



International Organization for Migration (IOM)  
The UN Migration Agency

## Project Proposal:

WESTERN BALKANS (WB) RETURN AND REINTEGRATION PROGRAMME – [PHASE II](#)

Project type:	RR - Return and Reintegration Assistance for Migrants and Governments
Secondary project type:	
Geographical Coverage:	Albania, Bosnia and Herzegovina, Montenegro, North Macedonia, Serbia, UNSC resolution 1244-administered Kosovo
Executing agency:	International Organization for Migration (IOM)
Beneficiaries:	Asylum seekers (with asylum claims withdrawn, pending or rejected) and migrants in an irregular situation, including stranded migrants, through a signed application form for AVRR expressing their wish to return to their country of origin; AVRR service providers and partners
Partner(s):	<p>Albania: The Albanian Border and Migration State Police;</p> <p>Bosnia and Herzegovina: The Service for Foreigners' Affairs and the Sector for Asylum, both under the Ministry of Security of BiH, responsible for the registration and reception of foreign nationals, and the asylum process;</p> <p>North Macedonia: The Border Police; the Ministry of Interior; and the Ministry of Labour and Social Policy;</p> <p>Montenegro: The Border Police Sector and Directorate for Civil Affairs and Personal Documents, under the Ministry of Interior;</p> <p>Serbia: The Serbian Commissariat for Refugees and Migration (SCRM) and the Department for Foreigners of the Border Police Directorate, Ministry of Interior of the Republic of Serbia;</p> <p>Kosovo*: The Department for Citizenship, Asylum and Migration (Ministry of Internal Affairs) and the Border Police Division for Migrants and Foreigners;</p> <p>Other key partners are the governments of the countries of origin, through their respective embassies and consulates.</p>
Management site:	Serbia-CO-Belgrade-RS10
Duration:	24 Months
Budget:	15,000,000.00 Danish Krone

### Mission in Belgrade:

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## Summary

This project contributes to support sustainable return and reintegration of migrants located in the Western Balkans, both through direct assistance in return and/or reintegration, as well as through capacity-building of partners engaged in return and reintegration.

The proposed project aligns with IOM's mission to support safe, secure, humane, and dignified migration for all. Designed for a duration of 24 months, the project complements ongoing efforts through the Western Balkans to provide durable solutions to migrants and help in the process of return and reintegration to the country of origin.

The **overall objective** of the project is to contribute to dignified and humane return and reintegration of migrants from the Western Balkans to the countries of origin. The project is structured around two interconnected **outcomes**:

1. Migrants have access to informed, individualized and rights-based return and reintegration opportunities
2. Migrants are supported in their return and reintegration process

Building on its relations with local authorities, its outreach capacities throughout Western Balkans and its expertise implementing return and reintegration programmes in the sub-region, IOM will continue to provide the critical services required to ensure migrants can make informed decisions and avail of the return and reintegration pathways offered to them.

Activities will focus on outreach to migrants in and outside of reception facilities, information, return and reintegration counselling in-person and virtually with IOM staff in country of origin, referrals and protection assistance to vulnerable migrants, as well as the development and dissemination of information, in-person and online. During the implementation of the project, IOM will closely coordinate with migration management authorities in the WB and help strengthen return management and cooperation with countries of origin.

The proposed project is designed to respond to both short and longer-term challenges, working to further the institutionalization of a comprehensive, rights-based and sustainable regional return and reintegration programme adapted to national contexts and in line with IOM's new, holistic policy on the full spectrum of return, readmission and reintegration of international migrants, and other important global frameworks, notably the Global Compact for Safe, Orderly and Regular Migration (GCM), the EU Pact on Asylum and Migration, Return Acquis, and the Prague Process.

## 1. Rationale

Since 2018, mixed migration flows have increased significantly in the Western Balkans (WB). Comprised of a diverse group of people including refugees and migrants in search of a better life, mixed migration flows in the WB and along the Eastern Mediterranean Route constitute approximately 26% of all entries into the European Union (EU) in 2021.<sup>1</sup> Frontex reports that over 60,000 migrants arrived at EU's borders from the WB in 2021, an increase of 125% from the previous year.<sup>2</sup> Since the beginning of 2022, over 40,000 arrivals have been recorded by authorities in the WB<sup>3</sup>.

