

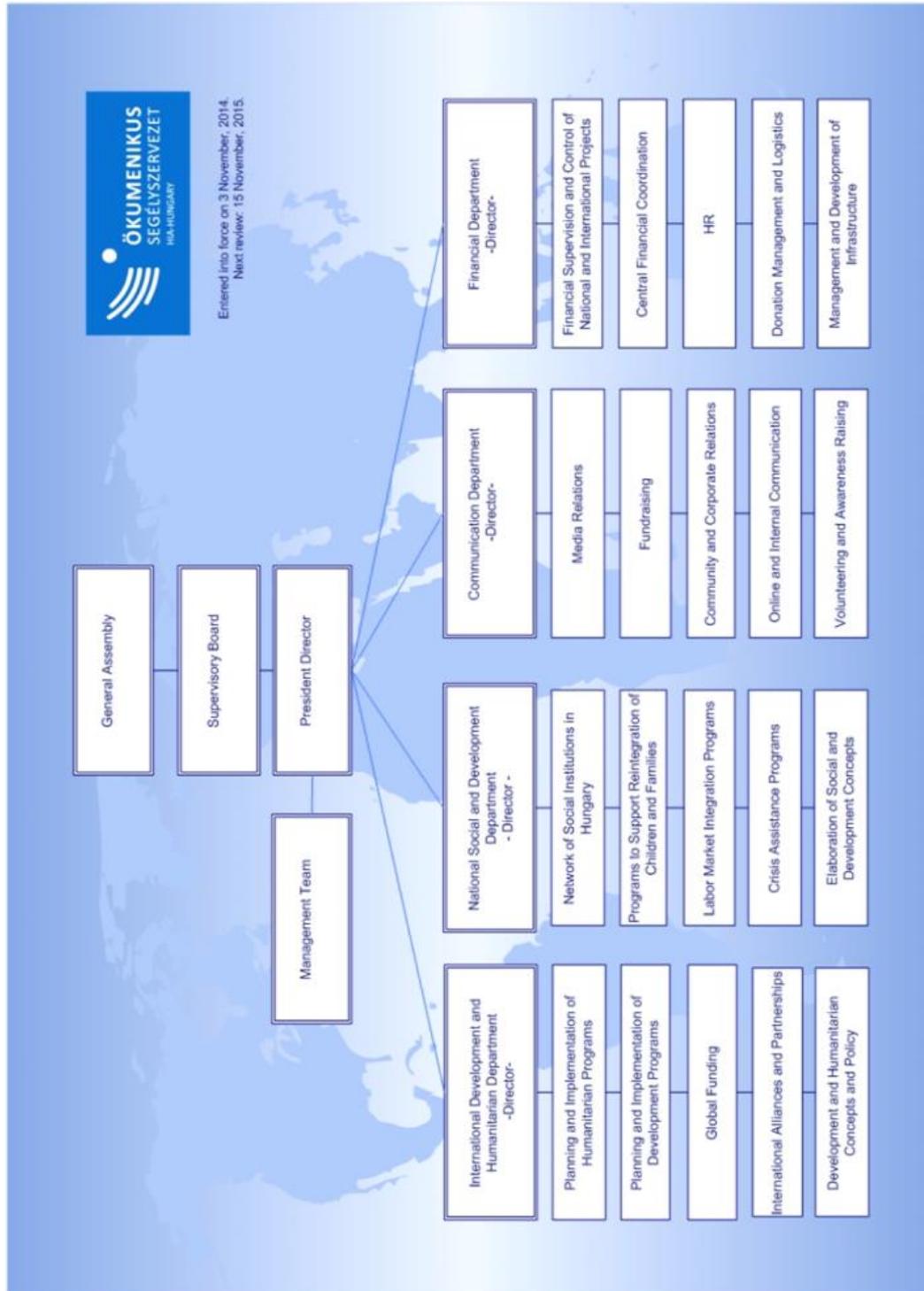
HUNGARIAN INTERCHURCH AID ANNUAL SUMMARY

2015



ÖKUMENIKUS
SEGÉLYSZERVEZET
HIA-HUNGARY

ORGANIZATIONAL CHART



SOCIAL AND DEVELOPMENT ACTIVITIES IN HUNGARY

Hungarian Interchurch Aid's social and development activities aim at helping those who face an emergency, investigate the causes leading to an emergency and provide personalized assistance in the earliest eradication of these causes.

In the course of its everyday activities Hungarian Interchurch Aid considers it very important to manage a given problem based on a systemic approach. When establishing its services, HIA-Hungary intended to fill the gaps of public provision system thus providing effective assistance to promote reintegration efforts of disadvantaged groups. Crisis assistance and long-term development processes are separated in HIA's activities. Involvement of the target group members into the problem solving process – as far as their abilities allow it - is given priority in HIA's everyday activities in order to make them feel their own responsibility. When providing assistance, the goal is to eliminate long-term dependence and also to create targeted and flexible support systems in a personalized and rapid way.

