

# **Situation Assessment About the Needs of Refugees, Migrants and Asylum Seekers in B&H**

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# Acronyms

BiH – Bosnia and Herzegovina  
BHWI- Bosnia and Herzegovina Women's Initiative  
CSO – Civil Society Organizations  
CWS- Church World Service  
CSW- Centre for Social Welfare  
DRC- Danish Refugee Council BiH,  
FBiH – Federation of Bosnia and Herzegovina  
GBV- Gender Based Violence  
GIZ- The Deutsche Gesellschaft für Internationale Zusammenarbeit  
IOM- International Organization for Migration  
LGBT- Lesbian, Gay, Bisexual and Transgender  
MDM BiH- Médecins du Monde - Belgium – Bosnia and Herzegovina mission  
NGOs – Non Governmental Organizations  
RS – Republika Srpska  
RC- Red Cross  
SRH- sexual and reproductive health  
STIs- Sexually Transmitted Infections  
PSS- Psychological Support Services  
STC- Save the Children  
TRC- Temporary Reception Centre  
TK- Tuzla Canton  
UASC- Unaccompanied and separated children  
UN- United Nations  
UNHCR- United Nations High Commissioner for Refugees  
UNICEF- United Nations Children's Fund  
UNFPA- United Nations Population Fond  
USK – Una-Sana Canton  
Wash- Water, Sanitation and Hygiene  
WV- World Vision BiH  
WHO- World Health Organization

# I Executive Summary

This report is the summary of the findings and recommendations identified by CARE International Balkans while conducting **Situation Assessment about the Needs of Refugees, Migrants and Asylum Seekers in Bosnia and Herzegovina** in May and June 2021. The consultancy falls under the project “Addressing Needs of Refugees, Migrants and Asylum Seekers in Bosnia and Herzegovina” implemented by CARE International Balkans, Office in Sarajevo, Bosnia and Herzegovina.

**Research purpose and objectives:** The overall purpose of the Situation Assessment was to obtain relevant gender-sensitive information necessary for planning interventions to assist refugee and migrant population in Bosnia and Herzegovina. The Assessment provided information related to the status and needs of the target population that include needs in the following (sub)-sectors: Food security, WASH – Water, Sanitation and Hygiene, Health, Protection and shelter – accommodation as well as needs for items such as sleeping bags, blankets, Asylum seekers and integration and Gender component.

Main research questions within each of these subsectors were:

1. How much effective and successful are measures/services/interventions taken by various levels of government, civil society and international organizations in meeting the needs of refugees, migrants and asylum seekers? Are those intervention achieving its objectives? If so, how effective, efficient and sustainable are these measures/interventions/services?
2. What is the overall level of satisfaction of end-users/ refugees, migrants and asylum seekers with these services, measures and interventions within each subsector?
3. What is the real impact of the measures/services/interventions provided by different stakeholders on meeting the needs of both women and men of refugees, migrants and asylum seekers, especially when their needs are different regarding their gender identities?
4. How sensitive to gender dynamics has the measures/services/interventions been in its design and implementation(i.e. being gender-responsive)? Are there gender-sensitive monitoring mechanisms that are in use by staff members working with refugees, migrants and asylum seekers (for example: gender disaggregated information, gender sensitive indicators, regular information about cases of gender based violence and discrimination based on gender identity etc.)?
5. What is missing from the services provided by the various stakeholders? What are the real needs of the end-users (women and men) to which the existing measures/services/interventions have not responded yet?
6. Whether and to what extent refugees, migrants and asylum seekers experience gender-based violence and discrimination based on gender identity? If yes, what kind of support do they get?

Findings of this Situation Assessment will be utilised for future program planning, information sharing with authorities in Bosnia and Herzegovina, advocacy and fundraising.

**Research Methodology and Tools:** The methodology for this Situation assessment included both direct and indirect data collection, both regarding the quality and the quantity, analysis and cross referencing and formulating recommendations and conclusions. Data collection was done through desk research and site visits in coordination with CARE International. The findings gained in the process of the creation of Situation Assessment are applicable on the whole territory of Bosnia and Herzegovina but most of the field research was done in Una-Sana Canton (Bihać) and the cities of Tuzla and Sarajevo.

The Situation Assessment was done in three main phases: preparation phase, field research and analysis and interpretations. Start-up online meeting, desk research (official, civil society data, UN agencies, media reporting etc.) and development of Methodology and plan for implementation of the research were part of **Preparation phase** of the research and situation assessment process. **Field research phase** was the largest and the most complex part of the study and the assessment. Field visits to some selected locations were held live, while some meeting were covered through virtual interviews (Microsoft Teams and mobile phone). In order to have a more reliable overview of the situation it was necessary to hear the

opinions of the Government/System institutions. It was especially important to hear the opinion of the Service for Foreigners' Affairs and Center for Social Work which has the closest contact with migrant population. Additionally, it is also important to find out the status of development of newly announced Strategy for Migrants, Refugees and Asylum Seekers prepared by the Ministry of Security.

**Interviews with 28 persons (13 males and 15 females)** were conducted during the situation assessment process as representatives of the following: IOM BiH, World Vision BiH, Danish Refugee Council BiH, Service for relations with foreigners BiH, Ministry of Security BiH, Red Cross Tuzla canton, Center for Social Work Bihac, CSO Zene sa Une from Bihac, CSO Solidarnost from Bihac, CSO Pomozi.ba, CSO Zemlja djece Tuzla, Center PUZ Tuzla and CSO Foundation CURE. These were identified as key stakeholders dealing with issues of refugees/migrants.

**In total 5 focus groups, where 33 persons (30 males and 3 females)** were included in focus groups, and were conducted with primarily migrants, refugees and asylum seekers from different environments/backgrounds in the Temporary Reception Centres (TRCs) Sedra near Bihać and Blažuj near Sarajevo, but also outside TRCs such as: abandoned halls of the company Krajina-metal in Bihać, Safe house for asylum seekers in Sarajevo (leading by Pomozi.ba), Safe house for migrants, refugees and asylum seekers in Tuzla (leading by PUZ), online with the asylum seeker working in local NGO Foundation CURE. Within **Analysis and Interpretation phase** the data gathered in desk and field research were the basis for the process of report creation which was carried out in two steps- preparation of the Draft report on Situation Assessment and Final report finalization and submission.

**Overview of the analytical synthesis of key findings:** Migrants, refugees and asylum seekers status in BiH, their needs, and migrant crisis are complex with different elements that can be viewed from different angles. In the process on responding on their needs there are a large number of different stakeholders, migrants themselves, domicile population of Bosnia and Herzegovina, state and local government institutions, international organizations, civil society sector in BiH and each of them has its own perception of all happenings, causes and the ways of action in the context of finding adequate solutions. It would be pretentious to expect from one analysis to answer numerous questions that are imposed. It is especially difficult because here it is about the individual destinies of people who are sometimes completely lost in numbers, statistics and general observations. During work on this analysis the consultants endeavored to see the actual position of migrants, conditions they are living in, and the present tendencies that are appearing in the society related to migrant crisis. In this context, special attention was given to migrants' statements and their view of their situation. Each of the focus groups that the consultants had with migrants, had a personal impact of the participants told in their stories of their travel which some of them started several years ago. The findings are presented in six key areas: Food security, WASH (Water, Sanitation and Hygiene), Health, Protection and shelter – accommodation as well as needs for items such as sleeping bags, blankets, Asylum seekers and integration, Gender component. Speaking about areas/subsectors such as: Food security, WASH (Water, Sanitation and Hygiene), Health, Protection and shelter in the context of the status of migrants and refugees and asylum seekers, it is essential to make a distinction between the persons who are based in the TRCs (Temporary Reception Centers) and those who are not staying in the TRCs. This very fact, whether you are in a camp or not, makes a considerable difference when it comes to these sub-sectors. Those outside the camps are even more marginalized and at risk, and need more support in each of the analysed areas.

Integration of asylum seekers in BiH society is administratively cumbersome and a long process. The number of persons who got status of asylum seekers is low, as already mentioned, and it is somewhat bigger than one hundred. It has to be said that getting asylum in Bosnia and Herzegovina is very difficult, almost impossible. The key problem is the unresolved status of the asylum seekers which makes it impossible for them to work, seek or get a job. The area in which there has been progress is the possibility to educate the children and there are some children which are included in formal education system in BiH. Only a small number of migrants get the status of asylum seekers and yellow card which practically enables them to have various benefits. Among other things, they can open a bank account, they can work legally, they can practically live a legal life. However, in practice, there are still some unresolved issues as banks can still reject opening of the bank account and the fact that the person gets the job does not imply that the person will automatically be granted the permission to stay.

Most of the findings on gender equality issues within each covered sub-sector are listed within each area and under gender component subchapter are presented finding regarding presence of gender-based violence in camps and outside the TRCs and gender-sensitive and gender-transformative programs which are very important interventions that ensured the different needs, abilities, and opportunities of girls, boys, women, and men are identified, considered, and accounted for.

Since it is becoming more and more evident that migrant crisis, in fact the issue of migrations, will not be only a current problem, but something that Bosnia and Herzegovina will be facing for many years, it is clear that the strengthening of the role of system institutions on all levels is an imperative. In this context, certain activities have already been started. The work on the creation of Strategy in the area of migrations and asylum and Action plan for period 2021-2025 is in progress. By the decision of the BiH Council of Ministers a working group for creation of the strategy was formed. In the creation of the strategy international organizations (IOM and UNHCR) are included but only on the level of consultations. As the process is still in progress, it is difficult to say what is new that the Strategy will bring. In the context of migrant crisis, the work of Service for Foreigners' Affairs (SFA) is especially important. Simply, SFA is an administrative organization with operative independence within the BiH Ministry of Security, is the bearer of solutions in the issue of migrations.

**Conclusions:** Following four basic areas have been profiled in which it is necessary to make additional efforts to improve them.

**Humanitarian:** In order to ensure basic living conditions and respect for human rights of every individual, it is necessary to ensure the minimum of basic life conditions for every migrant, refugee and asylum seeker. This means solid roof over the head, food availability and, having basic hygienic conditions. Every person who is outside the camp in informal settlements and squats is in a more difficult situation and they should be given special attention.

**Security:** It is necessary to create safe environment for the people on the move. This means to create mechanisms which will protect migrants who are willing to respect all laws of the state in which they are staying from the migrants who tend to commit criminal acts and other forms of violence. But this also means to protect the migrants from inappropriate attacks by local population. Strengthening of cooperation with the local police is extremely important and the police through establishment of the process of regular monitoring and reporting about violence over and among migrants can make a significant step towards creation of a safe environment.

**Integration:** Large majority of migrants consider Bosnia and Herzegovina a transit route on their way to the countries of Western Europe. However, not so small number stay here for longer time, some even for years, so it is timely that authorities start to address the issue of integration into the society. In this context the change in attitude of domicile population towards migrant is of extreme importance, and also finding the ways that will enable the migrants themselves to show others in some way that they can contribute to the community.

**Gender component:** In each of the sub-sectors there are positive examples where the different needs, abilities and opportunities of girls, boys, women, and men are identified, considered, and accounted for. But there is a still room for improvements. The fact that a large majority of migrant population are men and that women who travel alone or with some members of the family are rare, puts women into subordinate position. Gender based violence is present among this target group where partners beat a woman, especially when nervousness grows due to failed attempts to cross the Croatian border. There are good examples of gender transformative services and interventions implemented by different stakeholders working with migrants, refugees and asylum seekers on the field and it is important to support and encourage these interventions to expand them further, in each area where this is target group is present.

## Recommendations

- It is necessary that CARE International continues cooperation with local non-government organizations. All that the consultants saw in the research process suggests that the local non-government organizations are most closely acquainted with the needs of migrants. The cooperation that CARE International had through its projects with local non-government organizations proved to be very successful, especially from the point of view of migrants' needs.
- The persons who are outside camps are most endangered. In this context, mobile teams that were established in some towns (Tuzla, Bihac) proved to be very successful and it would certainly be good that this mechanism continues to exist more strongly.
- Outdoor kitchens proved to be a good mechanism and truly useful to migrant population. Because of this it is advisable to increase the capacities of outdoor kitchens, which would at the same time enable the migrants to adjust the food at least a little to the cultural environment they come from.
- Through cooperation with the local community, ensure access to water and toilets and showers for persons who are not accommodated in camps. This primarily refers to access to public water taps, but also to introduction of mobile toilets and showers.
- It would be necessary that hygienic packages are unisex, meaning that they would provide necessities both for men and women.
- It is necessary to strengthen cooperation with police structures, especially on the local level. The issue of crime, violence among migrants but also against migrants should be treated as any other issue. This way the mutual trust will grow. It is extremely important to establish precise ways of how migrants if necessary can approach the police and also a regular and continuous reporting on violence over migrants and among migrants themselves.
- The issue of drugs and alcoholism among migrants should be addressed in a more serious way. Psycho-social support is by all means one of mechanisms that can help, but it is necessary to work on prevention. Frequent occurrence of drugs and alcoholism is becoming a problem for migrants themselves but also for the local community and it must not be neglected.
- It would be good to organize as many activities as possible with local population. This would be an opportunity for getting to know different cultures and it would contribute to the humanization of the attitude of the local population towards migrants.
- It is necessary to include bigger and already established non-government organizations in the topics related to the status of migrants. This especially refers to the organizations that have considerable experience in running the campaigns of public advocacy and campaigns in general.
- The fact is that among migrants there is a large number of 18 to 23- year-olds and that they were not included in educational process at all, and it would be good to organize some courses where they can gain some skills that could help them in their future life
- Taking into consideration the fact that institutions should gradually take over the role of the leader of all processes related to migrations, it will be necessary to help in strengthening their capacities, both technical, material and human. This especially refers to the SFA which is seriously understaffed.
- It is recommended to continue strengthening the cooperation with the institutions on municipal and cantonal level, with special attention given to Centres for Social Welfare.
- It is important to support and encourage good examples of gender transformative services and interventions implemented by different stakeholders working with migrants, refugees and asylum seekers on the field and to expand them further, in each area where this is target group is present. Gender mainstreaming into each of the programs within sub-sectors is a must.

# II Introduction part

## 2.1 Research purpose and objectives

The overall purpose of the Situation Assessment was *to obtain relevant gender-sensitive information necessary for planning interventions to assist refugee and migrant population in Bosnia and Herzegovina*. The Situation Assessment combined desk review of existing documents from various resources (official, civil society data, UN agencies, media reporting etc.) with qualitative and quantitative field research, which were undertaken through interviews, group discussions with target population and local stakeholders while respecting existing epidemiological measures.

The Assessment was taken into consideration the situation and provide information related to the status and needs of the target population that include needs in the following (sub)-sectors:

- Food security
- WASH – Water, Sanitation and Hygiene
- Health
- Protection and shelter – accommodation as well as needs for items such as sleeping bags, blankets
- Asylum seekers and integration
- Gender component.

