

# MONTHLY SITUATION REPORT - JULY 2020



Eid al Adha celebration TRC Miral, IOM



Boys and Young Men Centre in TRC Usivak, UNFPA



2,194  
New arrivals in July  
(source: MoS BiH)



5,830  
Persons in formal accommodation  
(at the end of the month, source MoS, MHRR, IOM, UNHCR)



2,900 - 3,500  
Persons outside  
(at the end of the month, source DRC, local authorities)

### Arrivals

During July 2020, BiH authorities registered the arrival of 2,194 migrants and asylum-seekers to the country, bringing the total for 2020 to almost 9,000 (of which there are approximately 200 unaccompanied and separated children (UASC)). This arrival trend represents a return to the pre-COVID-19 monthly averages. The majority of people arriving in July declared to be from Bangladesh (42%), Afghanistan (21%) and Pakistan (18% respectively).

### Presence in BiH at the End of the Month

Overall, it is estimated that between 8,700 and 9,300 migrants and asylum-seekers are in the country at the end of July 2020. Some 5,800 migrants and asylum-seekers are sheltered in reception centres (some 2,700 in Sarajevo Canton (SC) and close to 3,100 in Una-Sana Canton (USC)) while between 2,900 and 3,500 are estimated to be in squats, are on the move or in border areas, mostly in USC. Among those people in reception facilities, some 70% are single adult males, 19% are families with children and about 9% are UASC.

### Key Gaps and Challenges

#### Accommodation

Many migrants and asylum-seekers are not able to be accommodated in TRCs/ETC due to: high numbers of arrivals from Serbia and to USC in particular; continued failed onward movement attempts towards the EU; and lack of capacity within TRCs/ETC. Previously, movement restrictions have been imposed on TRC Miral in Velika Kladuša, whereby no new entry is allowed, in an attempt to reduce the number of residents in the centre. Movement restrictions have also already been imposed on TRC Bira. Throughout July, on average 300 persons could not be accommodated in ETC Lipa due to full capacity. Due to the close proximity to the border, TRC Miral is under great pressure due to failed onward movement attempts, with an average of 200 persons weekly, including families with children, who were unable to be accommodated. In the family TRC Borici, most new arrivals were successfully accommodated, but due to high turnover and unavailability of medical staff after 3:00pm, many had to spend the night outside prior to admission. In Sarajevo, TRC Blazuj also experienced pressure due to high turnover of single adult males.

All of the above-mentioned reasons contribute to many migrants and asylum-seekers not being properly accommodated, including vulnerable families and UASC, who remain at checkpoint Velecevo, squats or in front of TRCs/ETC, often in dire conditions. In USC, the number of people in squats and on the move is often equivalent to the number of people accommodated in reception centres. For example, on average 200 persons including families with children are in front of the gate weekly at TRC Miral. Additionally, the number of beneficiaries arriving to Velecevo has been on the rise throughout the month; a total of 1,599 migrants and asylum-seekers disembarked there in July.

## POPULATION OVERVIEW ACCOMMODATED AND ASSISTED AT THE END OF JULY 2020

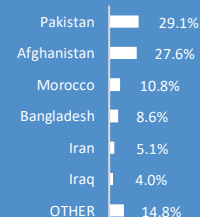
70%  
Single adult males

19%  
Families with children

7%  
Women and girls

9%  
Unaccompanied and Separated Children (UASC)

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



## UASC

Well over 200 UASC in TRC Ušivak have put major pressure on available guardianship resources. [UNHCR/BHWI social workers are guardians for 60 UASC](#), while many more await guardianship from local, severely under-capacitated Centres for Social Welfare (CSW). UNICEF reports that a [vast majority of identified UASC do not have AISA or any other documents](#) which is a protection concern on its own, since these children tend to be invisible and are more difficult to be identified and referred to services.

### *Registration*

There is a rising trend of first-time registered persons in USC, which shows the urgent need to reinforce SFA's capacities, particularly in Tuzla to restart registration, and to timely register migrants and asylum-seekers upon entry to BiH to ensure timely registration, documentation and identification of protection needs. [A lack of registration of asylum claims and delays in renewal procedures of asylum-seekers' cards continue to be a protection challenge in USC](#). The MoS/Sector for Asylum has not registered cases in USC since October 2019.

### *Mental Health/Psychosocial Support*

UASC coming to Centres for Boys and Young Men are burdened with their experiences of trying to cross the border. Most of them describe taking dangerous and unsafe routes and ways while travelling and expressing frustration and fears regarding their future.

### Key Achievements

UNHCR continued engaging the Ministry of Security's Sector for Asylum and service of Foreign Affairs to [enhance the registration of asylum applicants upon entry in BiH and prioritise asylum claims](#), and thereby address issues related to access to asylum and the existing backlog of pending cases. The Sector for Asylum agreed to work with UNHCR on the set-up of SOPs for this purpose, including clear prioritization criteria. Also, the UNHCR Representative met with the authorities of Tuzla to discuss UNHCR's presence for support at one of the main registration entry point.

DRC started a new project in July, "Health needs of migrants and general population in relation to COVID-19 outbreak", which aims to alleviate gaps and provide immediate solutions to the most urgent needs of health care institutions in Bosnia and Hercegovina in their effective response to the COVID-19 outbreak, prevention and risk mitigation.

The food focal point from TRC Miral, in coordination with DRC, [developed a 10-day menu for persons with special diet needs due to diabetes](#).

Appropriate meals and prayer facilities were ensured by IOM during Eid Al Adha in all TRCs/ETC.

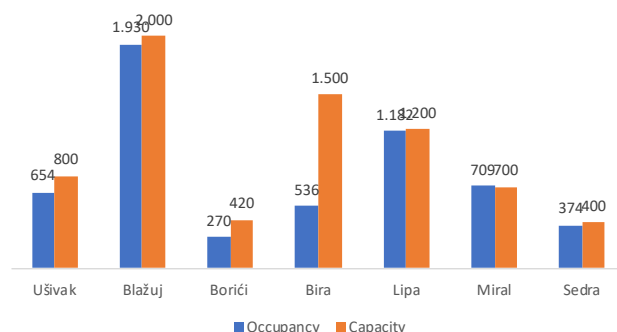
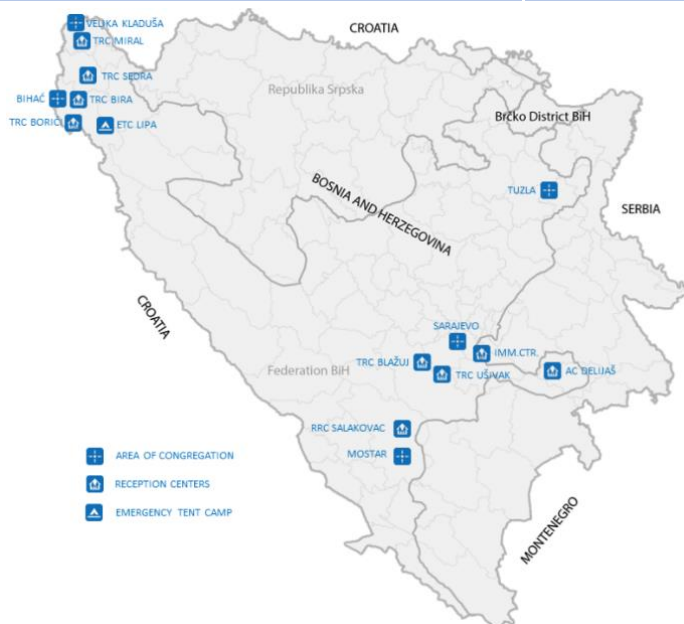
# CENTER COORDINATION AND CENTER MANAGEMENT (CCCM)

## Key Gaps:

- TRCs Blažuj and Miral and ETC Lipa are experiencing challenges due to a high turnover of migrants and asylum-seekers.
- Installation of fence around TRC Usivak.
- Poor internet connection in ETC Lipa.

