



MONTENEGRO

2024 IFRC network annual report, Jan-Dec



14 July 2025

IN SUPPORT OF THE RED CROSS OF MONTENEGRO



23

National Society
branches



194

National Society
staff



841

National Society
volunteers

PEOPLE REACHED

Emergency
Operations



3,187

Climate and
environment



14,784

Disasters
and crises



22,066

Health and
wellbeing



24,670

Migration and
displacement



6,880

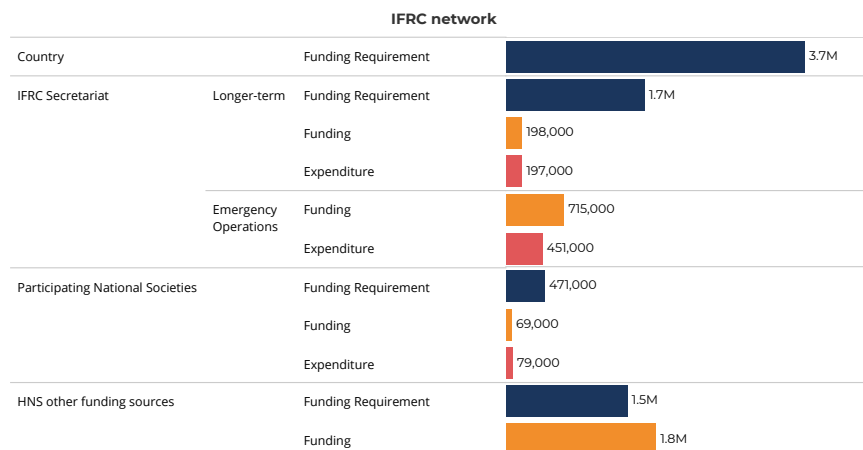
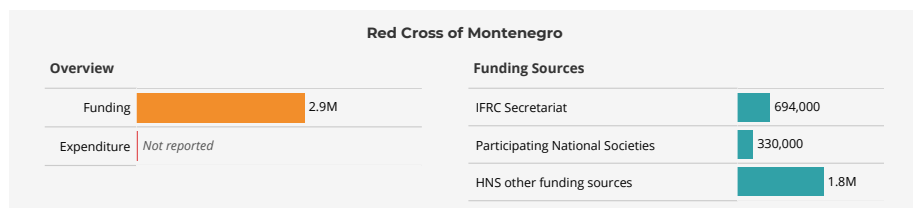
Values, power
and inclusion



11,759

FINANCIAL OVERVIEW

in Swiss francs (CHF)



Appeal number **MAAME002**

*Information on data scope and limitations is available on the back page



ONGOING EMERGENCY INDICATORS

MGR65002 / Ukraine and Impacted Countries Crisis

EF2 - National Society development	National Society covers health, accident and death compensation for all of its volunteers	Yes
SP2 - Disasters and crises	Number of people reached per year with support services, in-kind, cash and voucher assistance for emergency response and recovery	80
SP3 - Health and wellbeing	Number of persons reached with awareness-raising sessions focused on promotion of positive mental health and psychosocial wellbeing, and prevention of mental health conditions	386
	Number of people reached by the National Society with contextually appropriate health services	315
	Number of people reached with psychosocial and mental health services	163
SP4 - Migration and displacement	Number of migrants and displaced persons reached with services for assistance and protection	3,000
	Number of Humanitarian Service Points (HSPs) providing assistance and/or protection to people on the move along migration routes	3
	National Society has undertaken any data collection, research, analysis or other information management initiatives to better assist and protect people on the move	Yes
SP5 - Values, power and inclusion	Number of people reached by the National Society's educational programmes	229
	Number of people reached by protection, gender and inclusion programming	212
	Percentage of people surveyed who report receiving useful and actionable information	96%
	National Society has a Community Engagement and Accountability policy, strategy or plan	Yes

STRATEGIC PRIORITIES

Climate and environment	Number of people reached with heatwave risk reduction, preparedness or response activities	15,000
	Number of people reached with activities to address rising climate risks	13,000
	Number of people reached with activities to address environmental problems	7,000
	National Society implements environmental or climate campaigns focused on behaviour change, plastic reduction, clean-ups or reducing GHG emissions	Yes
Disasters and crises	Number of people reached with livelihoods support	22,000
	Number of people reached per year with support services, in-kind, cash and voucher assistance for emergency response and recovery	6,000
	Number of people reached with disaster risk reduction	973
Health and wellbeing	Number of people reached by the National Society with contextually appropriate health services	25,000
	Number of people reached by the National Society with contextually appropriate water, sanitation and hygiene services	20,000
	Number of people trained by the National Society in first aid	8,000
	Number of people donating blood	6,000
	Number of people reached with psychosocial and mental health services	4,000
Migration and displacement	Number of migrants and displaced persons reached with services for assistance and protection	7,000
	Number of Humanitarian Service Points (HSPs) providing assistance and/or protection to people on the move along migration routes	5
	National Society has undertaken any data collection, research, analysis or other information management initiatives to better assist and protect people on the move	Yes
	National Society has undertaken any advocacy, dialogues, educational or communication initiatives to change the legal, policy, or operational environment to better assist and protect people on the move	Yes

Values, power and inclusion	Number of people reached by the National Society's educational programmes	 12,000
	Number of people reached by protection, gender and inclusion programming	 11,000
	Percentage of people surveyed who report receiving useful and actionable information	96%
	National Society has a Community Engagement and Accountability policy, strategy or plan	Yes

ENABLING FUNCTIONS

Strategic and operational coordination	Number of formal interagency/international coordination platforms the National Society is part of	1
	Number of government-led coordination platforms the National Society is part of	2
National Society development	National Society covers health, accident and death compensation for all of its volunteers	Yes
	National Society has created and implemented youth engagement strategies	Yes
	There is a National Society Development plan in place	Yes
Humanitarian diplomacy	National Society participates in IFRC-led campaigns	Yes
Accountability and agility	National Society has a functioning data management system that informs decision making and supports monitoring and reporting on the impact and evidence of its ..	Yes
	National Society has a Protection of Sexual Exploitation and Abuse (PSEA) policy to enforce prevention and support survivors	Yes
	National Society has strengthened its integrity and reputational risk mechanism	Yes

IFRC NETWORK SUPPORTED ACTIVITIES

	Funding Reported	Climate and environment	Disasters and crises	Health and wellbeing	Migration and displacement	Values, power and inclusion	Enabling Functions
National Society							
Austrian Red Cross	69,000						
Italian Red Cross							
Swiss Red Cross							

Total Funding Reported **CHF 69,000**

Q1. OVERALL PERFORMANCE

Context

Montenegro is a part of Southeast Europe with an exit to the Adriatic Sea. It borders Albania, Croatia, Serbia, Bosnia, and Herzegovina and covers an area of 13,812 square kilometres.

