



IOM presenting construction plans to UN Resident Coordinator in TRC Lipa © IOM 2021



1,937

New arrivals in May 2021
(source: MoS, BiH)



3,585

Migrants and asylum-seekers in formal centres
(source: MoS, MHRR, IOM, UNHCR)



1,500-2,700

Migrants and asylum-seekers assisted outside
(source: DRC, local authorities)

POPULATION GROUP OVERVIEW

Accommodated and Assisted at the end of May 2021

77%

Single adult males

18%

Families with children

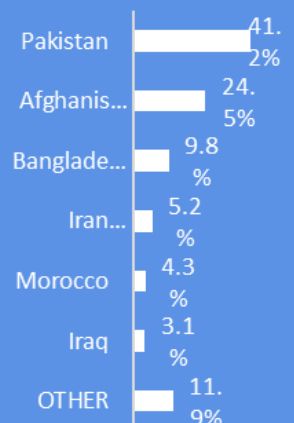
9%

Women and girls

4%

Unaccompanied and Separated Children (UASC)

Top declared Countries of Origin of migrants, refugees, and asylum-seekers accommodated in BiH at the end of May 2021



Arrivals

During May, Bosnia and Herzegovina (BiH) authorities recorded 1,937 migrants and asylum-seekers who arrived irregularly to the country, including 34 unaccompanied and separated children (UASC), representing a significant increase over the previous month and the highest number since August 2020. This brings the total number of new arrivals to 75,333 since January 2018.

Presence in BiH at the end of the month

3,585 asylum-seekers and migrants were accommodated in reception facilities at the end of May, while between 1,500-2,700 persons were estimated to be squatting outside of formal accommodation, mainly in Una-Sana Canton (USC). Among those in reception facilities, 77 per cent are single adult males, 18 per cent are families

with children, 9 per cent women and girls and about four per cent were UASC.

May highlights

In May, the Government of BiH announced the upcoming closure of the temporary reception centre (TRC) Sedra, which accommodates families, at the end of August. Consequently, IOM, UNHCR and other partner organizations had to redirect migrants and asylum-seekers arriving to TRC Sedra towards other centres in the Una-Sana Canton (USC) and Sarajevo Canton (SC), respectively TRCs Borići and Ušivak.

Several high-level visits also characterized the reporting period. The European Union (EU) Senior Adviser for Migration Management in BiH visited the construction site of Lipa accompanied by the Adviser to the Ministry of Security (MoS) to check and see the works in progress on the new reception facility in USC. Moreover, the United Nations Resident Coordinator (UNRC) to BiH visited USC and TRC Lipa, together with the MoS, IOM and UNHCR representatives. Both visits provided an opportunity to discuss critical questions about assistance to migrants, refugees and asylum-seekers in transit. While in Lipa, IOM presented detailed construction plans for the new TRC and the work in progress. The UNRC also visited TRCs Miral and Sedra, meeting with migrants to share their experiences, challenges, and hopes, as well as with IOM Camp Coordination and Camp Management (CCCM) staff, to exchange information about assistance



Works on the dining area in TRC Lipa © MoS, IOM 2021



Eid al-Fitr celebrations in TRC Sedra, thanks to SFA and all partner organizations © IOM 2021



UNRC and UNHCR representative in BiH talking to an asylum-seeker awaiting resolution of his asylum claim in TRC Sedra © UNHCR 2021

in the centres.

To enhance cooperation with the Service for Foreigners' Affairs (SFA) and contribute to greater ownership of the migration response, IOM appointed a MoS Liaison Officer for SC. Several meetings were held with the CCCM staff of TRCs Blažuj and Ušivak to discuss improvements in the cooperation between IOM and the MoS. UNHCR, together with Vaša Prava BiH and Bosnia and Herzegovina Women's Initiative (BHWI), organized the first of a series of group sessions with asylum seekers residing in private accommodation provided by UNHCR to receive their feedback and evaluate and reflect them on UNHCR's broader program in the country. Four heads of households in SC attended the first session and discussed accommodation, food, clothing, education, employment, language courses and travel.

On 22 May, a fire broke out in the UASC accommodation unit in TRC Ušivak. Out of 21 accommodation containers placed in the area, five were severely damaged and one wholly burnt. Fortunately, no one was present in the units during the fire. The fire significantly reduced accommodation capacities for UASC in the centre, and some had to be relocated to TRC Blažuj temporarily.

May was also marked by joyful Eid al-Fitr celebrations. On 14 May, migrants and asylum-seekers were invited to celebrate the festivity in all the reception centres, thanks to the SFA, partner organizations, and donors (including individual citizens) who donated sweets and gifts for children. Partners and children from the centres prepared beautiful decorations the family TRCs, while others arranged sweets, traditional Bosnian cakes, coffee, and tea.

Lastly, the Smart Camp management system, which is jointly implemented by IOM and SFA, was launched in May and is currently in its pilot phase in all the TRCs. This is a new application to collect basic information about migrants hosted in the centres in BiH, including personal information, vulnerability, legal status, registration date, etc. The system was also set up to help IOM, SFA and partner agencies to improve coordination between both partners and centres and, to provide better assistance services and at the same time collect data in a more harmonious and systematic way. The training courses were gradually conducted for all IOM and SFA staff. During the month of June, the IOM plans to organize training courses for partner agencies for its full implementation.



Work on the dining area at the new site TRC Lipa © THW, SFA, IOM 2021



Eid al-Fitr celebrations in TRC Miral © IOM 2021

CENTRE COORDINATION AND CENTRE MANAGEMENT (CCCM)

CCCM meetings were regularly organized with all partner agencies, including the SFA. Given the statement on the closure of TRC Sedra, during the coordination meetings, IOM focused discussions with partners on a way forward, and the need to inform migrants accordingly through the usual community meetings. In addition to that, the CCCM staff started to work on the draft of the contingency plan to be shared with partner agencies and the SFA, for final approval. In TRC Blažuj, during the CCCM meeting, the BHWI mentioned that they will start new social/sport activities in coordination with World Vision (WV), as they have some equipment in stock and they can provide an interpreter, who is also a coach. In this regard, partners agreed that IOM will prepare special packages for migrants in COVID-19/isolation area, containing tracksuit, pyjama, underwear, under t-shirt, slippers, and WV will purchase chess board game for migrants. In TRC Borići, the main points discussed were the need to remind migrants and asylum-seekers of the consequences of leaving and returning from the centre which often implies that they have to spend the night outside. In TRC Ušivak, main highlights discussed were the IOM announcement to prepare and post the weekly menu in all languages present in the centre on the blackboard on the kitchen wall, and the “Drop in the Ocean” organization willingness to increase the number of women and girls attending their computer skills classes, upon coordination with UNFPA to properly publicize their activities among the female population.

