

Bosnia and Herzegovina Crisis Response Plan 2023 - 2024



Temporary Reception Centre in Ušivak for families and vulnerable groups. © IOM 2022

January - December 2024

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IOM VISION

IOM's vision, in line with the humanitarian-development-peace nexus, is to work through a whole-of-society and a whole-of-government approach to contribute to a safe, prosperous, and resilient Bosnia and Herzegovina (BiH) by addressing the humanitarian needs of transiting migrants while supporting longer-term solutions, peace and social cohesion. IOM will continue to support the Government of BiH to effectively manage functioning migrant reception, protection, and other assistance to meet the challenges of an increasing number of migrants transiting the country and contribute to ensuring their dignity, safety, and security. Furthermore, IOM will work with communities and the government to build social cohesion, preparedness for disasters, and resilience to drivers of instability in order to address negative drivers of emigration and prevent displacement.

CONTACT INFORMATION

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PRIMARY TARGET GROUPS

- 1. International migrant
- 2. Local population / community
- 3. Refugee





BREAKDOWN OF FUNDING REQUIREMENTS (USD) 2024

OBJECTIVES AND ACTIVITY AREAS	2024
Saving lives and protecting people on the move	
Camp coordination and camp management	\$3,573,000
Shelter and settlements	\$12,179,000
Direct health support	\$2,347,000
Protection	\$1,142,000
Mental health and psychosocial support in humanitarian response	\$100,000
Displacement tracking	\$700,000
Driving solutions to displacement	
Community stabilization	\$4,768,000
Health system strengthening	\$300,000
Mental health and psychosocial support in transition and recovery	\$300,000
Peacebuilding and peace preservation	\$4,080,000
Adaptation and disaster risk reduction	\$1,700,000
TOTAL FUNDING REQUIRED	\$31,189,000



CONTEXT ANALYSIS

The Western Balkan route is one of the main migratory pathways into Europe. From January to September 2023, authorities in the sub-region have recorded 128,871 arrivals, comprised of a diverse group of people including asylum seekers, refugees and migrants in search of a better life. Bosnia and Herzegovina remains a transit hub and key corridor for migrants, asylum seekers and refugees heading for the European Union (EU), with 19,521 individuals having been registered by authorities from January to August 2023. One of the most significant factors in the mixed migration response is the number of arrivals, which can fluctuate significantly, and sudden increases can put a strain on the response capacities.

Close to thirty years after the end of the war, Bosnia and Herzegovina is still grappling with unresolved war legacies, political tensions and divisive rhetoric based along ethnic and religious lines. Since 2021, the country is facing a severe political crisis, with one entity withdrawing from several State-level institutions and undermining the legitimacy of the State. The absence of positive narratives has damaged communities' cohesion and resilience to radical influences. Coupled with social exclusion and high unemployment rates, these structural motivators alongside individual enabling factors can increase susceptibility to violent extremism and radicalization in the country. This dynamic is also related to a high rate of emigration, especially among youth and healthcare providers, which has severely affected the health system. The current climate change scenarios predict a rise in the intensity of rain events, consecutive dry days, and an increase in other climate change-related hazards by 2035, regardless of the changes in greenhouse emissions. These changes are poised to have a range of negative impacts on society, from sudden displacement events, to long-term displacement as areas become too risky or as livelihoods become threatened. While the government is increasingly recognizing these issues, the lack of funding and constant political tensions lead to slow progress that is insufficient to meet the threats.



INFORM Risk Index (August 2023)	Low (104/191)
Human Development Index (2023/4)	High
Fragility Index (2022)	N/A
IDPs (IDMC, Dec 2022)	91,000

This CRP is based on the following planning assumptions in 2024:

- 1. Arrivals of migrants to the country remains similar to 2022 and 2023 figures.
- 2. State readiness and ability to engage in disaster risk reduction, providing regular pathways and community solutions to migrants, return and reintegration of citizens participating in foreign conflicts.