A meeting point of different cultural and religious influences, Montenegro has 72 per cent Orthodox Christians, 3.43 per cent Muslims, and 15.97 per cent Catholics. The country's population has barely changed since the late 1980's. Population decline and ageing are negatively affecting the economic growth in Montenegro, as well as in other western Balkan countries.

Montenegro faces a range of environmental challenges which include deforestation, air and water pollution, inadequate waste management, climate change vulnerability, and coastal and marine degradation. Unsustainable logging, urbanization, and industrial activities contribute to deforestation, habitat loss, and air and water pollution, while inadequate waste management exacerbates these issues. Additionally, Montenegro's vulnerability to climate change impacts such as rising temperatures, extreme weather events, and changes in precipitation patterns poses risks to agriculture, water resources, and coastal ecosystems. Coastal erosion, habitat degradation, and marine pollution further threaten the country's Adriatic coast, impacting biodiversity and the tourism industry.

Montenegro is an upper-middle-income economy. The Montenegrin economy is still recovering from the consequences of the COVID-19 pandemic, which caused the economy to shrink by more than 15 per cent in 2020, reflecting the [economy's dependence on tourism](#). To increase the living standards and purchasing power in the country the minimum wage has been raised, and measures have been taken to eliminate "undocumented" work and reduce the number of unemployed.

The recent political crisis in Montenegro has intensified societal divisions, especially along religious and ethnic lines, posing challenges to economic reforms and anti-corruption efforts. Montenegro, aspiring to join the EU by 2025, faces economic vulnerability due to heavy dependence on external investments and tourism. This reliance, combined with extensive infrastructure investments and costly social programmes, strains fiscal sustainability.

Key achievements

Climate and environment

In 2024, on the occasion of Earth Day, the Red Cross of Montenegro organized a [cleaning action](#) in a community in Zeta alongside the staff from the Municipality of Zeta and community members. Additionally, the Project Manager of the [Zurich Flood Resilience Alliance \(ZFRA\)](#) project was also implemented by the National Society. It participated in a communications project related to the New Collective Quantified Goal (NCQG) which is a mechanism promoted by the Conference of the Parties (CoP) to meet the requirements of the Paris Agreement.

Disasters and crises

In addition to its active response to the [Ukraine and impacted countries'](#) crisis and ongoing emergency operations, the Red Cross of Montenegro continuously enhanced its capacities. This included a training and demonstration exercise in forest fire extinguishing in North Macedonia, a sub-regional functional exercise at the Lozen Training Centre in Bulgaria, a Supply Chain Management Conference in Dubai, and a meeting in Zagreb aimed at enhancing cooperation in disaster management. Results from [early warning and early action](#) (EWEA) projects, discussions on climate change adaptation strategies, and the integration of [Early Action Protocols](#) (EAPs) were discussed. The National Society disaster response team, in coordination with local authorities, provided first aid and logistical support to the Montenegrin rescue team involved in the search for survivors and bodies of the missing following the [devastating floods and landslides in Jablanica, Bosnia and Herzegovina](#).

Health and wellbeing

Since the start of the [IFRC Emergency Appeal](#), the Red Cross of Montenegro has provided 486 [mental health and psychosocial support](#) (MHPSS) sessions. Additionally, the National Society began implementing the EU4Health Project 'Provision of Quality and Timely Psychological First Aid to People Affected by the Ukraine Crisis'. During the reporting period, people were also licensed in basic [first aid](#) training including lifeguards, migrants, kindergartens, and employees in various organisations. Other initiatives such as promoting tuberculosis prevention and financially supporting voluntary blood donation clubs were also part of the National Society's efforts.

Migration and Displacement

In 2024, the Red Cross of Montenegro carried out significant efforts under the 'Improved Access to Services for Migrants, Asylum Seekers and Refugees' and the [Global Route-Based Migration Programme](#) in Montenegro to support these vulnerable groups. Under the 'Psychosocial and Medical Support for Forcibly Displaced Persons and Stateless Persons' project, supported by UNHCR, several key activities were also carried out. Through its [Humanitarian Service Points](#), the Red Cross of Montenegro provided basic health checks, including measuring blood pressure and checking blood sugar levels. During the reporting period, the National Society organized workshops on employment-related topics such as CV preparation, job interviews, and gathering information as well as workshops on social and cultural differences, professional communication, conflict resolution, and human trafficking risks for Ukrainian refugees. The branches also organized workshops offering homework assistance for refugee children.

Values, power and inclusion

In 2024, the Red Cross of Montenegro aimed to improve the overall quality of life for the Roma and Egyptian populations through the granting of foreigner status and provision of supplies such as clothing and hygiene products. Additionally, the National Society also engaged in the 'Mobile Teams for Mediation in the Community for People with Disabilities' project in addition to the 'Support Services for Community Living for People with Disabilities' project. The project on 'Addressing and preventing care needs through Innovative Community Care Centres (I-CCC)', was further implemented through care workers and Red Cross volunteers visiting older people twice a week for two hours. [Protection, Gender, and Inclusion](#) (PGI) and [Community Engagement and Accountability](#) (CEA) efforts were prioritised during the Ukraine emergency appeal.

