Skopje premises.

In June 2024, a two-day training was organized for 20 staff and volunteers of RCRNM in order to provide quality services through mobile teams and SOS line. At the training, practical exercises and activities were demonstrated that enriched the capacities of the volunteers for providing psychological first aid (PFA) and PSS and the importance of raising awareness of self-care and care for the mental health of helpers was emphasized. The experiences of the Red Cross of the city of Skopje in the distribution of humanitarian aid and registration of displaced people from Ukraine and the implementation of PSS activities in crisis conditions were also shared.

On 25 June 2025, the RCRNM held a workshop for CVA with members of the Management Board, Secretary General and professional staff. The workshop was attended by 22 senior staff and members of management board. The purpose of the workshop was to sensitize the members of the Management Board of the RCRNM on CVA preparedness and response.

Strengthening capacities of staff and volunteers remained a priority throughout the operation. Two CVA Level II trainings were conducted at the Red Cross Educational Centre "Solferino" in Struga in 2022 and 2024, bringing together 36 participants from the RCRNM and neighbouring National Societies. These trainings contributed to enhanced CVA readiness and reinforced RCRNM's ambition to be a partner of choice for cash programming in North Macedonia.

To strengthen emergency preparedness and inter-agency cooperation, the RCRNM organized a large-scale national simulation exercise for first aid in an emergency situation – scenario earthquake, in Skopje in 2023. The event involved multiple ministries, institutions, Red Cross branches, regional National Societies and international partners and was broadcast nationally.

Throughout implementation, Red Cross branches were engaged through trainings, coordination meetings and participation in sectoral events organized by the IFRC and neighbouring National Societies, which improved knowledge exchange and operational readiness. Special emphasis was placed on enhancing capacities in PSS and CVA.

A total of 30 Branch Organisational Capacity Assessment (BOCA) exercises were carried out in Red Cross branches as part of National Society Development (NSD) efforts, with plans to continue strengthening branch capacities. Within the project activities, RCRNM strengthened the safety, security and well-being of its volunteers through a range of initiatives. The IFRC *Standards to Facilitate the Safety, Security and Well-being of Volunteers: Implementation Guide* was translated and Membership and Volunteering Self-Assessment Workshops were conducted, leading to the establishment of a working group to revise the Volunteering Policy and Code of Conduct. The working group developed Safety and Security Regulations, procedures, protocols and an incident reporting mechanism, all of which were adopted by the Governing Board. A Training of Trainers (ToT) on volunteer safety and security was also organised for representatives from all branches, ensuring consistent implementation and support across the organisation

The RCRNM also hosted lesson-learned workshops, including one in June 2024 for staff and volunteers and another that included active participation of displaced people from Ukraine. These sessions helped review achievements, identify gaps and collect recommendations for improving future responses.

A national workshop on epidemic and emergency preparedness was organized in cooperation

with the Ministry of Health and the Centre for Public Health, focusing on access to health services, immunization and inclusion of refugees in public health systems.

Additionally, a two-day PFA ToT workshop equipped 20 participants to deliver PFA in their communities.

With the IFRC support, the RCRNM also invested in logistics development and warehousing, including equipment upgrades and critical repairs to the central warehouse. Work commenced in April 2024 and completed in August 2024.

A national Preparedness for Effective Response (PER) workshop was conducted in October 2025 to review preparedness plans and strengthen capacities in risk reduction, volunteer management, logistics and response coordination. Drone operation training was also provided, with eight staff completing basic or advanced modules and procurement of essential communication and operational equipment was finalized.

In 2025, RCRNM took key steps to reinforce organizational integrity and accountability. A national training on integrity protection was held for 25 representatives from local branches, focusing on ethical conduct, reporting mechanisms and prevention of misconduct. An online platform for confidential integrity reporting and case management was also developed, supporting transparent and safe handling of complaints. These efforts strengthened internal systems and reinforced the organisation's commitment to Movement principles, accountability and trust.



## COORDINATION AND PARTNERSHIPS

Objective

*Technical and operational complementarity is enhanced through cooperation among the IFRC Membership and with the ICRC.*

Key Indicators	Indicator	Reach			
		2022	2023	2024	2025
	Movement coordination meetings are organized, and updates are provided to the Movement partners	-	Yes	Yes	Yes
	# of external Stakeholders and Clusters coordination meetings organized	-	1	2	9

Achievements

Regular coordination with the IFRC, Swiss Red Cross and other National Societies participating in the IFRC Emergency Appeal for Ukraine and Impacted Countries ensured alignment, complementarity and coherence of support.