HIA-Hungary's national social and development activities cover five main areas:

1. Activities to support families and children
2. Labor-market development
3. Homeless care
4. Daytime care for addicts
5. Provision of aid

HIA-Hungary has implemented significant development activities in its national social work in 2015. Thanks to grants awarded in EU tenders **two temporary family shelters (Miskolc, Orosháza) were completely renewed; reconstruction** of the **night shelter of HIA's Social and Development Center in Gyula** has **also started** from funds collected during the Advent campaign. **A new social and development center** was opened in **Sopron**, and establishment of a **new children's center also started in Miskolc**.

Model program from institutional care to independent living

In June 2013 Hungarian Interchurch Aid has launched a national model program **with the support of the Velux Foundations in Kastélyosdombó (Somogy County)** to enhance reintegration chances and promote successful rehabilitation of families living in temporary family shelters and families facing crisis due to loss of housing. The multi-stage program includes assisting elements – preparatory activities, theoretical and practical training in household farming, mentoring, preparing families' settlement in the region, child development – which allow families to leave the social care system permanently and live an independent life. Families that complete the program successfully and prove to be capable of performing tasks on their plots belonging to HIA's social farm may move out to halfway houses where they can launch their own household farming thus developing an independent living under HIA's expert support.

The project also lays much emphasis on development of the dwellers of the settlement and its neighborhood.

Professional experiences of the model project were disseminated in the frame of social forums and methodological conferences. By the help of the completed methodological studies and a short movie these experiences are available to both interested lay people and professionals. Dissemination of the experiences aims to make the method and model readily incorporable into the operating mechanism of the social care system.

So far 3 families from among those involved in the Kastélyosdombó model program moved out into their own homes and further families will move out next year. Realizing developments is going on continuously. ***Sales of vegetables produced in the model farm started in 2015. Number of employees increased, so now the program already provides employment for more than 20 individuals.*** Child development activities are already held not only in the institution but also in schools of neighboring settlements. Planning and implementation of several large-scale investments are in progress. Construction works of the cheese plant and planning of a livestock farm have also started.

Child development activities

Child development continued to be a priority in HIA-Hungary's institutions involved in activities with children. HIA's staff members organized development programs for more than 1500 children in 2015. The wide range of services (therapeutic horse-riding, movement therapy, adventure-based programs, coaching, creative activities, special education and psychological services) allowed implementation of development cut to the children's individual needs.



HIA-Hungary made every effort in 2015 as well to ease start of the school-year for disadvantaged children. In the frame of its school-start campaign more than 1000 children received school supplies, clothes, contribution to travel costs, vitamins and medicines if needed; thus most obstacles from learning of these children were removed.

HIA's **TANDEM program** was closed this year; this project provided micro-grants for church and civil organizations which contributed to development of more than 8.000 children.

Assistance to those being in most difficult situation

HIA continues to pay special attention to most vulnerable groups of society. Several grants received through tenders helped HIA to expand its services for homeless and addicts – medicines, blankets, and clothes were purchased for them but also involvement of additional experts was made possible. Reconstruction of HIA's Night Shelter in Gyula has also started and will continue in 2016 in order to turn this institution into a well-equipped, modern facility.

Provision of support and counseling services to strengthen individuals struggling with addictions is also given priority in HIA's national social work. HIA's experts assist drug, alcohol and gambling addicts and their close relatives at 5 different locations throughout Hungary.

HIA has launched its EU-financed program called '**A Clearer Picture**' in cooperation with 7 partner organizations and involving 120 volunteers in January 2015. In the frame of the project HIA's volunteers collect drug waste left in public spaces or delivered to needle exchange centers by intravenous drug-users in Budapest, Szeged, Miskolc, Békéscsaba, Gyula, Debrecen and Pécs. Contents of these syringes undergo toxicology testing in the forensic laboratory of the Debrecen University and the information gathered is published among wide range of professionals. This year a total of 18.066 objects were collected and delivered to the laboratory. 2.718 testing were completed, out of which 2.598 were successful.

Operation of HIA's National Aid Center

HIA-Hungary's National Aid Center in Budapest receives approximately 15-20 thousand requests annually. Requests are processed by a well-trained professional team which also determines how to respond to each case. Services provided by the Center include in-kind donations, debt management, social counseling. It is a pronounced principle that support services offered by HIA only intend to supplement social care provided by the state. It is also important not to encourage people to sustain themselves and their families through collecting donations.

Social awareness-raising and prevention in HIA's social work

In addition to corrective services, HIA continued its prevention efforts in 2015. During this year 1.1000 youngsters were reached by the prevention programs which aimed to prevent young individuals from becoming victims of human trafficking and prostitution, and also from getting into a relationship where the chance of intimate partnership violence is high.

The prevention program called 'Playing games with limits' continued at new locations (Miskolc, Olaszliszka, Budapest, Szolnok, Orosháza) involving new schools. The program focuses on prevention of gambling addiction. Multi-session development process and interesting programs help youngsters get familiar with dangers of gambling in order they can avoid these risks.

A new chapter was opened in HIA's campaign called 'Recognize it' which intends to raise public awareness in the field of intimate partnership violence. HIA's awareness raising campaign, that received wide media coverage, was financed by the Ministry of Human Capacities.

Running labor-market services

Primary goal of HIA's labor market service is to provide individual development for job-seekers thus helping them in the job-finding process. Overall objective is to promote equal opportunities of the target group, contribute to their social integration and prepare them for labor market requirements. HIA develops dialogue between business, state and non-profit sectors to improve partnership, and enhance equal, sustainable employment chances.

