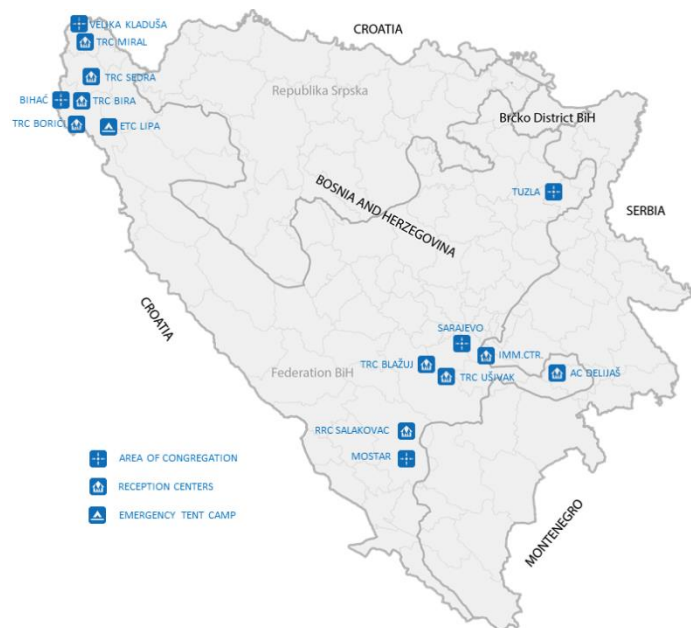




MONTHLY SITUATION REPORT - MARCH 2020



COVID-19 prevention measures, TRC Bira

<p>1,540 New arrivals in March (source: MoS BiH)</p>	<p>6,557 Persons in formal accommodation (at the end of the month)</p>	<p>2,000 – 3,000 Persons outside (at the end of the month)</p>
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POPULATION OVERVIEW ACCOMMODATED AND ASSISTED AT THE END OF MARCH 2020

- 4,795** Single adult males
- 394** Families with children
- 451** Women and girls
- 475** Unaccompanied and Separated Children (UASC)

Top declared Countries of Origin of Refugees, Asylum-Seekers and Migrants Accommodated in BiH at the end of March

Pakistan	42.8%
Afghanistan	19.6%
OTHER	12.4%
Morocco	9.6%
Iraq	5.5%
Iran	3.9%
Egypt	2.4%

Arrivals

So far in 2020, BiH authorities recorded **4,423 new arrivals to BiH**. Compared to the same period in 2019, this represents a **20 percent decrease**. In March alone, BiH authorities recorded 1,540 arrivals which, compared to March 2019 (1,721), represents a 11 percent decrease, mostly caused by COVID-19 measures impacting movement in the region and in BiH, as well as limited identification and registration capacities on the ground.

Presence in BiH at the end of the month

At the end of March, **6,557 migrants, refugees and asylum-seekers were accommodated** (6,178 persons (95%) in IOM managed centres, 171 persons (2%) in government managed centres and 208 persons (3%) in private accommodation and NGO run shelters) while it is estimated that a further **2,000-3,000 people are situated in informal and inadequate squats and on-route** within the country. People outside formal accommodation need a range of humanitarian and other assistance at various locations, especially in Sarajevo and Una-Sana Canton. The latter location continues to be linked to attempts to enter Croatia and the European Union.

Throughout March

Operations throughout various agencies have been significantly impacted by COVID-19. Agencies have modified their operations as needed, taking into consideration the essential activities which are most needed in order to support POCs, while also trying to minimize unnecessary exposure to COVID-19. Modifications to activities have included an **increase in services being provided over the phone and online**, minimizing the number of people participating in activities at the same time and postponing non-essential activities until further notice. POCs have been active participants in the prevention of COVID-19 in

complying with new procedures and policies in order to protect themselves and the people around them.

On 13 March, the USC Cantonal Operational Headquarters met to discuss the migration situation in the context of prevention and early detection of COVID-19 among the refugee and migrant population. Some of the key conclusions of the meeting were a) [complete restriction of movement of asylum-seekers/migrants in TRCs](#), and b) the City of Bihac has been tasked to [initiate activities prior to the closure of TRC Bira and Miral and to start preparations to establish a new location for the reception of migrants outside of populated areas](#), a task that has been agreed by the City Council.

In line with the above, on 26 March, the [establishment of an emergency reception centre in Lipa](#) (half-way between Bihać and Bosanski Petrovac) in Una-Sana Canton has been agreed among USC authorities, IOM and the EUD. The site is to be used as additional capacity to the existing operating TRCs in USC, to urgently cater for at least 1,000 single adult males. Weather conditions in the last week of March prevented the start of infrastructural works, however, during the reporting month, IOM worked with the Cantonal municipality on the sewage system, water and electricity, technical assessments and tenders.

On 11 March, [491 migrants and refugees \(all single males\) from the urban area of Tuzla were relocated](#) following a decision taken in a meeting on 7 March between the Minister of Security, SFA, the Prime Minister of Tuzla Canton, and the Mayor of Tuzla. The Service for Foreigners' Affairs, with the assistance of the Ministry of Internal Affairs of Tuzla Canton and IOM carried out the action of moving migrants who were staying in a makeshift tent near the bus and train stations in Tuzla. IOM in coordination with SFA organized their transportation in 10 buses from Tuzla to Sarajevo Canton. Of the total, 444 were accommodated in Blazuj and 47 in Usivak. On 12 March, a major police action took place in a squat in Sarajevo (Stup) when 180 migrants and refugees accommodated in the now closed informal accommodation were collected and transported to TRC Blažuj. During the week of 23-29 March, further measures were taken to bring migrants from informal accommodation or sleeping rough to temporary reception centres. As such, 400 persons were brought to TRC Blazuj in coordination with the Cantonal police and DRC. Medical screenings were conducted for all migrants who were subsequently put in the isolation area for 14 days.

CENTER COORDINATION AND CENTER MANAGEMENT (CCCM)

Key Gaps:

- Improve the inter-agency complaint and feedback mechanism.
- Increase engagement with the community and work on further mitigation measures on COVID-19.

Key Achievements:

- IOM and partners worked closely on prevention and mitigation measures on COVID-19 which resulted in “Emergency Operation Procedures to prevent or limit transmission of COVID-19 in TRCs in BiH”, which outlines measures that were in place immediately, measures to be in place, prevention of community transmission, and supply preparedness.
- Maintained regular communication with Community Representatives during COVID-19 response.

COVID-19 Prevention Measures

IOM took extra measures to prevent COVID-19 among centres’ population by ensuring increased sanitation and hygiene practices, disseminating flyers and posters in several languages with information on how to prevent COVID-19, and creating isolation areas for those returning to the TRC and in case of symptomatic cases. Additionally, [IOM has scaled up the presence of staff at the various sites](#), to monitor the entries and exits of reception centres and the isolation and quarantine areas, engaging in total an additional 19 IOM centre staff (10 in Una Sana Canton and nine in Sarajevo Canton). Due to COVID-19 prevention measures, organization of CCCM meetings has been suspended, however regular communication with partners was maintained.

