

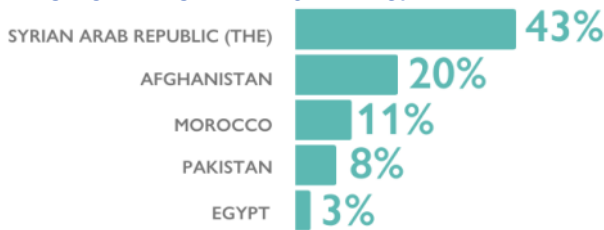


**BORIĆI**  
**LIPA**  
**BLAŽUJ**  
**UŠIVAK**

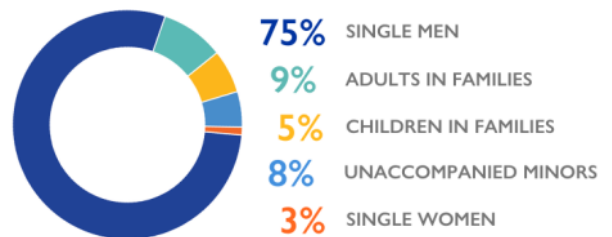
TEMPORARY RECEPTION CENTRES (TRCs)		
OCCUPANCY	CAPACITY	AVG. LENGTH OF STAY (DAYS)
297	580	11
603	1,512	6
860	1,700	6
212	800	8
<b>TOTAL:</b>	<b>4,592</b>	

TOTAL:

### TOP 5 NATIONALITIES IN TRCs



### SEX AND AGE DISAGGREGATED DATA



### MONTHLY ARRIVALS RECORDED BY THE MINISTRY OF SECURITY OF BIH

	JANUARY	FEBRUARY	MARCH	APRIL	MAY	JUNE	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	TOTAL
2017	77	66	37	5	22	11	29	60	52	105	76	215	755
2018	237	479	598	1,801	2,242	2,295	2,489	2,293	3,710	5,057	1,931	935	24,067
2019	732	1,117	1,721	2,631	2,603	2,096	4,465	2,913	4,557	3,326	1,925	1,110	29,196
2020	882	2,001	1,540	112	512	1,722	2,194	2,618	1,889	1,087	1,064	529	16,150
2021	670	773	1,269	1,271	1,937	1,855	2,236	1,362	1,591	1,547	704	525	15,740
2022	429	578	907	1,567	1,972	2,214	2,615	2,389	4,640	5,010	1,856	3,252	27,429
2023	1,781	1,460	1,960	2,065	2,893	2,772	3,967	3,542	4,734	3,487	2,491	3,257	34,409
2024	2,953	1,598	1,541										6,092

## SITUATION OVERVIEW

In Bosnia and Herzegovina (BiH), the transition to a State-led migration response remains a critical element of IOM's engagement with authorities. In Una Sana Canton, IOM has been working closely with the cantonal Public Health Institute (PHI) to ensure their efficient take over of the implementation of beneficiaries' entry medical screenings in TRC Lipa and TRC Borići. The official take over will happen on 1 April. In Sarajevo Canton, the entry medical screenings transition process is ongoing. Furthermore, from 18 –22 March, to build the capacities of BiH authorities, IOM organized trainings for the Service of Foreigners' Affairs (SFA) staff covering procedural aspects related to Food, Non-Food Items (NFI), Shelter, and Water, Sanitation, and Hygiene (WASH).

To improve and streamline the daily operations of TRC Lipa, IOM supported the improvement of IT equipment, upgraded the internet connection and adapted beneficiary registration processes to allow the introduction of the Smart Camp application. The Smart Camp application is an online software to register beneficiaries residing in TRCs with the aim of providing an overview of the services delivered and to better shape the assistance. The software keeps track of

the number of registered and departing beneficiaries, their profile, nationality and the support provided in terms of food, NFI, and access to WASH services.



IOM ORGANIZED A TRAINING FOR THE SFA STAFF IN TRC LIPA RELATED TO MANAGING FOOD, NFI, SHELTER AND WASH. ©IOM 2024

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## COORDINATION & MANAGEMENT

Between 18 and 31 March 2024, IOM recorded a total of 2,372 people arriving to four temporary reception centres, including newly registered persons and those previously registered and returning for assistance. This represents an increase of 87.5 per cent compared to the previous reporting period (4 - 17 March 2024). There were 2,380 new departures, which is slightly higher compared to departures recorded in the previous reporting period (2,069).