COORDINATION

IOM closely coordinates the Migration Response with the BiH Ministry of Security (MoS) and its affiliated Service for Foreigners' Affairs (SFA), specifically in the establishment and running of the temporary reception centres, which provide protection-sensitive assistance. In addition to being the main provider of assistance to migrants transiting through the country, as the lead agency for Camp Coordination and Camp Management (CCCM) sector, IOM also co-leads the Protection Sector Working Group. IOM chairs the UN Results Group on Resilience and Social Cohesion, in the framework of the United Nations Development Cooperation Framework (UNSDCF), which aims to build a unified approach to resilience building across the UN as a whole. In 2022, the UN Peacebuilding Support Office (PBSO) undertook a Peacebuilding Fund (PBF) eligibility process for BiH, which was successful, leading to the initiation of several projects that will be continuing in 2024. IOM, as the CCCM co-lead, will start broad-based consultations among UN agencies, partners, civil society, practitioners, and the government on a new course on shelter and camp management in the disaster risk reduction context, which is becoming more and more urgent considering the latest climate change models predicting both more and stronger floods and forest fires. However, it remains a recognized fact that coordination on an inter-thematic level still needs strengthening, as it is



becoming more and more clear that conflict, political tension, environmental issues and displacement are all interlinked issues in BiH.

IOM CAPACITY

IOM has been present in BiH since 1992, initially providing life-saving assistance and medical evacuations for war-affected populations. With just under 250 staff members, IOM currently has four offices in BiH, including a main office in Sarajevo and three sub-offices in Banja Luka, Bihać and Tuzla, and a permanent 24/7 operational presence in the four active Temporary Reception Centres (TRCs) in BiH. Alongside the government and partners, IOM currently provides support to the tens of thousands of migrants transiting BiH each year, running the day-to-day operations of the TRCs (including shelter, protection, food and non-food items and water, sanitation, and hygiene (WASH)), providing protection, voluntary return assistance, outreach assistance to those staying outside of the TRCs, etc.

IOM supports the government in the transition to a state-owned migration response through capacity-building and technical support, a role mandated to IOM as the lead of the CCCM sector. IOM also works with local communities, authorities, minorities, and informal groups in a broad range of thematic areas, ranging from mobility, development, peacebuilding, community resilience, and human rights, which has contributed to building excellent relations over time. IOM has provided mental health and psychosocial support (MHPSS) to host communities since 1999 through MHPSS capacity-building initiatives for migration, humanitarian, health and psychosocial professionals.

Since 2019, IOM has deployed the Displacement Tracking Matrix (DTM), which gathers and analyses multi-layered information on the presence, mobility, experiences, intentions and needs of displaced and mobile populations; enables timely decisions; and contributes to improve assistance. DTM has become a critical tool to provide regular snapshots of the presence and profiles of migrants and asylum seekers in the country, informing policymakers and partners alike. Furthermore, as the chair of the UN Results Group on Resilience and Social Cohesion of the UNSDCF, IOM has built a significant and diverse portfolio that includes preventing violent extremism, community strengthening and resilience, and social cohesion. In 2023, IOM has field presence in 115 out of 142 BiH municipalities, in partnership with local organizations, leaders and community liaison partners. Furthermore, IOM works actively to build the policy and operational capacities of the government to be able to face the return of foreign terrorist fighters from foreign battlefields. IOM also works closely with disaster responders in the country on disaster risk reduction and preparedness, with a whole-of-society approach, as people and communities need to be active participants in the preparations to face a future that will likely see an increase in the scale and frequency of disasters.

