



International Organization for Migration (IOM)  
The UN Migration Agency

# IOM South Sudan Mission Overview

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## INTRODUCTION

IOM South Sudan is one of IOM's largest country offices globally and has one of the largest UN operational footprints in South Sudan, with over 3,000 staff operating in static locations in Juba, Wau, Bentiu, Malakal and the Abyei Administrative Area, and an operational presence in Pibor, Bor, Rumbek, Magwi, Mayom, Twic, Renk, and Nimule, alongside front-line responses.

IOM continues to support thousands of host communities, returnees, and internally displaced persons (IDPs), including those seeking protection at Protection of Civilians (PoC) sites, formal IDP camps, collective centres, and spontaneous sites in South Sudan.

IOM directly implements and delivers programmes across the humanitarian-development-peace nexus (HDPN) through an integrated, multi-sectoral approach. Utilizing extensive experience in delivering transition and recovery programmes, IOM aims to address the root causes of instability and conflict, support returnees and residents to establish sustainable livelihoods, develop foundations for peaceful co-existence, empower communities, and rehabilitate key infrastructure.

## SUDAN RESPONSE

The outbreak of fighting in Sudan on 15 April 2023 resulted in an influx of people fleeing the country, with more than 500,000 individuals, including 81 per cent of South Sudanese nationals, crossing border entry points along the Sudan-South Sudan border, as of January 2024. These exhausted and resource-deprived individuals seek support from IOM for various life-saving services across all areas of arrival, including transport assistance, shelter/ non-food items (S-NFI), protection and mental health and psychosocial support (MHPSS) services, water, sanitation and hygiene (WASH), and healthcare services.

These complement and reinforce ongoing and critical humanitarian interventions in CCCM, S-NFI and Settlements, WASH, Health, MHPSS, and Protection, which are designed to build community

resilience and reduce dependency on humanitarian aid. The work of the Mission is underpinned by IOM's DTM, which provides critical insights into the situation and multi-sectoral needs of IDPs, host communities and returnees. IOM's large operational footprint and strong presence across the humanitarian cluster systems also enables the Mission to quickly mobilize Rapid Response Teams (RRTs) to deliver life-saving humanitarian assistance, including hard-to-reach populations facing protection risks.

The work of the country office is underpinned by IOM's Displacement Tracking Matrix (DTM), which provides critical insights into the situation and multisectoral needs of IDPs, host communities and returnees. IOM's large operational footprint



and strong presence across the clusters also enable IOM to quickly mobilize rapid response teams to deliver life-saving humanitarian assistance, including hard-to-reach populations facing protection risks. IOM is a central logistics agency in South Sudan, managing the S-NFI Pipeline and a proportion of the WASH Pipeline, as well as the common transport service, a free-for-user service transporting key humanitarian supplies on behalf of humanitarian actors, and administers two of the largest humanitarian hubs, providing logistics bases, accommodation, and office facilities to UN agencies and NGOs. IOM's Migration Management Unit (MMU) is IOM's central entity that continues to work with the government providing advice on migration governance, including providing support to the government of South Sudan's engagement at global and regional and interregional forums.

In light of the Sudan crisis, IOM has been steadfastly delivering vital assistance to returnees arriving in South Sudan as a consequence of the crisis. IOM managed to transport more than 250,000 returnees from the border to different locations within South Sudan. This humanitarian effort is carried out in close collaboration with both national and international partners. The scope of IOM's response extends across various essential sectors to ensure life-saving support reaches those in dire need, ensuring no one is left behind.

## COORDINATION

IOM works closely with the clusters, working groups and a variety of inter-agency fora, including the United Nations Country Team (UNCT), Humanitarian Country Team (HCT) and Senior Management Group (SMG), Inter-Cluster Working Group (ICWG) and Operational Working Groups (OWG), and also chairs the Programme Management Team.

IOM has led the S-NFI Cluster since 2011, is State Focal Point (SFP) for Western Bahr el Ghazal, and manages the common S-NFI pipeline. IOM is also the Cluster Lead of the CCCM Cluster, and CCCM Sector Focal Point in Upper Nile, Jonglei, and Western Bahr el Ghazal, whilst also co-leading the Communication and Community Engagement Working Group (CCE WG). IOM leads MHPSS Technical Working Group at the national level and in Unity, Upper Nile, and Western Bahr el Ghazal states, and co-leads the Cash Working Group, and co-leads the Cash Working, hosting the Cash Working Group Advisor. IOM is the WASH

Cluster Sector Focal Point for Upper Nile and manages a part of the WASH Core Pipeline. IOM is also an active member of the Protection Cluster, GBV Sub-Cluster, inter-agency PSEA network, and the Housing, Land and Property (HLP) Technical Working Group and coordinates with a broad network of over 150 I/NGOs. As part of interagency frameworks, IOM participates in the development of UN Cooperation Framework (UNCF), Humanitarian Needs Overview (HNO), and Humanitarian Response Plans (HRP).