Enabling local actors

Through its 'Establishing Resource Mobilization in the Red Cross of Montenegro' initiative, the Red Cross of Montenegro established a Customer Relationship Management (CRM) system to facilitate communication with donors and create a unified database. A landing page for online donations was also installed, allowing for secure online contributions and donor data collection. The Red Cross of Montenegro also hosted the first [Humanitarian Diplomacy](#) working group meeting in February 2024 facilitated by a Humanitarian Diplomacy Senior Officer. In June 2024, the National Society participated in the European Fraud Awareness and Response Workshop which covered global corruption indices, the [IFRC integrity line](#), the impact on organisations, the role of organisational culture and integrity, and methods to detect and prevent various types of fraud (including sexual harassment, cyber fraud, and misuse of aid).

Q2. CHANGES AND AMENDMENTS

There were no major changes or amendments in the activities during the reporting period

Q3. MEASURING RESULTS OF THE IFRC NETWORK ACTION

ONGOING EMERGENCY RESPONSE

For real-time information on IFRC emergencies, visit [IFRC GO page Montenegro](#).

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Name	Ukraine and impacted countries crisis
Appeal number	MGR65002
Duration	46 months (28 February 2022 to 31 December 2025)
People to be assisted	22.7 M (total); 10,000 (in Montenegro)
Funding requirements	Total: CHF 800 M (IFRC); CHF 2.7 billion (Federation-wide) Montenegro: CHF 6 M (IFRC); CHF 6 M (Federation-wide)
Revised Emergency Appeal	Revised Emergency Appeal Ukraine and impacted countries crisis
Operational Strategy	Operational Strategy Ukraine and impacted countries crisis
National Society Response Plan	National Society Response Plan Ukraine and impacted countries crisis

Since the armed conflict in Ukraine began and escalated over time, the conflict has grown in complexity, producing multi-faceted and wide-reaching impacts. Humanitarian needs are particularly severe among those who remain at home in conflict-prevalent areas and with internally displaced persons (IDPs). At the start of 2023, the number of IDPs within Ukraine was estimated at 5.4 million. The spread of hostilities in Ukraine has resulted in over 20.4 million movements out of Ukraine since the escalation of the armed conflict. Most of the displaced people from Ukraine have entered the immediate neighbouring countries, primarily Poland, Russia, Hungary, Romania, Slovakia, and Moldova. Following the action of the Temporary Protection Directive (TPD) by the European Union, 5 million displaced people from Ukraine have registered for temporary protection in EU countries.

According to official data from the Ministry of Interior, from the period of 24th February 2022 until 23rd January 2023, 91,547 displaced people from Ukraine entered Montenegro. Currently, there are 6,962 people from Ukraine in the country, which represents 1.12 per cent of the total population of Montenegro comprising 619,211 people. Since the beginning of the escalation of the conflict in Ukraine, 7,861 people have applied for temporary protection in Montenegro.

Short description of the emergency operational strategy

A regional Operational Strategy and a revised Emergency Appeal were developed with the support of a harmonized revision of the 17 National Society Response Plans and the Ukrainian Red Cross Society [One Plan for 2023 – 2025](#). The revised Emergency Appeal and Operational Strategy prioritize long-term programming, specifically focusing on integration activities for displaced people from Ukraine. This approach was further reinforced through a workshop in Budapest, where National Societies shared experiences, discussed challenges, and collaborated on designing an integration framework. Additionally, the IFRC Secretariat has mobilized Membership Coordination support to establish effective channels for engagement and coordination among regional and country-level stakeholders, including in-person meetings held in Budapest, Ukraine, and Geneva. The planned operations under the Montenegro Response Plan include:

Health and care including water, sanitation and hygiene (WASH): Provide community-based health services to displaced people from Ukraine. Disseminate information accessing the public health system in Montenegro through humanitarian service points to displaced people. Provide psychological first aid through the helpline as well as through individual sessions to people who have been identified as the most marginalized and need more specialized support.

Continue delivering first aid training to volunteers and new staff as part of their onboarding. Provide psychological first aid through group sessions in collective shelters.

Shelter, housing and settlements: Provide winter assistance for clothing and footwear through cash and voucher assistance once a year. Support the most marginalized people through monthly unconditional cash or voucher assistance to cover their basic needs on a monthly basis for a period of 18 months. Provide one-off multipurpose cash assistance to displaced people from Ukraine in case of further escalation or increases in arrivals.

Protection, gender and inclusion: Establish new child-friendly spaces to support children in line with Movement standards. Facilitate integration of children within local communities by organizing afterschool activities. Map services and disseminate information about referral pathways. Support integration and inclusion of displaced people from Ukraine through field trips and summer camps. Appoint a focal point for PGI within the National Society.

Community engagement and accountability: Manage effective feedback mechanisms for the Ukraine response, including a helpline with Ukrainian-speaking operators, social media, and face-to-face channels. Set up one central case management system for categorizing and tracking community feedback collected through different feedback mechanisms. Strengthen electronic needs assessment, registration and feedback system using Kobo toolbox through different links and QR codes.

Migration and displacement: Ensure the provision of humanitarian services through already HSPs in local National Society branches. Establish new HSPs or mobile HSPs at key border crossings in case of increases in new arrivals. Provide information to asylum seekers people applying for refugee status or seeking temporary protection on procedures, steps, and rights through different channels. Provide support with documentation, counselling, and translation if needed.

STRATEGIC PRIORITIES



Climate and environment

Progress by the National Society against objectives

In 2024, on the occasion of Earth Day, the Red Cross of Montenegro organized a [cleaning action](#) in a community in Zeta alongside the staff from the Municipality of Zeta and community members. Awareness materials on waste management were also distributed during this event. This provided an opportunity to emphasize the importance of proper environmental management and demonstrate that all stakeholders should contribute.

The Project Manager of the [Zurich Flood Resilience Alliance \(ZFRA\) project](#) was also implemented by the National Society. It participated in a communications project related to the New Collective Quantified Goal (NCQG) which is a mechanism promoted by the Conference of the Parties (CoP) to meet the requirements of the Paris Agreement. The ZFRA project developed a range of materials, including a short series of explainer videos to increase understanding of the NCQG. The task involved producing a [60-second video](#) segment to elucidate one of the letters in the NCQG, specifically the letter "Q" for Quantified. This video was subsequently integrated with contributions from other countries, each addressing different letters of the NCQG. Implementation of the ZFRA project in Montenegro was completed at the end of December 2024. The main project results and activities could be further explored in the [final report](#) and [impact brief](#).

