



NOVI SAD HUMANITARIAN CENTER

ANNUAL REPORT
2004

Novi Sad, March 2005
The Annual Report includes 9 pages

Review of NSHC's activities

A NETWORK OF MOBILE TEAMS FOR ASSISTANCE TO EXTREMELY VULNERABLE REFUGEES AND IDPS IN VOJVODINA

Project duration: April 2000 - December 2005

Locations: 46 municipalities in Vojvodina

Objective(s): Provision of assistance to refugees and IDPs for finding durable solutions, through development of the network of organizations and institutions in municipalities of Vojvodina and through direct psychosocial assistance.

Target group: Extremely vulnerable refugees and internally displaced persons (IDPs) from Kosovo accommodated in Vojvodina (*according to the last registration process organized in Dec. 2004 and Jan. 2005, there are 67.000 refugees and 15.000 IDPs officialy registred in Vojvodina*)

Donor: UNHCR Belgrade

Associates: Psychologists, social workers, a lawyer

Project implementation partners: Apart from NSHC, three local NGOs implement the project in Serbia proper: «Amity» Belgrade, «Sun» Kragujevac and «Horizons» Čačak. We have a good cooperation with branch offices of Commissariat for Refugees of the Republic of Serbia, local authorities, Centers for Social Welfare and local NGOs.

About 60% of refugees in Vojvodina have chosen local integration as their durable solution. Unstable political and economical situation in Serbia presents an obstacle for that. Unresolved housing problems and unemployment are two most difficult problems for refugees and IDPs. There is some progress in the process of repatriation and property reconstruction for returnees to Croatia and Bosnia and Hercegovina, but it is still insufficient. Return to Kosovo and Metohija is almost imposible due to security reasons and living conditions of IDPs are extremely bad. At the time being, IDPs can not apply for grants and housing programmes. Increased number of posttraumatic stress syndrome disorders and other

illnesses is evident among refugees and IDPs.

Many international NGOs closed their offices in Serbia during 2004 and that made this project even more important in 2005. Beside their regular duties and activities, NSHC's field associates have been engaged in identification of the most vulnerable refugee and IDP families, providing material assistance, assistance in obtaining documents needed to apply for Serbian citizenship, advocacy services etc. NSHC's associates were also providing counseling services to refugees in collective centers which are going to be shut down. They were also assisting refugees in applying for grants and for building materials.

During 2004 NSHC mobile teams made over 4.750 visits to beneficiaries, 3.830 in private accommodation and 940 in collective centers. A total of 15.801 beneficiaries received 23.361 services: 9.748 in information, 5.242 individual psychological counselling, 4.764 group psychological counselling services and 3.573 services in material assistance. There were 138 coordination meetings organized in all municipalities in Vojvodina.

NOVI SAD INITIATIVE / ROAD SIGNS FOR DURABLE SOLUTIONS

The main activity of this project was provision of advocacy services and informative assistance for refugees and IDPs in Vojvodina and assistance in overcoming various most urgent social and psychological problems. Significant part of the project was development of regional cooperation with refugee assisting organizations from Croatia and Bosnia and Hercegovina. For the most vulnerable individuals we provided covering of medical costs, assistance in applying for in-kind grants, scholarships, permanent housing, material assistance, assistance in applying for Serbian

citizenship, etc. Over 6.500 direct and about 15.000 indirect beneficiaries were included in the project activities.

Project duration: August 2001 - November 2004
Location: Vojvodina
Objective(s): Informative and advocacy assistance to refugees, IDPs and local communities in Vojvodina for finding durable solutions
Target group: refugees and IDPs in Novi Sad and Vojvodina
Donor: Danish Refugee Council (DRC) and FRESTA programme (Danish Ministry of Foreign Affairs)
Associates: psychologists, medical doctor, consultant for economic integration
Project implementation partners: NSHC implemented the project as the part of the *NGO Transition and Development Programme*. There are five more local NGOs included in the programme: Hi Neighbour, IAN, Group 484, Serbian Democratic Forum and Protecta.

