FINAL REPORT

Final evaluation of the project: "Bosnia and Herzegovina: Enhancing social cohesion in communities hosting people on the move"

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I. ACRONYMS

AC	Asylum Center
BiH	Bosnia and Herzegovina
BIRN	Balkan Investigative Reporting Network Bosnia and Herzegovina
CATI	Computer Assistant Telephone Interviews
CSW	Center for Social Welfare
CM	Camp Manager
DRC	Danish Refugee Council
IOM	International Organization for Migrations
NNF	No Nation Fashion
OECD-DAC	Organization for Economic Co-operation and Development - Development Assistance Committee
PHI	Public Health Institutions
PoC	Person of Concern
RTV USC	Radio Television of Una-Sana Canton
TRC	Temporary Reception Centers
SC	Sarajevo Canton
SDC	Swiss Development Agency
SFA	Service for the Foreigners' Affairs BiH
UASC	Unaccompanied and Separated Children
UNHCR	United Nations High Commissioner for Refugees
USC	Una-Sana Canton

II. EXECUTIVE SUMMARY

The overall objective of the project is to contribute to enhance social cohesion in communities hosting refugees, migrants and asylum-seekers (hereinafter: beneficiaries) and enable a response to the migration emergency that benefits people on the move and Bosnia and Herzegovina (BiH) citizens alike. The project addressed fears of the local population and established a dialogue between migration management actors, local community representatives, central government stakeholders, common citizens and representatives of the migrant and refugee community, with a view to finding solutions to address the main causes of these tensions (public health and safety concerns, lack of dialogue, biased media reporting, impact on local communities' budget and services).

Under this overall objective, the project aimed to achieve three intended outcomes:
- Reduce risks to public health and safety in local communities hosting a large refugee and migrant population;
- Improve citizens' perceptions and attitudes towards migrants, asylum-seekers and refugees; and
- Foster a change of narrative over refugee and migrant issues in the media and public discourse.

The purpose of the final external evaluation was to provide an impartial view of the project in terms of achieving the results, quality of performance, management of the project, focusing also on a multi-partner contribution, and synergies with other similar projects. Additionally, this evaluation fed the project management and implementation team with lessons learned, good practices and recommendations to improve the implementation of similar ongoing projects in the Western Balkan region.

The evaluation covered the full period of project implementation up until the time of the evaluation. The evaluation assessed the project, its implementation and results in terms of the Organization for Economic Co-operation and Development - Development Assistance Committee (OECD-DAC) criteria of relevance, coherence, effectiveness, efficiency, impact, and sustainability. The evaluation also considered cross-cutting issues including gender, conflict sensitivity, and human rights. The Final Evaluation Report includes lessons learned and good practices and provides actionable recommendations based on findings for evaluation questions.

The project design was deeply entrenched in the community dialogues with continuous mapping exercises as an approach for identification and selection of community priorities that could potentially alleviate tensions between migrant and local population in the vicinity of Temporary Reception Centres (TRCs). Overall project design enabled conception of direct project outputs after community dialogues, thus providing channel for continuous adaptation of project approach to community challenges. The risk to public health and safety in local communities hosting large migrant, asylum seekers and refugee's (hereinafter beneficiaries) was addressed in coordination with TRCs and public health institutions (PHI) involved in health safety in TRCs through mapping of project beneficiaries needs and strengthening the PHI capacities.

Hate speech and negative reporting about beneficiaries was addressed through activities on fostering a change of narrative over migrants and refugee's issues in the public discourse. The project brought together public servants and journalists in a training about sensitive reporting. Training curriculum was finalized after receiving feedback from all journalists and government representatives participating in the training, to ensure training relevance and coherence with policies in the participants' institutions/organizations.

The synergy between activities and initiatives was achieved through coordination at several instances: at TRC level, community level, municipal level, with public health institutions and with the Service for Foreigners' Affairs, which operates under the Ministry of Security.

International organizations (IOM and UNHCR) cooperated in synergy with roles and targets clearly separated, proving cooperation and coordination as being a key driver for achieving objectives.

Out of 10 output level indicators, the project has successfully achieved or exceeded nine indicators, proving that most of the project activities have been realistically set and implemented.

Based on the PULSE survey it was observed that among people who have participated in the project activities including beneficiaries there are positive effects in decreasing of the sense of insecurity around this population group. Social cohesion index measures demonstrated that social cohesion is declining in non-project communities, while it is increasing in project communities. Discrepancies between results of social cohesion index and item measuring the sense of security suggest that multilayered approach to understanding of social cohesion is needed, against single indicator of change (security).

The project contributed towards relaxation of tensions between beneficiaries and host population. Social cohesion activities provided by the project had both individual, relationship and collective effects, contributing to multiple project objectives (increased social cohesion, positive behavior and psychosocial relief). Interlocutors often described better understanding of the beneficiaries' culture, cuisine, educational system, better understanding of their motives and thus, becoming more empathetic with them. At the community level, some participating members of the project started voluntarily facilitating educational and entertaining activities for beneficiaries in their area. This is a representation of increased civic engagement and social responsibility of project participants. At the institutional level, the project has contributed to advanced communication and collaboration between local communities and public institutions, particularly health institutions, SFA and municipality.

Infrastructure works are the most visible and tangible and the most sustainable project outputs that support increase of social cohesion among local residents, and migrants, asylum-seekers and refugees in host communities. Implementing partners reported their commitment to further include social cohesion component in their future actions beyond the project scope. Additional project components with robust sustainability are developed policies for implementation of health services to project beneficiaries in TRCs, developed methodology (syllabus) for training of journalists on sensitive reporting which is publicly available and developed web site "people on the move" - ljudiupokretu.ba (the level of maintenance after the project end remains to be seen).

Three major cross-cutting themes are intertwined in the project theory of change and implementation: gender equality, conflict sensitivity, and human rights. The project's theory of change demonstrates gender mindfulness in the design phase with the addition of gender sensitive indicators. The project also contributed to sustainable inclusion of disabled children and inclusion of elderly retired people. By increasing social cohesion between project beneficiaries and local population, the project aimed to prevent incidence of violent behavior toward or by project beneficiaries in the host communities. Provision of health services, educational services, and training journalists on sensitive media reporting creates an environment for beneficiaries that is conducive to protection of human rights.

GOOD PRACTICES AND LESSONS LEARNED

- Strong coordination network between public institutions, TRCs and project personals for provision of health services (COVID-19 measures) was the most important basis for coherent activities in TRCs. It resulted in both policy and practical interventions ensuring provision of health services after the project ended.

- Sustained engagement in project activities provided citizens from local/host communities (hereinafter, beneficiaries from local communities) with increased motivation, knowledge and skills, as well as opportunities to undergo transformation on both, individual and community level, contributing to community transformation in terms of reducing segregation, fear of differences and evident mutual understanding. Individual social cohesion projects tried to engage same individuals in different activities with project beneficiaries.

- Material benefits to local communities in the form of infrastructure improvements proved to be efficient buyout for social cohesion enhancement as the underlying goal of the project.

RECOMMENDATIONS

- Result Framework might be improved in terms of identifying adequate measurement indicators for achievement validation (such as number of actions implemented, number of participants, opinion about implemented actions and achieved changes) as well as setting more clear, realistic and achievable targets.

- Strengthening social cohesion through joint on-site activities with more visibility of the upcoming events and active engagement of individuals/users of the TRCs (cultural mediators originating from migrant population) to help with social cohesion activities within the TRCs. Promotion of health campaigns in TRCs and local communities in addition to calendar of social cohesion activities could increase project beneficiaries' awareness and readiness to engage.

- Continuation of activities related to workshops that stimulate normal everyday life in TRCs with an increased variety of activities, especially focusing children which are proven to be the best mediators for social cohesion. Social cohesion activities should particularly target youth and women (groups with highest decline in feeling safe in community due to migrants' presence) and engage them with migrants in positive interactions.

- Curriculum for sensibilization of journalists and public government representatives could be modified to correspond with self-learning pace and principles and offered to Faculties for Journalism to improve sensitive reporting for disadvantaged groups.

- Proposed future for the No Nation Fashion (NNF) is to evolve in the social enterprise that would be self-sustainable. Due to the potential of the brand, further development is encouraged. Social enterprise might be the way forward in terms of commercialization of products that would benefit both to beneficiaries' population to earn income as well as to ensure sustainable financing for operation of sewing corners in TRCs.

III. BACKGROUND

The International Organization for Migrations – IOM (lead agency) and the United Nations High Commissioner for Refugees - UNHCR (participating agency) implemented the 24-month[1] project titled *"Bosnia and Herzegovina: Enhancing social cohesion in communities hosting people on the move".*

In 2017, Bosnia and Herzegovina (BiH) became one of the main transit points taken by migrants and refugees from northern Africa, the Middle East and Asia to reach the European Union (EU), in search of better opportunities and/or fleeing from conflicts and persecution. According to BiH authorities, between 2017 and 2021, over 85.000 migrants and refugees entered the country irregularly. In 2022, 27.429 migrant were registered by BiH authorities. It is estimated that between 2017 and 2021 an average of 6,000 to 9.000 migrants has been present in the country at any given time between 2.000 and 7.000, with somewhat lower number in 2022. The vast majority are adult men, with a smaller but steady number of families and a progressively increasing number of unaccompanied and separated children (UASC).

While at the beginning of the crisis most BiH citizens showed strong solidarity with people on the move, since late 2019, anti-migrant sentiments have been growing. According to IOM surveys, public health and security were the main concerns reported by citizens of communities hosting a large migrant population and the main stated reason for their opposition to host reception facilities in their territory. Security incidents (protests, roadblocks, blockades of reception centers) have increased, particularly in Una-Sana Canton (USC). Media and social networks increasingly gave space to these incidents and amplified the reach of anti-immigrant sentiment. As a result, the public perception towards persons on the move was increasingly negative, misinformed, and influenced by partial or incomplete information. COVID-19 has compounded this challenge. Migrants and asylum seekers living in overcrowded collective accommodation tended to be more vulnerable to communicable diseases, including COVID-19. If migrants are perceived as carriers of the virus by the local communities, it could have serious repercussions on community stability.

This project responded to the increase of tensions and anti-migrant sentiments in local communities in BiH that are hosting large numbers of migrants, asylum-seekers and refugees in heavily COVID-impacted times, in particular in the areas around Sarajevo and in USC.

The project aimed to address fears of the local population and establish a dialogue between migration management actors, local community representatives, central government stakeholders, common citizens and representatives of the migrant and refugee community, with a view of finding solutions to address the main causes of these tensions (public health and safety concerns, lack of dialogue, biased media reporting, impact on local communities' budget and services). Ultimately, the project overall objective is to contribute to enhance social cohesion in communities hosting refugees and migrants and enable a response to the migration emergency that benefits people on the move and BiH citizens alike. The project primarily focused on communities where facilities for refugees and migrants (Temporary Reception Centers – TRC)

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[1] (from 1 April 2021 to 31 March 2023)

are either located or planned to be established, namely Sarajevo Canton (SC) - TRC Blažuj and Ušivak and Una Sana Canton - TRC Borići, Miral and Lipa.

Under this overall objective, the project aimed to achieve three intended outcomes:
1. Reduce risks to public health and safety in local communities hosting a large refugee and migrant population;
2. Improve citizens' perceptions and attitudes towards migrants, asylum-seekers and refugees; and
3. Foster a change of narrative over refugee and migrant issues in the media and public discourse.

IV. EVALUATION PURPOSE AND OBJECTIVE

The purpose of the final external evaluation is to provide an impartial view of the project in terms of achieving the results, quality of performance, management of the project focusing also on a multi-partner contribution, and synergies with other similar projects. Additionally, this evaluation should feed the project management and implementation team with lessons learned, good practices and recommendations to improve the implementation of the similar ongoing projects in the Western Balkan region.

