



International Organization for Migration (IOM)
The UN Migration Agency

Project Proposal:

SERBIA: SUPPORT TO ASSISTED VOLUNTARY RETURN AND REINTEGRATION FROM THE WB THROUGH THE PROVISION OF TWO KEY INTERVENTIONS: 1. THE DEVELOPMENT OF A COUNSELLING TOOLKIT AND 2. PROVISION OF AVRR FROM THE WB

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Beneficiaries:	Asylum seekers (with asylum claims withdrawn, pending or rejected) and migrants in an irregular situation, including stranded migrants, through a signed application form for AVRR expressing their wish to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):	Albania: The Albanian Border and Migration State Police; 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; North Macedonia: The Border Police; the Ministry of Interior; and the Ministry of Labour and Social Policy; Montenegro: The Border Police Sector and Directorate for Civil Affairs and Personal Documents, under the Ministry of Interior; 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; Kosovo*: The Department for Citizenship, Asylum and Migration (Ministry of Internal Affairs) and the Border Police Division for Migrants and Foreigners;

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	<p>Other key partners are the governments of the countries of origin, through their respective embassies and consulates.</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:	28 Months
Budget:	15,049,504.95 Danish Krone

Summary

The aim of this projects is the development of cooperation in the Western Balkans concerning the Support to Assisted Voluntary Return and Reintegration from the WB through the provision of two key interventions: 1.The development of a counselling Toolkit and 2. Provision of AVRR from the WB for the period of 27 months as agreed between the parties specified below.

Information and return counselling represents the first step of the AVRR process and their neutrality and accuracy are vital to ensure the integrity of the whole voluntary return process. Project experiences 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 on whether or not to return. This project, whilst responding to the need to assist migrants to return home

through the operational experience of IOM, will also respond in developing a tool kit that will cater to enhancing and consolidating IOM's experience in providing return counselling to migrants.

The objective of the development cooperation among the parties is twofold:

1. To develop an online return counselling toolkit that shall be tested in the WB with key countries of origin that are a priority for the WB. The tool kit will respond to the return dynamics in the WB both as a sending and receiving region but will also be applicable for use globally.
2. To support safe and dignified return and sustainable reintegration of migrants from the WB to their countries of origin, by complementing the current IOM AVRR programme in the WB.

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 AVRR program adapted to national contexts and in line with IOM' Framework For Assisted Voluntary Return And Reintegration, IOM's Integrated Approach to Reintegration as well as the Reintegration Handbook implemented in full alignment with international standards, including the EU Return Acquis as well as principles of the Global Compact for Safe, Orderly and Regular Migration (GCM).

1. Rationale

Return migration is a complex phenomenon that affects returning migrants, their families, their communities, and societies in general in countries of origin. Recent years have seen a rise in complex and mixed migratory flows, motivated by the need to flee from conflict, natural disaster, violence, lack of economic opportunities, or deteriorated environmental conditions, to name but a few factors. These factors, combined with restrictive asylum policies and limited availability of regular migration channels, have contributed to an increase in irregular migration. Currently, around 143,000 of migrants are in the region (source: IOM Displacement Tracking Monitoring data, May 2020). Available data from IOM DTM show that in period January-March 2020, there was a significant increase in total number of arrivals in 2020 (18,190), compared with data for the same period in 2019 (10,921).

Migrants often find themselves stranded in host or transit countries because of lack of legal status or because they are not found to be in need of international protection. Also, migrants might decide to return home. As such, the return of migrants and asylum seekers has gained renewed political importance among national and international policymakers around the world. And 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.

In order to ensure standards in the performance of AVRR as well as consistency in practices across national and regional contexts, IOM has developed and applied different types of institutional policy documents (e.g. A Framework for Assisted Voluntary Return and Reintegration and IOM's Integrated Approach to Reintegration in the context of Return) as well

as internal and external guidance and tools (e.g. the Reintegration Handbook). All of these resources, although essential, do not include detailed operational institutional guidance for the information and pre-return counselling process. Information and return counselling represents the first step of the AVRR process and their neutrality and accuracy are vital to ensure the integrity of the whole voluntary return process.