ACCOUNTABILITY AND EMPOWERMENT

IOM Bosnia and Herzegovina is committed to strengthening accountability to affected populations (AAP) principles. IOM has established complaints and feedback mechanisms in all TRCs, and over 200 participatory activities, including complaint and feedback sessions as well as community representative meetings, were held in all TRCs in 2022 alone. IOM implements regular satisfaction surveys in reception centres to collect information on the quality of its assistance, including shelter, food and non-food items, sense of safety, access to participation and information. In resilience-related programming, IOM aims to involve communities, migrants, disaster response actors, and other individuals in the planning, conceptualization, implementation, and monitoring stages to ensure that the interventions take into account the needs of those that such programmes are designed to support. Participants in resilience and disaster preparedness activities are made aware of how they can provide ideas, feedback, or complaints from the outset. The feedback and inputs received from affected populations served in both host and migrant communities helps IOM make concrete changes to improve access and quality of assistance. Furthermore, IOM is committed to protecting affected populations, at-risk individuals and communities, from sexual exploitation and abuse (SEA), as well as protecting them from gender-based violence (GBV). IOM has put into place mechanisms to prevent, mitigate the risks of, and respond to SEA. Measures include capacity-building of both IOM and external partners who work with beneficiaries directly or have access to the personal information of beneficiaries, establishing complaint and feedback mechanisms where appropriate, participating in inter-agency and collective PSEA accountability bodies, and supporting the access of survivors of SEA and GBV to direct support. To support information-sharing and transparency, IOM has developed various products including leaflets, placards, notice boards, info screens, audio announcements and QR codes giving access to materials to inform beneficiaries about the role of local authorities and IOM, services available in reception centres, house rules and participation mechanisms. These materials are available in various languages. Many resources have been specifically developed to meet the needs of vulnerable groups, such as unaccompanied or separated children, single women, and persons with disabilities, among others. In BiH, AAP is also integrated in social cohesion programming, community resilience projects, youth engagement, DTM and communications. Since 2022, IOM BiH also has a dedicated IOM Mission-based AAP Working Group, to develop a wider network of AAP focal points, raise staff awareness of AAP, and mainstream its principles across all sectors. One of the initial recommendations of the Working Group was to provide staff with opportunities to learn about AAP. In 2023, the AAP Blended Training curriculum was adapted and delivered to 70 IOM staff working in temporary reception centres. The AAP Working Group also helps to channel information from affected populations to the Mission's management and make recommendations to strengthen AAP practices.

Furthermore, all data collection, including DTM activities, are fully in line with data protection principles and follow the highest standards of informed consent and do-no-harm principles.

ENGAGING WITH THE GOVERNMENT



IOM engages with BiH authorities at all levels to ensure a state-led and rights-compliant response to crisis preparedness and response.

The BiH Ministry of Security (MoS) and other competent local authorities have demonstrated a clear commitment to lead the BiH mixed migration response, notably through coordination of partners and management of TRCs. IOM welcomes the leadership of State authorities and actively supports the transition from a United Nations-led emergency response to a State-owned and long-term migration response. As the lead agency for the Inter-Agency Migration Response in BiH and sector lead on CCCM, IOM is working closely with the MoS and the Service of Foreigners' Affairs in the management of TRCs, while also focusing on building capacities of responsible authorities, including border authorities, by increasing technical support, capacities, tools, and resources. In June 2023, IOM participated in meetings with representatives of the European Union, the MoS, the Ministry of Civil Affairs, and the Ministry of Human Rights and Refugees, and relevant state agencies to discuss the next steps towards the Transition Plan that encompasses CCCM, information management, health service provision, registration, vulnerability screening and access to/coordination of services. Considering the increasing risks of climate-related disasters in BiH, IOM aims to support the BiH MoS to build disaster risk reduction mechanisms at the national level. At the entity and district levels, IOM engages with the of the Republic of Srpska, the Civil Protection Administration of the Federation of Bosnia and Herzegovina (FBiH), Brcko District Public Security Department, the BiH Red Cross, the Red Cross of the Republic of Srpska, the Red Cross of the FBiH - who coordinate the activities of Cantonal and local level Red Cross societies - and the Red Cross of Brcko District. IOM supports BiH partner authorities on additional key themes including migration statistics, trust and peacebuilding, and prevention of violent extremism, with a view to strengthening their capacities to sustainably move towards strong and resilient communities.

IOM RESPONSE

CROSS CUTTING PRIORITIES



Data and evidence



Protection mainstreaming



Gender equality



Prevention of sexual exploitation and abuse



Disaster risk and climate change



Law and policy

KEY OPERATING MODALITIES



Participation and empowerment



Conflict sensitivity



Integrated programming



Collaboration and partnership



Localization

SAVING LIVES AND PROTECTING PEOPLE ON THE MOVE

Funding Required \$20,041,000

People Targeted 25,000

People Targeted Description

IOM will continue working with the UN, civil society, and other partners to provide support and assistance to migrants, asylum seekers and refugees transiting in BiH. In 2024, IOM plans to advance further in the transition to a fully state-led migration response including the reception of migrants transiting the country. IOM will increasingly strive to take a technical assistance role in the response. Host communities where migrants are present will continue to be targeted to ensure cohesiveness, dialogue and cooperation between residents and people on the move. IOM's Displacement Tracking Matrix (DTM) teams will collect data in reception centres and outside locations where migrants gather or live, 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.