The evaluation covers full period of implementation of the project up until the time of the evaluation. In addition to responding to evaluation questions outlined below, the evaluation identifies lessons learned and good practices to be used by future projects, and pose actionable recommendations based on the findings and conclusions.

According to the original project proposal, an external evaluation captures the relevance, effectiveness, efficiency, impact, and/or sustainability of the project. The evaluation considers cross-cutting issues including gender, conflict sensitivity, and human rights. The evaluation report will be made available to the donor and all project partners. Parts of the report focus on identifying good practices and lessons learned to provide project partners and key stakeholders with recommendations to improve the impact and effectiveness of similar initiatives. These recommendations can be shared more widely with stakeholders, as will be agreed between the project partners and the donor.

The Final Evaluation Report includes a section describing identified lessons learned and good practices and provide actionable recommendations based on findings for the evaluation questions, including:
- What are the recommendations to be addressed in other such projects? What could be done to enhance effectiveness of other projects?
- Which project aspects should be prioritized, and which (if any) should be dropped?
- To what extent current measures and instruments reflect achieved changes and theory of change? Are there more appropriate measures? Which one?

V. METHODOLOGY

The evaluation employed a mixed-method approach for data collection. The evaluation team collected quantitative and qualitative data concurrently. The following data collection methods were used: desk review, semi-structured interview, focus groups, and online surveys.

Document review: The evaluation team reviewed all available project documentation: original and revised project proposal, Interim report, five (5) quarterly updates, partner report (Danish Refuges Council - DRC reports), PULSE survey data (baseline and endline) and DRCs vaccination surveys and health institutions needs assessment.

Key Informant Interviews (KII): The evaluation team conducted nine (9) onsite and online semi-structured interviews using the KII protocols approved as part of the Inception report (hereto attached).

Key informant interviews were conducted with the representatives of:
- national stakeholders (two interviews),
- community representatives (two interviews),
- health institutions representatives (two interviews),
- education institutions representatives (two interviews),
- TRC managers (two interviews),
- social welfare centers (one interview) and
- implementers of small grants – civil society (nine interviews).

Focus group discussions (FGDs): The evaluation team conducted four focus group discussions with members of four communities where the project was implemented. The protocol for the FGDs is provided as an Annex. FGDs have been organized in the following communities:

- Community members of Polje, Velika Kladuša (five participants),
- Community members of Mali Lug, Bihać (four participants),
- Community members of Blažuj (five participants),
- Community members of Donji Hadžići (six participants).

Analysis of existing databases: During the implementation of the project, IOM and implementing partners have been collecting information about attendance rate, media posts reach and engagement, success stories, PULSE survey (endline and baseline), vaccination interest survey, health institutions capacity assessment equipment. These databases were used to assess effectiveness, impact and relevance of project interventions.

Online survey: The online survey was designed to complement findings about the perceptions and views of key stakeholders. In collaboration with the IOM staff, the evaluation team remodeled the PULSE questionnaire (used for collecting baseline data about social cohesion in targeted communities). The online survey was launched through the "Kobo Toolbox" online platform. The online questionnaire was shared with all project stakeholders (80 people) with instructions to community members and civil society organizations to share the link of the questionnaire with other project beneficiaries. Five days after deployment of the survey, only 15 stakeholders filled out an online questionnaire. To ensure a higher number of responses CREDI initiated computer assistant telephone interviews (CATI) and collected additional 31 responses from community members and civil society. Information on profile of the survey respondents is given in table 1.

Table 1 Profile of the online survey responders (Municipality, gender, age, role)

Municipality	Number	Percentage
Total	46	100%
Bihać	25	54,35%
Cazin	4	8,70%
Hadžići	7	15,22%
Ilidža	1	2,17%
Jablanica	1	2,17%
Sarajevo	8	17,39%
Age group		
61+	1	2,27%
51-60	12	27,27%
41-50	14	31,82%
31-40	15	34,09%
21-30	2	4,55%
Gender		
Female	21	45,65%
Males	25	54,35%
Role in the project		
Member of the local community	9	19,57%
Implementing partner (CSO)	19	41,30%
Representative of the educational institution	13	41,30%
Municipal representative	3	6,52%

Methodological limitations: Observations about the project achievements and processes are dominantly provided by project stakeholders (partners in implementation). On the beneficiaries' side, only community members were engaged in focus groups. Particular selection of the interviewees provided insights about procedural challenges for implementation of project activities, secondary evidence about the project achievements (change stories) and assessments of the long-term influence of the project. The evaluation team would expect more descriptive stories of project influence, if a higher number of interviews/focus groups were done with project beneficiaries of small grants initiatives. However, the evaluation team also recognize that, at the time of the evaluation, it was difficult to reach out to migrants, asylum-seekers and refugees engaged in project activities, and even locals who partook in activities as they were mostly minors and often grouped around project initiatives.

After the launch of the online survey, only 15 respondents filled the questionnaire (19% of 80 people in the list of stakeholders). This was insufficient to draw any meaningful conclusions, hence the evaluation team initiated CATI interviews. During CATI interviews, the evaluators have felt the welcoming note for the project from most of interlocutors. There was no rejection for participation in the CATI interviews from the side of interlocutors. This means that stakeholders were not being non-responsive to the online questionnaire due to the nature of their relationship with the project, but rather with the overall attitudes toward online questionnaires. If the CATI interviews had been done for a longer duration, a higher response rate would have been achieved. At the end, the online questionnaire was completed by 46

stakeholders, which is about 50% of listed stakeholders provided to the evaluation team. While 50% response rate is generally perceived as a good response rate, absolute numbers are low leading to higher confidence intervals of estimations. Furthermore, disaggregating data to location or role in the project additionally increases error margins, hence the conclusions should be kept at the total sample frame.

VI.   FINDINGS

Findings chapter is organized in several subchapters, responding to evaluation questions branched into six criteria: relevance, coherence, effectiveness, efficiency, impact, sustainability, and cross cutting theme. For each project indicator (where applicable), the evaluation team assessed to which extent the target was achieved, using the following valuation icons.

Icon	**Valuation description**
	Output level was not delivered as expected
	Output level was delivered but with significant challenges, no higher-level change is observed
	Output level was delivered as expected; some evidence of higher-level change is observed, but not reaching project targets
	Fully achieved objective, with lots of potential for higher level change
	Exceptionally achieved objective, with significant evidence of unintended changes that are sustainable.

For each valuation assessment, arguments for confirming or denying achievement of the indicators are provided with clear reference to sources of verification.

a.   Relevance

This section assesses the relevance of the project in terms of addressing the needs of key stakeholders. The main question was: To what extent did the initiative deliver against the needs of key stakeholders?

The Project assumes that reduction of risks to public health and safety in local communities hosting a large beneficiaries population, improvement of citizens' perceptions and attitudes towards beneficiaries, and fostering a change of narrative over refugee and migrant issues in the media and public discourse will contribute to enhanced social cohesion in host communities and enable a response to the migration situation that benefits both people on the move and BiH citizens.
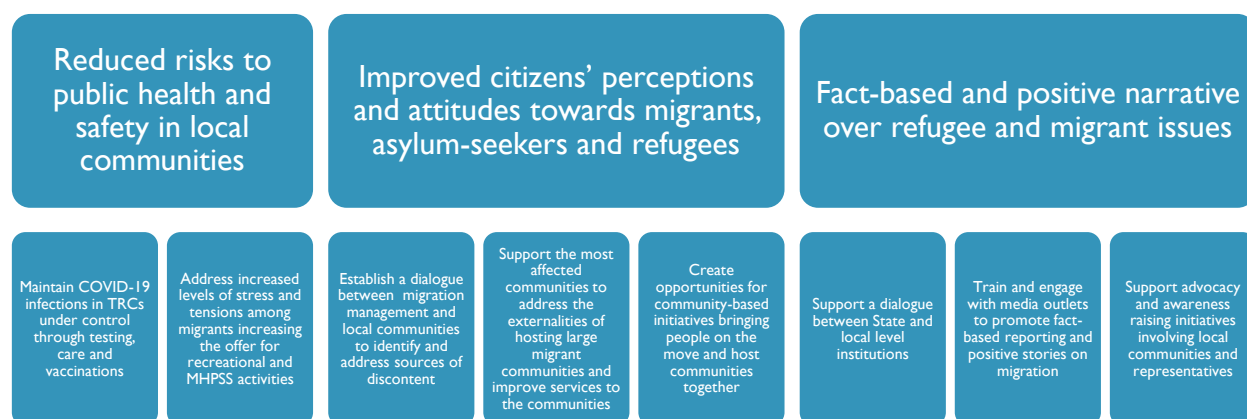
Figure 1 Project Theory of Change

The reduction of risk to public health and safety in local communities hosting beneficiaries is aimed to be achieved by maintaining COVID-19 infections in TRCs under control through regular vaccinations and by providing psychosocial support to beneficiaries. The Project was implemented in the peak of COVID-19 crisis, while governments imposed measures forbidding gathering of larger group of people, and TRCs were perceived by the public in host communities as the major source of potential COVID-19. Hence, it was reasonable to assume that activities on controlling COVID-19 outbreaks in TRCs through both vaccination and testing of beneficiaries would decrease the concerns on wider COVID-19 epidemic.

Vaccination interests among beneficiaries was assessed through a survey with 5,870 beneficiaries, out of which 35,8% reported interest in being vaccinated (12,2% were already vaccinated). At the time when local population was not eagerly accepting vaccination (different estimates available by researchers and public health institutions not reaching over 30% by December 2021), high interest was significantly affected by communal housing and large concentration of individuals and families and express the need for controlling COVID-19 outbreaks for reducing risk for public health.

The Project also aimed to strengthen the capacities of local public health institutions (PHI) involved in health safety in TRCs. For that purpose, the needs assessment for purchasing necessary medical supplies and small medical equipment for PHI in USC (Bihać, Velika Kladuša, Cazin, Krupa i Ključ) was conducted. At the time, it is recognized that PHI in USC were lacking basic equipment to deal with COVID-19 outbreaks and the project provided technical assistance to cover the need.

The second objective is related to *improvement of citizens' perceptions and attitudes towards migrants, asylum-seekers and refugees*. For better understanding of the host communities' needs, Community dialogues were carried out in the local communities. As reported in IOM Interim report for April 2020 to March 2021, a total of 14 meetings were held in five local communities with participation of 82 residents (51 men, 31 women). Furthermore, several rounds of consultations with representatives of the local communities that are most affected by the migratory route were organized to better understand the needs and problems faced by the local communities connected with the presence of beneficiaries as well as to map the potential activities that would improve citizens' perceptions and attitudes towards beneficiaries. Also, consultation meetings with the communities were held with Camp Managers (CMs) of TRCs Borići, Miral, Ušivak, and

Blažuj to discuss potential activities to be carried out. Consultations with different stakeholders contributed to ensure the relevance of activities undertaken by the Project.

Overall project design enabled conception of direct project outputs after community dialogues, thus providing channel for continuous adaptation of project approach to community challenges. Community interventions were selected in a consultative manner and based on the following criteria:
- Selected communities had to be the most affected by the presence or transit of beneficiaries,
- Communities not having received any support of this kind were prioritized over those which already benefitted through previous projects,
- Proposed projects had to respond to perceived risks of insecurity expressed by the local population or to have a concrete and direct impact on the lives of the local population,
- Feasibility (cost, timeframe, required documentation and approvals, etc.) and
- Participation of the community (wide support by citizens, co-funding, etc.).

All of the above ensured additional relevance of project interventions in at least two instances. First is that interventions responded to commonly accepted priorities for community. However, those priorities were not necessarily directly related to migrant flows (e.g. rehabilitation of educational institutions), hence the second instance is related to buy-off of social peace.

