



IOM staff conducting outreach activities in winter

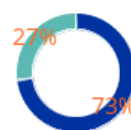
## IOM VISION

UPDATED: 25 JAN 2022

With increasing numbers of transiting irregular migrants and persons seeking asylum, complicated by COVID-19-related challenges, IOM seeks to continue to support the Government of Bosnia and Herzegovina (BiH) to effectively manage a functioning migrant reception system that is in line with international standards, adheres to best practice health practices in the case of COVID-19 mitigation, and provides living conditions at an acceptable standard, where dignity is maintained and basic needs are met. IOM is further committed to crisis recovery and crisis prevention related to the potential deterioration of social cohesion of host communities caused by the COVID-19 pandemic, as well as by rising levels of xenophobia, and violent extremist narratives.

**\$47,100,000**

**Funding Required**



■ F. Confirmed: 34.39 M  
■ F. Gap: 12.71 M

**57,500**

**People Targeted**

## IOM PROPOSED RESPONSE

## CONTACT INFORMATION

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## PRIMARY TARGET GROUPS

### OBJECTIVE

### FUNDING REQUIRED

### FUNDING CONFIRMED

Save lives and respond to needs through humanitarian assistance and protection

41,000,000

30,713,372

Address the drivers and longer term impacts of crises and displacement through investments in recovery and crisis prevention

5,800,000

3,383,230

Contribute to an Evidence Based and Efficient Crisis Response System

300,000

292,786

1. International migrant
2. Local population / community
3. Refugee
4. Former combatant / fighter

## BREAKDOWN OF FUNDING REQUIREMENTS (USD) 2021

OBJECTIVES AND ACTIVITY AREAS	2021
<b>Save lives and respond to needs through humanitarian assistance and protection</b>	
Camp Coordination and Camp Management	9,200,000
Basic Needs, including Food	8,800,000
Provision of Water, Sanitation and Hygiene in Emergencies	1,350,000
Shelter, Settlements and Non-Food Items	21,250,000
Humanitarian Assistance to Survivors of Human Rights Violations	400,000
<b>Address the drivers and longer term impacts of crises and displacement through investments in recovery and crisis prevention</b>	
Mental Health and Psychosocial Support: Dialogue and Social Cohesion towards Recovery and Crisis Prevention	700,000
Peacebuilding and peace preservation	4,600,000
Reparations	500,000
<b>Contribute to an Evidence Based and Efficient Crisis Response System</b>	
Support Services for Response Actors	300,000
<b>TOTAL FUNDING REQUIRED</b>	<b>47,100,000</b>

# 2021 - Bosnia and Herzegovina Crisis Response Plan 2021

## CONTEXT ANALYSIS

### Mixed Migration Flows in BiH

#### Overview of Migration Trends

Since 2019 Bosnia and Herzegovina (BiH) authorities registered 44,249 migrant arrivals. In 2020, authorities registered 15,053 new migrant arrivals as of 15 November 2020 in addition to the 29,196 migrant arrivals registered in 2019. The composition of the migration flows is mixed, with the top declared countries of origin being Pakistan, Afghanistan, Iraq, Iran and Syria. While the vast majority are single men, they are also comprised of families with children, unaccompanied and separated migrant children, and other vulnerable migrants.

While the number may seem modest in comparison to the overall flows along the Western Balkan route, especially in 2015 and 2016, IOM estimates that there are around 9,000-10,000 migrants in the country at any given time. Migrants are predominantly concentrated in close proximity to the border with EU Member State Croatia, in Una Sana canton or in Sarajevo canton with smaller numbers of migrants located in Tuzla and Mostar canton. Currently, IOM's centres can officially accommodate 4,800 migrants with an additional 4,000-5,300 migrants estimated to be living rough, predominantly in border areas. The closure of the Lipa centre by the order of the government has left over 1,000 people without secure accommodation, potentially increasing the number of those living rough. The number of targeted migrants reflects a combination of the ongoing needs of migrants already in Bosnia and Herzegovina, expected arrivals in 2021, and assistance provided under social cohesion oriented crisis prevention.

#### Migration Management Response

Thus far, the BiH authorities have struggled to adequately respond to the basic needs and human rights of migrants in the country. The situation, requiring a multi-level and multi-sectoral approach, has exposed the country's complex governance system.