## Key Achievements:

- In order to build community cohesion, various activities were organized for PoCs such as cooking and sports competitions while respecting COVID-19 preventative measure guidelines.



## Overview of the Reception Centres

- TRC Ušivak (opened in October 2018), in Hadžići Municipality, is currently a mixed profile centre planned for accommodation of vulnerable categories.
- TRC Blažuj (opened in December 2019), in Ilidža Municipality, is predominantly for single men.
- TRC Borići (opened in January 2019), in the City of Bihać, exclusively hosts families with children, UASC, and other vulnerable groups.
- TRC Bira (opened in October 2018), in the City of Bihać, predominantly accommodates single men, male-headed households with children, and UASC.
- ETC Lipa (opened April 2020), in the City of Bihać, exclusively hosts single men.
- TRC Miral (opened in October 2018), in Velika Kladuša, predominantly accommodates single men and UASC.
- 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.
- Refugee Reception Centre Salakovac (RRC) (in operation since 2000) near Mostar, provides accommodation to asylum-seekers and refugees.
- Asylum Centre Delijaš (AC) (in operation since 2014), in Trnovo Municipality, exclusively accommodates individuals who have sought asylum in BiH.

CCCM meetings are regularly organized with all partner agencies present at TRCs. In July, the main discussions in ETC Lipa included 1. Increasing awareness among partners on hygiene and danger of electrical installations; 2. UNHCR to organize a presentation to introduce Coursera educational website to migrants and asylum-seekers; 3. Save the Children International (SCI) to arrange with CSW to have a legal guardian stationed at the ETC daily. In TRC Sedra, DRC and Mother and Baby Corner (MBC) will organize a workshop for mothers on hygiene for babies. One of the action points for TRC Borići is to establish a child safeguarding group. It has already been successfully set up in TRC Sedra with the aim of following child related cases.

## Site improvements

### Sarajevo Canton and Herzegovina-Neretva Canton

TRC Blažuj, hosting the largest population, is facing several challenges as 200 persons are being received on a daily basis. During July, 200 additional beds were set up in order to increase the capacity. IOM in cooperation with World Vision continued working on a joint project which will include the provision of a barber shop, a social bar and an outdoor kitchen for migrants and asylum-seekers. Minor works and improvements during July included placing air conditioning at the laundry facilities; completing the fence around the ambulance container, repairing two cisterns and the roof above the DRC container.

In TRC Usivak, the connection of CCTV started and during the reporting period, the digging of the canals for CCTV was completed. Concrete blocks and fireplaces were set up for the outdoor kitchen in several spots, but works are yet to be finalized. IOM maintenance mounted improvised shelves for NFI storage out of old metal beds. A high voltage transformer was installed at the prefabricated building which is currently running on generators. The family area was opened with a big TV screen for families to spend their leisure time. One of the remaining gaps is the installation of the fence around the TRC.

### Una-Sana Canton

In TRC Bira, IOM staff repainted the following during July: walls in the dining room, the barber shop, the main front door and the door at the central warehouse, pillars and the protective metal sheet. Works and site improvements included minor repairs of the lighting

in the TRC; doors, window knobs and sockets. Entrance to the dining room was redecorated, and boiling pot heater was replaced and is now functional. At the request of migrants, IOM set up benches in the single men zone next to the info-desk for those waiting in line to sit. The south side was cleaned with the assistance of migrants and asylum-seekers. The fence surrounding [TRC Borici](#) was repaired several times throughout the month, LED lights replaced in the hall and the toilet in second floor, the walls in the office and the second floor were painted, electricity sockets were installed in the CCCM containers, the benches in the backyard were repaired, and walls at the plateau painted. Also, wooden construction was built outside for gardening purposes.

In [ETC Lipa](#), IOM is putting a lot of effort into improving infrastructure and implementing various activities for migrants and asylum-seekers. Thereby, CCCM is looking into possibilities to install solar panels on or near the closing by the church (IOM engineers would determine the most favourable location for the placement of panels). Solar panels would supply electricity to several outdoor light reflectors around the church and motion sensors. This would greatly facilitate the monitoring of the building itself. During July, frequent strong winds were causing the fabric of the tents to tear and parts were becoming loose. This issue required constant maintenance, therefore, IOM's contractor in charge of repairs of tent canvases continued working throughout the month. The fence which is cut by migrants and asylum-seekers during unauthorized entries was repaired on a daily basis and also regularly replaced. Challenges remain with weak WiFi connection and cooking food in two different kitchens. Among other things, IOM maintenance built a stage for the karaoke party which took place in July and delivered furniture for offices including the info-desk and the conference room.

Telinea company which was working on the internet connection in [TRC Miral](#) installed a new receiver. However, they caused a malfunction in the existing BH telecom internet line provided at the main office. Subsequently, the internet provider company was changed to Netfix doo which installed a network of optic cables in the TRC in order to establish a more stable internet connection. In July, the indoor kitchen for migrants and asylum-seekers was repainted. The electrical installations were fixed, thus the industrial machine for washing dishes was operational again. Other repairs included the fence at various areas on the site, beds, light reflectors, drainage system in the Red Cross kitchen and water boiler, windows, and door locks and handles.

The broken fence on the backside of [TRC Sedra](#) was repaired several times, however, as migrants and asylum-seekers are making holes in the fence daily to go to the market etc. it represents a security issue, especially for children, as the river is close by.

### [Accountability to Affected Populations](#)

#### [Communication with communities, participation and transparency](#)

IOM encourages the centres' population to play an active role in decision-making processes and activities that affect them. [TRCs have Community Representative Councils](#) and regular meetings are organized by IOM with partner agencies, including DRC. The Community Representative Councils serve as a platform for discussion of TRC issues, conflict prevention and resolution, dialogues between different migrant and asylum-seeking groups and between the centre population and centre management.



Friday prayer in ETC Lipa, IOM

In July, meetings were held daily in ETC Lipa, due to a high turnover of the population in the centre. In one of the meetings, [individuals requested to have regular congregational \(Jumm'ah\) prayer on Fridays](#). One of the migrants is an Imam and after the prayer, he spoke about the importance of hygiene. Individuals participated in the conversion of the dining tent for prayer, brought carpets, and removed them after the prayer. In TRC Miral, main discussions included the organization of more sports activities, the celebration of Eid al Adha and prohibition on the use of alcohol and drugs, as well as increasing hygiene levels in the housing containers.