> *It is very important that each camp maintains good relations with the local population. At the beginning of the crisis, local population had the feeling that IOM employees were importing migrants from other countries, including protests held in a front of camps. Later, we realized that we have to establish closer contact with local population, and so we started social cohesion projects with the settlements that gravitate around camps. It was most affected settlements that we helped the most, whether with what we estimated would be useful at that moment or based on needs of representatives of local communities. – CCCM Coordinator*

Not all infrastructural projects were relevant only as a community buy-off. Infrastructure works were dominantly selected based on their response to the decreased sense of safety and the needs of the beneficiaries for educational, cultural, sport and entertaining activities.

> *"We choose those communities, schools that were the most hospitable to include children from TRCs. Those communities tick all the criteria for being selected" UNHCR program coordinator.*

> *Migrant population, children, single women, women with children are included in school and extracurricular activities, cultural, sports activities. I think the biggest problem was not knowing each other. Small incidents at the beginning, small thefts in the vegetable gardens, were later overcome by joint efforts. – CSW Hadzici*

Beneficiaries' influx in local communities, rooted feeling of insecurity among local population, being afraid of interactions with migrants, perceiving high likelihood of criminal acts and unpleasant situations, demonstrating the need for activities focused on building trust between beneficiaries and local population. These feelings are best described by one of local community presidents and representative of local NGO:

> *The safety of the citizens from the migrants is a priority. At the beginning, the local population was afraid of the migrants, so we asked police for the monitoring of the migrants' movements. - Blažuj LC president*

> *The biggest problem is mistrust on both sides, and lack of interest because migrants are "just passing through" and there is some resistance to identifying with that group, because they will no longer be here. Somehow it seems to me that the prevailing opinion was that there was no need to make any kind of contact. – NGO ArsPopuli*

The third objective is related to fostering a change of narrative over migrant and refugee issues in the public discourse. The main idea was to train media representatives and government spoke persons to inform on migrant and refugees issues based on facts using positive narrative. Deconstruction of beneficiaries' image as criminals is seen as quite important step to influence achievement of the project's second outcome (social cohesion). Hatred and intolerance against beneficiaries in media space is recognized by multitude of evaluation interlocutors. Furthermore, conjunction between negative

perspectives pictured by government representatives (BiH Ministry of Security, SFA, and spokesmen of the court and prosecution) and media outlets about beneficiaries, created an idea to bring together public servants and journalists in a training about sensitive reporting. Training curriculum was finalized only after receiving feedback from all journalists and government representatives participating in the training, to ensure training relevance and coherence with policies in the participants' institutions/organizations.

> *Then the media created a certain amount of mistrust towards that population by announcing some criminal acts done by migrants, stealing phones, those were petty thefts. - The Municipality of Hadžići representative*

One of the problems that the media representatives talked about during the training was the lack of stories that concern exclusively the migration situation in BiH, i.e. personal positive stories about beneficiaries, because such stories do not find public support, as is the case with stories with negative connotations or other editorial priorities they report on.

Most interlocutors emphasized that change of the perception on beneficiaries by local population is precondition of positive interactions. To do so, the project ought to reduce perception of threat (to public health and safety) and provided opportunities for beneficiaries and local population to meet and interact. In a nutshell, the project is trying to shift the perception about beneficiaries from threat to opportunity for development.

> *In my opinion, the key thing is the perception of local population about the migrant population, and it is precisely with projects like this that we fix and change that perception. – SFA*

> *Overall, there is a positive change. Hadzici is one of the few municipalities that opened its doors to migrants, especially when others closed theirs and stopped people with weapons in their municipalities. At one moment, there were great pressures from the local population due to placement of migrants in this area. However, at the end, the attitude towards migrants is quite positive. - The Municipality of Hadžići representative*

Positive interactions between beneficiaries and local population at different levels included communication exchange. Some activities mostly engaged beneficiaries and local youth in sport activities, and some were more verbally oriented. Those that are verbally oriented provided greater alignment of proposed interventions with existing problems, as it enabled participants to jointly identify problems, discuss them and propose adequate reaction.

As shown in figure 2, above 60% of evaluation survey responders (project's key actors of change) worry about racial discrimination of beneficiaries in their local communities and about 60% of them trust them (combined scores of responses "agree with the statement" and "to some extent agree with the statement"). Only about 17% of responders worry about safety due to the presence of beneficiaries. Engaged community members are more compassionate about beneficiaries and have higher trust in them, which makes them good project partners at community level.
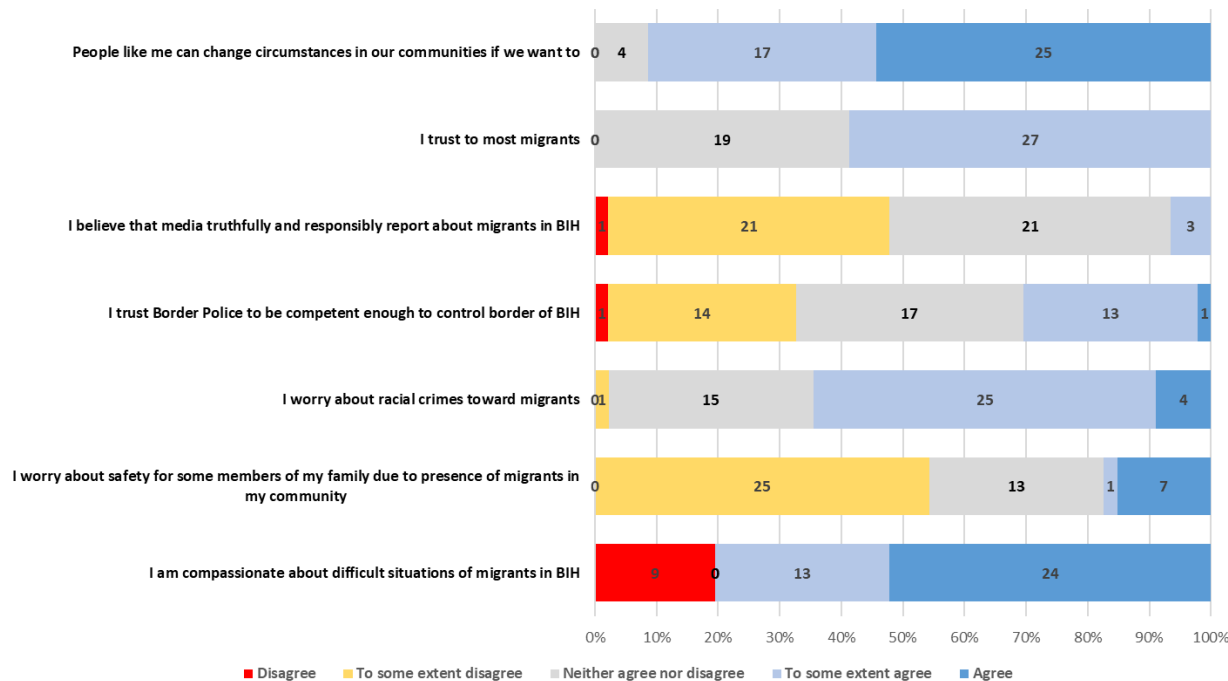
Figure 2 Number of evaluation survey responders to the questions: "To what extent you agree with listed social cohesion statements about migrants and key community actors?"

b. Coherence

This section provides information on the compatibility of the intervention with other interventions in the country. The chapter responds to the questions: "To what extent was the project synergized with other projects implemented in targeted locations?" and "To what extent has the project been adding value while avoiding duplication of efforts?"

TRC Camp Managers and representatives of the SFA kept emphasizing the coherence of the social cohesion project with activities and services provided to beneficiaries in TRCs. The project's activities are described as well aligned with TRCs' activities.

> *To me as a professional, it is important that the camp functions in a peaceful atmosphere without any security challenges. Moreover, both activities offered to migrants and cooperation with the local community contribute significantly to that atmosphere of satisfaction. Camp Usivak is an example, at the beginning we have developed walking charts, guidelines for everyone involved, both migrants and organizations present. - SFA*

DRC reported that the project developed a significant synergy with Swiss Development Agency (SDC) funded project "Response to humanitarian and health needs of migrants, asylum seekers and refugees in BiH". SDC project also addressed the needs of beneficiaries in the prevention of the spread of COVID-19 virus among the migrants stationed in TRCs. But in contrast to this project where main beneficiaries were migrants, asylum-seekers and refugees, SDC's main beneficiaries were health care actors and other service providers in TRCs' medical units.

Furthermore, DRC also confirmed significant contribution of the project to more efficient implementation of ECHO funded Project "Ensured Access to Health Services and Protection Response for asylum seekers,

refugees and migrants in BiH" in relation to immunization and testing of migrants, asylum-seekers and refugees. ECHO project was being implemented but not limited to SC and USC, but with a different scope of activities related to human rights protection of beneficiaries. The project covered the gap in provision of medical services to migrants of TRCs by providing the needed equipment and ensuring continuous presence of medical staff from public institutions.

In order to avoid overlap between SDC project and this one, DRC conducted gap analysis early in project implementation to identify required additional support to PHI in USC and CS to increase capacities for addressing COVID-19 challenges.

> *Coordination of the activities was done with SDC project to avoid overlaps, especially in the equipment procurement. – SDC project coordinator from DRC*

UNHCR reported that prior to this Project, they implemented regional project titled "Addressing COVID-19 challenges within the Migrant and Refugee Response in the Western Balkan" which was used to replicate activities regarding COVID-19 response (Outcome 1) as per donor's request. There was no duplication of the efforts in respect to previous UNHCR project activity.

The project partners ensured coherence between this project and projects being implemented by them in the respective field of the project (public health, infrastructure, social cohesion, etc.). In addition, project activities are coordinated with the local Centers for social welfares (CSWs) to ensure adequate social protection services at local level.

> *Very soon after the arrival of the migrants in Usivak, the social service clearly communicated that unaccompanied minors must have a guardian, someone from our service who will be present. We established a manual in cooperation with all other partners so that the procedures go as quickly and efficiently as possible. This is the first project, the first aid, in four years since the crisis started, in which the center participated. – CSW Hadzici*

UNHCR reported synergy with other USC Red Cross efforts in addressing beneficiaries' needs, by purchasing a van for USC Red Cross which was donated for distribution of humanitarian aid. This procurement helped increase the outreach to at least 1000 beneficiaries (at the time of first interim report with continuous engagement in the area).

Infrastructure works in the local communities in the vicinity of TRCs were carried out in close cooperation with municipal governments and citizens, complementing other infrastructure works financed from the municipal budgets. The project was perceived as an extension of the municipal efforts to build on infrastructure projects within several local communities where, due to the lack of funds, some infrastructure projects would have been postponed. Selection of infrastructure works were preceded with community dialogues between municipal representatives and citizens, who identified priorities for community development in respect to migration flows.

> *As a local community, we had projects through the municipality budget regarding lighting, but those projects focused on priorities only. With this IOM's project, we ensured that other locations are covered as well. The allocation of the budget was taken into account, we got the maximum that could be obtained from both sides. - Blažuj LC president*

It was noticeable that NGOs who received sub-grants put an effort to merge their activities from different donors together in order to maximize the benefit.

> *During the implementation of our project, another ecological project was implemented as well by our organization that was funded by another donor. The project was about raising environmental awareness, we had 4 activities. In two of these activities we have included the migrant population, and these activities are*

implemented as the part of the project supported by the first donor who said that they don't have a problem to share it with this project as well. - NGO COR representative

Some civil society initiatives built on existing projects implemented by project partners in local communities in the vicinity of TRCs. Such initiatives are either used to increase the number of beneficiaries of available services that benefit relationships between beneficiaries and local population, or used to increase the scope of activities.

For example, the Hub project, this project of social cohesion equipped the Hub, and another project supported activities in the Hub. The project activities were not overlapping, but synergizing. – CSW Hadzici

Successful coordination between national and local level public institutions with civil society organizations, including project partners was perceived as a key foundation for project success by interlocutors. Coherence between different sectors (health, social protection and education) and civil society is seen as a driving force for coherent implementation of social cohesion projects.