Main research questions within each of these subsectors were:

1. How much effective and successful are measures/services/interventions taken by various levels of government, civil society and international organizations in meeting the needs of refugees, migrants and asylum seekers? Are those intervention achieving its objectives? If so, how effective, efficient and sustainable are these measures/interventions/services?
2. What is the overall level of satisfaction of end-users/ refugees, migrants and asylum seekers with these services, measures and interventions within each subsector?
3. What is the real impact of the measures/services/interventions provided by different stakeholders on meeting the needs of both women and men of refugees, migrants and asylum seekers, especially when their needs are different regarding their gender identities?
4. How sensitive to gender dynamics has the measures/services/interventions been in its design and implementation(i.e. being gender-responsive)? Are there gender-sensitive monitoring mechanisms that are in use by staff members working with refugees, migrants and asylum seekers (for example: gender disaggregated information, gender sensitive indicators, regular information about cases of gender based violence and discrimination based on gender identity etc.)?
5. What is missing from the services provided by the various stakeholders? What are the real needs of the end-users (women and men) to which the existing measures/services/interventions have not responded yet?
6. Whether and to what extent refugees, migrants and asylum seekers experience gender-based violence and discrimination based on gender identity? If yes, what kind of support do they get?

Findings of this Situation Assessment will be utilised for future program planning, information sharing with authorities in Bosnia and Herzegovina, advocacy and fundraising.

## 2.2 Research methodology and tools

Methodology that was used in making endeavors to meet requests as stated in ToR<sup>1</sup> and goals as set up was a combination of several methods being usually used during the research and assessment process. The methodology for this Situation Assessment included both direct and indirect data collection, both regarding the quality and the quantity, analysis and cross referencing and formulating recommendations and conclusions. Data collection was done through desk research and site visits in coordination with CARE International. The findings gained in the process of the creation of Situation Assessment are applicable on the whole territory of Bosnia and Herzegovina but most of the field research was done in Una-Sana Canton (Bihac) and the cities of Tuzla and Sarajevo. There are several reasons for focusing on these regions. Una-Sana Canton is the region with most migrants, refugees and asylum seekers and which has been in the focus since the beginning of the crisis. The migrant camps are also most numerous in this region and there is a large number of international and local organizations operating in this region. Tuzla and Sarajevo are places through which a large number of migrants passes and stays for some time, and as such they provide enough opportunity to look at their position from a different angle. An additional reason why these regions were chosen is that partner organizations of CARE International are operating in these regions and with their concrete work in the field they gained experiences and knowledge about the true needs of migrant population.

Following steps were taken during the period of conducting Situation assessment:

a) **Start-up meeting and discussion of the assignment and specific expectations with CARE International project staff:**

This meeting with CARE Project was held in online form on 17 May 2021. The aim of the meeting was to provide consultants with additional information and directions regarding the assessment process, goals and outputs, methodology and key questions, clarifying activities to be undertaken and responsibilities of all involved in this process, stakeholders to be included in the research process and expected results.

b) **Desk research phase:**

This process included an initial desk research of all relevant available reports, studies and surveys on the subject of the project and consultancy and synthesize the information for the Situation Assessment. As foreseen by the ToR, all necessary documentation was reviewed in this phase in order to get an all insight into all aspects of the research topic and to serve as a foundation for development of detailed Methodology and plan for implementation of the research. Detailed list of documents used in this process is in Annex 2.

c) **Development of the methodology and plan for implementation of the research:**

The methodology for this baseline assessment included both direct and indirect data collection, analysis and cross referencing and formulating recommendations. The methodology and plan for implementation of the research presented the key findings of the initial desk research, objectives of the Situation Assessment and outlining the data collection methodology and approach. Also, this plan identified key stakeholders that can provide relevant data regarding both quality and quantity about the research topic. This plan will define key research questions and indicators that need to be addressed, as well as tools that will be used: broad topics for interviews and guidance for focus groups as well as questionnaires which will be sent via electronic mail. The methodology and plan for implementation of the research will clearly detect the geographical regions which will be the focus of the research. Final methodology and plan for implementation of the research is in Annex 3.

Start-up online meetings, desk research and development of methodology and plan for implementation of the research were part of **Preparation phase** of the research and situation assessment process.

<sup>1</sup> Detailed ToR are included in Annex 1

**Field research:** Field research was the largest and the most complex part of the study and the assessment. The field research was also fundamental in the Situation Assessment, and it enabled the collection of sufficiently valid data, in terms of both quality and quantity, based on which the recommendations and conclusions were made. With the purpose of achieving this, field visits to some selected locations were conducted, while some meeting were covered through virtual interviews (Microsoft Teams and mobile phone).

d) **Interviews:**

As one of the most significant methods within research of data and writing of final report, interviews were held key persons within the scope of research topic. One of the primary groups covered by interviews were the persons who are directly working with refugees, migrants and asylum seekers in Bosnia and Herzegovina. Civil society organizations, whether local or international, have taken a big burden when it comes to migrant crisis. It is hard even to imagine the process without their participation. Besides, they are in the closest contact with migrants and as such should have enough quality information that can help in the creation of final report. In order to complete the report, it was necessary to consult with the government institutions. It was especially important to hear the opinion of the SFA and Welfare Centers which have the closest contact with migrant population. Additionally, it is also important to find out the status of development of newly announced Strategy for Migrants, Refugees and Asylum Seekers prepared by the Ministry of Security. Representatives of CARE project staff, UN agencies, other international organization and local civil society organization working with this target group as well as representatives of government/system institutions were interviewed. These include representatives of the following: IOM BiH, World Vision BiH, Danish Refugee Council BiH, SFA BiH, Ministry of Security BiH, Red Cross Tuzla Canton, Welfare Center Bihac, CSO Zene sa Une from Bihac, CSO Solidarnost from Bihac, CSO Pomozi.ba, CSO Zemlja djece Tuzla, Center PUŽ Tuzla and CSO Foundation CURE. Interviews with **28 persons (13 males and 15 females)** were conducted during the situation assessment process.

e) **Focus groups / interviews with refugees/migrants/asylum seekers:**

By its nature, focus group is such a method that should provide open discussion and possibility of expressing the views of participants. For all the fields being subject of the Situation assessment to be covered from different angles, focus groups were organised with migrants, refugees and asylum seekers. Given the nature of the task and the goals to be achieved in Situation Assessment focus groups werethis is the most important part in the whole process, as final users are the best placed to talk about challenges they are facing, and their current needs. The creation process of Assessment is designed in such a way that ensures that the voice of migrants as most credible one is heard. Focus groups approximately lasted 45 minutes and from 3 to 10 people attended each focus group. Focus groups were held in the Temporary Reception Centres (TRCs) Sedra near Bihac and Blažuj near Sarajevo, but also outside TRCs such as: abandoned halls of the company Krajina-metal in Bihać, Safe House for asylum seekers in Sarajevo (leading by Pomozi.ba), Safe House for migrants, refugees and asylum seekers in Tuzla (leading by PUŽ), online with asylum seeker working in local NGO Foundation CURE. In total **5 focus groups**, where **33 persons (30 males and 3 females)** were included in focus groups, were conducted primarily migrants, refugees and asylum seekers from different environments/backgrounds.

List of participants in the situation assessment process is in Annex 4.

Based on the findings, final report was prepared with main conclusion and recommendations.

## 2.3 Context and background

Bosnia and Herzegovina (B&H) is one of the poorest countries in the region and in this part of Europe. GDP per capita of 5,703 USD in 2018 (International Monetary Fund, 2019) and 15% of the population lives below the poverty line in 2017 (World Bank, 2019). One of the characteristics of Bosnia and Herzegovina is its complex constitution, which is in many ways reflected on decision making. It consists of two entities (Bosnia and Herzegovina Federation and Republic of Srpska) and Brčko District. The entity of Bosnia and Herzegovina Federation consists of ten cantons which have pretty wide autonomy, while Republic of Srpska is considerably centralized entity. It should also be mentioned that behind Bosnia and Herzegovina there is a war which, although it has been more than 25 years since its end, still has considerable consequences both for its functioning and the relationships among population. This was especially evident after the general elections in 2018 when the process of forming the power was long and progressed slowly and for some levels of power (BiH Federation entity and Herzegovina-Neretva canton) the power has not been formed yet and the acting governments are in power. Situation like this, as already mentioned, has for its consequence a slow process of decision making, the procedures of agreeing upon certain laws sometimes last for years and finally all this brings to a situation that the state of Bosnia and Herzegovina and its institutions are considerably non-functional.

In such political and economic environment Bosnia and Herzegovina experienced the first wave of migrants in the middle of 2017. The migrant route across Turkey, Greece, Serbia and Bosnia and Herzegovina became attractive and wanted for many migrants. It is estimated (according to the data of SFA) that since 2018 around 86,000 migrants entered Bosnia and Herzegovina. BiH is for most of them only a transit country on the route. Considering the dynamics of the movement of the migrants, especially in summer season, it is difficult to say how many migrants are staying in BiH at this moment. The last estimation by UNHCR says that in BiH there are somewhat less than 6,000 migrants, refugees and asylum seekers, including approximately 750 children. Out of this number about 4,100 migrants, refugees and asylum seekers including about 600 children (UAC and children with families) are in temporary reception centers (TRCs) and other formal accommodation across the country. It is estimated that 1,600 to 1,900 migrants, refugees and asylum seekers, including approximately 150 unaccompanied children (UAC) are outside TRCs. Currently five camps under IOM jurisdiction are open and three of them in Una-Sana canton and two in Sarajevo canton. There is also camp Lipa which is still being reconstructed and whose running was taken by SFA as an initial step in the overall taking of the role of running of all camps. A dramatic rise of the number of migrants required a response from the state institutions but also from the whole international community. Unfortunately, due to already mentioned difficulties in the functioning of the state institutions, the response was slow and inefficient. Political differences in Bosnia and Herzegovina became evident. The views of the migrant crisis were different especially those of Federation BiH and Republic of Srpska. As an illustration, all asylum and refugee facilities are located on the territory of the Federation BiH, only the immigration detention centre is located in East Sarajevo, in Republic of Srpska. Una-Sana Canton which borders Croatia came under especially heavy burden. Most of the camps (Bira, Sedra, Miral, Borići, Lipa) were opened in this Canton. The exposure to migrant crisis made the Canton in a way vulnerable and brought the local authorities into the confrontation with Ministry of Security on national level).

It is important to mention so called Winter crisis which occurred at the end of 2020 and which had its culmination in setting fire on camp Lipa and its destruction. The camp which was a matter of dispute from its very establishment because of the conditions in it. Only with the exceptional efforts of international organizations and finally established coordination between cantonal authorities and state institutions it was possible to bring the situation into a relatively normal state and what is most important it was possible to avoid humanitarian catastrophe that was threatening at the time. However, it has to be said that camp Lipa is still being reconstructed and at the moment it still does not provide satisfactory life conditions. At the same time, only facing a possible humanitarian crisis forced the state of Bosnia and

Herzegovina to become engaged more powerfully and to cooperate more with local communities, both on cantonal and municipal level. In this case the pressure from the international community and from the media played a big role in more active involvement of BiH authorities in finding the solution to this problem.

Generally speaking, so far international organizations carried a big part of migrant crisis on their back. IOM, UNHCR, UNICEF, Save the Children, Danish Refugee Council and other agencies and organization practically took over certain parts of jobs from state institutions and were the bearer of the activities in their scopes of work. For example, IOM for running the camps, Danish Refugee Council for health, Save the Children and UNICEF for care for minors etc. This whole process was joined by a part of local non-government organizations from Una-Sana Canton, Tuzla Canton and Sarajevo Canton. CARE International Balkans has been supporting migrants and refugees with two projects through its local partners.<sup>2</sup>

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<sup>2</sup> <https://care-balkan.org/tag/migrants/>

# III Analytical synthesis of key findings

The migrant issue, their status, needs, and the future is complex and can be viewed from different points. In the process there is a large number of different players, migrants themselves, domicile population of Bosnia and Herzegovina, state and local government institutions, international organizations, civil society sector in BiH and each of them has its own perception of all happenings, causes and the ways of action in the context of finding adequate solutions. Due to this, creation of an analysis that will subsume in itself all the views and opinions, sometimes quite opposite, is a difficult and delicate task. It is especially difficult because here it is about the individual destinies of people who are sometimes completely lost in numbers, statistics and general observations. Each of the focus groups that the consultants had with migrants, had a personal impact of the participants told in their stories of their travel which some of them started several years ago.

## 3.1 Food security

Food security for every individual, whether he/she is a member of local community or a person on the move as a basic need is one of the primary tasks of every organized society. Speaking about this area in the context of the status of migrants and refugees and asylum seekers, it is essential to make a distinction between the persons who are in a camp (temporary reception centers) and those who are not staying in a camp. This very fact, whether you are in a camp or not, makes a considerable difference when it comes to food security.

### FOOD SECURITY IN THE TEMPORARY RECEPTION CENTRES

All those who are staying in camps and are registered have three meals secured. For all of those who are staying in camps this fact brings a relief in their situation. The quality of food is hard to assess especially for the reason that different organizations, depending on a camp, are in charge of procurement of food. For example, in Una-Sana Canton food is provided by *Red Cross*, while in camp Blažuj, which the consultants visited, local organization *Pomozi.ba* is responsible for providing the food and its quality. Given the fact that there are considerable cultural and custom differences between Bosnia and Herzegovina and the countries from which the migrants come, it was possible that the food prepared for those who are staying in camps is not fully adequate. It should be stressed that according to the persons who run the camps they made an effort to adjust the food to the tastes and habits of migrants. However, it is clear that this is not fully possible. What should be stressed as a positive example is that in camps that the consultants visited (Sedra, Blažuj) thanks to non-government organizations (for example *IPSIA* from Italy) kitchens and stoves on which migrant can prepare their own food were provided. And what is heard is that there is interest to use these kitchens. Especially when it comes to camps in which families are staying, like camp Sedra. It is sure that they would be used even more if the persons in the camp did not have to provide food themselves.

*«The food is unvaried and it should be improved. I don't know if it's possible, but it would be good to change the menu at least once a month. Outdoor kitchen is very important and more should be invested in it.»*

Migrant from Pakistan (30 years old, male)

## FOOD SECURITY FOR MIGRANTS WHO ARE STAYING OUTSIDE THE TEMPORARY RECEPTION CENTRES

As already mentioned, approximately from 1,600 to 1,900 migrants are currently staying outside the camps, and mostly have accommodation in abandoned object or improvised accommodation on the edges of the cities like Bihać, VelikaKladuša, Tuzla. Currently the care for food for the persons outside the camps is mostly the responsibility of non-government organizations through their projects. In the area of Bihać and VelikaKladuša this was taken by *Pomozi.ba* which provides one meal a day mostly to the groups on the edges of the municipalities of Bihać and VelikaKladuša, especially to those who are staying at the bottom of the mountain Plješevica. In Tuzla the meals are provided also by non-government organization Emaus while the city *Red Cross* provides lunch packages. Distribution is mostly done in abandoned houses or squats where the migrants are staying. The problem is that the number of migrants varies so it is difficult to estimate which quantities could satisfy their needs. Also, in summer season, there are more illegal camps and many of them are not known to exist. Speaking about Tuzla, the significance of above mentioned lunch packages must be stressed, because many migrants stay in Tuzla for a very short period and these lunch packages are the most optimal way of helping them.