In 2015 HIA has opened a new Human Resource center in Sopron, thus this activity is being carried out already at 4 locations (Budapest, Szolnok, Miskolc, Sopron). As a result of the work of these centers almost 50% of job-seekers find employment. The program called 'Assistance by Soproni which feels good' allowed it to popularize HIA's labor market service by the help of roadshows and festivals. In the frame of this program a telephone counselling is available to everyone at discount rates. Several thousand job seekers have used this service up to now.

Hungarian Interchurch Aid’s national social and development services provided in 2015:

Child Welfare Primary Care

1. Child Welfare Service of Soroksár – Budapest, district 23
2. Temporary Family Shelter - Miskolc
3. Temporary Family Shelter – Szolnok
4. Temporary Family Shelter– Orosháza
5. Temporary Family Shelter– Secret Shelter
6. Temporary Family Shelter– Kastélyosdombó
7. ‘Sure Start’ Children’s House – Szendrő

Social basic care services

8. Family Assistance Service of Soroksár – Budapest, district 23
9. Debt management program – Budapest, district 23
10. Daytime Shelter for the Homeless – Budapest, district 21
11. Daytime Shelter for the Homeless – Debrecen
12. Daytime Shelter for the Homeless – Gyula
13. Night Shelter for the Homeless – Gyula
14. Temporary Shelter for the Homeless – Gyula
15. Street social service in housing estates - Debrecen
16. Street social service in garden area - Debrecen
17. Street social service – Gyula
18. Social catering – Debrecen
19. Daytime Shelter for Addicts – Budapest, district 23
20. Daytime Shelter for Addicts – Budapest, district 13
21. Debrecen Daytime Shelter for Addicts
22. DECENTRUM – Daytime Shelter for Addicts – Debrecen
23. Community Care for Addicts – Debrecen
24. Low-threshold Service for Addicts – Debrecen
25. Daytime Shelter for Addicts - Somogy county
26. Daytime Care for Psychiatric Patients - Szolnok
27. Soup-kitchen – Gyula

Specialized healthcare services

28. Soroksár Addiction Treatment Center – Budapest, district 23
29. Szolnok Addiction Treatment Center - Szolnok
30. Outpatient care for Psychiatric Patients - Szolnok

Development/Model projects

31. Crisis Drop-in Center – Miskolc
32. Crisis Drop-in Center – Szolnok
33. Halfway apartments – Miskolc
34. Halfway apartments – Szolnok
35. Halfway apartment – Orosháza

- 36. Halfway apartment – Pusztaföldvár
- 37. Life-changing houses - Kastélyosdombó
- 38. Human Resource Center – Budapest, district 23
- 39. Human Resource Center – Miskolc
- 40. Human Resource Center - Szolnok
- 41. Human Resource Center – Sopron
- 42. Regional Roma Development Center - Olaszliszka
- 43. TANDEM project

Others

- 44. Diversion – Budapest, district 23
- 45. Diversion – Debrecen
- 46. Diversion - Szolnok
- 47. National Aid Center Budapest

INTERNATIONAL ACTIVITIES

Two main activities determined the work of HIA's International Development and Humanitarian Directorate in 2015: mitigation of consequences of the Ukrainian crisis and support to large number of migrants arriving to Hungary. In addition to these two priority areas, the following activities were performed:

INTERNATIONAL DEVELOPMENT

Afghanistan

Hungarian Interchurch Aid has carried out intensive coordination and professional work through its office in Mazar-e-Sharif during 2015. **An agreement for implementation of 6 projects was signed with Kabul office of the UN World Food Program.** It allowed HIA to organize further food assistance programs in the region. Besides, **victims of the Takhar earthquake were also given humanitarian assistance** in 2015. 89 local staff members were involved in the preparations and implementation of projects in three provinces.

In 2015 HIA distributed a total of **1.178 tons of foodstuffs for 56.340 individuals in 8 districts of Sar-i-Pul and Balkh provinces.** Beneficiaries received the food items mainly in the frame of „**food for work**” and „**asset creation**” programs. The „asset creation” program covers activities that are useful and important for local communities and are carried out by beneficiary families who thereby also contribute to their long-term subsistence. Tens of thousands of pistachio saplings were planted, flood protection facilities and reservoirs were constructed, mushroom cultivation program has started and roads were reconstructed. The program also had an element called „**school feeding**” which provided several tons of foodstuffs for students thus promoting their school attendance. **Total value of projects exceeded HUF 400 million in 2015.**

Belarus

In October 2015 Hungarian Interchurch Aid completed the two-year development program in cooperation with its local partner Interchurch Mission Christian Social Service. The program aimed to **promote social reintegration of ex-convicts released from prison in three oblasts: Vitebsk, Grodno and Gomel.** 203 ex-prisoners received individual counseling from the social workers and 1618 individuals were informed about employment options. 46 persons out of them were temporarily involved in herb and flower growing and beekeeping; 8 ex-convicts were employed under permanent job contract. Monasteries providing work for program beneficiaries contributed to their rehabilitation with social and mental support as well. Participants finally were given assistance in finding jobs out of the program.