In my opinion, this project proves that when the [public] institution is in charge for coordination then it is much easier. Synergy of the local community with the camp is success. This project is unique and as such it did not collide or overlap, and this is its biggest advantage – SFA representative.

The project is implemented in the environment with significant presence of multitude of donors, supporting different aspects of migration flows (reasonable due to heavy influence of migrations on entire EU area). Same agents are implementing multiple projects with same target groups, which increases the risks of substantive overlap between project approaches and delivery. However, the evaluation team has been presented with sufficient evidence that project partners are aware of the potential overlap and instituted gap analysis to ensure activities are building on each other.

The project activities are successfully aligned with the actions of SFA in TRCs, number of international organizations in TRCs and public health institutions. Additionally, some of the social cohesion activities are inspired by recognized good practice models implemented by local NGOs at smaller scale in TRC prior to the project. This contributes both to the project coherence with previous activities implemented in local communities and TRC, but also increases relevance of the project approaches to already recognized priorities, both for beneficiaries and local population (NGO SCENA; NGO Igra 27).

The very design of the project and the idea came from the previous social cohesion project that we implemented "Station for Life". One of the participants of the migrant population at one of the workshops made a thematic card where people expressed their thoughts and emotions. He wrote the message "I have a dream, one day we will all be together". That his message was so inspiring and encouraged us to think about everything so it was this young man who unknowingly gave us the idea for this project "I have a dream", which we realized last. – IGRA 27 representative

c. *Effectiveness*

This section provides information on the effectiveness of the project in terms of evaluation of achievements of outputs and outcomes and report on any challenges met during the implementation of the project activities. The analysis of key factors contributing to achievement of results and challenges during the implementation of the project is provided.

Under the Objective 1 the project envisioned to deliver three results, defined with one outcome level indicator and five output level indicators as follows:

Objective 1. Risks to public health and safety in local communities hosting a large refugee and migrant population are reduced			
Indicator	*Target*	*Achieved*	*Valuation*
1. Number of COVID-19 outbreaks in all TRCs reported per year	2	1 or 2	

Result 1.1 - Measures to prevent the spread of COVID-19 among people on the move and host communities, including the provision of PPE and COVID-19 testing are maintained (IOM, DRC)			
Indicator	*Target*	*Achieved*	*Valuation*
1. Number of beneficiaries reached with health promotion programming, including testing advisory by this Action	1.200	11.680	

Result 1.2 - Critical services and information continue to be available to migrants, asylum-seekers and refugees affected by COVID-19 pandemic (UNHCR)			
Indicator	*Target*	*Achieved*	*Valuation*
1. Number of persons benefiting from protection-sensitive accommodation and/or monthly parcels	60 (20F,40M)	60 (26F, 34M)	
2. Number of persons that can benefit from procured core relief items (CRIs)	1.000	Over 1.000	

Result 1.3 - Migrants, asylum seekers and refugees benefit from social and recreational activities and psychosocial support (IOM & UNHCR)			
Indicator	*Target*	*Achieved*	*Valuation*
1. Number of persons benefiting from psychological support	375	862	

Specific Objective 1 of the project is to prevent COVID-19 outbreaks in TRCs. Prior to implementation of the project, there were two reported outbreaks (prior to April 2021). Project documents (including logical framework) do not clearly define if the target value of two outbreaks is inclusive or exclusive of two outbreaks happen before the project. Considering the target values that are set for other project indicators, we could argue that target value for the number of outbreaks is exclusive of baseline number. However, the objective could also be red as "no additional outbreaks will happen in TRCs". Depending on the interpretation of the target values we could confirm or reject accomplishment of the objective 1.

As indicated in the DRC final report there were outbreaks in the TRC Borici (in June and July 2022). These outbreaks could be counted as two outbreaks (one per month) or as a single outbreak affecting TRC's population for more than a month. As there is a clear time (one month after the other) and space (same TRC Borici) vicinity between a higher number of COVID-19 positive cases in TRCs, the evaluation team could argue that there was only one outbreak during the implementation of the project. If the project objective was to prevent any outbreak in TRCs we would classify objective as failed. However, if the objective was to prevent number of outbreaks to be larger than two, the objective of the project is achieved. As baseline numbers were not integrated into the target values for other indicators, the evaluators assessed the objective as achieved.
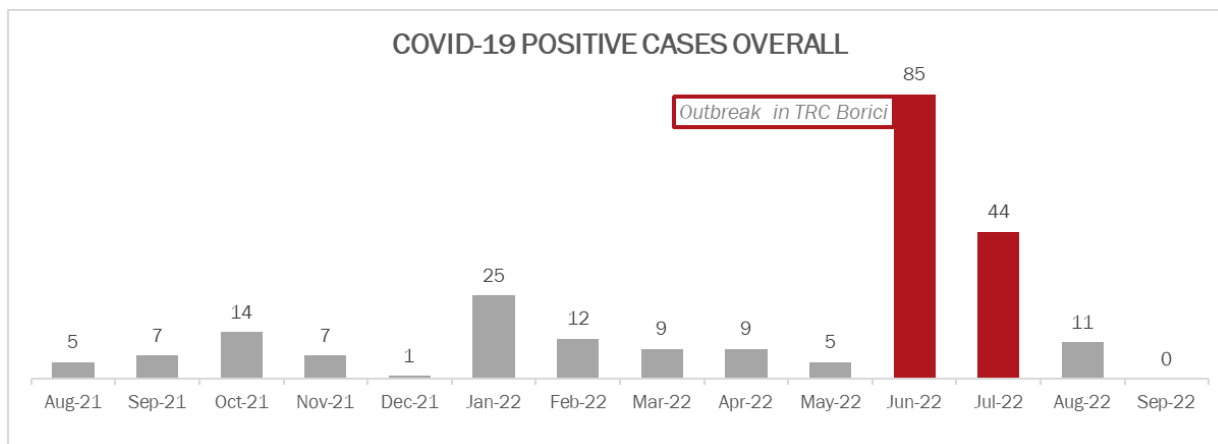
COVID-19 POSITIVE CASES OVERALL

Month	Cases
Aug-21	5
Sep-21	7
Oct-21	14
Nov-21	7
Dec-21	1
Jan-22	25
Feb-22	12
Mar-22	9
Apr-22	9
May-22	5
Jun-22	85
Jul-22	44
Aug-22	11
Sep-22	0

Outbreak in TRC Borici

Figure 3 Extract from DRC Final Report on number of COVID-19 positive cases

The project does not clearly prescribe the number of positive cases that will be classified as an outbreak. However, in the DRC's Final Report there is a mention of threshold 15 per camp. Number of positive cases were not provided per camp, so the evaluators could not estimate if the January 2022 (with 25 positive cases) were belonging dominantly to one camp or evenly spread among four camps.

> *Upon isolating and testing the contacts, threshold of 15 positive cases, without clear epidemiological link between them, was reached. – DRC's Final Report, page 12*

To prevent COVID-19 outbreaks the project introduced rapid antigen testing (7.609 beneficiaries), PCR tests (253), vaccinated beneficiaries (1.452 regardless of the dose), and provided PPE kits enabling at least 2.366 health workers to safely conduct health work. In total, the number of beneficiaries benefiting from health interventions is over 11.000 (possible double counting for multiple services received by same beneficiaries). In the original project documentation, target value was set to "to be determined" while in DRC report it is set to 1.200. If the target value is set 1.200 the Result 1.1 is achieved. However, due to high difference between achieved and targeted value, the evaluation team is of opinion that the target value was not set up in accordance with planned budget, or was unknown, or just provisionally set to 1.200 without clear guidance on the items to be counted. As stipulated in the recommendation section, the evaluation team would recommend setting the target values before implementation of the project, based on the allocated budget for the result/actions.

In addition to provided health services and materials, DRC introduced several policies that facilitate provision of health services to beneficiaries in cooperation with relevant health care institutions:

- Protocol COVID19 entry screening for TRC Service Providers,
- Standard Operating Procedure (SOP) for COVID19 Patient's Referral System;
- Protocol for Accommodation of PoCs in COVID19 Isolation Areas of TRCs and Preventive Measures;
- Protocol for treatment and monitoring of PoC in isolated conditions within TRCs due to detected symptoms of COVID19;
- COVID19 guidelines for the infectious waste management in Temporary Reception Centers in BiH;
- Protocol for COVID19 testing in USC;
- Protocol for COVID19 testing in SC;
- COVID-19 Emergency Preparedness and Response Plan - TRCs in BiH (3 likely scenarios);

- COVID19 – Infection prevention and control (IPC) measures during mass relocation of Persons of concern (PoCs); and
- Rapid Health Out-of-Site Assessment protocol; Health Outreach Response Referral Pathway.

The second result under the Objective 1 was to provide critical services and information to beneficiaries with two indicators (number of persons benefiting from protection-sensitive accommodation and/or monthly parcels and benefiting from procured core relief items. Based on the UNHCR records (interim reports and interviews), 60 individuals used protection-sensitive accommodation, or benefited from monthly parcels. It has to be noted here that UNHCR Final Report (and IOM Final Report) were not available during the evaluation data collection period, as it is expected to be done six months after the project end (September 2023), hence reported numbers are derived from the combination of interviews and Interim Report.

UNHCR reported that nine survivors of gender-based violence were accommodated in the safe house in USC (supported by Vasa prava BiH) for a total of 695 nights in the period between July and December 2021. UNHCR also reported that 25 persons resided in private accommodation in the Sarajevo area (supported by Bosnia and Herzegovina Women's Initiative) for 3.723 overnights.

The second indicator of provided critical services and information to beneficiaries is the number of persons benefiting from core relief items. As per project proposal the second indicator was not solely directed at beneficiaries, but also for beneficiaries from local communizes as well. In order to ensure to reach the target, UNHCR has purchased the van for Red Cross of USC for more efficient outreach activities towards beneficiaries and local population. As reported by the UNHCR program manager (and reported in the Interim Report) there were more than 1.000 beneficiaries (both migrant, asylum-seeker and refugees, and people from local communities) reached by the Red Cross by the time of the Interim Report.

The third result under the first objective is related to provision of social and recreational activities and psychosocial support to beneficiaries. Information about achievement of the indicator (number of persons benefiting from psychological support) is available only within the Interim Report (first half of the project). To that point 862 persons benefited from psychosocial support which is significantly higher from target number stipulated in the Interim Report (375). As stated before, such discrepancy between achieved and targeted number should be avoided and should be used as a sign of the need for target value(s) change. The original project proposal had target value as "to be determined", hence later confirmation of target values should be much closer to achieved. Shared information with the evaluation team do not enclose gender disaggregated data.

Additionally, the project installed Wi-Fi network in Asylum Centre (AC) Delijaš, which also helped and will help AC residents to engage in educational and recreational activities and staff of the Ministry of Security to perform their work.

Collected evidence under the objective 1 demonstrates that project has achieved the objective (prevent COVID-19 outbreaks) and delivered related results (implemented measures and provided services). Main recommendation is to commit to more realistic targets. Namely, the number of achieved beneficiaries for result 1.1 and 1.3 are multiple times higher than targeted. This is an indication of either unambitious target settings or disconnection between target indicator and budget.

Under the Objective 2. the project envisioned to deliver three results, defined with one outcome level indicator and three output level indicators as follows:

Objective 2. Citizens' perceptions and attitudes towards migrants, asylum-seekers and refugees are improved.