Accountability

Communication with Communities, participation and transparency

IOM enables the centres’ population to play an active role in the decision -making process and activities that affect them. Therefore, in addition to Community Representative Councils meetings, which are regularly organized by IOM with partner agencies to serve as a platform for discussion of TRC issues, dialogues between centers populations and center management for conflict prevention and resolution, [IOM also encourages migrants and refugees to take part in different activities, like NFI distribution or cleaning actions](#). Last month, IOM organized community representative meetings in all TRCs, where the center population were informed on Covid-19 and given advice on preventative measures. Community wardens also helped with ensuring social distance of 1.5 meter at all times between beneficiaries.

IOM also established and has been running info-desks in all TRCs. Those are reference points where the centre populations can access information about available assistance and protection services within and outside of the TRCs and ask general questions. This is also a platform used by IOM TRC management and other partner agencies to communicate and share information and updates with the TRC’s population. IOM is screening a video containing house rules, service schedules and similar relevant information on the public TV displays in TRCs in USC. The centers population 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.

Overview of the Temporary Reception Centres

TRC Ušivak (opened in October 2018), in Hadžići Municipality, is currently a mixed profile centre, predominantly populated by single men, but planned to be used for accommodation of UASCs, families and vulnerable categories, with the capacity of 800 people.

TRC Blažuj (opened in December 10), in Ilidža Municipality, is predominantly for single men, and has an official capacity of 1400 people.

TRC Borići (opened in January 2019), in the City of Bihać, exclusively hosts families with children, UASC, and other vulnerable groups, with a capacity 430 people.

TRC Bira (opened in October 2018), in the City of Bihać, predominantly accommodates single men, but also male heads of households with children, and UASC. The centre has an approved accommodation capacity of 1500 beds.

TRC Miral (opened in October 2018), in Velika Kladuša, predominantly accommodates single men, and also UASC. The TRC Miral has a maximum capacity of 700 people.

TRC Sedra (opened in July 2018), in Cazin Municipality, is exclusively for families with children, UASC, and other vulnerable individuals who are prioritized for voluntary relocation from other sites. The site has a maximum capacity of 420 beds.

Salakovac Refugee Reception Centre (RRC) (in operation since 2000) near Mostar, provides accommodation to asylum-seekers, refugees, and persons granted subsidiary protection, with capacity of 213 people.

An additional location in Sarajevo, called the [House of All](#), managed by independent volunteers, offers accommodation to 90 people, largely families. UNHCR’s partners Vasa Prava and Bosnian Women’s Initiative (BHWI) along with DRC, respectively, provide free legal aid, psychosocial support and health care assistance.

Delijaš Asylum Centre (AC) (in operation since 2014), in Trnovo Municipality, exclusively accommodates individuals who have sought asylum in BiH with a capacity of 154. It is managed by the SA of the Ministry of Security (MoS), with the support of UNHCR.

PROTECTION

Key Gaps:

- Ban on POCs access to transportation in USC caused significant issues in providing protection and accommodation for vulnerable categories of PoCs (persons experiencing pushbacks, persons stranded at IEHL, GBV survivors, etc).
- Ban on accessing private accommodation and transfer of PoCs to existing centres which leads to some centers being densely populated, and limited quality services.
- Discriminatory policies in Tuzla issued regarding migrants, including requiring those individuals who came into contact with migrants to self-isolate.
- Lack of referral mechanisms and accommodation capacities for persons stranded out of the reception centres, (predominantly children, including UASC sleeping rough).
- Inadequate secure isolation areas for UASC.
- Need to relocate vulnerable UASC and asylum-seekers to more suitable care arrangements.
- Need for alternative procedures to ensure the resumption of asylum claim registrations and interviews, which were suspended on 20 March as a COVID-19 prevention measure.

Key Achievements:

- Development of the Vasa Prava online forum to ensure persons of concern continued access to legal aid regarding asylum procedures (forum.vasaprava.org).
- Coordinated approach to transfer and reception of PoCs sleeping rough in Tuzla Canton to Reception Center Blazuj.
- UNFPA started running Boys and Young Men Centres (BYMC) in three centers.
- Revised operational protection activities to ensure the safety of persons of concern and staff. Operational changes include: shift rotations of Legal Guardians; increased PSS activities (in Bira); information sharing activities for the prevention of COVID-19, such as hygiene; and arrangement of educational, creative and entertainment activities in order to reduce stress.

Key Protection Issues in BiH

Advocacy for the fair treatment of asylum-seekers, refugees and migrants during the COVID-19 pandemic has been a top priority for agencies active in the mixed movement response. This includes [ensuring that policies related to preventing the spread of COVID-19 are streamlined](#) and in the best interest of the most vulnerable groups of asylum-seekers, refugees and migrants. Through joint inter-agency efforts, agencies have advocated for [access to temporary reception centres](#), particularly for the most vulnerable POCs including pregnant women and children, [freedom of movement](#), as well as the continued provision of services to asylum-seekers, refugees and migrants. Another significant interagency effort has been [advocating for the relocation of UASC](#) currently accommodated in the temporary reception centres in Bira and Miral in Una-Sana Canton to other more suitable reception centres in Bosnia and Herzegovina.

General Protection

The CWS team in TRC Bira informed [52 beneficiaries through individual and group info sessions](#) about ways to promote health, hygienic habits and the importance of quality of sleep in the prevention of COVID-19. A total of [66 PSS services have been provided to single men](#). Through the Red Cross Society of Bosnia and Herzegovina Mobile Teams, the following were provided: 1,946 PSS services; seven Restoring Family Links services including also 863 phone charging services; and 398 Mine Awareness information were provided to persons on the move.

DRC Protection Monitoring Teams in six TRCs and RRC Salakovac, identified [885 PoCs in need](#) (55 women, 77 children (54 boys and 23 girls), 753 adult males, and referred them (1,628 referrals conducted) to various services in TRCs, due to security/protection concerns (452 referrals conducted), for medical assistance (404 referrals), accommodation (225 referrals), registration (116 referrals), MHPSS (8 referrals), legal assistance (9 referrals), AVRR (21 referrals), etc. DRC Protection Teams (in TRCs and Outreach) in USC, SC and TC, recorded in total 410 PoCs reporting push-back incidents, and referred most vulnerable cases to medical assistance and accommodation/registration.

With support of UNFPA, there were [643 participations of adolescent boys and young men in informal life-skills and empowerment program](#) "Boys on the Move" (BOTM) and referral of vulnerable young males for further assistance and service provision in TRC Bira (USC) and TRCs Blažuj and Ušivak (SC).

Within the Community Based Initiatives, supported by UNHCR, DRC, in close cooperation with Zene sa Une and IOM CCCM, continued running Sewing Workshops in TRC Borici, where community members

GENERAL HIGHLIGHTS

643

participations of adolescent boys and young men in three Boys and Young Men Centres (BYMC)

165

new guardianships to UASC.

Dissemination of translated material on COVID-19 was provided to POCs in all TRCs.

learn new skills, produce items such as bed linen and towel for center residents, and use the equipment for their own needs. In line with the recommended measures under the emergency preparedness plan, the sewing workshop as a wider group activity was suspended until further notice. However, activities partly continued, in smaller groups (maximum three persons at a time, respecting social distancing recommendations and wearing protective gear), and **PoCs started producing protective masks for center's residents.**

In RRC Salakovac, BHWI implemented **one workshop marking International Women's Day** which was held on 6th March. The workshop was attended by three male beneficiaries (asylum-seekers), 21 female beneficiaries (asylum-seekers), seven female beneficiaries (recognized refugees), three representatives of MHRR, representative of MoS and 10 BHWI team members. During this workshop, women expressed that they are not satisfied with the existing rights and status of women in society.