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<sup>1</sup> DTM Europe, Quarterly Regional Report, October to December 2021. [Available online.](#)

<sup>2</sup> [Situation at EU external borders – Detections rise from record lows a year ago \(europa.eu\)](#)

<sup>3</sup> [FRONTEX: EU external borders in May: Detections in Western Balkan region more than double - Serbia | ReliefWeb](#)

Most of the migrants in the WB are accommodated in formal reception centres, while smaller number of migrants remain outside formal reception and thus with limited access to support and information. Migrants often find themselves stranded in host or transit countries because of lack of legal pathways, lack of legal status or because they are not found to need international protection. As such, migrants may decide to return home. However, countries of transit often face limitations or lack of capacity/resources to adequately address the situation of irregular migration and provide dignified and rights-based solutions to those who find themselves stranded and without means to pursue their journey onward or homeward.

As migration has become more complex and circular, a more comprehensive approach to return has been required and implemented, as well as cooperative measures and partnerships to implement returns jointly among countries of destination, transit and origin. Five years after the start of the mixed migration response in the WB, there is a growing consensus that long-term and sustainable migration management mechanisms are required, and that migration governance can only be addressed through concerted action.

Partners, including IOM, have worked with authorities to improve migration management responses in terms of reception, access to international protection and return, including assisted voluntary return and reintegration (AVRR). The introduction and nationalization of AVRR schemes in all six WB partners resulted in improved migration management efficacy and assistance in return of some 2,500 migrants from the WB since 2016. However, the lack of operational readmission systems undermines voluntary return programmes, as these should reinforce each other. Nevertheless, return remains a key issue on the agenda of national and international actors both in the EU as well as in the WB, as it impacts countries of origin, transit and destination, and adds to the integrity of asylum and immigration systems.

Return migration is a complex phenomenon that affects returning migrants, their families, their communities, and societies in general in countries of origin. The most successful return activities are the inclusive ones who take into consideration the needs and concerns of countries of origin, transit and destination, as well as of the migrants themselves. Therefore, promoting dialogue can help countries of origin destination and transit to build partnerships and cooperatively design and implement effective return migration policies.

Findings from previous projects in the WB and beyond have revealed that the earlier the information and counselling on return opportunities is provided, the better assisted voluntary return and reintegration (AVRR) can be carried out, since it helps beneficiaries during the decision-making process. Furthermore, experience in the Western Balkans and other regions shows that returns are more sustainable if the decision to return is supported by appropriate pre-return counselling and post arrival reintegration assistance.<sup>4</sup> Where the structural factors that compelled people to emigrate in the first place are not addressed, a substantial number of returnees may continue to pursue options to emigrate irregularly again. However, migrants return to their countries of origin in different ways. Migrants who are forcibly returned may also find themselves in vulnerable situations and in need of assistance with socio-economic reintegration, as much as any voluntary returnee IOM assists under its AVRR programmes.

Facilitating dignified and safe returns has been a crucial component of the assistance provided to migrants and policies formulated by governments. Reintegration should be appropriately tailored

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<sup>4</sup> See [IOM Reintegration Handbook](#), the [IOM Return Counselling Toolkit](#), and other [publications on best practices to achieve sustainable reintegration outcomes](#), including [analysis of large-scale datasets](#) through the ORION Project.

according to those returning under a voluntary scheme, or under the auspices of the sending government. Reintegration assistance not only address the immediate needs of the person returned and their families but aims to support and contribute to the wider socioeconomic context of return communities, to help tackle the push factors of irregular migration, as well as avoid creating disadvantages for the local populations through the assistance offered to returnees. Hence, reintegration assistance also plays a key role in facilitating sustainable futures for all parties – the migrants, the host countries and origin countries. Considering that the socio-economic profiles and needs of returnees as well as conditions in origin countries differ widely, one-size-fits-all approaches to managing return migration are not the most effective. Forging of potential links between effective reintegration schemes and local development potential in communities of return is therefore embedded as part of the processes developed by IOM, to ensure a nexus with longer term, structural and development aid.

Every year, IOM provides tailored AVRR assistance to tens of thousands of migrants returning home voluntarily under diverse circumstances. Ensuring minimum standards in terms of return and reintegration assistance remains one of the critical elements of IOM programming in this area. To ensure standards in the performance of AVRR as well as consistency in practices across national and regional contexts, IOM developed various institutional policies (e.g., IOM’s Policy on the full spectrum of Return, Readmission and Reintegration, IOM’s Framework for Assisted Voluntary Return and Reintegration and IOM’s Integrated Approach to Reintegration in the context of Return<sup>5</sup>) as well as operational guidance and tools (e.g., the Reintegration Handbook<sup>6</sup>). Some of these resources were developed with support of the Government of Denmark, including the new Return Counselling Toolkit on information and pre-return counselling<sup>7</sup>, with a dedicated module for working with children and families. This contributes to the provision of timely, unbiased and accurate information and counselling support, thus strengthening the integrity of the return process.

