



# Roadmap for Cooperation EASO - Bosnia and Herzegovina (2020-2022):

Strengthening the asylum and  
reception systems in line with the  
Common European Asylum  
System and EU standards



# Roadmap for cooperation between EASO and Bosnia and Herzegovina (2020 – 2022): strengthening the asylum and reception systems in line with the Common European Asylum System and EU standards





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## I. Acronyms

**APD** – Asylum Procedures Directive; **CEAS** – Common European Asylum System; **CoE** – Council of Europe; **COI** – country of origin information; **EA** – Evidence Assessment (EASO Core module); **EASO** – European Asylum Support Office; **EU** – European Union; **IOM** – International Organisation for Migration; **IP** – International Protection; **IN** – Inclusion (EASO Core module); **IT** – Interview Techniques (EASO Core module); **NGO** – Non-Governmental Organization; **OSCE** – Organization for Security and Co-operation in Europe; **QD** – Qualifications Directive; **TtT** – Train the trainers; **UNHCR** – United Nations High Commissioner for Refugees

## II. Introduction and Background

The overall objective of the “Roadmap for cooperation between EASO and the Ministry of Security of Bosnia and Herzegovina (2020-2022): strengthening the asylum and reception systems in line with the Common European Asylum System (CEAS) and European Union standards” (herein: EASO – Bosnia and Herzegovina Roadmap) is to enhance the protection space for asylum seekers and refugees by strengthening the asylum and reception system in Bosnia and Herzegovina in line with the CEAS and EU Member States’ practice. The present document identifies priority areas where the EASO support to Bosnia and Herzegovina authorities has an added value and, where possible, has a direct impact on the implementation of the recommendations outlined in the Commission Opinion on Bosnia and Herzegovina’s application for membership of the European Union (herein: EU) from May 2019, subsequent Progress Reports and meeting the criteria for the Chapter 24: Justice, Freedom and Security. Furthermore, this Roadmap may contribute to increased harmonization of asylum and reception systems at a regional level, therefore contributing to one of the objectives of the wider project “Regional Support to Protection-Sensitive Migration Management in the Western Balkans and Turkey – Phase II” funded through the Instrument for Pre-Accession Assistance (IPA).

The EASO – Bosnia and Herzegovina Roadmap is developed jointly between the Ministry of Security of Bosnia and Herzegovina and EASO. The Ministry of Security of Bosnia and Herzegovina and EASO took particular care of including all relevant authorities in the implementation of activities in line with their responsibilities within the asylum and reception systems in Bosnia and Herzegovina.

During the implementation phase, EASO and the Ministry of Security of Bosnia and Herzegovina agree to an open two-way communication to ensure technical level, day-to-day support in smooth implementation of the activities planned within the EASO – Bosnia and Herzegovina Roadmap. To allow for flexibility and adaptability to the external circumstances, as well as the needs and available resources of both sides, the proposed activities include a possibility to alternate between face to face and remote meetings and it takes into consideration a possibility for back-to-back meetings where participants may overlap to a large extent. Moreover, this document can be revised, if need arises, upon agreement of EASO and the Ministry of Security of Bosnia and Herzegovina.

The implementation period of the Roadmap is 24 months from December 2020 to November 2022<sup>1</sup>. The development and implementation of the EASO – Bosnia and Herzegovina Roadmap are financed mostly through IPA funds and EASO will complement through its own funds and resources wherever the need arises and when the current IPA regional project implementation will end.

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<sup>1</sup> During the development of the current Roadmap, some activities in line with priorities identified, are already in implementation (e.g: review of the asylum law).

### III. Methodology

#### a. Needs Assessment and Rationale for the intervention

The EASO – Bosnia and Herzegovina Roadmap is based on needs assessment carried out between September 2019 and October 2020 through a participatory approach. The needs assessment was based on desk review of the existing evaluation and assessment reports prepared by the European Commission, International Organisation for Migration (IOM), United Nations High Commissioner for Refugees (UNHCR), Council of Europe (CoE), Organisation for Security and Cooperation in Europe (OSCE) and United Nations Children’s Fund (UNICEF). In addition, interviews with key stakeholders, including with the EU Delegation in Sarajevo, European Commission services, IOM, UNHCR, OSCE, UNICEF and CoE in Bosnia and Herzegovina organised during the EASO field missions which took between September and February 2019. Further consultations were carried out between March and October 2020, including during a final mission to Bosnia and Herzegovina in 2020, with national authorities, international stakeholders and civil society organisations in Bosnia and Herzegovina to refine the findings of the needs assessments missions and design appropriate interventions outlined in the EASO – Bosnia and Herzegovina Roadmap below.

EASO placed particular efforts to ensure that the consultations organised during the field missions and remotely with international stakeholders identified synergies and avoided overlap with the existing initiatives in Bosnia and Herzegovina, in particular with UNHCR, IOM and Council of Europe. Where opportunities for synergies were identified, collaborative approach with national authorities and international stakeholders aimed at enhancing the Roadmap outcomes has been agreed. These synergies are specified in the Roadmap below.