Asylum and Registration

From **57,686 detected arrivals** between 1 January 2018 and 31 March 2020, 53,923 (93%) formally expressed intention to seek asylum with the Service for Foreigner's Affairs. Of these, 2,434 (less than 5%) chose and were able to formally lodge an asylum claim with the Sector for Asylum (SA). In March, 23 individuals registered their asylum claim, six of them sought asylum with their families, 17 were single individuals and among them three single women and four UASC.

Registration of asylum-seekers and migrants has been impacted by COVID-19 measures. During March, the Service for Foreigners' Affairs registered 1,460 attestations of intention to seek asylum, while the Sector for Asylum (MoS) conducted 23 asylum claim registrations by 20 March and has **put all first-instance asylum claim applications and the Refugee Status Determination (RSD) interviews on hold until further notice.**

A total of **486 asylum-seekers are awaiting RSD interviews or a decision on their claim.** UNHCR is aware of an additional 667 individuals who wish to register their asylum claim and have been unable to do so. Several factors hinder fair and efficient access to asylum for those in need of international protection. Among those factors are: the SA has limited capacity to register and process asylum claims; limited visits by the SA to conduct asylum registrations; short notice for asylum interviews preventing proper preparation and attendance; although there is no legal provision that forbids the expression of intent to seek asylum on multiple occasions, the SFA stopped re-issuing attestations on intention to seek asylum, leaving the SA to assess on an individual basis justified reasons for failure to formally apply for asylum within the fourteen days validity of the first issued attestation; a lack of interpretation; and restrictions on freedom of movement in USC.

Child Protection

Key achievements

A total of **919 children on the move (74 girls and 845 boys - 623 UASC)** benefited from on-site 24/7 child protection support (case management, MHPSS, legal aid) as well as non-formal and recreational activities, including through CFS, in Salakovac RRC, Usivak, Borici, Bira, Sedra and Miral TRCs. The operating of designated zones for UASC continued in Bira and Miral TRCs by SCI with UNICEF support, 24/7 child protection support to both UASC and children within families in Borici, Bira and Sedra TRCs by SCI with UNICEF support and in Usivak TRC and Salakovac TRCs by World Vision with UNICEF-support and BHWI with UNHCR support. Furthermore, legal aid throughout the country is provided by Vaša Prava BiH with UNHCR support. A total of 165 new guardianships were appointed to UASC. A total of 226 children (93 girls and 113 boys) benefitted from CFS activities.

In response to the COVID-19 pandemic, UNICEF disseminated an Emergency Preparedness and Response Guidance to relevant child protection actors (humanitarian and non-humanitarian) and with partners agreed on how to ensure continuation of essential child protection services, including rotation among frontline workers and professionals deployed to centres for social welfare work. The operation

ASYLUM HIGHLIGHTS

23

New asylum claim registrations
78 in total in 2020

1,460

New Intentions to Seek Asylum

93%

Of arriving persons are issued attestation on the Intention to Seek Asylum in BiH in 2020

486

Asylum claims pending decision by MoS at the end of the month

667

Persons awaiting registration of asylum claim by MoS with assistance of UNHCR/Vaša prava BiH

1

Subsidiary Protection Granted

CHILD PROTECTION HIGHLIGHTS

475

Unaccompanied or Separated Children in BiH at the end of the month

20%

of UASC are boys, 15 years of age or younger

of Child Friendly Spaces has been temporarily discontinued (except in Ušivak) since mid-March as per entity and cantonal orders.

Trends and gaps identified

The number of **children on the move was 1,084 on average in March**, with the majority registered in TRCs in USC, in particular in Bira and Miral TRCs. In response to the COVID-19 pandemic, various measures were introduced by the authorities at entity and cantonal levels, and many of which affect UASC: ban on transportation and accommodation of new arrivals in Una-Sana Canton; different interpretations of procedures to accommodate vulnerable groups who return to TRCs which also prevents UASC from accessing available capacities in TRCs; and complete restriction of access to outdoor areas for children below the age of 18.

In TRC Bira, which hosts a large number of children in a closed facility without adequate living conditions, this is negatively influencing children's psychological wellbeing, causing **increased tensions and incidents among children**. UASC keep entering and leaving the TRC, however, lack of isolation areas inhibits UASC from being accommodated and it is often found that many of returnees stay irregularly in TRCs. These irregular new arrivals in TRC impose high protection and health risks, as they are not registered in TRC without a legal guardian appointed for them, which prevents them from exercising their rights and accessing services in TRC.

Key recommendations

- Under the current situation, it is even more crucial to continue the provision of essential child protection services, in particular for UASC, and specifically to focus on protection, prevention of abuse and violence and provision of MHPSS.
- There is a need to ensure that all services provided within the context of COVID-19 reflect the specific needs of children on the move and emphasize the need for protection and safeguarding. For example, there is an urgent need to secure isolation areas for UASC, in which they can be safely isolated while protecting all other children in TRCs, and to **provide all frontline workers who are regularly in contact with children with Personal Protective Equipment**.
- It is also strongly recommended to relocate UASC, in particular UASC under 15 years of age, victims of abuse, violence, and exploitation, and asylum-seekers to more suitable care arrangements.

Gender Based Violence

UNFPA supported **121 women through the provision of individual types of services** (SRH, PSS, Empowerment). UNFPA in partnership with MDM, continued to support GBV survivors, women and girls at high risk through PSS counseling (group and individual sessions). A total number of 77 women participations have been recorded through provision of PSS, out of which – 1 new GBV case identified and 7 GBV cases were followed up on. UNFPA in partnership with MDM, continued to manage Centers for Women and Girls in Borici, Sedra and Usivak temporary reception centers assisting vulnerable women and girls and GBV survivors to rehabilitate and strengthen resilience through empowerment programs and life-skills education (365 participations recorded).

Based on the feedback from POCs, the main issue for women in this period is limited access to services, and needed information (on PSS, COVID-19, how to support their children in this period). Their stress is increasing by constantly being exposed to the information on COVID-19 (on social media) and they are not sure if this information reliable. In order to resolve this problem, MDM is taking steps in establishing access to phone/online counseling and the new MDM Facebook group is in development. The aim of the group will be to provide a safe online space for women from TRCs offering up to date information about COVID-19, provide a sensitive approach in addressing GBV, more specific - Intimate Partner Violence (the most frequent identified) related issues and inform on a variety of MHPSS topics.