As a result of the program significant progress has been made to incorporate assisting activities of local NGOs and churches performed in the frame of the program into the state social system. **A total of 350 individuals took part in roundtables and expert meetings, training courses, opening and closing conferences. A study** was also prepared which contained a **proposal package** related to **reintegration of ex-convicts and a manual containing relevant information for ex-prisoners**. The project was closed in October 2015.

Romania

Contribution to school-start of students in Transylvania continued in 2015 as well. This year **150 elementary school students** received school supplies.

In the 2015 Advent period - similarly to previous years - in-kind donations were delivered by HIA to institutions of **Lazarenum Foundation** and 170 large families (1000 persons, 470 children) being in their outreach and visited by the foundation regularly during the year in Marosvásárhely/Tirgu Mures.

The aid shipment included **four tons of non-perishable foodstuffs, fruits and cleaning products** (flour, rice, sugar, pasta, cooking oil, canned food, marmalade, cocoa, coffee, butterscotch, tea, chocolate, muesli bars, Christmas candy, dates, orange, mandarin, dishwashing liquid, detergent, disinfectant).

Cambodia

A special crisis center has been established in **Bakou settlement of Kandal district** in Cambodia. An orphanage used to work here which was built from Hungarian support in the 1980s Utilization level of the institution was very low, the building was dilapidated. Foreign Ministry of Hungary invited a tender in 2013 for reconstruction of a part of the building and it was won by Hungarian Interchurch Aid.

Reconstruction of the two parts of the building – with a total territory of 1024m² – was completed in April 2015. Following the study visit of Cambodian experts to Hungary, HIA also assisted its Cambodian partners in **how to launch development projects** in the new institution. **Technical and agricultural equipment and seeds were also donated** by HIA thus ensuring sustainability of the project and introduction of the model seen in Hungary.

Ukraine/Transcarpathia

HIA opened its independent office in Beregovo in 2000; main task of the office was to implement social and training program. The agency has been working under the name of **ADVANCE Transcarpathian Advocacy and Development Center** since 2006.

HIA provides regular support to work of ADVANCE including the following: labor market development, child development program, legal and social counseling, accredited

vocational training, humanitarian assistance, social development programs, operation of the Western-Ukrainian NGO-network.

The following programs and events were implemented in the region in 2015:

- A new program has started with the aim of providing **Hungarian-language vocational training** in professions that are competitive in the labor market in Beregovo district, thus supporting successful social and labor market inclusion of disadvantaged, unemployed young adults. **Preparing accreditations of the training courses, searching for trainers, establishing training locations and recruiting participants have started in 2015.** Training is about to start in spring of 2016 and 30 disadvantaged individuals will complete the courses in social work and accounting data recording. Further 30 disadvantaged youngsters will receive qualification as wall and floor tiler and drywall worker.
- **Charity Half-Marathon:** HIA organized its first Beregovo Charity Half-Marathon on 3 October 2015 with the intention to create a tradition. The sporting event relying on earlier local running races was opened by Anikó Lévai, HIA's goodwill ambassador and László Lehel president-director; warm-up was led by István Kokó Kovács, HIA's goodwill ambassador.
- **Capacity building for Ukrainian NGOs:** the program financed by the Ministry of Foreign Affairs and Trade and implemented in the second half of 2015 aimed to share HIA's experiences gained in humanitarian assistance and disaster management in Hungary and already introduced in Western-Ukraine, with NGOs in the Eastern and Southern regions of Ukraine. The one-day seminar in Dnipropetrovsk and the study visit to Hungary allowed representatives of participating NGOs to become familiar with basics of humanitarian work in the EU, possible fields and forms of cooperation.
- The program **supported by the World Childhood Foundation** and intended **to improve mental, physical health of children** and to help them catch up with their peers continued in 2015. **80 children** involved in the program took part in **study groups** connected to sports, conservation of nature, drawing, cooking, photography and IT, self-knowledge and skills development.
- **Integrated Education Program:** The program, that aimed to incorporate methods of **Complex Instruction Program** into school education of children and is financed from HIA's own funds and also from funds of the World Childhood Foundation, has been launched in 2014 and continued in 2015. The program was realized with the cooperation of the **Secondary School in Jánosi (Beregovo district)**. General objective of the project was to improve school results of **children with special needs** through integrated education methods. **56 children were enrolled in the project** (grade 2-6).

HUMANITARIAN ASSISTANCE

Bosnia-Herzegovina

Hungarian Interchurch Aid has performed **preventive flood protection work in Novi Grad district of Sarajevo** in a total value of HUF 106 million from the support of the Ministry of

Foreign Affairs and Trade in cooperation with its local partner, Merhamet-Sarajevo. The Lepenica creek effluent from under the communal waste landfill is highly contaminated with heavy metals and other harmful substances. In the frame of the program HIA undertook to **construct a 2 meters high and 2,5 meters deep concrete riverbed on a 405 meters long section of the creek**; it is going to protect the soil and health of those living there and their houses from damages caused by the sewage washed out by the floods. Upon completion of the procurement process **construction works started in November 2015** when the building company could agree on conditions of accessing the project site and the necessary permits were obtained.