Indicator	Target	Achieved	Valuation
1. Improvement of project beneficiaries' perception towards migrants in targeted communities	10% (baseline 5,2%)	3,8% (13,4% youth)	

Result 2.1 - Mechanisms for addressing citizens' concerns are established and local communities are supported with key interventions (IOM)

Indicator	Target	Achieved	Valuation
1. Number of host community citizens benefitting from interventions in public infrastructure/goods	20.000	67.983	

Result 2.2 - Civil society efforts to foster mutual understanding between people on the move and local communities are supported (IOM)

Indicator	Target	Achieved	Valuation
1. Number of direct beneficiaries reached through social cohesion small grants (with gender and age breakdown, when available)	1.043 (406F,637M)	3.343 (1.772F, 1.571M)	

Result 2.3 - Local communities and BiH authorities working with asylum-seekers and refugees and contributing to a peaceful coexistence are supported (UNHCR)

Indicator	Target	Achieved	Valuation
1. Number of host communities that received assistance through the Action	2	2	

The level of agreement with the statement: "Most migrants are actually fine people" (1 to 7; there 1 is low level of agreement with the statement and 7 is high level of agreement) is taken as an outcome level indicator. PULSE survey is implemented on a sample of 1.207 people at the project beginning (baseline) and shows that 61,9% of community residents consider migrants as fine people (agreeing with the statement at different levels). The endline PULSE survey (implemented by the end of the project, December 2022) shows a slight increase in number of residents considering migrants as fine people for 0,9%. PULSE survey is implemented in six municipalities, out of which two were not included in project interventions. In project municipalities, there is 3,8% more residents at the end of the project who believe that migrants are fine people, while in non-project municipalities there is 5% decrease of people who consider migrants are fine people. Similar level of change is perceived with male (3,64%) and female (3,87%) group.

There is a significant difference in the change of perception of beneficiaries between youth and older residents. Additional 13,4% of youth considered migrants as fine people at the end of the project, comparing to older residents, were only an additional 1.63% consider migrant as fine people. In non-project municipalities, about 6,3% of additional youth considered migrants as fine people, while in older population, there is a drop in percentage of people considering migrants as fine people for about 6,9%.

While results obtained do not achieve target, they clearly show positive improvement in the attitudes toward beneficiaries, that would without any intervention decline over time. Target is achieved with the population of youth. Data suggests that deterioration of attitudes toward beneficiaries is particularly prominent with older population.

The first project result contributing to improved perception of beneficiaries in local community is related to provision of key infrastructure interventions. In total 29 infrastructure projects are implemented (14 in SC and 15 in USC). Ten projects were still ongoing during the evaluation. In the Interim Report, it is indicated that infrastructures works are done in 11 local communities with continuous influence on 40,510 residents which is double the expected number of residents influenced by the works. At the time of the evaluation, infrastructure works are done (or in implementation) in six additional communities with total population size of 27.473 (Blažuj, 5.645; Bihać centre, 877; Cazin centre, 10.958; Luke, 3.434; Mali Lug, 1.407; and Ilidža centre, 5.152) The total value of implemented infrastructure works is over EUR 500.000.

Conducted infrastructures works include:
- Road reconstruction (two sites),
- Construction of inclusive children's playgrounds, sport playgrounds (two sites),
- Expansion of street light system (seven sites),
- Donation of vehicles (to local community, CSW and Red Cross through separate project budget line),
- Renovations of buildings (three buildings) and
- Equipment donations (nine projects).

As explained in the coherence section, decisions about the works to be supported are made through community dialogues.

The second result under the second objective is to foster mutual understanding between people on the move and local communities. Under this result the project has implemented 8 small-scale social cohesion projects. These projects are implemented by local civil society organizations with experience in the work with beneficiaries or significant experience in proposed approach. Based on the reports of NGOs who received sub-grants, there were in total 3.343 direct and 10.746 indirect beneficiaries (both migrant, asylum-seeker and refugees, and people from local communities). Most of the reported figures could be validated in the attached attendance registers. However, there is a huge discrepancy in the quality of information submitted in final sub-grantee reports. They were often mixing baseline field with achieved field or switching target and achieved fields or leaving logical framework section empty. In those cases, the evaluators have read the report and extracted reported numbers of all beneficiaries from the narrative sections. Reported numbers of small grants participants are confirmed with IOM staff (See table 2 for more details on all beneficiaries - both migrant, asylum-seeker and refugees, and people from local communities).

Table 2 Number of direct and indirect beneficiaries per small scale social cohesion projects

Sub-grantee	Planed target	Reached
ASUS	Direct beneficiaries: 65 Indirect beneficiaries: 745	Direct beneficiaries: 70 Indirect beneficiaries: 750
COR	Direct beneficiaries: 100 Indirect beneficiaries: 200	Direct beneficiaries: 54 Indirect beneficiaries: 60
IGRA 27	Direct beneficiaries: 820 Indirect beneficiaries: 1.730	Direct beneficiaries: 2.928 Indirect beneficiaries: 9.230
IPSIA	Direct beneficiaries: 30 Indirect beneficiaries: 120	Direct beneficiaries: 149 Indirect beneficiaries: 0
JEDINSTVO	Direct beneficiaries: 20 Indirect beneficiaries: 100	Direct beneficiaries: 26 Indirect beneficiaries: 600

OMAHA	Direct beneficiaries: 20	Direct beneficiaries: 22
	Indirect beneficiaries: 580	Indirect beneficiaries: No data available
SCENA	Direct beneficiaries: 20	Direct beneficiaries: 54
	Indirect beneficiaries: 600	Indirect beneficiaries: 105
ZOK	Direct beneficiaries: 50	Direct beneficiaries: 40
	Indirect beneficiaries: 100	Indirect beneficiaries: 0
TOTAL	Direct beneficiaries: - 1.125	Direct beneficiaries: - 3.343
	Indirect beneficiaries: - 4.175	Indirect beneficiaries: - 10.745

In TRCs Ušivak and Borići sewing corners were established to ensure daily activities and psychosocial help for TRC residents through sewing and other artistic activities such as painting, weaving etc. Sewing was purposeful due to the fact that clothes provided for beneficiaries needed to be repaired and custom made. During the COVID 19 pandemic, beneficiaries were involved in sewing protective masks for TRC residence contributing to decrease in COVID virus spread. Later on, users of sewing corner started producing tote bags from recycled materials that would later on become part of the No Nation Fashion (NNF) exhibits and being sold on different occasions.

The third result of the second objective is focused on the provision of additional assistance to host communities, provided by UNHCR. In collaboration with the City of Bihać and the Municipality of Hadžići, the project completed building of two playgrounds. Both communities participated with budgetary resources in their construction. In addition, UNHCR organized four round tables in four municipalities related to refugee and migrant situation (also in COVID-19 context).

Collected evidence under the Objective 2 demonstrates that project has partially achieved the Objective (improved perception towards beneficiaries) and fully delivered related results (number of beneficiaries of infrastructure and social cohesion activities and number of engaged communities). Calculation of number of people benefiting from public infrastructure/goods is based on number of community residents where works are done. While it is reasonable to assume that all community members benefit from rehabilitated square, stairs, or public building such as school, it does not talk about the importance of renovation or scale of usage. Thus, the evaluators would suggest describing such indicator's targets with clear criteria for counting beneficiaries from local communities e.g. estimated number of beneficiaries by local community representatives, or number of observed users of the infrastructure during the limited observation time, or similar.

Under the Objective 3. the project envisioned to deliver three results, defined with one outcome level indicator and three output level indicators as follows:

Objective 3. Reporting on refugee and migrant issues in the media and in public discourse is improved.

Indicator	Target	Achieved	Valuation
1. Extent to which media reporting on asylum and refugees' rights and obligations is improved (yes/no)	50% (baseline 20%)	73%	

Result 3.1 - Advocacy tools to promote an open and evidence-based discourse with decision makers and local representatives on the refugee and migrant emergency and response are available (IOM)

Indicator	Target	Achieved	Valuation
1. Number of participants to advocacy events	300 (F130;M170)	110 (67 institutional,	

		37 (academic)		

Result 3.2 - Positive and fact-based public information about refugee and migrant issues, rights and obligations is enhanced (IOM and UNHCR)

Indicator	Target	Achieved	Valuation	
1. Number of positive stories published with the project's support	30	44		

Result 3.3 - Local media have better knowledge and skills on reporting standards around migration (IOM & UNHCR)

Indicator	Target	Achieved	Valuation	
1. Number of media representatives and spokespersons trained on sensitive reporting	60 (F30,M30)	72 (F44,M28)		

Outcome level indicators should be measured as an extent to which media reporting on beneficiaries' rights and obligation is improved. UNHCR assessment methodology is identified as a key source of information for this indicator.

The number of advocacy events participants are available only in the Interim Project Report (considering only submitted documents for review to the evaluation team). One third of the planned number of participants attended advocacy events. Narrative part of the Interim Report states that the advocacy event (a seminar on presenting culture and politics of countries in MENA and SEA region, practices and perspectives of pedagogical work and position of migrants in national legal framework) was attended by 37 students and professors. However, the narrative part does not explain in which activity an additional 67 participants were participating.

The project envisaged to publish 30 positive stories. A public call for applications was announced in January 2022. Radio Sarajevo and The Public company Radio Television of Una-Sana Canton (RTV USC) were selected to produce and disseminate positive narratives and stories about refugees and migrants. Radio Sarajevo produced and broadcasted seven media stories related to beneficiaries with total reach of 1.301.000 and engagement of 53.500. Stories were presented to public through different channels: articles on web portal, videos on YouTube, audio reportage on radio station (podcast), photo gallery with captions on social medias (Facebook, Instagram). Stories covered the following themes:
- UASCs on the move - risks and support system,
- People from Sub-Saharan Africa use the migrant route through BiH more and more often,
- Teenage girls on the migrant route in BiH,
- Migrants from Latin America are increasingly frequent travelers through Bosnia and Herzegovina,
- Women traveling alone on the migrant route,
- How to preserve the family core and emotional ties in migration (family migrations) and
- The right to education for children on the move.

In their Final Report, Radio Sarajevo emphasized that during the production of stories, Data Protection Principles were taken into the consideration ensuring that identity and faces of beneficiaries have been protected, and that the consent from every participant has been obtained for using their pictures/stories.

RTV USC produced and broadcasted 19 media stories about migrants' cuisine: four TV shows, nine social media videos, two radio reportage, and four articles about the project. Developed and broadcasted stories were about recipes of traditional migrant communities' dishes. Published media stories on Facebook reached out to 742.075 viewers and engaged 43.516 reactions (note that in Final RTV USC report, interim figure is higher than final figure: interim engagement is reported as 46.298).

The Balkan Investigative Reporting Network Bosnia and Herzegovina (BIRN) developed a training methodology for sensitive reporting on migration for the capacity building of journalists, spokesperson and other staff engaged in public communication. In December 2021, two separate five-day workshops were carried out, one for Sarajevo and another for USC region with participation of 79 journalists and spokespersons.

On the web site "ljudiupokretu.ba" there are 29 reportages published about beneficiaries (nine developed for project purposes, 15 published in 2022 and rest prior to 2019, so most probably migrated to the site), 11 videos (nine produced and published as part of the project) and four news report. None of the stories is published in 2023, hence durability of the web site is questionable. The project tag #ljudiupokretu was included for activities done by Detektor/BIRN as part of this project as well as for the other people and/or media who joined with their own content. Reportages from the site are also published on BIRN's Twitter and Facebook account with total reach of 182.017 and engagement of 15.749. Reach and engagement on Facebook is significantly higher compared to Twitter (98% of total reach).

Collected evidence under the Objective 3 do not provide information about achievement of the Objective 3 (improved media and public discourse) as standardized index will be calculated by the UNHCR in the project final report and at the time of the evaluation was not available. Number of created and published stories and trained journalists on sensitive reporting exceeds project targets, hence the results 3.2 and 3.3 are achieved. Number of participants at advocacy events is lower than expected, hence the result 3.1 is partially achieved. Main recommendation for the Objective 3 indicator is to describe methodology for collecting and analyzing information about media reporting in project documents, so it can be verified and replicated by external agencies.

d. Efficiency

This section provides an analysis and opinions on efficiency in respect to extent to which management, coordination, and monitoring of the intervention is conducted in an efficient manner (operational efficiency), as well as measures to ensure cost-effectiveness in the implementation process (economic efficiency and timeliness) and process efficiency. The chapter respond to questions about the project cost-effectiveness, i.e., if the Outcomes were worth the investment and if the funding was sufficient for project implementation and meeting targets set forth.