In response, in support of BiH authorities, IOM has scaled up its operations across the country and has six active temporary reception centres, providing safe, secure and dignified accommodation that is in line with COVID-19 mitigation measures, food and other necessities, and where migrants have access to a range of health and protection services.

However, with the current official accommodation capacity at approximately 4,800 at the IOM managed reception centres, severely reduced after the closure of the Lipa centre, there are an additional estimated 3,000-5,300 migrants and asylum seekers living in precarious conditions, including informal tent settings and abandoned facilities. There is a pressing need to enhance accommodation and reception capacities.

### Cross-cutting issues

#### The COVID-19 pandemic

The COVID-19 pandemic has had a significant impact on the health and wellbeing of the migrants in BiH who are particularly affected due to poor access to health services and limited access to proper sanitation, hygiene facilities and personal protective equipment. Migrants are further affected by the health/safety impact on the IOM operational migrant response, especially in relation to the management of temporary reception centres in accordance with COVID-19 mitigation measures, and other activities impacted by the COVID-19 related restrictions. In particular, the increasing demand for accommodation at these centres has been complicated by the necessity to ensure compliance with COVID-19 mitigation and prevention measures such as maintaining physical distancing and ensuring space for quarantine; all amidst concern over the health implications of the rising levels of overcrowding in the centres.

With the closure of the BiraTemporary Reception Centre (TRC), there is an additional urgent need to identify and find new COVID-19 compliant accommodation. The current mixed migration flow to BiH is larger than in recent times, and the continued presence of migrants and asylum seekers, combined with the growing use of nationalist and divisive rhetoric used both by both politicians and the media, could further exacerbate the potential for instability and fragility in the post-war country. Furthermore, the reception of migrants and asylum seekers have disproportionately been affecting communities in Una Sana Canton who have voiced concerns of constrained resources and insufficient support from the State.

In addition, given the overcrowded conditions, and therefore increased risk of transmission, migrants and refugees should have access to the COVID-19 vaccine once it is available to avoid possible outbreaks in the facilities. As part of ensuring access, migrants and refugees should be factored into and covered by the COVID-19 national vaccination plans of BiH.

## Host communities and communal tensions

Twenty-five years after the end of the war, BiH continues to face major challenges, including socioeconomic gridlock, corruption within a wide range of sectors, unresolved war-legacies, and youth disenfranchisement, which have created a conducive ground for the proliferation of violent extremist influences. Efforts to deepen or exploit communal tensions have had a direct influence on communities across BiH, and should be considered in the context of the relatively high number of BiH citizens, proportionate to its population, that left the country to participate in foreign conflicts.

In seeking to prevent relapse into conflict or violence, IOM works in over 20 local communities across the country, empowering young people to become agents of positive change and supporting grass-root initiatives and youth networks to strengthen the resilience of local communities. Further work remains necessary, particularly as the COVID-19 pandemic has placed additional strains on the host communities, with evident psychosocial strain, social alienation leading to increased vulnerability to online manipulation (social engineering) by violent extremist groups, and the rise of xenophobia.

Host communities of migrant and refugee reception centres have been increasingly falling prey to xenophobic narratives, fueled by a lack of sense of control over political and migration management decisions in their communities and socio-economic issues brought on by the COVID-19 pandemic. There is a deterioration of social cohesion in these communities and a potential for the deterioration of relations between host and migrant communities.

## COORDINATION

On behalf of the United Nations Country Team (UNCT), IOM and UNHCR co-lead the response in support of the BiH authorities and in particular the Ministry of Security. This support covers both the provision of humanitarian assistance and the strengthening of the overall migration and asylum management in the country. At the state level, the Operational Headquarters for Migration Issues, chaired by the Minister of Security, prepares Council of Ministers and proposes measures, decisions and procedures for the migrant response and works with other institutions and agencies to coordinate the response of all state actors involved in both the humanitarian and migration and asylum management response to the current situation. Representatives of the entity-level and the Brcko District of BiH bodies for migration issues participate in this forum. While Una Sana Canton representatives are not members, they are invited to participate. Since 2018, IOM, as the principal agency of the response, also actively participates at the request of the Minister of Security of BiH. IOM and UNHCR co-chair the monthly Refugee and Migrant Response Coordination Meetings. This interagency group is open to all national and international governmental and non-governmental actors in the humanitarian response to the migrant and refugee situation, and is the main venue for information exchange and coordination among international and civil society stakeholders. State-level authorities are routinely invited, as well as Federation authorities and those from Sarajevo Canton and municipality.