200 meters' section from the planned 405 meters was completed by 31 December 2015 while the remaining riverbed is expected to be finished by 31 March 2016.

Iraq

Hundreds of thousands of people have fled their homes and escaped to more secure parts of Iraq as a result of the outbreak of the Iraqi war in 2003, the subsequent unstable war situation and also due to the spread of the Islamic State in the summer of 2014. **HIA's aid program in Iraq also focused on governorates of Iraqi Kurdistan where number of IDPs was the highest.** In the territory of Erbil, Duhok, Sulaymaniyah and Diyala governorates there are more than 1 million registered IDPs and also 244.000 Syrian refugees.

During the second half of 2015 **HIA started the preparatory work related to opening of a humanitarian and development office.** Through its new office and the assistance provided in the region, HIA intends to support refugees from Syria and IDPs, to promote repatriation to territories liberated by the Kurdish forces and also to mitigate the migration pressure on Europe. HIA cooperates with local authorities, local ACT Alliance partner, CAPNI (Christian Aid Programme in Iraq) and LWF (Lutheran World Federation) in the office opening process.

Transcarpathia/Ukraine

In 2015 Hungarian Interchurch Aid continued its support to groups that have become IDPs due to the war crisis, to those living in war zones and also to victims of economic crisis emerged as a result of the war situation. Activities were managed by the Budapest HQ and also by HIA's Beregovo and Dnipropetrovsk offices.

In 2015 more than 20 thousand direct beneficiaries (mainly IDPs, large families, single elderly, unemployed and those living with disabilities in conflict zones) **were assisted by HIA as a member of ACT Alliance.** Beneficiaries received the following aid in **10 regions (oblasts) of Ukraine** (Transcarpathia, Ivano-Frankivsk, Lviv, Kherson, Kiev, Dnipropetrovsk, Donetsk, Luhansk, Kharkov, Zaporizhia):

- 3493 food parcels containing cooking oil, flour, rice, pasta, sugar, canned beef and pork, buckwheat, yellow peas, margarine, tea, biscuits and other non-perishable foodstuffs.
- 3171 hygienic kits containing soap, shampoo, washing powder, toothbrush, toothpaste, disinfectant, toilet paper, dishwashing liquid, liquid soap, shower gel and other hygienic items.
- 986 baby care packages: diapers, talcum powder, baby lotion, wet wipes, baby shampoo and other baby care products.
- 9610 baby food.
- 1980 blankets.
- Psycho-social assistance in Zaporizhia and Donetsk oblasts.
- 500 packages containing kitchen utensils: frying pan, pot, colander, vegetable cutters, ladles, kitchen towels, knives, cutting boards, plastic mugs, cups and other household equipment.
- 148 tons of fuel (coal, biomass briquette) and 180m³ fire wood.
- Reconstruction of refugee centers. Each of the two centers reconstructed in Kharkov (Lozova settlement) and Kherson (two locations) oblasts are able to provide temporary accommodation for 80 families. Additional insulation of several buildings, replacing doors and windows, construction and equipping of new bathrooms, kitchens and sanitary facilities took place in the course of reconstruction works.
- Support to 15 foster parent IDP families with parcels containing household equipment and machines.
- 40 oil radiators and 50 infrared heaters for IDPs.
- 200 blankets, 140 bedding sets, 140 pillows, 60 towels for IDPs.

Other programs

- **Crisis assistance in Transcarpathia** – packages containing basic foods for single elderly and Hungarian families where the breadwinner serves as a soldier.
- **Humanitarian assistance from the support of the Embassy of Hungary in Kiev** – at the end of May and beginning of June 2015 HIA distributed aid packages for 3000 vulnerable individuals in Beregovo, Kiev and Dnipropetrovsk. During the program *996 food parcels and 996 hygienic kits were delivered to the three oblasts.*
- **Reconstruction of IDP community shelters** – HIA performed reconstruction works of a building (a youth hostel) in Dnipropetrovsk which accommodates Ukrainian IDPs. Doors, windows, balcony doors were replaced in 8 rooms thus living conditions of 8 IDP families were improved.
- **Contribution to child catering** – In the frame of the program launched from donations arrived for the appeal issued by State Secretariat for National Policy of Prime Minister's Office and Municipality of district 22, catering of children learning in Transcarpathian educational institutions was covered and also vulnerable elderly and large families were assisted with food and hygiene products. *A total of 113 educational institutions – 54 kindergartens, 55 elementary schools, 3 secondary schools, 1 educational center, 1 social kitchen – and 1603 needy families were direct beneficiaries of the program.*