In TRC Lipa, IOM received reports from beneficiaries of suspected bedbug occurrence in two accommodation units. The beneficiaries were relocated, and IOM organized an inspection of the accommodation units in coordination with the Service for Foreigners' Affairs (SFA), after which the units were disinfected and locked in accordance with the recommendations of the Institute of Public Health of the Una-Sana Canton. IOM issued Non-Food Item (NFI) packages to migrants with necessary hygiene items so that they can clean themselves and change their wardrobe as a recommended measure in cases of bedbug infection risk.

In TRC Ušivak, IOM organized a coordination meeting with partner organizations including UNFPA, Danish Refugee Council (DRC), BiH Women Initiative (BHWI) and Jesuit Refugee Service (JRS) to discuss provision of mental health and psychosocial services (MHPSS) and protection.

IOM presented a plan to enhance the case management and seek long-term solutions for beneficiaries in need. JRS presented their new role in provision of the MHPSS for adult male beneficiaries which had been implemented by Médecins du Monde (MdM) until March 2024, when the organization closed their operations in BiH. JRS will provide psychological individual and group sessions, while provision of psychiatric care remains a service provided by DRC.

The partners agreed that all actors in the field of MHPSS will coordinate activities and refer cases to DRC for psychiatric care when needed. The partners also agreed to update the referral mechanism to reflect the mentioned changes. The new arrangement in the centre covers the MHPSS needs of all categories of beneficiaries in the centre.



EASTER LUNCH IN TRC LIPA.  
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## PROTECTION, PARTICIPATION & ACCOUNTABILITY

Between 18 and 31 March 2024, IOM facilitated a total of 1,046 emergency screenings, through which 278 persons with protection needs were identified. IOM provided individual assistance, including interpretation and logistical support (such as orientation at the TRCs and the provision of documents) to 179 persons while 1,153 individuals were reached through information and awareness raising sessions.

In TRC Ušivak, IOM organized a community support group "Women's Dialogues" with participation of eight women from Syria, Türkiye, and Iraq. IOM informed participants about the upcoming social cohesion activities and encouraged them to share feedback about the creative workshops that they took part in in the previous period. IOM noted the request by women who suggested that it would be good to have more social activities available during the weekends as well.

In TRC Blažuj, IOM Protection and Mental Health and Psychosocial Support (MHPSS) team provided individual protection assistance, focusing on case management for migrants with various needs. This included regular follow-ups, facilitating family connections for migrants aiming to return to their countries of origin, and addressing mental health issues with personalized support and self-hygiene encouragement. The team also managed relocations for better accommodation, escorted migrants to the Red Cross and asylum procedure workshops and provided necessities for those arriving in wet clothes. Furthermore, psychological first aid (PFA) was offered to migrants showing signs of distress.

In TRC Lipa, IOM in cooperation with the SFA and the City of Bihać Red Cross, organized an Easter lunch for all beneficiaries observing Catholic faith. Nine migrants from Sierra Leone, Ghana, Ethiopia, Iran, Burundi, Congo and Algeria enjoyed the warmth of Easter, togetherness and friendship to alleviate their sense of distance from their homes and close ones. In the Creative Zone, candle and soap making as well as creation of tote bags continued with the participation of eight beneficiaries.

# of emergency screenings in TRCs: 1,046

# of individual assistance: 179



FEMALE BENEFICIARIES SHOW INTEREST IN PARTICIPATING IN "WOMEN'S DIALOGUES" GROUP SESSIONS IN TRC UŠIVAK, WHERE THEY VOICE THEIR OPINIONS, PROVIDE FEEDBACK, AND SOCIALIZE.  
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## SHELTER, WATER, SANITATION & HYGIENE (WASH)

IOM's maintenance and cleaning team inspects all TRC installations daily, with two cleanings per day, weekly disinfection, disinfestation, and derating measures, and regular repairs on shelters and sanitary installations.

In TRC Blažuj, IOM worked on preparing the walls for a mural in the Social Corner hallway. A mural drawing project has been arranged in collaboration with the JRS, along with the redesign of the room for social activities. The initiative will enhance the aesthetic and functional properties of the space, fostering a more engaging and comfortable environment for social interactions among the centre's residents.

In TRC Ušivak, Mother and Baby Wash Unit (MBWU) provided services for 173 beneficiaries including 120 mothers and 48 children (24 males and 24 females), while 96 bags of clothes were washed and dried and/or ironed. Regular cleaning of MBWU premises was conducted daily and the area around the unit as well.

**# of laundry services: 1,973**

## FOOD & NON-FOOD ITEMS (NFI)

In all TRCs, IOM conducted its regular food and Non-Food Items (NFI) distribution activities with partner organizations the Red Cross and Pomozi.ba. During the reporting period, a total of 38,078 meals were served including meals for Suhoor and Iftar and 12,487 NFIs were distributed.