Participation and Accountability to Affected Populations

IOM encourages beneficiaries in the reception centres to play an active role in decision-making processes and activities. *TRCs have Community Representative Councils* and regular meetings are organized by IOM with partner agencies. These serve as a platform for discussion of TRC issues, conflict prevention and resolution, dialogues between different beneficiary groups, and between the migrants and TRCs’ management teams. For instance, in TRC Sedra, several meetings took place including the Community Representative and the Boys Parliament meeting, where the representatives were in



Boys Parliament meeting in TRC Ušivak © UNFPA, IOM 2021

formed on the new decision by the Government to close the centre and what it entails. Moreover, in May, a follow-up meeting with the women residing in TRC Ušivak was held to better identify their needs and ask for feedback on the Mother and Baby WASH facility in order to draft the Standard Operating Procedures (SOP) for its use. It was agreed that the facility will be open between eight to ten hours per day, with the supervision of one IOM staff, whereas the migrant women from the centre will be responsible for cleaning of the facility with the provision of cleaning tools by the IOM.

Boys Parliament meetings are organized in TRCs Sedra, Borići and Ušivak to ensure that UASCs’ views and needs are heard. In May, in TRC Ušivak, during one of the meetings held, the representatives expressed dissatisfaction with the food served for Ramadan, stating that the amount provided for *Suhoor* was not enough to fast during the day. In this regard, the IOM took note of the complaint and tried to better respond to the needs, also in coordination with the Red Cross.

TRC beneficiaries also participated in various activities in and outside of the TRCs. In TRC Miral, on 19 May, IOM, together with the partner organization, organized a “Healthy Food Day” with the aim of exchanging recipes and sharing culinary experiences between different cultures. Furthermore, on 21 May, on the occasion of the “World Day of Cultural Diversity”, IOM, UNCHR and partner organizations (Red Cross USC, Zene sa Une, DRC, SCI and MdM) and with migrants, organized an event with karaoke, music, dance, painting and cooking activities, in which sweet pancakes were prepared to promote the cultural diversity of the migrants and employees within the centre.

Centre residents can also submit *feedback and complaints*, or report incidents in person at the info-desks in each TRC, or anonymously in the complaints/feedback boxes. Feedback and complaint committee meetings are regularly organized and were operational in all TRCs during the month of May.



Celebration of Cultural Day of Diversity in TRC Miral © IOM, RC, Zene sa Une, DRC, SCI, MdM 2021

PROTECTION

Asylum and Registration

During the period, four asylum claims were registered by the MoS, Sector for Asylum (SA). 54 asylum claims have been registered so far in 2021, which is a 31 per cent decrease compared to the same period in 2020 (78). At the end of May, 153 people were awaiting registration, and access to asylum continued to be restrictive in BiH, with rates of registration far below those of 2020. Especially for single men in TRCs and persons residing in USC, it remains extremely difficult to register an asylum claim. In this regard, UNHCR's partner Vaša Prava, submitted a complaint to the Human Rights Ombudsman related to access to the asylum procedure for residents of TRC Blažuj, specifically naming four individuals who have been awaiting registration of their asylum claim since 2019. In their response to the Ombudsman, the MoS SA rejected all allegations of unequal and discriminatory treatment towards persons residing in the centre. Vaša Prava responded and a final recommendation by the Ombudsman is



Peer-to-Peer sessions on asylum procedure in BiH in TRC Blažuj and Ušivak facilitated by two brothers from Syria © UNCHR, VP 2021

pending.

The BiH Ministry for Human Rights and Refugees (MHRR), in cooperation with UNHCR, held the first in a series of thematic round tables dedicated to the specific sets of rights of refugees and people granted subsidiary protection guaranteed by the Law on Asylum, which are essential components of integration. The purpose of the first-round table was to provide a platform for discussion of relevant institutions and partner organizations that provide services to refugees and people granted subsidiary protection on the practice of implementing laws and regulations related to registration in civil registers, facilitated naturalization, and documentation.

Furthermore, the Council of Europe (CoE), in cooperation with UNHCR and the European Asylum Support Office (EASO), launched its first-ever regional HELP online course on "Refugee and Migrant Children" in the Western Balkans. The course targets legal professionals and child protection services from the region and will be translated and adapted into Albanian, Bosnian, Serbian, Croatian, Macedonian, and Montenegrin.

Child Protection

UNICEF with partners Fenix and World Vision through Mother and Baby Corners (MBC), provided daily support to parents on Early Child development, infant and young child feeding and counselling, and provided support to new mothers and pregnant women. In May, 151 children under 5 and 148 parents benefited from MBC services in USC and SC.

UNICEF/MdM organized three info-sessions for 21 child protection (CP) front-line workers in TRCs Miral, Sedra and Borići on "Anger and aggressive behavior among children", which was held online due to the epidemiological situation. The participants were CP Officers, legal guardians, and caseworkers. The session aimed to enhance the capacity of staff working with children under the perspective of mental health and psycho-social support.

SCI case management team actively participated in the activities on piloting Steps to Protect guidelines. The guidelines will give some overall considerations when providing case management services for different groups of children and various protection issues (GBV, MH), focusing on displaced by conflicts, trafficked, and children who are on the move to pursue better life opportunities and to escape violence.

In May, to ensure their voices and thoughts are considered, the UNFPA Boys and Young Men Center (BYMC) in TRC Usivak, in collaboration with other partner agencies, held four Boys' Voice meetings. In addition, 88 newly arrived migrants and asylum seekers were included in BYMC's activities in USC and SC TRCs. In addition, UNFPA focused on identifying the needs of adolescent girls over the age of 15 through the Teens' Club, encouraging empowerment by addressing various age-appropriate topics.

HIGHLIGHTS

UNHCR/Vaša Prava organized peer-to-peer info sessions in TRCs Blažuj and Ušivak facilitated by two brothers from Syria with recognized protection status in BiH, who shared information about the asylum process in the country, based to their personal experience.

153 persons awaiting registration of their asylum claim with the assistance of UNHCR/Vaša Prava

200 asylum claims pending at the end of May

85 guardianships assigned to UASC by Centres for Social Welfare, directly and in partnership with SCI, World Vision, and CWS, through UNICEF support

In May, UNFPA identified seven new protection cases, and followed up five previously identified cases, while a further 14 cases were closed due to prolonged absence. Lastly, UNFPA provided specialized support to four migrants and asylum-seekers for alleged violent pushbacks.

Gender-based Violence

In May, the UNFPA GBV Case Manager held three GBV trainings for camp residents. The first training was attended by nine women (mainly from Afghanistan) reporting gender inequality and divided gender roles in the country of origin. Likewise, ten persons from Somalia participated in the second training. The third training was rolled out in TRC Ušivak for ten UASC in the presence of legal guardians from the Social Welfare Centre (SWC). All three training sessions aimed to raise awareness about the importance of respecting human rights and achieving gender equality.