## IOM CAPACITY

IOM has been present in BiH since 1992. IOM has a longstanding partnership with the Government of BiH supporting the country in key migration management areas, including, but not limited to: migration health, counter-smuggling of migrants and trafficking in human beings, border management, labour migration, and diaspora engagement. In response to the increase in migrants and asylum seekers in BiH since the end of 2017, IOM has significantly scaled up its field presence in Una Sana Canton, first through the deployment of mobile protection and assistance teams, and in 2018, IOM became the first UN agency to open a field office in Bihac in Una Sana Canton. The response is led by IOM's Country Emergency Coordinator, overseeing approximately 300 field staff members – the vast majority working in the temporary reception centres established and managed by IOM, on behalf of the Service for Foreigners' Affairs within the Ministry of Security of BiH. In these reception centres, IOM is the lead agency in the following sectors:

- Centre Coordination and Centre Management (CCCM)
- Food Security and Nutrition
- Shelter
- Non-Food Items (NFI)
- Water, Sanitation and Hygiene (WASH)
- Transportation and Logistics

IOM also works closely with UNHCR, UNICEF and UNFPA to mainstream protection in the migration response, while working to identify and address protection concerns in the centres, with particular attention given to gender-based violence (GBV) and trafficking in human beings. IOM also cooperates with the Danish Refugee Council, providing access to health services for migrants in all IOM centres, mainstreaming Mental Health and Psychosocial Support (MHPSS) into

the overall response. (Please see: <https://www.iom.int/mhpssed>) Supporting the Service for Foreigners' Affairs (the BiH Ministry of Security) in CCCM, IOM coordinates all activities and all actors/implementing partners providing services in the centres. IOM, together with partner agencies, has established structures and mechanisms to promote migrants' participation in the daily life and operations of the centres, and established migrant/community structures and community representatives/leaders facilitating dialogues between migrant groups, and between migrants and centre management, to enable migrants to express concerns and emerging needs. There are also reporting mechanisms established for migrants to report incidents of violence, exploitation or abuse, and other protection concerns, in their own language and anonymously. Additionally, IOM provides support to the border police and the Service for Foreigners' Affairs to further strengthen their human and technical capacity to register irregular migrants and to proactively screen and identify those vulnerable to violence, exploitation and abuse. Finally, IOM has established a network of community liaison points who, in turn, are key nodes in wider informal networks in host communities across a wide geographic area in the country – linking youth, informal and formal citizens groups, institutions and socio-cultural groups. This presence allows IOM to gain insight into issues faced by communities, while also representing a robust and inclusive project implementation structure.

## SAVE LIVES AND RESPOND TO NEEDS THROUGH HUMANITARIAN ASSISTANCE AND PROTECTION

### Funding Required

**\$41,000,000**

### People Targeted

**30,000**

### People Targeted Description

IOM will continue working with the UN, civil society, and state partners to provide support and assistance to migrants, asylum seekers and refugees, in Bosnia and Herzegovina in temporary reception centres and elsewhere. IOM will additionally be supporting and reinforcing the migration and border management capacities of key State, Cantonal and local level institutions engaged in the migration response, namely the BiH Ministry of Security (the Border Police and the Service for Foreigners' Affairs). IOM will continue working with survivors of the Holocaust and their families, to provide humanitarian assistance to survivors of human rights violations.