IOM’s work on return and reintegration contributes to Target 10.7 of the Sustainable Development Goals (SDGs) by facilitating voluntary returns, which form part of the cycle of international migration and are essential to comprehensive migration management, and by assisting returning migrants as well as Member States to address challenges associated with return migration and re-inclusion. In addition, AVRR contributes to Target 10.2 by supporting returnees in their economic, social and psychosocial reintegration process in their countries and communities of origin. It also supports the objectives of the Global Compact for Migration (GCM), particularly objectives 21 (Cooperate in facilitating safe and dignified return and readmission, as well as sustainable reintegration), but also objectives 3 (Provide accurate and timely information at all stages of migration), 7 (Address and reduce vulnerabilities in migration) and 14 (Enhance consular protection, assistance and cooperation throughout the migration cycle).

## 2. Project Description

The **overall objective** of the project is to contribute to dignified and humane return and reintegration of migrants from the Western Balkans to the countries of origin. The project is designed to support two distinct but interconnected **outcomes**:

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<sup>5</sup> All resources easily accessible through the [IOM Portal on Return and Reintegration](#).

<sup>6</sup> IOM Reintegration Handbook, Practical guidance on the design, implementation and monitoring of reintegration assistance, 2019. [Available online](#)

<sup>7</sup> IOM Return Counselling Toolkit, 2022. [Available online](#).

## **Outcome 1: Migrants have access to informed, individualized and rights-based return and reintegration opportunities**

*Output 1.1. Partners (officials and service providers) and RR staff are trained in upholding human rights on migrants, serving diverse populations and promoting rights-based return management*

In addition to supporting catalytic interventions in the area of return and reintegration, this project supports capacity building of WB partners and RR staff and greater diversity inclusion on key thematic including gender, disability and Sexual Orientation, Gender Identity and Expression, and Sex Characteristics (SOGIESC). State officials and AVRR personnel will be trained to provide individualized and rights-based return and reintegration support in their daily work with migrants. The activity would build on the specific approaches to counselling children and training delivered to limited audience under Phase 1 of the program.

*Output 1.2 Migrants have access to relevant information about available options, including the return, risks of migration, and protection*

IOM will be working with national and international partners in both the host country and the country of origin to ensure that project beneficiaries are able to travel in a safe and dignified manner from host country to their final destination in country of origin. This will be ensured through provision of up to date and objective information on the return and the available services, and the possibility for migrants to decide whether return is indeed their preferred option. IOM will continue implementing the WB AVRR Outreach Plan, established in 2019 and regularly updated. Following the Outreach Plan, IOM will reach approximately 75,000<sup>8</sup> eligible migrants per year.

The project will increase the level and quality of information among migrants interested in return, by designing and delivering a targeted information campaign on return and reintegration options, which will build on IOM's experience with traditional and digital information campaigns. The campaign can include printed materials in the form of leaflets and posters. Furthermore, the campaign will aim to provide the most direct means for conveying return experiences from migrants who have already returned (by preparing return accounts in countries of origin and screening them in migrant information sessions, and through other available channels in the context of reception centres). The purpose of this campaign is to serve as a communication tool to be used across the region to increase information on AVRR and provide better understanding of return and reintegration and its options to those migrant populations residing in centres who may be interested in return. The counselling and information provision activities will be implemented through IOM's mobile teams, which are on the frontline of migration response in the field. This output will include designing the campaigns based on various territorial needs/context, including information leaflets and broadcast stories on selected topics using available sources of information, and distribution of information material to migrants in locations where they are accommodated or which they frequently visit including the reception centres where migrants are accommodated.

*Output 1.3. Migrants receive tailor-made counselling and pre-departure assistance to prepare for their return and reintegration process*

Return and reintegration (RR) counsellors will also provide counselling and assistance pre-departure (and post-arrival in countries of origin), through a dedicated case management process. The

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<sup>8</sup> This number does not represent the unique number of migrants reached in WB, but rather acknowledges that more migrants have been reached several times while moving through different WV countries.

counsellors possess capacities and resources for comprehensive provision of protection services along the return and reintegration continuum of assistance, such as cultural mediation, psychosocial support and advice relevant for RR counselling, needs assessments and reintegration planning. The project will also facilitate the provision of virtual return counselling through online meetings with the IOM return counsellors in the countries of origin and regular information sessions, videos and testimonies, to provide first-hand information tailored to individual needs.