In TRC Bira, which hosts a significant number of single men and UASC boys, IOM and SCI regularly organize the [Boys Parliament](#), specifically to ensure that their views and needs are being accounted for. In July, the main discussions were: air conditioning/fans in containers; dissatisfaction with the slow response on their health problems and the fact that their health issues are not taken seriously enough by partners; lastly, they would like to have better access to education.

IOM is also running [info-desks](#) in all TRCs as reference points where the centres' population can access information about available assistance and protection services within and outside the TRCs and ask general questions. This is also a platform used by IOM and other partner agencies to communicate and share information and updates. IOM is screening a video with the centres' house rules, service schedules and similar relevant information on the public TV displays in TRCs.

#### [Feedback and complaint mechanisms](#)

The centres' 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. Feedback and complaint committee meetings are regularly organized in all TRCs/ETC. UNHCR/DRC Community Based team supported CCCM in organizing Complaint Committees, comprised of organizations' representatives in the preparation of tools and documents and drafting of Complaint Committee Minutes. In July, one of the Complaint Committee meetings that took place in ETC Lipa resulted in the following action points: to organize additional activities in the ETC; to increase security during the night to ensure there is no loud music playing etc.; to install security cameras inside the tents to prevent thefts; and to address complaints about the rice being prepared.

## PROTECTION

### Key Gaps:

- Unavailability of safe and dignified accommodation especially for vulnerable groups.
- Lack of capacity to provide legal guardianship for increased numbers of UASC in BiH.
- Increased need of registration and identification of needs of new arrivals.

### Key Achievements:

- SFA is once again present in TRC Miral issuing AISA, after almost three months of not being at the site.
- Through UNICEF support, CSW deployed six new legal guardians in USC, ensuring the expansion of capacity to provide protection to unaccompanied children.
- USC Outreach Working Group developed vulnerability criteria for prioritization of referral of UASCs to accommodation.
- UNHCR successfully advocated for post-COVID-19 resumption of access of its legal partner Vasa Prava BiH to Asylum Centre Delijas. In addition, UNHCR managed to obtain the agreement of the Sector for Asylum to initiate the development of criteria and Standard Operating Procedures for prioritisation of individuals who are seeking asylum.

### Asylum and Registration

UNHCR and the BiH Ministry of Refugees and Human Rights agreed on an [Action Plan for the integration of three recognized refugee families](#) who are long-term residents of the Refugee Reception Centre (RRC) Salakovac. The plan foresees temporary housing support outside of the centre for a period of six months with clearly identified exit strategy towards their self-sustainability.

From 62,226 detected arrivals between 1 January 2018 and 31 July 2020, 58,282 (94%) formally expressed intention to seek asylum with the Service for Foreigner's Affairs. Of these, 2,530 (less than 5%) formally lodged an asylum claim with the Sector for Asylum (SA).

During July, the Service for Foreigners' Affairs registered 2,150 attestations of intention to seek asylum (AISA), this is a 50% decrease compared to July 2019, however a 30% increase compared to the previous month, June 2020. The Sector for Asylum (MoS) registered 10 first instance asylum claims during the month. From 1 January to 31 July 2020, a total of 173 first instance asylum claims were registered by MoS. Overall, this is a 48% decrease compared to the same period in 2019. The following are the top six countries of origin of applicants of first instance asylum applications in BiH in 2020: Iraq (38%), Afghanistan (14%), Turkey (13%), Pakistan (7%) and Iran and Morocco (6%). Together, asylum-seekers originating from those six countries account for 84% of all asylum applications made in 2020 thus far.

A total of 407 asylum-seekers are awaiting RSD interviews or a decision on their claim. UNHCR is aware of an additional 360 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: limited capacity of SA 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; lack of interpretation; restrictions on freedom of movement in BiH; suspension of asylum-seeker's asylum claims if an asylum-seeker changes their address without notifying the authorities within 3 days; and finally, 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.

### Child Protection

#### *Key achievements*

The operating of a designated zone for UASC continued in TRCs Bira and Miral by SCI with UNICEF support, 24/7 child protection support to both UASC and children within families in TRCs Borici, Bira and Sedra by SCI with UNICEF support, and in TRC Ušivak by World Vision with UNICEF support.

A total of 1,036 children on the move (143 girls, 893 boys, including 704 UASC) benefited from on-site 24/7 protection support (case management, MHPSS, legal aid) as well as non-formal and recreational activities, including through CFS RRC Salakovac and TRCs Borici, Sedra and Bira during the month of July. A total of 429 children benefited from CFS activities.

Through UNICEF support for child protection activities, CSW Ključ identified 35 UASC at the checkpoint Velecevo ensuring BIA referral to relevant services and psychosocial support. [Out of these UASC only four were accommodated in TRCs, due to lack of accommodation capacity.](#)

### GENERAL HIGHLIGHTS

**1,157**

Migrants and asylum-seekers identified by DRC Protection Monitoring Teams in six TRCs, ETC Lipa and RRC Salakovac, and referred them (2137 referrals conducted) to various services in TRCs

**2,090**

Migrants and asylum-seekers in need were assisted by DRC Protection Outreach Teams through protection referrals countrywide.

**2,072**

Migrants and asylum-seekers reported push-back incidents and the most vulnerable cases were referred to medical assistance and accommodation/registration through DRC Protection Teams.

### ASYLUM HIGHLIGHTS

**10**

New asylum claim registrations  
173 in total in 2020

**12**

Subsidiary Protection granted in July,  
15 in total granted in 2020

**0**

Recognized refugee statuses granted in 2020

**4**

Rejected claims in July,

A total of 81 guardianships were assigned to unaccompanied children by CSW, directly and in partnership with SCI, through UNICEF support in USC and SC. The newly deployed legal guardians attended a three-day training on “Assistance to unaccompanied minors and youth.”

During the month of July, UNFPA successfully implemented various activities in three Centres for Boys and Young Men. These centres serve as safe spaces for adolescents and facilitate the identification of vulnerable cases, follow up and referral for further assistance and service provision. UNFPA identified one GBV case of an unaccompanied child which was followed up on and referred to relevant institutions.

Through UNHCR/BHWI, psychosocial assistance was provided in cooperation with various agencies to 193 UASC in TRC Ušivak, of which 75 are under the care of UNHCR/BHWI guardians. The daily fluctuation of UASC in the TRC complicates gathering of relevant documentation in order to initiate the determination procedure of guardians.

*Trends and gaps identified*

Due to the fact that access to TRC Bira is still being blocked by the police, the capacity to accommodate UASCs in USC does not meet the actual number of UASCs present in the Canton. Therefore, UASC are often left without an opportunity to access accommodation and services, staying outdoors, in squats or informal accommodation, exposed to safety, protection and health risks, and unable to access the asylum procedure.