*One of focus groups was held in abandoned halls of the company Krajina-metal where around 100 migrants mostly from Afghanistan are staying. While conversation was ongoing with about ten people, the other group was preparing lunch. It was open fire, a couple of steel rods as some sort of stove, and an old dish in which some vegetable was cooking. When the food was done, they put a couple of cardboard boxes on the floor, sat in circle, and that was food for that day. It could be said, an ordinary day in life of migrants in illegal camp.*

Help in food also comes from other non-government institutions and individuals as well, but not on regular basis. An exceptional example is the work of *the organization Solidarnost* which helps the persons who are wandering in the streets of Bihać. The organization's leader ZemiraGoranjac is known among migrants as *mother Zemira*. It is the name that in migrants' circles has become synonymous with help, humanity, humanist. It was not a rare case that her humanitarian actions, to put it mildly, were not positively accepted by a part of her co-citizens, the population of Bihać.

Mother Zemira is not the only one ready to help, as there were several other stories how the individuals helped with food and/or, clothes. However, it should be stressed, that these were individual cases which cannot in any way secure the continuity in food procurement for persons staying outside the camps.

What should be stressed in some way is that all organizations put an effort that even through this way of food distribution hygienic measures regarding food protection were respected.

*«And when you give food to people in need, you have to try to keep their dignity. You can't bring food in buckets for Jupol (wall paint) as it sometimes happened. At least basic hygienic rules must be respected, dishes from which the food is given must be clean, and people who give food must be clear. This way you protect yourself and dignity of people you are giving food to.»*

Elvir Muslić- Pomozi.ba , coordinator for Una- Sana Canton

As one of the segments of the project, financed by CARE International, *NGO from Tuzla Zemlja djece* distributed money vouchers to migrants included in their project. The financial value of the vouchers was not significant (30 Euros) and they could use them only in the shops with which they had a signed agreement. No matter how small the money was or how limited they were in spending it, the joy of those who received this help was big because the possibility to decide yourself what you want to buy for these people meant a possibility to feel a tiny part of normal life. In this end, it enabled dignity to them.

## GENDER EQUALITY ISSUES RELATED TO FOOD SECURITY

Food as a basic human need does not know gender. Everybody, despite the gender difference, simply must have food. In this context, there is not much room for discussing gender topics related to food security. There are positive examples in which attention was given to women in risk groups. One of these examples is providing dietary supplements prescribed by a gynaecologist for women and girls at risk as well as pregnant women provided by *UNFPA*.

## 3.2 WASH – Water, Sanitation and Hygiene

Basically, the issue of water, sanitation and generally hygiene is very similar to food security. There are camps and all those who are in camps have somewhat solid conditions, and there are persons who are staying outside camps and who have difficulties with water and sanitation.

### SITUATION IN THE TEMPORARY RECEPTION CENTRES REGARDING WASH

What is at some measure characteristic in the context of water, sanitation and hygiene is that there is difference in the service quality in different camps. This primarily refers to using water. Namely, in the camps in Una-Sana canton hot water is not available to persons staying in camps. During the visit to the camp Sedra, the camp manager noted that tepid water is available but all other persons claimed that it was cold water and not tepid water. The situation in camp Balažuj, which the consultants also visited, is significantly different and in this camp there is not a problem with hot water. Of course, this fact determines the quality of life that can be established in some camp.

When it comes to toilets and bathrooms, we will take examples of camps Sedra and Blažuj, which the consultants, as already said, visited. In camp Sedra there are 49 toilets and 62 showers on projected 430 beds, and in camp Blažuj there are 80 toilets and 97 showers on projected 1,700 beds. This very fact speaks for itself that there are not enough toilets or showers in the camps. However, Sedra and Blažuj are not filled (Sedra with only 22% of capacity and Blažuj 86%), so the situation at the moment is somewhat better. In most camps there is laundry system.

Regarding hygiene, it should be stressed that at their arrivals in camps migrants are provided with hygienic package which contains basic things for hygiene.

It is necessary to mention that camp Lipa, due to its specificity, it is primarily a camp which is not finished practically it is tent accommodation, has additional problems with sanitation. Among others, this is one of the reasons why *IPSIA BiH* decided to work to carry out a project to build more sinks and showers for the people living in the camp.

### SITUATION WITH WATER, SANITATION AND HYGIENE FOR MIGRANTS STAYING OUTSIDE THE TEMPORARY RECEPTION CENTRES

To put it simply, the situation with water, sanitation and hygiene for migrants who are staying in illegal camps or squats is bad. Clean water, that is water that comes from the city water pipeline is not available to people on the move. In Una-Sana Canton most migrants find the solutions in using the water in river Una, and in Tuzla and Sarajevo they try to manage by using water in some objects or public water taps that they can reach. Unfortunately, there came the situation that migrants are not welcome in coffee bars, shopping malls which are often used for keeping hygiene. According to some interviewees there is even a situation that access to water taps in some religious objects is forbidden.

*It was sad to hear that the public water tap at Tuzla bus station was deliberately destroyed so that the migrants who were there could not use it. And when you talk with the volunteers, they have only one answer, this happened because of the negative media campaign towards migrants.*

*There is also a bright side of the story. A group that is staying in one of the abandoned buildings in Bihać, was allowed by a near local company to use their water, and even using a water hose they made an improvised water tap so that water is available at any time.*

Speaking about hygienic necessities for migrants who are not in camps, then there are only a couple of local non-government organizations and individual volunteers who helped these people in some way. Soap, shampoo, wet wipes, this is what the people from these illegal camps mentioned most often as most needed to keep at least minimum of hygiene. It should be mentioned that CARE was also distributing hygienic items.

#### **WASH IN GENDER EQUALITY ISSUES CONTEXT**

The fact that in camps there are separated toilets and showers for men and women enables primarily women to keep at least the minimum of privacy. For women in illegal camps, it is difficult or almost impossible to have this. The fact that generally there are much less women than men, and especially in illegal camps and squats, puts the gender issue in the back in the context of hygiene.

Maybe this is one of the reasons why primarily women's hygienic necessities are not a part of some regular procurement. Sanitary napkins for women are a good illustration. It happens that they are a part of some package, but not on permanent basis, and they are not something understood as a part of necessary hygiene. A positive example is the backpacks for hygiene that are distributed by Zemlja djece and whose content is adequate for men and women. This should be included for all women.

### 3.3 Health

As with other areas, when it comes to access to health services and health care and quality of health services for migrants, asylum-seekers and refugees, the situation is different for those who are based inside TRCs or those living outside these camps.

#### HEALTH CARE AND MEDICAL ASSISTANCE IN THE TEMPORARY RECEPTION CENTRES

In the Temporary Reception Centres, such as those two visited by consultants (Blažuj and Sedra), the Danish Refugee Council programs in BiH are providing equitable access to primary and secondary healthcare for asylum-seekers, migrants and refugees and focuses its work on availability of primary healthcare services in all reception facilities and support for referral to secondary and tertiary health care institutions. The DRC BiH focuses also on significant scale up of the humanitarian health response - in response to the COVID-19 crisis - through development of preparedness and response planning, and providing comprehensive mental health and psychosocial support for asylum-seekers, refugees and migrants, everything in coordination with the BiH health authorities and other agencies, which includes health centres on local level<sup>3</sup>. According to the latest information at the end of May 2021 from Interagencies coordination meeting, total 2730 medical screenings were performed within the TRCs in BiH by DRC. CARE International was also providing support to medical devices and tertiary medical care in some cases and this was done in collaboration with DRC.

Another organization that provides support in the field of health, and especially in the field of mental health is Médecins du Monde - Belgium – Bosnia and Herzegovina mission (MDM BiH). Refugees, migrants and asylum-seekers are facing psychological distress and traumatic experiences on their migration that have long term effects on their mental health and wellbeing. MDM is providing mental health care and psychological support to thousands of migrants and refugees trapped in Bosnia-Herzegovina since 2019, and they are based also in TRCs. According to the latest information (the end of May 2021) from Interagencies coordination meeting, MDM provided 208 individual psychological sessions where 115 persons were involved, individual psychiatric case sessions 112 and 69 persons involved in it, and total 669 persons participated in group sessions.

The Bosnia and Herzegovina Women's Initiative (BHWI) which is an NGO and one of UNHCR's partners which offers a range of services to asylum seekers and refugees such as psychosocial support in the TRCs. Assistance to UASC including referrals for guardianship, psychosocial support and Gender Based Violence prevention and response is provided by UNHCR/BHWI.

Reproductive health remains an integral part of UNFPA's humanitarian response, for that reason, UNFPA established cooperation with health care providers ensuring urological services for adolescents and young men.

Child Friendly Spaces, mental health psychosocial support for children, Early Childhood Development services in Mother Baby Corners in TRCs are supported and provided by UNICEF/World Vision. There is also project in the field of providing support to mental health implemented by World Vision in cooperation with GIZ named Enhancing reidentification and resilience of (potential) victims of trafficking in persons in WB countries. Based on information from UNICEF Bosnia and Herzegovina. Situation Report from 21 May 2021, a significant number of unaccompanied children (UAC) have been diagnosed with a neuropsychiatric disorder, including recorded cases of eight children who attempted suicide between March 2020 and February 2021.”<sup>4</sup> According to the information from UNICEF Situation Report, UNICEF BiH achieved in April 2021 that 358 children benefited from pediatric health care services and 118 children were vaccinated, and 16 children provided dental health care. “In order to mitigate the practice of incomplete medical treatments, the UNICEF pediatric team organised additional individual workshops with parents to ensure they understand the implications and exposure of children with health.”<sup>5</sup>

<sup>3</sup> <https://drc.ngo/our-work/where-we-work/europe/bosnia-and-herzegovina/>

<sup>4</sup> UNICEF Bosnia and Herzegovina, Situation Report, 21 May 2021

<sup>5</sup> Ibid

According to the informations gathered on the field from local NGOs such as *Žene sa Une*, *Association Solidarnost*, or IOM camp managers, as well as through conversation with migrants and refugees on focus groups, most of the health care services in TRCs are successful and effective.

This is also confirmed by the statements of beneficiaries / migrants and refugees in the camps such as:

*«Health services in the Blažuj camp: we are satisfied with the health services in the camp. If we need health care, we get it in the camp, they treat us very well and provide us with support when we need it. I have friend who has a tumor, another has hearing problems, everything they need from health care and services, they got. One of my friends used the services of a psychiatrist from MDM in Bihać and was satisfied with the services.»*

Migrant from Bangladesh (23 years old, male)

*«Bosnian people are very caring and open people. We love people from BiH, and open people working in camp. We are satisfied with the treatment in the camp and the health care. They helped me when I had health problems during the night, I received medical assistance during the night as well.»*

Refugee from India (33 years old, female)

## HEALTH CARE AND MEDICAL ASSISTANCE OUTSIDE THE TEMPORARY RECEPTION CENTRES

When it comes to health services and access to health care outside the camps, the situation is quite different and difficult compared to organized care within the camps. Also the conditions and access to health care vary from location to location, i.e. from canton to canton. But one thing is for sure, the far more difficult situation of migrants, refugees and asylum seekers is outside the camps, even when it comes to health care.

In some locations, there is a more organized health care of this target group outside the camps, thanks to organizations such as *DRC*, *Red Cross Tuzla Canton*, *Women from Una*, *Pomozi.ba*, *Association Solidarity*, but it mainly comes down to providing first aid, basic medicines on the face places while access to health centers is almost impossible. Based on some of the based on some statements from interviewees, we can recommend following:

*«We had a situation where we had money for the health care of people who are out of the camp and to take them to a private clinic, but they will not accept them due to stigma, fear of the public and the like. From another point of view, in existing health services, there is a lack of physical therapy for post-game injuries.»*

Fatima Šušnjar, NGO Women from Una

There is a need to work on reducing the stigma among health workers in private clinics and educating them about the needs and rights of migrants. It is also necessary to include more physical therapy in the existing health services of this population.

Based on the interview with employee in *NGO Pomozi.ba* in Una Sana Canton, this NGO is providing some medicines to the people outside camps, but it not enough. It is necessary to launch mobile teams to support people outside the camp, expand the existing capacities of more meals and hygiene supplies, as well as medicines, provide medical first aid and health services to people outside the camp. Also, there is the lack of baby food as well as medicines for children.

Most of this population who are out of camps (TRCs) do not have access to health services or they are very limited. For example, members of focus group held in abandoned halls of the company Krajina-metal in Bihać, clearly stated that they do not have access to health care, that their problem is that they do not have access to dentists because their hygiene is difficult due to the conditions in which they live, and that occasionally volunteers from the Solidarity Association bring them basic medicines.

In Tuzla canton the DRC is providing essential protection for people on the move such as essential humanitarian assistance to persons without access to formal reception facilities and essential services. DRC is working on the provision of emergency life-saving assistance in informal locations, and identification of vulnerable cases for referral to reception facilities, through mobile outreach teams.

The Red Cross Tuzla Canton is also providing health care services outside camps (since there is no TRCs in Tuzla canton), and it organized also through mobile teams working on the field, on the locations where migrants, refugees and asylum seekers are based. The mobile team consists of four members: a doctor consultant, three members for providing legal aid and one member for psychosocial assistance.

This proved to be a good practice and necessary for people outside the camps. This type of support could be organized through the Red Cross in other cantons, even in the RS in places where migrants gather, as witnessed by the statement:

*«We have a strong structure, everywhere in BiH, that is our advantage, it is easier to coordinate activities. We also cooperate with the Central Committee of the RS. There is a systemic resistance of the authorities to this topic. CK and DRC are the only two actors providing health care.»*

Merima Sarajlić, Secretary of the Red Cross Tuzla Canton

## GENDER EQUALITY ISSUES IN THE CONTEXT OF HEALTH PROTECTION AND HEALTH CARE

UNFPA is providing timely and comprehensive urological and gynaecological services through regular individual, group and specialist consultations. It is important to mention Boys on the move methodology, which is informal life skill education of minors with special focus on health issues in the Centre for young men and adolescent boys, including identification of vulnerable cases and referral in need to other specialized service which are provided by UNFPA/MdM.