## **Outcome 2: Migrants are supported in their return and reintegration process**

*Output 2.1: Migrants' travel is facilitated in timely, individualized, and effective manner from the host country to their destination in country of origin*

IOM will support at least 500 migrants through assistance to return to their country of origin, by organizing all travel arrangements including flight bookings; facilitating the issuance of travel documents when required in cooperation with the authorities of origin and/or host countries; carrying out airport clearance and other procedures as necessary; making transit and reception arrangements; facilitating pre-departure health checks, informing migrants of their travel schedules and entitlements (return allowances, luggage allowances). IOM will also provide additional assistance, such as counselling and psychosocial or medical support, and accommodation, leading up to the day of actual return. All forms of assistance will be tailored to the needs and individual vulnerabilities. Travel escorts will be provided based on needs and medical conditions, according to IOM Migration Health Division assessment and recommendations and in line with IOM guidelines and SOPs.

*Output 2.2: Beneficiaries are provided with reintegration assistance in a timely, effective and individualized manner*

Lastly, upon return to the country of origin, this project will provide at least 250 migrants based on criteria associated with reintegration needs and vulnerability with tailored reintegration assistance in an individualized, timely and effective manner, regardless of the mode of their return. IOM will provide individual reintegration support that may include any or a combination of the following categories of support: housing and accommodation, education and training, employment, access to the labour market and income generation, medical and health care, primary goods, administrative and legal support, as well as costs related to accessing services. Those not provided with reintegration assistance will continue to receive counselling and onward referral where feasible.

### **Theory of change**

IF partners and other relevant stakeholders have increased capacities to provide AVRR assistance to a diverse population; information and pre-departure counselling is available for migrants to understand the process of return and reintegration and the risks of migration; and migrants safely travel back to their country of origin and receive timely reintegration assistance to establish sustainable roots in their communities of return; THEN the project will clearly contribute to dignified and humane return and reintegration of migrants from the Western Balkans to the countries of origin; BECAUSE it will increase migrants' access to informed, individualized and rights-based return and reintegration opportunities and ensure support to more migrants before, during and after the return and reintegration process.

The intended change is expected assuming that partners and other relevant stakeholders are willing to meaningfully engage in AVRR capacity building to ensure rights-based return management; assuming that the information and counselling provided through IOM is adapted, relevant and

delivered to the right persons at the right time; and assuming that migrants will continue to avail of the AVRR opportunities available.

### **Project synergy with other return and reintegration activities**

Through the previous phase of the project, IOM continued to refine and improve its AVRR programming so as to be more coherent, effective and, efficient, while at the same time delivering assistance that is impactful for the beneficiaries and designed generate sustainable results, both for state partners and migrants. Key learnings Lessons learned gained through the implementation of the first phase include key pertain to counselling methodologies, notably for children, and the impact individualized and rights-based assistance can make on beneficiaries, and overall AVRR programme effectiveness. This also informed the development of the new phase, because of the identified need to continue bBuilding the capacities of counselling staff and partners to learn and apply diversity framework in their interventions with beneficiaries. Through the previous phase and the work achieved in developing the new counselling toolkit, it became clear that further considerations would have to be given to gender, disability and Sexual Orientation, Gender Identity and Expression, and Sex Characteristics (SOGIESC) for counselling to be effective. This also applies to the awareness raising and communications component, which can and should be adapted to effectively reach migrants, including the most vulnerable. Lastly, the AVRR programme team also learned tremendously on many other operational aspects of the delivery of AVRR, notably because of the ongoing COVID-19 pandemic, and the increased cooperation established with the main countries of origin of migrants returning from the Western Balkans. This is particularly important as it will facilitate the continued work of IOM in the second phase of the project.

The present project supports IOM's return and reintegration programming in the WB. It is developed to complement and impact in synergy with other related activities, including projects funded by the European Union in migration governance and capacity building of state partners, as well as Norway and the Netherlands, who both contribute to activities supporting information-provision, outreach, and pre-departure counselling and AVRR assistance in Bosnia and Herzegovina, and the Netherlands, who contribute to return and reintegration activities in the sub-region. In addition, to supporting catalytic interventions in return and reintegration, this project supports capacity building of WB partners, and greater diversity inclusion on key thematic including gender, disability and Sexual Orientation, Gender Identity and Expression, and Sex Characteristics (SOGIESC).