- **School-start** – school kits were purchased for disadvantaged children in Transcarpathia for the 2015/16 school year: in the frame of the aid action *114 primary school pupils received school supplies* including school bag, exercise-books, pens, pencils, drawing papers, compasses, liners, color pencils, pen boxes and other school equipment.
- **Winter fuel distribution in Beregovo and Beregovo district** – Similarly to previous years, in October 2015 HIA started distribution of winter fuel in its Beregovo center. During the first phase *100 families received 5 quintals of biomass briquettes each*. As an additional assistance, HIA undertook delivery of the fuel to homes of beneficiaries. In the frame of the program with a total value of HUF 1,5 million, each family received fuel in an amount of HUF 15.000 which ensured several weeks' heating for them.
- **Christmas gifts in Transcarpathia** – in December 2015 *126 children living in Beregovo and its neighborhood received Christmas packages*. Total value of packages amounted to HUF 2 million.
- **Support to artists in Transcarpathia**- *16 artists received HUF 14000 financial support each*. All of them are pensioners; their incomes are very low and do not cover even their basic needs and expenses. Most of them need continuous medicine supply which they cannot finance from their low pensions.
- **Flood assistance in Rahó** – In November 2015 the swollen river Tisza flooded almost 170 houses in settlements of Rahó, Técső and Ökörmező districts. Most damages were caused in Rahó settlement and in Rahó district thus HIA's Beregovo office focused its assistance to this area and started compiling the aid packages including foodstuffs, detergents and antiseptic paint in cooperation with the municipality. *The packages were handed over to victims between 26 and 28 November 2015 (60 families)*.

Libya

Humanitarian assistance to families of Ethiopian Coptic Christians killed in Libya – in February 2015 the whole world learned through the world wide web of the execution of Ethiopian guest workers working in Libya. HIA expressed its sympathy with families of the victims and forwarded its financial assistance to them through the Ethiopian Evangelical Church Mekane Yesus to Addis Abeba (charging it to its reserves for Africa). *The support in an amount of 6000 Ethiopian birr per family was given to relatives in the form of vouchers*.

Hungary

Storm damages – During 2015 no outstanding natural disaster occurred in Hungary. HIA provided assistance to victims of local storm- and fire damages on an 'ad hoc' basis. In January assistance was given to a family whose house burned down in Dunavarsány. One family in Borsodszirák and one in Érd received construction materials, three families in Szob received construction materials in a value of HUF 100000 to mitigate their damages caused by summer storms. HIA in each case made decision on the size of assistance

following consultations with the victims, local governments and building experts and use of the materials included in the assistance was always monitored.

Migration, refugee crisis

In response to the migration crisis evolved in Hungary in 2015, Hungarian Interchurch Aid has launched an emergency program to support asylum seekers, mainly women and children. *Owing to the nature of the crisis HIA sought to provide assistance in as many locations and as flexibly as possible, always reacting to the given needs of the most vulnerable ones.* The organization delegated a mobile team consisting of its members including social workers, humanitarian experts and interpreters.

More than 100 HIA staff members and volunteers took part in the activities in various locations and also in warehouses and in the central office. HIA operated a complex logistics system with vehicles, heated tents and other equipment. Assistance always implied 24-hour duty.

For the sake of providing effective assistance HIA maintained close cooperation with local authorities, charity organizations, NGOs at each location and on a national level as well and was also involved in international coordination.

HIA's work was performed partly from Hungarian government and church support (Lutheran, Unitarian and Methodist churches), partly from international funds under the auspices of ACT Alliance. In addition to these, several companies – Vodafone Humanitarian Fund, and EoN Hungária – supported HIA's work due to which different tools, equipment and appliances could be purchased and distributed as humanitarian assistance and used in activities for kids.

HIA was also involved in the Ljubljana-based international coordination.

Aid locations:

1. **Hungary** - Budapest, Röszke, Beremend, Barcs, Hegyeshalom, Bicske, Vámosszabadi - total number of beneficiaries: 171.683 persons
2. **Serbia** – Horgos, Magyarkanizsa, Szabadka, Bezdán – total number of beneficiaries: 18.000 persons
3. **Slovenia** - Gornja Radgona, Lendva and Sentilj - total number of beneficiaries: 38.500 persons

Distributed relief items:

- basic hygiene kits and special items to meet needs of children and women
- food packages, ready-to-eat foods – baby foods for babies and small children, baby formulas, medical products
- winter clothes, blankets

Distribution of relief items was always performed in accordance with actual needs of the given location and target group.

Currently HIA holds activities for children once a week at the two open reception centers – Bicske and Vámoszabadi – with 2-2 social workers at each location. By the end of 2015 HIA's staff members provided assistance to approximately 400 children.

Nepal

Right after the **massive destruction caused by the earthquake in Nepal on 25 April 2015**, **HIA organized a fundraising campaign for the benefit of the victims**. HIA, as the only Hungarian member of ACT Alliance, assisted the humanitarian activities of the international alliance on the spot. During the rehabilitation phase the international activities focused on education: *250 temporary school buildings were set up in Lalitpur and Bhaktapur provinces*. In this part of the country many schools were affected by the earthquake thus it was important to make suitable buildings available as soon as possible to continue education of children.

Serbia

Floods and landslides in the Western Balkans in May 2014 wreaked havoc and also resulted in casualties in countries of the region. In addition to its own aid actions, **HIA also took an active part in implementation of a 700 thousand dollar international program** (ACT Alliance SRB141 Appeal) as the only Hungarian NGO.

HIA's aid activities in Serbia were carried out in *close cooperation with its local partner (the Novi Sad-based Ecumenical Humanitarian Organization, Ekumenska Humanitarna Organizacija, EHO)* in the affected regions.