When we are talking about access to sexual and reproductive health (SRH) services, based on the information from UNFPA Situation Report in May 2021 pregnancy is a period of increased vulnerability for women on the move. In May, UNFPA SRH specialists reported an increase of pregnant women supported with UNFPA SRH services. However, UNFPA remains concerned for the wellbeing of migrant pregnant women opting to live in substandard informal shelters with limited or no access to quality care. Pregnant women returning from onward movement are in dire need of medical assistance and PSS services due to exhaustion, poor nutrition and chronic stress. Many migrant and refugee adolescents and young men lack adequate knowledge about Sexually Transmitted Diseases, and often lack understanding of the different means of transmission, prevention and available treatments. Throughout May, SRH sessions within UNFPA's Boys and Young Men centers were aimed at increasing awareness on STIs, risky sexual behaviors and prevention.<sup>6</sup> As already mention, assistance to UASC including referrals for guardianship, psychosocial support and Gender Based Violence prevention and response is provided by UNHCR/BHWI. Based on the statements of some of the interviewed people, migrant women and refugees care more about their health than men, and are more willing to use health services in camps. In Tuzla Canton, the LGBT population has no opportunity where to do HIV/AIDS testing. It is important to mention here that Zemlja Djece and Zene s Une are also providing workshops and psychosocial support as well as Manual for Engaging Young Men and Boys in Emergenci which is Gender-Transformative Activities with Boys and Young Men in Crisis Situations, developed by CARE International and which is in use in Tuzla Canton.

<sup>6</sup> Humanitarian response in Bosnia and Herzegovina: supporting women and youth, Monthly operational overview in numbers, May 2021

### 3.4 Protection and shelter – accommodation as well as needs for items such as sleeping bags, blankets

When speaking about accommodation, it should be repeated that in TRCs there are around 4,000 migrants while outside transit centers there are between 1,600 and 1,900 migrants.

#### ACCOMMODATION IN THE TEMPORARY RECEPTION CENTRES:

Currently there are five camps under IOM, all five camps are situated in two cantons, Una-Sana canton and Sarajevo canton.

##### Una Sana Canton:

- **Sedra Temporary Reception Centre** in Cazin Municipality for families and vulnerable migrants opened in July 2018
- **Miral Temporary Reception Centre** in Velika Kladusa Municipality primarily for single men opened in October 2018, with IOM supporting the site management from November 2018.
- **Borici Temporary Reception Centre** in City of Bihac for families and vulnerable migrants re-opened in December 2018 following complete renovation.

##### Sarajevo Canton:

- **Usivak Temporary Reception Centre** in Hadžići Municipality for single men, families and vulnerable migrants opened in October 2018.
- **Blažuj Temporary Reception Centre** in Sarajevo Canton, started providing provisional accommodation solutions during the winter in 2019, and will continue to scale up its capacity and to improve living conditions as reconstruction works to fully operationalize the site are still ongoing.

Apart from these five camps, there is still Camp Lipa whose conducting was recently taken by **Service for Foreigners' Affairs (SFA)** and whose existence and the life conditions in it were one of the causes of Winter crisis. What makes camp Lipa different from other camps is that it is a tent accommodation and its isolated location. What is evident in this list is that in other cantons, for example Tuzla Canton or Zenica-Doboj Canton there are no TRCs (camps) despite the fact that the migrants are present and in large number.

Speaking about the centers which are the responsibility of **IOM** it is estimated that at this moment around 65% of accommodation capacities in TRCs (camps) is filled. The reasons for this are first of all summer season, therefore a period when migrants are trying to cross the border, in fact in migrants' words they go to „game“. Beside this, it is supposed that some other migrant routes which go around Bosnia and Herzegovina are opened, but we have to say that this is only a speculation.

All camps in IOM jurisdiction are objects made of solid material which by itself ensures basic shelter and protection. Camps where families are accommodated ensure special rooms for families, but this depends on the type of structure. For example, in Sedra which used to be a hotel, there are rooms where families can be put, while in Borići which was a school there are big rooms, former classrooms, in which several families are accommodated and they are separated with blankets and sheets that make one improvised space.

## ACCOMMODATION OF MIGRANTS OUTSIDE THE TEMPORARY RECEPTION CENTRES

At this moment it is estimated that in Bosnia and Herzegovina there are around 1,800 – 1,900 migrants who are staying in illegal camps or squats, mainly in the region of Una-Sana Canton and in Tuzla region. It is justified to ask a question why there are people outside the camps when at this moment the camps are filled with only 65% of their capacity. The answer is simple, this is a season when migrants are moving intensively and trying to cross the border. Camps are far from city centers, far from bus stations and the roads, and for many of them camp is not a solution. Also, one of important elements are COVID-19 protocols, by which quarantine is required after arrival in the camp (especially when speaking about persons who unsuccessfully tried to cross the border with Croatia). It is certain that the intention of the local authorities was to move the migrants outside the town centre and they succeeded to do this in no small measure. Closing of the camp Bira in Bihać, and the action of BiH ministry of security on bus station in Tuzla when all migrants who were found there were put on buses and moved to camps are some illustrative examples. It could be said that the power wanted to put the migrants out of the sight of the citizens and in this way to score some political points. Migrants did not disappear, they just moved to some other places. In Una-Sana canton they are mostly in edge areas of mountain Plješevica, while in Tuzla migrants occupy abandoned houses or stay in squats, improvised housing on the edges of the city. There they feel relatively safe since police are lenient toward their staying in this housing.

## PROTECTION OF MIGRANTS

Protection of migrants can be discussed from more aspects. Migrants can be and are in danger of other migrants, but they are also often attacked by local population. In TRCs (camps) there is security service whose mandate is to keep peace and order in camps, and consequently to protect the physical and psychological integrity of migrants themselves. But, the basic problems related to the protection of migrants are not related to camps, but to the streets, where they move. It could be said that every time, every going to a public place, in some way, is dangerous for each of them.

*«They often ask us why we move in big groups, but simply it is only then when we feel protected. There are many conflicts among migrants themselves, especially if they come from countries that are in conflict. I have been robbed twice and every time when I am going somewhere far I try to be a part of a bigger group.»*

Migrant from Afghanistan (22 years old, male)

Using alcohol and drugs by a part of migrant population is a big problem. And drugs and alcohol inevitably cause violence. Probably, the biggest problem with drugs and alcohol is that it is not addressed until there is a conflict or criminal acts. During focus groups, it was reported that the local police do not want to interfere in migrant conflicts, in fact that their task is to keep these conflicts within migrant population and not allow that this violence comes to the domicile population. Unfortunately, because of this attitude serious criminal acts are committed, even murders. The last example of a conflict which ended with deaths of some, happened on mountain Plješevica not far from Bihać. It is clear that all these acts have negative consequences for all migrants and for the majority who do not want to cause incidents. Such situation inevitably generates the feeling of fear and helplessness in migrant population. Without the establishment of a clear police mechanism that will enable the migrants to know to which address they can report violence, and without continuous reporting on violence among migrants the improvements in this area are hard to be expected.

## PSYCHOLOGICAL SUPPORT

Alcoholism, drugs and violence as an inevitable consequence cannot be justified. But, it should be mentioned that these people have been travelling for several years and that many times they tried to cross the border unsuccessfully and that accumulated issues over years combined with harsh living conditions, unresolved status and unclear future may attempt to be resolved through use of alcohol and drugs.

*«These people have become so frustrated and helpless that they are beginning to hate the Balkans, BiH and the whole Balkan route. The faces of us who help them every day have become synonymous for suffering after unsuccessful “games” (attempts to cross the border illegally). They tell me, we like you, you helped us so many times, we know that, but when we see you again, it means that once again we did not succeed.»*

Emina Čehajić, cultural mediator “Zemlja djece”

Psychological support that they can get is extremely important for all of them. There are many organizations that in psychological workshops help these people to accept the situation in which they found themselves more easily. Educational programs run by NGOs Zemljadjece and PUŽ, Ženesa Une are exceptional, as programs by other organizations like CWS (Church World Service). Workshops in which young people get a chance to express themselves creatively, to learn something (Bosnian language, improve English) are the bright side in their lives.

*«I have discovered that I have talent for painting. It seems to me that I would have never discovered it if there had not been creative workshops where we drew, painted and which opened some new roads for me.»*

Migrant from Syria (31 years old, male)

Unfortunately, here we are talking about really small percentages of migrants who can get a chance to attend a workshop or some other type of training. Resources of non-government organizations are limited, and most of migrants are practically far from the possibility to use these types of support. This especially refers to the people who are not staying in camps. However, there are positive examples, mobile team of Red Cross of Tuzla canton, beside a doctor and a lawyer has a person who is in charge of psycho-social assistance. And what is more important, there is not a system that would shape, orient and in some way give meaning to these workshops and efforts in psycho-social support. Basically, after all of this, migrants are left with the question, what next and where to, and for many, sadly, it means return or escape into alcohol, drugs or as already said violence as an inevitable consequence. This certainly points to the need for systematic approach to prevention especially regarding 16 to 23-year-old population.

## GENDER EQUALITY ISSUES IN THE CONTEXT OF ACCOMMODATION AND PROTECTION

The fact that a large majority of migrant population are men and that women who travel alone or with some members of the family are rare, puts women into subordinate position. Beside this, most of them come from conservative societies with traditional views on the role of women in community. At the same time these are the main reasons why they are exposed to violence most and why they have the biggest need for protection. About gender based violence, and everything that especially vulnerable groups are facing there will more in chapter gender component.

## 3.5 Asylum seekers and integration

Bosnia and Herzegovina is for majority of migrants just a transit station on their way to Western Europe. This fact in a way reflects their initial attitude towards Bosnia and Herzegovina and the integration processes or the possibility that this country is some permanent home. However, their travelling is long, unpredictable and the circumstances are changing and their attitude and importance of Bosnia and Herzegovina in their lives are changing to. In this context the integration itself and the possibility for seeking asylum is becoming more important.

### INTEGRATION PROCESSES

Many of the migrants the consultants talked with have been in Bosnia and Herzegovina for more than a year or two, some even longer and it is clear that they and the society as a whole must start thinking about integration processes. Regardless of how the integration process is defined in this case, and regardless of the final goals of both migrants and BiH society, life simply does not stop and these people as long as they are in Bosnia and Herzegovina have to continue their lives in BiH society.

Basically, the most important aspect of integration is the attitude of citizens of Bosnia and Herzegovina towards migrants. In the past three years it has changed. The first migrants who came to Bosnia and Herzegovina were treated as true victims and big majority of BiH citizens empathize and were ready to help these people. From this period there are stories of people who took off their shoes to give them to migrants, of people who would give them suits and similar. Three years after the arrival of first migrants the attitude changed. Examples of racism and xenophobia are widespread and migrants are no more welcome into coffee bars, shopping malls, they are not allowed to hang around bus stations, many simple things have become unavailable for them.

*«I wouldn't say that citizens of Bihać and Krajina have become hostile towards migrants. I think it is more correct to say that people is some way lost their patience. We have to understand that it is not easy when in the backyard of your building there come tens of unknown people every day. And institutions have no response to this.»*

Aida Behrem, director of NGO Women from Una

There are several reasons for the change of attitude toward migrant community. A part of the reason for a changed attitude towards migrants is by all means in the attitude of the media, better to say, negative media campaign towards migrants which was in some moment really inappropriate. Media reports about migrants were mainly about incidents and therefore in BiH public, based on some individuals, an incorrect picture of migrants was created. But it seems that much more important reason is the lack of a clear political message by the authorities who simply do not have courage to make steps towards the integration of migrants in BiH society. Unfortunately, the lack of such a message creates favourable environment for strengthening of xenophobia and racism even in BiH population..And integration as an important part of policy towards migrant community practically does not exist.

It has to be said that local civil society sector, especially big organizations which have experience in actions of public advocacy or media campaigns held itself by side when it comes to migrant crisis. Mainly for opportunistic reasons because involvement meant, especially when speaking about local levels, an inevitable conflict with the institutions of power. The organizations that decided to be a part of the solution, therefore to actively join the activities, are mainly smaller or organizations of medium size, just like those supported by CARE International. And the need to bring migrants closer to Bosnia and Herzegovina people exists. And the migrants feel it.

*«I would like that some activities with people from Bosnia and Herzegovina are organized, so that they simply see that we are also ordinary people from flesh and blood, with the same wishes, needs and hopes as them. People in Bosnia and Herzegovina are good people, we had more positive experiences than negative ones, but we often have a feeling that they simply do not understand us, do not know us.»*

Migrant from Somalie (25 years old, male)

It should be said that various non-governmental organizations, both local and international, put a considerable effort in making the life of migrants easier through different workshops, creative and educational. For example, NGO Ženesa Unework with women in camp workshops on creation of different motives on cloths and for them this was a sort of overcoming trauma. Zemlja djece, Ipsia, CWS, Puž should also be mentioned. There are examples of sport competitions, visiting tourist attractions around the city in which they are staying. Despite the fact that these activities deserve our attention, the information about them reaches the ordinary people in Bosnia and Herzegovina very hard. It seems that all these activities stay in one closed migrant circle without significant interaction with local population.

Speaking about the possibilities for integration, the biggest obstacle is probably impossibility to get a job that would secure at least minimal income. Except if they have a yellow card, in fact they have entered the procedure of getting asylum, there is not a legal possibility to get a job, and if they get it, it is mainly hard physical job.

*«I have a 14-year-old son who goes to school in Bihać. He was already in school in Serbia and in time he learned the language spoken here. Because of this everything is much easier for him. He doesn't have any problems at school, either with teachers or with other children. We have been on the road for almost 6 years and we are grateful that our child has a chance to go to school.»*

Migrant from Iran (41-years-old, male)

The area in which there has been progress is the possibility to educate the children. In Pazarić and Ilidža, places not far from Sarajevo, approximately 130 children are included in formal education, with support of cultural mediators. The same situation is with the children in Una-Sana canton where children are registered in the register books, in fact practically become a part of that community. Generally speaking, all that we heard from the migrant parents and also from persons included in education process tells us that these children are well received by their peers and there are no significant problems related to their involvement.

When it comes to education, it should be said that there is a pretty large population from 17 to 23 years of age who spent a good part of their childhood on the road and was practically completely out of the system of education. As such, they are practically not ready for any kind of job market, regardless of where they are or what is their final place. In this context, it is noticeable that there is a lack of courses that would train this population for some jobs and this way create or better to say, improve chances that in the future they find their place, wherever it is.

## ASYLUM SEEKERS AND THEIR STATUS

The issue of asylum seekers is a complex issue and contains different elements, from political, humanitarian to practical, life questions. The process of getting asylum is complex and has a whole line of steps to be made to get asylum. The first step is expressing the intention for seeking asylum. Big majority of migrants who come to Bosnia and Herzegovina express the intention to seek asylum. The basic reason for expressing the intention to seek asylum is the fact that with this they are getting a chance to stay in

Bosnia and Herzegovina, whether in camps or abandoned houses. Only a small number of migrants get the status of asylum seekers and yellow card which practically enables them to have various benefits. Among other things, they can open a bank account, they can work legally, they can practically live a legal life. The number of persons who got status of asylum seekers low, as already mentioned, and it is somewhat bigger than one hundred.