#### b. Monitoring and Evaluation

In order to ensure that the implementation of the EASO – Bosnia and Herzegovina Roadmap is monitored and that the agreed outputs are reached, EASO and the Ministry of Security of Bosnia and Herzegovina will systematically collect data and information on the implementation of the EASO – Bosnia and Herzegovina Roadmap. The Ministry of Security of Bosnia and Herzegovina will collect reports in a standardised format from the implementing authorities and compile the collected information into a mid-term and final implementation reports. This will allow the Ministry of Security of Bosnia and Herzegovina and EASO to monitor and evaluate the progress in reaching the specified outcomes.

Following the first year of implementation of the EASO – Bosnia and Herzegovina Roadmap a mid-term review will take place. The main goals of the mid-term review exercise will be to provide recommendations for adjusting activities during the Roadmap lifecycle. These will build on evaluation findings and will be structured in an actionable manner, allowing review and, if endorsed, corrective actions of follow up aimed at either continuation, expansion or closure of the planned interventions after 12 months of activities. The mid-term review and its recommendations will be discussed at the Mid-term Review Meeting where the EASO – Bosnia and Herzegovina Roadmap might be adjusted in line with the recommendations (foreseen for October 2021).

A second evaluation exercise is foreseen towards the end of the EASO – Bosnia and Herzegovina Roadmap, which will generate a Final Evaluation Report outlining findings and conclusions and producing an overall assessment of the Roadmap cooperation framework, building on the mid-term review and enhancing the preliminary findings. The Final Evaluation Report will be accompanied by an updated needs assessment exercise to assess revised needs, in view of possible further cooperation.

A second evaluation exercise is foreseen towards the end of the EASO – Bosnia and Herzegovina Roadmap, which will generate a Final Evaluation Report outlining findings and conclusions and producing an overall assessment of the Roadmap cooperation framework, building on the mid-term review and enhancing the preliminary findings. The Final Evaluation Report will be accompanied by an updated needs assessment exercise to assess revised needs, in view of possible further cooperation.

A second evaluation exercise is foreseen towards the end of the EASO – Bosnia and Herzegovina Roadmap, which will generate a Final Evaluation Report outlining findings and conclusions and producing an overall assessment of the Roadmap cooperation framework, building on the mid-term review and enhancing the preliminary findings. The Final Evaluation Report will be accompanied by an updated needs assessment exercise to assess revised needs, in view of possible further cooperation.

A Final Meeting will take place towards the end of the implementation phase (foreseen for October 2022) in order to present the findings of the final evaluation and needs assessment and to discuss the content of the possible extension of the present document, alternatively a new EASO – Bosnia and Herzegovina Roadmap document, based on lessons learnt and best practices identified in the course of implementation.

#### IV. General Pre-conditions and Assumptions

- All relevant stakeholders from both EASO and Bosnia and Herzegovina are committed to participate actively in the agreed activities and to implement the agreed commitments in line with the envisaged timeline;
- EASO and Bosnia and Herzegovina are willing to change/adapt in order to take advantage of the experience and knowledge gained through the implemented activities;
- EASO and Bosnia and Herzegovina are willing to maintain an open two-way communication at technical level, compatible with the normal workload of relevant human resources;
- Financial and human resources, on both EASO and Bosnia and Herzegovina side, are available for effective and timely implementation.

#### V. Summary

The overall objective of the EASO – Bosnia and Herzegovina Roadmap is to enhance the protection space for asylum seekers and refugees in Bosnia and Herzegovina in line with the CEAS and EU Member States' practices.

Based on the needs assessment and roadmap planning and design undertaken during the period from June 2019 to October 2020, EASO and the national authorities of Bosnia and Herzegovina identified and designed the following areas towards which relevant activities will be implemented and contribute to: (1) strengthening of asylum related legislation, institutions and systems, (2) effective asylum procedures and (3) effective reception system.

The implementation period of the Roadmap is from 1<sup>st</sup> December 2020 to 31 November 2022.