Project experiences 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 on whether or not to return. But at the same time the decision process is complex and intertwined with numerous factors.

2. Project Description

Over the last 40 years, IOM has demonstrated its expertise in addressing return migration through its AVRR programmes, but it has also been challenged to revisit some of the core approaches to respond to the dynamic changes of migration.

Previously developed documents shall be complimentary to the tool kit that will be developed under this proposal. In parallel to this evolution, IOM is working on the development of a return policy. This policy is intended to help articulate and communicate to all stakeholders IOM's vision of a comprehensive rights-based, development-oriented, and coherent approach to well-managed return, readmission and reintegration.

Hence, this project whilst responding to the need to assist migrants to return home through the operational experience of IOM, will also respond in developing a tool kit that will cater to enhancing and consolidating IOM's experience in providing return counselling to migrants.

The proposed extension is synergized and complements the current available funding provided for the AVRR programme by the government of Norway and through IPA III funding. In addition to supporting catalytic interventions in the area of 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 project objective will be achieved through the following two outcomes:

Outcome 1: Development of an online return counselling toolkit

To consolidate IOM's expertise in this area, the project will scale up return counselling tools and methodologies currently applied within the IOM AVRR programme. In order to do so, the project will develop a return counselling toolkit, which will include practical tools for interviews and screening as well as related training material to further assert approaches, content and standards, and build the capacities of return counsellors and practitioners, both internally and externally. The counselling toolkit will be designed and tested in such a way to respond to the needs of the Western Balkan countries both as sending and receiving, whilst also being available as a global product to be used in other regions.

The toolkit is expected to provide extensive information and build the capacities of its users on a variety of topics, which will include but will not be limited to:

- The purpose and the importance of information provision and pre-return counselling (also including information provision, mapping exercises, products developed);
- Applicable legal frameworks as well as the rights and obligations of migrants and authorities;
- The role of the counsellor;
- Tips for preparing for counselling, including communication skills and considerations on creating a supporting environment;
- The importance of pre-departure reintegration counselling; Practical tools for interviews and screening to ensure migrant needs and vulnerabilities are identified and addressed.

The toolkit will be complemented by a module on counselling for children. This module will be developed with support of thematic experts and other specialized partners. The roll out will involve other key return countries and partners, including UNICEF and Save the Children International. The timeline for the roll out of the toolkit has been slightly adjusted to reflect these revisions. In addition, capacity building activities will be supported to IOM and partners, including state partners involved in AVRR programming, to complement the toolkit roll out and ensure diversity inclusion in AVRR SOPs (e.g., Gender, disability, SOGIECS).

Outcome 2: Returnees are supported in their voluntary return and reintegration process

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.

Firstly, 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[1] eligible migrants per year. AVRR counsellors will also provide counselling and assistance in preparing return and planning reintegration, through a dedicated case management process. AVRR counsellors possess capacities and resources for comprehensive provision of protection services along the AVRR continuum of assistance, such as cultural mediation, psychosocial support and advice relevant for AVRR counselling, needs assessments and reintegration planning.

Building upon existing resources, IOM will launch an AVRR regional information campaign, aiming to reach migrants and inform them on the option to voluntarily return and receive reintegration support in their country of origin. The campaign will be implemented in all six WB countries, and will include dissemination of printed promotional materials, promotion on social media platforms predominantly used by migrants (Facebook, Instagram, YouTube, etc), and paid promotion on communication platforms also predominantly used by migrants. Communication efforts encompassing outreach to migrants via social networks and apps will

carry a message bearing relevant logos and standard language. Previously developed promotional mechanism such as a dedicated webpage (<http://www.avrr-wb.com>) and MiRA WB (supportformigrants.com) will be utilized during this project implementation. The campaign will be shown in six different languages: Pashto, Urdu, Bengali, Arabic, Farsi and English. Support provided to migrants will be branded to ensure adequate visibility of Danish support to AVRR in general. These activities will ensure migrants who may be in need of return and reintegration assistance are aware of AVRR, while at the same time focusing on helping them make an informed decision regarding potential return to their country of origin. [1][1] 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.