Operational efficiency

Project management was rather challenging having in mind several implementing partners, namely IOM and UNHCR working together. This Project is an example of how a group of international organizations can cooperate in synergy where all roles and targets were clearly set. All project partners confirmed excellent cooperation and coordination without overlapping of activities. At the project design level, it is not clear why all infrastructure works were not managed by single implementing partner (IOM managing implementation of 28 infrastructure works, while UNHCR two). However, this duality in actions did not interfere with implementation of activities.

In addition, adequate cooperation was established with CMs, local community representatives and sub-grantees. Based on the initial meetings with local communities it was learned that **the purpose of Community dialogues needs to be better explained to local citizens and that wider community should be involved in co-management process in order to give the chance to locals to hear more about the project activities and to provide their own suggestions, thoughts and ideas.**

NGOs receiving sub-grants for social cohesion activities were chosen through a public call, where an independent commission chose eight of them who offered the most promising ideas and had adequate capacities for activities implementation. NGOs formed an adequate M&E plan and reported to IOM on the achieved outputs and outcomes.

The coordination of the local community, the social welfare service, representatives of the municipality, the camp manager, representatives of the IOM contributed to the quality of the work. – CSW Hadzici

From the very beginning there was good cooperation with all representatives, local community, municipality, police, international organizations and this project was the crown of that relationship, all parties had the opportunity to present their needs and priorities. – SFA

Quality of coordination is not only perceived by representatives of institutions involved in implementation of activities, but by community members as well.

We now have regular communication with the camp manager, everything we need is there, we work together. Last year we were invited to iftar, and we responded. But none of this would have happened without communication, first with our local community and then with all the partners who participated, we were looking for a solution that would be the best for everyone." - Focus group participant, male, 55-60)

While quality coordination is seen as necessary for successful implementation of project activities, large number of partners with whom coordination of activities had to take place also represented a challenge, particularly for smaller NGOs who were not accustomed to multitude of procedures by different actors. Diverse engagement rules by different actors often prolonged time needed for agreeing and delivering activities.

The project was successful in coordinating activities between projects that are budgeted, and also able to coordinate activities with external agencies, e.g. representatives of World Vision were engaged in multiple activities with beneficiaries and local population: sport activities, celebration of religious holidays, etc.

Economic efficiency and timelines

Economic efficiency refers to the absence of waste and the conversion of inputs into results in the most cost-efficient way possible. It includes assessing the efficiency of results at all levels of the results chain: outputs, outcomes and impacts.

Most project partners recognize that patterns of mixed movement flows influence implementation and achievements of projects engaging local populations, and beneficiaries. If project design assumes that beneficiaries will stay for several months in TRC, and activities are designed to engage with same people for several months, it may have detrimental effects if beneficiaries are leaving the area within a few weeks. The bonds established are looser. Project partners proposed that social cohesion projects with local community should have shorter activity cycle (sport events, cultural events, educational events, etc.).

If beneficiaries stay for a short time, the least profitable projects are those activities that are for a longer period of time. That's why I suggested to create projects that will be shorter and after which the users can gain some experience, knowledge, that everyone gets involved in the project and those who stay for a shorter time have one completed cycle. – CCCM Coordinator

Besides the constant fluctuation of TRC residents, and low inflow of beneficiaries in TRCs (closure of TRC Miral had also an impact on the overall implementation of the activities), some implementing partners reported obstacles in including local population in social cohesion activities. Various outreach strategies have been employed by different partners, and the most successful one where those with direct promotion of project activities to potential participants (e.g. promoting project activities during discussions with local community members).

Parents did not come to the tournament, although we organized transport and a welcome, as well as socializing with our parents – Football academy „Jedinstvo" Bihać final report

Among the team's relations and networks looking for individuals who are active in the city life and who might be interested to collaborate with the organization, speaking directly with them and explaining to them the goal of it and especially why it should be interesting for them to participate in it. –IPSIA BiH final report

We have a center for youth which is well equipped, however there is no interest of youth for organization of different activities. We had a very low response of young people to certain events such as learning of foreign languages, educational workshops, ecology workshops. Due to the lethargy of youth we very often we cannot realize a quality ideas. - The Municipality of Hadžici representative

Implementation of infrastructure works was challenging in terms of timely securing the necessary permits and other procurement documentation, but good cooperation between IOM, local communities and municipal administration was crucial ingredient for overcoming obstacles. In some instances, there was reported lack of communication or understanding between local government and IOM, that have prolonged issuance of construction permits. Also, it is important to emphasis that the implementation of some infrastructure works was carried out in the period general elections in BiH which, as an external factor, impacted in some portion the implementation timeline.

A biggest challenge during the implementation was a collection of documentation necessary for realization since property legal relations were not resolved, obtaining consent from several levels of government, poor communication between the IOM and the municipality. - The Municipality of Hadzici representative

Challenges in acquiring all necessary permits and administrative/financial paperwork were visible outside of implementing partners agreements, as members of the local communities took part in community dialogues. Their direct engagement in the processes contributed to better understanding underlying reasons for delayed works.

There were difficulties, especially regarding the paperwork, but we also overcame that with the help of the municipality. Focus group participant LC Donji Hadžići

Some local community members did not understand the importance of community (or municipality) participation in covering infrastructure works costs. To some of them it seems as if only some communities were forced to co-finance and some were not. This was not affecting the rate of implementation, but the feeling of fairness is affected.

We had to pay for the elaboration for project as a local community. Somehow, I think those costs could have been covered. I think it is not fair and correct on the part of IOM that we had to pay anything during the implementation of this project. Some communities are more prioritized. - Focus group participant, LC Mali Lug, Bihac

Establishment of Call Center was delayed because of insufficient budget and unavailable human resources to develop robust technical solution and obtain necessary permits from The Communications Regulatory Agency of Bosnia and Herzegovina. This resulted in the later opening of the Call Center (April 2021).

Process efficiency

Initial project design intended to establish a network of media organizations that will be managed by BIRN. The network was supposed to produce positive stories about people on the move and to publish it.

However, BIRN indicated that media outlets have their own publishing agendas, and it is difficult to manage frequency and quality of published materials at outlet level. Hence, the project outputs (media features) were produced by nine freelance journalists. Unfortunately, this non-formal network did not survive outside of the project timeframe. BIRN expressed the grievance about lack of contact with freelancers after the project.

Different approaches have been used to advance social cohesion. Project stakeholders believe that workshop approach, utilizing games, theater, dialogues and other techniques for expression of interests are more powerful and directly link to increased social cohesion comparing to activities that are less communicable (sport, infrastructure).

Social cohesion activities between beneficiaries and local population successfully adapted to project context that was outside of project control. High turnover of beneficiaries required design of project activities that are not dependable on participation of the same beneficiaries over time. Language barriers were resolved with the usage of English and non-verbal language. Direct interaction between beneficiaries and local population introduced new situations requesting from all sides to go outside of their comfort zones. Overcoming barriers in communication seems to be key ingredient of social cohesion between migrants, asylum-seekers, refugees and local population.

Achievement of project goals was continuously affected by external circumstances: COVID-19 outbreaks, change in political agenda against migration flows through project locations, or incidences of violence in communities involving beneficiaries. All of these circumstances influenced delivery of project activities and achievement of results. In one instance, a migrant was murdered by another migrant in the close vicinity of project venue during project activities (near Islamic Pedagogical Faculty). Situations like this undermine efforts to advance social cohesion. However, developing an honest and trustful environment is seen as a key element preventing detrimental consequences for project implementation and achievement of results.

This project engaged a large number of public institutions, international organizations, local civil society organizations and local community representatives. Implementation of activities was somewhat prolonged due to the need for coordinated actions. However, representatives of the local NGOs who were implementing social cohesion activities indicated that they could benefit from occasional meeting with all engaged partners (regardless of the activity connectedness). **Local NGOs saw a huge potential benefit from media outlets engaged in the project, both in terms of learning about other project components, new approaches to publishing media stories and receiving access to another channel for publishing new stories.** Hence, the local NGOs proposed that periodical meetings between all project stakeholders should be organized.

Some initially envisaged media stories were not feasible for production due to unavailability of beneficiaries who would talk about those themes, such as: persons with disabilities among migrants - stigma, multiple restrictions on movement, support system and childhood in migration. Predefined themes were replaced with themes for whom it was easier to find adequate speaker(s).

e. *Impact*

The overall objective of the project is measured with one outcome-level indicator, which captures the level of tension between local communities and migrants. Tension is measured through the indicator of perceived level of safety in the communities. The PULSE survey measures the level of tensions as a result of decreased sense of safety in local communities' due to presence of migrants.

Overall objective: Contribute to enhance social cohesion in communities hosting refugees and migrants and enable a response to the migration emergency that benefits people on the move and BiH citizens alike			
Indicator	*Target*	*Achieved*	*Valuation*
1. Level of tensions between communities and migrants. (FPI indicator)	Not defined	Decreased for 1,9% (F 0,9%, M 2,8%)	

At the early phase of the project (December 2021) about 35,7% of the PULSE survey respondents living in the vicinity of TRCs were not feeling safe in their communities, due to the presence of migrants (to some extent not feeling safe) while about 36,6% of respondents from communities that are not in the vicinity of TRCs were not feeling safe due to presence of migrants. Data shows that residents of the communities in the vicinity of TRCs are feeling less threatened by migrants. This could be due to their habituation to the presence of migrants without incidence of threatening situations. At the end of the project (December 2022) percentage of PULSE survey respondents living in the vicinity of TRCs that are not feeling safe due to presence of migrants in their communities is dropped to 33,8% (-1,9%), while percentage of respondents not living in the vicinity of TRCs have increased to 38,1% (+1,5%).

In the project communities, there is a decrease for 2,8% of male respondents who don't feel safe, while number of female respondents who don't feel safe increased for about 0,9%. While this could be seen as an indication of the project not achieving its target, it needs to be placed within the context of continuous migrants' presence in project communities and depressurized influence on non-project communities. On the other hand, in non-project communities, number of females that do not feel safe remained the same while number of males who don't feel safe have dropped for 1,2%. These data show that migration flow have more dramatic influence on women's perception of security comparing to males. Their perception is much more volatile and influenced by contact with beneficiaries.

In the project communities, there is an increase of 12,4% of youth responders who don't feel safe around migrants while number of older responders who don't feel safe decreased for 0,7%. On the other hand, in non-project communities, the number of youth who don't feel safe around migrants have dropped for 1,7%, while the number of older responders who don't feel safe have dropped for 5,3%. Data suggests that older population feels safer around migrants, and youth perception of security is more affected.

Before the project, in project communities about 27,8% of PULSE survey responders visited TRCs, while after the project, there is a slight increase in the percentage of community members engaged in PULSE survey who visited TRCs (28,5%). In the group who have visited TRCs there is a slight increase in number of community members who feel unsafe in their communities, due to migrants' presence (36,6% before the project, 39,5% after the project). Level of insecurity remained the same with the group who have not visited TRCs (38,4% before the project, 38,6% after the project). **While visiting TRCs does not necessarily increase sense of safety with local members, their participation in activities including beneficiaries seems to have positive effects in decreasing the sense of insecurity around migrants**. Before the project, about 14,7% of PULSE survey responders in project communities participated in activities including beneficiaries, while at the end of the project about 40,8% of community members participating in PULSE survey indicated participation in activities including beneficiaries. There is a significant change in the number of community members engaged in activities with beneficiaries. At the end of the project there is a lower percentage of community members actively participating in activities with beneficiaries who feel insecure due to migration flow (37,4% after the project, 38,4% before the project). On the other side, there is a higher percentage of community members not actively participating in activities with migrants who feel insecure due to migration flow (39,9% after the project, 37,6% before the project). The results show that engaging community members in activities with beneficiaries

(supporting and interacting with beneficiaries) contribute to reduction of the feeling of insecurity, while visiting TRCs is not contributing. Furthermore, at the end of the project, a significantly higher number of community members (randomly selected) were actively engaged in activities with migrants.