A summary of the agreed objectives and outputs resulting from the identified areas of cooperation are provided below:

# Enhanced protection space for Asylum Seekers and Refugees in Bosnia and Herzegovina

## I. Contributing to the strengthening of the asylum related legislation, institutions and systems, in line with the CEAS and EU standards

### 1. Effective Asylum System aligned with the CEAS and EU MS practices

Output 1.1. Better alignment of the asylum legislation with the CEAS and EU standards

Output 1.2. Mechanisms for effective implementation of the asylum legislation and processing of asylum claims in line with the CEAS and EU MS practices strengthened

Output 1.3. Increased institutional coordination, effective screening system and systematic respect of procedural guarantees for asylum-seekers strengthened

## II. Contributing to effective asylum procedure

### 2. Effective procedures of identification, assessment and response to unaccompanied minors strengthened and implemented

2.1. Enhanced referral procedures between relevant authorities, tools, instruments and practices of relevant authorities to identify, assess and respond to the best interest of the child

2.2. Strengthened rights - compliant age assessment process

2.3. Developed family tracing process

2.4. Management system to ensure sustainable training of relevant authorities and their respective staff with regards to the respect of international standards and procedural safeguards for children

## III. Contributing to an effective reception system

### 3. Strengthened capacity of BiH authorities to manage and provide good quality reception services with a specific focus on vulnerabilities

Output 3.1. Enhanced By-law on Reception

Output 3.2. Strengthened capacity of national authorities to manage and provide good quality reception services to unaccompanied minors

Output 3.3. Strengthened contingency planning on reception

## Areas of priority and Activities

- I. Contributing to the strengthening of the asylum related legislation, institutions and systems, in line with the CEAS and EU standards

1. Effective Asylum System aligned with the CEAS and EU MS practices	
Expected results (outputs)	<p><b>Output 1.1. Better alignment of the asylum legislation with the CEAS and EU standards</b></p> <p><b>Output 1.2. Mechanisms for effective implementation of the asylum legislation and processing of asylum claims in line with the CEAS and EU MS practices strengthened</b></p> <p><b>Output 1.3. Increased institutional coordination, effective screening system and systematic respect of procedural guarantees for asylum-seekers strengthened</b></p>
Responsible Authorities	Ministry of Security of Bosnia and Herzegovina
Beneficiaries	<p>Sector for Asylum (SA)</p> <p>Service for Foreigners' Affairs (SFA)</p>
Description and assessment of the situation/ EASO added value	<p>Legislation on asylum in Bosnia and Herzegovina is broadly in line with international standards and the EU acquis. Further alignment is needed in particular on interview techniques, access to rights and legal aid, as well as on the definition of asylum-seekers and refugees<sup>2</sup>.</p> <p>Furthermore, the implementation of the asylum legislation needs to be improved to ensure effective access to asylum procedures and systematic respect of procedural guarantees for asylum-seekers.</p> <p>Access to asylum procedures should be strengthened. The extensive assessment on the migrant and refugee situation in Bosnia and Herzegovina carried out by OSCE concluded that the SFA has insufficient infrastructure to deal with vulnerable migrants. For example, there is no effective system for screening or conducting a victim or a vulnerability risk assessment. They have also confirmed that SFA officials lack key resources such as cultural mediators, for interacting with migrants.<sup>3</sup> Screening system which includes appropriate procedures and instruments to identify, assess and refer vulnerable persons, as well as clear workflows to ensure close cooperation between the Service for Foreigner' Affairs and the Sector for Asylum is essential for fair and faster processing of claims and provision of international protection for persons in need.</p>

<sup>2</sup> Commission Staff Working Document. Bosnia and Herzegovina 2020 Report. Available at: [https://ec.europa.eu/neighbourhood-enlargement/sites/near/files/bosnia\\_and\\_herzegovina\\_report\\_2020.pdf](https://ec.europa.eu/neighbourhood-enlargement/sites/near/files/bosnia_and_herzegovina_report_2020.pdf)

<sup>3</sup> OSCE (Organization for Security and Co-operation in Europe), Assessment: Migrant and Refugee Situation in Bosnia and Herzegovina, 25 September 2018, <https://www.osce.org/mission-to-bosnia-and-herzegovina/397319?download=true>, last accessed 27 May 2020.