Part of the project activities was provision of informative and educative assistance to local authorities, local communities and lobbying for durable solutions for refugees living there. In 13 municipalities in Vojvodina we organized meetings on the subject of economic and local integration of refugees and IDPs and development of small and medium enterprises (SMEs). The last one was done in partnership with *Secretariat for Labor, Employment and Gender Equality* of the Autonomous Province of Vojvodina. 256 beneficiaries participated

in those activities. In partnership with *Serbian Democratic Forum* (SDF) from Belgrade we organized 5 public tribunals on the subjects of refugee return, local integration, property claims, residential issues etc. Following the end of this project period, NSHC and other NGOs from the NGO TDP founded a new NGO - *Serbian Refugee Council*, which will continue to advocate for the rights of refugees and other persons affected by forced migrations in this region.

ENTREPRENEURSHIP EDUCATION FOR DURABLE SOLUTIONS

In order to assist refugees and other socially vulnerable unemployed groups to start their own small business, NSHC organized three education cycles for 150 participants. Over 50% of the participants didn't have any business-related knowledge before attending NSHC's education. After the education, 57% of them started their own small business. Participants perceived lack of material resources as the main obstacle for successful start-up. 48 beneficiaries already had their small business started before attending the education, and they engaged 33 more employees afterwards. 75% of beneficiaries intend to apply for a loan for developing their own business. 95% of education participants have made their business plans.

Project Duration: April 2003 - April 2004
Location: Novi Sad
Objective(s): To educate unemployed persons for starting their own small business.
Target group: unemployed refugees and residents, local community and public economy
Donor: America's Development Foundation (ADF)
Associates: educators in the field of contemporary business, adult education specialist, psychologist, consultants
Project implementation partners: National Office for Employment, Secretary for Labor, Employment and Gender Equality of the Province of Vojvodina, The Faculty of Philosophy in Novi Sad – Department of Psychology, The Faculty of Technical Science in Novi Sad, Red Cross offices in Novi Sad and Temerin, Public Economy Office of the Province of Vojvodina, "OK Management", "Consult", ADF, ICMC, "Opportunity International"

SCHOOL FOR ECONOMIC SUSTAINABILITY

Project Duration: December 2003 - May 2004
Location: Novi Sad
Objective(s): enabling unemployed persons for successful economical integration
Target group: refugees and residents, local community and public economy
Donor: Danish Refugee Council
Associates: educators in the field of contemporary business
Project implementation partners: Project was implemented in partnership with non-governmental organizations BOSPO Tuzla and Telecentar Prijedor, both from Bosnia and Herzegovina.

Education was organized in two cycles, and 67 participants has successfully finished it. 95% of participants were satisfied by the level of knowledge they gained. 57% of participants perceived the "business plan" segment as the most important part of the education.

As part of the project activities, NSHC transferred the knowledge and experience, along with the methodology of such education, to its partners from Bosnia and Hercegovina, BOSPO and Telecentar Prijedor, and assisted in developing their education curricula. BOSPO developed a specific education program for women,

beneficiaries of the Small Business Loan program.

As the final product of the project, we prepared the Manual for the participants, written by the eminent referees in the field of contemporary business.

EDUCATION FOR MUSHROOM PRODUCTION

This education was implemented within three two-month educative cycles. Theoretical part of the education was organized two times a week and practical work was organised each weekend. All students went through all stages of mushroom production, observing and maintaining growing cycle of mushrooms.

Evaluation showed that all 65 participants were very satisfied with the quality of education. They gained basic knowledge for starting and developing their own mushroom production business. Practical part of the education was perceived as the most important part, since most of the trainees never had an opportunity to see and participate in the process of mushroom growing.

Lack of material resources for starting mushroom production was once again recognized as the main obstacle for starting and further development of mushroom production.