In addition to measuring overall objective using the measure of safety, **IOM has created a social cohesion index using all items measuring readiness to interact with migrants and sense of security, trust and compassion. Results suggest that social cohesion index deteriorate in non-project communities, while it is increasing in project communities.** Discrepancies between results of social cohesion index and item measuring sense of safety suggest that multilayered approach to understanding of social cohesion is needed, against single indicator of change.

> *Social cohesion index that is measured in project and non-project communities before the start of project activities and at the near end of the project activities (three months before project end), demonstrate that in non-project communities there is significant and steady declining trend in social cohesion. Meaning that in non-project communities, the social cohesion index is lower at the end of 2022 compared to mid-2020. On the other side, the social cohesion index is higher with citizens of project communities. Several sub groups in non-project communities are particularly prone for deterioration of social cohesion, namely: males, older than 65 and youth, residents of rural areas, and people with lower education levels. On the other side, several subgroups have significantly higher increase in social cohesion in project communities, namely: females, people of age 65+ and 31-50, residence of rural area, and people with lower education level. – extract from PULSE Survey result – social cohesion index*

Findings presented above are related to the general population in PULSE communities (project and non-project communities) that are most likely not being engaged with project activities. Participants in the project activities have been also asked about the influence of the project on them personally and their communities. Their stories of change can be disaggregated into changes at individual, relationship, community and institutional level. Each level of change is elaborated separately.

Individual domain

At the **individual level**, the evaluation team has heard a lot of stories of initial negative attitudes toward beneficiaries, and relaxation of tension over time. Engagement of beneficiaries and local population in crafting workshops is recognized as therapeutical activities, contributing to multiple project objectives (social cohesion and psychosocial relief). Interlocutors from local (host) communities often described better understanding of the beneficiaries' culture, cuisine, educational system, better understanding their motives and thus becoming more empathetic with them. Negative, stereotypical and prejudicial attitudes were not inherent to project beneficiaries from local communities, but also with project partners who nurtured anxiety before meeting and engaging with beneficiaries.

> *Prior to workshops, I had formed a negative opinion on migrants. Now I know it is not possible to generalize on migrants' population. - student from Velika Kladuša*

> *"This project has helped me broaden my horizons, open my mind to the fact that there are good and bad people everywhere. As a girl living in this small city, we are taught as girls to see immigrants as a threat. Let's focus on the good, share love and respect." – girl, Bihać, participant*

Local community members keep recognizing changes in their vicinity (change in infrastructure, increased civic engagement) and as a result they feel increased gratification with public services. Residents have become increasingly ready to help others (to beneficiaries or locals), and as a consequence they feel useful.

> *It is important for the local community in a way that it changed the perception about migrants in a positive way. This should also happen on the higher level as well. Municipality Hadzici have not had any problems in all these years since the camp exists. – SFA*

To achieve acceptance and trust towards beneficiaries in local communities, the project portrayed their streaming toward better, more secured, and prosperous future in western countries, in contrast to

perception of their unlawful behavior. This normalization of beneficiaries during migration flow is intended to put an emphasis on possibility for positive interaction between beneficiaries and people from local communities. This was netted through most social cohesion activities, such as theatre performances, cultural and sport activities, raising awareness activities, etc. Furthermore, the project was bridging community culture and beneficiaries' culture, in both directions. Local community culture was presented to beneficiaries to ensure their better integration within locally expected cultural bounds.

The main protagonist of the play, through the transformation of roles, leads us through different stories and his "unfulfilled dreams", pursuing a common goal, which is "Just normal life", which is how the play got its name. – NGO SCENA representative

"Thank you for making us feel welcome, like we are the part of this squad, making us feel like this is our home away from home. It's the little, mundane things that mean so much to us. This makes us feel normal again, even for a split second, we forget our problems and live in the moment." – migrant participant of COR activities

Empathy, and compassion with beneficiaries is often described as internalized emotional growth for participants of social cohesion activities. Improved understanding of difficulties during migration journey and current living conditions depicted beneficiaries as worthy human beings. Through positive interactions, project participants meet beneficiaries that they described as modest, contented, brilliant, talented, with numerous positive qualities. Positive interactions yielded reciprocal emotional exchanges between beneficiaries and local population. Local population often reported to be disarmed by the smile on beneficiaries the faces.

Imagine living in a container of 6 m2 with 4-6 unknown people, where there is a continuous influx of migrants, where a mobile phone is all you have since it is your only connection with your family, and when you see that, you realize that there is a parallel world in the camp and outside the camp. – NGO SCENA representative

NNF definitely contributed to the change of perceptions of migrant population. During the first fashion show organized by NNF, people were crying at the end of the show. Is a great success." - NNF coordinator

For beneficiaries, social cohesion activities in addition to establishing links with local community provided a channel for ongoing psychological relief, through which they could preserve their mental health. This was particularly emphasized for "No Nation Fashion" (NNF) activities.

At the individual level, interaction with beneficiaries influenced self-perception of local population. Interlocutors described the change from being closed and skeptical toward open-hearted and valuing activism and fostering inclusion.

Social media campaign elicited numerous positive feedbacks about people's interactions with beneficiaries. Project partners were flooded with short stories about positive experiences with beneficiaries and how they shaped attitudes toward them.

All those stories and videos, and compared it with the stories we published and wrote before, there were countless positive comments from all over BiH where people wrote that they had changed their minds about migrants. where they wrote about their experiences with them and how they changed their opinions. – BIRN representative

Relationship domain

At the **relationship level**, interviewees and focus groups participants often reported readiness to casually interact with beneficiaries outside of organized activities.

Today, if I see a migrant, I would stop and ask if they need anything" - student from Velika Kladuša

At the beginning of the project, during social cohesion activities, members of the local communities noticed that beneficiaries converge to each other, and locals as well. However, after several events they started mingling and cooperating during organized tasks and breaks.

> *Workshops with students are interesting, at the beginning of those workshops, students would sit on one side, and migrants on the other, without any mixing and getting closer. As the workshops progressed and ended, students and migrants mingled, communicated and sought mutual interaction and cooperation. - United Women representative*

With the increased contact between local population and beneficiaries, project staff recognized increased readiness to jointly venture in project activities. For most of events there was clear distinction between "locals" and "migrants" and who belongs to which group. However, at several instances, project staff recognized increased readiness to participate in "migrants'" group by local population.

> *It was great to notice that, as one migrant team was lacking people, some young boy from Hadžići said that he wants to play with them. He was accompanied by another guy from Hadžići and this is the way they completed their team. – Site Visit Note from event in Donji Hadžići*

As an indication of positive behavior between beneficiaries and local population, project staff would emphasize that there were no altercations between beneficiaries and local populations during large scale events (some activities were engaging over 300 people in sporting activities). Such altercations are often expected with events engaging only local population.

Community domain

At the community level, some participating members of the project started voluntarily facilitating educational and entertaining activities for beneficiaries in their area. This is a representation of increased civic engagement and social responsibility of project participants.

> *I established a drumming workshop where I now have two students which I train every week and with whom I spend quality time that fulfills me. – CCCM Coordinator*

Some beneficiaries established emotional bonds with some local groups, who initiated community actions to provide necessary resources for continuation of their journey. Although the story below is not directly related to participants of project activities, it is related to their closest family circles and spillover effect to individual micro community. When engaged, local population often get involved in collecting clothes, food, or packages for some special occasions (Ramadan, New Year Eve, etc.).

> *Just as an example, how we experienced migrants, my daughter works in a Bingo supermarket, and there was a guy who everyone liked, he never left the shop without taking out a full bag because every employer would give him something. And he got an opportunity to go to Italy, he told them that, but he needed 300 euros for trip. Those workers organized themselves in two days and collected money for him. Fifteen days later he contacted them to say that he had arrived and sent them 500 euros back. - Focus group participant, male, 55-60*

The project has also contributed to increased social cohesion between local community members. The role of community representatives was much more visible to local population who were engaged in interaction with them, engaging them in activities and for most, establishing closer ties between community members.

> *As the president of the local community, the project helped me a lot in that I got to know and get closer to some of the citizens, and the comments were positive, they were happy with what we did, because at the very beginning they were very skeptical that anything would be done. As president, my doors will be open to the citizens in the future because I see that they have gained trust in me and in the work of the local community. - LC Blažuj council president*

Beneficiaries that are enrolled in secondary schools are well accepted by students, both during and after classes. Increased engagement with sport and cultural activities is reported both for beneficiaries and local population.

> *Not a single problem has occurred in the schools yet. children bring gifts to their friends, children exchange messages, there is sympathy, they play basketball together on the playground. – CSW*

Institutional domain

At the institutional level the project has contributed to advanced communication and collaboration between local communities and public institutions, particularly health institutions, SFA and municipality. Vocational secondary schools from Hadzici, Pazaric and Ilidza allowed youth beneficiaries project populations to enroll in schools (mostly for hairdressers and cooks). After completing the classes, they even received certificates of completion that are valid in EU countries.

Employees of the Centre for Social Welfare Hadzici reported increased satisfaction of Centre's residents with provided services. The Center's importance in the local community has become more visible to residence. As a result of the project, PHI recognized the need to promote vaccination both among beneficiaries and local population.

For some NGOs that received sub-grants, working with beneficiaries' population was their first contact with this population. These NGOs build on their own capacities to work with this population, to educate their volunteers and to better organize their work in general.

> *We learned to better organize activities that require a larger number of participants, longer and more extensive preparation, we have to include a larger number of staff and technical assistance. something we learned is that we have to make a public call for selection of volunteers because people told us that they would join to this project as well. - NGO COR representative*

> *As an association, we learned how to organize activities on time, planning, organizing documentation. Through the project, we were forced to have two announcements a week on Facebook, that media promotion of the association's activities on social networks, two announcements a week that we will try to apply in the future. - United women representative*

As the results of the project the NNF brand was developed. It was developed in the cooperation of fashion designers working within the sewing corner at TRCs, beneficiaries, local designers from textile industry, local NGOs and universities. The products created under the NNF were being sold in the so-called "Pop-up shops". The first one was organized on the occasion of the International Women's Day in 2022 in Sarajevo. The funds collected from the sale of the first collection of the NNF was equally divided to support the "Renaissance" Association, which deals with providing assistance to those suffering from and being treated for breast cancer in BiH and for the needs of beneficiaries engaged in NNF Fashion Ateliers in TRCs, proving the sustainability of this activity. NNF have become world know fashion brand with visual standards created (packaging dimension and shapes, price tags, cards).

> *"Everybody from the textile industry wanted to give their contribution to NNF. Since, most of migrants that were joining creative corners were highly skilled in different sewing techniques with experience brought from their home countries and are fast learners, there was a great interest in hiring migrants within the industry".*
> *– NNF coordinator*

As a key takeaway from media sensibility training, the participants emphasized knowledge in stipulations and preambles of requests for information directed toward public institutions. It is noted that public institutions often do not provide requested information as the request was not referring to adequate legal articles, hence their own letter is used to dispute their right to freedom for information. Curriculum for sensibility training was prepared and is available for other media outlets. However, key drawback is its availability in English language only.

BIRN has recognized that journalists participating in the training with higher experience were much easier to attain deeper, more intimate stories from migrants. Younger journalists needed more frequent mentorship sessions, both related to data collection and their presentation. When it comes to spokespersons, most participants of the training pointed out that they were not aware of reporting standards on certain events or importance of cooperation with journalists. In most cases they were just continuing practices applied by former colleagues in these institutions.

