

Fulfill the basic needs of refugees in transit through Europe

Annual Report 2020



Human
Aid NOW_

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Introduction

Human Aid Now is a grassroots charity registered in the Netherlands and recognized as **ANBI**. Founded in September 2016 to support refugees in Northern Greece, its original name was Human Aid in Greece. It changed its name in 2019 as its mission expanded to Serbia, France, Bosnia, Belgium and the Netherlands.

tiny.cc/anbi

Our core mission is to provide goods and services to fulfill the basic needs of refugees in transit through Europe. In our five years of existence, we have delivered emergency supplies to refugees in camps and on the streets in the Netherlands, Belgium, France, Greece, Bosnia and Serbia.

Human Aid Now is a purely humanitarian organisation. We do not take any political standpoint about the migration crisis. We work with passion and respect. We endeavour to deliver our services whilst preserving as much as we can the dignity of the people we help, and acting in the most sustainable manner possible. To enhance our efficiency on the ground we often partner with likely minded other NGOs.

Focus on long-term volunteers

Our experience on the ground taught us that qualified long-term volunteers are key to sustain successful projects. They know the local circumstances, have local contacts (suppliers, authorities, other NGOs, etc) and are trusted by the refugees. They can identify urgent needs and run effective projects. They manage short-term volunteers and provide continuity on site. Whilst operating within the grassroots community, they also cooperate with larger NGOs and sometimes participate in lobby work for the sake of the beneficiaries.

In 2020 we have supported six key coordinating volunteers, often qualified medics, lawyers, psychologists, etc themselves, through our *Help a Hero* Program in various refugee projects throughout Europe. We connect them to donors, who support them by reimbursing some of their basic living expenses and contribute to their projects.

Grassroots academy

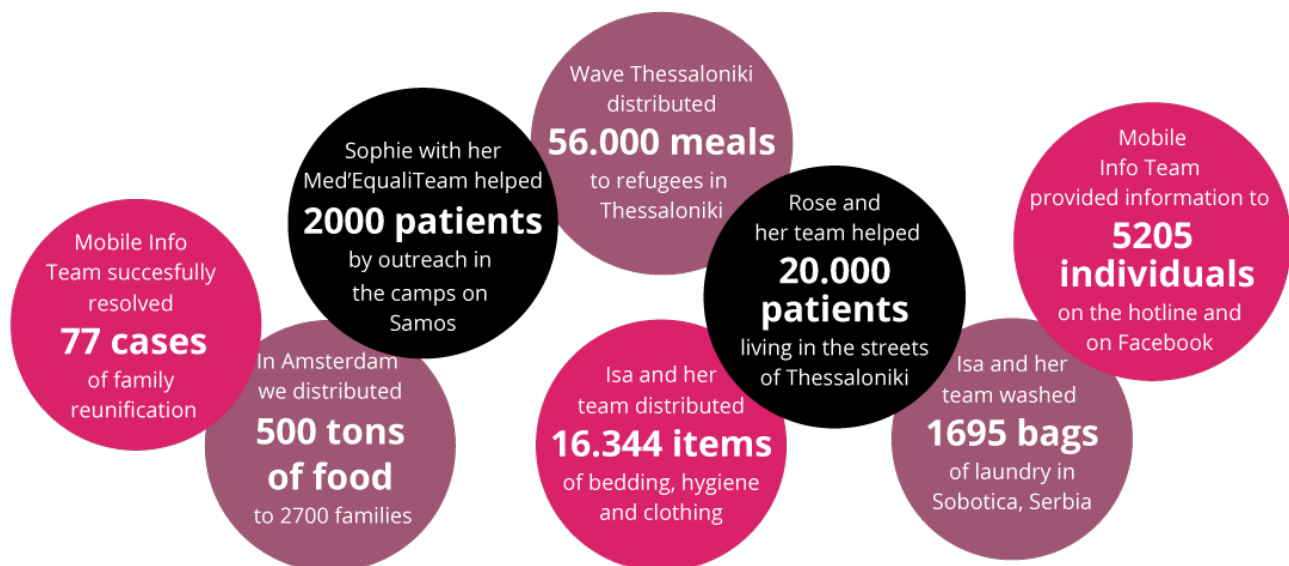
In 2020, we also initiated a new program to better structure the help we bring to the long-term volunteers on the ground: *The Grassroots Academy* (working title). This program won the 2020 DCHI Best Humanitarian Challenge Award, which provides support to develop this new program.