**74%**  
Funding Confirmed



**26%**  
Funding Gap



## CAMP COORDINATION AND CAMP MANAGEMENT

Since the beginning of 2018, IOM, together with UNHCR, has led the response on behalf of the UN in BiH in light of the mixed asylum-seeker and migrant profile of those in need of assistance, and in support of the responsible BiH institutions. IOM plans to continue to support BiH State authorities in CCCM throughout 2021, including in:

1. administration of centres
2. coordination of centres
3. management of centres

This includes the provision of technical equipment, and registration software, alongside capacity-building activities for officials at key border crossing points and migrant reception centres as well as significant investments in establishing new or upgrading/reconstructing of existing reception facilities to enhance the dignity and living conditions of migrants and asylum seekers. In these roles, IOM works closely with UNHCR, UNICEF, UNFPA, the Danish Refugee Council and other partners to mainstream and build the capacity of mental health, gender-based violence mitigation, and mental health and psychosocial support (MHPSS) services and protections in CCCM and throughout the overall humanitarian response. IOM CCCM staff refer migrants in need of protection and health services, including MHPSS services/activities. However, a pressing need exists to implement a system of secure digital personal health records, to track migrants' full health history across facilities and borders.

### Funding Required

**\$9,200,000**

### Funding Confirmed

**\$9,189,772**

**99%** **1%**



■ IOM



## BASIC NEEDS, INCLUDING FOOD

IOM, together with the implementing partners Red Cross and the local non-

### Funding Required

**\$8,800,000**



governmental organization (NGO) Pomozi.ba, will continue to provide food for migrants and asylum seekers accommodated in the six temporary reception centres, as well as the state-managed Refugee Reception Centre Salakovac. IOM supports the preparation and distribution of three meals per day – breakfast, lunch and dinner – and two snacks, according to set standard menus that ensure sufficient nutritional value and daily calorie intake. IOM will also continue to support the running and maintenance of ‘open kitchens’ in the temporary reception centres allowing migrants and asylum seekers to cook their own food. IOM, in synergy with UNICEF nutrition and maternal activities, will continue providing complementary food and nutrition to children, in cases where mothers are unable to breastfeed, or to children/infants and mothers who are in need of complementary food/nutrition.

#### Funding Confirmed

**\$8,637,142**

98% 2%



### PROVISION OF WATER, SANITATION AND HYGIENE IN EMERGENCIES

In temporary reception centres, which host up to 7,500 migrants and asylum seekers per day, IOM provides basic water, sanitation, and hygiene services, such as hygiene promotion activities and distribution of, and instruction in the correct use of personal protective equipment (PPEs) and other COVID-19 prevention measures. This WASH support includes safe drinking water, either through connection to the public water supply or through water cistern/tanks and the provision of toilets and showers, in accordance with minimum standards (SPHERE/EASO Guidance on reception conditions, operational standards and indicators), separated by gender and with adapted facilities for persons with disabilities. Due to the current COVID-19 pandemic, IOM is also distributing PPE to migrants and staff, and is implementing health, hygiene and other COVID-19 prevention measures to mitigate the transmission of COVID-19 within the migrant population. Further COVID-19 prevention measures are needed; in particular, there is a need to create additional room in most facilities to ensure physical distancing can be achieved without straining current capacities and to avoid unacceptable waiting times. In temporary reception centres, IOM, together with partners and the participation of migrants and asylum seekers, operates a laundry system allowing the centre's population to wash their personal belongings.

#### Funding Required

**\$1,350,000**



### SHELTER, SETTLEMENTS AND NON-FOOD ITEMS

In addition to the state-managed Refugee Reception Centre Salakovac and the Asylum Reception Centre Delijas, IOM provides safe, dignified and secure shelter to migrants and asylum seekers in six temporary reception centres. With a total capacity of approximately 4,800 beds, and with an estimated migrant population of around 10,000 at any given time, there remains a need to increase the country's accommodation capacity to offer safe, dignified and secure shelter to migrants. This can be achieved either through the expansion of the existing temporary reception centres, through the opening of new sites, or both. The expansion of the current temporary reception centres would require reconstruction works and an upscaling of existing infrastructure, in particular with electricity and heating. The opening of a new site, depending on the conditions, would at a minimum require furniture and the activation or reestablishment of basic infrastructure for electricity, water supply, gas, sewage, etc. The need for expansion is additionally pertinent in the context of the COVID-19 pandemic, as close quarters pose a risk to beneficiaries and staff. Steps have already been taken to create isolation centres and introduce other COVID-19 mitigation measures in the centres, such as the provision of PPEs. Migrants and asylum seekers, both those within and those residing outside temporary reception centres, are in need of cultural, gender and age-sensitive non-food items (NFIs), including hygiene/dignity kits, PPE, clothes and other necessities, including winter clothes (jackets, raincoats, hats and gloves) as well as additional blankets and sleeping bags during winter. While IOM and partners receive NFIs as donations, this occurs on an ad-hoc basis.