IFRC network joint support

The IFRC provided the Red Cross of Montenegro with technical assistance as and when required.



Disasters and crises

For real-time information on emergencies, see the IFRC GO page: [Montenegro](#).

Progress by the National Society against objectives

In addition to its active response to the [Ukraine and impacted countries crisis](#) and ongoing emergency operations, the Red Cross of Montenegro continuously worked on enhancing its capacities. The National Society participated in a training and demonstration exercise in forest fire extinguishing held in North Macedonia from 18 to 22 March. This activity enhanced the Red Cross of Montenegro's preparedness and efficiency in responding to fires and similar emergencies. Additionally, it partook in a sub-regional functional exercise at the Lozen Training Centre in Bulgaria from 15 to 19 April. This exercise focused on developing scenarios and response strategies for managing migration influxes.

Other participations included the Supply Chain Management Conference in Dubai on digital transformation, IT solutions, and sustainability measurement. It also included a meeting in Zagreb aimed at enhancing cooperation in disaster management across the Central and South-Eastern Europe region. The agenda included updates on the X-STOCK supply management project, presentations of results from [early warning and early action](#) (EWEA) projects, discussions on climate change adaptation strategies, and the integration of [Early Action Protocols](#) (EAPs) into national plans.

Additionally, in November, the National Society attended the main intergovernmental platform for addressing regional disaster risk challenges in Europe and Central Asia, comprising 55 countries. The Red Cross of Montenegro contributed to the conference through active participation in two panels regarding 'Multisectoral Risk Management and Cooperation' and '[Early Warnings for All: A Multi-Stakeholder Forum for Europe and Central Asia – Anticipatory Actions](#)'.

The National Society disaster response team, in coordination with local authorities, provided first aid and logistical support to the Montenegrin rescue team involved in the search for survivors and bodies of the missing following the [devastating floods and landslides in Jablanica, Bosnia and Herzegovina](#).

IFRC network joint support

The IFRC provided financial and technical assistance to the Red Cross of Montenegro. IFRC mechanisms such as the IFRC Emergency Appeal for emergency response mechanisms, especially with regard to the [Ukraine and impacted countries crisis](#) were utilized by the National Society for three separate disasters and crises to effectively support those who face immediate needs during times of emergency.



Health and wellbeing

Progress by the National Society against objectives

Since the start of the [IFRC Emergency Appeal](#), the National Society provided 486 [mental health and psychosocial support](#) (MHPSS) sessions. As part of this focused psychosocial support, awareness-raising/psychoeducation sessions were conducted to promote mental health, enhance psychosocial well-being, and strengthen coping strategies. These sessions targeted people at risk, families, and groups, equipping them with knowledge and practical skills to support their overall well-being and resilience. People experiencing intense distress and mental health issues received ongoing individual psychological support, and those requiring specialized services were safely referred to appropriate care.

In July 2024, the National Society began implementing the EU4Health Project 'Provision of Quality and Timely Psychological First Aid to People Affected by the Ukraine Crisis'. The project is supported by the European Commission's Directorate and aims to respond to the MHPSS needs of people displaced from Ukraine. It is implemented through coordination and cooperation between the IFRC and 28 Red Cross/Red Crescent National Societies across Europe. The initiative provides Psychological First Aid (PFA) and MHPSS to displaced people both face-to-face and through other platforms, addresses the MHPSS needs of Red Cross personnel and frontline responders, and strengthens cooperation between the Red Cross and relevant partners on MHPSS.

During the reporting period, a total of 1,309 people were licensed in basic [first aid](#) training including lifeguards, migrants, kindergartens, and employees in various organisations. The National Society marking World First Aid Day

by appearing on media outlets, participating in quizzes on social media, and distributing promotional materials (flyers and cards), informing over 3,500 people about the importance of first aid. Several candidates successfully completed training for realistic injury and illness portrayal.

Other initiatives of the National Society included launching a social media awareness campaign to highlight the importance of tuberculosis prevention for World Tuberculosis Prevention Day. It also continued to provide financial support to voluntary blood donation clubs for organizing their events. Support was provided exclusively to clubs that applied and collaborated with municipal Red Cross organisations. During the reporting period, more than 70 blood-collecting actions were organized, with over 4,000 persons donating blood. However, Blood donation in Montenegro suffers from significant challenges.

IFRC network joint support

The IFRC supported the National Society with its efforts to promote health and wellbeing in local communities. Additionally, the financial assistance was provided through the IFRC-ICRC jointly run [Empress Shôken Fund](#). The fund supported the National Society in committing to develop a resilient connected and responsive blood donation community focusing on youth engagement, donor recognition and community-based events.



Migration and displacement

Progress by the National Society against objectives

In 2024, the Red Cross of Montenegro carried out significant efforts under the 'Improved Access to Services for Migrants, Asylum Seekers and Refugees' and the [Global Route-Based Migration Programme](#) in Montenegro to support these vulnerable groups.

A total of 1,015 medical interventions, 279 doctor consultations, and 2,874 translation services were provided to those in need. Critical workshops were also organised such as one on CV writing and cultural differences, aimed at acquiring skills for building social networks and accessing the labour market. Four National Society branches in Herceg Novi, Tivat, Budva, and Bar organized 35 workshops, including 22 on employment-related topics (CV preparation, job interviews, and gathering information) and 13 workshops on social and cultural differences, professional communication, conflict resolution, and human trafficking risks for Ukrainian refugees, with a total of 375 participants. Additionally, financial assistance was provided to people with international protection, people in the asylum process awaiting a decision, and people displaced from Ukraine living in private accommodation.

In June 2024, the National Society and the United Nations High Commissioner for Refugees (UNHCR) commemorated International Refugee Day through a youth camp. The camp included a variety of activities, such as nature walks, kayaking, boat trips and workshops, all designed to foster integration and a sense of belonging.