The proposed project also benefits from the resources developed through various other projects, including information and communication materials in many languages, as well as online platforms (<http://www.avrr-wb.com> ; [supportformigrants.com](http://supportformigrants.com)) also providing critical and accurate information in a variety of languages. All the activities and initiatives supported in part or in full by the present project will be branded to ensure adequate visibility of the Danish support to AVRR in general.

### **3. Partnerships and Coordination**

The principal government counterparts in the WB region are those government institutions which are responsible for the return and reintegration/AVRR programs. The institutional investment in AVRR has been secured through IPA II and III by developing national AVRR frameworks, as well as through the Regional AVRR Programme. Thus, this project will necessarily adhere to adopted national frameworks, which strengthen the institutional implementation of return programs/AVRR, in line with government approaches and within a broader migration governance framework.

Moreover, IOM in the Western Balkans is working closely with government and non-governmental partners on strengthening the systems and capacity for migration management and on directly

supporting the reception and provision of humanitarian assistance and protection to migrants transiting the region. Other key partners are the governments of the countries of origin, through their respective embassies and consulates.

Based on the most common countries of origin, key origin country partners include but are not limited to the following: Embassy of the Islamic Republic of Iran in Sarajevo, BiH, Embassy of the Republic of Iraq in Belgrade, Serbia, Embassy of the Republic of Turkey in Sarajevo, BiH, Embassy of Algeria in Rome, Italy, Embassy of Afghanistan in Sofia, Bulgaria and Embassy of Tunisia in Belgrade, Serbia, Embassy of Bangladesh in Belgrade, Serbia, Embassy of India in Belgrade, Serbia, Embassy of Pakistan in Belgrade, Serbia and Sarajevo, BiH.

Complementary to this project, IOM continues to engage with countries of origin to increase effectiveness of return and reintegration programs. Through the Phase II and Phase III of IPA II regional project running parallel in the period 2019-2022, IOM cooperates with consular and diplomatic missions (CDM) of several countries of origin on expedited issuance of travel documents, but also on enhancing support through joint work in returning vulnerable migrants and identifying sustainable reintegration solutions for those in extremely vulnerable situation. With growing engagement of countries of origin in advancing the implementation of AVRR, their ownership is additionally strengthened as COO and their institutions take part in improving the responses the growing and complex needs of migrants wishing to return from the region. In addition, project steering committee will serve as a coordination forum among governments in the Western Balkan region as well to coordinate project activities during project life span.

#### **4. Monitoring**

IOM will monitor and review the project implementation against the indicators defined in the results matrix and against the work plan to ensure that the project is on track and, if necessary, adjust the activities in close coordination with the donor. IOM will also analyze and monitor potential risks and address them accordingly. The project team will be formed of project management staff, movement staff, administration staff and controlling agents. All members of the project team will share responsibilities in monitoring the implementation of the project, at their individual level and based on their terms of reference.

Project burn rate will be monitored through the IOM institutional tools SAP/PRISM. All IOM AVRR activities will be recorded and monitored in IOM's Migrant Management and Operational Systems Application (MiMOSA), IOM's global case management system. MiMOSA allows the electronic joint case management and reporting and enables the IOM staff in Western Balkans and in countries of origin to coordinate their work to support migrants throughout pre-departure, return and reintegration stage. Additionally, IOM will monitor and evaluate the delivery of its assistance through (a) programme monitoring and (2) beneficiary monitoring. IOM will use the Organization's standard surveys to assess the satisfaction of migrants benefiting from the project, as well as the impact and effectiveness of support rendered as regards to their reintegration. Feedback and complaints mechanisms will be integrated as part of the monitoring mechanisms throughout the duration of the project, which will include use of existing complaint mechanisms in and outside of temporary reception centres, as well as focus group discussions led by monitoring and evaluation specialists.

Monitoring of outreach, counselling and awareness raising activities will be done through focus group discussions, and a performance monitoring plan shall be developed to follow-up on the Outreach Plan and gaps to be addressed. The Danish Mission shall have the right to carry out any technical or financial mission that is considered necessary to monitor the implementation of the programme.