#### Funding Required

**\$21,250,000**

#### Funding Confirmed

**\$2,805,012**

13% 87%



### HUMANITARIAN ASSISTANCE TO SURVIVORS OF HUMAN RIGHTS VIOLATIONS

IOM will continue contributing towards reparation efforts of Holocaust survivors in BiH through the provision of social humanitarian assistance to improve their living conditions, and enhance societal understanding of the Holocaust's consequences to

#### Funding Required

**\$400,000**

future generations and society as a whole. Further, IOM will support processes to ensure that survivors and their families receive recognition and reparation for the harm they suffered.



Daily life in Borići transit and reception centre

## ADDRESS THE DRIVERS AND LONGER TERM IMPACTS OF CRISES AND DISPLACEMENT THROUGH INVESTMENTS IN RECOVERY AND CRISIS PREVENTION

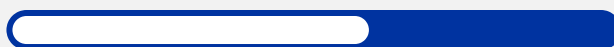
**Funding Required**  
**\$5,800,000**

**People Targeted**  
**27,500**

### People Targeted Description

IOM will target local communities with low or deteriorating social cohesion, institutions dedicated to providing MHPSS, civil society organizations (CSOs), and educational institutions (schools, universities, institutes), for a comprehensive approach to improving social cohesion. IOM will directly support and work with youth, families, marginalized community members, religious, cultural, and education leaders, and individuals facing socio-economic stressors. IOM will continue expanding its support to survivors of the BiH 1992-1995 war, and survivors of conflict-related sexual violence, in particular, inter alia by helping to expand institutional reparations mechanisms for survivors. IOM will build upon its existing social cohesion infrastructure to support cohesion in host communities of people on the move to ensure these communities do not fall prey to xenophobia and divisive narratives.

**58%**  
**Funding Confirmed**



**42%**  
**Funding Gap**



## MENTAL HEALTH AND PSYCHOSOCIAL SUPPORT: DIALOGUE AND SOCIAL COHESION TOWARDS RECOVERY AND CRISIS PREVENTION

The COVID-19 pandemic has adversely affected the mental health and psycho-social wellbeing, economic wellbeing, and the social cohesiveness of many communities in the Western Balkans (WB) region. Social cohesion, the level of interlinkage between individuals and institutions, is key for resilient communities that can withstand emergencies and adverse events - i.e. community resilience. Community resilience is key to IOM programming, as it supports host communities and helps to prevent unsafe migration. The COVID-19 pandemic negatively impacts social cohesion in terms of MHPSS by increasing social isolation of individuals while also reducing the economic wellbeing of communities; however, it also presents an opportunity to rebuild more resilient communities by tackling not only COVID-19 related issues, but also other, more systemic, underlying issues. To ensure social cohesion-building recovery, it is key to support civil society in efforts to provide localized mental health and psycho-social support. MHPSS represents the cornerstone of social cohesion in recovery contexts, as it

**Funding Required**  
**\$700,000**

**Funding Confirmed**  
**\$32,192**

**4%** **96%**





is the pre-requisite for resilient and engaged individuals. As such, these efforts need to focus on the wider field of MHPSS, apart from traditional providers of such services (e.g. medical institutions and mental health centers) and focus on schools, universities, local NGOs, the private sector and other institutions with which communities interact on a daily basis. Economic recovery and improvement of social cohesion need to be based on a concept of rebuilding for resilience. To do so, the recovery must be economically, socially, and environmentally sustainable and interlinked. Economic recovery must focus on supporting social businesses and cooperative business models to ensure the presence of incentives for environmental and social consciousness. Environmental sustainability can provide better, and resilience-building jobs, while supporting community self-sustainability and inter-community cooperation at the same time. Social cohesion should be built using participatory mechanisms, such as participatory budgeting, community dialogues and grants, and civil dialogue, in order to ensure long lasting effects. All the above principles support stronger social ties, which in turn can support stronger psycho-social resilience, economic recovery, and environmental sustainability, creating a positive cycle.



