



The Human Cost of the Kosovo Crisis

What Our Agencies Are Doing

Whenever humanitarian tragedy strikes, *International Service Agencies* (ISA) member charities are among the first to respond. Most recently during the Kosovo crisis which affected nearly one million people, ISA charities saved lives and restored hope by providing badly needed provisions and care.

Phase One - Initial Relief

During the first phase of this effort, relief agencies focused on the immediate needs of the refugees living temporary facilities and camps. In the beginning ISA member charities quickly mobilized to help, for example:

- One ISA charity alone has helped 300,000 refugees. In one day, this agency delivered 40,000 tins of meat and fish, 12 tons of bananas, 16,000 loaves of bread, 40,000 liters of water, juice and milk, six tons of soap and 7,000 blankets.

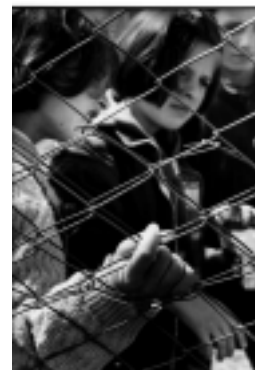


- By vaccinating 4,000 children a day, another ISA charity helped prevent potentially fatal measles and polio outbreaks at crowded refugee camps in Albania.
- Over 170,000 Kosovar refugee children were able to go to school in Albania and Macedonia thanks to the desks, books, supplies and training provided by an ISA member charity.

Phase Two - Going Home

Today, it is estimated that nearly 90 percent of the refugees who fled Kosovo are returning to their destroyed homeland. The Office of the United Nations High Commissioner for Refugees (UNHCR) estimates that 40,000 - 50,000 houses in the Kosovo region are uninhabitable. Before the region's bitter winter begins, these homes need to be repaired or rebuilt while schools, businesses and social systems are rehabilitated. Here are examples of how ISA member charities are helping:

- In cooperation with UNHCR, an ISA charity established several way stations to assist returnees, specifically those travelling by tractor and other slow-moving vehicles. The way stations, some serving thousands of people a day, provide food and water, sanitary facilities, basic medical attention and fuel for vehicles.
- To warn those returning of the dangers of land mines, one organization distributed some 300,000 land mine awareness posters and 260,000 leaflets throughout Albania.
- Another agency is planning to train as many teachers as it can to spot signs of trauma in children and to help them cope with the emotional difficulties of surviving the conflict. In addition, the organization is trying to set up programs to counsel rape victims.
- With the goal of having at least one warm, dry room per family before winter begins, one charity is currently working to distribute 1,500 to 2,000 shelter repair kits to 150-200 villages in Kosovo. The project should reach some 10,000 to 20,000 persons.



International Service Agencies

1999 Member Agencies

- ★ African Medical and Research Foundation (AMREF)
- ★ American Jewish World Service
 - ★ American Leprosy Foundation
- ★ American Near East Refugee Aid (ANERA)
- ★ American Refugee Committee
- ★ AmeriCares
 - ★ CARE
- ★ Catholic Relief Services - USCC
- ★ Childreach
- ★ Children, Incorporated
 - ★ Children International
 - ★ Christian Children's Fund
- ★ Christian Reformed World Relief Committee (CRWRC)
- ★ Church World Service/CROP
 - ★ Doctors Without Borders USA
- ★ ECHO, Incorporated
 - ★ FINCA International
 - ★ Freedom from Hunger
- ★ Goodwill Global, Incorporated
- ★ Health Volunteers Overseas
- ★ Heifer Project International
- ★ Helen Keller International
- ★ International Service Agencies
 - ★ ACCION International
- ★ International Executive Service Corps
- ★ International Eye Foundation
- ★ International Orthodox Christian Charities
- ★ International Relief Teams
- ★ International Rescue Committee
- ★ Lutheran World Relief
- ★ National Credit Union Foundation, Inc.
 - ★ Near East Foundation
- ★ Opportunity International
 - ★ Oxfam America
 - ★ Pan American Development Foundation
 - ★ The Pearl S. Buck Foundation
 - ★ Planned Parenthood - World Population Communications International
- ★ Project HOPE
- ★ Rotary Foundation of Rotary International
- ★ Salvation Army World Service Office (SAWSO)
- ★ Save the Children
- ★ TechnoServe, Incorporated
- ★ UNICEF, U.S. Committee for
- ★ Unitarian Universalist Service Committee
- ★ United Methodist Committee on Relief
- ★ United Seamen's Service
- ★ World Relief Corporation

**Meeting with refugees and learning
of their losses, plight and uncertain
future is an experience not to be
forgotten. For the people who have
lost so much — material
possessions, loved ones, privacy —
their faith and optimism are
unwavering and inspirational.**

Mary Vokes, Kosovo Refugee Relief Worker

Thank You for Helping

Your generous workplace contributions help ISA charities to respond immediately to these emergencies and to the next humanitarian disaster — wherever it might be. For more information contact *International Service Agencies* at 800-638-8079, www.charity.org, isa@charity.org or 66 Canal Center Plaza, Suite 310, Alexandria, VA 22314.