Accommodation capacities in TRC Sedra and TRC Borici were mostly exhausted during the month, but there were available capacities occasionally, especially in TRC Sedra, due to a higher turnover of UASC who pursue onward movement, which reduced the number of UASC who could not be referred to accommodation.

UNICEF Child Protection in Emergency Monitoring team conducted monitoring activities in TRCs in USC. CPIE Monitoring team reported that individual cases of UASC arriving to USC from Sarajevo or Tuzla Cantons (who were registered in TRCs in SC and had appointed legal guardians) are currently not being followed up on or only on an ad hoc basis. Data sharing protocols and referral mechanism should be established to ensure continuity of services and support for children on the move.

*Key recommendations*

There is an urgent need to address the issue of UASC sleeping rough and the lack of accommodation capacities and protection risks children face without appropriate protection and available services. In order to provide protection to the unaccompanied children on the move, additional reception capacities are needed in USC, as well as other formal alternative care options such as family-based care. It is necessary to address the lack of systemic solutions in the process of assessing family compositions of potentially fake male headed households, often seen as a cover for human trafficking or smuggling. Additionally, a lack of procedures in cases where children are left without protection and guardianship by their parents/caregiver for various reasons within TRCs requires short-term and long-term solutions in accordance with the individual needs and the best interest of the child.

Gender Based Violence

UNFPA has continued to develop Guidelines for the prevention of and protection from GBV in emergency and crises in Sarajevo Canton. In July, a Working Group related to the Guidelines was held, while in the meantime, representatives of institutions at the local level, IOM and UNFPA, supplemented the content of the guidelines.

UNFPA identified 27 new GBV cases, out of which one GBV survivor is an unaccompanied child and 54 GBV cases have been followed up by UNFPA Psychotherapists in the reporting period. Most GBV cases are related to psychological abuse, physical abuse and forced marriage and they are supported by individual or group psychological and empowerment sessions and by regular visits provided by UNFPA.

Through Women and Girls Centers in both Sarajevo and Una Sana Canton, GBV survivors and other vulnerable women and girls are supported and empowered by occupational and social activities and life-skills education, including language classes where in total 790 participations were recorded in the month of July. Women and girls are expressing the importance of having the Women and Girls Center where they can feel relaxed and in a safe environment share their experiences. Since the UNFPA container was reassigned for isolation premises



UNICEF and CSW legal guardian training, UNICEF

34 in total in 2020

35

Terminated procedures – suspensions in July  
414 in total terminated in 2020

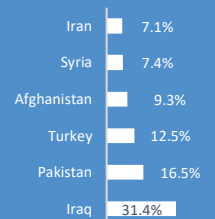
2,150

New Intentions to Seek Asylum  
8,690 in total in 2020

95%

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

Top 6 Countries of Origin among asylum-seekers at the end of July



407

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

360

Persons awaiting registration of their asylum claim by MoS with assistance of UNHCR/Vaša prava BiH at the end of July

1,290

Legal counselling sessions provided by UNHCR/Vaša Prava BiH in July

CHILD PROTECTION HIGHLIGHTS

435

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

24%

of UASC are boys, 15 years of age or younger

612

in TRC Borici, only group sessions and monitoring visits to the vulnerable cases were possible in the reporting week, unfortunately this means that the current work conditions do not allow a minimum of standards for provision of individual psychosocial support.

UNHCR/BHWI identified five newly identified SGBV cases and three reported SGBV incidents (involving CSW, Office for Foreigner and management of the reception centres). UNHCR/BHWI conducted three reactive SGBV counselling and 17 preventive individual counselling as well as [five SGBV workshops aimed at raising awareness on potential risks and dangers that might occur during migration, ways of protection and self-protection](#).

DRC GBV Case Manager followed up on 25 individual cases of GBV. Two additional GBV incidents were documented in the centers, however they refused any follow up and services or departed from the center immediately after the incident. DRC and Zene sa Une, in partnership with UNHCR, continued providing safe accommodation for GBV survivors in USC and other extremely vulnerable cases identified by partner organisations. The Safe House run by Zene sa Une is the only currently available shelter for GBV survivors across country. During the month, a total of [15 persons were supported with the accommodation in the safe house](#).

### [Psychosocial 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 migrants and asylum-seekers 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.

UNHCR/BHWI provided 919 psychosocial counselling and interventions to a total of 906 beneficiaries from vulnerable categories (families, single women, UASC, SGBV victims, etc.) in three reception centres, Immigration Centre Lukavica, private accommodation and Tuzla border area (outreach team) in July.

UNFPA supported vulnerable women through provision of psychological and psychosocial services with a focus on support to identified GBV survivors and women and girls exposed to other risks. In the month of July, an increased need of psychological interventions were recorded due to distress women expressed related to difficult border crossings. A total number of 382 women participations were recorded through the provision of psychological and psychosocial services.

### [Durable solutions](#)

#### [Assisted Voluntary Return and Reintegration \(AVRR\)](#)

IOM's AVRR outreach team was present in all TRCs even during the prevention measures, promoting migrants' rights and informed decision making by providing migrant families and individuals interested in voluntarily returning to their country of origin with information and counselling relevant to their decision. Awareness raising efforts and information dissemination increased and AVRR is sharing information related to COVID-19, in accordance with WHO developed guidelines. Information also includes data on mobility restrictions and can be accessed on a web page developed for [AVRR information campaign](#). In coordination with IOM, DRC Protection Monitoring Officers assisted in organizing medical examinations for PoCs who expressed an intention to voluntarily return to their country of origin. Last month, 6,126 migrants were reached by IOM AVRR outreach staff in BiH (3,401 outside centres and 2,725 in centres).

## [PSYCHOSOCIAL SUPPORT HIGHLIGHTS](#)

**693**

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

**137**

MHPSS consultations in TRCs provided by DRC in July

## NON-FOOD ITEMS (NFIs)

### Key Gaps:

- None reported.

### Key Achievements:

- None reported.

IOM provides NFIs for newly arriving migrants, refugees and asylum seekers in all TRCs/ETC. 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: 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. Also, all new arrivals who are in the pre-registration waiting to be screened are provided with hygiene packages (including soap, shampoo, shower gel, toilet paper, tissues) as well as clothes if needed.

During the reporting month, a total of 104,526 individual items were distributed to 6,134 persons. In addition to these, donations in NFIs during the reporting month included that of the Red Cross and Croatian Baptist Aid which included 121 hygienic items and new clothing for women.

Through the Centre for Women and Girls and Boys and Young Men Centre, UNFPA continues to distribute modern contraceptives and hygienic products regularly and as per identified needs. In July, UNFPA distributed 41 specially tailored dignity kits. UNFPA held focus group discussions with women and girls in order to identify the needs and to plan what will be procured and disseminated in the following months.

BHWI distributed 57 food and hygiene packages to 57 beneficiaries. Additionally, the following items were distributed: 65 hygiene packages, 130 pieces of clothing, footwear and underwear, as well as sport items.

DRC Outreach Protection Teams provided energy saving food supplies and emergency non-food items for the most vulnerable PoCs (including families, UASC and single adult males) identified in the pushback areas or disembarkation points in USC, as well as PoCs accommodated in inadequate accommodation outside of TRCs throughout BiH. In total, 10,776 assistances through the distribution of emergency food and non-food items were provided.