	<p>Furthermore, staff of the Service for Foreigners' Affairs and Sector for Asylum needs to be better trained to ensure the respect of international standards and procedural safeguards. EASO needs assessment mission determined the need for following capacity building of the SA and SFA staff:</p> <ul style="list-style-type: none"> <li>- <u>Capacity building for the SFA officers: Identification and referral of persons with special needs; Cultural differences and cultural mediation; Access to Asylum Procedure (including on the concepts of safe country of origin, safe third country, etc.);</u></li> <li>- <u>Capacity building for the Sector for Asylum case officers: Inclusion Advanced; Interviewing children; Country of Origin Information (COI);</u></li> <li>- <u>Joint workshops (operational training) for the SA and SFA: addressing Trafficking in Human Beings (THB); Sexual and Gender Based Violence (SGBV); Unaccompanied minors; Traumatized individuals in SGBV and THB; Sexual Orientation and Gender Identity (SOGI) through deployment of senior asylum experts specialized on specific issues.</u></li> </ul>
Pre-conditions(s)	<p>Sector for Asylum and Service for Foreigners' Affairs are open and committed to developing effective communication channels and cooperation mechanisms.</p> <p>In order to participate in Inclusion Advanced, the participant needs to have completed EASO module on Inclusion, while to participate in Interviewing children, the participant needs to have completed EASO module on Interview Technique as pre-condition.</p>
Deliverables	<ul style="list-style-type: none"> <li>▪ EASO expert review of the Asylum Law and By-Law on Asylum</li> <li>▪ Standard Operating Procedures (e.g. on Examination and Registration), Interview Guide, checklists and workflows to ensure effective processing of claims</li> <li>▪ Joint Standard Operating Procedures and Workflows for coordination between SFA and SA</li> <li>▪ 75 first contact officers (SFA) trained on Identification and referral of persons with special needs; Cultural differences and cultural mediation; Access to Asylum Procedure</li> <li>▪ At least 1 case officer (SA) trained on Inclusion Advanced</li> <li>▪ At least 1 case officer (SA) trained on Interviewing Children</li> </ul>
Description of the activities	<p><b>Output 1.1. Better alignment of the asylum legislation with the CEAS and EU standards</b></p> <p><i>Activity 1.1.1. Expert support to review and revise the Asylum Law and its accompanying bylaws</i></p> <p>EASO will provide a senior expert to review the Asylum Law and accompanying bylaws with an aim of providing expert advice on possible revisions to the Asylum Law and its accompanying bylaws to ensure alignment with the CEAS and EU MS practices. The EASO senior expert will support the revision of the Asylum Law and its accompanying bylaws based on the review, as per request of the authorities.</p>

**Output 1.2. Mechanisms for effective implementation of the asylum legislation and processing of asylum claims in line with the CEAS and EU MS practices strengthened**

*Activity 1.2.1. Expert support and on-the-job coaching to develop Standard Operating Procedures and Workflows to ensure effective processing of asylum claims in line with the CEAS and EU MS practices*

Based on the EASO expert review of the Asylum Law and its accompanying bylaws, EASO will further support the development of a set of Standard Operating Procedures (e.g. on Examination and Registration), Interview Guides, checklists and workflows to support the work of the case officers and ensure systematic application of the Asylum Legislation in line with the CEAS and EU MS practices. Further on-the-job coaching will be provided to ensure effective processing of asylum claims.

**Output 1.3. Increased institutional coordination, effective screening system and systematic respect of procedural guarantees for asylum-seekers strengthened**

*Activity 1.3.1. Support for the development of effective coordination mechanisms and effective workflows between the Sector for Asylum and the Service for Foreigners' Affairs through provision of continuous support of short-term experts and on-the-job training.*

*Activity 1.3.2. Building capacity to ensure respect of international standards and procedural safeguards through:*

- Capacity building for the SFA officers: Identification and referral of persons with special needs; Cultural differences and cultural mediation; Access to Asylum Procedure (including on the concepts of safe country of origin, safe third country, etc.) through rolling out workshops for the 75 first contact officers and on-the-job coaching organised for the first contact officers with the SFA;
- Capacity building for the Sector for Asylum case officers: participation in EASO Train-the-Trainer modules on *Inclusion Advanced and Interviewing children* and *Country of Origin Information (COI)* workshops;
- Joint workshops (operational training) for the SA and SFA: addressing *Trafficking in Human Beings (THB); Sexual and Gender Based Violence (SGBV); Unaccompanied minors; Traumatized individuals in SGBV and THB; Sexual Orientation and Gender Identity (SOGI)* through workshops organised for SA and SFA officers.

*Activity 1.3.2. Expert support and on-the-job coaching to development of effective screening procedures and instruments for vulnerable categories to the SFA*

EASO will in close cooperation with UNHCR provide expert support and on-the-job coaching to the SFA to support the development and implementation of the effective screening procedures and instruments for vulnerable categories to the SFA.

UNHCR is supporting and plans to continue the Sector for Asylum with provision of 8 staff. Furthermore, UNHCR is also reviewing the by-laws on asylum and reception and will provide their expert feedback to the national authorities.

<p>Synergies</p>	<p>UNHCR is supporting the Service for Foreigners' to develop a tool for prioritisation of asylum cases based on vulnerability assessment. Mid 2020, UNHCR proposed a prioritization methodology for the Sector for Asylum to improve the workflow within the Sector and ensure that the individuals with the highest probability of being in need of international protection would be quickly reviewed. At the same time, UNHCR proposed changes to the 'form' that Service for Foreigners' Affairs (SFA) uses upon initial registration. This has been translated into key languages. Both the Sector for Asylum and the Service for Foreigners' Affairs have agreed, in principle, to these tools. UNHCR and EASO will explore the potential of operationalisation of the ISPN tool, as part of the identification of persons with special needs and provide on-the-job coaching on use of the ISPN tool.</p> <p>UNHCR is rolling out 4 training modules targeting SFA officials conducting registration starting in November 2020. This covers 4 thematic areas: 1) registration principles and data integrity; 2) establishing identity (including credibility assessment techniques); 3) processing families and children; 4) identifying vulnerabilities. In addition, UNHCR is planning a study visit of SFA and MoS staff to Italy in 2021, for exchange with the Italian asylum authorities and local police as a follow up to cooperation established in 2019 and 2020.</p> <p>Furthermore, UNHCR plans to continue to strengthen support to SFA in 2021, including through technical support (equipment, i.e. handheld translation devices), the establishment of a joint premise with the SFA in Tuzla, and to support all efforts to improve the process of early identification and referral of asylum-seekers to the Sector for Asylum for registration.</p>
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## II. Contributing to effective asylum procedures in Bosnia and Herzegovina