CAMP COORDINATION AND CAMP MANAGEMENT

In 2024, IOM will aim to advance the hand-over camp management to the state authorities while increasingly providing technical assistance and expertise. IOM will ensure that AAP mechanisms are in place and fully operational by the time of this transition, ensuring migrants have a voice in camp management. IOM will:

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\$3,573,000

Funding Required

- Provide technical assistance and continued capacity-building of state partners in CCCM best practices, AAP, community engagement, and durable solutions options for beneficiaries.
- Support the implementation of long-term strategies for sustainable reception facilities tailored to the





profiles and needs of the persons accommodated, and integrated with the local communities.

- Continue to support state partners in improving registration capacities, including equipment and software, for protection-sensitive registration and referrals to services;
- Support the state in conducting day-to-day CCCM activities in the reception centres.



SHELTER AND SETTLEMENTS

In 2024, IOM will aim to conclude the transition to the full government management of shelters, with IOM technical support. With this aim, IOM will continue building the capacity of the SFA for more independent shelter provision and daily operations of TRCs. IOM will also continue to provide protection and other essential services. While the state will lead the shelter and basic service provision, IOM will be contributing with technical support and expertise in providing shelter and basic services to migrants transiting the country, and the running costs of the centres, cleaning and maintenance staff, non-food items and food provision. Specifically, IOM will:

Funding Required \$12,179,000



- Improve the SFA capacity for more independent provision of the protection and gender-sensitive reception and accommodation capacity in TRCs and other forms of accommodation.
- Support the state in running day-to-day activities at shelter facilities, including utilities, WASH facilities, provision of culturally sensitive and healthy food, non-food items, transport, amenities, etc.
- Ensure continued provision of services, such as protection, voluntary return options, etc.
- Initiate the set-up of community-based shelter options that provide both migrants and host communities with more opportunities, and implement a small-scale cash-based solutions initiative.

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DIRECT HEALTH SUPPORT

Following the transition, IOM will fund the provision of medical support to migrants through the public health system, while maintaining the minimum necessary health facilities in the reception facilities. IOM will ensure the availability of emergency services in the reception centres, first aid and basic health provision, and transportation services to healthcare centres. With this aim, IOM will:



- Ensure all TRCs have emergency services and transport to emergency rooms available, through a partnership between IOM-supported medical professionals and public emergency rooms.
- Ensure mobile health services for migrants staying outside the TRCs through IOM-run mobile teams.

Funding Required \$2,347,000





PROTECTION

IOM will continue enhancing cooperation with, and strengthening the capacity of, key state actors in identifying vulnerabilities. Furthermore, IOM will continue to expand its provision of protection services, in coordination with local institutions and partners. IOM will:



- Provide technical support to SFA staff in migrant screening, registration, and referral to protection services.
- Continue providing support to the SFA to strengthen their local capacities in displacement tracking and monitoring in the country, registration and analysis of migratory trends.
- Improve the capacities of protection stakeholders to deliver protection services to migrants and asylum seekers.
- Increase the provision of protection services for migrants assisted in the TRCs.

Funding Required \$1,142,000







MENTAL HEALTH AND PSYCHOSOCIAL SUPPORT IN HUMANITARIAN RESPONSE

IOM will strive to improve the mental health and psychosocial support (MHPSS) services provided inside and outside of TRCs, increasing its availability to migrants, especially those in vulnerable categories. IOM will:

Funding Required \$100,000

- Continue providing mental health screening inside and outside TRCs.
- Increase access to MHPSS for migrants and asylum-seekers assisted in BiH.