It has to be said that getting asylum in Bosnia and Herzegovina is very difficult, almost impossible. Some of asylum seekers have accommodation in Safe houses run by non-government organizations. The consultants visited Safe house in Sarajevo run by the organization Pomozi.ba and Safe house in Tuzla run by the organizations PUŽ and which provide support for asylum seekers but also for other vulnerable groups in migrant population. The consultants had the opportunity to talk with asylum seekers. For most of them it is clear that the chances of getting asylum in Bosnia and Herzegovina are small but regardless of this, this whole process gives them a chance to direct their lives in a way.

*«When we talk with asylum seekers, we never give them false hope. We tell them openly that it is very hard for them to get asylum, but they will get an opportunity to live legally for some 9 to 12 months. In this time they may find a job and based on this seek staying in BiH, or they may start a family, or they will learn something new that will help them in life. No matter what their final decision is, the benefits are quite obvious.»*

Danijel Vasilj - Center Puž

Most asylum seekers are young persons at the beginning of their life. Many of them tried to cross the border unsuccessfully and they simply got tired. Getting a yellow card is, despite the difficulties they face even then, an illusion of return to normal life. What is common to all of them is that they miss their family (as one young man who has just turned eighteen said, I miss my mom), house, some job that would give them self-confidence, hope.

They are very grateful for what they are given through programs of psycho-social support, creative workshops, some educational courses, but almost all migrants we talked to in focus groups are aware that without some deeper integration they can hardly have future in Bosnia and Herzegovina.

*«I don't want anything else but to have legal status in Bosnia and Herzegovina, to feel safe, good and happy.»*

Asylum seeker from Pakistan (24-years-old) speaks Bosnian excellently

## **GENDER EQUALITY ISSUES IN THE CONTEXT OF INTEGRATION**

Considering many times repeated fact that gender structure among migrant is unproportionate (much more men than women) and traditional family with clearly defined roles in societies from which most of them come, it is clear that in integration processes men have more considerable role than women. However, numerous programs by non-government organizations are directed to women. Courses of sewing, creation of handicrafts and similar are present in camps and are meant for women. Although such courses undoubtedly help women and make life in camps easier, it is hard to say that they change long ago established relations between men and women. Psychological support and psycho-social therapies provided in camps and through other institutions are important for strengthening of self-awareness of women, but unfortunately the main problem still remains. And that is they live a life of a person on the move, with all uncertainty, lack of perspective, and struggle for survival.

## 3.6 Gender component

Most of the findings on gender equality issues within each covered sub-sector are listed above, and in this subchapter is summary of the main findings when it comes to the presence of gender based violence in camps and outside and gender sensitive and gender transformative programs. These are very important interventions that ensured the different needs, abilities, and opportunities of girls, boys, women, and men are identified, considered, and accounted for. Also gender transformative interventions utilize a gender sensitive approach and promote gender equality, while working with key stakeholders to identify, address, and positively transform the root causes of gender inequality for women and men, girls, and boys.

### GENDER BASED VIOLENCE

Based on information from the field obtained through interviews with various actors, it is clear that gender-based violence (GBV) is present, especially domestic violence. Partners beat a woman, especially when nervousness grows due to failed crossings. Women are in a difficult situation and those at risk, but reporting violence causes an additional problem and risk of separation from family and those who accompany them, and protection from other groups during the long journey. According to the latest information ( the end of May 2021) from Interagencies coordination meeting UNFPA- Identified GBV cases- total number of cases is 52, Women affected 31, Young males affected 20. Therefore, as we can see from these data, young men are also at risk.

Some of the local NGOs interviewed do not have developed protocols for dealing with cases of domestic violence and do not know how to react if they identify violence among migrants and where to report cases of domestic violence. LGBT individuals on the move are not always easily identified, and may require additional support, especially for those who are survivors of gender-based violence. “They, like others with specific vulnerabilities, face considerable risks during their journey, starting from their country of origin, in countries of transit and ultimately in the country where they seek asylum. They may be at risk of violence, including gender-based violence because of their orientation and face exploitation from smugglers, other people on the move and, at times, the authorities.”<sup>7</sup> Also, according to the opinion of some stakeholders, there is no integrated approach between different actors/stakeholders working in the field, especially when it comes to working directly with this target group and those who are vulnerable and at risk from GBV.

*«We have many organizations and agencies that work in the field with migrants, and whose jobs overlap. A lot of information does not reach the Welfare Centers or comes late. Cooperation should also be operationally lowered to the local level. Sometimes it is easier to work and cooperate with local organizations. We do not identify domestic violence. We get information about cases of domestic violence from the camp manager or guardian, but it is a long investigative process, so reports of violence are dropped. It is necessary for the Social Welfare Center to have its own container in the camp, but that does not happen in practice. There is no integrated approach.»*

Aida Behrem, director of NGO Women from Una

There must be better cooperation and an integrated approach between the various actors working in the field, in order to better respond to the needs of all migrants, especially those at risk of GBV or victims of GBV. Also, there must be a precisely defined protocol for dealing with cases of domestic violence and among migrants, especially those outside the camps.

<sup>7</sup> <https://www.unhcr.org/see/12875-increased-need-for-identification-and-individualised-assistance-to-lgbtq-displaced-people.html?fbclid=IwAR2pvB8ChFY933kFfQc8AAFeRn7gYLSMOTaEDRodqGqkW4c2VoujrszmZBiY>

There is also issue of human trafficking, especially since people on the move might be victims of trafficking in some way. Some of the interviewees shared their experiences in this area:

*«I had case of trafficking victim (Colombian), and I talked to her for half an hour in Spanish and she went on. We know the protocol very well when it comes to human trafficking, but the fact is that these people are ignored by the police, the protocol is not valid. I have no one to report it to. There are cases of domestic violence, there are mechanisms for some of them to divorce in BiH (legally), but it is difficult to process those cases further.»*

Emina Čehajić, Cultural Mediator in NGO Zemlja djece

## GENDER SENSITIVE AND GENDER-TRANSFORMATIVE PROGRAMS AND SERVICES

When it comes to gender-sensitive and gender-transformative programs provided by specific organizations, examples of good practice are given in this chapter and those are examples that were encountered in the field.

NGO Zene sa Une work with women in TRCs and women are more interested to participate in the workshops organized in the TRCs. According to their experience in direct work with this target group, women are feeling isolated, lacking freedom, work/jobs, security the most and they are worried about the future of their children. Some of the observations of the employees from Žene sa Une are that women do not report domestic violence because it carries the risk of separation from the family. Psycho-social support should be focused and assessed based on their real needs, it would be best to offer psycho-social support to the whole family. They lack occupational therapy, retraining courses. The Women from Una Association is doing creative workshops with them in TRCs, reducing trauma on canvas, working with women but also with men.

Some representatives of organizations very often associate GBV with the culture and environments from which migrants come, and what gender roles are expected from men and what from women in different cultures, the importance of including cultural differences in their responses and services such as World Vision BiH.

*«We take into account cultural differences. In TRC Ušivak we always work in a team, a woman with a group of men never works alone, there is always a colleague of men and vice versa. A multidisciplinary work team is very important. Gender-based violence - there are cases, there is also cultural heritage and gender roles in different cultures, we had a case of a 12-year-old boy beating his mother, or a 6-year-old boy beating his mother and sisters. The relationship with the girls is very important, which we achieve through our activities.»*

Jovanka Imamović, Coordinator for response project, World Vision BiH

Educational, occupational, recreational, vocational and sport activities in TRCs are organized by World Vision BiH, UNICEF, UNHCR/BHWI and IOM. The Social Corner for centres population was opened in partnership with World Vision BiH. Breastfeeding counselling and distribution of Breast Milk Substitute and baby snacks in Mama and Baby Corners are provided by UNICEF/World Vision.

It is very important to provide support to the programs of organizations working to strengthen the capacities of young women asylum seekers in the field of occupational therapy and integration in BiH society. For example NGO Foundation CURE are providing support to few women asylum seekers who are victims of GBV and human trafficking. Through a conversation with some of the beneficiaries, it is

clear how important this type of support is for their integration into BiH society, to feel more secure and safe, empowered and accepted, as well as to make social contacts and become familiar with the context of BiH.

In Tuzla Canton NGOs *Zemlja djece* and *Community service center PUŽ* are delivering direct activities with children and youth on the move in field of gender-transformative work with young men on the move. Workshop leaders work according to the Manual for Gender-Transformative Activities with Boys and Young Men in Crisis Situations called the “Manual for Engaging Young Men and Boys in Emergencies”.

“During the emergency assistance, CARE and its local partners in Serbia recognized the need to protect young male migrants mostly unaccompanied minors - as the major group in need. Building on CARE's decade-long experience of engaging boys and young men in the Balkans in programs on violence prevention, healthy lifestyles and gender equality initiatives, CARE decided to use the existing Program Y2 together with the Kids Welcome Initiative<sup>3</sup>, implemented by CARE Germany, and create a tailor-made program for working with young male migrants. This manual outlines CARE's experience in working with young male migrants and serves as a guiding tool for frontline workers, mediators and educators in their work with young men with a migration background.”<sup>8</sup> So, these types of workshops first started to be realized in Serbia, and now they are realized in Tuzla Canton as well.

It is important to mention *Boys on the move methodology*, which is informal life skill education of minors with special focus on health issues in the Centre for young men and adolescent boys, including identification of vulnerable cases and referral in need to other specialized service which are provided by *UNFPA/MdM*. It is also important to mention services provided by *UNFPA BiH* in the field of access to sexual and reproductive health (SRH) services, such as timely and comprehensive urological and gynaecological services through regular individual, group and specialist consultations and SRH sessions within UNFPA's Boys and Young Men centers were aimed at increasing awareness on STIs, risky sexual behaviors and prevention. Pregnant women returning from onward movement are in dire need of medical assistance and Psychological Support Services (PSS) services due to exhaustion, poor nutrition and chronic stress. Assistance to UASC including referrals for guardianship, psychosocial support and Gender Based Violence prevention and response is provided by *UNHCR/BHWI*.

<sup>8</sup> <https://childhub.org/en/child-protection-online-library/manual-engaging-young-men-and-boys-emergencies>

## IV Institutional response and migrant crisis

It is irrefutable that international organizations (e.g. IOM, UNHCR, .) were the key factor and the bearer of activities in the field regarding the migrant crisis. Thanks to the work of these organisations and the role they played, humanitarian catastrophe was avoided and the whole situation was somewhat under control. Since it is becoming more and more evident that migrant crisis, in fact the issue of migrations, will be something that Bosnia and Herzegovina will be facing for many years, it is clear that the strengthening of the role of system institutions on all levels is an imperative. In this context, certain activities have already been started.

### STRATEGY IN THE AREA OF MIGRATIONS AND ASYLUM AND ACTION PLAN FOR PERIOD 2021-2025

The work on the creation of Strategy in the area of migrations and asylum and Action plan as a constituent part of Strategy for period 2021-2025 is in progress. It should be said that it is added to recently finished Strategy in the area of migrations and asylum and Action plan for the period 2016-2020. By the decision of the BiH Council of Ministers a working group for creation of the strategy was formed. In the creation of the strategy international organizations (IOM and UNHCR) are included but only on the level of consultations. As the process is still in progress, it is difficult to say what is new that the Strategy will bring. What is known to the public is that seven key goals are defined that BiH wants to achieve in the area of migrations, and which are in accordance with EU legislation. What is planned is:

- Improving the system of managing the policies of migrations and asylum
- Increasing the efficiency of control of state border
- More efficient management of illegal migrations
- Improving of the asylum system
- Fight against smuggling the migrants and trafficking
- Support to legal migrations and strengthening the coordination in migration management

It is also planned to establish new agency for management of illegal migrations, so that state level institutions fully takes over management of reception centers and migrations in BiH.

What is by all means new in the creation of Strategy is the interdisciplinary approach that should enable a more comprehensive view on the crisis and follow up with certain solutions.

### SERVICE FOR FOREIGNERS' AFFAIRS

In the context of migrant crisis, the work of SFA is especially important. Simply, SFA as an administrative organization with operative independence within the BiH Ministry of security, is the bearer of solutions in the issue of migrations.

The areas of work of the SFA are: inspection and control of the movement and stay of foreigners, conducting legal procedures with the aim of responding to the requests for stay to foreigners, putting foreigners who are illegally staying in BiH under supervision, deportation/returning the foreigners who have received valid decision of removal. The very list of authorities clearly suggests the significance and the influence that this Service has in the context of solving the issues in the area of migrant crisis.

In the next period, this Service will be becoming more and more important, considering the tendency that institutions of power are gradually taking over the whole process of management of migrant crisis (among other things running TRCs). SFA has already taken over managing of TRC Lipa and by doing this SFA made the initial and very important step. In this context, strengthening of its capacities will be extremely important. Both in material-technical and human resources. Currently the Service has only 70

inspectors who through 16 field centers cover the entire Bosnia and Herzegovina. This is just an illustrative data that points to the need for institutional strengthening of the Service for foreigners' affairs as a fundamental operative body related to migration process.

### **RELATIONS BETWEEN DIFFERENT LEVELS OF POWER**

Migrant crisis has emphasized the problems among different levels of authorities in maximum degree. It is clear that the local level that faces the strongest consequences of the migrant crisis (for example Una-Sana Canton) and that they have different perception of challenges and how migrant crisis should be addressed. Relations between different levels of authority were not the focus of the report. However, it is possible that there is progress in understanding and in increased cooperation between different levels of power authorities has been noticed, and this should be further strengthened in the future.

## V Conclusion and Recommendations for project planning and implementation

During work on this analysis the consultants endeavored to see the actual position of migrants, conditions they are living in, and the present tendencies that are appearing in the society related to migrant crisis. In this context, special attention was given to migrants' statements and their view of their situation. In order to objectify the received data as much as possible they also talked with the players who come from international organizations, local non-government organizations but also with the representatives of the institutions of the system. Unfortunately, limited space and time that every report has, did not allow to view the situation from the angle of the citizens of Bosnia and Herzegovina, and this would by all means contribute to clear understanding both of the present moment and the steps that should be necessarily taken.

Following four basic areas have been profiled in which it is necessary to make additional efforts to improve them.

**Humanitarian:** In order to ensure basic living conditions and respect for human rights of every individual, it is necessary to ensure the minimum of basic life conditions for every migrant, refugee and asylum seeker. This means solid roof over the head, food availability and, having basic hygienic conditions. Every person who is outside the camp in informal settlements and squats is in a more difficult situation and they should be given special attention.

**Security:** It is necessary to create safe environment for the people on the move. This means to create mechanisms which will protect migrants who are willing to respect all laws of the state in which they are staying from the migrants who tend to commit criminal acts and other forms of violence. But this also means to protect the migrants from inappropriate attacks by local population. Strengthening of cooperation with the local police is extremely important and the police through establishment of the process of regular monitoring and reporting about violence over and among migrants can make a significant step towards creation of a safe environment.