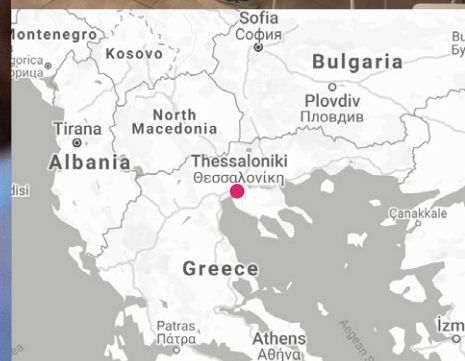
Covid

2020 has been a turbulent year. The covid-pandemic lockdowns precluded us from continuing to bring food, clothes and medicine to Brussels, Paris, Calais and Dunkirk. The social distancing measures forced us to review all our operating procedures on the ground. Thanks to strict hygiene practices, we have been very fortunate to be able to continue all our programs in Greece and Serbia, while keeping all our volunteers safe, and avoiding covid outbreaks among our beneficiaries.

Amsterdam

At the same time, in Amsterdam, the covid pandemic deprived thousands of undocumented families from their income. We started a project to deliver weekly food and hygiene packages to those families. Supported by several prominent Dutch charity funds and the Amsterdam municipality, this project grew quickly to help nearly 3.000 families. As a consequence, our annual budget was multiplied by a factor of 8.5.





Help a Hero Michael

Michael and his Mobile Info Team (MIT) help refugees and asylum seekers in Greece to get accurate, up-to-date legal information on problems they encounter and, if necessary, provide assistance to solve them. The team of caseworkers and interpreters have helped hundreds of asylum-seekers to access their rights and, in multiple cases, helped reunify families that had been separated by conflicts.

The team consists of seven caseworkers, eight translators, a fundraising officer, an advocacy officer, one coordinator and one director, so altogether a team of nineteen.

The pandemic

For Mobile Info Team, the limitations due to the Covid pandemic made this year even more challenging than others. The Greek government took advantage of the pandemic to make frequent and substantial changes to asylum procedures, disadvantaging applicants and making it harder for

project

Mobile Info Team

goal

Providing legal information to refugees

location

Thessaloniki, Greece

website

www.mobileinfoteam.org

asylum seekers and the organizations that help them to keep pace. During the lockdowns, the government suspended all asylum services and interrupted thousands of pending asylum cases.

Accomplishments

The accomplishments of the Mobile Info Team in 2020 are nevertheless impressive:

1.050.000 clicks and nearly 250.000 reactions through 70 information posts on Facebook, for example about the Covid-19 restrictions and changes in the asylum procedure in Greece.

214.000 views of the information content on the Mobile Info Team website.

5.205 individuals that have received customized information regarding their inquiries after contacting MIT on Facebook or through their hotline.

1.000 people reached in 99 information sessions, provided in a safe and socially distanced manner.

170 cases in which individual assistance was provided, mostly for family reunification cases, but also for asylum related issues or help for especially vulnerable people. A lot of them are still ongoing, but 71 of them have been positively resolved.

MIT challenged more than 100 quarantine violation fines that were wrongfully given to homeless refugees.

Advocacy

Mobile Info Team cooperates with the majority of grassroots organizations in the region and contributes to the documentation of the situation in Greece, describing the deficiencies and the lack of protection from the Greek Government.

MIT published a report *The living conditions of applicants and beneficiaries of international protection - Evidence of Greece's failure to provide sustainable accommodation solutions*, to be found on their [website](https://www.mobileinfoteam.org/accommodation-report).

[www.mobileinfoteam.org/
accommodation-report](https://www.mobileinfoteam.org/accommodation-report)

Special attention was given to the situation of recognized beneficiaries assigned International Protection in Greece, as ironically, their situation is sometimes even more difficult than that of asylum seekers. As no sufficient integration system is in place, asylum recipients are often left homeless in the streets after receiving their positive decision.