DISPLACEMENT TRACKING

The DTM aims to improve the access of national institutions, civil society, and humanitarian responders to accurate, up-to-date data and knowledge on migrants arriving to, and present in, BiH. IOM will conduct individual surveys of migrants to collect information on demographics, including countries of origin as well as transit areas, detailed information on specific vulnerabilities, socioeconomic circumstances, routes, and further movement intentions, among other relevant topics. Following data analysis, reports will be disseminated to stakeholders and used as guidance for knowledge-based policy, technical, and capacity building. IOM's DTM will publish some sets of de-personalized data on its web platform for free use by third parties, when in line with IOM data policies. In 2024, IOM will:

Funding Required \$700,000



- Continue to provide regular and systematic data on migrants inside and outside of formal reception centres in BiH to a wide range of stakeholders.
- Issue analytical reports on statistical trends and projections of migrant arrivals and demographic trends, among others.
- Maintain publicly available databases and dashboards to present the data to the wider public.
- Support state migration data management.
- Continue to develop and operate the early information system on likely changes in the number of arrivals to be expected. This will be done by integrating data collected along the route, from Türkiye and Western Balkans, into the BiH early information system to enable a planned and orderly response and resource mobilization and pre-positioning to be expected



The Temporary Reception Centre in Lipa. © IOM 2022

DRIVING SOLUTIONS TO DISPLACEMENT

Funding Required \$11,148,000

People Targeted 34,000

People Targeted Description



IOM will support local communities to ensure that mechanisms dedicated to strengthening communities continue to function and to continuously engage young leaders dedicated to community resilience. IOM will ensure the continuity of the targeted communities through targeted yet flexible support. New communities will receive direct support, including youth, families, marginalized community members, religious, cultural, and education leaders and individuals facing socioeconomic stressors. IOM will continue to support social cohesion activities between and among host communities and migrants as well as initiatives that reduce xenophobia and divisive narratives. By 2024, IOM aims to build upon tools and plans developed with the state and civil protection institutions to upscale the readiness of local communities for disasters. IOM will continue coordinating with the State, entity, district and local actors to increase their readiness for disasters, particularly in the context of climate change. IOM will maintain its whole-of-society approach and continue to ensure the participation of local community leaders, volunteers and youth, both men and women, to ensure a grassroots approach to disaster risk reduction.

COMMUNITY STABILIZATION

IOM will assist communities of return, and the Government of BiH to be prepared for the reintegration of returnees from conflict zones in line with international standards. Given the complexities and political sensitivity related to the return and reintegration of returnees from conflict zones, a flexible and process-oriented approach, tailored to the specific needs, and in close cooperation with the responsible government authorities, is required. The timing, as well as the expected numbers of returnees, will also affect the intensity and scale of project interventions across the region. IOM will contribute to enhanced social cohesion in communities hosting migrants, and enable a response to the migration emergency that benefits people on the move and BiH citizens alike. IOM will:

Funding Required \$4,768,000



- Support the BiH government's preparedness to reintegrate and rehabilitate returnees from conflict zones.
- Support receiving communities by building their resilience and by strengthening their capacities to play an active role in the reintegration of returnees from conflict zones.
- Support interventions benefitting host communities and create opportunities for dialogue and intercultural exchange, to improve citizens' perceptions and attitudes towards migrants, asylumseekers and refugees.
- Engage with the media and popular voices in local communities to foster more accurate and compassionate narratives on migrant issues in the public discourse.
- Advocating with relevant government decision-makers at all levels, to improve public perceptions of migration, fight xenophobia and enable constructive solutions to local community challenges.

Additionally, IOM will continue supporting the implementation of the Transition Plan for the increasing role of the state in the migration response. IOM will support the implementation of solutions that give migrants access to services that provide them with tools and capacities to integrate into the BiH or EU societies, in line with the opportunities that exist for such regular pathways, such as for asylum seekers or victims of trafficking. Based on the identified regular pathways and protection rights, IOM will build the capacities of partners and stakeholders to expand the access of migrants to services and support. IOM will:

- Build the capacities of authorities to enhance integration options as part of case management and assistance to vulnerable categories.
- Focus on finding integration and regular pathways for migrants and asylum seekers in TRCs through access to legal aid, asylum registration, temporary protection, family reunification and other forms of status resolution, according to the BiH legal framework.
- Prioritize the inclusion of migrants, asylum seekers and refugees in host societies and integration of those eligible to stay, to combat discrimination, xenophobia and exclusion.
- Continue advocating for local host communities to continue to receive aid to cope with the increased pressures related to migrants' presence, increased use of public services, and improved local assistance to migrants, asylum seekers and local residents.
- Explore possibilities with donors and local partners for smaller centres or other residential units, spread across BiH and tailored to the needs of their residents, particularly for those who are stranded and in need of long-term solutions.

