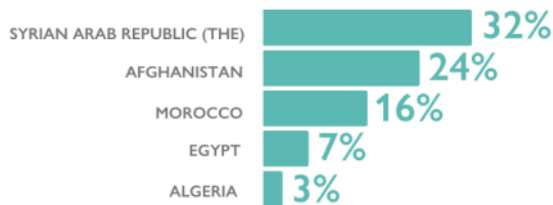


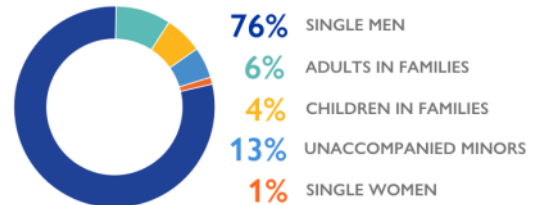
TEMPORARY RECEPTION CENTRES (TRCs)

OCCUPANCY	CAPACITY	AVG. LENGTH OF STAY (DAYS)
162	580	10
361	1,512	13
920	1,700	10
233	800	8
TOTAL: 1,676	4,592	

TOP 5 NATIONALITIES IN TRCs



SEX AND AGE DISAGGREGATED DATA IN TRCs



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	1,993	2,032	1,953	1,805	3,736	2,665	1,082				19,817

SITUATION OVERVIEW

IOM continued to build capacities of Red Cross (RC) staff to support the transition of responsibilities of Non-Food Items (NFI), Water, Sanitation, and Hygiene (WASH) and Food sectors. Eighteen RC staff worked closely with the IOM Food Focal Point to learn how to use the SMART CAMP App during meal distribution, manage important logistical aspects of the process related to management of crowds, and register ID card details. In the WASH sector, the training focused on managing the laundry facility, maintaining records, monitoring cleanliness, and ensuring the completion of tasks from previous shifts.

In September, IOM initiated winterization efforts across all reception centres to ensure safe and comfortable conditions for both residents and staff before the onset of the cold weather season. In TRC Ušivak, the IOM maintenance team inspected and repaired 15 heaters, preparing them for distribution. Additionally, heater mounts were built to facilitate safe and efficient installation throughout the

centre. In TRC Borići, the IOM maintenance team winterized all water pipes.



IOM ORGANIZES TRAININGS FOR RED CROSS STAFF TO SUPPORT THE TRANSITION OF RESPONSIBILITIES OF NFI, WASH, AND FOOD SECTORS IN RECEPTION CENTRES. ©IOM 2024

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COORDINATION & MANAGEMENT

Between 16 and 29 September 2024, IOM recorded a total of 2,730 people arriving at four temporary reception centres, including newly registered persons and those previously registered and returning for assistance, which is very similar compared to the previous reporting period 2 - 15 September 2024 (2,766). There were 2,304 new departures, which is a 14.3 per cent decrease compared to departures recorded in the previous reporting period (2,691).

As part of activities to strengthen capacity for managing food services, non-food items, as well as sanitation, hygiene and maintenance in temporary reception centers in Bosnia and Herzegovina (BiH), IOM held a meeting with management representatives of the Red Cross Society of BiH, the Red Cross of the Federation of BiH, and the Red Cross of Sarajevo Canton to discuss mutual responsibilities in the transition process.

In TRC Blažuj, IOM organized meetings with the Sarajevo Canton Public Health Institute (SC PHI), the Service for Foreigners' Affairs (SFA) and partner organizations to discuss the upcoming transition regarding health sector responsibilities that will take place in reception centres starting from 1 October 2024. After the Danish Refugee Council's (DRC) withdrawal, medical personnel from Primary Healthcare Centers will provide services in ambulatory offices, and entry medical screenings will be carried out by the SC PHI. The referral processes will remain managed by IOM.

In TRC Ušivak, IOM finalized guidelines describing the process for migrant registration and preregistration. This document outlines the essential steps required to maintain a consistent approach and shares best practices among various teams involved in these tasks. Moving forward, IOM will develop standard procedures for the provision of accommodation, ensuring that all aspects of assignment of units to beneficiaries are systematically defined and documented. These guidelines will also support clear and organized operating procedures upon the transition of management to SFA.

of arrivals to TRCs: 2,730

of departures from TRCs: 2,304



PROCESS OF REGISTRATION OF NEWLY ARRIVED MIGRANTS IN TRC BLAŽUJ.