The Red Cross of Montenegro continued to provide all people assisted with detailed information about activities, services, and Restoring Family Links ([RFL](#)). Additionally, the call centre was regularly updated to ensure that timely and relevant information was available to displaced people from Ukraine.

The branches also organized 82 workshops, including those offering homework assistance for refugee children and promoting humanitarian values, raising awareness about migration, international protection, preventing discrimination, and focusing on youth to prevent the stigmatization of refugee children in Montenegrin society, with a total of 841 participants.

Under the 'Psychosocial and Medical Support for Forcibly Displaced Persons and Stateless Persons' project, supported by UNHCR, several key activities were also carried out. A total of 536 border monitoring interviews were conducted, and support was provided. Additionally, workshops and information sessions were held focused on integration. During this project, the National Society facilitated 40 meetings and consultations between affected people and professionals, offering mental support.

Additionally, considering the prevalence of chronic diseases—such as high blood pressure, diabetes, and heart problems among the affected population—local branches provided basic health checks, including measuring blood

pressure and checking blood sugar levels, at Humanitarian Service Points ([HSP](#)). During the reporting period, people received primary health services and/or were referred to national public health institutions.

IFRC network joint support

The IFRC supported the National Society's objectives under migration and displacement through financial and technical assistance, especially through its support for the Humanitarian Service Points ([HSPs](#)) as well as the Global Route-Based Migration Programme.

The **Swiss Red Cross**, alongside the IFRC, provided financial assistance for the 'Improved Access to Services for Migrants, Asylum Seekers and Refugees' project.



Values, power and inclusion

Progress by the National Society against objectives

During 2024, 230 Montenegrin language classes and creative workshops were organized for children and adults. Since the start of the IFRC Emergency Appeal, 728 sessions have been conducted. These classes aimed to empower refugees by promoting integration and improving employment opportunities. They also enhanced access to education and healthcare, fostered cultural understanding, encouraged community engagement, supported legal rights awareness, and contributed to overall psychosocial well-being.

As part of its [Protection, Gender, and Inclusion](#) (PGI) efforts during the Ukraine emergency appeal, the National Society provided a platform for knowledge sharing, peer learning, and practical exercises aimed at mainstreaming PGI across diverse humanitarian settings. Participants returned equipped with new skills and tools to advocate for and implement inclusive practices in their local communities, ensuring that no one is left behind.

The Red Cross of Montenegro participated in a "[Community Engagement and Accountability in Cash and Voucher Assistance](#)" study (CEA in CVA) conducted by the IFRC, providing valuable insights into its efforts and practices. Additionally, in January and February, the National Society conducted a 'Perception Survey' with the displaced people from Ukraine, offering a deeper understanding of the perceptions of how both the displaced people from Ukraine and local communities view their experience in the country. The study revealed that displaced people from Ukraine were generally grateful and content with their experience in Montenegro, appreciating cultural similarities and the hospitality of the host community. However, challenges such as bureaucracy, housing difficulties, and economic constraints were noted, along with language barriers affecting integration.

The Red Cross of Montenegro also aimed at improving the overall quality of life for the Roma and Egyptian populations. In Vrela Ribnička (suburbs of Podgorica), 352 families were granted foreigner status with either temporary or permanent residence. Through the Family Centre, the National Society distributed clothing and hygiene products for women active in the Family Centre, diapers for children, and adult diapers for severely ill users. Under the "Roma Employment in Montenegro (REM)" project implementation, focus group discussions were conducted in Podgorica and Nikšić with the Roma community. The aim was to adjust the main activities to meet better the needs and preferences of the Roma community in these municipalities. The project supported four persons from the [Business Incubator](#): two hairdressers, a carpenter and a sewer.

The project 'Mobile Teams for Mediation in the Community for People with Disabilities' was also implemented in collaboration with the Centre for Social Work and three NGOs: Association of Youth with Disabilities of Montenegro, Association of Paraplegics Podgorica, and the Organisation of the Blind for Podgorica, Danilovgrad, Kolašin, Zeta, and Tuzi. The project was supported and financed by the Secretariat for Social Welfare of the Capital City of Podgorica. The main goal of the project was to contribute to the independence and social inclusion of people with disabilities, ensuring quality home assistance services, and preventing social exclusion. Several measures of support were provided including psychological support for several people, one-time financial assistance payments, medical assistance, and assistance in finding employment.

The Red Cross of Montenegro was also the coordinator of the project 'Support Services for Community Living for People with Disabilities' throughout 2024. Professional personal assistants engaged by the National Society provided daily support services to people, based on their individual needs. People with disabilities received support while at

home (such as help with personal hygiene and cleaning, and minor household assistance), as well as during their time outside the home for daily tasks, socializing, and more. In addition to providing services to assigned people with disabilities, assistants occasionally offered services to other members of the association, in accordance with agreements made.

Additionally, the project on 'Addressing and preventing care needs through Innovative Community Care Centres (I-CCC)', was further implemented in the municipalities of Bar and Bijelo Polje through local branches. During the reporting period, 60 preventive home visits for older people from rural areas were conducted. Care workers and Red Cross volunteers visited older people twice a week for two hours. Additionally, six various workshops on healthy ageing were held alongside training on 'Psychosocial Support in Crisis Situations'. Furthermore, to support the elderly, the National Society launched the two-year Community Social Services for Older People initiative in November 2023. Key activities during the reporting period included establishing Project Advisory Boards in Bar and Bijelo Polje municipalities, starting preventive home visits and counselling, forming an elderly club in Bijelo Polje, and developing an accredited training programme for respite care providers, reaching out to older persons.

The Ministry of Social Welfare, Demography, and Family Care made amendments to the Rulebook on the Conditions for Providing and Using, Norms, and Minimum Standards of Support Services for Community Living. This introduced new people in vulnerable situations to be eligible for these services. One of these groups includes adults and older people. The National Society completed the re-licensing process in accordance with the changes in the Rulebook. The new license is valid throughout Montenegro until 27 November 2030. The Red Cross is now licensed to serve up to 11,170 people.

IFRC network joint support

The IFRC provided technical support to the National Society in the adoption of PGI and CEA approaches.