**Integration:** Large majority of migrants consider Bosnia and Herzegovina a transit route on their way to the countries of Western Europe. However, not so small number stay here for longer time, some even for years, so it is timely that authorities start to address the issue of integration into the society. In this context the change in attitude of domicile population towards migrant is of extreme importance, and also finding the ways that will enable the migrants themselves to show others in some way that they can contribute to the community.

**Gender component:** In each of the sub-sectors there are positive examples where the different needs, abilities and opportunities of girls, boys, women, and men are identified, considered, and accounted for. But there is a still room for improvements. The fact that a large majority of migrant population are men and that women who travel alone or with some members of the family are rare, puts women into subordinate position. Gender based violence is present among this target group where partners beat a woman, especially when nervousness grows due to failed attempts to cross the Croatian border. There are good examples of gender transformative services and interventions implemented by different stakeholders working with migrants, refugees and asylum seekers on the field and it is important to support and encourage these interventions to expand them further, in each area where this is target group is present.

## Recommendations

- It is necessary that CARE International continues cooperation with local non-government organizations. All that the consultants saw in the research process suggests that local non-government organizations are most closely acquainted with the needs of migrants. The cooperation that CARE International had through its projects with local non-government organizations proved to be very successful, especially from the point of view of migrants' needs.
- The persons who are outside camps are most endangered. In this context, mobile teams that were established in some towns (Tuzla, Bihac) proved to be very successful and it would certainly be good that this mechanism continues to exist more strongly.
- Outdoor kitchens proved to be a good mechanism and truly useful to migrant population. Because of this it is advisable to increase the capacities of outdoor kitchens, which would at the same time enable the migrants to adjust the food at least a little to the cultural environment they come from.
- Through cooperation with the local community, ensure access to water and toilets and showers for persons who are not accommodated in camps. This primarily refers to access to public water taps, but also to introduction of mobile toilets and showers.
- It would be necessary that hygienic packages are unisex, meaning that they would provide necessities both for men and women.
- It is necessary to strengthen cooperation with police structures, especially on the local level. The issue of crime, violence among migrants but also against migrants should be treated as any other issue. This way the mutual trust will grow. It is extremely important to establish precise ways of how migrants if necessary can approach the police and also a regular and continuous reporting on violence over migrants and among migrants themselves.
- The issue of drugs and alcoholism among migrants should be addressed in a more serious way. Psycho-social support is by all means one of mechanisms that can help, but it is necessary to work on prevention. Frequent occurrence of drugs and alcoholism is becoming a problem for migrants themselves but also for the local community and it must not be neglected.
- It would be good to organize as many activities as possible with local population. This would be an opportunity for getting to know different cultures and it would contribute to the humanization of the attitude of the local population towards migrants.
- It is necessary to include bigger and already established non-government organizations in the topics related to the status of migrants. This especially refers to the organizations that have considerable experience in running the campaigns of public advocacy and campaigns in general.
- The fact is that among migrants there is a large number of 18 to 23-year-olds and that they were not included in educational process at all, and it would be good to organize some courses where they can gain some skills that could help them in their future life.
- Taking into consideration the fact that institutions should gradually take over the role of the leader of all processes related to migrations, it will be necessary to help in strengthening their capacities, both technical, material and human. This especially refers to the SFA which is seriously understaffed.
- It is recommended to continue strengthening the cooperation with the institutions on municipal and cantonal level, with special attention given to Centres for Social Welfare.
- It is important to support and encourage good examples of gender transformative services and interventions implemented by different stakeholders working with migrants, refugees and asylum seekers on the field and to expand them further, in each area where this is target group is present. Gender mainstreaming into each of the programs within sub-sectors is a must.

# VI Appendices

## Annex 1: Terms of reference

### TERMS OF REFERENCE FOR CONSULTANCY: SITUATION ASSESSMENT ABOUT THE NEEDS OF REFUGEES, MIGRANTS AND ASYLUM SEEKERS

APRIL 2021

CARE International is looking to contract an external consultancy (individual consultant or an organisation or a consultancy company) to make an assessment of the general situation of migrants and refugees in Bosnia and Herzegovina including the estimate of the overall number, the demographics, legal status and needs of the target population.

The Assessment will provide all necessary data to inform potential CARE actions - planning and implementation of activities in the field particularly taking into consideration CARE priorities that include gender in emergencies and unaccompanied minors.

#### About CARE in the Balkans

CARE's mission in the region of Balkans is to contribute to post-war recovery, socio-economic development and building societies of equality in Bosnia & Herzegovina, Serbia, Montenegro, Kosovo, Albania and North Macedonia.

CARE's work in the Balkans started in 1993, when it provided humanitarian support to people affected by war. In the late 90-ties, CARE shifted its focus in the region from humanitarian post-war assistance and rehabilitation to socio-economic development, engaging in interventions directed at conflict prevention and peace-building, sustainable livelihoods, gender equality and the prevention of gender-based violence. CARE in the Balkans places the quality of its program at the centre of its mission and has developed a regional strategy that encompasses two main program directions: Gender Equality and Social and Economic Inclusion.

The goal of the Social and Economic Inclusion Program is to strengthen capacity and create opportunities for the marginalised, socially excluded and poor to integrate into society and access rights. CARE's Gender Equality Program aims to empower women vulnerable to violence, discrimination and poverty, to reach better life opportunities and social justice and to work on prevention of peer violence and building of tolerance among young men in the Western Balkans. CARE's engagement and contribution lies in strengthening sustainability of key regional, national and/ or local civil society organizations and networks promoting equality and diversity, in the context of social inclusion and non-violence.

Until now, CARE implemented small scale projects to assist refugees, migrants and asylum seekers and worked with grass-root organizations in Una-Sana, Tuzla and Sarajevo Canton. The project mainly focuses on distribution of winterization and non-food items, vouchers for basic necessities and medical and psychosocial support for the most vulnerable categories. CARE pays particular attention to the needs of unaccompanied minors and gender component in the context of emergencies.

#### Purpose and objectives of the Assessment

To obtain relevant information necessary for planning interventions to assist refugee and migrant population in Bosnia and Herzegovina. The Situation Assessment is expected to combine desk review of existing documents from various resources (official, civil society data, UN agencies, media reporting etc.) with qualitative and quantitative field research, which is expected to be undertaken through interviews, group discussions with target population and local stakeholders while respecting existing epidemiological measures.

The Assessment will take into consideration the situation and provide information related to the status and needs of the target population that include needs in the following (sub)-sectors:

- Food security
- WASH – Water, Sanitation and Hygiene
- Health
- Protection and shelter – accommodation as well as needs for items such as sleeping bags, blankets
- Asylum seekers and integration
- Gender component.

Its findings will be utilised for future program planning, information sharing with authorities in Bosnia and Herzegovina, advocacy and fundraising.

CARE will engage a proficient external expert/company to prepare the Situation Assessment, to work under the supervision of CARE Regional Humanitarian Coordinator with inputs and feedback by the Gender Program Advisor.

### Scope of work

The consultancy falls under the project “Addressing Needs of Refugees, Migrants and Asylum Seekers in Bosnia and Herzegovina” implemented by CARE International Balkans, Office in Sarajevo, Bosnia and Herzegovina.

The contracted company and/or individual is expected to undertake the following:

- Design methodology and survey tools, based on the objectives of the Situation Assessment;
- Conduct a desk review – review all relevant available reports, studies and surveys on the subject of the project and consultancy and synthesize the information for the Situation Assessment;
- Undertake field research in line with existing epidemiological measures in place, employing qualitative and quantitative data collection methods necessary for obtaining relevant and required information, i.e. interviews with individuals, focus group discussions etc;
- Provide baseline data based on the research;
- Analyze reports and measures taken by various levels of government, provide analysis of their efficiency, effectiveness and satisfaction of end-users/recepients;
- Analyze actions and measures taken by civil society and international organizations, provide analysis of their efficiency, effectiveness and satisfaction of end-users/recepients;
- Provide recommendations for various stakeholders and CARE to maximise learning and impact of the exercise with the particular focus on gender component, and
- Prepare and submit a well-structured draft Situation Assessment for CARE's feedback, which will be finalized following the review and input of CARE staff. Gender-component will be integrated at all times.
- He/she could also provide overview of available assistance / aid that is already in place including the aid of volunteer organisations are providing and identify the most urgent gaps.

### Methodology of the Baseline Study

The methodology for this baseline assessment will include both direct and indirect data collection, analysis and cross referencing and formulating recommendations. Data collection will be done through desk research and site visits in coordination with CARE.

Documents which will be made available by CARE for the for Desk Research Phase

- Previous project reports
- Background document for the project
- Contacts with the partner organizations
- Available CARE templates on needs assessments research

### Consultancy deliverables

- Detailed methodology and plan for implementation of the research. Presentation of data collection tools.
- Presentation on the main findings.
- Situation Assessment Report written in English (up to 20 pages, plus Annexes). The Report should consist of executive summary (2 pages), main Study findings (approx. 16 pages) and recommendations for project planning and implementation (2 pages).
- Hand over to CARE the entire original quantitative and qualitative data documentation collected for the purposes of the consultancy, upon the final report acceptance and prior to the payment.

### Timeframe

This assignment is expected to be undertaken up to 20 working days with more than 60% presence in the field and it is expected to be realised during May 2021. The individual and/or company undertaking Situation Assessment will be fully responsible to administer the study, including management of field data collection. The final product shall be delivered to the CARE Project Manager by 15 July 2021.

**Timeframe for the contract: 1 May – 20 July 2021.**

### Management and organization

The Consultant/Company will report to CARE Humanitarian Coordinator.

### Skills and qualification of the experts

CARE invites individual experts, teams of experts, NGOs and agencies familiar with the context and subject of the project in question, to respond to this call and present in details their expertise, experience, division of work and responsibility levels/responsible person (in case of teams or agencies). The following qualifications are required:

- Social science or similar relevant field expert with adequate experience in monitoring and evaluation.
- Rich experience and qualifications in conducting baseline assessments and evaluation/impact studies.
- Excellent understanding and knowledge of social protection sector in Bosnia and Herzegovina, in particular regarding the social protection service provision by third parties.
- Extensive experience in working with civil society organisations and excellent knowledge of civil society sector in BIH.
- Excellent knowledge of English and local languages, both oral and written. Capable to write high quality, clear, concise reports in English.

## Application

The applications should be submitted in English. Deadline for applications: 19 April 2021.  
There is no standard format for the submission of the consultancy proposal.

The consultant's proposal should consist of the following:

1. Key Consultant's CV with detailed information concerning experience in the field of consultation, research and evaluation as well as the list of references on the conducted consultations. Consultant's CV should be attached as an Appendix.
2. The Consultancy Proposal, which should be clear and concise with goals and objectives for the task as well as described proposed working methodology and plan.
3. Consultant's Budget. Global price budget that includes all expenses should be proposed.
4. Consultant's availability and commitment to schedule statement.
5. Contact and identification details (for individuals/organization/company)

Interested candidates (organisations, consultancy companies or freelance consultants) are invited to apply and should submit their applications before the given deadline, , to the following address:  
CARE International in the Balkans, Hasana Kaimije 11, 71 000 Sarajevo, or via e-mail: [shalkic@care.ba](mailto:shalkic@care.ba)

Subject: Consultancy Application for the Situation Assessment for the project Addressing Needs of Refugees, Migrants and Asylum Seekers in Bosnia and Herzegovina

CARE retains the right not to select any of the candidates for the consultancy upon this call, should all applications fail to meet the necessary requirements.

For any additional information on the application process and consultancy, please contact Azra Junuzović, e-mail: [ajunuzovic@care.ba](mailto:ajunuzovic@care.ba)

## Annex 2:

# List of documents used in the situation assessment process

NO	DOCUMENT
1	CONCEPT NOTE OF THE PROJECT
2	PROJECT REPORTS
3	REFUGEE SITUATION ASSESMENT REPORT-CARE INTERNATIONAL
4	ASSESSMENT ON NEEDS OF MIGRANTS AND REFUGEES IN BOSNIA AND HERZEGOVINA AND MONTENEGRO
5	REFUGEE SITUATION IN BOSNIA AND HERZEGOVINA JANUARY 12, 2021-CARE INTERNATIONAL
6	HUMANITARIAN NEEDS ASSESSMENT-THE GOOD ENOUGH GUIDEN
7	PUZ NEWSLETTERS
8	MINUTES OF THE INTERAGENCY COORDINATION MEETINGS
9	ASSESSMENT: MIGRANT AND REFUGEE SITUATION IN BOSNIA AND HERZEGOVINA-OVERVIEW OF THE INTERVENTION OF KEY ACTORS IN THE FIELD
10	BORDER MONITORING BIMONTHLY SNAPSHOT-DANIS REFUGE COUNCIL
11	SEDRA TEMPORARY RECEPTION CENTRE SITE PROFILE,MARCH 2021
12	BLAŽUJ TEMPORARY RECEPTION CENTRE SITE PROFILE,MARCH 2021
13	IOM BOSNIA AND HERZEGOVINA MIGRATION RESPONSE SITUATION REPORT 15 —21 MAY 2021
14	UNICEF BOSNIA AND HERZEGOVINA SITUATION REPORT 21 MAY 2021
15	UNFPA HUMANITARIAN RESPONSE IN BOSNIA AND HERZEGOVINA:SUPPORTING WOMEN AND YOUTH, MONTHY OPERATIONAL OVERVIEW IN NUMBERS MAY 2021
16	DRC SUPPORT TO HEALTH INSTITUTIONS IN THE UNA-SANA CANTON, RESPONSE TO HUMANITARIAN AND HEALTH NEEDS OF MIGRANTS, ASYLUM SEEKERS AND REFUGEES
17	UNHCR BOSNIA AND HERZEGOVINA OPERATIONAL UPDATE – MAY 2021

## **Annex 3: Methodology and Work Plan for the assessment**

### **THE METHODOLOGY AND WORKING PLAN FOR IMPLEMENTATION OF THE ASSESSMENT**

**May 2021**

#### **Introduction**

The document “The Methodology and working plan for implementation of the assessment” presents the goals, work methodology and poses the key questions that will be answered during the project task defined by Terms of reference. As it is clearly stated in Terms of reference, the basic task is the assessment of general situation of migrants and refugees in Bosnia and Herzegovina including the estimate of the overall number, the demographics, legal status and needs of the target population. The Assessment will provide all necessary data to inform potential CARE actions – planning and implementation of activities in the field particularly taking into consideration CARE priorities that include gender in emergencies and unaccompanied minors.

This document identifies the key stakeholders in the process of assessment creation, and sets the deadlines for each individual activity to be executed during project task. The document also clearly sets key research questions that will be used as a sort of a guide in the research process.

The key questions were also the basis on which the guides for focus groups and interviews with the representatives of civil society organizations and power institutions were created and they are enclosed in the annex of this document.