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PROTECTION, PARTICIPATION & ACCOUNTABILITY

Between 16 and 29 September 2024, IOM facilitated a total of 627 emergency screenings, and identified 343 persons with protection needs. IOM provided individual assistance, including interpretation and logistical support (such as orientation at the TRCs and the provision of documents) to 162 persons while 670 beneficiaries were reached through information and awareness raising sessions.

Over the course of the reporting period, the Una Sana Canton Public Health Institute (USC PHI) carried out 614 entry medical screenings in TRC Borići and TRC Lipa, and the Sarajevo Canton Primary Health Care Centres provided 1,138 screenings in TRC Blažuj and TRC Ušivak.

IOM organizes different activities and sessions with beneficiaries to promote community involvement and increase awareness in all reception centres on a variety of topics. During the reporting period, a total of 26 community events were organized across four reception centres (12 creative and art sessions, 3 legal/info sessions, 4 sessions with a focus on mental health, 2 on non-formal education, 2 rituals and celebrations, 1 sport and play and 1 mine risk education, 1 on prevention of sexual exploitation and abuse) for a total of 300 participants.

TRC Blažuj hosted art workshop "Draw Your Emotion" brought together 42 participants from Algeria, Afghanistan, Morocco, Iraq, Senegal, Cameroon, Pakistan, Iran, Egypt, Syria, and Nigeria, giving them a chance to refine their painting techniques and showcase their creativity through drawing.

In order to provide beneficiaries and affected populations with additional ways to communicate and/or report issues, IOM has developed a Virtual Feedback Mechanism (VFM) accessible via QR code. The VFM offers a secure and confidential platform for migrants and partners to provide input on IOM programs, services, and staff conduct, guaranteeing that feedback is directed to the appropriate IOM staff member and that there is proper follow-up. The mechanism will be tested and introduced to all relevant stakeholders, ensuring widespread awareness and utilization throughout the areas of intervention of the IOM mission in Bosnia and Herzegovina.

of vulnerability screenings in TRCs: 627

of persons with protection needs: 343



NEW REPRESENTATIVES FOR THE COMMUNITY COUNCIL MEETINGS HAVE BEEN SELECTED BY THEIR PEERS IN TRC UŠIVAK.

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SHELTER, WATER, SANITATION & HYGIENE (WASH)

IOM and Red Cross maintenance and cleaning team inspect all installations daily, with two cleanings per day, weekly disinfection, disinfestation and derating measures, and regular repairs on shelters and sanitary installations.

In TRC Lipa, 71 new reflectors have been installed in the centre to improve living conditions and enhance security.

The facade repair at TRC Borići was completed during the reporting period, fixing damage that caused water leaks in some rooms when it rained. These improvements will stop future leaks and enhance living conditions in the centre.

of persons sheltered in the TRCs: 1,676

of laundry services: 833

FOOD & NON-FOOD ITEMS (NFI)

In all TRCs, IOM conducted its regular food and Non-Food Items distribution activities with partner organizations, such as the Red Cross and Pomozi.ba.

During the reporting period, a total of 39,429 meals were served and 10,783 NFIs were distributed. Recognizing the diverse needs of individuals, special attention was given to those who required a specialized diet due to health issues.

Ten people received special diet food during the reporting period. Besides the normal meal service, beneficiaries also received dry food packages as required.

In TRC Lipa, due to the sudden change in weather, there was a high demand for blankets and clothing items such as jackets, raincoats, and footwear. A total of 151 of blankets were distributed to those in need.

Special attention is paid to migrants in vulnerable situations who receive service through the TRC Lipa referral mechanism. During the reporting period, a total of 92 migrants were referred and received clothing items.

of meals distributed: 39,429

of NFIs distributed: 10,783

ASSISTANCE OUTSIDE OF RECEPTION FACILITIES

IOM has mobile teams that are present at locations outside of TRCs to increase access to information and services with the aim of providing alternatives for migrants camping or squatting in abandoned buildings where they face increased protection risks.

During the reporting period, IOM's mobile teams provided 105 transportation services (mainly to reception centres) for 251 migrants and conducted 714 general information sessions.