Protection Outreach

Restriction of movement to enter the USC and the ban on use of public transportation for migrants and asylum-seekers



Empowerment activities with women © UNFPA 2021

HIGHLIGHTS

UNFPA held a training session on "Managing Gender-Based Violence in Emergencies" for more than 30 humanitarian frontline workers in Sarajevo Canton TRCs, educating and empowering participants on GBV.



52 new cases of GBV cases were identified and assisted in Sarajevo and Una Sana Canton through UNFPA.

119 GBV cases received follow-up by UNFPA GBV Case Managers, with 39 cases closed due to inactivity and protracted absence from TRCs.

within the canton, remained in force except for those exiting the Canton. The Danish Refugee Council (DRC) Protection teams daily compiled protection incident reports, providing inputs on violent pushback cases at the Croatian border. In May, 816 persons reported pushbacks to DRC, and the most vulnerable cases were referred for medical assistance, MHPSS and accommodation and/or registration.

In May, in five TRCs, DRC Protection Monitoring teams identified 514 persons in need and referred them (1,645 referrals) for medical assistance, registration, accommodation, security/protection concerns, food, and non-food items (NFI).

The DRC outreach Protection teams identified 164 people in need of assistance in out-of-site areas and referred them (505 referrals) to similar services as mentioned above. Moreover, a total of 9,326 assistances were provided by DRC in terms of both food and NFI. Lastly, on weekly average SCI identified between 59 to 81 UASC outside of reception facilities in BiH.

ASSISTED VOLUNTARY RETURN AND REINTEGRATION (AVRR)

In May, IOM facilitated the return of 10 migrants (five to Pakistan, two to Afghanistan, one to India, one to Iran, one to Iraq). Furthermore, 2,540 migrants were reached by IOM AVRR



AVRR information sessions in PC Lipa © IOM 2021

HIGHLIGHTS



10 Departures in January

2,540 People reached with information on AVRR (in the centres and outreach)

outreach staff in BiH (919 in centres and 1,621 outside centres). The Outreach Team was present in TRCs/PC, promoting migrants' rights and informed decision on voluntary return and reintegration options and counselling relevant to their decision. A total of **351 counselling sessions** were held in the month of May. Information also include data on mobility restrictions and can be accessed on web page developed for [AVRR information campaign](#).

[Sarajevo Canton and Herzegovina-Neretva Canton](#)

TRC Ušivak (opened in October 2018) In May, all containers in the isolation area were equipped with bunk beds, mattresses, dining tables and chairs. Furthermore, work on the installation of the fence around the container isolation area were finalized during the reporting period. To complete and strengthen the *Mother and Baby* WASH facility's drainage system, IOM staff installed an additional six-meter-long pipe in the container. IOM also worked on the installation of a 100-meter-long wire fence around the newly established police container, and enhanced the lighting with electric cables and reflectors (10 meters of electric cable, a reflector were installed and an LED bulb).

TRC Blažuj (opened in December 2019) Several works conducted by contractors were finalized: works for laying the concrete in front of the new isolation area and sanitary building (H14) to prevent the accumulation of water, as well as works to improve the Wi-Fi connection for migrants with the installation of three new antennas by BH Telecom. Other works included the excavation of a temporary channel from the sanitary container (H14) to the nearest sewer well to avoid the collection of water in front of it; the installation of two junc-



Work on refurbishment of the roof in TRC Borici © IOM 2021

tion boxes for the video surveillance system; the construction of metal structures to be used as movable canopies. These will be positioned where long queues are frequent, with the aim of protecting migrants from atmospheric agents (for example sun and rain). In the last week of the month, the contractor started repairing the broken windows in the administration building, the DRC medical room, toilets and in some containers damaged during the riots in January and installed a handrail on the outside of each window.

Salakovac Refugee Reception Centre (RRC) (opened in 2000) provides accommodation to asylum-seekers and refugees.

Delijaš Asylum Centre (AC) (opened in 2014), in Trnovo Municipality, exclusively accommodates individuals who have sought asylum in BiH.

[Una-Sana Canton](#)

TRC Borići (opened in January 2019) IOM painted several walls to brighten the common areas of the centre, while contributing to COVID-19 preventive measures, with a special paint that is easy to clean and disinfect. Furthermore, IOM staff installed the Wi-Fi router on the ceiling of the main office to improve the connection and replaced a motion sensor that triggers the light in the corridor on the 2nd floor. Moreover, the construction work on refurbishment of the toilets and showers in the UASC area by contractor continued during the reporting month. Lastly, a contractor visited the centre to assess the equipment and materials needed to carry out the renovations of three rooms on the 1st floor that were damaged during the winter due to the strong winds.

TRC Miral (opened in October 2018) Given the reduced number of migrants present in the centre, a general reorganization of the space in the accommodation units for single adult males was conducted. Works conducted by IOM maintenance staff included the construction of an iron cage to store the oil radiators; the installation of additional net protection to prevent unauthorized entries into the centre; the repair and fill in of the floor and of several holes in the UASC zone and in the area behind the tent isolation zone. Other minor works included the repair of the holes in the walls of the Red Cross kitchen to prevent rodents and other pests from entering the Red Cross depot. Lastly, the inventory of the entire centre was conducted by IOM staff.

TRC Sedra (opened in July 2018) IOM set up a pre-registration area for new arrivals awaiting medical screening, obtained from four rooms, previously used for symptomatic isolation, and 18 rooms previously used as asymptomatic isolation, with a current total capacity of 148 beds. Other works included cleaning the roof and drains to minimize leaks inside the building in the event of heavy rains; the repair of the power outlet in the centre's dining area due to the electrical system being overloaded; the repair of the fence around the isolation area to strengthen and improve safety of migrants.

Provisional Camp (PC) Lipa (opened in January 2021) The Istituto Pace Sviluppo Innovazione Acli (IPSIA), set-up additional sanitary containers to improve the living conditions of migrants residing there. In May, contractor conducted maintenance work on the two generators procured by IOM for the SFA: air filter, oil filter, fuel filter, oil and coolant were changed, while a new thermostat, sensors for oil pressure, and sensor for temperature were installed to fix the generator overheating issue.

[Tuzla Canton](#)

In Tuzla urban area, Catholic Relief Service (CRS) continued to support its local partner PUZ in the management of two safe houses, with capacities to host up to 50 migrants and asylum-seekers. Save the Children (SCI) continued to support the the SFA in ensuring accommodation for UASC, In May, the Center for Children and Youth (CCY), operated by MFS-Emmaus, hosted a total of 13 unaccompanied boys.