The **Italian Red Cross** supported the National Society with the implementation of the 'Roma Employment in Montenegro (REM)' project. It also assisted with the 'Home Care Cross-Border' project which targeted people aged 65 or older who were in need.

ENABLING LOCAL ACTORS



Strategic and operational coordination

Progress by the National Society against objectives

IFRC membership coordination

IFRC membership coordination involves working with member National Societies to assess the humanitarian context, humanitarian situations and needs; agreeing on common priorities; jointly developing common strategies to address issues such as obtaining greater humanitarian access, acceptance and space; mobilizing funding and other resources; clarifying consistent public messaging; and monitoring progress. This also means ensuring that strategies and programmes in support of people in need, incorporate clarity of humanitarian action, links with development assistance, and efforts to reinforce National Societies in their respective countries, including through their auxiliary role. The following National Societies are supporting the Red Cross of Montenegro.

The **Austrian Red Cross** is supporting the Red Cross of Montenegro in disaster preparedness and response, home care and resource mobilization. An EU-funded project related to home care ended in April 2023, and resource mobilization support ended in July 2023. To strengthen the Red Cross of Montenegro in its programmes and services for older people, the Austrian Red Cross is committed to further using its domestic competencies in health and social services and to provide technical expertise within ongoing and planned joint programmes (e.g. through the ongoing projects 'Innovative Community Care Centres', and CONEX Balkan). The Austrian Red Cross will continue to support the Red Cross of Montenegro in further positioning the National Society as a service provider and offer support

through the [REDpreneur](#) programme and follow-up. In coordination with the IFRC, the Austrian Red Cross will seek to support the Red Cross of Montenegro in the implementation of the [PER](#) action plan through the ENSURE project, as well as continue to support cash preparedness (currently covered through the project COVID-19 Response and Resilience Building).

The **Italian Red Cross** established its Regional Delegation in Podgorica within the Red Cross of Montenegro headquarters in 2015 to lead humanitarian and international cooperation activities, focusing particularly on the Balkans in Europe. The long-standing partnership between the National Societies predates the opening of the Italian Red Cross delegation in Podgorica. Its primary support to the Red Cross of Montenegro encompasses health, social, and migration sectors, along with assistance in organizational development, resource mobilization, monitoring, and coordination.

The **Swiss Red Cross** has been supporting the Red Cross of Montenegro in the work with migrants and asylum seekers in Podgorica and Pljevlja through mobile teams since 2020.

Movement coordination

The National Society ensures regular exchanges with the IFRC, the International Committee of the Red Cross and participating National Societies, for the alignment of support and action between Movement partners. In times of emergencies, closer coordination is organized. This is carried out in line with the [Strengthening Movement Coordination and Cooperation \(SMCC\)](#) principles, and the newly adopted [Seville Agreement 2.0](#).

The Red Cross of Montenegro enjoys good cooperation with the regional delegation of the ICRC located in Belgrade, Serbia. A Partnership Framework Agreement defines cooperation in capacity building and joint operations in Montenegro. The cooperation is related to the promotion of International Humanitarian Law (IHL) such as training of staff and volunteers, organization of round tables with relevant stakeholders, support in the [Safer Access Framework](#) approach, and [restoring family links](#) (RFL) activities.

External coordination

In line with its mission, the Red Cross of Montenegro is committed to developing and expanding its cooperation with other international humanitarian organizations. The National Society of Montenegro cooperates with the diplomatic-consular sector in Montenegro, as well as with many international organizations including the EU delegation, the UNHCR, UNICEF, UNDP, IOM, WHO, the USAID and a variety of international networks.

Additionally, the Red Cross of Montenegro is a member of the 'Neighbours Help First' network that gathers Southeast European National Societies (SENS), IFRC and ICRC. Through this network of National Societies sharing a common background and facing similar challenges, there has been strong regional cooperation in many areas, especially in connection with emergency response.

Since 2008, the Red Cross of Montenegro has been a full member of the International Life Saving Federation and the only organization in the country that is licensed to conduct courses for lifeguards on water.



National Society development

Progress by the National Society against objectives

In 2024, the National Society obtained a certificate upon completion of the one-year academic IFRC Fundraising Development Programme. Through a [Capacity Building Fund](#) (CBF) initiative 'Establishing Resource Mobilization in the Red Cross of Montenegro' a Customer Relationship Management (CRM) system was successfully established to facilitate communication with donors and create a unified database. Strategies for Communications and Social Networks were developed with a donor-centric focus, and the first quarterly Newsletter highlighting donor contributions was also created. A landing page for online donations was also installed, allowing for secure online contributions and donor data collection. The procedure for creating this landing page was completed, all necessary contracts were signed, and final training for its implementation was conducted. Additionally, workshops were organized for employees to understand and implement the Resource Mobilization System, including an internal workshop on establishing this system within the National Society.

During the reporting period, communication continued with the Joint Commission of the International Committee of Red Cross/International Federation for the Statutes of the National Society (Joint Commission for Statutes). Its aim was to obtain approval for the Draft Amendments to the Statute of the Red Cross of Montenegro. The drafting of amendments to the Statute is nearing completion, pending the approval of the Joint Commission for the Statutes. Once consent on the matter is obtained, the amended Statute will be submitted to the Assembly of the National Society for adoption.

In April 2024, at the meeting of the Governing Board, the Amendments to the Rulebook on Recognitions were adopted. The charter of the National Society for people and legal entities in the field of journalism which contributes promotion of humanity, was also adopted as a key change. Additionally, the recognition of the Plaque of the National Society was ranked for legal entities that continuously helped the organisation's work for years.

Furthermore, a National Society representative participated in the [Branch Organisational Capacity Assessment \(BOCA\)](#) training of facilitators in Serbia in June 2024. With this newly acquired knowledge, the National Society is strengthening its capacities to further enhance its branch development in this area, and initiate implementation of the BOCA tool in the forthcoming period.

The National Society representative took an active part in the Volunteer Management workshop organized by the ROE, focusing on further strengthening the safety and wellbeing of volunteers.