DRC GBV Case Manager followed up on **nine GBV cases** (seven in Una Sana Canton, one case in Sarajevo Canton and one in Tuzla Canton). Survivors relocated to the Safe Houses/Accommodation were followed up with the support of DRC MHPSS Officer, while all identified survivors in the reception

489

Number of PSS interventions provided by UNHCR/BHWI in March 2020

31

MHPSS consultations in TRCs provided by DRC

738

instances of PSS assistance were provided to UASC by UNICEF/SCI

445

instances of PSS assistance were provided to children in families by UNICEF/SCI/WV

centers were followed up in cooperation with mandated agencies and service services providers (UNHCR, UNFPA, MDM, Vasa Prava and Zene sa Une). DRC supported the relocation of two GBV survivors outside Una Sana Canton and ensured safe accommodation and provided PSS and empowerment support. For one of the two cases, support was provided by INGO Puz in Tuzla.

At the beginning of March, prior to the implementation of social isolation measures due to COVID-19, [three GBV discussion sessions](#) were held through BHWI. Two sessions were held with 15 women on the following topics: “Educating women and girls as the safest tool against all forms of discrimination and violence” and “Do strong traditional attitudes towards women and girls contribute to difficult integration in new circumstances.” Additionally, one session was held with seven men on, “The impact of cultural standards on discrimination against women and girls.”

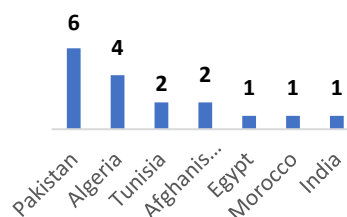
Psycho-social Support

Restriction of movement, fear of COVID-19, overcrowding, mandatory isolations, suspension or limitation of many services in TRCs, lack of onward movement opportunities and long or currently non-existent asylum opportunities cause asylum-seekers and migrants to avoid accommodation in centres, being forced into involuntary transfers or leaving them to dwell in a state of psycho-social duress. [Availability of PSS assistance becomes increasingly crucial to mitigate these challenges](#) and all PSS providers in the field are adjusting to COVID-19 conscious work environments; the needs are surpassing the available resources, and stakeholders on the ground are adjusting to new operational realities.

Solutions

Assisted Voluntary Return and Reintegration (AVRR)

IOM assisted [17 people in returning to their country of origin](#) in March. IOM provides outreach, dissemination of information, provision of counselling and logistical assistance to return and reintegrate applying established eligibility criteria for AVRR assistance, as well as for more comprehensive reintegration assistance, implemented consistently by IOM throughout the Western Balkan region. IOM also provides operational and logistical support in obtaining travel documents, facilitating fit-to-travel health checks, and providing airline tickets as well as transit assistance as required. IOM AVRR assistance includes limited accommodation while waiting for repatriation (two days for all cases, and for vulnerable cases, accommodation is provided for the entire waiting period), support in obtaining travel documents, travel costs, and limited cash-transfer for reinstallation and onward transportation in the country of return. For medical and vulnerable cases, medical costs as well as in-kind reintegration assistance in the form of grants for education, training or business start-ups is provided.



IOM AVRR counsellors with beneficiaries



“Boys on the Move” program, UNFPA

SHELTER

Key Gaps:

- Alleviate pressure on accommodation capacities.
- Reduce damage of centres' infrastructure (indoor facilities, as well as outdoor eg. fence).

Key Achievements:

- Isolation areas were promptly set up in all TRCs. Authorities and UN agencies agreed on a new location – Lipa in USC having a capacity of 1,000 beds.
- Opened a daily centre in Tuzla for young POCs.



PoCs helping in TRC Blazuj, IOM

Sarajevo Canton

TRC Usivak, hosted 862 migrants, refugees and asylum-seekers. With a view of ensuring adequate space for those in need of isolation due to COVID-19, IOM set up an isolation area. At the end of the month, IOM set up an additional tent for isolation purposes with the capacity of 300 beds. Moreover, an additional laundry room was set up in the family area, and while it did not increase the overall laundry capacity, it made the laundry room less crowded. In **TRC Blazuj**, IOM replaced all mattresses in the quarantine area. Additionally, 100 mattresses were donated from the Red Cross and 40 from Pomozi.ba. At the end of March, the site hosted 1,856 migrants, refugees and asylum-seekers.

 100 mattresses were donated from the Red Cross and 40 mattresses from Pomozi.ba.

Una-Sana Canton

TRC Bira hosted 1,806 migrants, refugees and asylum-seekers. The restriction of movement imposed due to COVID-19, which makes the centres population in **TRC Bira** stay indoors, is increasing the level and frequency of damage to the centres' facilities. The maintenance staff are constantly repairing the centres facilities. IOM ensured that the fence separating TRC Bira from the neighbouring private property, as well as around the pre-registration area is repaired, and metal sheets were added in an effort to stop persons from jumping over the fence. During the reporting month, heavy rainfall caused a short circuit and sparks from the electrical cabinet on the outer wall, which provides electricity in the UASC and family area, causing power outages in parts of the area; the issue was fixed by a hired contractor.

TRC Borici hosted 330 migrants, refugees and asylum-seekers. IOM in cooperation with IPSIA is buying grocery items for the centres' population, to limit tensions and frustrations among PoCs due to restrictions of movement. **TRC Miral** hosted 1,113 migrants, refugees and asylum-seekers. All the electric installations were changed and upgraded in shower containers. Four additional tents were set up to be used as isolation, increasing the isolation capacity from 40 to 152 beds. **TRC Sedra** hosted 293 migrants, refugees and asylum-seekers. The chlorinator was repaired and tap water is now potable and can be used for drinking. During the reporting month, IOM started with the infrastructure works for the quarantine area with a capacity of approximately 10 beds.



Repairing the roof in TRC Borici, IOM

Tuzla Canton

Together with local NGO Puž and Emmaus, Caritas endorsed the initiative to open a daily centre in Tuzla. The center offers showers, internet and hot drinks. The capacity of the space is up to 10-15 persons at a time. The centre is meant for young POCs, mostly unaccompanied minors and teenagers. Volunteers will be available to discuss various issues with the young POCs.

NON-FOOD ITEMS (NFIs)

Key Gaps:

- Increase PPE for staff and migrants in TRCs, including not only hand sanitizers but protective masks and gloves for all PoCs.

Key Achievements:

- Energy saving food supplies and emergency non-food items for 6,449 most vulnerable PoCs identified in the pushback areas in USC as well as POCs accommodated outside TRCs, distributed by DRC Outreach Protection Teams.
- 4,480 NFIs (primarily hygiene products for babies and mothers), provided by UNICEF through MBC in Sedra, Borici, Salakovac and Usivak.

IOM provides NFIs for newly arriving migrants, refugees and asylum-seekers in all six 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 upon arrival and for those undertaking scabies treatment, or other medical cases as per need. The NFIs also include [packages to hospitalized migrants, refugees and asylum-seekers](#) which contains pyjamas, slippers, a towel and other items necessary for hospital stays; and specially prepared baby packages, and other items according to their needs.

During the reporting month, a total of [47,578 individual items were distributed](#). In addition to these, donations from the public received by the Red Cross regularly complements and contributes to IOM's NFIs distribution (mostly clothes, shoes and blankets).

DRC Outreach Protection Teams [distributed energy saving food supplies and emergency non-food items for 6,449 most vulnerable PoCs](#) (including families, UASC and single adult males) identified in the pushback areas or disembarkation points in USC (Kljuc and Bosanska Otoka), as well as PoCs accommodated in inadequate accommodation outside of TRCs in BiH.