At the external level, RCRNM actively coordinated with key government institutions, including the Ministry of Labour and Social Policy, the Ministry of Interior, the Ministry of Foreign Affairs, the Ministry of Health, the Directorate for Protection and Rescue, the Crisis Management Centre and the Government-led Working Group on Migration Policy. RCRNM participated in coordination meetings related to support for displaced people from Ukraine, particularly those

organized by the Ministry of Interior and maintained regular coordination with the Embassy of Ukraine in the Republic of North Macedonia to support information exchange and community outreach.



## 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.*

### Achievements

The operation in North Macedonia was supported by the IFRC Regional Office for Europe (ROE) in Budapest and the IFRC Country Cluster Delegation for Central and South-Eastern Europe (CCD CSEE) in Sarajevo. The IFRC support included the deployment of an Operations Manager, alongside targeted technical assistance from subject-matter experts in finance, supply chain management, CVA, planning, monitoring, evaluation and reporting (PMER), information management (IM), disaster and crisis preparedness, CEA and NSD, as required.

In addition, the IFRC played a coordination role in aligning Membership activities and partner support around the strategic priorities of the RCRNM, helping to ensure coherence, complementarity and effective use of available resources. Overall, this support contributed to strengthening the institutional and operational capacities of the National Society, notably through the application of standardized approaches, systems and tools related to data management, CVA delivery and other core operational areas.

## C. FINANCIAL REPORT

The interim Final Financial Report is attached below to this narrative report. The financial report is published on an interim basis given that, as of 31 December 2025, final reconciliations of the projects remained pending. The finalized report will be made available in 2026. Any remaining balance will be transferred to the funding pool of the IFRC revised Emergency Appeal for Ukraine and Impacted Countries, in support of the continuation of activities addressing the humanitarian consequences of the Russia-Ukraine international armed conflict. Further details on the interpretation of financial data and reporting scope are provided in Annex I.

### Expenditure by Thematic Area

<b>Planned Operations / Enabling Approaches</b>	<b>Expenditure</b>
PO01 - Shelter and Basic Household Items	216,476
PO02 - Livelihoods	0
PO03 - Multi-purpose Cash	150,099
PO04 - Health	73,987
PO05 - Water, Sanitation & Hygiene	0
PO06 - Protection, Gender and Inclusion	9,372
PO07 - Education	5,858
PO08 - Migration	0
PO09 - Risk Reduction, Climate Adaptation and Recovery	62,275
PO10 - Community Engagement and Accountability	0
PO11 - Environmental Sustainability	0
<b>Planned Operations Total</b>	<b>518,066</b>
EA01 - Coordination and Partnerships	3,593
EA02 - Secretariat Services	13,415
EA03 - National Society Strengthening	53,729
Enabling Approaches Total	70,737
<b>Grand Total</b>	<b>588,803</b>

## Contact information

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

### In the Red Cross of Republic North Macedonia

- **Secretary General:** Sait Saiti, [saiti@redcross.org.mk](mailto:saiti@redcross.org.mk)
- **Operational Coordination:** Suzana Tuneva Paunovska, [skopje@redcross.org.mk](mailto:skopje@redcross.org.mk)

### In the IFRC

- **Regional Office of Europe:** Ruben Cano, Regional Operations Manager, [ruben.cano@ifrc.org](mailto:ruben.cano@ifrc.org)
- **IFRC Country Cluster Delegation to Central and South-Eastern Europe:** Nemanja Zekic, Programme Coordinator, [nemanja.zekic@ifrc.org](mailto:nemanja.zekic@ifrc.org)

### For IFRC Resource Mobilization and Pledges support:

- **Regional Head, Engagement and Partnerships:** Andrej Naricyn, [andrej.naricyn@ifrc.org](mailto:andrej.naricyn@ifrc.org)
- **Coordinator, Resource Mobilisation in Emergencies:** T'Nasha La Roche, [tnasha.laroche@ifrc.org](mailto:tnasha.laroche@ifrc.org)