IFRC network joint support

The IFRC provided technical and financial support to the National Society through its [Capacity Building Fund \(CBF\)](#). The CBF is a funding mechanism that aims to strengthen the National Red Cross and Red Crescent Societies, enabling them to increase the scale and quality of their humanitarian services and programmes.



Humanitarian diplomacy

Progress by the National Society against objectives

The Red Cross of Montenegro hosted the first [Humanitarian Diplomacy](#) working group meeting in February 2024 facilitated by a Humanitarian Diplomacy Senior Officer. The in-person meeting of Humanitarian Diplomacy focal points across the cluster countries served as an incapsulating crucial first step in establishing a meaningful and long-lasting network and cooperation platform for the National Societies' focal points dealing with broader humanitarian diplomacy issues. The overall aim of the meeting was to support all seven National Societies and the IFRC in strengthening their capacity to engage in humanitarian diplomacy and develop and implement humanitarian diplomacy strategies. Humanitarian Diplomacy focal points continued to participate in monthly calls to further discuss the aforementioned issues.

The second Humanitarian Diplomacy extended network meeting was organized in North Macedonia in the period from the 26th to the 27th of November 2024. The aim of the meeting was to continue to advance humanitarian diplomacy-related activities including policy and practice change (influencing the laws, policies and practices of government, donors and strategic partners), profile building and positioning (influencing how people and institutions understand and appreciate the role, work and expertise of national societies and the IFRC Network) and Public engagement and behaviour change (influencing people and communities to make choices that promote safety, well-being and inclusion).

IFRC network joint support

The IFRC provided technical support to the National Society.



Progress by the National Society against objectives

In June 2024, a representative of the National Society participated in the European Fraud Awareness and Response Workshop. The workshop addressed raising awareness of fraud and corruption, diagnosing system weaknesses, and understanding factors influencing these issues. It covered global corruption indices, the impact on organisations, the role of organisational culture and integrity, and methods to detect and prevent various types of fraud (including sexual harassment, cyber fraud, and misuse of aid). The session also introduced the IFRC's [Integrity Line](#) reporting system available for anyone to report any possible misconduct involving the IFRC and our Red Cross and Red Crescent Societies around the world.

In May 2024, a representative also participated in the [Cash and Voucher Assistance \(CVA\)](#) Lessons Learned Workshop, organized in Hungary. The workshop provided an opportunity for National Societies and IFRC teams to discuss the experiences, challenges and successes of CVA implementation in response to the Ukrainian and impacted countries crisis. During the workshop, topics focused on lessons learned from various thematic areas, including cash preparation, agreements with financial service providers, community engagement and accountability, internal and external coordination, multi-purpose and sector cash assistance and digital systems and tools. In addition, the workshop presented participants with a new version of the self-registration application, and its potential to improve service delivery. The representative of the National Society presented the digital systems and tools that were used in the response to the Ukrainian crisis as an example of good practice.

IFRC network joint support

The IFRC supported the National Society with technical and financial assistance.

The **Swiss Red Cross**, alongside the IFRC, assisted the National Society through a European Fraud Awareness and Response workshop.

Q4. AFFECTED PERSONS (PEOPLE REACHED)

See cover pages

Q5. PARTICIPATION AND ACCOUNTABILITY FOR AFFECTED PEOPLE – COMMUNITY ENGAGEMENT AND ACCOUNTABILITY

See Strategic Priority on 'Values, power and inclusion' under Q3: MEASURING RESULTS OF THE IFRC NETWORK ACTION

Q6. RISK MANAGEMENT

This information is not available in Annual Reports

Q7. EXIT STRATEGY AND SUSTAINABILITY

See Strategic Priority on 'Values, power and inclusion' under Q3: MEASURING RESULTS OF THE IFRC NETWORK ACTION

Q8. LESSONS LEARNED

Evaluation Title (Tentative title if final title not available)	Location(s) covered by the Evaluation	Strategic Priority / Enabling Function	Organization (National Society/ PNS/ IFRC/ Joint)	Completion/ intended completion date
Assessment of displaced people from Ukraine residing in Montenegro	Montenegro	Values, power and inclusion and Health and wellbeing	Red Cross of Montenegro	February 2024-February 2024
Cash for Education Case study	Montenegro	Values, power and inclusion	Red Cross of Montenegro	May 2024
MHPSS needs assessment of people displaced from Ukraine in Montenegro	Montenegro	Disasters and crises, Health and wellbeing	Red Cross of Montenegro	July 2024- July 2024
MHPSS needs assessment of Red Cross of Montenegro staff and volunteers	Montenegro	National Society Development	Red Cross of Montenegro	September 2024- October 2024
Consultation for PGI Lessons Learned	Montenegro	Values, power and inclusion	Red Cross of Montenegro	September 2024- October 2024

SUCCESS STORIES



1

Home Care Services for Adults and Persons with Disabilities

Ljubica Lalević is 80 years old and lives in Bijelo Polje. She is a widow and has no children. She lives on a small pension of 105€, which is often not enough for her basic living needs. She is a beneficiary of the home care service. Owing to the Red Cross of Montenegro's license as a provider of home care services, a geriatric caregiver visits Ljubica twice a week for two hours, as per the decision of the Social Work Centre and a plan created by the social worker according to Ljubica's needs. This caregiver assists Ljubica with food preparation, heating, shopping for groceries, obtaining medications, and maintaining hygiene in her living space.

"We do everything together and with laughter. Her help means a lot to me, especially the fact that I am not alone. When she is here, I can do everything, and I would recommend this service to every older person," says Ljubica. She lives alone, has no relatives, and the caregiver is often the only person she talks to during the week.

"I was 43 years old when my husband died. My mother-in-law passed away fifteen days after him. I have been alone in this house since 1988. As long as I had the strength, I worked in the garden, grew vegetables, split and stacked firewood. Now I can do nothing. I cannot do anything; age has caught up with me." says Ljubica.



Her caregiver, Šemsida, adds *"Very often, Mrs. Ljubica and I do everything together. Our cooperation has grown into a friendship, and we do not have just a strictly business relationship. We get along very well; I enjoy being with her, and I hope she enjoys being with me. In addition to Ljubica, I have nine other beneficiaries that I visit. I have excellent relationships with all of them and am satisfied with my job."*

The home care service largely meets the needs of older people living alone. It is extremely important as a remedy for loneliness and serves as a form of psychosocial support. It allows older adults to maintain and improve their functionality while leading a rich and dignified life.