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HEALTH SYSTEM STRENGTHENING

Currently, health care is mainly provided by BiH medical institutions, with funding passing through partner organizations. IOM and partners aim to increase state ownership in the migration response, and therefore to make the response more sustainable. The new system will be based on national health insurance for migrants transiting BiH, funding primary healthcare practitioners and health facilities. They will carry the main responsibility for health service provision in TRCs and will make referrals to secondary healthcare for a higher level of clinical care. IOM medical teams will act as a liaison point between camp administration, healthcare practitioners engaged in TRCs, and IOM management to ensure that health provision is fully integrated into the overall management of TRCs. The guiding principle in this area will be to align the health service provision system for migrants to the country's standards and norms and secure greater ownership of the model by the health authorities. IOM will:

\$300,000

Funding Required

- Continue to support the provision of migrants with access to health care in the transition period to a state-led health system for migrants transiting BiH.
- Continue to increase ownership by local health providers to provide medical assistance to migrants through the public health insurance system, on par with insured citizens.



MENTAL HEALTH AND PSYCHOSOCIAL SUPPORT IN TRANSITION AND RECOVERY

In 2024, IOM will aim to improve the sustainability of community-based mental health and psychosocial support services provided to vulnerable groups, by ensuring local ownership and encouraging institutional support to local civil society in communities that continue to struggle with war legacies and/or lack resilience to instability. IOM will seek to:





- Work with local governments to secure their support for sustainable community-based MHPSS that
 is conducive to long-term stability.
- Work with local civil society partners to continue improving community-based MHPSS services.
- Continue to support Mental Health Centres to improve MHPSS service availability in communities with low social cohesion.

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PEACEBUILDING AND PEACE PRESERVATION

IOM will continue supporting stakeholders' efforts to increase community resilience to destabilizing phenomena, including extremism in all its forms and climate change as a medium-term threat to peace and stability. In 2024, the focus will be on increasing the sustainability and durability of existing mechanisms for resilience to conflict. However, IOM will continue working with youth to increase adaptiveness to climate change, bolster youth activism and leadership for enhanced civic and political engagement, promote inclusive narratives, and expand youth participation in decision-making processes. IOM will:





- Support sustainable local mechanisms, local civil society, youth, and communities to increase civic engagement for positive change in their communities.
- Support local civil society, youth, and communities to produce and disseminate positive media content as an alternative to divisive and extremist media content.
- Enable more community members, youth and adults, to engage in building active community networks adapted to climate change and other drivers of instability.
- Adapt and embed the methodology to counter harmful male-gendered traits, including misogyny and emotional repression, and other drivers of violent extremism at the psychosocial level into appropriate local institutions.
- Build capacities of key institutions to act as multipliers of preventing violent extremism efforts, ensuring community cohesion which contributes to long-run resilience.



ADAPTATION AND DISASTER RISK REDUCTION

IOM will continue to strengthen the preparedness and response to disasters among local communities and

Funding Required

key stakeholders by building on the progress achieved in the previous period. In this regard, IOM will use a people-centred approach to improve the safety, security, and well-being of people in hazard-prone areas, and advance the preparedness and risk reduction efforts of stakeholders in the context of addressing the health dimensions of disasters. This effort will be closely coordinated at all levels of government, including at the local level, and seek out the participation of local community leaders, both men and women, to successfully engage with local communities. Specifically, IOM will:

\$1,700,000



- Continue to deliver CCCM trainings in municipalities/cities, including MHPSS first aid trainings in emergency contexts and training of trainers, followed by cascade trainings in at-risk municipalities.
- Continue to donate essential equipment to increase preparedness and respond to immediate rescue and shelter needs in crises to relevant government civil protection actors.
- Continue to support the government in lessening or limiting the adverse impacts of hazards and related disasters through various disaster mitigation practices.
- Support trainings on the use of donated equipment.
- Build capacities of civil protection practitioners through disaster response CCCM simulation exercises.
- Support civic engagement and participatory DRR activities in target municipalities/cities.
- Continue strengthening the public health capacities to respond to the health dimensions of disasters.

CONTRIBUTES TO SUSTAINABLE DEVELOPMENT GOALS



