#### **BiH context**

Since the beginning of 2018, Bosnia and Herzegovina has witnessed a dramatic increase in the number of migrants and refugees entering the country. The influx has challenged the human and financial resources of responsible institutions.

Bosnia and Herzegovina (B&H) is one of the poorest countries in the region and in this part of Europe. GDP per capita of 5,703 USD in 2018 (International Monetary Fund, 2019) and 15% of the population below the poverty line in 2017 (World Bank, 2019).

The complex constitutional structure of the country has had a direct impact on the operational capacity of authorities. In the Federation, social services are decentralized at the level of cantons, which makes it difficult to implement a country-wide approach for the protection of unaccompanied or separated children on the move. Decision-making is shared among the central government, the entities (the Federation of Bosnia and Herzegovina and the Republika Srpska), the cantons in the Federation and Brčko District. For example, due to the opposition from Republika Srpska's leaders, all asylum and refugee facilities are located on the territory of the Federation. Only the immigration detention centre is located in East Sarajevo, in Republika Srpska.

As already mentioned, a significant and increasing number of refugees and other migrants has been detected in Bosnia and Herzegovina near Croatian border, especially since the beginning of 2018. BiH is for most of them only transit country on the route. There are currently between 8,000 and 10,000 refugees and migrants in Bosnia and Herzegovina. Only about 6,000 of them are accommodated in

temporary reception centers in the Una-Sana Canton, while the rest camp in abandoned buildings, the forests of the Una-Sana Canton or other regions of the country. Many international and local civil society organization have included themselves in the process of support to migrants, refugees and asylum seekers. One of them is Care International.

CARE International Balkans has been supporting migrants and refugees through partner organizations in Una Sana and Tuzla Canton. Activities mainly focused on winterization and provision of basic non-food items such as blankets, sleeping bags, etc. that would help them during the winter.

The current world processes are pointing that the migrant issues will still be present for a long time and Bosnia and Herzegovina is one of transit routes on their road. Some of the migrant crisis issues will be solved on global, political level but in the meantime it is necessary to make effort to enable these people to exercise their basic human rights. For this reason there is a need for the constant examination of their status and their needs.

### **Geographic scope of the Situation Assessment and key stakeholders involved in this process and**

The findings gained in the process of the creation of Situation Assessment will be applicable on the whole territory of Bosnia and Herzegovina but most of the field research will be done in Una-Sana Canton (Bihac) and the cities of Tuzla and Zenica and Blažuj (near Sarajevo). There are several reasons for focusing on these regions. Una-Sana Canton is the region with most migrants, refugees and asylum seekers and which has been in the focus since the beginning of the crisis. The migrant camps are also most numerous in this region and there is a large number of international and local organizations operating in this region. Tuzla and Zenica and Blažuj near Sarajevo, by BH standards big cities, are places through which a large number of migrants passes and stays for some time, and as such they provide enough opportunity to look at their position from a different angle. An additional reason why these regions were chosen is that partner organizations of Care International are operating in these regions and with their concrete work in the field they gained experiences and knowledge about the true needs of migrant population.

Key stakeholders in the whole process are:

#### *a) Migrants, refugees and asylum seekers*

Given the nature of the task and the goals to be achieved in Situation assessment this is the most important stakeholder in the whole process. Being the final beneficiaries, they are the most relevant ones to talk about the difficulties they are facing and what needs they have and which are not yet satisfied at this moment. The creation process of Assessment is designed in such a way that ensures that the voice of migrants as most credible one is heard.

#### *b) Civil society organizations and international organizations*

Civil society organizations, whether local or international, have taken a big burden when it comes to migrant crisis. It is hard even to imagine the process without their participation. Besides, they are in the closest contact with migrants and as such surely have enough quality information that can help in the creation of final report.

#### *c) System/government institutions*

The complexity of BH System and the fact that practically different levels of power work with migrants, often without clear coordination, has already been pointed out. However, it is clear that without the institutions of the System it is not possible to gain a clear picture both of the current status of migrants, refugees and asylum seekers and possible further steps that Bosnia and Herzegovina and its institutions are intending to take. In this context, although in this research it will be in limited scope, it is necessary to hear the opinions of the System institutions. It is especially important to hear the opinion of the Service for relations with foreigners which has the closest contact with migrant population. Additionally, it is also important to find out the status of development of newly announced Strategy for Migrants, Refugees and Asylum Seekers prepared by the Ministry of Security.

## The overall purpose of the Situation Assessment and research questions clearly linked to the specific objectives

The overall purpose of the Situation Assessment is *to obtain relevant gender-sensitive information necessary for planning interventions to assist refugee and migrant population in Bosnia and Herzegovina*. The Situation Assessment is expected to combine desk review of existing documents from various resources (official, civil society data, UN agencies, media reporting etc.) with qualitative and quantitative field research, which is expected to be undertaken through interviews, group discussions with target population and local stakeholders while respecting existing epidemiological measures.

The Assessment will take into consideration the situation and provide information related to the status and needs of the target population that include needs in the following (sub)-sectors:

- Food security
- WASH – Water, Sanitation and Hygiene
- Health
- Protection and shelter – accommodation as well as needs for items such as sleeping bags, blankets
- Asylum seekers and integration
- Gender component.

Main research questions within each of these subsectors are:

1. How much effective and successful are measures/services/interventions taken by various levels of government, civil society and international organizations in meeting the needs of refugees, migrants and asylum seekers? Are those intervention achieving its objectives? If so, how effective, efficient and sustainable are these measures/interventions/services?
2. What is the overall level of satisfaction of end-users/ refugees, migrants and asylum seekers with these services, measures and interventions within each subsector?
3. What is the real impact of the measures/services/interventions provided by different stakeholders on meeting the needs of both women and men of refugees, migrants and asylum seekers, especially when their needs are different regarding their gender identities?
4. How sensitive to gender dynamics has the measures/services/interventions been in its design and implementation(i.e. being gender-responsive)? Are there gender-sensitive monitoring mechanisms that are in use by staff members working with refugees, migrants and asylum seekers (for example: gender disaggregated information, gender sensitive indicators, regular information about cases of gender based violence and discrimination based on gender identity etc.)?
5. What is missing from the services provided by the various stakeholders? What are the real needs of the end-users (women and men) to which the existing measures/services/interventions have not responded yet?
6. Whether and to what extent refugees, migrants and asylum seekers experience gender-based violence and discrimination based on gender identity? If yes, what kind of support do they get?

Findings of this Situation Assessment will be utilised for future program planning, information sharing with authorities in Bosnia and Herzegovina, advocacy and fundraising.

The Situation Assessment will provide the overview of available assistance / aid that is already in place including the aid of volunteer organisations are providing and identify the most urgent gaps. It will provide recommendations for various stakeholders and CARE to maximise learning and impact of the exercise with the particular focus on gender component.

## Overall research methodology using a combination of quantitative and qualitative data collection methods and an inclusive and participatory approach

Methodology that will be used in making endeavors to meet requests as stated in ToR and goals as set up will be a combination of several methods being usually used during the research process. The methodology for this baseline assessment will include both direct and indirect data collection, both regarding the quality and the quantity, analysis and cross referencing and formulating recommendations and conclusions. Data collection will be done through desk research and site visits in coordination with CARE

### Preparation phase

#### a) Start up meeting with CARE project team

This meeting with CARE Project team will provide consultants with additional information and directions regarding the assessment process, goals and outputs, methodology and key questions, clarifying activities to be undertaken and responsibilities of all involved in this process, stakeholders to be included in the research process and expected results.

#### b) Desk Research Phase

As foreseen by the ToR, all necessary documentation will be reviewed in this phase in order to get an all insight into all aspects of the research topic and to serve as a foundation for development of detailed Methodology and plan for implementation of the research. Therefore, desk review will be conducted of all relevant available reports, studies and surveys on the subject of the project and consultancy and synthesize the information for the Situation Assessment.

This phase includes an initial desk study on inclusion of on the Refugees, Migrants and Asylum Seekers to identify key stakeholders to engage in the data collection process, and this includes receiving from CARE contacts with the partner organizations. The Consultants will review and analyse existing documents provided by CARE and other sources such as web, libraries, UN agencies and similar.

List of documents that will be used in desk review phase:

- Concept note of the project
- Project reports
- Refugee Situation ASSESMENT REPORT-Care International
- Assessment on Needs of Migrants and Refugees in Bosnia and Herzegovina and Montenegro
- Refugee Situation in Bosnia and Herzegovina January 12, 2021-Care International
- Humanitarian Needs Assessment-The Good Enough Guiden
- PUZ newsletters
- Minutes of the interagency coordination meetings
- Assessment: Migrant and Refugee Situation in Bosnia and Herzegovina-Overview of the intervention of key actors in the field
- Border monitoring bimonthly snapshot-Danis Refuge Council
- All roads lead to Bosnia: Info Park and CWS needs assessment
- Media reports
- Available documents from UN and IOM
- Other relevant studies and research

### Field research

Field research will be the largest and the most complex part of the study and the assessment. The very field research will be fundamental in the Situation Assessment, and it should enable the collection of enough valid data, in terms of quality and quantity, based on which the recommendations and conclusions will be made. During field research, two methods will be used: interviews and focus groups

#### a) Interviews:

As one of the most significant methods within research of data and writing of final report, interviews will be made with key persons within the scope of research topic. Special attention will be given to

competent persons from local civil society organizations that directly work with migrant population and for sure have a good insight into the situation in the field. Also we will try to talk with some of the international organizations that are directly involved into the processes related to migrant issues.

Beside the representatives of the civil sector, it is planned to have interviews with the representatives of domestic institutions where it is especially important to have interviews with the responsible persons from the Service for foreigners..

List of the persons to be interviewed in the course of research:

- Representatives of NGO Žene sa Une
- Representatives of NGO Zemlja djece
- Representatives of NGO PUZ
- Representatives of NGO Pomozi.ba
- Representatives of Fondation CURE
- Representatives of volunteer groups
- Representatives of IOM
- Volunteer from Zenica
- Representatives of the Service for relations with foreigners

This list is not final, and if there is possibility the consultants will take the opportunity for interviews with the representatives of other organizations and institutions that can provide a relevant insight into the situation in the field. With the purpose of having better quality interviews and gaining adequate information, special half-structured guides for interviews for civil society organizations and system institutions will be created (annex 2 and 3).

#### **b) Focus groups /group interviews**

By its nature, focus group is such a method that should provide open discussion and possibility of expressing the views of participants. Focus groups are a moderator-lead discussion about the participants' experiences, feelings and preferences about an issue. Focus groups will be primarily organized with Refugees, Migrants and Asylum Seekers in Bosnia and Herzegovina with the intention to get an insight into their opinions and the views on their needs while they are in BiH.

It is planned to hold at least one focus group in each of these places - Una-Sana Canton, Zenica, Tuzla and in the Temporary Reception Centres (TRCs) Blažuj near Sarajevo. The groups will consist of 5 to 8 persons and if possible should have gender and age diversity. If it is possible, more focus groups will be organized in each place, everything depending on availability of this target group.

In order to make the process of conducting focus groups as structured as possible, and also in order to gain comprehensive, quality and usable information as well as attitudes, a special guide for focus groups is created. (annex 1).

#### **Analysis and Interpretation**

The data gathered in desk and field research will be the basis for the process of report creation which will be carried out in two phases:

##### **a) Preparation of the Draft report on Situation Assessment:**

Upon gathering of all the relevant information, consultant will start with writing of draft report. Given a rather large volume of the documentation and information to be provided over the field visits to be further analysed and composed as a one whole that will meet the ToR requests, this phase will be crucial part of the whole process. Preparation of the Draft report will:

- Provide baseline data based on the research;
- Analyze reports and measures taken by various levels of government, provide analysis of their efficiency, effectiveness and satisfaction of end-users/receptients;
- Analyze actions and measures taken by civil society and international organizations, provide analysis of their efficiency, effectiveness and satisfaction of end-users/receptients;
- Provide recommendations for various stakeholders and CARE to maximise learning and impact of the exercise with the particular focus on gender component,

Draft report will contain all of the key elements of the report:

## Table of content

## Acronyms

## I Executive Summary

## II Introduction part

- 2.1 Research purpose and objectives
- 2.2 Research methodology
- 2.3 Context and background

## III Analytical synthesis of key findings clearly linked to the specific objectives of the Situation Assessment and specific research questions

### 3.1 Food security

*Successfulness and effectiveness of the services taken by various levels of government, civil society and international organizations*

*Overall level of satisfaction of end-users/ refugees, migrants and asylum seekers with these services*

*Real impact of the measures/services/interventions provided by different stakeholders on meeting the needs of both women and men of refugees, migrants and asylum seekers*

*Sensitiveness to gender dynamics of the various services*

*Services that are missing*

*Gender-based violence and discrimination based on gender identity that extent refugees, migrants and asylum seekers experience*

### 3.2 WASH – Water, Sanitation and Hygien

*Successfulness and effectiveness of the services taken by various levels of government, civil society and international organizations*

*Overall level of satisfaction of end-users/ refugees, migrants and asylum seekers with these services*

*Real impact of the measures/services/interventions provided by different stakeholders on meeting the needs of both women and men of refugees, migrants and asylum seekers*

*Sensitiveness to gender dynamics of the various services*

*Services that are missing*

*Gender-based violence and discrimination based on gender identity that extent refugees, migrants and asylum seekers experience*

### 3.3 Health

*Successfulness and effectiveness of the services taken by various levels of government, civil society and international organizations*

*Overall level of satisfaction of end-users/ refugees, migrants and asylum seekers with these services*

*Real impact of the measures/services/interventions provided by different stakeholders on meeting the needs of both women and men of refugees, migrants and asylum seekers*

*Sensitiveness to gender dynamics of the various services*

*Services that are missing*

*Gender-based violence and discrimination based on gender identity that extent refugees, migrants and asylum seekers experience*

### **3.4 Protection and shelter – accommodation as well as needs for items such as sleeping bags, blankets**

*Successfulness and effectiveness of the services taken by various levels of government, civil society and international organizations*

*Overall level of satisfaction of end-users/ refugees, migrants and asylum seekers with these services*

*Real impact of the measures/services/interventions provided by different stakeholders on meeting the needs of both women and men of refugees, migrants and asylum seekers*

*Sensitiveness to gender dynamics of the various services*

*Services that are missing*

*Gender-based violence and discrimination based on gender identity that extent refugees, migrants and asylum seekers experience*

### **3.5 Asylum seekers and integration**

*Successfulness and effectiveness of the services taken by various levels of government, civil society and international organizations*

*Overall level of satisfaction of end-users/ refugees, migrants and asylum seekers with these services*

*Real impact of the measures/services/interventions provided by different stakeholders on meeting the needs of both women and men of refugees, migrants and asylum seekers*

*Sensitiveness to gender dynamics of the various services*

*Services that are missing*

*Gender-based violence and discrimination based on gender identity that extent refugees, migrants and asylum seekers experience*

### **3.6 Gender component.**

*Successfulness and effectiveness of the services taken by various levels of government, civil society and international organizations*

*Overall level of satisfaction of end-users/ refugees, migrants and asylum seekers with these services*

*Real impact of the measures/services/interventions provided by different stakeholders on meeting the needs of both women and men of refugees, migrants and asylum seekers*

*Sensitiveness to gender dynamics of the various services*

*Services that are missing*

*Gender-based violence and discrimination based on gender identity that extent refugees, migrants and asylum seekers experience*

## **IV Conclusion and Recommendations for project planning and implementation**

### **V Appendices**

- 1) Terms of reference
- 2) Evaluation Framework
- 3) List of documents used in evaluation process
- 4) List of participants in the evaluation process

**a) Final report finalization and submission:**

All acceptable suggestions and comments given by CARE project team will be incorporated into the Final report of Situation Assessment. Both the draft and final report Situation Assessment Reports will be written in English (up to 20 pages, plus Annexes).