<p>2. Effective procedures of identification, assessment and response to unaccompanied minors strengthened and Implemented</p>	
<p>Expected results (outputs)</p>	<p><b>2.1. Enhanced referral procedures between relevant authorities, tools, instruments and practices of relevant authorities to identify, assess and respond to the best interest of the child</b></p> <p><b>2.2. Strengthened rights - compliant age assessment procedures</b></p> <p><b>2.3. Developed family tracing process</b></p>

	<b>2.4. Management system to ensure sustainable training of relevant authorities and their respective staff with regards to the respect of international standards and procedural safeguards for children</b>
Responsible Authorities	Ministry of Security
Beneficiaries	Sector for Asylum (SA) Service for Foreigners' Affairs (SFA) Social and Welfare Centres (SWC)
Description and assessment of the situation/ EASO added value	<p>Strengthening the capabilities of the BiH authorities to ensure enhanced protection environment to all vulnerable groups, and in particular women and unaccompanied minors, remains one of the priorities, as a number of protection risks and concerns exist. According to the European Commission Bosnia and Herzegovina 2020 Report, unaccompanied migrant children face specific difficulties, such as accessing safe accommodation and asylum procedures. 533 unaccompanied migrant children were identified in 2019, up from 324 in 2018. Only 304 of them were appointed a legal guardian, as provided for by law, up from 29 in 2018.<sup>4</sup></p> <p>In BiH, social welfare centres (SWCs) play an important role in the official assistance scheme for migrants, refugees, asylum-seekers and unaccompanied minors, as they are mandated to provide family-legal protection, child protection, social protection, and family protection against violence and juvenile delinquency, as defined by the relevant laws on social protection. However, SWCs have received neither funding nor instructions on how to handle migrant and refugee cases. No action plan for addressing migrant and refugee cases exists among SWCs at the local level. The lack of clear protocols or standard operating procedures (SOPs) for assisting vulnerable migrants and refugees results in SWCs being unable to offer this population effective assistance. The SWC staff lacks capacity and understanding of relevant legislation and procedures, particularly in cases of missing, unaccompanied and separated children or domestic violence.<sup>5</sup></p> <p>The Sector for Asylum also faces challenges in processing asylum claims of both minors and unaccompanied minors. One of the key priorities for the Sector for Asylum needs to ensure that the best interest of the child is considered in all actions in practice when processing asylum claims according to Art 3 of the Convention on the Rights of the Child (CRC)<sup>6</sup>. However, lack of operating procedures which would integrate the best interest of the child principle into the processing of claims of minors and unaccompanied minors, lack of a coherent family tracing process and efficient age assessment procedure add to the challenges faced by case workers in their daily work. Although there are national provisions on medical methods for age-assessment, several actors noted that age was generally assessed based on personal statements.<sup>7</sup> First</p>

<sup>4</sup> Commission Staff Working Document. Bosnia and Herzegovina 2020 Report. Available at: [https://ec.europa.eu/neighbourhood-enlargement/sites/near/files/bosnia\\_and\\_herzegovina\\_report\\_2020.pdf](https://ec.europa.eu/neighbourhood-enlargement/sites/near/files/bosnia_and_herzegovina_report_2020.pdf)

<sup>5</sup> Ibid.

<sup>6</sup> And Art. 24 Charter of Fundamental Rights of the EU.

<sup>7</sup> Report of the fact-finding mission by Ambassador Tomáš Boček, Special Representative of the Secretary General on migration and refugees, to Bosnia and Herzegovina and to Croatia, Council of Europe (2019):