IOM maintains a strong coordination with the Government of South Sudan, the Ministry of Interior, the Ministry of Health, Ministry of Humanitarian Affairs and Disaster Management, and the Relief and Rehabilitation Commission (RRC), which is a key actor ensuring humanitarian access and liaison at different levels.



# HUMANITARIAN ASSISTANCE AND RESILIENCE



## CCCM | Camp Coordination and Camp Management

- Focusing on inclusivity in projects, including a standardized Complaints and Feedback Mechanism (CFM) and community-led design (CCD).
- Providing safety measures and emergency infrastructure in flooded areas, such as berms and localized dikes.
- Coordinating service provision and protection in various crises, developing solutions roadmaps, and utilizing Mobile Response for hard-to-reach areas.
- Co-leading on a platform to design and implement projects that create an environment ready for recovery and resilience.



## HTA | Humanitarian Transportation Assistance

- Address the urgent needs of over 500,000 individuals who have crossed the Sudan-South Sudan border as of January 2024.
- Provide multi-sectoral assistance and dignified, safe onward transportation to vulnerable returnees affected by the Sudan Crisis.
- A response plan for 2024 requiring a total of USD 32 million to ensure physical well-being, along with focusing on the prevention and mitigation of various risks, including gender-based violence, health risks, and physical violence, arising from the current humanitarian situation.



## S-NFI | Shelter and Non Food Items

- Continuation of long-term development and emergency programming to meet the needs of affected communities.
- Assistance to over 110,000 individuals through grants, focusing on women, child-headed households, and disabled individuals.
- Offering life-saving support including emergency provisions and cash-based interventions, aiming to assist 260,000 individuals in 2024.
- Building community resilience, mitigating flood risk through large infrastructure and community-based disaster risk management.
- Implementing settlement approaches that cut across humanitarian, development, and peace sectors; promoting community-led innovation.
- Collaboration with authorities and academic institutions to advance legislation, launch degree programs on disaster risk management, and strengthen the National Disaster Risk Reduction Platform.



## WASH | Water, Sanitation and Hygiene

- Provide life-saving, gender-sensitive, robust WASH infrastructure and services in response to acute and chronic humanitarian needs for more than 260,000 beneficiaries.
- Focus on nature-based, resource-oriented, and durable WASH infrastructure supporting food security, climate resilience, and livelihoods.
- Implement nature-based, community-based, climate resilient WASH infrastructure.
- Emphasize integrated water resources assessment and environmental impact analysis.
- Scale up assistance at border locations, prioritizing life-saving WASH services to respond to Sudan Crisis
- Rely on IOM's large network, versatile staff, and community-based workers to continue as the largest provider of emergency WASH services, focusing on high-impact solutions like solar energy, faecal sludge management, and nature-based infrastructure.



## MHPSS | Mental Health & Psychosocial Support

- Continued provision of MHPSS in IDP camps and remote hard-to-reach areas, including through psychosocial mobile teams and remote service provision through operation of regional hotlines in Bentiu, Wau and Malakal.
- Promotion of community self-reliance and livelihoods, supporting the reestablishment of peer support structures and income generating activities as part of recreational and art-based interventions.
- Capacity building of community leadership structures and actors on mainstreaming of MHPSS.
- Capacity building of humanitarian partner agencies on mainstreaming of MHPSS in line with IASC Guidelines on MHPSS in Emergency Settings (2007).
- Awareness raising of displaced populations and key stakeholders on contemporary and contextual MHPSS issues and challenges.
- Capacity building of the Ministry of Health Department of Mental Health (DMH) in operationalization of the National Mental Health Strategy for South Sudan (NMHS) and directly supporting the attainment of its eight objectives, including through secondments and temporary returns and contributions of the South Sudanese diaspora, and advocacy for mental health inclusion in health insurance schemes in the universal health care programme (UHC).



## MH | Migration Health

- Strengthen existing health facilities and expand services, addressing the 53% functionality rate and inadequate access to critical health services.
- Improve the sub-optimal 60% immunization coverage, with emphasis on children under one year to prevent vaccine-preventable diseases.
- Combat a high maternal mortality rate and 30% teenage pregnancy rate by focusing on sexual and reproductive health services.
- Build on the support to 28 health facilities in three counties with the BPHNS, and continue cholera and measles vaccination campaigns in flood-affected areas.
- Broaden humanitarian response and resilience efforts across Health, Disaster Preparedness, and Nutrition (HDPN) through early warning, crisis preparedness, and recovery programming.
- Focus initiatives on IOM's global priority pillars, including resilience, mobility, and governance, and integrating community-based approaches.