ANNEX 1. IFRC APPLICATION OF THE 8+3 REPORTING TEMPLATE

The IFRC network structures its result-based management along five Strategic priorities and four Enabling functions, developed based on the IFRC network's [Strategy 2030](#):

IFRC network Strategic Priorities	IFRC network Enabling Functions
SP 1 - Climate and environment	EF 1- Strategic and operational coordination
SP 2 - Disasters and crises	EF 2 - National Society development
SP 3 - Health and wellbeing	EF 3 - Humanitarian diplomacy
SP 4 - Migration and displacement	EF 4 - Accountability and agility
SP 5 - Values, power and inclusion	

The Federation-wide results matrix provides a standard way for the IFRC network to measure its progress towards Strategy 2030 implementation and supports consistent quality of the IFRC network planning, monitoring and reporting. To further advance coherence in monitoring across the IFRC network, a [Federation-wide Indicator Bank](#) has been developed and integrated into the Federation-wide monitoring systems for emergencies and longer-term work, structured along the Federation-wide results matrix as well. Signatory of the Grand Bargain Agreement, the IFRC has committed to its monitoring and reporting standards through integration of the 8+3 reporting template contents into its results-based management approach. The following mapping demonstrate the way in which this report aligns with 8+3 reporting:

8+3 template	IFRC network Annual Report (with variance in structure in red)
Core Questions	
1. Overall Performance	Overall Performance
2. Changes and Amendments	Changes and amendments
3. Measuring Results	Measuring Results
4. Affected Persons	Cover pages with indicators values
5. Participation & AAP	Under Q3 Strategic Priority 5: Values, power and inclusion – Community Engagement and Accountability
6. Risk management	Risk management
7. Exit Strategy and Sustainability	Under Q3 sub-sections by Strategic Priority/Enabling Function where relevant
8. Lessons Learned	Lessons learned
Additional Questions	
1. Value for Money/ Cost Effectiveness	Not included in annual reports
2. Visibility	Not included in annual reports
3. Coordination	Under Q3 Enabling Function 1: Strategic and operational coordination
4. Implementing Partners	Cross-cutting, with a focus on support to localization through the Q3 Enabling Functions 1 to 4
5. Activities or Steps Towards implementation	Cross-cutting in Q3 Strategic Priorities and Enabling Functions
6. Environment	Under Q3 Strategic Priority 1: Climate and environment



The International Federation of Red Cross and Red Crescent Societies (IFRC)

is the world's largest humanitarian network, with 191 National Red Cross and Red Crescent Societies and around 15 million volunteers. Our volunteers are present in communities before, during and after a crisis or disaster. We work in the most hard to reach and complex settings in the world, saving lives and promoting human dignity. We support communities to become stronger and more resilient places where people can live safe and healthy lives, and have opportunities to thrive.

DATA SCOPE AND LIMITATIONS

- **Timeframe and alignment:** The reporting timeframe for this overview is covering the period from 1 January to 31 December 2024. However, due to the diversity of the IFRC and differences in fiscal years, this coverage may not fully align for some National Societies.
- **Financial overview:** This overview consolidates data reported by the National Society and its IFRC network partners, as well as data extracted from IFRC's financial systems. All reported figures should include the administrative and operational costs of the different entities. The financial data with a grey background is solely reported by the National Society, including the funding sources. Financial reporting is often times estimated depending on availability of financial figures, closing of financial periods, and may be incomplete. 'Not reported' could sometimes mean 'not applicable'. Also note that funding requirements are already reflected in the published 2024 IFRC network country plan. The total funding requirements show what the IFRC network has sought to raise for the given year through different channels: funding through the IFRC, through participating National Societies as bilateral support, and through the host National Society from non-IFRC network sources. All figures should include the administrative and operational costs of the different entities.
 - » Host National Society funding requirements not coming from IFRC network sources can comprise a variety of sources, as demonstrated when reporting on income in the IFRC Federation-wide Databank and Reporting System
 - » Participating National Society funding requirements for bilateral support are those validated by respective headquarters, and often represent mainly secured funding
 - » IFRC funding requirements comprise both what is sourced from the IFRC core budget and what is sought through emergency and thematic funding. This includes participating National Societies' multilateral support through IFRC, and all other IFRC sources of funding
- **Missing data and breakdowns:** National Societies have diverse data collection systems and processes that may not align with the standardized indicators. Data may not be available for some indicators, for some National Societies. This may lead to inconsistencies across different reporting tools as well as potential under or over-estimation of the efforts led by all.
- **Reporting bias:** The data informing this Federation-wide overview is self-reported by each National Society (or its designated support entity) which is the owner and gatekeeper, and responsible for accuracy and updating. IFRC tries to triangulate the data provided by the National Societies with previous data and other data in the public domain.
- **Definitions:**
 - » **Local units:** ALL subdivisions of a National Society that coordinate and deliver services to people. These include ALL levels (provincial, state, city, district branches, sections or chapters, headquarters, and regional and intermediate offices, as well as community-based units)
 - » **Branches:** A Branch has its roles, responsibilities and relationship with the National Headquarters defined through the National Society's Statutes, including the level of autonomy given, especially in the area of its legal status, mobilising local resources and building local partnerships, and the decisions it makes. It has a local-level decision-making mechanism through its Branch members, board and volunteers, equally defined through the National Society's Statutes

ADDITIONAL INFORMATION

- [ME_Montenegro AR Financials.pdf](#) (Note: This financial report link will be fed upon the completion of the audit. For emergencies for which a financial report is not yet available, see [MGR65002](#))
- [IFRC network country plans](#)
- [Subscribe for updates](#)
- [Live Disaster Response Emergency Fund \(DREF\) data](#)
- Operational information: [IFRC GO platform](#)
- National Society data: [IFRC Federation-wide Databank and Reporting System](#)
- [Evaluations database](#)

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