Help a Hero Sophie

Sophie is the founder and manager of the Med'Equali clinic on Samos, providing free essential medical help to the residents of the Vathy camp. In 2020, the average population in Vathy was 6,330, almost ten times its intended capacity. Sanitary conditions are poor and the camp is an unsafe place for women and children. Samos experienced a very turbulent year. Besides Covid, there have been several fires in the camp, as well as a severe earthquake.

Through all of that, the clinic in Vathy continued to open six days a week. In addition, another clinic was opened in the camp. Together the two clinics provide healthcare for up to 200 patients per day.

What they do

The team consists of up to 25 international volunteers, with the support of fifteen community volunteers from the camp. They manage common complaints such as coughs, back pain and skin issues, as well as problems

project

Med'EqualiTeam

goal

location

Samos, Greece

website

www.medequali.team

relating to poor hygiene in the camp such as rat bites, severely infected wounds and diarrhoea. They also provide continuity of care for patients with chronic diseases like diabetes, asthma and hypertension.

Remote consultations

During the lockdowns, they also provided remote phone consultations in partnership with MSF, ensuring that access to healthcare remained available for those who were unable to leave the camp. In total, this Outreach program managed to provide 2000 remote consultations throughout the year.

Protocols

Throughout the pandemic, as one of the primary medical actors on the island, Med'Equaliteam designed easy-to-follow Covid-19 protocols for the other non-medical NGOs on the island, advising on safe travel, socializing, and supporting the implementation of new hygiene protocols. They were also the point of contact for volunteers on Samos with symptoms, and became a reliable source of new data about the pandemic.



Help a Hero Justyna and Hope

From different perspectives, it has been a rollercoaster year for our Heroes Justyna and Hope in Thessaloniki. The city serves as a logical and frequently used transit for refugees coming from Turkey by land. Those who want to travel on into Europe mostly shun the camps and find their way through the fields, sleeping under open skies, on the street or in temporary shelters. Thessaloniki serves as a typical place for them to get some rest, meet other people and make new plans about how to pursue their way to their future.

Justyna was taken in by the plight of the refugees roaming around in the city, looking for food, medicine, shoes or shelter. After temporarily helping out as a volunteer, she stayed on for three years, leading a crew of volunteers from all over Europe.

project
Wave

goal
cooking for homeless refugees

location
Thessaloniki, Greece

website
facebook.com/WaveThessaloniki

What they do

Together, they cook meals for 100-250 people every day, making sure that they provide a tasty and healthy meal. They procure vegetables and fruits from local fresh markets, often for free as leftovers. Most refugees haven't had fresh food in months. Regularly, a number of beneficiaries help out, lending a hand to wash the produce, cook or take a role in the distribution. Sometimes, especially during the winter months when the weather can be cold and wet, Justyna and her crew organise the supply of shoes and/or blankets, which people gratefully accept after having trotted for untold hundreds of miles on remains once called footwear. Often they also have to refer the travellers to fellow volunteers from Medical Volunteers International, to get their swollen, bruised or infected feet treated.

After the worst of the winter was over in March and the weather permitted travel, the trickle of passing refugees steadily rose, until Covid hit. Fortunately, as the local NGO's scrambled in unison to put together safety procedures to protect both refugees and volunteers, there were hardly any outbreaks - maybe because most of the refugees stay outside and the aid that is provided takes place under open skies with sufficient ventilation.

At the beginning of the year, frequent volunteer Hope rejoined Justyna to become active as a Hero in Thessaloniki. In the late spring however, the police and other authorities, led on by a new government in Athens, started a crackdown both on refugees and NGO's. Beneficiaries were rounded up for staying illegally on the streets, fined, or worse, pushed back over the Greek-Turkish border. Which is illegal, but happens nevertheless.