Hand over to CARE the entire original quantitative and qualitative data documentation collected for the purposes of the consultancy, upon the final report acceptance and prior to the payment.

**Detailed work plan and timelines**

In this part is presented detailed work plan, stakeholders that will be involved in the process and timelines.

Stakeholder	Description	Method	Place	Proposed dates
<b>CARE project staff</b>	Humanitarian Coordinator, Project and Logistics Coordinator	Start up meeting	Online	17.05.2021.
<b>CSO Žene sa Une</b>	Management team (Executive director and Project Coordinator- contact person for CARE)  Representatives of local public institutions/ governmental officials (if relevant for CSO)  Representatives of other international organizations working with refugees, migrants and asylum seekers  Groups of project beneficiaries (5 to 8 persons), in the camp and one outside of the camp	Interview  Interview  Interview  Focus group	Bihać	02.06.2021.
<b>Temporary Reception Centres (TRCs) Blažuj</b>	Group of project beneficiaries (5 to 8 persons)  Representatives of international organizations working with refugees, migrants and asylum seekers	Focus group  Interview	Ilidza, Sarajevo	8.06.2021.
<b>Representatives of volunteers in Zenica</b>	Group of project beneficiaries (5 to 8 persons)  Representatives of volunteers working with refugees, migrants and asylum seekers	Focus group  Interview	Zenica	8.6.2021.

Stakeholder	Description	Method	Place	Proposed dates
<b>CSO Zemlja djece u Bosnia and Herzegovina</b>	Management team (Executive director and Project Coordinator- contact person for CARE)  Representatives of local public institutions/ governmental officials (if relevant for CSO)  <b>Representatives of CSO PUZ</b>  Representatives of other international organizations working with refugees, migrants and asylum seekers  Group of project	Interview   Interview  Interview  Focus group	Tuzla	9.6.2021.
<b>CSO POMOZI.BA</b>	Management team (Executive director and Project Coordinator- contact person for CARE)	Interview	Bihać or/and Online	1.6. or/and 7.6.
<b>CSO Foundation CURE</b>	Management team (Executive director and Project Coordinator- contact person for CARE)  Two beneficiaries- asylum seekers	Interview  Interview	Online	7.6.
<b>Service for relations with foreigners</b>	Contact person for work with refugees, migrants and asylum seekers	Interview	Online	10.6.

Precise dates for conducting interviews and detailed timetable will be subsequently agreed with the Situation assessment participants.

Partner organizations and CARE International will take care of all logistical issues (inviting participants, ensuring rooms for focus groups and similar).

Field research will be finished until June 15, 2021.

Writing Draft Situation Assessment report will be finished not later than June 30, 2021.

Writing and submission of Final Situation Assessment report will be finished not later than July 15, 2021.

Guides and questionnaires for data collection: The consultants have prepared several types of guides for semi-structured interviews, as well as guide for focus groups with refugees, migrants and asylum seekers, which are presented in Annexes.

## Annexes

### Guidelines for Focus Groups with end users/ refugees, migrants and asylum seekers

1. When did you arrive in Bosnia and Herzegovina? How long have you been in Bosnia and Herzegovina?
2. Where are you staying and how do you estimate the conditions you are currently living in (accommodation, water, hygiene, health)?
3. What do you need to meet your basic needs regarding life conditions in BiH?
4. How would you describe relations with BH population? Do you feel safe in Bosnia and Herzegovina?
5. Have you during your stay in BiH experienced any form of violence on you? If yes, can you share your experience with us?
6. Have you experienced any kind of gender discrimination? If yes, can you tell us about it?
7. While staying in BiH have you had a chance to learn some new skills, something that could help you in your future life?
8. How well are you introduced to the rights of migrants, refugees and asylum seekers? What are your experiences with the work of BH institutions (Service for relations with foreigners, Center for social work and similar)?
9. What are the potential needs of beneficiaries (target group) to be possibly met by the CARE and its partner organizations in the future?
10. What are your further intentions?

### Guidelines for Semi-Structured Interview with Partner Organizations and International Organizations

1. How well are you introduced to the project and how are you involved in it?
2. What kind of measures/services/interventions do you provide in meeting the needs of refugees, migrants and asylum seekers?
3. Your assessment of the quality and variety of services offered by your organization in the camps or outside to refugees, migrants and asylum seekers? Please, describe.
4. In your opinion, how beneficiaries rate the relationship that your staff developed with them? What do you see on the field/camps?
5. In your opinion, what is the overall level of satisfaction of refugees, migrants and asylum seekers with these services, measures and interventions? How do you monitor and measure their satisfaction?
6. In your opinion and experience on the field, what is the real impact of the measures/services/interventions provided by different stakeholders on meeting the needs of both women and men of refugees, migrants and asylum seekers, especially when their needs are different regarding their gender identities?
7. How sensitive to gender dynamics has the measures/services/interventions been in its design and implementation (i.e. being gender-responsive)? Do you think about gender equality and gender mainstreaming when you are designing interventions?

8. Are there gender-sensitive monitoring mechanisms that are in use by your staff members working with refugees, migrants and asylum seekers (for example: gender disaggregated information, gender sensitive indicators, regular information about cases of gender based violence and discrimination based on gender identity etc.)?
9. According to your experience, whether and to what extent refugees, migrants and asylum seekers experience gender-based violence and discrimination based on gender identity? If yes, how do you response on it?
10. What is your opinion on the role of the organizations CARE International in meeting the needs of refugees, migrants and asylum seekers in BiH? Where do you see their role? Your relationship with CARE?
11. What is missing from the services provided by the various stakeholders? What could be improved?
12. Synergy with other (similar) projects? Overlapping?

### **Guidelines for Semi-Structured Interview with representatives of local public institutions/governmental officials**

1. What kind of measures/services/interventions do you provide in meeting the needs of refugees, migrants and asylum seekers?
2. Your assessment of the quality and variety of services offered by your institutions in the camps or outside to refugees, migrants and asylum seekers? Please, describe.
3. Are you familiar with the status of development of newly announced Strategy for Migrants, Refugees and Asylum Seekers prepared by the Ministry of Security? Have you been involved in the process of strategy development?
4. What are your experiences of cooperation with different organizations working with this target group? Your relationship with them?
5. In your opinion, what is the overall level of satisfaction of refugees, migrants and asylum seekers with services, measures and interventions provided by different stakeholders? How do you monitor and measure their satisfaction?
6. In your opinion and experience on the field, what is the real impact of the measures/services/interventions provided by different stakeholders on meeting the needs of both women and men of refugees, migrants and asylum seekers, especially when their needs are different regarding their gender identities?
7. Are there gender-sensitive monitoring mechanisms that are in use by your staff members working with refugees, migrants and asylum seekers (for example: gender disaggregated information, gender sensitive indicators, regular information about cases of gender based violence and discrimination based on gender identity etc.)?
8. According to your experience, whether and to what extent refugees, migrants and asylum seekers experience gender-based violence and discrimination based on gender identity? If yes, how do you response on it?
9. How satisfied are you with the flow of information with your institution and other partner organization involved in refugee/migrant response?
10. What is missing from the services provided by the various stakeholders? What could be improved?
11. Do you have any recommendations for future project in Refugee/Migrant response and in what ways could the system institutions be included in them?

## Annex 4: List of participants in the situation assessment process

No.	Name	Organization and function	Method	Date and place
1.	Azra Imamović	CARE International, Sarajevo, Humanitarian Coordinator	Interview Online	17.05.2021.
2.	Dušan Stamenković	CARE International, Belgrade, Project and Logistics Coordinator	Interview Online	17.05.2021.
3.	Aida Behrem	NGO Žene sa Une, Executive Director	Interview	02.06.2021. Bihać
4.	Fatima Šušnjar	NGO Žene sa Une	Interview	02.06.2021. Bihać
5.	Ervin Husić	NGO Žene sa Une	Interview	02.06.2021. Bihać
6.	Miranda	NGO Žene sa Une	Interview	02.06.2021. Bihać
7.	Šejla	NGO Žene sa Une	Interview	02.06.2021. Bihać
8.	Suad Tutić	Center for Social Work, Director	Interview	02.06.2021. Bihać
9.	Zemira Gorinjac	NGO Solidarnost	Interview	02.06.2021. Bihać
10.	Alma Dizdarević	IOM BiH, Camp manager PPC Sedra	Interview	02.06.2021. Bihać
11.	Elvir Muslić	NGO Pomozi.ba, Coordinator for Una-Sana Canton	Interview	02.06.2021. Bihać
12.	Neris Salihović	NGO Pomozi.ba, rukovodilac poslova u kampovima:	Interview	08.06.2021. Sarajevo
13.	Nijaz Trako	DRC BiH, Protection officer	Interview	08.06.2021. Sarajevo
14.	Jovanka Imamović	World Vision BiH, Coordinator for response projects	Interview	08.06.2021. Sarajevo
15.	Darko Arsenovski	World Vision BiH, Security officer	Interview	08.06.2021. Sarajevo
16.	Adela Čomić	NGO Pomozi.ba, Project coordinator	Interview	08.06.2021. Sarajevo
17.	Asja Ghaazal	NGO Pomozi.ba, Cultural mediator	Interview	08.06.2021. Sarajevo
18.	Sahiba Srna	NGO Zemlja djece, Project coordinator	Interview	09.06.2021. Tuzla
19.	Emina Čehajić	NGO Zemlja djece, Cultural mediator	Interview	09.06.2021. Tuzla
20.	Azra Kovačević	NGO Zemlja djece, Social worker	Interview	09.06.2021. Tuzla
21.	Adis Jahić	NGO Zemlja djece, Coordinator for peer education, Social worker	Interview	09.06.2021. Tuzla
22.	Adi Selman	NGO Zemlja djece, Educator	Interview	09.06.2021. Tuzla
23.	Merima Sarajlić	Red Cross Tuzla Canton	Interview	09.06.2021. Tuzla
24.	Abdurahman Aljić	Red Cross Tuzla Canton	Interview	09.06.2021. Tuzla
25.	Danijel Vasilj	CENTER PUZ	Interview	09.06.2021. Tuzla
26.	Vedrana Frasto	NGO Fondacija CURE	Interview Online	10.06.2021.
27.	Branislav Mojević	Service for foreigners' affairs	Interview Online	15.06.2021.
28.	Saša Kecman	Ministry of security BiH	Interview Online	21.06.2021.

No.	Name and gender	Country and age	Method	Date and place
1.	A.A. male	17 years old, Afganistan	Focus group	02.06.2021. TRC Sedra
2.	F. S. female	26 years old, Nepal	Focus group	02.06.2021. TRC Sedra
3.	J.S. female	33 years old, India	Focus group	02.06.2021. TRC Sedra
4.	R. R. male	30 years old, Iran	Focus group	02.06.2021. TRC Sedra
5.	K. H. P. male	41 years old, Iran	Focus group	02.06.2021. TRC Sedra
6.	M.P. male	27 years old, Afghanistan	Focus group	02.06.2021. Krajina-metal, Bihać
7.	P. T. male	22 years old, Afghanistan	Focus group	02.06.2021. Krajina-metal, Bihać
8.	A. A. male	17 years old, Afghanistan	Focus group	02.06.2021. Krajina-metal, Bihać
9.	M.R. male	17, years old, Afghanistan	Focus group	02.06.2021. Krajina-metal, Bihać
10.	B.M. male	21 years old, Afghanistan	Focus group	02.06.2021. Krajina-metal, Bihać
11.	I.K male	20 years old, Afghanistan	Focus group	02.06.2021. Krajina-metal, Bihać
12.	Y.M. male	25 years old, Afghanistan	Focus group	02.06.2021. Krajina-metal, Bihać
13.	L.A. male	18 years old, Afghanistan	Focus group	02.06.2021. Krajina-metal, Bihać
14.	P.N. male	19 years old, Afghanistan	Focus group	02.06.2021. Krajina-metal, Bihać
15.	R.J. male	27 years old, Afghanistan	Focus group	02.06.2021. Krajina-metal, Bihać
16.	M.P. male	31 years old, Syria	Focus group	08.06.2021. TRC Blažuj
17.	A.M. male	25 years old, Somalia	Focus group	08.06.2021. TRC Blažuj
18.	S.S. male	30 years old, Pakistan	Focus group	08.06.2021. TRC Blažuj
19.	I.K. male	22 years old, Afghanistan	Focus group	08.06.2021. TRC Blažuj
20.	L. B. male	23 years old, Bangladesh	Focus group	08.06.2021. TRC Blažuj
21.	Y.M. male	18 years old, Morocco	Focus group	08.06.2021. TRC Blažuj
22.	A.M. male	17 years old, Egypt	Focus group	08.06.2021. TRC Blažuj
23.	G. male	21 years old, Palestine	Focus group	08.06.2021. Safe house Sarajevo
24.	J. male	28 years old, Morocco	Focus group	08.06.2021. Safe house Sarajevo
25.	Y.M. male	19 years old, Algire	Focus group	09.06.2021. NGO PUŽ
26.	S. male	20 years old, Pakistan	Focus group	09.06.2021. NGO PUŽ
27.	M.K. male	23 years old, Algeria	Focus group	15.06.2021. NGO PUŽ
28.	A.S. male	24 years old, Pakistan	Focus group	21.06.2021. NGO PUŽ
29.	M.E. male	22 years old, Libya	Focus group	15.06.2021. NGO PUŽ

No.	Name and gender	Country and age	Method	Date and place
29.	M.E. male	22 years old, Libya	Focus group	15.06.2021. NGO PUŽ
30.	A.M. male	30 years old, Morocco	Focus group	21.06.2021. NGO PUŽ
31.	A.M. male	29 years old, Algeria	Focus group	15.06.2021. NGO PUŽ
32.	A.A. male	20 years old, Morocco	Focus group	21.06.2021. NGO PUŽ
33.	R. female	28 years old, India	Online interview	10.06.2021.