NON-FOOD ITEMS (NFI)



Non-Food Items distribution in outreach © IOM, RC, DRC 2021

IOM provides NFIs for newly arriving migrants, refugees and asylum-seekers in all TRCs. An NFI distribution system is in place and operational with set schedules displaying distribution times. IOM provides NFI welcome kits, after which individual NFIs refills are provided. NFIs include items such as clothing, footwear, hygiene products, clean bed sheets and linen, or other medical cases as per need. NFIs also include packages to hospitalized migrants, refugees and asylum-seekers which contains pyjamas, slippers, a towel and other items necessary for hospital stays. Specially prepared baby packages and other items are available based on needs. All new arrivals in pre-registration or in isolation are provided with hygiene packages (including soap, shampoo, shower gel, toilet paper, tissues) as well as clothes when needed. In May, IOM distributed a total of 50,802 individual items to 3,370 persons. Furthermore, through the [Centres for Women and Girls \(WGC\)](#) and [Boys and Young Men Centres \(BYMC\)](#), UNFPA continued to distribute modern contraceptives and hygienic products. In May, UNFPA distributed 183 dignity kits and 139 contraceptives for women. In addition, 18 dignity kits for adolescent boys, and around 232 condoms were distributed through Centres for Boys and Young men.

Several donations of NFIs were recorded by various organization and international and local NGOs.

HIGHLIGHTS

NFI

50,802

NFI distributed in centres

4,432

NFI distributed in outreach

201

Dignity kits distributed by UNFPA

371

Contraceptives distributed by UNFPA



In TRC Ušivak, for Eid festivity: 195 gifts package by Gadzo Company, 400 gift packages, containing hygiene items and secondhand clothes, by the Youth Network Visoko, and 130 gifts by the local community office Donji Hadžići, three boxes of second-hand clothes and baby hygienic items by the U.S. Embassy staff, 1200 male hygiene packages and 400 female hygiene packages by DRC.

In TRC Sedra: Strollers and foldable beds to families with children below 1 year of age by IPSIA, and 310 packages for children for the Eid festivity (150 by a private citizen and 160 by Gadzo d.o.o)



Gift packages distribution for Eid in TRC Ušivak © IOM 2021

In TRC Blažuj: Second-hand clothes by private citizens, hygiene packages and clothes, several disinfectants and other cleaning and washing items by DRC, one sewing machine by a private citizen, cricket equipment for the centre's migrants by the Italian NGO "Baobab Experience", 2500 hygienic packages by DRC.

In TRC Borići: Disinfectants and other cleaning and washing items by DRC, 30 hygiene packages for children by a private citizen, 450 hygienic packages by DRC, 9 baby beds, 9 mattresses with cot bedding and 5 baby prams by IPSIA, bags of fertilizer, soil, peppers, tomatoes, potatoes, oregano, basil, rosemary, lettuce, strawberry seedlings, liquid fertilizer for strawberries and six meters of foil for strawberries by IPSI.

In TRC Miral: 150 Qur'ans books by the Islamic community of Bosnia and Herzegovina (Medžlis Bihać).

Outreach

IOM/Red Cross outreach teams continued to provide food and NFI packages, PPE, such as facial masks, single use gloves, and disinfection gels. The NFIs included clothes, hygiene items, sleeping bags, backpacks, shoes, jackets and raincoats. In May, a total of 4,432 NFIs to 1,029 migrants and asylum-seekers located in various locations in USC were distributed. Moreover, DRC outreach teams also provided regular assistance to migrants and asylum-seekers in outreach location with the provision of food and NFI assistance.

WATER SANITATION AND HYGIENE (WASH)

To set-up WASH services at par with the minimum SPHERE standards, IOM dedicates significant efforts to maintenance and repair, particularly of WASH containers and infrastructure, as damages occur frequently in the TRCs. Regular repairs and replacements include sink faucets, toilet tanks and pipes, shower faucets, flushers and water taps. The five TRCs have functional laundry systems for the washing of bedding/sheets and beneficiaries' clothes.

In TRC Blažuj, IOM staff assembled a two-story shelf to best store clean clothes, as there was none before, and installed two electric generators in the laundry room, as there were previously four generators rented from a local contractor. In TRC Borići, on several occasions, IOM maintenance personnel carried out repair work on industrial dryers, as they were not working well. In TRC Sedra, the renovation work on the bathroom of the bungalows (isolation area) was completed



Isolation area in TRC Blazuj © IOM 2021

with the installation of new boilers, water heaters, toilets and flush toilets. In TRC Ušivak, following the fire that occurred in the UASC area, IOM maintenance staff carried out a thorough cleaning action of the area by removing the remaining debris.

IOM continues to support all TRCs in USC with vector and pest control activities. Disinfections are organized weekly, while disinfections take place monthly, and deratization take place every three months.



WASH activities in TRC Sedra © IOM 2021

TRC Borići has 20 toilets and 20 showers inside the building and 20 toilets and 12 showers outside the building (in sanitary containers), with facilities separated by sex. Hot water and drinking water are available in the centre. Ten washing machines are installed and operational.

TRC Miral has 64 toilets and 34 showers. Out of which five toilets and five showers are separated only for UASC. Drinking water is available in the centre. Four washing machines are fully operational.

TRC Sedra has 57 toilets and 66 private showers for 163 people. The remaining TRC population has access to shared toilets and showers, separated by sex. Drinking water is available in the centre. TRC population contributes to laundry operations on a voluntary basis.

TRC Ušivak has 47 toilets and 36 showers and facilities are separated by sex. Hot water and drinking water are available at the centre.

TRC Blažuj has 80 toilets and 97 showers. Hot water and drinking water are available.

PC Lipa has 40 portable ecological toilets and 21 showers with warm water installed.

IOM continued to support all TRCs in USC with vector and pest control activities. Disinfections are organized weekly, while disinsections take place monthly, and deratization take place every three months.

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HIGHLIGHTS



328

Toilets available in TRCs/PC



285

Showers available in TRCs/PC



3,446

Persons assisted with laundry services



26,554

Hygiene items distributed in TRCs, out of which 3,533 in outreach

FOOD AND NUTRITION

Meal distribution in centres

IOM and partners (Red Cross in USC/Salakovac; and Pomozi.ba in SC) continued to support the provision of three meals and two fruit snacks per day. Meals are prepared in line with international standards that guarantee sufficient nutritional calorie intake. 176,714 meals were prepared in May, out of which 62,612 in USC, not counting PC Lipa, 112,167 in SA canton and 1,935 in Salakovac. In all TRCs, CCCM made changes in the opening hours of the community kitchen during Ramadan, so that fasting migrants could prepare their own meals for *suhoor*, until end of the Ramadan month.

In PC Lipa, IOM outreach team delivered food packages to the SFA for migrants and asylum-seekers arriving after the food distribution hours.