In all reception centres IOM adapted the menu to include two additional meals for beneficiaries who fast during Ramadan, for early morning meal Suhoor and evening meal Iftar. Recognizing the diverse needs of individuals, special attention was given to those who required a specialized diet due to health issues.

A new referral mechanism for NFI distribution was established in TRC Blažuj to provide immediate and targeted assistance to migrants in need upon reception, while in TRC Ušivak, NFI distribution time was expanded to make services more in line with beneficiaries needs.

**# of meals distributed: 38,078**

**# of NFIs distributed: 12,487**



SPRING CLEANINGS ARE IN FULL SWING IN RECEPTION CENTRES.

GRASS MOWING IN TRC BLAŽUJ.

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## ASSISTANCE OUTSIDE OF RECEPTION FACILITIES

The mobile teams screen for vulnerabilities, provide emergency assistance, make referrals when necessary and provide transportation services for migrants to TRCs upon request.

During the reporting period, IOM's mobile teams provided 84 transportation services (mainly to reception centres) for 297 migrants and conducted 597 general information sessions.

The Syrian Arab Republic (53 %) was the main declared nationality of assisted migrants, followed by Afghanistan (13%) and Egypt (9%), Türkiye (8%), Pakistan (7%), Morocco, India, and Iraq (each 2%), Ethiopia, Cameroon, and DR Congo (1% each), Iran and Nepal (less than 1%).

**# of persons transported: 297**

**# of information sessions: 597**

## RETURN & ALTERNATIVE SOLUTIONS

IOM provides administrative, logistical and financial support, as well as reintegration assistance to migrants who decide to voluntarily return to their country of origin.

Between 18 and 31 March 2024, the team reached 225 migrants, of which 115 were being hosted in TRCs and 110 from other locations off-site with information sessions on assisted voluntary return and reintegration. The outreach activities are implemented daily in distant regions within Tuzla, Sarajevo, and Una-Sana cantons, with the objective to reach as many migrants as possible and provide information about assisted voluntary return and reintegration (AVRR), but also guarantee the swift directing towards protection services. A total of 90 counselling sessions were held to ensure that beneficiaries are well informed and aware of the assistance made available during pre-departure, travel, and post-arrival.

During the reporting period nine persons returned to their countries of origin (Jordan 3, Egypt 1, Türkiye 1, India 1, Ghana 1, China 1 and Brazil 1). During the reporting period AVRR team registered 14 persons and preparation of their voluntary returns is in progress.

AVRR counsellors regularly participate in legal information sessions organized together with IOM Protection and Vaša prava teams for migrants accommodated in TRCs Blažuj, Ušivak, Lipa and Borići. At these sessions the AVRR team provides additional information to migrants about their rights, key details of AVRR assistance and reintegration opportunities in their community before they return to their country of origin. In cooperation with World Vision, the AVRR team in TRC Ušivak is also organizing information sessions for UASC.

**# Applications for Assisted Voluntary Returns: 71 M: 68, F:3**

**# Assisted Voluntary Returns in 2024: 52, M: 51, F: 1**

**# Assisted Voluntary Returns since 2018: 1,472 M: 1,306 F: 166**



## Adil's\* Story

Adil\* is from Morocco. From an early age it was evident that the world of art is his home, his safe place, his way of expressing himself. Unlike most people, Adil was lucky enough to have more than one creative art to choose from.

Depending on the mood and occasion it could be photography, painting or singing.

Yet, surrounded by the love and support of his family, he decided to study law. During that time, to financially help his family, he was employed within a football club as an administrative employee. After this work experience, he stumbled upon a hotel where he started working as dishwasher. Being a hard worker and fast learner, it did not take him long to obtain a higher position as manager. Eventually, he fell in love with that job. Still today, time spent working there is one of the fondest memories he has from his homeland. It evokes memories of happiness, achievement, and joyful times spent witnessing of marriage ceremonies.

After arriving in the temporary reception center (TRC) Lipa, Adil realized that not doing anything and having no responsibilities wasn't good for his wellbeing. Looking for a way to spend some quality time, he started helping in the kitchen. Additionally, he started attending educational and recreational activities and the creative corner of the reception center became a safe space where he was able to express himself, his needs and thoughts through painting and singing.

*\*Name was changed to protect privacy*



ADIL\* ENJOYES EDUCATIONAL AND RECREATIONAL ACTIVITIES ORGANIZED IN THE SOCIAL CORNER IN TRC LIPA.  
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*"This journey is hard and dangerous. I have seen and experienced things that I don't want to remember. People lose their human side and stop caring even about their loved ones. Unfortunately, I have lost too much. I can only hope that one day I will continue with my career in hotel industry and create good life for myself."*

- Adil



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