Distribution of NFIs, IOM



Distribution of humanitarian packages to 57 of the most vulnerable persons from recognized refugee populations, persons under subsidiary protection, and asylum seekers, UNHCR/BHWI

## HIGHLIGHTS

- IPSIA provided clothes and shoes for UASC and male families in TRC Bira, approximately 110 backpacks and T-shirts were distributed to unaccompanied minors and families.



## WATER SANITATION AND HYGIENE (WASH)

### Key Gaps:

- Lack of water and sewage system remain main challenges facing ETC Lipa.

### Key Achievements:

- DRC donated an industrial washing machine, dryer and two sinks for the laundry room in ETC Lipa, which is soon to be functional.

### Site Development Highlights

In order to maintain WASH services according to the minimum SPHERE standards, IOM dedicates significant efforts to maintenance and repair, particularly of WASH containers and infrastructure, as damages occur frequently in all TRCs. Regular repairs and replacements include sink faucets, toilet tanks and pipes, shower faucets, flushers, water taps. Six TRCs have functional laundry systems for the washing of TRC bedding/sheets and the center population's personal belongings, while works on the laundry system in ETC Lipa are ongoing.

TRC Borići has 21 toilets and 16 showers inside the building and 19 toilets and 28 showers outside the building (in sanitary containers), with facilities separated by sex. Hot water and drinking water are available in the centre. Six washing machines and six dryers are installed and operational.



Laundry room in TRC Usivak, IOM

TRC Bira has 156 toilets and 77 showers. Facilities are separated by sex and drinking water is available in the centre. Caritas is also involved in the provision of laundry services in TRC Bira.

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.

In ETC Lipa, there are 57 toilets, 36 showers and 24 concrete sinks, for personal hygiene and access to drinking water. In July, IOM received four additional sanitary containers, totalling 20 sanitary containers, for which the drainpipes were connected, and lighting was installed. However, due to the continuous issue of lack of water supply and sewage system, the sanitary containers cannot be connected, therefore the toilets are not operational. Lack of water remains the main challenge ETC Lipa is facing. Furthermore, while the works on the laundry system in ETC Lipa were ongoing, DRC donated an industrial washing machine, dryer, two sinks, two wheel barrels, four tables and four shelves for the laundry room. ETC continues to receive water tanks of 7,000 litres of water on a daily basis. IOM stocked plastic water bottles in case the ETC is left without water. IOM staff posted flyers to advise migrants on the rational consumption of water.

TRC Sedra has 49 toilets and 62 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. Two sanitary containers previously donated by the Baptist Church were connected to the water and sewage system in July. IOM maintenance installed an access platform for wheelchairs at the sanitary toilet for persons with disabilities. Furthermore, DRC donated an additional industrial washing machine and a dryer.

TRC Blažuj has 50 toilets and 50 showers. Hot water and drinking water are available.



**4,258**  
persons assisted with laundry



**165** toilets available in TRCs/ETC



**176** showers available in TRCs/ETC

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.

## FOOD SECURITY AND NUTRITION

### Key Gaps:

- Migrants and asylum-seekers requested snacks to be introduced in between meals in TRC Bira.

### Key Achievements:

- Increased food satisfaction among persons of concern and established a 10-day menu for persons with diabetes in TRC Miral.

### Meal distributions in centres

IOM and partners (Red Cross in USC/RRC 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.** IOM and partners provided a total of 334,966 meals, out of which 200,588 meals were distributed in USC, 131,558 in SC and 2,820 in RRC Salakovac.

### Improvements based on community feedback

In USC, upon request of the centres' population, IOM made open kitchens available and fully equipped so that migrants can prepare their own food if they wish. Throughout July the open kitchens were operational.

In order to increase satisfaction of food among migrants and asylum-seekers, all TRCs/ETC continued to measure satisfaction with meals, by conducting surveys on a daily basis, in terms of quality and quantity offered. Thereby, IOM is continuously making amendments to respond to requests of migrants and asylum-seekers. **Salty and sweet purees which are being made for babies in TRCs Sedra and Borici as regular practice are now introduced in TRC Usivak as well.** TRC Usivak procured additional plastic pots for take away food, for those migrants and asylum-seekers who are not able to come to the dining room, the food is brought to their accommodation. Furthermore, the food focal point from TRC Miral, in coordination with DRC, **developed a 10-day menu for persons with special diet needs due to diabetes.** Moreover, IOM provided additional groceries for cooking to those persons who wanted to prepare Eid meals themselves.

### Persons with special dietary requirements

In all TRCs, IOM provides specialized food to migrants and asylum-seekers in need of specific dietary requirement upon a doctor's recommendation/medical prescription such as gluten-free, diabetes, etc, those who are vegetarians, as well as food without beef to the Hindu population, following their request. In coordination with IOM, DRC Protection teams in TRC Blazuj and TRC Usivak organized and provided special dietary foods for beneficiaries with deteriorated health conditions.

### Infant and Young Child Feeding (IYCF) Counselling

IOM provided babies below 24 months with special complementary food which is prepared by Red Cross in line with UNICEF's guidelines on child feeding. **During July, 764 complementary meals were distributed for 43 babies and 676 portions of baby formula were distributed for 21 babies.** UNICEF in partnership with Fenix and World Vision operated the Mother Baby Corners (MBC) in TRCs in USC as well as RRC Salakovac. MBC provided parents with IYCF counselling and awareness raising on breastfeeding. During the month of July, MBC Staff were providing nutritional support, supportive care, education and counselling on breastfeeding and infant feeding to mothers, pregnant women and children. In the month of July, 104 mothers, 136 children under five and 15 pregnant women benefited from MBC services. More than 2,600 individual services were provided to mothers and children, along with the distribution of more than 6,000 NFIs and more than 2,000 food items.



Migrants cooking food for Eid, IOM



Migrants making bread in ETC Lipa, IOM



**334,966**  
Meals distributed by  
IOM and partners



**Community kitchens**  
operational in all  
Temporary Reception  
Centres



**676**  
portions of baby  
formula distributed for  
21 babies

## Key Gaps:

- Migrants and asylum-seekers remain vulnerable to catching COVID-19 with a significant increase in COVID-19 cases throughout BiH in July.
- Only urgent cases were referred to SHC in BiH due to COVID-19 preventive measures and restrictions.
- For any surgical intervention, migrants and asylum-seekers are obliged to provide COVID-19 test results, which forces them to wait longer for needed interventions.

## Key Achievements:

- UNFPA organized awareness raising sessions with boys and young men, to spread information related to prevention of COVID-19 pandemic and highlight the importance of self-protection, and maintaining personal hygiene.
- UNFPA signed an agreement with the Institute for Women's Health and Matrices of Sarajevo Canton and the Bihac Health Centre in order to provide the necessary services in the field of sexual and reproductive health.
- All violent pushback cases reported to or observed by DRC and PHC medical teams were provided with first aid and other health care services, based on their needs and conditions. Those in need of further medical follow up were referred to IOM for accommodation.