## PEACEBUILDING AND PEACE PRESERVATION

Weak social cohesion is one of the primary drivers of the rise in violent extremism recruitment that was seen since 2014 in Bosnia and Herzegovina, as well as of the rise in ultra-nationalist rhetoric. Social cohesion building, in the context of crisis prevention, must be addressed through empowering local actors – local communities, youth, families, marginalized community members, religious, cultural, and education leaders – and adopting tailored approaches, including those sensitive to local cultures and religious beliefs. The COVID-19 outbreak has additionally intensified vulnerabilities of the target youth, as well as the wider community. At the same time, the rise of climate and ecological issues cannot be ignored as a factor of deterioration of social cohesion. It is necessary to move towards the integration of green transition principles in all medium- and long-term crisis prevention strategies, whenever appropriate. IOM will continue expanding its presence in local communities, and host communities in particular, through young community liaison points who can build networks with local stakeholders and institutions, and work with individuals to build critical thinking, conflict mediation, and socialization skills. IOM will continue working with communities to establish or expand existing participative structures that engage people in sustainable ways to imagine and implement community projects. IOM will work with communities to build resilience to xenophobia. Further, IOM will promote environmental sustainability as a way of building better communities, greener spaces, healthy individuals, and sustainable local economies. Together with relevant institutions, IOM will work to create sustainable mechanisms for the above areas of activity.

### Funding Required

**\$4,600,000**

### Funding Confirmed

**\$3,066,001**

66% 34%



■ IOM



## REPARATIONS

IOM plans to continue improving access to justice for survivors of conflict-related sexual violence, to empower them, and ultimately to support the realization of their right to reparation. This will be done by laying the groundwork for a targeted evidence-based and informed reparations process and package for survivors in Bosnia and Herzegovina, while also building the capacity of Government representatives and civil society to understand the link between services provision and reparations efforts for survivors and their families. Further, IOM will work to ensure that second generations understand the transgenerational trauma caused by sexual violence on the national level in BiH.

### Funding Required

**\$500,000**

### Funding Confirmed

**\$285,037**

57% 43%



■ IOM

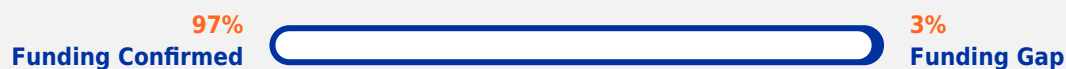
## CONTRIBUTE TO AN EVIDENCE BASED AND EFFICIENT CRISIS RESPONSE SYSTEM

### Funding Required

**\$300,000**

## People Targeted Description

IOM's Displacement Tracking Matrix (DTM) teams will collect data related to occupancy and capacity rates in reception centres and migrant flows to provide the humanitarian community and interested public with information on trends and identified gaps to ensure an effective, coherent, and well-evidenced migrant crisis response.



## SUPPORT SERVICES FOR RESPONSE ACTORS

To improve the understanding of migrants' profiles in BiH and the Western Balkans region, IOM aims to continue rolling out its DTM methodology. Since 2015, the DTM regional team collects information on newly arrived migrants and refugees registered by the authorities or counted by IOM field colleagues. To better understand the capacities and the changing situation in the country, DTM initiated the collection of data in mid-2016 related to occupancy and capacity rates in the reception centres, providing the humanitarian community and interested public with information on the gaps in the reception systems and responses. Dispersed movements in the WB region and limited availability of data on irregular border crossings represent a challenge in tracking new arrivals in some of the countries. Available information from the field indicated that most of the migrants seek assistance in the reception centres; therefore, this challenge was solved by tracking the number of newly arrived migrants in the facilities or unofficial sites - which was then taken as a reliable proxy for estimates on the velocity of population movements. IOM will increase capacity of its field staff and national level counterparts to carry out site assessments (data collection and regular reporting). IOM will also engage in capacity building for country offices to increase information management capacities for gathering timely data on migrants needs and subsequently ensure a better link between findings and operational response. Finally, IOM will create a comprehensive analysis of trends of migrant profiles, vulnerabilities and needs, such as vulnerability to human trafficking and other exploitative practices, and mental health and psychosocial support needs.

### Funding Required

**\$300,000**

### Funding Confirmed

**\$292,786**

**97%** **3%**