Furthermore, in May, the UNFPA BYMC distributed over 1200 drinks and numerous of boxes of dates and biscuits to adolescents and young men participating in regular BYMC activities.



Food distribution in TRC Sedra © IOM, RC 2021

Improvements based on community feedback

IOM ensures that fully equipped kitchens are available in TRCs so that migrants can prepare their own food if they wish. In May, the outdoor kitchen in TRC Borići was not operational. Migrants and asylum-seekers from TRC Borići were given place to cook meals in the TRCs dining hall using electric pans within a scheduled time.

Persons with special dietary requirements

Partner agencies also made sure that all persons with special diet needs were assisted. This included special meals for vegetarians, and those with various diseases (such as diabetics, Chron's disease etc.). In TRCs Usivak and Blažuj, CCCM teams met with partners to harmonize the Ramadan menus and continue to prepare special meals for migrants who requested to follow the 40 days of Christian fasting practice.

Infant and Young Child Feeding Counselling

UNICEF, in partnerships with Fenix and World Vision, provided individual support to breastfeeding mothers, pregnant women and children. IOM provided babies below 24 months with special complementary food prepared by Red Cross in line with UNICEF's guidelines on child feeding. These usually consist of salty and sweet purees made in TRC Sedra, Borići, Ušivak and Salakovac. In addition to these, baby milk formula is distributed to new-born babies until purees are introduced to the baby's meal plan. As such, last month 360 baby milk formulas were distributed for 29 babies, and 1,018 complementary baby meals prepared for 221 babies.

Donations

Many food donations were received for the occasion of Eid-al-Fitr to be distributed to migrants and asylum-seekers. For instance, in TRC Sedra, the IOM / Red Cross distributed 122 food packages for the celebration of Eid donated by the mayor of Cazin, IPSIA, Jesuit Relief Service (JRS), Gadzo Commerc and private citizens. In TRC Blažuj, on the other hand, a sheep was donated by a private individual to be cooked by migrants celebrating Eid al-Fitr, while in TRC Borići, 120 baby food packages were donated by food supplier Gadzo Comerc to children of the center, including those housed in the quarantine area (asymptomatic).

Outreach

In May, IOM outreach team distributed 12,507 food packages to migrants and asylum seekers sleeping rough outside the centres. The excess food packages donated to centres were then distributed to migrant children residing in an outreach location in USC. DRC outreach teams also provided regular assistance to migrants and asylum-seekers in outreach location with the provision of energy saving food and NFI assistance.

HIGHLIGHTS



360

Baby formulas distributed



1,018

Complementary baby meals distributed



6

Community kitchens provided in all TRCs/PC

176,714

Meals distributed in centres

HEALTH

General

International Menstrual Hygiene Day (28 May) was celebrated by UNFPA in all TRCs, underlining the importance of maintaining proper menstrual hygiene and the related challenges encountered during movements. UNFPA distributed pocket menstrual calendars to migrants and asylum-seekers.

In order to share the proper information regarding prevention and early signs of tuberculosis (TBC), DRC organized several health promotion sessions with migrants and asylum-seekers inside TRCs. Furthermore, through the joint efforts of all relevant humanitarian actors, strict COVID-19 prevention and control measures were implemented.

COVID-19

All new arrivals to the centre were immediately referred to the medical screening, including COVID-19 symptoms. As a preventive measure, new arrivals are followed and regularly checked for symptoms of COVID-19 for 14 days upon arrival.

In SC's TRCs, 11 COVID-19 and health awareness raising educational workshops were conducted by UNFPA reaching out 31 UASC and 67 young men. Additionally, UNFPA reached 91 UASC and 263 young men with information on prevention measures, main symptoms, and the importance of timely reporting in case of symptoms. In May, **2,733 entry screenings for COVID-19** symptoms were performed in TRC/RRC/PC by DRC while no COVID-19 active case was recorded during May. At the end of the month, ten migrants and asylum-seekers were tested positive for COVID-19. Additionally, DRC provided personal protective equipment (PPE) to primary and secondary health centres, in Velika Kladusa, Cazin, Bosanska Krupa, Bihać, Stari Grad Mostar, Mostar, Bihać and Sarajevo to strengthen COVID-19 preventive measures.

Primary and Secondary Healthcare

A total of 5,728 examinations were performed in six temporary medical units in six TRCs, including Salakovac. There were 1,873 direct medical interventions performed by Primary Health Center medical teams in coordination with DRC. In addition, 1,660 individuals were medically attended directly by DRC staff. The largest number of examinations/interventions were performed in TRCs Blažuj (2,124) and TRC Ušivak (1,170). DRC implementing partner, Jesuit Refugee Service (JRS), provided assistance/medical escorts to 333 patients through 460 medical accompaniments to primary and secondary care facilities in USC, SC and HNC.

Healthcare provided by outreach teams

DRC Medical Assistant in Tuzla regularly visited key spots and shelters where migrants are sleeping in the rough and completed 78 direct medical interventions. In addition, six individuals were referred to secondary healthcare. In Una-Sana Canton 237 interventions were performed. A total of 22 referrals were conducted to Primary Health Centre/Secondary Health Centre (PHC/SHC), as well as ten referrals for accommodation in TRCs.

Six Red Cross Mobile Teams in partnership with DRC continued implementing outreach health activities, primarily

in enhancing provision of first aid and strengthening referral process towards public health institutions. In May, they assisted 1,199 individuals through 1,018 first aid assistances and 476 psychosocial support (PSS) first aid consultations. Conditions observed in outreach were symptoms of respiratory system diseases, skin diseases and subcutaneous tissue, diseases of the musculoskeletal system and connective tissue and digestive diseases symptoms, followed by injuries, poisoning and other symptoms caused by external causes. Overall, the incidence of the above-mentioned conditions is similar to the previous reporting month, except for respiratory conditions, probably related to changing weather conditions with warm days and cold nights (+19%).

Mental Healthcare

UNICEF, in partnership with MDM, continued to provide MHPSS for UASC and children in families in TRCs in USC



Distribution of menstrual hygiene products © UNFPA 2021

through MHPSS individual and group psychosocial sessions. In May, UNICEF/MDM MHPSS team provided services to 43 children in three TRCs in USC. A total of 36 individual counselling sessions were held in TRCs Sedra, Borići, and Miral. While **15 psychosocial and empowerment group sessions** were held with a total of 27 children in TRCs Miral and Sedra. UNICEF/MDM psychologist and cultural mediator assisted DRC and the Cazin Health Centre medical staff during an educational session with five UASC who were in direct contact with one UASC who resulted positive to TBC. The session focused on the topic of tuberculosis disease, treatment, and the method of sampling for testing purposes.