### COVID-19 activities and measures undertaken

In July, 7,550 screenings for COVID-19 symptoms in TRC/RRC/ETCs were performed. Preventive isolation was abolished on 29 May. At the end of the month, there were five cases of PoCs exhibiting symptoms, one in TRC Miral, three in TRC Borici and one in TRC Usivak. **A total of 21 migrants and asylum-seekers were tested for COVID-19 during July, all tests were confirmed to be negative.**

Mandatory entry screening for service providers is implemented on a daily basis in every TRC in FBiH, focusing on measuring the body temperature and identifying other possible symptoms of COVID-19. The total capacity of isolation areas in six TRCs and ETC Lipa for individuals expressing symptoms was 169 beds. Stocks of personal protective equipment (PPE) were secured to be used primarily by PHC Medical Teams and humanitarian organizations directly working with migrants and asylum-seekers in isolation areas.

UNFPA consultants continued to implement sessions on prevention and better understanding of COVID-19 through different activities conducted in Centres for Boys and Young Men, with the aim of improving the hygienic-epidemiological situation in TRCs.

### Primary and Secondary Healthcare

Within seven temporary medical units within TRCs/ETC in USC, SC and Hercegovina-Neretva Canton (Bira, Borici, Sedra, Miral, Lipa, Usivak, Blazuj and Salakovac), **a total of 13,485 examinations were performed.** In the medical units, there were 2,706 direct medical interventions performed by PHC medical teams in coordination with DRC. In addition, 485 individuals were medically attended directly by DRC staff. DRC implementing partner (Jesuit Refugee Service - JRS) provided assistance/medical escorts to 760 patients through 484 medical accompaniments to primary and secondary care facilities in USC, SC and HNC.

DRC Medical Assistant in Tuzla coordinated with other partners on the ground and followed up on medical cases, regularly visited key spots and shelters and completed 56 direct medical interventions. Migrants and asylum-seekers in need were provided with 27 specifically required medications. Six Red Cross Mobile Teams in partnership with DRC, continued implementing outreach activities, primarily in enhancing provision of First Aid and strengthening the referral process to public health institutions. Red Cross Outreach Teams, working in partnership with DRC, assisted 4,592 individuals, through 3,930 First Aid Assistances and 3,439 PSS First Aid Consultations.



Health Awareness Workshop for Mothers in TRC Sedra, UNICEF

### Paediatric Healthcare

UNICEF/DRC team distributed leaflets with educational content on the topics of breastfeeding, prevention of COVID-19, scabies, diarrhea and the importance of hand washing. A total of 771 copies of leaflets were distributed. UNICEF/DRC MA held workshops in cooperation with UNICEF partner organization NGO Fenix with pregnant and breastfeeding women. The topic of the workshop was the development of the fetus during nine months, and emotional/physical changes that mothers undergo during pregnancy. The workshops also covered the topics of proper breastfeeding, the importance of breastfeeding and breast hygiene.

### Key achievements

UNICEF/DRC paediatric team provided **217 specialized paediatric health care services for 214 child patients.** UNICEF/DRC MA conducted the workshops focusing on personal hygiene (focus on social distancing and hand washing), oral hygiene and body care and it opened the floor for a number of questions by both children and their parents (mainly mothers), as well as workshops covering the topic of insect bites and effects and symptoms of heat stroke.

### Recommendations

UNICEF/DRC paediatric team recommended increasing the measures against insects and ticks, and prevention of infectious diseases among TRC residents as well as to continually disseminate information in regards to COVID-19 measures.

### Gaps and Obstacles

UNICEF/DRC MA reported on the need to perform more intensive measures of disinfection and rodent control by the teams who are in charge of hygiene and maintenance in TRCs, particularly TRC Sedra. During the month, the paediatric unit in TRC Borici provided paediatric health care services in the general health care ambulance room, due to the flooding/recent rainstorm which deteriorated conditions in the paediatric unit. The presence of moisture in the pediatric rooms in TRCs is a challenge for beneficiaries of pediatric services and staff.

### Sexual and Reproductive Healthcare

86 SRH participations were recorded in both Sarajevo and USC through the provision of 12 SRH info sessions conducted by UNFPA contracted female gynecologist with the aim to educate and raise awareness about SRH related issues but also to identify women in need of SRH services. Further, UNFPA provided identified herbal and medical drugs for women in SC and USC. [Gynecologists organized a few sessions on menopause](#) to assist women as well. A total of 19 pregnant women were monitored. Required reproductive health care services were regularly delivered to women in USC, SC and HNC. Due to COVID-19, the Ministry of Health (in coordination with PHC and SHC) decided that every pregnant migrant and asylum-seeker is obliged to take a COVID-19 test prior to a gynecology examination.

### Mental Healthcare services

In July, UNICEF in partnership with Médecins du Monde (Mdm) continued to provide MHPSS for UASC and children in families in TRCs in USC. UNICEF/Mdm MHPSS team conducted 39 individual and 14 psychosocial group sessions. In total 75 children were reached with MHPSS, including 56 UASC in TRCs in USC.

A total of 76 consultations and appropriate treatments were conducted by DRC staff in the field of mental health and psychosocial support. During the reporting period, a high number of migrants and asylum-seekers tried to cross the border or were preparing to cross. Many of them returned after an unsuccessful attempt with notable deterioration in mental health and psychological exhaustion. [Some of them are trying to cross the border in poor health or during pregnancy, baring high risks to the mother's health and their pregnancy. Such events greatly affect mental health and continuous psychological, and often neuropsychiatrist, support is needed.](#) A DRC contracted neuropsychiatrist completed 84 examinations in TRCs.

455 new direct beneficiaries were assisted by DRC implementing partner MDM. A total of 179 mental health consultations were conducted. In addition, 191 group empowerment sessions were conducted in 7 TRCs for a total of 1377 participants. Mdm continued implementing MHPSS activities for the adult male population with the aim to improve the mental health conditions of migrants and asylum-seekers through: PSS and early detection with empowerment & psychoeducational (coping mechanisms, stress management, etc.) group activities; psychoeducational group sessions; individual/group mental health support; and referral/follow-up to adequate institution/organizations when needed and case management.

### "Health Awareness" community-based initiatives

A series of "Health Awareness" interactive workshops were held by UNHCR/DRC in all TRCs in USC with the aim to raise awareness on COVID-19 and related preventive measures. The activities were designed, taking into consideration age, gender and diversity of centers' residents, and in cooperation with Medical and Child Protection Teams (StC). Besides the awareness raising and receiving residents' feedback on available services and assistance, the activities were also designed to build peer support and encouragement among the communities. [The Health Awareness initiative confirmed its instrumentality to serve not only to increase the awareness of the community about health and the importance of hygiene, but also to strengthen \(and, in some cases, to build\) community structures, collaboration with CCCM, community actions, and the collaboration and interconnection between the various teams of operating in the center](#)



**10,656 PHC Examinations in July**



**2,262 PHC Interventions in July**



**338 SHC beneficiaries in July**

## EDUCATION AND LEISURE

### Key Gaps:

- None reported.