Project Duration: March - December 2004

Location: Novi Sad

Objective(s): vocational education for the unemployed marginalized groups

Target group: refugees and local residents, local community

Donor: America's Development Foundation (ADF)

Associates: educators in the field of mushroom production and contemporary business

Project implementation partners: National Office for Employment in Novi Sad, Institute for farming and vegetable production in Novi Sad, The Faculty of Agriculture in Novi Sad, "Treasure protectors" – environmental organization. "OK Management", "Consult", ADF

ROMA CHILDREN CENTER (RCD)

This project was a continuation of NSHC's work in supporting Roma population to become socially integrated and to improve their living conditions. A total of 234 beneficiaries was included in the

project activities. 28 preschool and school children who haven't been attending regular schools participated in alphabetisation classes and preparation activities for enrollment in elementary schools. Through advocacy and direct assistance of NSHC's associates, seven children aged 7-8 years were enrolled in primary school and 11 older children in school for elementary education of adults. 75 school children participated in catch-up classes. NSHC educators assisted them in writing homeworks, learning school matters, developing social skills and achieving as better results as possible. 89% of these children who participated in catch-up activities successfully passed the school year. Their average mark improved from 2.42 in the first semester to 3.33 at the end of the second semester (after six months). The same happened with children enrolled in school for elementary education of adults; their average mark improved from 3.15 to 3.55. All beneficiaries were included in social counseling program and 162 of them received advocacy services from social worker. During the project implementation, NSHC associates spent 365 hours in home visits and 167 hours in school visits in order to assist Roma children and strengthen Roma families' capacities for supporting their children in education.

Project Duration: November 2003 - October 2004
Location: Novi Sad
Objective(s): increased level of social integration of Roma, strengthened capacity of Roma children for education and enhanced capacities of Roma for independent living
Target group: resident and internally displaced Roma/Ashkalia children and adolescents with social and/or education problems living in the settlement of Adice in Novi Sad
Donor: *Social Innovation Fund*, Ministry of Labor, Employment and Social Policy of the Republic of Serbia
Associates: psychologist, educators, social worker
Project implementation partners: Center for Social Welfare in Novi Sad, Primary school «Jozef Atila» and school for education of adults «Sveti Sava»

Many additional activities were organized for children in Roma Children Center: birthday parties, sport competitions, theatre performances etc. During the project implementation we provided necessary material assistance for children (food, school kits, clothes, Christmas gifts etc.). NSHC continued with implementation of this project's activities after the donor's support, thanks to voluntary engagement of associates and with existing NSHC resources.

HIV/AIDS EDUCATION PROGRAMME FOR REFUGEES, IDPs AND ROMA IN VOJVODINA

Project Duration: July 2004 - June 2005
Location: 28 municipalities in Vojvodina
Objective(s): prevention of HIV/AIDS among marginalized groups in Vojvodina and implementation of basic infrastructure for future preventive work at the local level
Target group: Roma people, refugees and IDPs –marginalized and socially disadvantaged groups
Donor: Project HOPE, SIDA
Saradnici: field educators, volunteers
Project implementation partners: Roma associations, Commissariat for Refugees, Red Cross, Centers for Social Welfare, local authorities, medical centers, schools, local TVs and other media, JAZAS etc.

NSHC educated 30 field associates, mostly social workers and psychologists, to become HIV/AIDS trainers for specific, marginalized groups in their communities. Their task is also to organize informative meetings with local community representatives and initiate preventive activities on the local level. Education activities are performed using workshop approach, and in most of municipalities we established very good contacts with local media which are promoting project's activities.

In 2004 there were 74 workshops with 1.044 participants (515 males and 529 females). 608 of them were Roma, 290 refugees, 25 IDPs and 121 socially vulnerable local residents. Average age of the beneficiaries was 24.7 years.

We organized 18 coordination meetings in 18 municipalities with 109 participants, represen-

tatives of local governmental, public and civil sector. On 1st of December, World AIDS Day, our associates organized appropriate activities such as public promotion of project activities, public tribunes, condom distribution etc.