CWS distributed [NFI packages to 16 minors](#) who were prohibited from entering the camp after 48 hours of absence; each package consists of a backpack, sleeping bag, raincoat, hygiene products and underwear. Also, NFI packages of the same content were distributed to minors located in a retirement home in coordination with Save the Children and DRC.



NFI distribution, IOM

With the support of UNFPA, [87 dignity kits](#) were provided to women and girls through MdM as part of a community-led event that was organized in TRC Borići; additionally, 35 dignity kits were distributed in TRC Ušivak and 81 dignity kits in TRC Sedra.

HIGHLIGHTS

- In addition to the six TRCs, NFIs are also distributed to various locations in the Tuzla region.
- Red Cross Society of Bosnia and Herzegovina Mobile Teams provided:



3,226 persons on the move throughout BiH with 4,733 NFIs including the following:



Shoes (187 pairs); clothes (687 pieces); underwear (1,338 pieces); socks (1,687 pairs); and raincoats (224 pieces).



Blankets (222 pieces) and sleeping bags (467 pieces).

WATER SANITATION AND HYGIENE (WASH)

Key Gaps:

- Identify and utilize tools for PoCs to take better care of common WASH facilities.

Key Achievements:

- Provided 1,025 hygiene parcels to persons on the move in BiH through the Red Cross Society of BiH Mobile Teams, as well 232 individual hygiene items such as soap, shampoo, toothpaste, sanitary pads etc.
- Increased awareness of importance of good hygiene among centres population, and increased involvement in cleaning activities. IOM took extra measures to ensure hygiene practices, disinfection dispensers were put at several spots in TRCs, and hand sanitizers distributed to all PoCs.

Actions taken in TRCs as a COVID-19 response:

IOM took extra measures to prevent COVID-19 among the centres' population by ensuring increased hygiene practices in all TRCs: 1) disinfection dispensers were put at several spots throughout the TRCs, 2) flyers with information on how to prevent COVID-19 were translated into several languages and are disseminated throughout, 3) cleaning actions and overall hygiene of the TRCs were intensified, including putting more focus on washing bedlinens and blankets more often, and disinfecting all surfaces.

TRC Borići has 23 toilets and 16 showers inside the building and 19 toilets and 28 showers outside the building (in sanitary containers), with facilities separated per sex. Hot water and drinking water are available in the centre. Six washing machines and six dryers are installed and operational. During the reporting month, IOM provided laundry services to all centres' population, washing 916 bags of laundry.

TRC Bira has 119 toilets and 72 showers. Facilities are separated by sex and drinking water is available in the centre. Several repairs take place every week in the centre to repair broken facilities. IOM provided laundry services to all centres' population, washing 963 bags of laundry. **Caritas is also involved in the provision of laundry services in TRC Bira.**

TRC Miral has 64 toilets and 34 showers. Facilities are not separated by sex since the centre only hosts single males and a few UASC boys. Drinking water is available in the centre. An operational laundry system is in place, and during the reporting month 862 bags of laundry were washed for the centres population.

TRC Sedra has 50 private toilets and 63 private showers, for a total of 163 people. The remaining TRC population has access to shared toilets and showers, separated by sex. Drinking water is available in the centre. **The laundry system is in place, and during March 484 bags were washed for the residents.** The TRC population contributes to the laundry operations on a voluntary basis.

TRC Ušivak has 44 toilets and 36 showers and facilities are separated by sex. Hot water and drinking water are available at the centre. A laundry system is in place and during 1,042 bags March were washed for all centres population.

TRC Blažuj has 31 toilets and 46 showers. Hot water and drinking water are available.

IOM continues to support disinfection, deratization and disinsection measures in all TRCs in USC. Disinfections are organized weekly, while disinsections take place monthly, and deratization take place every three months.



Antibacterial dispensers in TRC Bira, IOM

HIGHLIGHTS

- 450 blankets, 180 bed linen, 65 pillows and 35 towels were washed for PoCs through PLNU, with laundry being collected and washed from the camp of Blažuj as of March.
- 3,500 laundry services were provided through Caritas in TRC Bira.
- 427 laundry services were provided through Caritas in Tuzla for POCs accommodated in Motel Man run by Pomozi.ba, safe house Puž and daily center run by Puž and Emmaus with support of Caritas.



331 toilets available in TRCs



267 showers available in TRCs



3,771 persons benefited from laundry services within TRCs through IOM

FOOD AND NUTRITION

Key Gaps:

- Prohibition of the distribution of food to people residing in squats in Tuzla.
- Enhance environmental friendliness of TRCs through the removal of disposable plastic in all TRCs.
- Temporary closure of open kitchens as preventative measures for COVID-19.

Key Achievements:

- A request was issued by local NGOs to the authorities in Tuzla for approval of the distribution of dry food packages to 50 migrants living in squats.
- Implemented stricter measures to ensure meals are prepared according to established recipes provided by IOM to Red Cross following cultural practices.
- Planned food stocks for two months as a response to prevention measure to COVID-19.

In line with the actions taken as a response to COVID-19, IOM carefully planned for the stocking of food items, as many of the items are imported. Some of the food is already out of stock, such as rice, which prompted IOM to carefully substitute items and modify the menus to ensure proper nutrition for the population of the TRCs during this time.

Meals distribution in centres

IOM and the Red Cross (Bihać and USC branches) continued to support the provision of three meals (breakfast, lunch and dinner) and two fruit snacks per day in USC and RRC Salakovac, while in Sarajevo Canton meals are prepared and distributed in partnership with Pomozi.ba. [Meals are prepared in-line with international standards that guarantee sufficient nutritional calorie intake.](#) In March, IOM and partners provided a total of **400,609 meals**, out of which 237,118 meals were distributed in Una Sana Canton, 146,313 in Sarajevo Canton and 17,178 in RRC Salakovac.

IOM is working to reduce the use of PVC dishes by taking necessary measures to wash plates on sites in USC. In March, dishwashers were installed in TRC Borici, however, some issues remain as the 10 litre heater of the centre's kitchen is not sufficient to provide enough hot water for the proper use of the dishwasher. IOM is working on solving these issues with the aim to eventually completely stop the use of PVC in the centres.

Improvements based on community feedback

In USC, upon request of the centres' population, IOM made available open kitchens fully equipped so that migrants can prepare their own food if they wish. However, during March, most of the open kitchens had to be closed to prevent gatherings of larger groups as a response to Covid-19 guidelines.

IOM implemented stricter measures to monitor adherence to set menus, and to ensure that meals are prepared according to established recipes provided by IOM to the Red Cross, [following cultural practices of the various communities](#) hosted at the centres. As a result, a larger number of PoCs were present during meal distribution, and community representatives also reported that food was improved.

Persons with special dietary requirements

In all TRCs, IOM [provides specialized food \(gluten-free, vegetarian\)](#) both to those with specific dietary requirement upon a doctor's recommendation/medical prescription and to those who are vegetarians. In March, IOM and the Red Cross provided special food to migrants diagnosed with diabetes, to vegetarians, and food without beef to Hindus, following their request.

Snacks to school children

In the beginning of the month when children were still attending schools, they received an early breakfast on schooldays, and additional milk was distributed daily to parents or caretakers of children.