Secondly, IOM will support at least 340 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-migration health checks, informing migrants of their travel schedules and entitlements (return allowances, luggage allowances). Depending on the needs and individual vulnerabilities, IOM will also provide additional assistance, such as counselling and psychosocial or medical support, and accommodation, leading up to the day of actual return. Travel escorts will be provided based on needs and medical conditions.

Lastly, upon their return to the country of origin, this project will provide at least 210 migrants based on criteria associated with reintegration needs and vulnerability) with tailored reintegration assistance in an individualized, timely and effective manner. Those not provided with Reintegration assistance will continue to receive counselling and onward referral where feasible. 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.

3. Partnerships and Coordination

The principal government counterparts in the WB region are those government institutions which are responsible for the AVRR programs. The institutional investment in AVRR has been secured through IPA II 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 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 of the AVRRs, 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.

Complementary to this project, IOM continues to engage with countries of origin to increase effectiveness of assisted voluntary return and reintegration programs. Through the Phase II and Phase III of IPA II regional project running parallel in the period 2019-2022, IOM plans to further cooperate 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. 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.

The pilot and roll out of the Return Counselling Toolkit will be monitored through online tools. A performance monitoring plan shall be developed to follow-up on participants' improvement and gaps to be addressed. Six months after the course, a survey shall be generated and sent to participants as a follow-up and evaluation tool, also looking at course adaptations and to what extent the notions and skills acquired through the toolkit have been applied by participants in their daily work. Towards the end of the project implementation period, a final external evaluation will be carried out. 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 external evaluation will be carried out. The evaluation will focus on the project's implementation processes, achievements and sustainability. The feedback of the responsible government institutions will be taken into consideration in the evaluation. In addition, the satisfaction survey upon return to home countries will be taken into consideration to evaluate and assess the effectiveness of financial and reintegration assistance on returnee's perceived capacity to reintegrate. With the cooperation with IOM GMDAC, 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 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>Objective: To contribute to the sustainable return and reintegration of migrants voluntarily returning from the Western Balkans to their countries of origin</p>	<p>% of beneficiaries interviewed declaring that they have been able to voluntarily return in a safe manner from the WB to their Countries of Origin</p>	<p>IOM will use the Organization's standard surveys (AVR Programme Monitoring Survey) 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. It is planned to interview migrants shortly after the return counselling took place and again one month upon their return. Standard surveys might be conducted in person or over the phone and might be supported by additional data collection methods such as focus groups or semi-structured interviews. The results of monitoring surveys will be recorded electronically to enable facilitated data processing. Returnees' participation in the survey will happen on a voluntary basis and in line with IOM data protection principles.</p>	0.00	80.00	
	<p>% of returnees who reach an overall (composite) reintegration score of 0.5 and</p>	<p>IOM will use the Organization's standard surveys (Reintegration Sustainability Survey) to assess the</p>	0.00	50.00	

	above, disaggregated by sex, age, and vulnerability	impact and effectiveness of support rendered as regards to their reintegration. It is planned to interview migrants shortly after the return counselling took place and again 6-12 months upon their return. Standard surveys might be conducted in person or over the phone and might be supported by additional data collection methods such as focus groups or semi-structured interviews. The results of monitoring surveys will be recorded electronically to enable facilitated data processing. Returnees' participation in the survey will happen on a voluntary basis and in line with IOM data protection principles.			
Outcome 1: Development of an online return counselling toolkit	% of AVRR counsellors and stakeholders who complete the AVRR return counselling toolkit training and confirm that they applied the acquired knowledge in their work	AVRR counsellors and stakeholders interviewed six months after completion of the AVRR counselling training through post online test	0	70	Reintegration counsellors and AVRR officers use IOM's online return toolkit; migrants are provided with reliable and objective information and are able to make an informed decision