## Protection

- Mitigating human rights violations like gender-based violence (GBV) and unlawful killings, intensified by conflicts and politics.
- Special attention on combating GBV and discrimination against women and girls, with targeted prevention measures.
- Inclusivity initiatives, focusing on education, empowerment, and breaking down participation barriers.
- Expanding protection teams, focusing on robust protection and gender analyses, with equal representation.
- Addressing gender gaps in employment and support economic empowerment for vulnerable individuals, including GBV survivors.
- Direct interventions include mobile protection teams for assessments, safety audits, and specific risk mitigation.
- Continued focus on vocational training and recreational activities for empowerment.
- Implementing a humanitarian response for MHPSS needs, strengthening community capacities, and operationalizing South Sudan's mental health strategy.
- Standardized criteria for aiding vulnerable populations as a result of Sudan Response, including migrants and IDPs.



# ENABLING HUMANITARIAN ASSISTANCE AND RESILIENCE



## DTM | Displacement Tracking Matrix

- Gathering solid evidence on displacement and return to guide humanitarian planning. Comparative needs analysis enables targeted interventions and investment in early recovery that avoids exacerbating inequalities.
- Continuation of countrywide tracking for regular updates on IDPs and returnees, including granular details at the location level for improved accuracy.
- Enhancing Mobility and Event Tracking, with more localized detail to understand IDPs and returnees.
- In-depth surveys and mapping for transition and recovery plans.
- Inter-Sector Needs Assessment (ISNA): Leading data collection to inform Humanitarian Needs Overview (HNO) and Response Plan (HRP).
- Continued tracking at key points of entry, including biometric registration of beneficiaries.
- Building relationships with South Sudan's government entities, emphasizing best practices.



## RRF | Rapid Response Fund

- Mitigate food crises by responding to famine threats and economic challenges, supporting 2.8 million individuals in emergency situations, and aiding 87,000 individuals in disaster.
- Provide acute emergency response, continuing to offer assistance in health, nutrition, WASH, protection, S-NFI, food security, and livelihoods, adapting to various natural and man-made disasters.
- Implement enhanced monitoring and oversight by overseeing projects with remote and in-person supervision
- and offering technical recommendations for improving intervention quality.
- Strengthen coordination and capacity building, with a focus on fostering and maintaining relationships between different stakeholders and building partner abilities in areas such as programming, financial management, PSEA, disability awareness, and environmental impact.



## CS | Common Services

- Maintain a robust supply line to support immediate response efforts, targeting the most vulnerable with life-saving services such as Shelter, Non-Food Items (S-NFI), and Water, Sanitation, and Hygiene (WASH) facilities, aiming to benefit 3,500,000 people in 2024.
- Continue to provide reliable, cost-effective logistics and supply chain management for transporting essential humanitarian supplies, adjusting to potential decreases in staffing and support due to funding constraints. Ensure ongoing delivery of frontline response to the affected populations across South Sudan.



# PEACEBUILDING, TRANSITION AND DEVELOPMENT



## TRR | Transition, Recovery & Resilience

- Continue supporting environments conducive to sustainable returns by strengthening presence in specific areas and scaling up operations to new locations.
- Focus on maintaining recovery momentum in stable areas, particularly in regions with high returns, through the rehabilitation and construction of community infrastructure to promote recovery.
- Contribute to restoring livelihoods and addressing economic marginalization by providing vocational and business training, start-up kits, and adult literacy programs.
- In unstable areas, work towards promoting peacebuilding processes to prevent forced displacement and mitigate conflict impacts, including enhancing community-based conflict resolution mechanisms, supporting community policing, and creating a safe environment for civilians.
- Focus on improving social cohesion at the community level by supporting the empowerment of women and youth in recovery, peacebuilding, and development processes.
- Create tangible peace dividends through rehabilitation and development projects, to encourage further investments in peace and stability in the region.



## HLP | Housing, Land and Property

- Collaborate with national and state governments to reinforce land governance mechanisms for alternative dispute resolution, thereby reducing the risk of conflict and violence due to HLP disputes.
- Work on locally-driven solutions to restore the country's breadbasket, reduce local violence, enhance dispute resolution, support peacebuilding initiatives, and rebuild livelihoods and basic services in areas with high levels of return.
- Identify and analyze HLP-related issues and their relevance to instability through diagnostics tools, and build capacity among government officials, chiefs, village elders, and women representatives.
- Provide tailored counseling and legal assistance to IDPs and host communities on HLP-related issues, along with training land authority members to protect and respect HLP rights.
- Work on creating a toolkit on alternative dispute resolution mechanisms, in alignment with HLP Due Diligence Guidelines, to guide peaceful dispute resolution and proper case management of HLP cases.



## MMU | Migration Management

- Develop and strengthen frameworks, enhance coordination, and facilitate cross-border cooperation for effective migration management.
- Assess and strengthen labor market policies, reduce xenophobia, and regulate and manage labor migration.
- Support UN conventions, provide capacity development, facilitate regional cooperation, and raise nationwide awareness on trafficking.
- Strengthen diaspora participation, ensure institutional dialogue, facilitate diaspora return, and enhance government-diaspora relationships.