HIA provided support to **44 disadvantaged families (a total of 220 persons)** to reconstruct their houses in the heavily affected cities of Obrenovac and Lazarevac and their administrative area. *Support included donation of construction materials, reconstruction works and technical assistance.*

Apart from reconstruction of private homes, *HIA also assisted hospital of Loznica with medical tools*. The hospital provides primary health care for almost 25 thousand individuals. Value of the direct assistance was HUF 3,6 million.

COMMUNICATIONS, SOCIAL SOLIDARITY, AWARENESS RAISING

One of HIA's priorities – also expressed in its Statutes – is to encourage widest social strata's social solidarity and involve them into charity work. HIA has very extensive communication activities and the level of involvement by the public also varies widely from one-time SMS (to 1353) to regular donations, from „facebook likes” to voluntary work. Voluntary and community programs, continuous press communication, keeping contacts with private donators and corporate partners, up-to-date website of the organization, and the social media are important tools of keeping solidarity awake.

Campaigns and community events encouraging social solidarity in 2015:

In addition to continuously informing the public about HIA's social and development activities, ***several campaigns were launched to support the organization's key issues and activities in 2015.*** These campaigns – through intensive PR and media communication - intended to address new individuals in addition to the already existing circle of donators. Important role is given to the organization's *Facebook community* during the campaigns both in spreading messages and involving new individuals. Apart from the virtual community, events that imply meetings in-person, awareness raising events and relief actions that mobilize volunteers also took place in the frame of the campaigns.

HIA continued its three annual fundraising campaigns in 2015 as well:

- ***Carefree childhood***

Raising funds for needy children living in temporary family shelter – HUF 72.414.750 was gathered by the help of the donation line and purchase of coupons through TESCO from 5 May to 20 June.

- ***Starting the school together***

Provision of tangible assistance to needy families, catch-up programs during the year, supporting school-start of 1000 children. HIA's campaign was assisted by several corporate partners ((Budapest Taxi, E.ON Hungária, Magyar Posta Ltd., Herlitz Hungária Ltd.) but people could also join the collaboration on HIA's website: www.segelyszervezet.hu/iskolakezdes

- ***szeretet.éhség (love.hunger)***

National Advent Fundraising: during Advent of 2015 HIA has organized its National Advent Fundraising for the 20th time. Due to the campaign known for the motto of love.hunger and the broken gingerbread heart, and thanks to the partners involved in the fundraising and the media, 1 million individuals joined and supported HIA's objectives.

There were several ways to connect to the joint efforts. In addition to calling donation line 1353, fundraising through TESCO coupons, collection at the Bazilika and Opera House, charity auction of Design Terminal, the Charity Gala of RTL Klub on 28 December, and the collection of Morning Show of Class FM radio on 17 December completed the campaign. The fundraising show was closed with HUF 110 million offering, while the Morning Show collected HUF 15 million.

A total of HUF 286.758.239 was collected during the Advent campaign.

Apart from the three large-scale fundraising campaigns the following events and collections took place during 2015:

- ***Give and Take Days:*** collection of clothes in cooperation with Premier Outlet
The Give and Take Day was more popular than ever in 2015: twice of the 2014 offerings were collected - 80.000 clothes, shoes, toys and sports equipment. The offered goods helped several thousand children and families get good quality clothes.
- ***PIT (personal income tax) 1% campaign***
HIA has mainly drawn the attention of its staff members, volunteers, partners and the donators' community to this type of support through internet using Google search interfaces, and also by appearing on Facebook social media as often as possible.
- ***Beregovo Charity Half-Marathon:***
HIA organized its first Beregovo Charity Half-Marathon in October 2015 with the intention to create a tradition. More than 300 participants encouraged support of HIA's activities in Ukraine by wearing the donation line 1353 on their dresses.
- ***Crisis fundraising***
During 2015 Hungarian Interchurch Aid has launched crisis fundraising three times: one for those affected by the Ukrainian crisis, one for victims of the Nepal earthquake, and one for needy families of the migration crisis.

Activities to promote corporate social responsibility

The program series started in 2014 for Hungarian companies open to CSR continued in 2015. Purpose of the event organized together with the Corporate Community called '***Hungarians on the Market Club***' was to make more and more Hungarian small- and medium-size companies *think of social corporate responsibility as a potential competitive advantage* and not as a luxury of large international companies. In 2015 the second stage of the program took place with the participation of 50 Hungarian corporate leaders in Székesfehérvár. Similarly to the first event, experts of various sectors shared their experiences and thoughts. This time strategic advantages of CSR were analyzed from the aspect of human resources. It was discussed how an issue supported by the company can

become a community-building force of employees, a common cause for workers and what benefits it may bring to the company.

HIA's 7th Partners' Meeting took place under the auspices of acknowledgements and looking back at the events of the past year. HIA emphasized the strength of the supporting community and thanked its committed donators the cooperation throughout the year.

Reception and coordination of volunteers; awareness raising

Culture of volunteering is still in its initial phase in Hungary. HIA, therefore, considers it its major task to organize and participate in events where volunteering can be popularized.