Ramadan

Justyna, Hope and their crew, who had organised to stay longer because Covid made it difficult for volunteers to rotate, were in fact the only ones to keep providing hot, fresh meals in the city. Even during Ramadan which started in May, as many Mosques and NGO's couldn't carry on because of Covid restrictions, they were able to carry on. During these four weeks, they adapted the meals to ensure each meal would be sufficiently nutritious. Normally during this period, most beneficiaries would have only one meal, given that they are fasting. Justyna and Hope took care to add some sweets and dates to honor the celebrative part of ramadan.

New arrivals

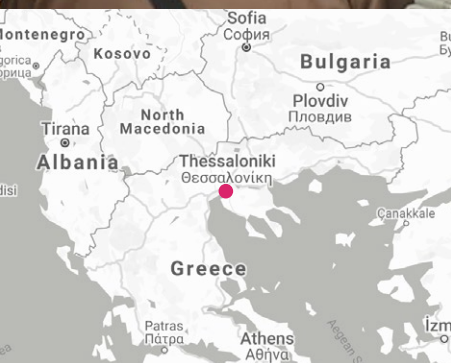
Probably as a result of Covid but also the increasing pushbacks, refugees reached Thessaloniki in lower numbers than in previous years. Still, arrivals are quite unpredictable from week to week. Sudden surges of new arrivals frequently happen, with exhausted families with children trying to find some rest in the city, or groups of young adults, even with minors, trying to find friends, relief or directions.

On the supply side, Covid also made for a rollercoaster. Where in the past years Justyna and others could rely on a steady supply of leftovers from restaurants and fresh produce markets, with the advent of Covid this cheap supply came to a screeching halt. It proved quite a challenge to maintain good sourcing and it was a lot more expensive.

Aid bags

In the summer, with the support of other NGO's like Three Peas, IHA and MVI, Justyna, Hope and their team were able to distribute T-shirt's and first 'aid' bags filled with toothbrushes, toothpaste, underwear, summer socks and shampoo. Already in July, the team started to organise for the coming winter by starting fundraising activities and requesting donations for more underwear, shoes and sleeping bags.

Human Aid Now helped in 2020 by getting a better second hand car which is indispensable to retrieve supplies from across the city and do food distributions in the boroughs. Also, Human Aid Now supplied kitchen equipment and financed the rent of a larger apartment to house the many volunteers that help out. This allows many volunteers to stay longer, which proved crucial during Covid.



Help a Hero Rose

project

Medical Volunteers
International

goal

medical first aid

location

Thessaloniki, Greece

website

[medical-volunteers.org](https://www.medical-volunteers.org)

Rose Hansen, an experienced nurse from the North of Germany, has spent nearly two years in Thessaloniki. In December 2019, she became a Hero thanks to a donation from the INSEAD 89D Class and stayed until the end of 2020. She helped refugees at a mobile medical first aid unit, parked at a central location near the old railyard of Thessaloniki, providing relief for blisters, wounds, infections, etc.

Listening ear

Just as important, she provided a listening ear and supportive encouragement to many of the refugees, often still youngsters. But she could also be tough if they misbehave! Additionally, she sometimes assists Justyna and Hope to organize the food queue. Distributions need to happen in an orderly fashion as to avoid complaints in the neighborhood and/or crackdowns by the local police. She does it with a smile, but beware, you don't mess with Rose! Rose has been portrayed by a number of international newspapers like the FAZ and Volkskrant.



Help a Hero Isa

Isabell has been part of grassroots Humanitarian aid for quite some time, for example working with IHA and Truckshop in the Thessaloniki region. In 2020 she coordinated a team of volunteers in Subotica, Serbia. She became part of the Help a Hero programme mid 2020. She was introduced to us by Rose.

What they do

In the project in Subotica near the Serbian-Hungarian border, Isabell and her team have been supporting people on the move, who sleep outside of official accommodation in squats or makeshift-camps. The project focussed on hygiene solutions (through shower and laundry services) and the provision of vital material aid (such as blankets or clothing items). Apart from that, they participate in the Border Violence Monitoring Network and collect testimonies of violence people on the move encounter while trying to cross the border to Hungary, and report on internal state violence. In 2020, we supported four squats in two different municipalities in the region, with a total population of approximately 150 people.

project

CollectiveAid

goal

hygiene and distribution of NFI

location

Subotica, Serbia

website

www.collectiveaidngo.org

Isabell has been the sole coordinator for the project, responsible for finance, leading the team of volunteers, recruitment and training of volunteers, liaison with authorities and partner organizations, assessment of needs in the region, long-term strategy of the project and all daily operations.