### Key Achievements:

- Non-formal educational activities were organized by UNICEF/SCI teams in USC and by UNICEF/WV in SC focusing on language learning, music, art, geography, numeracy and history.
- Through the Boys and Young Men Centre, the UNFPA team regularly conducted sessions focused on informal life-skills activities based on Boys on the Move methodology, empowerment and social activities to strengthen young boys' resilience. In the reporting period, a total number of 670 participations of adolescent boys and young men were recorded in activities organized by the UNFPA team. Sessions were focused on sexuality, gender, emotions, cultural norms and communication.

### Non-Formal Education

During the summer holiday, UNHCR/BHWI continued providing educational activities through informal classes in "My School" for four school-age children who are preparing to undertake exams for ninth grade. In July, 361 children (82 girls, 279 boys, including 138 UASC) participated in non-formal education activities in USC and SC through UNICEF/SCI. A total of 99 parents were reached through individual workshop for parents. In cooperation with DRC preventive and informative health workshops for children were held in TRCs. UNFPA organized basic English literacy lessons for unaccompanied boys and young men according to their interest. A total number of 60 participations were recorded.

### Occupational Activities

Through UNHCR/BHWI, under the slogan "All for all" a total of 60 beneficiaries from Iraq, Syria, Afghanistan, Iran, Cameroon, Somalia participated in sewing workshops in RRC Salakovac, AC Delijaš and TRC Ušivak, sewing for themselves and for others in their community. This activity promotes solidarity and mutual support and understanding among beneficiaries. A number of beneficiaries participate in intercultural workshops in TRC Ušivak where, through different art and craft activities, they present and exchange the traditional and cultural expressions of their native cultures. Through UNHCR/DRC, communities continued using the sewing corner in TRC Borici for individual and community needs. Gardening activities continued during July in TRC Sedra and TRC Borici where individuals planted vegetables and spices. Community gardens allow for the creation of social ties and build a greater feeling of community.

### Recreational Activities

Sports and recreational activities were organized through UNHCR/BHWI including: volleyball, badminton, and individual fitness exercises. A total of 40 beneficiaries participated. For UASC in TRC Ušivak, a sports leader organizes regular volleyball matches in order for them to spend quality time outside. BHWI provided T-shirts and refreshments for minors during the game.

Traditional food making competitions, organized by IOM, became a regular bi-monthly event in ETC Lipa. The "Cuisine around the world" food making competition took place on 24 July; a total of nine teams consisting of 40 beneficiaries participated in this activity. The jury consisted of IOM staff, Security staff and Red Cross staff which tasted and voted for the best dishes. All participants received gift packages (hygiene and food items) and three of the best teams received additional packages with kitchen utensils.

Similarly, TRC Bira had a "Master Chef" competition organized through IPSIA where migrants and asylum-seekers competed in which eight different teams of beneficiaries challenged each other with cooking dishes from their home countries. A jury composed of members of the different organizations voted for the best dish and the winning team was awarded at the end of the day.

Movie projections and tea parties with traditional dances continue to be popular events in ETC Lipa with over 450 persons attending movies and over 600 attending tea parties on a weekly basis. For the contest, the jury, consisted of representatives from IOM, DRC, JRS, IOM AVRR and two migrants and asylum-seekers. The three best singers received gifts which were prepared by IOM.

Migrants and asylum-seekers together with IOM staff and partners spent few days before Eid creating various drawings and arts such as the one in the photo.



Cooking competition in TRC Bira, IOM



Eid greetings-crafts done by migrants, IOM

## SAFETY AND SECURITY

### Key Gaps:

- Increased number of incidents in TRC Sedra and Borici due to a larger number of UASC.
- Lack of CCTV cameras in Miral.

### Key Achievements:

- Completed installation of CCTV in Usivak, which is now fully operational.
- Enhanced security in TRCs/ETC by adding an additional IOM Security Assistant in each TRC/ETC.

### General Security

IOM and Security staff are present 24/7 at all TRCs/ETC, 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 TRCs Bira, Borici, and Miral. For each center, 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.

In July, one of the major developments in TRC Usivak was the completion of works on CCTV, which is now fully operational. The surveillance cameras in TRC Blazuj were adjusted and replaced by Unilab technicians in coordination with CCCM deputy manager. One of the gaps in TRC Miral is the need for additional installations of CCTV cameras. Furthermore, all TRCs received an additional IOM Security Assistant.

### TRC Incidents

Overall there were no major security incidents during the reporting month, although there were a few minor verbal incidents occurring mainly due to an increased presence of UASC in TRCs Borici and Sedra. UASC were accused of disturbing girls (migrants and asylum-seekers). In ETC Lipa, one of the migrants was attacked by a dog and needed emergency medical care, since the local ambulance could not assist due to a lack of vehicles, IOM transported the individual to the local emergency room. TRCs Bira, Blazuj and Borici had a few minor fights during the reporting period, all resolved by IOM security. Furthermore, in TRC Borici, a group of migrants who were allegedly beaten by other migrants with visible injuries came to the gate, after which police and ambulance took them to the emergency room. In TRC Borici, one of the migrants injured herself, IOM transported her to the emergency room immediately where she spent the night, after which she was returned to the TRC and provided with psychosocial assistance. In TRC Miral there were a few thefts reported.

## TRANSPORTATION AND LOGISTICS

IOM has on-call mobile teams available 24/7 for assistance and transportation of migrants and asylum-seekers providing various types of transportation. These include transportation of medical cases to hospitals, children going to school, vulnerable and injured persons to centres identified by outreach teams, asylum-seekers going to their asylum interviews and transfers at the request of the SFA. The Red Cross resumed the principal responsibility for the provision of transportation, however IOM continued to provide transportation if/when needed.

### Highlights



**871** transports were carried out for **2,146 persons**.

In July, in addition to 515 transportations to medical facilities, IOM/Red Cross carried out 241 transports for all other services which also includes transports between TRCs and 115 for outreach activities.