Output 1.1: AVRR counselling toolkit developed and field-tested	Counselling tool kit (roll out guidance) available to IOM staff and external stakeholders, including child protection experts	Monitoring through online tools; collected and elaborated data as follows: number and profile of people who access the online modules; number and profile of people who access the online space for virtual community of practice; people who complete the online modules and pass the final test; number of downloads of learning materials, etc.; performance monitoring plan to follow-up on participants' improvement and gaps to be addressed; follow-up and evaluation survey for participants up to six months after implementation in order to enable course adaptations and the knowledge to what extent the notions and skills acquired through the toolkit have been applied by participants in their daily work.	as at the project starts	as at the end of year 2	Successfully implemented all technical and operational prerequisites for development of the online toolkit; toolkit becomes operational and relevant tool for wide information provision ; AVRR counsellors effectively participate in field-testing
	% of AVRR counsellors and stakeholders who successfully complete the training on the Counselling toolkit	Numbers of issued certificates	0	100	
	AVRR SoP addresses the needs of diverse populations,	AVRR SoP	No	Yes	

	including disabled, women, SOGIESC				
<p>Activities that lead to Output 1.1</p> <p>1.1.1 Develop guidance on pre-return counselling</p> <p>1.1.2 Field testing of the counselling tool in the Western Balkans with designated countries (including travel and DSA for costs for IOM CoO, RO and HQ, 2 days)</p> <p>1.1.3 Capacity-Building on diversity inclusion in AVRR SOPs (Gender, disability, SOGIECS)</p>					<p>Successfully implemented all technical and operational prerequisites for development of the online toolkit; toolkit becomes operational and relevant tool for wide information provision; AVRR counsellors effectively participate in field-testing.</p>
<p>Outcome 2: Returnees are supported in their voluntary return and reintegration process</p>	<p># of beneficiaries who have received tailored reintegration assistance</p>	<p>Satisfaction surveys; migrants interviewed shortly after the return counselling took place and again upon their return; surveys conducted in person or over the phone and might be supported by additional data collection methods such as focus groups or semi-structured interviews; results recorded electronically; returnees' participation in the survey on a voluntary basis and in line with IOM data protection principles.</p>	0	300	<p>Migration trends and patterns in the Western Balkans region do not change significantly; migrants in need of return support turn to IOM for information on voluntary return options; Western Balkan governments support the program through effective operationalization of national AVRR frameworks.</p>

	% of partners (governmental and non-governmental) declaring that they perceive the project is effectively reaching out to migrants who would otherwise not be able to return home	Partner Questionnaire to be conducted by IOM Offices in host countries after the end of project		70.00	
	% of beneficiaries who report that they have been provided with sufficient and useful information to take an informed decision to return	AVR Monitoring Survey - Beneficiaries interviewed up to one month after return; standard surveys conducted in person or over the phone and might be supported by additional data collection methods (focus groups or semi-structured interviews); the results of monitoring surveys recorded electronically to enable facilitated data processing; returnees' participation in the survey on a voluntary basis and in line with IOM data protection principles	0.00	80.00	
Output 2.1: AVRR information and counselling	# beneficiaries informed on AVRR	Project data and statistics; information and outreach plan monitoring and reporting;		200.00	Migration trends and patterns in the Western Balkans region do not change significantly;

provided to interested migrants	# of outreach locations covered through AVRR outreach plan (disaggregated by country)	Project data and statistics; information and outreach plan monitoring and reporting.	49.00	50.00	migrants in need for support to return turn to IOM for information; Western Balkan governments support the program through effective operationalization of national AVRR frameworks; return is possible to countries of origin of (potential) AVRR beneficiaries; migrants are interested in/consider AVRR.
	% of beneficiaries reporting that they are satisfied with the overall pre-departure counselling and assistance provided to them	AVR Satisfaction Survey to be conducted shortly after return during the first post-arrival counselling session (0-1 month after return to CoO)	0.00	70.00	
<p>Activities that lead to Output 2.1</p> <p>2.1.1 Outreach, information and cultural mediation in the field (AVRR counsellors and cultural mediators salaries), 9 persons x 48 month</p> <p>2.1.2 Regional Information Campaign (e.g., Support to Migrants App update, media campaign, etc.)</p>					Migration trends and patterns in the Western Balkans region do not change significantly; migrants in need of return support turn to IOM for information on voluntary return options; Western Balkan governments support the program through effective operationalization of national AVRR frameworks.
Output 2.2: Project beneficiaries are able to travel in a safe and organized manner from host country to their final	# of beneficiaries assisted to return voluntarily to their countries of origin, disaggregated by sex, age and vulnerability as defined by IOM	Project management; Statistical collection in MIMOSA. Vulnerability - social grants	0	340.00	Migration trends and patterns in the Western Balkans region do not change significantly; migrants in need for support to return turn to IOM for