In addition, UNICEF/MDM psychologists joined the UNICEF CP team at outside locations to follow a single parent family (a single father and four children), one of which was recently victim of a shooting near TRC Miral. The psychologist provided psychological first aid to the family to guarantee the child further assistance. the accommodation options within the TRCs for the child to be further assisted. Lastly, UNICEF/MDM psychologists provided two crisis interventions related domestic violence for a UASC in TRC Sedra. Psychiatric support was also provided through the UNICEF/MDM coordinated approach.

HEALTH

DRC implementing partner MdM continued implementing MHPSS activities for the adult male population. MdM assisted 265 new direct beneficiaries. A total of **336 mental health consultations** and **106 group empowerment sessions** were conducted in five TRCs for 808 participants. Furthermore, a total of 134 NPS consultations were conducted, with further 12 referrals to psychiatrist. Most dominant conditions observed by MdM during individual counselling sessions were anxiety related symptoms, psychoactive substance abuse, sleeping complaints, mood related complaints, relational problems.

In May, UNFPA conducted MHPSS 145 individual sessions, including for three girls, addressing emotional states of helplessness, anxiety and lack of personal capacities to fulfil parental duties due to physical and mental exhaustion. Furthermore, group activities were held in smaller groups of women for a total of 51 women, out of which six were girls. Additionally, UNFPA MHPSS experts provided 20 interventions in crisis situations, mostly given by the impact of their attempt to cross the border to the EU. In addition, UNFPA MHPSS staff identified and referred 13 women for essential psychiatric services, after which they continued to be actively monitored.

Pediatric Healthcare

In May, 328 children benefitted from health care services provided by UNICEF/DRC paediatric team in TRCs Sedra and Borići, with 296 parents counselled on the health-related topics including immunization. A total of 35 children were vaccinated in TRC Sedra during May.



Workshop on prevention of spinal demormities in TRC Borići © UNICEF, DRC 2021

In May, the UNICEF/DRC paediatric team visited families with children aged 0-15 and families with school-age children in TRC Borići and, in the presence of the cultural mediator, explained and advised parents on the proper neuromotor development in children. In this regard, UNICEF/DRC held an educational lecture on "Prevention of spinal deformities in preschool and school age children", with a practical performance of corrective exercises.

UNICEF/DRC paediatric team collaborated with the outreach team, for children staying outside TRCs in need of health care. As such, a total of 59 children aged 0-12 years were examined, while 41 medicament therapies and 12 interventions were provided by UNICEF/DRC.

Sexual and Reproductive Healthcare (SRH)

DRC provided assistance to a total of six pregnant women, whereas 43 SRH related consultations were conducted in the reporting month. Furthermore, 17 health care visits to PHC and 13 SHR visits SHC were realized by DRC.

In May, UNFPA conducted six sessions with a total of 55 women and girls, of which six were pregnant. Moreover, 27 women (16 pregnant) were provided with individual SRH consultations, after which 21 (13 pregnant women) were referred to further undergo SRH examinations in local health clinics. SRH supplements were distributed to 40 women and two girls. In May, UNFPA urologists focused on the prevention of sexually transmitted diseases. In total, 26 SRH sessions were organized, reaching 181 participants including 104 adolescents, 54 young men and 23 adult males in family. Individual consultations were conducted with three young men, one UASC and three adults in family who were further referred for SRH urological examination at the local health clinics.

In the SRH sessions held at TRC Sedra, UNFPA identified a high number of sexual and reproductive problems in males, mainly in family, as a consequence of the migration movement and their life circumstances. As such, UNFPA urologist provided them with sensitive urological services and counseling.

HIGHLIGHTS



5,728
PHC Examinations
in May



1,873
PHC Interventions supported
by DRC in May

2,733
Entry screening for COVID-19
in centres



27
Women supported with SRH
services by UNFPA in May

26
SRH sessions were provided for
young men and UASC by UNFPA



517
individual and **121** group MHPSS sessions were
provided to women, men and children by DRC,
MdM, UNFPA and UNICEF

EDUCATION AND LEISURE

Educational activities

In May, UNFPA Boys and Young Men Centres in USC and SC implemented 31 educational sessions addressing substance abuse, hygiene, interpersonal relationships and complex emotions to 118 UASC and 98 young men. UNFPA also organized 36 language lessons with 132 UASC and 99 young men.

Lastly, UNFPA Women and Girls Centre (WGC) organized 34 empowerment activities encouraging affirmative dialogue, relaxation and strengthening coping mechanisms for a total of 152 participants.

UNICEF/SCI organized 21 workshops for 71 parents in TRCs Sedra and Borići on school activities and importance of education, Akelius online learning platform, as well as individual conversations with newly arrived parents to introduce activities of UNICEF/SCI and to introduce parents to the school program.

In May, SCI regularly provided cultural mediators, Healing and Education Through the Arts (HEART) teachers and school assistants to facilitate obligatory preparatory programme, provide school escorts, help teachers to adjust working materials, and help children with homework and catch-up classes. Moreover, SCI continued to provide technical and operational support to the BiH Ministry of Education and to five local primary schools in USC, to ensure they have the



Drawing in the nature workshop in TRC Sedra © UNICEF, Save the Children 2021

zione Acli (IPSIA) organized gardening for the residents of TRC Borići on 21 May. This was positively commended by the migrants and the activity contributed to their overall well-being and increased social cohesion among various nationalities. In addition to that, migrants will be able to enjoy fruits of their harvest for their personal cooking activities.

In May, in TRC Ušivak, UNFPA, workshops through its stress-relief activities, organized knitting, jewellery making and dancing. In addition, UNFPA recorded a total of 51 women and girl participating in language and Information Technology (IT) classes.

UNICEF and SCI continued to support local partner LAN in managing child-friendly spaces in the TRCs of Sedra and Borići, where children can feel safe and protected from physical harm and psychosocial distress. In May, 51 girls and 78 boys participated in organized recreational, socializing and educational activities

All TRCs marked the Bajram (Eid al-Fitr) festivity with celebrations with tea and snacks that were served on the main plateau by IOM and partner organizations.



Akelius digital language course in TRC Ušivak © UNICEF, World Vision 2021

necessary knowledge, working materials, and equipment to conduct inclusion of children on the move.

Recreational activities

May, to promote mental and physical well-being of the migrants residing in the centres, IPSIA organized several outdoor activities such as a football tournament in TRC Sedra, with the involvement of both migrants and asylum seekers and partner agency's staff, such as IOM and UNFPA. Moreover, IOM organized the semi-final and final of the cricket competition on 19 May and 21 May, between migrants in TRC Blažuj. More than 60 persons from Pakistan, Afghanistan, Bangladesh participated.