OPEN DOORS – HOME CARE FOR THE ELDERLY

Project Duration: February 2004 - July 2005
Locations: Žabalj and Titel
Objective(s): improving life conditions of socially vulnerable elderly persons through voluntary and professional assistance at home
Target group: old socially disadvantaged persons in Zabalj and Titel who are beneficiaries of local institutions for social welfare
Donor: *Social Innovation Fund*, Ministry of Labor, Employment and Social Policy of the Republic of Serbia
Associates: volunteers, social worker, lawyer, medical doctor
Project implementation partners: NSHC implements the project in the partnership with Center for Social Welfare in Žabalj and cooperates with local medical centers, local authorities and Red Cross offices.

This project was designed to help poor elderly people living alone, without support from their families, in two Vojvodinian municipalities where no kind of assistance was provided for these groups. It was based on voluntary work and existing local resources. A total of 123 beneficiaries were included in the project and have been receiving volunteer services in 2004. 30 volunteers went through a three-day training in the field of psychosocial assistance, home care and first aid provision, before they started paying home visit to their beneficiaries.

In 2004 each volunteer performed 180 visits to beneficiaries. Over 500 leaflets, manuals and other printed materials was distributed. 20% of project beneficiaries received material assistance in food,

medical supplies etc.

Project activities were presented in four TV presentations and newspapers articles. Information about project were exchanged with other relevant organizations and institutions during Geriatric Forums, coordination meetings and other meetings in Novi Sad, Vojvodina and Serbia.

Evaluation showed better psychosocial and health condition of beneficiaries. The project is well accepted by beneficiaries as well as by professionals in the field of social and health care. We received support letters from the Executive board of Zabalj municipality and Zabalj Medical Center in order to continue with this project's activities.

SUPPORT TO PROMOTION AND REGIONAL COOPERATION OF NON-GOVERNMENTAL ORGANIZATIONS IN VOJVODINA

Project Duration: July – December 2004
Locations: Novi Sad
Objective(s): promotion of intersector and regional cooperation of NGOs, increased visibility and improved coordination within NGO sector in Vojvodina
Target group: NGOs and governmental organizations
Donor: Fund for Development of Non-Profit Sector, government of the Province of Vojvodina
Associates: NSHC staff
Project implementation partners: local and international NGOs working in Vojvodina, representatives of public sector

The main goal of this project was to contribute to promotion of non-governmental, non-profit sector in Vojvodina. This was done by organization of NGO presentations in NSHC premises, regional public tribunes with guests from Croatian and Bosnian NGOs, thematic coordination meetings of relevant representatives of all sectors and media

presentation of the project activities.

There were five NGO presentations held: "Association of Roma Students" from Novi Sad, "Pro Vitae" from Sremska Mitrovica, "Tourismologists Association" from Zrenja-njin, "Friends of Children" from Indjija and "Women's Forum" from Mali Idjos presented their programmes and activities to other organizations, institutions and citizens in Novi Sad. This was a valuable opportunity for them to present themselves, and for us to hear more about civil initiatives in small places in Vojvodina.

We organized two regional public tribunals on which representatives from "VIMIO" Vukovar, Croatia, and "BOSPO" from Tuzla, Bosnia and Herzegovina, presented their work on development of civil sector in their countries. In order to contribute to overall coordination of the work of various NGOs and public institutions in Novi Sad, we organized two coordination meetings with 15 local and international organizations present.

The mentioned results have contributed to better regional and intersector cooperation and increased visibility of non-governmental organizations in Vojvodina.

MATERIAL ASSISTANCE

Project Duration: Septembar 1999 - to date

Location: Novi Sad, Vojvodina

Objective(s): to provide material aid for the most vulnerable individuals and families in Novi Sad and Vojvodina

Target groups: socially disadvantaged persons

Donors: UNHCR, LDS, IRD, Malteser, Rainbow

Associates: distribution manager, volunteers

Project implementation partners: Red Cross, Centers for Social Welfare, Commissariat for Refugees, NGO «Breg», Roma association Beocin, SOS "Dr Milorad Pavlović", Association "Happiness", Institute for protection of children and youth, Local community center "Nikola Tesla", Roma association "Spring", Roma association "Žitište", Primary School "Ivo Lola Ribar" Sutjeska, Secretariat of Health and Social Welfare of the City of Novi Sad, Clinical Center Novi Sad, "Hope" association, Roma association "Rrota" etc.