Distribution of meals for those in isolation in TRC Bira by IOM

Infant and Young Child Feeding (IYCF) Counselling

IOM provides babies below 24 months with special complementary food which is prepared based on UNICEF's guidelines on child feeding. During March, **570 complementary meals were distributed for 10 babies. Additionally, 135 baby milk formulas were distributed for 8 babies.** UNICEF in partnership with Fenix and World Vision operated the Mother Baby Corners (MBC) in the TRCs in USC as well as RRC Salakovac and TRC Usivak. MBC provided parents with IYCF counselling and awareness raising on breastfeeding. In March, a total of **60 mothers and 82 children** (33 girls, 49 boys) under five benefitted from MBC services. In Salakovac, MBC organized workshops for mothers to address COVID-19. During workshops mothers shared their fears and thoughts about possible risks to their children in the camp and the surrounding environment when it comes to global pandemic of COVID-19.

Other initiatives outside the formal centres


The Red Cross Society of BiH Mobile Teams provided **2,374 food parcels and 57 hot meals to 3,226 persons on the move** through BiH as well **2,906 individual food items** as follows: pate (355 pieces); canned meat (238 pieces); canned fish (404




Food distribution in a squat located in Sarajevo, Caritas

pieces); jam (92 pieces); honey (13 pieces); hot drinks (coffee, tea) (720 pieces); toast (284 pieces); bread (60 pieces); water (346 bottles); juice (30 bottles) and fruit (364 pieces).


Caritas delivered **24 packages for 24 people in 6 locations** accommodated in private houses/apartments, and **dry packages for 30 people** in one squat in Sarajevo. For the camps and centers, Caritas still delivers fresh food for Salakovac and Delijaš, in cooperation with BHWI. Total delivery of food is estimated at **600 kg.**



400,609
Meals distributed by IOM



Community kitchens operational in all Temporary Reception Centres



135
Baby formulas distributed for 8 babies

HEALTH

Key Gaps:

- Discontinuation of non-emergency medical cases, including services such as gynaecological examinations, puts women at an increased health risk.
- Need to further enhance capacities of health professionals.
- Increase security response in isolation areas in TRCs.
- Lack of PPE for humanitarian staff engaged in reception centres.

Key Achievements:

- Drafted emergency operational procedures to prevent or limit transmission of COVID-19 in TRCs (DRC).
- Screened 1,879 PoCs for COVID-19 symptoms through DRC. There were 605 PoCs isolated for monitoring (being new arrivals or pushed back to BiH) and 10 cases of symptomatic PoCs
- Reached 723 total capacity of isolation areas for symptomatic and asymptomatic persons.
- Made 310 First Aid interventions and 10 referrals for the persons on the move through BiH by the Red Cross Society of BiH Mobile Teams.

COVID-19 activities and measures undertaken

Many initiatives were made by DRC/IOM in regards to the implementation of activities in order to prevent the spread of COVID-19 including: mandatory entry screening for service providers at every TRC; site assessments of TRCs; secured PPE for at least one month; distribution of information posters in all TRCs in various languages; equipping hand sanitizers in TRCs; and maintaining proper distances between PoCs during food distributions in the food line. DRC/IOM also facilitated the following: on 13 March, one collective regular examination of all children in TRC Usivak in coordination with the Primary Healthcare Center; on 20 March, the Hygienic-Epidemiological Service of Sarajevo Canton visited TRC Usivak and TRC Blazuj and inspected the isolation premises for COVID-19 prevention measures; from 16-20 March, prepared the medical isolation premises in TRC Blazuj; DRC Medical Officer completed eight informative



6,831
of PHC
Examinations
in March

sessions on COVID-19 in all four TRCs in USC; and DRC Medical Advisor held four informative sessions on COVID-19 in all four TRCs in USC for NGO workers within centres in which a total of 60 service providers participated.

Primary and Secondary Healthcare

A total of **6,831 examinations** were performed within seven temporary medical units in Reception Centres in Una-Sana Canton, Sarajevo Canton and Hercegovina-Neretva Canton (Bira, Borici, Sedra, Miral, Usivak, Blazuj and Salakovac). In the medical units, there were **1,498 direct medical interventions** performed by Primary Health Centre medical teams in coordination with DRC. The largest number of examinations/interventions was performed in **the temporary reception centres Blazuj–2,053 and Usivak–1,468**. DRC Implementing Partner Jesuit Refugee Service (JRS) provided assistance to **392 patients through 249 medical accompaniments to primary and secondary care facilities** in USC, SC and HNC.

Six Red Cross Mobile Teams in partnership with DRC, continued implementing outreach activities, primarily in enhancing provision of First Aid and strengthening referral process towards the public health institutions. During the month of March, Red Cross Outreach Teams, working in partnership with DRC, assisted **1,448 PoCs**, through **893 First Aid Assistances** and **413 PSS First Aid Consultations**.

Pediatric Healthcare

Pediatric units in TRCs completed a total of **174 examinations and 25 interventions** in March. Due to COVID-19 precaution measures (issued by the Ministry of Health in USC) children were not sent to PHC or SHC by the TRC pediatric units. DRC team in coordination with PHC Bihac and PHC Cazin organized and completed pre-school examinations for 70 children accommodated in TRC Sedra and 22 children in TRC Borici.

Sexual and Reproductive Healthcare

In order to adapt to the needs of the POCs and using a culturally sensitive approach, in cooperation with the Health center Bihac, UNFPA\MDM continued to ensure gynecological examinations and SRH workshops in CWGs are conducted by a female gynecologist with the support of three women empowerment officers speaking Arabic, Farsi and Turkish. A total of 22 women participated in SRH sessions. UNFPA established a connection with Urologist from the Cantonal Hospital, and started with **provision of SRH workshops in centres for young men and boys in TRC Bira** with the support of two cultural mediators speaking Arabic, Farsi, Urdu and Pashto for a total of 31 participants with four referrals for further treatment of UASC. This activity was recognized as very important by migrants due to the fact that they had health issues and do not have enough knowledge relating to sexually transmitted infections, and in general on SRH.

A total of **47 reproductive health care services** were delivered to the female population in USC, SC & HNC. Care and follow up was provided for 21 pregnant women. DRC Medical Assistant was regularly monitoring pregnant women accommodated in the preventive isolation room and measuring temperature twice a day.

Mental Healthcare

A total of **36 consultations and appropriate treatments** were conducted by DRC MHPSS Officer in the field of mental health and psychosocial support. There is an increased concern about COVID–19 and notable tensions connected to increased surveillance and border closure of EU countries. DRC Implementing partner, Médecins du Monde (MdM), continued the provision of MHPSS for the adult male population. Due to COVID–19, MdM adjusted its activities in TRCs in order to find the balance between ensuring security for the PoCs/MdM’s MHPSS team and the continuation of essential mental health services. The outbreak of the epidemic greatly affects the mental health of the population in general, and this is particularly true for the people confined to TRCs, who have extremely limited freedom of movement and little access to healthcare services. MdM **assisted 217 new direct beneficiaries**, and a total of 482 beneficiaries participated in psychosocial empowerment groups, 322 participated in psychoeducational group/session activities, while 143 beneficiaries were provided with individual mental health consultations. In order to find alternative ways to provide much needed services to PoCs in TRCs and to find a substitute for group sessions, MdM created a contingency plan which envisions following new services/content.