In coordination with IOM, the Istituto Pace Sviluppo Innova-

HIGHLIGHTS

117 non-formal education activities for 203 children covering subjects of history, IT, English language, Mathematics and Bosnian language by UNICEF/SCI in TRCs Sedra and Borići and by UNICEF/WV in TRC Ušivak

74 children were registered in school in USC and attended regular school curriculum, with the support of SCI.

86 children participated in the preparatory formal HEART program by SCI

160 children included in formal education were supported by SCI

SAFETY AND SECURITY

IOM security staff are present daily in TRCs, working to prevent and respond to safety and security risks and incidents, in cooperation with the SFA inspectors and contracted private security guards. Inspections and internal investigations of thefts and misconduct are regularly carried out and recorded. Video-surveillance or other distant monitoring mechanisms are in place in the TRCs. IOM Security Assistants (SA) regularly support outreach and DTM teams in field activities, by providing guidance and support in the implementation of risks management measures and security protocols.

IOM continuously works on improving the security and safety measures in all TRCs by filling the gaps and proactively addressing recommendations. In TRC Miral, IOM maintenance staff conducted the installation of 20 fire extinguishers throughout the centre, and started construction of the protective bars, which will be installed on the windows of the IOM Office to provide shelter and create a “safe room” for IOM and partner agency staff, in case of emergency / threat inside the centre. Likewise, in TRC Blažuj, iron doors were installed on the large entrance door of the IOM administrative building to create a “safe room” in case of an emergency.

Additionally, in TRC Sedra, following the MoS's decision to close the centre early in August, that was announced on May 19, an increase in the number of unauthorized attempts to enter the TRC was noted.

Lastly, as part of IOM efforts to strengthen security measures in TRCs, on 12 May, together with the United Nations Department of Safety and Security (UNDSS), jointly organized an emergency exercise at TRCs Borići and Sedra, which covered two different scenarios of the security and response

plans for the USC, namely the violent demonstration at the centre's main gate and violent crowds of migrants throwing stones and setting fire inside the TRCs. Only IOM and partner agency staff working in TRCs were involved, while migrants were not.

TRC incidents

A major incident occurred on 22 May, when a fire broke out in the UASC accommodation unit in TRC Ušivak, due to the malfunctioning of electrical installations. Fortunately, no one was present at the time. Out of 21 accommodation containers placed in the area, five were badly damaged and one completely burnt. What instigated the fire is still unknown, however, IOM is waiting to receive the full report from the specialist who conducted the evaluation.



UASC area in TRC Ušivak after the fire © IOM 2021

TRANSPORTATION AND LOGISTICS



Transportation of new families to TRC Ušivak © IOM 2021

IOM has on-call mobile teams available 24/7 for assistance and transportation of migrants, refugees and asylum-seekers. These include transportation for medical cases to hospitals, for children going to school, for vulnerable and injured persons heading to centres identified by outreach teams, for asylum-seekers going to asylum interviews, and for transfers at the request of the SFA.

In May, the transports organized, in both USC and SC, included 271 to medical facilities, 17 to SFA, 47 for education purposes, 35 outreach and 124 others (which also includes transports between TRCs). In addition to that, the IOM outreach teams carried out 47 transports for 105 migrants and asylum-seekers.

HIGHLIGHTS



494 transports

carried out for **1,322** migrants and asylum-seekers

| Sector | Organizer | Contact |
|------------------------------|-----------|---|
| Sarajevo Monthly Update | UNHCR/IOM | aalmakzomy@iom.int klasnic@unhcr.org |
| USC | UNHCR/IOM | husagic@unhcr.org vmitkovski@iom.int |
| CCCM, Shelter, WASH and Food | IOM | drozic@iom.int |
| Protection | UNHCR | kokotovi@unhcr.org |
| Child protection | UNICEF | aluedeke@unicef.org |
| Gender Based Violence | UNFPA | jurela@unfpa.org |
| Health | WHO/DRC | palom@who.int verica.recevic@drc.ngo |
| NFI | IOM | drozic@iom.int |
| Education | UNICEF | skabil@unicef.org |

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LINKS

UNHCR Data Portal: <https://data2.unhcr.org/en/situations/mediterranean>

UNHCR Help: <https://help.unhcr.org/bosniaandherzegovina/>

IOM Data Portal: <http://migration.iom.int/europe/>

IOM Support for Migrants Application: <http://supportformigrants.com/>

IOM AVRR Information: <https://bih.iom.int/assisted-voluntary-return>

IOM Migration Response: <https://bih.iom.int/iom-migration-response>

Media guidelines: <https://bih.iom.int/pbn/reporting-migration-and-refugees-brochure>

Asylum Information Brochure: https://issuu.com/unhcrsee/docs/information_for_as_in_bih



IOM prepares these monthly updates on behalf of the inter-agency response in BiH. They are published on the United Nations in Bosnia and Herzegovina website. Information on the actions of institutions/organizations/individuals are collected on voluntary basis. The asylum-seeker and migration statistics presented in this document are provided by the authorities of BiH and partner agencies. The UN in BiH is not responsible for the accuracy of information provided by non-UN sources.