### For In-Kind donations and Mobilization table support:

- **Manager, Global Operational Procurement and Regional Supply Chain:** Indra Eckstein, [indra.eckstein@ifrc.org](mailto:indra.eckstein@ifrc.org)

### Reference documents

↘ Click here for:

- [Previous Appeals and updates](#)
- [Emergency Plan of Action \(EPoA\)](#)
- [Note on methodology in calculating people reached and federation-wide response to date overview](#)

## How we work

All IFRC assistance seeks to adhere the **Code of Conduct** for the International Red Cross and Red Crescent Movement and Non-Governmental Organizations (NGO's) in Disaster Relief, the **Humanitarian Charter and Minimum Standards in Humanitarian Response (Sphere)** in delivering assistance to the most vulnerable, to **Principles of Humanitarian Action** and **IFRC policies and procedures**. The IFRC's vision is to inspire, encourage, facilitate and promote at all times all forms of humanitarian activities by National Societies, with a view to preventing and alleviating human suffering, and thereby contributing to the maintenance and promotion of human dignity and peace in the world.

## ANNEX I. NOTE ON READING THIS REPORT

The structure of final country reports of the IFRC Emergency Appeal for Ukraine and Impacted Countries is organised around the sectors and enabling approaches outlined by the Emergency Appeal. The narrative presents a cumulative account of the response efforts carried out by National Societies within the timeframe of their respective Response Plans, unless stated otherwise.

All data is self-reported and, where necessary, validated and triangulated with previous reports or publicly available information. Detailed National Society Response Plans and individual results can be accessed on [IFRC GO](#). Please note that, in some cases, data may be incomplete, or estimates may be used where gaps exist, following a conservative and transparent methodology. Additionally, due to variations in National Societies' activities and data systems, some reported figures may represent services delivered rather than unique individuals reached, which may result in a degree of double counting.

At the country level, operations were aligned with National Society Response Plans developed at the launch of the Emergency Appeal. These plans were based on available data, needs assessments, risk analyses and planning assumptions at the time, with aspirational funding requirements reflecting projected needs. As the context evolved, including changes in needs, population movement dynamics and funding levels, National Societies adapted their responses accordingly. While remaining aligned with the overall strategic intent, adjustments were made to ensure that available resources were directed to maximise relevance, efficiency and impact.

It should also be noted that while the narrative reflects the achievements of National Societies across the IFRC Network using Federation-wide resources, the accompanying financial report presents income and expenditure related exclusively to the IFRC Emergency Appeal.

Data presented throughout the report follows different aggregation methodologies depending on the section. Under the Federation-wide Response to Date Overview, people reached figures are presented by year to enhance transparency and minimise double counting. In contrast, the National Society Capacity section combines cumulative and peak indicators, where training figures represent cumulative totals, while volunteer and branch figures reflect the highest levels reported during the response period. Branch figures may reflect a mix of "branches" and "local units" according to the IFRC's definitions, which may affect comparability across countries. Additionally, sector tables present both indicator-level data from the Ukraine and Impacted Countries Indicator Tracking Tool (ITT) and a total number of services provided (displayed at the top of each table), calculated by summing yearly reach values across all indicators within each sector. This differs from the methodology used in the Federation-wide overview and the people reached figures highlighted on the cover page, which aim to reflect unique individuals reached where possible. Values reported as "0" in sector tables may indicate either that no people were reached or that the number could not be accurately inferred or estimated.

As the escalation of the international armed conflict between the Russian Federation and Ukraine entered its fourth year, the IFRC revised [the Emergency Appeal for Ukraine and Impacted Countries](#) to reflect the continued scale of humanitarian needs and the evolving nature of the response. The operation has been extended to 31 December 2027, maintaining the IFRC Secretariat funding ask at CHF 800 million and increasing the Federation-wide requirement to CHF 3.1 billion. The IFRC revised Emergency Appeal retains a more focused geographic scope, covering Ukraine, the Republic of Moldova and the Russian Federation, while other countries transition to [IFRC Network Country Plans 2026-2028](#). This ensures continuity of support through longer-term programming, while maintaining flexibility to adapt to future developments.

For most countries whose operations under the IFRC Emergency Appeal concluded on 31 December 2025, remaining balance was transferred to the funding pool of the revised Emergency Appeal for Ukraine and Impacted Countries to support the continuation of activities addressing the humanitarian consequences of the Russia-Ukraine international armed conflict.