Move to Greece

In 2021 Justyna will be leaving the Wave project and Isa moves to Thessaloniki to take her place there. We are happy to continue our collaboration with her when she is with Wave.

Meanwhile, a successor for Isa has taken over for the project in Subotica and the support of Human Aid Now is not needed there any more.

Grassroots Academy

In 2020, Human Aid Now articulated that with our knowledge, field experience and network, we could potentially support more volunteers and projects, increasing our impact. At the same time, as a volunteer team ourselves, our capacity is limited. We want to address a larger community of long-term volunteers working within humanitarian contexts, facilitate the access to information and support them in dealing with the challenges mentioned above.

From this, the idea of a Grassroots Academy (working title) arose. With this concept, we aim to create a digital centre of knowledge, providing a platform for training, supporting volunteers, peer-exchange, sharing expertise and good practices.

Survey

A first step taken towards the development and understanding of the current context of long-term volunteers, was the “Help a Hero” questionnaire. In this short survey, we asked current and former Heroes, in which ways we could be supporting them better. We addressed our concerns regarding financial, legal and emotional support, as well as, guidance about leadership styles, networking and post-volunteering life. This survey allowed us to have a first overview of the most important topics to improve our current efforts and focus our future work on.

Award

At the end of 2020, we won the DCHI (Dutch Coalition For Humanitarian Innovation) Award, with a [movie](#) pitching this challenge. As a result we are part of DCHI's Humanitarian Challenge Accelerator Program in 2021. We aim to launch the first iterations of this project mid 2021.

youtu.be/1eTnsLJzoUQ



HOW MIGHT BE BREAK
THE CYCLE AND KEEP
TALENTED AND COMMITTED
HUMANITARIANS ON-SITE



Food project Amsterdam

Human Aid Now has been providing weekly food and other basic needs items to undocumented refugees in Amsterdam since September 2016. Due to the corona pandemic, the demand has increased steeply as thousands of undocumented families and individuals, who used to sustain themselves through the parallel economy (cleaners, nannies, etc), lost their income from one day to the next.

How it started

When restaurants suddenly had to close in March 2020, Human Aid Now received tons of unsold food from producers and wholesalers. We started cooperating with several other NGO's, churches, and citizen initiatives to deliver a weekly food package to the destitute families. The needs grew very quickly and it became clear that donated food and the donations from some of our corporate supporters would not suffice. We then requested funding from Dutch charity funds. From the beginning, RCOAK, Haella Stichting and the Fundatie van Santheuvel, Sobbe agreed to support us, and mobilised the assistance of other funds (among which Kansfonds and Oranje Fonds).

Coordination

In August, the funds asked us to coordinate all the food projects they support in Amsterdam. During the second lockdown, as people's last savings were depleted, the numbers kept rising and by the end of December, we were distributing weekly packages to 2.700 families, reaching approximately 10.000 people. Thanks to the funding of the charity funds and the donations in kind, we distributed in 2020 some 61.000 food and hygiene packages, for a total value exceeding a million euros.

We are working in close cooperation with the Red Cross and other suppliers of food-help in Amsterdam, to coordinate the total aid, ensuring that there are no overlaps or people who are missed.

2021

The project will continue in 2021. We will adapt our aid to the evolution of the pandemic, with the hope to decrease our assistance as the economy reopens and our beneficiaries get back to work and self-sufficiency. Since the 4th quarter of 2020, the Municipality of Amsterdam is funding part of our logistic costs. The funds and Human Aid Now regularly meet with the Municipality, who will further financially support the program in 2021.

Team



Dominique Nientker
Director

Dominique has over 25 years experience in investment banking and is now fulltime volunteering for Human Aid Now. She coordinates the weekly distributions of food and hygiene items in Amsterdam to mainly undocumented migrants. Before that she was often bringing needed items to camps in Calais, Dunkirk and Paris.