Events to popularize and spread the culture of volunteering, volunteer recruitment at festivals, in schools

- In 2015 HIA took part for the first time at the **Budapest Disaster Protection Youth Competition** organized on the Hajógyári Island. **21 primary school and 19 secondary school teams** measured their knowledge at the competition. At HIA's stand students could get familiar with the organization's activities by the help of interactive games.
- HIA had its own stand at the event called **Pszinapszis** (Budapest Psychology Days) from 17-19 April 2015. The Budapest Psychology Days is one of Europe's largest scientific-cultural events organized by students and school-leavers. HIA's experts provided information to interested youths in the topic of domestic violence.
- HIA has been present with its independent program at the '**Szélrózsa**' **National Evangelical Youth Gathering** for years. In 2015 HIA also took part in the meeting following the Gathering in the Fasori Lutheran High school. The playful sessions were organized based on the motto expressing the organization's objectives - Food-Home-Chance. Participants of the after-meeting were informed on voluntary tasks that can be performed at HIA and they also could register themselves.
- In 2015 HIA also participated in the concert series called '**Salföldi Dalföld**' where HIA publicized its Carefree childhood campaign and also registered those who were interested in volunteering for HIA.

Information and training for those wishing to volunteer for HIA

HIA treats volunteers as a valuable organizational resources. Accordingly, the organization ensures that volunteers receive appropriate training prior to their involvement in a given program. Preparations include not only description of tasks but also cover relevant provisions of the law on volunteering (rights and responsibilities of the volunteer, responsibilities of the host organization) and also information on labor safety and ethics.

5 training courses were held for newly registered volunteers in 2015. The so-called „Volunteering Basics” training was attended by a total of 68 individuals.

Registration and coordination of volunteers

In 2015 444 individuals signed up to volunteer for the organization; HIA keeps regular contacts with them. The organization established the technical conditions of signing up to HIA through an online registration interface. Owing to the targeted questions HIA can have an overall picture of volunteers, the activities preferred by them. The CRM (customer relationship management) system introduced last year allows systematic management of volunteer registry and entry into contact with them in case of specific requests.

Organizing and implementing corporate and other group voluntary actions

There is an increasing need for voluntary programs by supporting corporate members whose employees thus may actively join HIA’s activities for one day and may support the organization with their voluntary work. HIA seeks to establish conditions of the value-creating actions from the planning phase to preparations and implementation. Several charity team-building actions took place in HIA’s institutions during 2015 as well.

Employees of Bunge Company made the garden of the daytime shelter for homeless in Csepel more attractive. Landscaping work was also carried out by volunteer staff members of Novartis. The TESCO team created a more beautiful environment for dwellers of HIA’s Budapest Temporary Family Shelter by painting the institutions’ walls.

Most significant events that attracted the most voluntary groups were connected to the Advent fundraising. Staff members of 12 corporate partners had been assisting the work of the gingerbread bakery and Donation Point at the Christmas fair in front of the Bazilika for 14 days. 65 employees of 6 companies performed service at the 6-day agape organized the week before Christmas.

Awareness-raising campaign in the topic of intimate partner violence

In 2015 HIA continued its awareness raising campaign that was announced twice last year and was launched with the slogan „Recognize it!”. This campaign intends to draw people’s attention to intimate partner violence and child abuse. An important element of the call is the interface at HIA’s website (www.segelyszervezet.hu/veddeszre) where those interested in or affected by the topic may find more detailed information on this issue and on ways of how to get help. The awareness raising campaign intended to make as many people as possible aware that no form of intimate partner violence is acceptable. Forms of intimate partner violence – which is a criminal activity – include not only physical assault but also emotional, verbal, sexual and other cases of abuse.

Major communication channel used during the campaign was HIA’s Facebook page in 2015 – by the help of shared posts hundreds of thousands of interested individuals could become familiar with the campaign against intimate partner violence and child abuse.

Raising awareness among HIA's on-line supporting community

Social media (web2.0.) has an increasingly important role in HIA's communications. Apart from providing up-to-date information to the dynamically growing community, it is also intended to reach real involvement of members of the virtual community, to have higher number of interactions and Facebook shares. In the course of this work HIA's staff members provide information on current activities including news and photos to interested individuals on a daily basis

HIA also provides information on its activities on its **website** which was renewed in the past years: each major event is shared on the site, sub-menus are created for large-scale campaigns and projects where more detailed information can be read about the given action or program.

In order to maintain contacts with donators and interested individuals, online bimonthly newsletters were sent to those who had signed up. Besides, direct emails (e-DM) linked to a given campaign were also sent to interested persons.

As a result of the special attention and continuous contacts, number of those giving a like to HIA's posts increased from 16000 to 21000. Awareness-raising messages also reached much bigger target group than in previous years owing to the growing base and the paid posts linked to certain events.

Communications and corporate identity development:

- A short film introducing HIA's complex activities was prepared both in English and Hungarian languages. Its original version can be viewed at: <https://www.youtube.com/watch?v=Lq4hRStf6IE>
A shorter version of the film can be viewed at: <https://www.youtube.com/watch?v=YCjSl027GO8>
- The annual report that had earlier been prepared only in hard copy has been replaced by the online version which better satisfies new requirements and needs. It is available at: <http://www.segelyszervezet.hu/evesjelentes2015>
- Making PPT presentations to introduce certain activity fields or campaigns
- Documentation of constructions, priority projects
- Internal newsletter
- Supplying staff-members with work wear
- Production of visibility tools (stickers, adhesive tape, roll-ups, banners)