## 5. Evaluation

Towards the end of the project implementation period, a final internal evaluation will be carried out. The evaluation will focus on the project's implementation processes, achievements and sustainability. Feedback of the responsible government institutions, along with the results of the satisfaction surveys, focus group discussions and other feedback and complaint mechanisms, will be considered to continually adapt and adjust the intervention, and to evaluate and assess the effectiveness of financial and reintegration assistance on returnee's perceived capacity to reintegrate. IOM will continuously and systematically evaluate the impact of the outreach and information campaign through set indicators that shall be designed in coordination with the RO and HQ as well as use survey tools and methods to gather evidence against the impact of operation will be assessed.

The [Danish Mission MFA](#) shall have the right to carry out any technical or financial mission that is considered necessary to monitor the implementation of the programme.

After the termination of the programme support the Danish Mission reserves the right to carry out evaluation in accordance with this article.

## 6. Results Matrix

	<i>Indicator</i>	<i>Data Source and Collection Method</i>	<i>Baseline</i>	<i>Target</i>	<i>Assumptions</i>
<p><b>Objective:</b> To contribute to dignified and humane return and reintegration of migrants from the Western Balkans to the countries of origin</p>	% of migrants declaring that they have been able to return in a safe manner	AVR Programme Monitoring Survey - a tool designed to assess services provided throughout the different phases of AVR, including pre-departure, travel and reception. It will be completed by staff during a structured interview with the returnee, shortly after return during the first post-arrival counselling session (0-1 month after return to CoO)		80.00	
	% of returnees who reach an overall (composite) reintegration score of 0.5 and above, disaggregated by sex, age, and vulnerability	Reintegration Sustainability Survey - a tool for measuring reintegration sustainability using a standardized set of sustainability indicators in the three dimensions of reintegration: economic, social, and psychosocial. Reintegration will be considered sustainable when returnees have reached levels of economic self-sufficiency, social stability within their communities, and psychosocial well-being that allow them to cope with (re)migration drivers. In order to properly measure progress in sustainability achieved during the reintegration process over time, IOM Offices in CoO will gather data after		80.00	

		conclusion of all reintegration support (6-12 months upon return)			
	% of partners (officials and service providers) declaring that they perceive the project as effectively enabling access to right-based return and reintegration opportunities to diverse migrants	Survey among partners to be conducted after the end of project by IOM Office in host country	0.00	70.00	
<b>Outcome 1:</b> Migrants have access to informed, individualized and rights-based return and reintegration opportunities	% of beneficiaries who report that they have been provided with sufficient and useful information to take an informed decision to return	AVR Programme Monitoring Survey - a tool designed to assess services provided throughout the outreach and counselling phases of AVR. The survey will be completed by staff during a structured interview with the returnee, shortly after return during the first post-arrival counselling session (latest 1 month after arrival)		80.00	Reintegration counsellors and RR officers use IOM's online return toolkit in their daily work. WB partners support the program through effective operationalization of AVRR frameworks, including in non-voluntary returns. Migrants in need for support to return turn to IOM for information on voluntary return options. Migrants are provided with reliable and objective information and are able to make an informed decision.
	% of partners and RR staff confirm that they apply the acquired knowledge on providing individualized and right-based return and reintegration support to migrants	Survey among partners and RR staff to be conducted after the end of project by IOM Office in host country/territory		70.00	
	# of different populations served through outreach	IOM's MiMOSA Web platform; AVRR WB Database (IOM's internal databases for tracking outreach and return and reintegration), IOM staff in receiving countries		6.00	
<b>Output 1.1:</b> Partners (officials and service providers) and RR	# of RR staff participating in trainings	Signed list of participants	0.00	20.00	Toolkit becomes operational and relevant tool for wide

staff are trained in upholding human rights on migrants, serving diverse populations and promoting rights-based return management	# of officials and service providers participating in trainings	Signed list of participants	0.00	20.00	information provision. WB partners and AVRR counsellors effectively participate in training.
	% of training participants who gained a better understanding of the concepts and topics explored	IOM Standardized Training Evaluation Sheet to be completed at the end of training		70.00	
<b>Activities that lead to Output 1.1</b> 1.1.1 Capacity-Building on rights-based return, counselling toolkit, including diversity inclusion in AVRR SOPs (Gender, disability, UASC, SOGIESC), and case management					WB partners are willing to attend training and gain knowledge about individualized and right-based return and reintegration.
<b>Output 1.2:</b> Migrants have access to relevant information about the voluntary return support, risks of migration, and protection	# beneficiaries informed on AVRR	AVRR WB Outreach Database (IOM's internal AVRR databases for tracking outreach); WB Outreach Plan	60000.00	75000.00	Access to migrants living beyond formal centers is possible/safe. Reliable and objective information successfully counter miss-information, prejudice and miss-beliefs. Quality and availability of AVRR resource and promotional materials. Migrants have interest to use AVRR online platforms.
	# of outreach locations covered through AVRR outreach plan (disaggregated by country)	AVRR WB Outreach Database (IOM's internal AVRR databases for tracking outreach); WB Outreach Plan	49.00	50.00	
	% of beneficiaries declaring that they have heard about AVRR through one of the tools used in the outreach strategy	AVR Programme Monitoring survey - a tool designed to assess services provided throughout the outreach phase of AVR. The survey will be completed by staff during a structured interview with the returnee, shortly after return during the first post-arrival counselling session (latest 1 month after arrival)	76.00	85.00	
	# of persons reached with campaign	Digital Media Report - to present the results of IOM AVRR digital media	0.00	1000000.00	