	<p>contact officers, asylum case officers and social and welfare officers lack resources, tools, and adequate skills to initiate, refer and conduct family tracing and age assessment in line with their roles, thus posing potential protection risks to unaccompanied minors.</p>
Pre-conditions(s)	<p>All relevant actors (Sector for Asylum, Sector for Foreigners' Affairs and Social and Welfare Centres), as well as other relevant authorities and institutions at all levels of government are open and committed to developing effective communication channels, cooperation and referral mechanisms.</p> <p>Ministry of Security of Bosnia and Herzegovina ensures coordination and creates mechanisms to prepare relevant procedures on Best Interest of the Child, age assessment and family tracing with all relevant sectors and units taking active part.</p>
Deliverables	<ul style="list-style-type: none"> <li>▪ Referral workflow taking the best interest of the child into account at all levels</li> <li>▪ Checklists for use of case workers to ensure the best interest of the child is considered in the asylum procedure</li> <li>▪ Rights compliant age assessment procedure developed</li> <li>▪ Family tracing process workflow and instruments developed</li> <li>▪ EASO Practical Guides on the Best Interest of the Child, Age Assessment and Family Tracing translated and disseminated to relevant authorities</li> <li>▪ EASO Video on Age Assessment translated and disseminated to relevant authorities</li> <li>▪ Relevant staff trained on best interest of the child, age assessment and family tracing</li> <li>▪ Sustainable knowledge management system on the best interest of the child and age assessment</li> </ul>
Description of the activities	<p><b>Output 2.1 Enhanced referral procedures, tools, instruments to identify, assess and respond to the best interest of the child between the relevant authorities</b></p> <p><i>Activity 2.1.1 Development of clear referral procedures, tools, instruments to support the identification, assessment and response of special needs of children in BIH:</i></p> <ul style="list-style-type: none"> <li>- <i>provision of Senior Expert Support to map and prepare recommendations and practical tools to ensure the best interest of the child is being taken into consideration within the current system of support to the migrant and asylum-seeking children and unaccompanied minors;</i></li> <li>- <i>organisation of workshops on children rights with a focus on the best interest of the child to the relevant authorities;</i></li> <li>- <i>translation and dissemination of the EASO Practical Guide on the Best Interest of the Child to the relevant authorities.</i></li> </ul>

	<p><i>Activity 2.1.2. Development of practical tools for case workers to ensure the best interest of the child in the asylum process in BiH through:</i></p> <ul style="list-style-type: none"> <li>- <i>provision of short-term and long-term expert support to the development of workflows, checklists and instruments to ensure the best interest of the child is considered throughout the asylum procedure;</i></li> <li>- <i>on-the-job coaching on the topic as part of support to professional performance of the case workers.</i></li> </ul> <p><b>Output 2.2. Strengthened rights - compliant age assessment procedure</b></p> <p><i>Activity 2.2.1 Development of age assessment procedure, methods and workflows in BiH through:</i></p> <ul style="list-style-type: none"> <li>- <i>provision of short-term and long-term expert support to strengthen the current age assessment procedure, methods and workflows;</i></li> <li>- <i>organisation of workshops and on-the-job trainings as part of support;</i></li> <li>- <i>Translation and Dissemination of the EASO practical guide and videos on age assessment.</i></li> </ul> <p><b>Output 2.3. Developed family tracing process</b></p> <p><i>Activity 2.3.1 Development of family tracing procedures, methods and workflows in BiH through:</i></p> <ul style="list-style-type: none"> <li>- <i>provision of short-term and long-term expert support to the development of family tracing procedures, methods and workflows;</i></li> <li>- <i>organisation of workshops and on-the-job trainings as part of the support to the development of family tracing procedures, methods and workflows;</i></li> <li>- <i>translation and dissemination of the EASO practical guide on family tracing.</i></li> </ul> <p><b>Output 2.4. Knowledge management system on international standards and procedural safeguards for vulnerable persons and unaccompanied minors in BiH</b></p> <p><i>Activity 2.4.1. Development of knowledge management on international standards and procedural safeguards for children in BiH by supporting the development of sustainable knowledge management system</i></p>
Synergies	<p>Council of Europe is developing an age assessment process with the Sector for Fight Against Trafficking of Human Beings of the Ministry of Security of Bosnia and Herzegovina. Synergies will be sought to ensure common approach.</p> <p>Coordination with UNHCR and UNICEF will be maintained through regular meetings, open and transparent exchange of information and invitations for expert inputs in each other's activities and events.</p>