| 3W | | | | | | | | | | | | | | | | | | | | |
|---|--|-------------------------------|--|---|---------------------|-------------------|--|---|---|--|---|--|--|----------------------------------|-----------------------|--|--|--|---------------------------|------------------------|
| LOCATION | | | | | | | | | | | | | | | | | | | | |
| | Bosnia and Herzegovina without Una-Sana Canton | | | | | | | | | | Una-Sana Canton | | | | | | | TOTALS | | |
| | RRC Sjalakovac | AC Deiljaš | TRC Ušhak | TRC Blituj | Imm. Cr. | MFS Emmaus | Awaiting asylum in private accommodation | Outreach observed average # of people in SC | Outreach observed average # of people in TC | Outreach observed average # of people in Other locations | TRC Miral | TRC Boridž | TRC Sedra | PC Lipa | Žene sa Une SH | Awaiting asylum in private accommodation | Outreach observed average # of people in USC | # of people outside in USC according to USC Police | Total in BiH Accommodated | Total in BiH Estimated |
| KEY POPULATION # AND ESTIMATES (Population numbers below are a mixture of estimates and counts, depending on location. The numbers below are the most recent available. It must be kept in mind that populations fluctuate daily and the below is a snapshot at the end of the month) | | | | | | | | | | | | | | | | | | | | |
| Total Number | 18 | 16 | 485 | 1118 | 65 | 7 | 148 | 279 | 214 | 0 | 581 | 162 | 94 | 679 | 4 | 10 | 828 | 2000 | 3387 | 5880 |
| # of males | 7 | 8 | 343 | 1118 | 62 | 7 | 118 | - | - | - | 581 | 80 | 64 | 679 | 3 | 10 | - | - | 3080 | |
| # of females | 11 | 8 | 142 | | 3 | | 30 | - | - | - | | 82 | 30 | | 1 | 0 | - | - | 307 | |
| # single adult men | | | 32 | 1115 | | | 97 | - | - | - | 572 | 1 | 2 | 679 | 1 | 8 | - | - | 2507 | |
| # of families | 3 | 4 | 107 | 0 | | | 15 | - | - | - | | 44 | 32 | | 1 | 1 | - | - | 207 | |
| # of children in families | 12 | 8 | 155 | 0 | 0 | 0 | 25 | - | - | - | | 68 | 25 | | 2 | 1 | - | - | 296 | |
| # of UASCs | 0 | 0 | 90 | 3 | 0 | 7 | 10 | - | - | - | 9 | | 19 | | 0 | 0 | - | - | 138 | |
| # of asylum-seekers | 0 | 5 | 20 | 1 | 4 | 0 | 98 | - | - | - | 0 | 11 | 9 | | 0 | 7 | 0 | - | 155 | |
| # of persons awaiting asylum registration | 18 | 11 | 35 | 22 | 0 | 7 | 50 | - | - | - | 6 | 4 | 25 | 1 | 2 | 3 | 2 | - | 184 | |
| WHO DOES WHAT AND WHERE (3W) | | | | | | | | | | | | | | | | | | | | |
| Shelter | MHR/ MoS/AS/ UNHCR | MoS/AS/ UNHCR | SFA, IOM | SFA, IOM | MoS, SFA | MoS, SFA | - | - | Paž | | SFA, IOM | SFA, IOM | IOM | MoS, SFA | Žu/DR/ UNHCR | - | | | | |
| Centre Management | MHR/ MoS/AS | MoS/AS | SFA, IOM | SFA, IOM | MoS, SFA | MFS Emmaus | - | - | - | | SFA, IOM | SFA, IOM | SFA, IOM | SFA | Žu | - | | | | |
| Protection | UNHCR/ BHWI/VP, UNICEF/ WV, CSW | MoS/AS, UNHCR/ BHWI/VP, CSW | UNHCR/VP, DRC, UNICEF/ WV, MoM IOM, UNFPA | UNICEF/VP, DRC, UNICEF/ WV, MoM IOM, UNFPA, Save the Children | UNHCR/ BHWI/VP, CSW | SCI, MFS Emmaus | UNHCR/ VP/ BHWI | UNHCR/ VP/ BHWI, DRC | UNHCR/ VP/ BHWI, DRC | UNHCR/ VP/ BHWI, DRC | UNHCR/VP, DRC, UNICEF/ SIC, IOM, CSW, UNFPA | UNICEF/VP, DRC, UNICEF/ SIC/NGO LAN, IOM, CSW, UNFPA/MoM | UNICEF/VP, DRC, UNICEF/ SIC/NGO LAN, IOM, CSW, UNFPA/MoM | IOM, UNHCR, SCI | Žu, DRC/ VP/ UNHCR | UNHCR/ VP/ BHWI | DRC, UNICEF/SCI | | | |
| Health | MoS/AS, UNHCR, DZ, CH, DRC, UNICEF | MoS/AS/ UNHCR, DZ, CH, DRC | UNICEF, DRC, DZ, CH, UNFPA | DRC, RC, DZ, CH | SFA, DZ | MFS Emmaus | - | DRC, RC | DRC, RC | DRC, RC | DRC, DZ, CH, JRS, MoM | DRC, JRS, MoM, UNICEF, DZ, CH | DRC, JRS, MoM, UNICEF, DZ, CH | Public Health Institute USC, DRC | DRC, DZ, CH | - | DRC, RC | | | |
| Non-food items | IOM, RC, UNHCR/ BHWI, UNICEF, WV | MoS/ AS/ UNHCR/ BHWI, Caritas | IOM, Pomozi.ba UNHCR/BHWI, UNICEF/ WV, UNFPA | IOM, Pomozi.ba UNICEF/ WV, RC, DRC | MoS/SFA | SCI, MFS Emmaus | - | DRC | DRC/Paž | DRC | CoBRC, IOM, DRC, UNICEF | CoBRC, IOM, UNFPA, UNICEF/SIC/Fenix | IOM, UNFPA, UNICEF/SIC/Fenix | SOS BiHac, RC BiHac, RC USC, IOM | Žu | - | DRC, RC | | | |
| WASH | MHR/ MoS, UNHCR/ BHWI, UNICEF, WV | MoS/AS/ UNHCR | IOM/Caritas | IOM | MoS/SFA | MFS Emmaus | Caritas | Pomozi.ba | Caritas | | IOM | IOM/Caritas | IOM | SFA, IOM | Žu | - | | | | |
| Security/Safety | MHR/ UNHCR | MoS/AS/ UNHCR | MoS/ SFA | MoS/ SFA | MoS/SFA | MFS Emmaus | - | N/A | | | MoS/ SFA | MoS/ SFA | MoS/ SFA | MoS/SFA, IOM | Žu | - | | | | |
| Transport/ Logistics | MHR/ UNHCR/ BHWI, IOM | MoS/AS/ UNHCR/ BHWI, IOM | IOM | IOM | IOM | MFS Emmaus | - | - | | | IOM | IOM | IOM | IOM, SFA, SOS BiHac | Žu, IOM | - | | | | |
| Administrative/ Legal | MHR/ MoS/SFA/ AS, UNHCR/VP | MoS/AS/ UNHCR/VP | MoS/ SFA, IOM, UNHCR/VP | MoS/ SFA, IOM, UNHCR/VP | MoS/SFA, UNHCR/VP | MoS/SFA, UNHCR/VP | VP | - | - | | MoS/ SFA/ AS, IOM, UNHCR/ VP | MoS/ SFA, IOM, UNHCR/ VP | MoS/ SFA/ AS, IOM, UNHCR/ VP | MoS/SFA, UNHCR, Vaša Prava | Žu, VP | VP | | | | |
| Education | UNHCR/ BHWI, UNICEF/ WV | MoS/AS/ UNHCR/ BHWI | UNICEF, WV | WV | - | MFS Emmaus, SCI | - | - | | | | UNICEF/ SIC/NGO LAN, MoE, IOM | UNICEF/ SIC/NGO LAN, MoE, IOM, IPSA | | UNICEF/ SIC/ MoE, IOM | - | | | | |
| Food and nutrition | RC, IOM, UNICEF/ WV, UNHCR/ BHWI, Caritas | MoS/AS/ UNHCR, Caritas | Pomozi.ba, IOM UNICEF/ WV | Pomozi.ba, IOM | MoS/SFA | MFS Emmaus | - | Caritas, DRC | | DRC | IOM/ CRC | IOM/ CoBRC, UNICEF/ Fenix/SIC | IOM/ CRC, UNICEF/ Fenix/SIC | Red Cross BiH | Žu | - | DRC, RC | | | |