The Syrian Arab Republic (23%) was the main declared nationality of assisted migrants, followed by Morocco (20%), Afghanistan (16%), Egypt (12%), Pakistan (11%), Algeria (5%), Iran (3%), Iraq (3%), China (2%), Mongolia, Congo and Türkiye (1% each), Sierra Leone, Ghana, Guinea and Palestine (less than 1% each).

of persons transported: 251

of information sessions: 714

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. IOM's Return and Reintegration team regularly engages in various activities encompassing outreach, information dissemination, counselling, registration, and movement operations.

Between 16 and 29 September 2024, the team reached 225 migrants, of which 87 were being hosted in TRCs and 138 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 65 counselling sessions were held to ensure that beneficiaries are well informed and aware of the assistance available during pre-departure, travel, and post-arrival.

During the reporting period two persons returned to their countries of origin (Azerbaijan 1, Iraq 1); and the AVRR team registered two persons for whom the 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 and 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: 148 M: 136, F: 12

Assisted Voluntary Returns in 2024: 123 M: 110, F: 13

Assisted Voluntary Returns since 2018: 1,543 M: 1,365 F: 178



IOM MOBILE TEAMS PROVIDING ASSISTANCE TO MIGRANTS IN VULNERABLE SITUATIONS.
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“From a leap of faith to a love story“

Growing up in Morocco, Ayoub* saw how hard his parents worked to make ends meet. So, a few years ago, he embarked on a journey to find a better job and help his parents financially.

*"I could no longer continue living like that. Not only was I unable to help my parents, but I was also unable to help myself." - Ayoub**

He first travelled to Türkiye but struggled to find employment and decided to continue his journey. Eventually, he made his way to Bosnia and Herzegovina, where he met Dijana. Just a few days prior their encounter, Ayoub's phone had been damaged, leaving him unable to contact his mother. By a stroke of luck, Dijana happened to pass by and Ayoub asked her for help finding a repair shop. Not only did she assist him to find a shop, but she also offered to call his mother on his behalf to ease her worries.

"I offered to take his mother's phone number and call her on his behalf to assure her that he was safe, and everything was under control. This way, she wouldn't have to worry. I felt sorry for him being in such a difficult situation, so I gave him a phone that could be helpful to him. I even tried to find him an accommodation."

Dijana

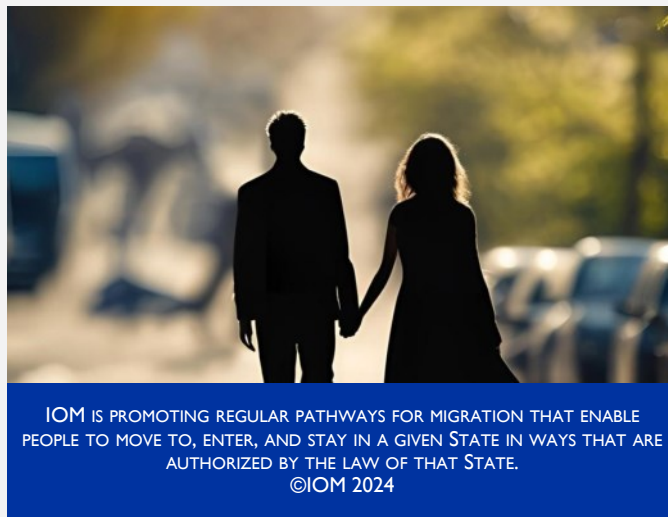
As they spent more time together, they discovered a strong connection between them and fell in love. Ayoub* decided to stay in Bosnia and Herzegovina.

With Dijana's support and guidance, he began to explore legal ways to stay in the country, find a decent job, and make a living with his future wife. He also started learning Bosnian, although he and Dijana communicate in English and French.

A year ago, Ayoub* and Dijana got married. Dijana tirelessly searched for institutions and individuals who could assist them in legalizing his status. "Despite the obstacles we faced, we never gave up and were determined to overcome challenges in order to secure his legal status." - Dijana

The IOM Assisted Voluntary Return and Reintegration (AVRR)* program helped in the process: "The next step for him was to leave our country, where he entered irregularly, and return to his home country before pursuing the option of family reunification. We worked with our lawyer to make this happen and contacted the AVRR team for voluntary return assistance." – Dijana

With the provision of the voluntary return assistance, Ayoub* was able to safely return home in Morocco a month ago, while Dijana and their lawyer continued to work on the procedures for family reunification. Dijana acknowledges that there is still a long road ahead, with many days of separation, but their love story serves as a reminder that love knows no borders and can guide us towards a better future.



*The name was anonymized to maintain privacy.



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