destination in country of origin	% of beneficiaries declaring that they have been able to return in an organized manner	Satisfaction surveys: AVR Programme Monitoring Survey; beneficiaries interviewed 1-2 months upon return; surveys conducted in person or over the phone and might be supported by additional data collection methods such as focus groups or semi-structured interviews; results recorded electronically; returnees' participation in the survey on a voluntary basis and in line with IOM data protection principles.	0	80	information; Western Balkan governments support the program through effective operationalization of national AVRR frameworks; return is possible to countries of origin of (potential) AVRR beneficiaries; migrants are interested in/consider AVRR.
<p>Activities that lead to Output 2.2</p> <p>2.2.1 Flight tickets for migrants (including travel to the airport, transit/arrival assistance fees, onwards transportation, travel related documents, mandatory checks, including medical checks)</p>					Migration trends and patterns in the Western Balkans region do not change significantly; migrants in need of return support turn to IOM for information on voluntary return options; Western Balkan governments support the program through effective operationalization of national AVRR frameworks.
Output 2.3: Beneficiaries are provided with	# of returnees benefiting from reintegration support	Project data and statistics; government reports; annual migration profiles;	0	210.00	Migration trends and patterns in the Western

<p>reintegration assistance in a clear, timely and effective manner</p>	<p>% 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</p>	<p>project management; statistical collection in MIMOSA.</p> <p>Satisfaction surveys: migrants interviewed 6-12 months upon their return; surveys conducted in person or over the phone and might be supported by additional data collection methods such as focus groups or semi-structured interviews; results recorded electronically; returnees' participation in the survey on a voluntary basis and in line with IOM data protection principles. AVR Programme Monitoring Survey</p>		<p>80.00</p>	<p>Balkans region do not change significantly; migrants in need for support to return turn to IOM for information; Western Balkan governments support the program through effective operationalization of national AVRR frameworks; return is possible to countries of origin of (potential) AVRR beneficiaries; migrants are interested in/consider AVRR.</p>
<p>Activities that lead to Output 2.3</p> <p>2.3.1 Reintegration for individuals and families (housing, medical and income generation)</p> <p>2.3.2 External evaluation</p>					<p>Migration trends and patterns in the Western Balkans region do not change significantly; migrants in need of return support turn to IOM for information on voluntary return options; Western Balkan governments supportthe program through effective operationalization of national AVRR frameworks.</p>

7. Work Plan

Activity	Responsible Party	Time Frame - Months																							
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24
1.1.1 Develop guidance on pre-return counselling	IOM																								
1.1.2 Field testing of the counselling tool in the Western Balkans with designated countries (including travel and DSA for costs for IOM CoO, RO and HQ, 2 days)	IOM																								
1.1.3 Capacity-Building on diversity inclusion in AVRR SOPs (Gender, disability, SOGIECS)	IOM																								
2.1.1 Outreach, information and cultural mediation in the field (AVRR counsellors)	IOM																								

and cultural mediators salaries), 9 persons x 48 month		
2.1.2 Regional Information Campaign (e.g., Support to Migrants App update, media campaign, etc.)	IOM	
2.2.1 Flight tickets for migrants (including travel to the airport, transit/arrival assistance fees, onwards transportation, travel related documents, mandatory checks, including medical checks)	IOM	
2.3.1 Reintegration for individuals and families (housing, medical and income generation)	IOM	

2.3.2 External evaluation	IOM																																																																				
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8. Budget

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