During 2004, material assistance activities decreased in comparison with the previous one. The main reason was less available material aid. NSHC distributed 7.935 units of material aid to over 4.550 beneficiaries. 85% of them were refugees and IDPs and 15% were local residents. 10% of material aid was distributed by our partner organizations and institutions.

LIST OF MATERIAL AID DISTRIBUTED IN 2004

I HYGIENIC AND SANITARY PARCELS			
1.	Diapers for adults	Malteser	20 packages
2.	Diapers for adults	UNHCR	20 packages
3.	Sanitart towels	UNHCR	336 packages
II SCHOOL MATERIAL AND EQUIPMENT			
4.	School bags	UNHCR	10 pieces
5.	School kits	LDS	66 pieces
III CLOTHES, BAD SHROUD AND MATERIALS			
6.	Sleeping bags	UNHCR	10 pieces
7.	Female jackets	UNHCR	70 pieces
8.	Male jackets	UNHCR	30 pieces
9.	Warm-up suits	UNHCR	1465 pieces
10.	Shoes	UNHCR	30 pairs
11.	Child shoes	UNHCR	90 pairs
12.	Towels	UNHCR	50 pieces
13.	Underwear	UNHCR	500 pieces
14.	Bed linen	UNHCR	25 sets
15.	Cotton diapers	UNHCR	50 sets
16.	Hygienic parcels	UNHCR	200 pieces
17.	Tooth brushes	UNHCR	700 pieces
18.	Blankets	UNHCR	50 pieces
19.	Child blankets	LDS	50 pieces
20.	Pencils	UNHCR	200 pieces
21.	Kitchen dishes	UNHCR	25 sets
22.	Notebooks	UNHCR	1500 pieces
23.	Sewing material	Adra	40 m
IV OTHER			
24.	Dehydrated food parcels	IRD	1500 pieces
25.	Matresses	UNHCR	48 pieces
26.	Baby parcels	LDS	1.370 pieces
27.	Toys	LDS	600 pieces
28.	Christmas parcels for children	Duga	400 pieces

2004 Financial Overview

In 2004 NSHC received significant non-financial contributions:

- ✓ Local community provided us with warehouse premises free of charge;
- ✓ BPRM donated two 3-year old vehicles (Citroen Saxo and Nissan Terrano) to NSHC;
- ✓ WIRED donated six computers for establishment of Medical Information Center in 2005.

A significant contribution to our work in 2004 was given through volunteer work of our volunteers, associates and organization's management. It is our estimate that the value of such volunteer contribution was approx. 960.000 dinars.

Financial contributions:

SOURCE	Income (dinars)	Expenditures (dinars)			
		Project staff costs including benefits and taxes	Project material costs	Office and management costs	Bank charges
UNHCR, Belgrade	5.536.597,83	2.487.293,88	2.924.443,40	102.615,99	22.244,56
DRC, Belgrade (Danish Refugee Council)	2.468.857,30	1.482.584,98	586.984,65	385.691,35	13.596,32
Project HOPE, Belgrade	1.491.109,16	553.053,52	844.412,93	83.697,53	9.945,18
ADF, Novi Sad (America's Development Foundation)	1.214.099,16	670.726,68	271.076,56	253.328,93	18.966,99
DRC, Kopenhagen (Danish Refugee Council)	987.614,53	755.915,64	175.337,58	49.878,93	6.482,38
CRS, Belgrade (Catholic Relief Services)	90.243,46	0,00	0,00	90.243,46	0,00
Group 484, Belgrade	13.100,00	0,00	13.100,00	0,00	0,00
NGO Sector Development fund of Vojvodina Province, Novi Sad	172.190,00	47.135,00	78.149,99	45.615,33	1.289,38
Social Innovations Fund, Ministry of Labor, Employment and Social Policy of Serbia	5.103.216,32	3.727.648,61	774.219,03	584.412,64	16.936,04
TOTAL:	17.077.027,76	9.724.358,31	5.667.724,16	1.595.484,16	89.460,85
		57%	33,2%	9,3%	0,5%