		campaign on Google, Facebook and Instagram channels.			
	# of persons engaged with campaign	Digital Media Report - to present the results of IOM AVRR digital media campaign on Google, Facebook and Instagram channels, including on Support to Migrants webpage	0.00	150000.00	
	# of WB countries where campaign is implemented	Digital Media Report - to present the results of IOM AVRR digital media campaign on Google, Facebook and Instagram channels. Procurement Data, Visuals, Communication Reports	0.00	6.00	
<p><b>Activities that lead to Output 1.2</b></p> <p>1.2.1 Outreach, information and cultural mediation in the field (AVRR counsellors and cultural mediators' salaries), 9 persons x 48 month</p> <p>1.2.2 Regional Information Campaign (e.g., Support to Migrants App update, media campaign, etc.)</p>					<p>Migrants can be reached in both formal and informal settings in WB. MigApp and Support for Migrants remain operational and relevant tools for wide information provision. Availability of stories of return and reintegration transferring the right messages and of good quality. Online campaign is reaching target audience.</p>
<p><b>Output 1.3:</b> Migrants receive tailor-made counselling and pre-departure assistance to prepare for their return and reintegration process</p>	# beneficiaries provided with return counselling	AVRR Case management database - Review of project management data by IOM Offices in Host countries	2000.00	3000.00	<p>Migrants are interested in counselling and apply to return to their countries of origin. AVRR counsellors effectively engage with migrants both virtually and in situ.</p>
	# beneficiaries provided with reintegration counselling	AVRR Case management database - Review of project management data by IOM Offices in Host countries; Photos from the sessions	250.00	300.00	

	% of migrants declaring that the information they received about the programme during pre-departure assistance was clear and sufficient to make an informed decision	AVR Programme Monitoring Survey - a tool designed to assess services provided throughout the outreach and counselling phases of AVR. The survey will be completed by staff during a structured interview with the returnee, shortly after return during the first post-arrival counselling session (latest 1 month after arrival)	0.00	80.00	
<b>Activities that lead to Output 1.3</b>					Availability of AVRR/reintegration counsellors, and availability of relevant inputs from countries of origin.
1.3.1 Provide in-person return counselling to migrants interested in return					
1.3.2 Conduct pre-arrival online counselling sessions on developing individual reintegration plans based on their profile and experience in coordination with the countries of origin					
<b>Outcome 2:</b> Migrants are supported in their return and reintegration process	# of migrants assisted to return voluntarily to their countries of origin, disaggregated by sex, age and vulnerability	IOM's MiMOSA Web platform to capture migrant biographic and demographic information required for processing Migrant Assistance Division (MAD) and Movement Management (MOV) activities. AVRR Internal case management database for case management processing will also be used for cross-checking and validating data - Review of project management data by IOM Offices in Host countries	2521.00	500.00	Migration trends and patterns in the Western Balkans region do not change significantly. Migrants are interested in/consider AVRR. Return is possible to countries of origin of (potential) AVRR beneficiaries. Realistic proposals are made with returnees' ownership of the reintegration process
	% of migrants declaring that they have been able to return in an organized and dignified manner	AVR Programme Monitoring survey - a tool designed to assess services provided throughout the different phases of AVR, including pre-departure, travel, and reception. The survey will be completed by staff during a structured interview with the		80.00	