Wouter Nientker
Founder

Wouter has a mathematics and logistics background with a specialization in humanitarian development. Currently based in Kenya, he works in humanitarian development for urban informal settlements in East Africa. Meanwhile, he still works on internal and strategic growth questions in the organisation.



Catarina Batista
Hero Academy Project Lead

Catarina is a passion-driven innovator and communicator with a strong interest in futures thinking, psychology and social challenges. She is intrigued about the connection between design innovation and humanitarian challenges. As a Hero Academy developer, she is eager to drive this project forward and to generate measurable impact.



Carsten de Koning

Board chair

Having worked for corporates in Holland and abroad, Carsten is now involved in teaching, start-ups and social initiatives, often helping with fundraising. "When I met Wouter on one of his fundraisers, I was inspired by his motives and energy, so I decided to help him, having been involved in other refugee initiatives."



Bart Driessen

Board treasurer

After Bart volunteered in several camps in Greece for a year, where he co-initiated the development of a logistics app for donated clothes, he continues being involved in grassroots help for refugees at Human Aid Now. He used to own a graphic design agency and now is a CTO in a small firm in the building industry.



Carla Houben

Board secretary

Carla is a coach and mediator (specialized in restorative circles) by profession. Besides, she has been engaged in social work for some thirty years, serving on various boards in the field of (Montessori and international) education and NGO's. In that capacity, she has worked together with a number of donors as well as the municipality of Amsterdam in recent years.

Financial statements

Balance sheet

in Euros (€)

	31/12/2020	31/12/2019	31/12/2018
Assets			
<u>Fixed Assets</u>			
Properties, plants & equipment			
<u>Current assets</u>			
Bank account	199.371,13	57.162,00	45.991,45
Cash	50,75	50,89	45,75
Total Assets	199.421,88	57.212,89	46.037,20
Liabilities			
<u>Equity</u>	29.234,20	9.433,34	6.393,03
<u>Provisions</u>	170.187,68	47.779,55	39.644,17
Provisions Help a Hero	67.964,17	47.779,55	23.784,17
Provisions Food & Hygiene Amsterdam	98.412,00		
Provisions other projects	3.811,51		3.860,00
Provisions maintenance & replacement fixed assets		12.000,00	
Total liabilities	199.421,88	57.212,89	46.037,20

Detail provisions Help a Hero program

Total	67.964
Mobile Info Team in Thessaloniki	8.226
Med'EqualiTeam on Samos	8.968
Wave in Thessaloniki*	19.351
Grassroots Academy	31.419

Profit and loss statement

Revenues in Euros (€)

	2020	2019	2018
Projects			
Help a Hero program	106.994,00	42.701,52	
<i>Mobile Info Team in Thessaloniki</i>	13.381,00	3.473,97	
<i>Med'EqualiTeam on Samos</i>	29.531,00	17.175,24	
<i>Wave in Thessaloniki*</i>	32.582,00	17.785,00	
<i>Medical Volunteers in Thessaloniki</i>		4.267,31	
<i>Grassroots Academy</i>		31.500,00	
Food & Hygiene Project Amsterdam	491.257,00		
Other projects	1.493,00	10.253,57	
<i>Food, clothes, hygiene: Calais & Paris</i>		826,00	
<i>Food, clothes, hygiene: Greek Islands</i>	1.493,00	6.594,00	
<i>Food, clothes, hygiene: Undocumented Amsterdam**</i>		2.833,57	
Total Projects	599.744,00	52.955,09	
Unassigned donations	7.454,86	17.548,89	
Total donations	607.198,86	70.503,98	73.030,82
Interest revenues	-	-	-
TOTAL	607.198,86	70.503,98	73.030,82

Costs

in Euros (€)