### III. Contributing to an effective reception system in BiH

3. Strengthened capacity of national authorities to manage and provide good quality reception services with a specific focus on vulnerabilities	
Expected results (outputs)	<p><b>Output 3.1. Enhanced By-law on Reception</b></p> <p><b>Output 3.2. Strengthened capacity of national authorities to manage and provide good quality reception services to unaccompanied minors</b></p>
Responsible Authorities	Ministry of Security
Beneficiaries	<p>Sector for Asylum (SA)</p> <p>Service for Foreigners' Affairs (SFA)</p>
Description and assessment of the situation/ EASO added value	<p>By late August 2020, approximately 10,000 migrants and asylum seekers were present in the country. Some 6,500 are sheltered in 7 EU-funded temporary reception centres in the Una-Sana and Sarajevo cantons. However, facilities remain insufficient to ensure shelter and protection to those in need. However, a number of protection risks and concerns exist for refugees and migrants in BiH related in part to the management of the reception system in Bosnia and Herzegovina. Access to asylum and to services varies depending on the reception centres' location. Furthermore, as the authorities have not yet taken over the legal responsibility for the main reception centres in the Una-Sana Canton, as well as those in Sarajevo (Blazuj) these centres are not recognised as valid residential addresses for asylum applications; applicants thus fall in a legal limbo, with protection risks.<sup>8</sup> The protection risks of persons with special needs are further exacerbated by a lack of appropriate accommodation, for example for unaccompanied minors and families with children.</p> <p>The Asylum Centre in Delijaš near Sarajevo, managed by the Sector for Asylum, has a capacity of 154 beds (which can be expanded to 300), all of it available to reception of asylum seekers. Due to high forward movement of the migrants towards the EU, its capacities are never fully in use (70-90% of its capacity is in use between May and October and only 20 to 30% during summer).</p> <p>Bosnia and Herzegovina should take over full responsibility for the management of reception centres and adopt effective contingency plans to cope with possible future increases.<sup>9</sup> Furthermore, the authorities need to identify appropriate additional accommodation capacities. Particular attention needs to be paid to vulnerable groups of migrants, such as unaccompanied and separated children, pregnant women, single parents, persons with disabilities, sick persons and victims of violence. They need to be identified and referred to</p>

<sup>8</sup> Commission Staff Working Document. Bosnia and Herzegovina 2020 Report. Available at: [https://ec.europa.eu/neighbourhood-enlargement/sites/near/files/bosnia\\_and\\_herzegovina\\_report\\_2020.pdf](https://ec.europa.eu/neighbourhood-enlargement/sites/near/files/bosnia_and_herzegovina_report_2020.pdf)

<sup>9</sup> Ibid.

	competent bodies to receive assistance and services in line with international standards.
Pre-conditions(s)	<p>To ensure effectiveness of the planned interventions, as a pre-conditions for the implementation of the activities, BiH authorities will</p> <ol style="list-style-type: none"> <li>(1) commit to agree on an assigned site for reception facilities for particular vulnerable asylum seekers (specifically unaccompanied minors and potentially families);</li> <li>(2) the agreed site is formally approved as a reception centre for vulnerable asylum seekers (specifically unaccompanied minors and potentially families);</li> <li>(3) national authorities and all involved international stakeholders (IOM, UNHCR, UNICEF) agree on a joint collaboration in providing support.</li> </ol> <p>Furthermore, EASO stands ready to engage with the authorities in BiH to design targeted and relevant support to national authorities with regards to management of reception centres if the management of the reception centres is transferred to national authorities.</p>
Deliverables	<ul style="list-style-type: none"> <li>▪ Material needs assessment of appropriate reception site for unaccompanied minors</li> <li>▪ Workflow and SOP for coordination of safe transfer of unaccompanied minors</li> <li>▪ Language appropriate information material for safe and informed transfer of unaccompanied minors to the reception site</li> <li>▪ Raised capacity to manage reception centres</li> <li>▪ At least 2 staff (1 SA and 1 SFA) trained as trainers on Reception and Reception of vulnerable persons</li> <li>▪ Sustainable system of knowledge management for reception centres</li> </ul>
Description of the activities	<p><b>Output 3.1. Enhanced By-law on Reception</b></p> <p><i>Activity 3.1.1. Expert support to the review of the By-Law on Reception to the SA</i></p> <p>EASO will provide a senior expert to the SA to review the By-Law on Reception with an aim of providing expert advice on possible revisions to ensure alignment with the CEAS, EU standards and EU MS practices. The EASO senior expert can provide further support to revision of SOPs or reception standards at a request of the national authorities.</p> <p><b>Output 3.2. Strengthened capacity of authorities to manage and provide good quality reception centre and services to unaccompanied minors and vulnerable persons</b></p> <p><i>Activity 3.1.1 Long-term Senior Expert with operational experience of managing reception systems and centres in the EU to provide operational advice on establishing and managing a reception centre for unaccompanied minors and vulnerable persons</i></p>

	<p><i>Activity 3.1.2. Expert support to create appropriate standard operating procedures, protocols and workflows for managing reception centres, including provision of relevant information to migrants, including language appropriate information to unaccompanied minors and persons with special needs</i></p> <p><i>Activity 3.1.3. Capacity building on management of reception centres with an emphasis on unaccompanied minors through participation in EASO Training of Trainers on Reception and Reception of Vulnerable Persons</i></p> <p><b>Output 3.3. Strengthened contingency planning on reception in BiH</b></p> <p><i>Activity 3.3. EASO expert support to the development of Contingency Plan on Reception through:</i></p> <ul style="list-style-type: none"> <li>- <i>provision of short-term and long-term expert support to the development of a Contingency Plan on Reception;</i></li> <li>- <i>organisation of workshops to support the development of a Contingency Plan on Reception;</i></li> <li>- <i>translation and dissemination of the EASO practical guide on contingency planning.</i></li> </ul>
Synergies	<p>UNHCR supports and will continue to support the Ministry of Security and the Ministry of Human Rights and Refugees with a budget for staff and running costs in both Delijas and Salakovac reception centres in 2021.</p>