1,498
of PHC
Interventions
in March



86
of SHC
beneficiaries
in March

EDUCATION AND LEISURE

Key Gaps:

- Closure of all public schools due to COVID-19.
- Children older than 15 do not have access to high school education since the closure of public schools.
- Discontinuation of various recreational activities due to COVID-19.

Key Achievements:

- Organization and implementation of online education in order to fill the gap of the closure of schools during COVID-19.
- 164 children participated in non-formal education activities in TRCs.
- 101 children were enrolled in preparatory classes and 124 children were reached through catch-up classes in Una-Sana Canton.



Children in TRC Sedra following online lectures with their teacher from Primary School Ostrozac, UNICEF

Online Education for Primary School

After the closure of schools UNICEF with its implementing partner Save the Children and in cooperation with the Ministry of Education, organized online education for primary school age children. Lectures are prepared by teachers from the preparatory classes from local schools and facilitated by the UNICEF/SCI cultural mediators.

Non-formal Education

Non-formal education activities have been reduced but some are still organized in USC in adjusted manner, in smaller groups, outside when weather allows it, while keeping suggested physical distance and exercising personal hygiene measures. In Ušivak all activities related to non-formal education are stopped.

Education for Men

Educational activities were arranged through CWS for single men at TRC Bira mostly highlighted recommendations and measures to prevent the spread of COVID 19. Six educational workshops were organized for learning of English, Bosnian and German language as well as to gain general knowledge.

Creative activities from the beginning of March focused on marking March 8th - International Women's Day. Paper roses made in creative activities were gifted by beneficiaries to women engaged in various organizations at TRC Bira. As part of creative activities, beneficiaries made decorative and usable everyday items from recycled materials and colored mandalas. During March, 14 creative activities were conducted.

Sports activities and social games were safe to implement out of container, respecting recommended spacing with limited number of participants. Eight recreational and four sports activities were conducted. CWS provided in total 259 services to adults.

Other support activities during COVID-19

IPSIA started operating in TRC Borici in March. At the request of IOM's staff, three times per week IPSIA's staff go grocery shopping for the beneficiaries residing in TRC Borici who are unable to leave the camp because of the restrictive measures due to the COVID 19 emergency.



Sewing masks in TRC Ušivak, BHWI

Through BHWI, two people can attend classes/trainings at a time, whether it is sewing or writing in Latin script while typing on a keyboard. For the duration of the activity, all participants wear protective gloves and masks and the work surfaces are regularly disinfected.

HIGHLIGHTS

- 272 instances of non-formal education were provided in March by UNICEF/SCI/WV and UNHCR/BHWI.
- 236 instances of sport and recreational activities were provided in March by UNHCR/BHWI.
- 83 is the average number of children attending formal education in March with UNICEF/SCI support.
- 26 is the average number of children attending formal education in regular classes in March with UNICEF/SCI support.

SAFETY AND SECURITY

Key Gaps:

- Reinforce the community council meetings and further build communication with PoCs as they play a strong role in conflict prevention.
- Focus on preventative measures, such as leisure activities, psychosocial support etc.

Key Achievements:

- Painted bungalows with fire retardant paint in TRC Sedra.
- Lowered number of incidents reported due to disciplinary measures and house rules.

IOM and Security staff are present 24/7 at all TRCs, working to prevent and respond to safety and security risks and incidents. [Inspections and internal investigations of thefts and misconduct](#) of the centres' population are regularly carried out and video-surveillance or other distant monitoring mechanisms are in place in TRC Bira, Borici, and Miral. For each centre, IOM's Security Unit appoints a staff member to serve as Security Assistant. Security Assistants oversee the implementation of the Minimal Operating Security Standards and coordinating all the security procedures.

During the reporting month, in light of the current situation and in order to increase prevention measures to COVID-19, IOM increased the presence of security guards at the sites, to monitor the entries and exits of reception centres and the isolation and quarantine areas, engaging in total an additional 15 security guards (four in Una Sana Canton and 11 in Sarajevo Canton). The security situation in all TRCs was under control, with minor incidents. However, the overall situation is tense among the centres' population in TRC Miral, Bira and Blazuj due to the restriction of movement and the TRCs being overcrowded. In TRC Usivak, a group protested against the TRCs lockdown. One of the individuals set his clothes on fire in front of the laundry, fortunately the fire was put out following prompt reaction of IOM staff. In order to take more safety measures with regards to fire, IOM painted the bungalows in TRC Sedra with fire retardant paint.

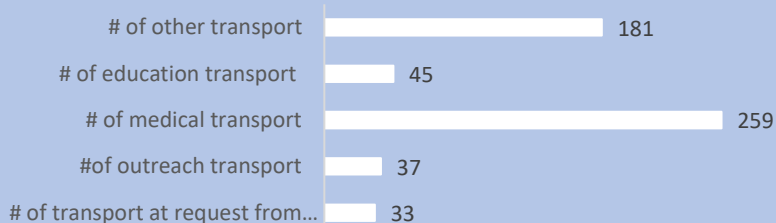
Due to the outbreak of COVID-19, DRC Protection Team, in coordination with DRC Interpreters/Cultural Mediators, conducted consultations with the beneficiaries residing in TRC Usivak and TRC Blazuj about the newly determined and enforced procedures regarding curfew rules, the restriction of movement, prevention measures and referral pathway for medical isolation.



Community Wardens helping Security Assistants, IOM

TRANSPORTATION AND LOGISTICS

In March, 555 [transportations were carried out for 3,438 persons](#). IOM has on-call mobile teams available 24/7 for assistance and transportation of migrants, refugees and asylum-seekers between TRCs, to medical facilities, at the request of the SFA or to other service providers. In addition to [259 transportations to medical facilities](#) and [33 at the request of SFA and Police](#), IOM carried out [181 transportations for all other services](#) and [45 for education](#) and [37 for outreach](#). The reason for a decreased number comparing to the previous month is due to the restriction of movement, considering prevention measures of COVID-19. Most of the transportations that still take place are for medical reasons.



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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