		returnee, shortly after return during the first post-arrival counselling session (0-1 month after return to CoO). Data will be recorded electronically, throughout IOM's Mimosa system, to enable facilitated data processing; returnees' participation in the survey will be on a voluntary basis and in line with IOM data protection principles.		
	# of beneficiaries who have received reintegration assistance	IOM's MiMOSA Web platform to capture migrant biographic and demographic information required for processing Migrant Assistance Division (MAD) and Movement Management (MOV) activities. AVRR Internal case management database for case management processing will also be used for cross-checking and validating data - Review of project management data by IOM Offices in Host countries	571.00	250.00
	% of beneficiaries interviewed reporting sufficient levels of economic self-sufficiency, social stability, and psychosocial wellbeing in their community of return, disaggregated by sex, age and vulnerability)	Reintegration Sustainability Survey - a tool for measuring reintegration sustainability using a standardized set of sustainability indicators in the three dimensions of reintegration: economic, social, and psychosocial. Reintegration will be considered sustainable when returnees have reached levels of economic self-sufficiency, social stability within their communities, and psychosocial well-		50.00

		being that allow them to cope with (re)migration drivers. In order to properly measure progress in sustainability achieved during the reintegration process over time, IOM Offices in CoO will gather data after conclusion of all reintegration support (6-12 months upon return)			
<b>Output 2.1:</b> Migrants' travel is facilitated in timely, individualized, and effective manner from the host country to their final destination in country of origin	% of migrants satisfied of the logistical travel arrangements for the return	AVR Programme Monitoring survey - a tool designed to assess services provided throughout the different phases of AVR, including pre-departure, travel, and reception. The survey will be completed by staff during a structured interview with the returnee, shortly after return during the first post-arrival counselling session (0-1 month after return to CoO). Data will be recorded electronically, throughout IOM's Mimoso system, to enable facilitated data processing; returnees' participation in the survey will be on a voluntary basis and in line with IOM data protection principles.	0.00	80.00	Information on conditions of return in countries of origin regularly provided.
<b>Activities that lead to Output 2.1</b> 2.1.1 Flight tickets for migrants (including travel to the airport, transit/arrival assistance fees, onwards transportation, travel related documents, mandatory checks, including medical checks					Applications are submitted through Mimoso, allowing processing and coordination in line with IOM's rules and procedures. COVID-19 restriction do not impede return process.



<p><b>Output 2.2:</b> Beneficiaries are provided with reintegration assistance in a clear, timely and effective manner</p>	<p>% of beneficiaries declaring being satisfied with the reintegration assistance received from IOM</p>	<p>Reintegration Assistance Satisfaction Survey - to assess satisfaction of beneficiaries with Reintegration programming and its components. This survey will be completed by staff during a structured interview with the returnee shortly after the provision of reintegration assistance was concluded (9-12)</p>	0.00	70.00	<p>Migrants dedicated to cooperation and providing information to create tailored reintegration packages. IOM missions in CoO provide reintegration support to beneficiaries. Returnees are provided with reintegration counselling upon return.</p>
	<p>% of beneficiaries reporting that reintegration assistance met their needs</p>	<p>Reintegration Assistance Satisfaction Survey - to assess satisfaction of beneficiaries with Reintegration programming and its components. This survey will be completed by staff during a structured interview with the returnee shortly after the provision of reintegration assistance was concluded (9-12)</p>		70.00	
<p><b>Activities that lead to Output 2.2</b> 2.2.1 Reintegration for individuals and families (housing, medical and income generation)</p>					<p>Reintegration counsellors and RR officers use IOM's operational network, policies and procedures, including Mimosa for timely and effective facilitation of reintegration support.</p>

## 7. Work Plan

Activity	Responsible Party	Time Frame - Quarter							
		1	2	3	4	5	6	7	8
1.1.1 Capacity-Building on rights-based return, counselling toolkit, including diversity inclusion in AVRR SOPs (Gender, disability, UMCs, SOGIESC), and case management	IOM								
1.2.1 Outreach, information and cultural mediation in the field	IOM								
1.2.2 Regional Information Campaign (e.g., Support to Migrants App update, media campaign, etc.)	IOM								
1.3.1 Provide in-person return counselling to migrants interested in return	IOM								
1.3.2 Conduct pre-arrival online counselling sessions on developing individual reintegration plans based on their profile and experience in coordination with the countries of origin	IOM								
2.1.1 Travel arrangements for migrants (including securing all travel related documents, mandatory checks, including medical checks, travel to the airport, transit/arrival assistance fees, onwards transportation)	IOM								
2.2.1 Reintegration for individuals and families (housing, medical and income generation)	IOM								

## 8. Budget

*This project is subject to UN coordination levy which will be payable on top of the project budget shown in the annex, as per the United Nations General Assembly Resolution A/RES/72/279*