	2020	2019	2018
Projects			
Help a Hero program	70.046,90	38.346,89	24.455,79
Mobile Info Team in Thessaloniki	7.155,99	6.500,00	4.846,46
Med'EqualiTeam on Samos	2.206,84	15.087,06	10.846,24
Wave in Thessaloniki*	24.741,60	6.273,77	
Medical Volunteers in Thessaloniki	4.482,48	757,00	
Collective Aid Subotica	1.378,92		
Grassroots Academy (new in 2020)	81,07		
FoodKind in Patras		4.644,23	6.263,09
First Aid Support Team in Calais		3.609,83	
House of All in Sarajevo		1.475,00	
Because we Carry on Lesbos			2.500,00
Food & Hygiene Project Amsterdam	393.834,74		
Food costs	334.238,31		
Hygiene costs	28.055,29		
Logistics	31.541,14		
Other projects	812,10	13.523,52	11.869,28
Food, clothes, hygiene: Calais & Paris	508,10	4.051,54	7.174,92
Food, clothes, hygiene: Greek Islands	304,00	3.971,49	
Food, clothes, hygiene: Undocumented Amsterdam**		4.702,49	1.483,29
Immediate response for other NGOs		798,00	3.211,07
Total Projects	464.693,74	51.870,41	36.325,07
Other costs	296,13	7.457,88	910,11
Events		144,85	581,65
Purchase Van		6.199,50	
Taxes		428,00	
SG&A***	296,13	685,53	328,46
Total costs	464.989,87	59.328,29	37.235,18
NET PROVISIONS	122.408,13	8.135,38	29.419,90
TOTAL	587.398,00	67.463,67	66.655,08
RESULT	19.800,86	3.040,31	6.375,74

* previously known as Philoxenia Kitchen

** merged with Project Food Amsterdam above

*** in addition 39.41 euro's of payment costs, discounted in the donations

Notes concerning the financial statements

Human Aid Now is located at Baambrugse Zuwe 157 in Vinkeveen and is registered with the Chamber of Commerce under file number 66805759.

Human Aid Now is a non-commercial foundation. In accordance with Article 2:10 paragraph 2 of the Dutch Civil Code, a Balance Sheet and a statement of Profit and Loss have been drawn-up in this document for the financial year 2020.

Human Aid Now was established on September 9, 2016 and its mission is to provide essential goods and services (food, shelter, clothing, healthcare, safety and information) to refugees in Europe.

Human Aid Now has obtained the ANBI status (under tax number: 856704659), which means that donations made to this foundation are deductible from Dutch taxable income.

The financial year of the Human Aid Now Foundation is equal to the calendar year.

In 2020, Human Aid Now received a total of € 607.198,86, of which:

From Funds	492.040
From other NGOs	42.081
From municipal subsidies	32.480
From corporates	25.400
From private individuals	11.414
From churches	3.784

The total of expenditures was € 464.989,87, of which € 464.693,74, i.e. in excess of 99,9% has been spent directly on projects for our beneficiaries. The remaining € 296,13 cover bank and payment costs. All other general costs have either been donated by the providers (website, hosting, expert services, etc), or financed directly by the Board Members (phone, office space, etc).

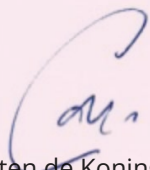
The difference between donations and expenditures delivered a positive results of € 142.209. Of this, € 122.408,13 was added to the provisions reserved for current projects, bringing the total of dedicated provisions to € 170.187,68, allocated to the following projects:

Help a Hero Program	67.964,17
Mobile Info Team in Thessaloniki	8.226
Med'EqualiTeam on Samos	8.968
Wave in Thessaloniki	19.351
Grassroots Academy	31.419
Provisions Food & Hygiene Amsterdam	98.412,00
Provisions other projects	3.811,51

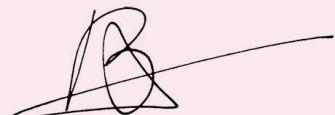
The remaining € 19.800,86 has been added to the general reserve.

Signatures Board Members for approval

Vinkeveen, 30 June 2021



Carsten de Koning, chairman
In function since: 11-12-2017



Bart Driessen, treasurer
In function since: 12-01-2020



Carla Houben, board secretary
In function since: 31-03-2021

Stichting Human Aid Now

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www.humanaidnow.org