## Annexe I: Main Partner Institutions in BiH

Institution	Responsibilities
<b>Ministry of Security</b>	The Ministry of Security is responsible for the development and implementation of migration and asylum policies in Bosnia and Herzegovina (BiH). It has the authority to regulate and establish procedures on movement and stay of foreigners in BiH. Furthermore, it takes care of the security of the borders.
<b>Coordination body on migration</b>	<p>The inter-ministerial Coordination body on migration has been established by the decision of the Council of Ministers in 2013. The Coordination body monitors the migration and asylum trends, ensures inter-governmental cooperation, assess future migration trends and proposes measures to improve migration policies. Furthermore, the body creates and proposes migration and asylum policy to the Minister of security.</p> <p>With a decision taken in 2015, in case of emergency situations the Coordination body acts as Operational Headquarters. When the Body acts as Operational Headquarters it includes in its work relevant entity and Brčko district institutions to ensure effective response to the emergency. In those situations, the body proposes measures, decisions and procedures to be taken by the Council of Ministers or to other institutions and agencies through the Minister of Security.</p>
<b>Sector for Immigration (Ministry of Security)</b>	Sector for Immigration within the Ministry of Security is primarily responsible for the implementation of readmission agreements which refer to BiH citizens, as well as for monitoring, maintaining the databases, analysis and reporting on migration trends, policies and legislation, as well as oversight and training on migration. It also acts as a 2nd instance appeals body as it decides on appeals made by foreigners on the 1st instance decisions taken by the Office for Foreigners and the Border Police in line with the Law on Asylum and its accompanying bylaws.
<b>Sector for Asylum (Ministry of Security)</b>	<p>The Asylum Sector is competent for implementation of procedure upon asylum claims and determination if there are grounds for provision of international protection. During the procedure, the Asylum Sector receives asylum claims, registers the applicants, conducts interviews with asylum seekers and issues its decision on claims.</p> <p>Furthermore, the Asylum Sector issues IDs to asylum seekers, persons with recognized refugees status (as well as the passports), as well as persons with recognised status of subsidiary protection, and keeps official records as provided by the Law on Asylum.</p> <p>Within the Asylum Sector a centre for reception and accommodation of asylum seekers is established. The Asylum Sector is responsible for the Asylum Reception Centre management and provision of standards and quality related to reception and accommodation of asylum seekers.</p>
<b>Service for Foreigners (Ministry of Security)</b>	Primary responsibility of the Office for Foreigners is in the domain of control of movement and stay of foreigners in BiH. The office decides on status of foreigners in BiH by deciding on visa requests, approving or denying a request for stay, prolongation or cancelling the right to stay, exile, issuing the surveillance order or removing the foreigner from BiH. It monitors illegal migration and oversees and controls legality of stay of foreigners in BiH. The office has 16 local centres and an Immigration Centre.
<b>Border Police (Ministry of Security)</b>	The Border Police is responsible for ensuring security of the borders and has a particular role in preventing illegal migration. Ministry of Security of BiH and the Ministry of Internal Affairs of Croatia signed a Protocol on

<b>Institution</b>	<b>Responsibilities</b>
	<p>establishing a joint contact centre on the Bijaca (BiH) – Nova Sela (HR) border crossing. A joint centre for police cooperation between BiH, Montenegro and Serbia has been established in Trebinje in March, 2014 aimed at contributing to efficient prevention of illegal migration and human trafficking.</p>
<p><b>Ministry of human rights and refugees (Sector for refugees, IDPs, readmission and housing policy)</b></p>	<p>Sector for refugees, IDPs, readmission and housing policy within the Ministry of human rights is responsible for ensuring the exercise the right to access to employment, health and social protection, education, housing and other rights to persons with recognised refugee or subsidiary status as prescribed by the Law on Asylum and its accompanying bylaws. It is also responsible for reception for up to 30 days of readmitted citizens of BiH in line with the existing readmission agreements.</p>
<p><b>State Agency for Investigation and Protection</b></p>	<p>The State Agency for Investigation and Protection (SIPA) plays a crucial role in fight against human trafficking in BiH. It acts as a police agency under the Ministry of Security and has a lead role in discovering, determining and establishing criminal acts in relation to human trafficking. The Agency has four regional centres.</p>
<p><b>Social Welfare Centres (SWCs)</b></p>	<p>Social Welfare Centres (SWCs) play an important role in the official assistance scheme for migrants, refugees, asylum-seekers and unaccompanied or separated children, as they are mandated to provide family-legal protection, child protection, including appointment of guardians, social protection, and family protection against violence and juvenile delinquency, as defined by the relevant laws on social protection.</p>