UNHCR 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 Salakovac	AC Delijaš	TRC Ušvak	TRC Blažuj	Imm. Ctr.	House of All	Awaiting asylum in private accommodation	Outreach observed average # of people in SC	Outreach observed average # of people in TC	# of people outside formal accommodation in HNC	TRC Miral	TRC Borići	TRC Sedra	TRC Bira	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 Size	71	51	860	1954	49	73	77	149	131	50	1145	330	293	1596	7	51	1514	3300	8401	8401 - 10187
# of males	36	24	803	1954	44	39	47	-	-	-	1145	191	171	1596	6	50	-	-	6106	
# of females	35	27	57	0	5	34	30	-	-	-	0	139	122	0	1	1	-	-	451	
# single adult men	14	13	666	1904	-	21	24	-	-	-	1085	95	80	1247	4	48	-	-	5201	
# of families	16	14	57	53	-	16	19	-	-	-	0	84	76	56	1	2	-	-	394	
# of children in families	41	23	57	46	-	36	34	-	-	-	0	131	114	78	2	0	-	-	325	
# of UASCs	0	0	95	12	-	0	0	-	-	-	60	16	21	271	0	0	-	-	475	
# of asylum seekers	33	12	72	0	14	22	66	-	13	-	0	15	23	9	2	18	-	-	286	
# of persons awaiting asylum registration	38	36	359	1	1	40	11	-	71	-	18	9	96	23	2	33	-	-	667	
WHO DOES WHAT AND WHERE (3W)																				
Shelter	MHRR / MoS/ AS/ UNHCR	MoS/ AS/ UNHCR	SFA, IOM	SFA, IOM	MoS, SFA	HoA	Puž	-	-	-	SFA, IOM	SFA, IOM	IOM	SFA, IOM	ŽsU/ UNHCR	-	-	-	-	-
Centre Management	MHRR / MoS/ AS	MoS/ AS	SFA, IOM	SFA, IOM	MoS, SFA	HoA	-	-	-	-	SFA, IOM	SFA, IOM	SFA, IOM	SFA, IOM	ZsU	-	-	-	-	-
Protection	UNHCR/ BHWI/ VP, UNICE F/ WW, CSW	MoS/ AS, UNHCR/ BHWI/ VP, CSW	UNHCR/ VP, DRC, UNICE F/ WW, MdM IOM, UNFP A	UNHCR/ VP, DRC, UNICE F/ WW, MdM IOM, UNFP A, Save the Children	UNHCR/ BHWI/ VP, CSW	HoA, BHWI/ VP/ UNHCR, UNICE F	UNHCR/ VP/ BHWI	UNHCR/ BHWI, DRC	-	-	UNHCR/ DRC/ VP, UNICE F/ STC, IOM, CSW, UNFP A	UNHCR/ DRC/ VP, UNICE F/ STC, IOM, CSW, UNFP A/ MdM	UNHCR/ DRC/ VP, UNICE F/ STC, IOM, CSW, UNFP A/ MdM	UNHCR/ DRC/ VP, UNICE F/ STC, IOM, CSW, UNFP A/ MdM	ŽsU, DRC/ VP/ UNHCR	UNHCR/ VP/ BHWI	DRC, UNICE F/ SCI	-	-	-
Health	MoS/ AS, UNHCR, DZ, CH, DRC, UNICE F	MoS/ AS/ UNHCR, DZ, CH, DRC	UNICE F, DRC, DZ, CH, UNFP A	DRC, RC, DZ, CH	SFA, DZ	HoA, DRC	-	DRC	-	-	DRC, DZ, CH, JRS	DRC, JRS, UNICE F, DZ, CH	DRC, JRS, UNICE F, DZ, CH	DRC, JRS, UNICE F, DZ, CH	DRC, DZ, CH	-	-	DRC, RC	-	-
Non-food items	IOM, RC, UNHCR/ BHWI, UNICE F, WW	MOS/ AS/ UNHCR/ BHWI, Caritas	IOM, Pomozi.ba UNHCR/ BHWI, UNICE F/ WW, UNFP A	IOM, Pomozi.ba UNICE F/ WW, RC	MoS/ SFA	HoA	-	DRC	-	-	CoBRC, IOM	CoBRC, IOM, UNFP A, UNICE F/ STC/ Fenix	IOM, UNFP A, UNICE F/ STC/ Fenix	CoBRC, IOM, UNICE F/ STC/ CSW, UNFP A	ŽsU	-	-	DRC, RC	-	-
WASH	MHRR MOS, UNHCR/ BHWI, UNICE F, WW	MoS/ AS/ UNHCR	IOM	IOM	MoS/ SFA	HoA	Caritas	Pomozi.ba	-	-	IOM	IOM	IOM	IOM	ŽsU	-	-	-	-	-
Security/Safety	MHRR / UNHCR	MoS/ AS/ UNHCR	MoS/ SFA	MoS/ SFA	MoS/ SFA	HoA	-	N/A	-	-	MoS/ SFA	MoS/ SFA	MoS/ SFA	MoS/ SFA	ŽsU	-	-	-	-	-
Transport/ Logistics	MHRR UNHCR/ BHWI, IOM	MoS/ AS/ UNHCR/ BHWI, IOM	IOM	IOM	IOM	-	-	-	-	-	IOM	IOM	IOM	IOM	ŽsU, IOM	-	-	-	-	-

Administrative/ Legal	MHRR / MoS/S FA/ AS, UNHCR/VP	MoS/ AS/ UNHCR/VP	MoS/ SFA, IOM, UNHCR/VP	MoS/ SFA, IOM, UNHCR/VP	MoS/S FA, UNHCR/VP	VP/ UNHCR	VP	-			MoS/ SFA/ AS, IOM, UNHCR/VP	MoS/ SFA, IOM, UNHCR/VP	MoS/ SFA/ AS, IOM, UNHCR/VP	MoS/ SFA/ AS, IOM, UNHCR/VP	ŽsU, VP	VP				
Education	UNHCR/ BHWI, UNICEF/ WV	MoS/ AS/ UNHCR/ BHWI	UNICEF, WV	N/A	-	UNICEF/ WV/ SoS, BHWI/ UNHCR, HoA	-	-			-	UNICEF/ PA/ STC/ MoE, IOM	UNICEF/ PA/ STC/ MoE, IOM, IPSIA	UNICEF/ PA/ STC/ MoE, IOM, CWS, IPSIA	UNICEF/ PA/ STC/ MoE, IOM	-				
Food and nutrition	RC, IOM, UNICEF/ WV, UNHCR/ BHWI, Caritas	MoS/S A/ UNHCR, Caritas	Pomoziba, IOM UNICEF/ WV	Pomoziba, IOM	MoS/S FA	HoA	-	Caritas, DRC			IOM/ CRC	IOM/ CoBRC - UNICEF/ Fenix/ STC	IOM/ C RC, UNICEF/ Fenix/ STC	IOM/ CoBRC UNICEF/ STC	ŽsU	-		DRC, RC		

Acronyms: AS, Asylum Sector / BHWI, Bosnia and Herzegovina Women's Initiative / CH, Cantonal Hospital / CoBRC, City of Bihac Red Cross / CRC, Cantonal Red Cross / CRS, Catholic Relief Services / CSW, Centre for Social Welfare (Municipal) / CT, The Czech Team / CWS, Church World Service / DZ, Public Health Centre (Municipal) / DRC, Danish Refugee Council / HoA, House of All / ICRC, International Committee of the Red Cross / IPSIA, Instituto Pace Sviluppo Innovazione Acli / Emmaus, International Forum of Solidarity-Emmaus / IOM, International Organization for Migration / JRS, Jesuit Refugee Services / MHRR, Ministry of Human Rights and Refugees / MoE, Ministry of Education / MoS, Ministry of Security / MdM, Médecins du Monde / PA, Pedagogic Academy / RC, Red Cross / RCSBiH, Red Cross Society of Bosnia and Herzegovina / SFA, Service for Foreigners' Affairs / SoS, SoS Children's Villages / UNFPA, United Nations Population Fund / UNHCR, United Nations High Commissioner for Refugees / UNICEF, United Nations Children's Fund / VP, Vaša Prava BiH / WHO, World Health Organization / WV, World Vision / ŽsU, Žene sa Une.