3W																				
LOCATION																				
Bosnia and Herzegovina without Una-Sana Canton										Una-Sana Canton								TOTALS		
	RRC Salakovac	AC Delijaš	TRC Ušivak	TRC Blazuj	Imm. Ctr.	Awaiting asylum in private accommodation	Outreach observed average # of people in SC	Outreach observed average # of people in TC	Outreach observed average # of people Other locations	TRC Miral	TRC Borici	TRC Sedra	TRC Bira	ETC 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	4	7	654	1930	49	88	86	170	0	709	270	374	536	1182	7	20	2635	3200	5,830	8,700-9,300
# of males	2	4	539	1930	48	49	-	-	-	709	146	237	536	1182	6	19	-	-	5,407	
# of females	2	3	115	0	1	39	-	-	-	0	124	137	0	0	1	1	-	-	423	
# single adult men	0	0	114	1920	-	18	-	-	-	654	0	1	406	1182	4	15	-	-	4,314	
# of families	1	3	108	3	-	21	-	-	-	69	73	19		1	1	-	-	299		
# of children in families	2	1	135	4	3	39	-	-	-	0	111	149	20		2	2	-	-	468	
# of UASCs	0	0	213	2	0	1	-	-	-	55	17	60	87			0	-	-	435	
# of asylum-seekers	4	2	63	3	0	81	-	28	-	2	17	21	3	5	3	5	8	-	245	
# of persons awaiting asylum registration	0	0	154		0	6	-	46	-	18	16	74	20	2	2	18	4	-	360	

**WHO DOES WHAT AND WHERE (3W)**

Shelter	MHRR / MoS/ AS/ UNHCR	MoS/ AS/ UNHCR	SFA, IOM	SFA, IOM	MoS, SFA	-	-	Puž		SFA, IOM	SFA, IOM	IOM	SFA, IOM	SFA, IOM	ŽsU/ DRC/ UNHCR	-				
Centre Management	MHRR / MoS/ AS	MoS/ AS	SFA, IOM	SFA, IOM	MoS, SFA	-	-	-		SFA, IOM	SFA, IOM	SFA, IOM	SFA, IOM	SFA, IOM	ZsU	-				
Protection	UNHCR / VP/ UNICE F/ WV, CSW	MoS/ AS, UNHCR / VP, CSW	UNHCR / VP/ UNICE F/ WV, MdM IOM, UNFP A	UNHCR / VP/ DRC, UNICE F/ WV, MdM IOM, UNFP A, Save the Children	UNHCR / VP/ CSW	UNHCR / VP/ BHVI	UNHCR / VP/ BHVI, DRC	UNHCR / VP/ BHVI, DRC	UNHCR / VP/ BHVI, DRC	UNHCR / VP/ UNICE F/ /StC/ NGO IOM, CSW, UNFP A	UNHCR / VP/ DRC, UNICE F/ /StC/ NGO IOM, CSW, UNFP A/MdM	UNHCR / VP/ DRC, UNICE F/ /StC/ NGO IOM, CSW, UNFP A/MdM	UNHCR / VP/ DRC, UNICE F/ /StC/ NGO IOM, CSW, UNFP A/MdM	UNHCR / VP/ DRC, UNICE F/ /StC/ NGO IOM, CSW, UNFP A/MdM	UNHCR / VP/ DRC, UNICE F/ /StC/ NGO IOM, CSW, UNFP A/MdM	ŽsU, DRC/ VP/ UNHCR	UNHCR / VP/ BHVI	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	-	DRC, RC	DRC, RC	DRC, RC	DRC, DZ, CH, JRS, MdM	DRC, JRS, MdM, UNICE F, DZ, CH	DRC, JRS, MdM, UNICE F, DZ, CH	DRC, JRS, MdM, UNICE F, DZ, CH	DRC, JRS, MdM, UNICE F, DZ, CH	DRC, JRS, MdM, UNICE F, DZ, CH	DRC, DZ, CH	-	DRC, RC		
Non-food items	IOM, RC, UNHCR / VP/ UNICE F, WV	MoS/ AS/ UNHCR / VP/ UNICE F, WV	IOM, Pomozi.ba UNHCR / VP/ UNICE F/ WV, UNFP A	IOM, Pomozi.ba UNICE F/ WV, RC, DRC	MoS/ SFA	-	DRC	DRC	DRC	CoBR C, IOM, DRC, UNICE F	CoBR C, IOM, UNFP A, UNICE F/ StC/ Fenix	IOM, UNFP A, UNICE F/ StC/ Fenix	CoBR C, IOM, UNFP A, UNICE F/ StC/ , CSW, UNFP A, DRC	IOM, DRC, RC	ŽsU	-	DRC, RC			
WASH	MHRR MOS, UNHCR / VP/ UNICE F, WV	MoS/ AS/ UNHCR	IOM	IOM	MoS/ SFA	Caritas	Pomozi.ba			IOM	IOM	IOM	IOM, Caritas	IOM, DRC	ŽsU	-				
Security/Safety	MHRR / UNHCR	MoS/ AS/ UNHCR	MoS/ SFA	MoS/ SFA	MoS/ SFA	-	N/A			MoS/ SFA	MoS/ SFA	MoS/ SFA	MoS/ SFA	MoS/ SFA, IOM	ŽsU	-				
Transport/ Logistics	MHRR UNHCR / VP/ UNICE F, WV	MoS/ AS/ UNHCR / VP/ UNICE F, WV	IOM	IOM	IOM	-	-	-		IOM	IOM	IOM	IOM	IOM	ŽsU, IOM	-				

<b>Administrative/ Legal</b>	MHRR / MoS/ SFA/ AS, UNHC R/VP	MoS/ AS/ UNHC R/VP	MoS/ SFA, IOM, UNHC R/VP	MoS/ SFA, IOM, UNHC R/VP	MoS/S FA, UNHC R/VP	VP	-	-	-	-	MoS/ SFA/ AS, IOM, UNHC R/VP	MoS/ SFA, IOM, UNHC R/VP	MoS/ SFA/ AS, IOM, UNHC R/VP	MoS/ SFA/ AS, IOM, UNHC R/VP	MoS/S FA, IOM, UNHC R/VP	ŽsU, VP	VP				
<b>Education</b>	UNHC R/ BHWI, UNICE F/WW	MoS/ AS/ UNHC R/ BHWI	UNICE F, WV	WV	-	-	-	-	-	-	UNICE F/ STC/N GO LAN, MoE, IOM	UNICE F/ STC/N GO LAN, MoE, IOM, IPSIA	UNICE F/ STC/N GO LAN, MoE, IOM, CWS, IPSIA		UNICE F/ STC/ MoE, IOM	-					
<b>Food and nutrition</b>	RC, IOM, UNICE F/ WV, UNHC R/ BHWI, Caritas	MoS/S A/ UNHC R, Caritas	Pomoziba, IOM UNICE F/WW	Pomoziba, IOM	MoS/S FA	-	Caritas, DRC		DRC	IOM/ CRC	IOM/ CoBR C, UNICE F/ Fenix/ STC	IOM/ C RC, UNICE F/ Fenix/ STC	IOM/ CoBR C UNICE F/ /STC	IOM/ CoBR C	ŽsU	-		DRC, RC			

**Acronyms:** AS, Asylum Sector / BHWI, Bosnia and Herzegovina Women's Initiative / CH, Cantonal Hospital / CoBRC, City of Bihać 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, Istituto 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 / 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

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<b>Gender Based Violence</b>	UNFPA	<a href="mailto:jurela@unfpa.org">jurela@unfpa.org</a>
<b>Health</b>	WHO/DRC	<a href="mailto:palom@who.int">palom@who.int</a> <a href="mailto:verica.recevic@drc.ngo">verica.recevic@drc.ngo</a>
<b>NFI</b>	IOM	<a href="mailto:drozic@iom.int">drozic@iom.int</a>
<b>Education</b>	UNICEF	<a href="mailto:skabil@unicef.org">skabil@unicef.org</a>

## CONTACTS

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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](https://issuu.com/unhcrsee/docs/information_for_as_in_bih)



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