> *At the end of the training, journalists have acquired a practical knowledge from terminology & basics which are often forgotten to the advanced "dos and don'ts", including present mobile-journalism tips when reporting about migration. Spokespersons have a clearer understanding about the communication challenges and ways for those to be accordingly addressed in order to maximize relationships with journalists and media. – BIRN report*

Additional benefit of the project was in engagement of BIRN, as the most prominent investigative journalist outlet in BIH and the region, on the topic of migration flows. Profiling BIRN into migration theme ensures more in-depth stories about beneficiaries and government response to migration flows, which were not their core area of reporting.

Media stories produced from social cohesion activities between beneficiaries and local population were perceived as successful based on supportive comments provided. E.g. stories published by NGO Igra 27 about project activities on social media were not associated with any negative comment. While social media pages could be quite supportive by someone's audience, it might be significantly different situation if the stories are published by new media portals, where negative and incendiary comments are linked with almost any story published.

Numerus local and regional portals and TV stations recognized and transferred the message behind NNF to the world contributing to the positive reporting on migrants. Many social media convey the message of understanding the different cultures and that despite the differences there are many similarities among different cultures. NNF initiative won the IOM Global Innovation Award for Gender, Diversity & Social Inclusion and was presented at the New York Fashion week in September 2022. Fashion academy from Paris provided four months scholarship for a female beneficiary. She is currently working as a fashion designer in Germany.

> *The fashion brand "No Nation Fashion" continues to break down prejudices and travel freely around the world as a symbol of hope for a society where every individual will be recognized and accepted as an equal and useful member of the community. – Anadoly Agency, on the occasion of the first Pop-up shop organized in Sarajevo for the International Women's Day in 2022*

More than 90% of project participants who completed the online evaluation survey (N=46) is of the opinion that the project decreased perception of differences between beneficiaries and local population, improved understanding about beneficiaries' situation in BIH, perceived improved security situation, better understand their situation and would love to know more about beneficiaries' culture (see figure 4).

About 50% to 60% of responders to the online evaluation survey consider beneficiaries as allies, feel safer around beneficiaries, and feel closer and more comfortable around beneficiaries as a result of the project.
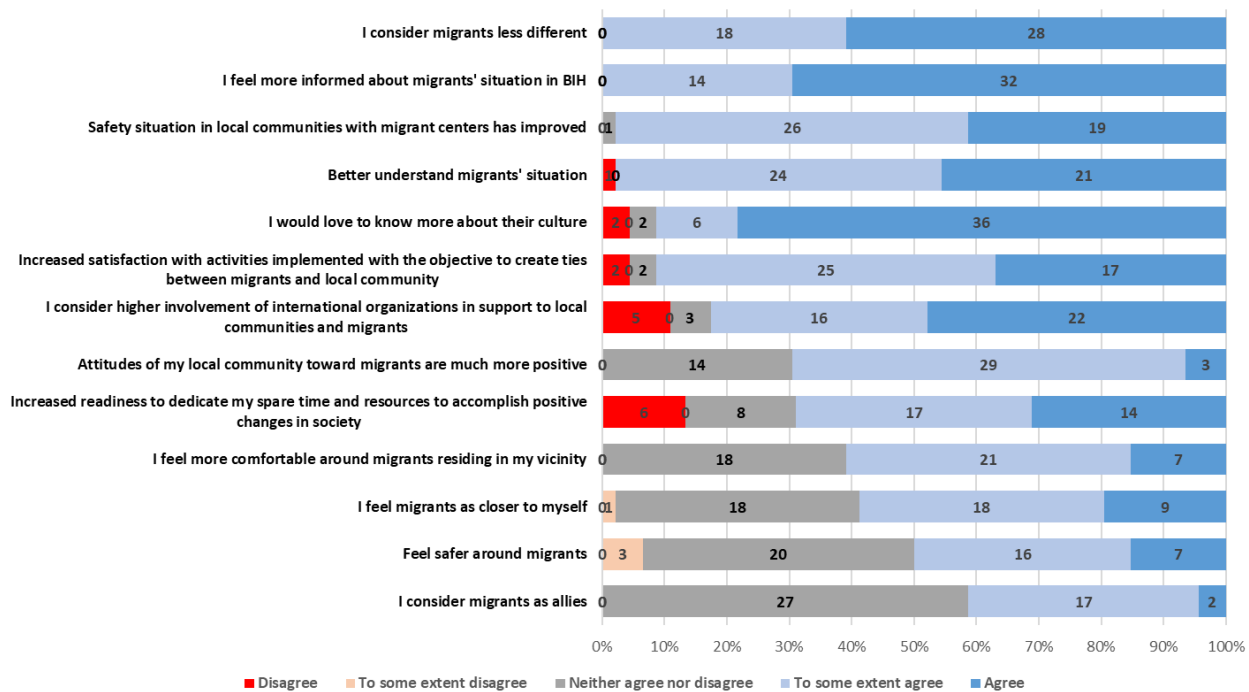
Figure 4 Influence of the project on perception about migrants

f. Sustainability

This section provides an assessment of financial, institutional, technical, and environmental sustainability of social cohesion intervention. The chapter responds to the question if there is evidence that project activities and outcomes are sustainable and/or are likely to grow beyond the project life?

Infrastructure works, as the most visible and tangible project outputs, are perceived as the most sustainable and will yield benefits for communities in years to come. Furthermore, close cooperation of municipalities and implementing partners assures the future investment opportunities in infrastructure which is adding to local people being more understanding and more tolerant towards migrants' flow through their communities. To ensure sustainability of constructed objects, the municipalities need to invest in their maintenance on a regular basis.

> *This project not only gained value in terms of social aspect (communication of local population with migrants), but the Hadzici municipality managed to improve the quality of life within its local community by arranging the aforementioned infrastructural works. … Thanks to this project, some new additional funds for infrastructure have been promised, which will certainly improve the lives of citizens, and for municipality, it really means that we have more sources of financing. - The Municipality of Hadzici representative*

Increased civic engagement is additional sustainable change, that the project has contributed to in local communities. Local community representatives are of the opinion that members of their community are animated and motivated to participate in humanitarian actions, that can on a long run benefit to all members of the community, regardless of the situation with beneficiaries.

Established relationship between and within civil society and public institutions is often described as a resource for future development and coordination of activities in targeted locations, regardless of the migration flows.

UNHCR finds social cohesion between host communities and beneficiaries to be the most relevant outcome of the Project. In that respect, UNHCR has committed to include social cohesion component in their future actions beyond the scope of this project.

During the project, six beneficiaries who decided to find their final residence in BiH were trained to be peer to peer mediators (later, cultural mediators). These individuals are hired by NGO Vasa prava as cultural mediators to actively work in the community and educate persons who expressed the intention to seek asylum in BiH and asylum-seekers on the asylum procedures and share with them pieces of information that can help them integrate better in the host country if they obtain refugee status.

Health situation of residents of TRCs, especially in respect to COVID–19 outbreaks, will remain monitored since there are well established protocols and guidelines for prevention of outbreaks. In the cooperation with cantonal PHIs, there are several Protocols and Guidelines for prevention of the COVID-19 spread of the outbreaks developed and remains in place after the Project completion. The full list of protocols is given in the effectiveness section.

Call Center established by NGO Vasa prava will remain operational after the end of the project. According to UNHCR, the Call Center was proved to be a valuable source of free, independent assistance and information for asylum-seekers and refugees. It was operational until December 2021 with live support modality. Afterword, the telephone number remained and is still active with all pre-recorded messages and menu. Calls are then forwarded to the mobile number of NGO Vasa prava, so direct calls could still be made during working hours. In this regard, it is ensured that callers receive assistance needed as soon as possible and are able to provide further support. In addition, the benefit of maintaining the pre-recorded messages is that information is available at any time, even outside working hours, without the need to speak with live operators. This modality is also a cost-effective option as the service can be maintained with minimal resources. Based on the statistical data provided by NGO Vasa prava, the Call Center received 21 direct calls and 479 calls addressed to pre-recorded messages in 2022, and four (4) direct calls and 28 calls addressed to pre-recorded messages in the first two months of 2023, even though that active promotion of Call Centre ceased at the end of December 2021.

Sensibilization of people in local communities (i.e. students) and cultural workshops contributes to break stereotypes towards different people. Workshops and conference organized by the Faculty of Philosophy of the University of Banja Luka and the University of Bihac proved to be a good way forward to include academic community in social cohesion efforts. Some effects of sustainability can be observed in the academic community. The Faculty of Philosophy of the University of Banja Luka introduced a special topic on migrants within the course syllabus "Social psychology – elected topics" for students of psychology at the I cycle of study. Also, through a new innovation of the study program, the curriculum has included "Peace Psychology" as a mandatory subject. Furthermore, this project contributed to publication of the monography titled "Migrants and us - socio psychological analysis of the mutual perception" in English language, which is now available to wider academic audience and will contribute to better understating of beneficiaries' population.

BIRN has created a campaign that was initially intended to be published on Detector.ba page where all media content was uploaded, with special tag that would lead to all topics of the migrant population. As produced material was of high quality, they decided to create a completely new web page "ljudiupokretu.ba" and use it for publishing all project related information, so that all the content ever produced remains there. "Ljudiupokretu.ba" web site is envisaged as an open platform for journalists who could submit their articles at any time. Training curriculum for journalists on sensitive reporting is available on the web site as well.

g. Cross-cutting themes

This section analyses how effectively cross-cutting themes such as gender equality (GE), conflict sensitivity and human rights (HR) were integrated in the project design.

Overall, in the project design, beneficiaries are perceived as vulnerable category and were treated as such. Especially, needs of migrant women and children were identified and activities were created to assure safety, health and inclusion.

Gender equality: Both men and women, children and senior citizens were equally considered in all project activities. Woman from different organizations, such as Renesansa, Udruženje žena MOST, Jablanica, Association Ars Populi, United women worked as much as possible with migrant women as an extremely vulnerable category. The special focus was on work with unaccompanied children.

> We tried to include an equal number of women and men. We can be proud that one of our colleagues with disabilities participated equally with us in the implementation of the project. She worked as a photographer and social media content creator. - *NGO COR representative*

Some activities were specially created for women, but men also showed interested in being involved.

> *The project was primarily intended for women, but over time men got involved on their own initiative and in the end, we had one third of male participants. - United women representative*

> *What is interesting, for example, is that majority of beneficiaries of "No nation fashion" workshop are men and they are very successful in it. – CCCM Coordinator*

Conflict sensitivity was addressed in terms of better understanding the beneficiaries' population which was perceived as the threat to local communities' close to TRCs. Social cohesion activities related to different workshops where both beneficiaries and local citizens were introduced to different cultures and customs helped overcome the sense of fear. Educational workshops at BH Universities contributed to positive discourse within academia on beneficiaries' population. Education on positive media reporting on beneficiaries contributed to the change of perception of beneficiaries within local communities reducing the potential for conflicts.

The main focus of the project was ensuring that **human rights** of beneficiaries as well as of local residents are being protected, ensuring basic human rights to good health and reducing inequalities through inclusion.

> *The special treatment was ensured for people who needed additional medical protection. As a Service, we put all our efforts to ensure that these cases are solved in best possible way in favor of migrants. – SFA*

> *It is important to prove to ourselves that we are capable of many things, to draw attention to ourselves that we are useful, especially for the most vulnerable categories. It meant something to us personally, we ourselves went through something similar, were displaced, refugees, went through war. Somehow, we also have that feeling of similarity, we can identify with each other. In our case, everything worked out, that even if we didn't keep track, men and women participated equally. We tried to be open to everyone. – NGO Ars Populi*

The project also contributed to **sustainable inclusion of disabled children** through infrastructure works of building playground with equipment adapted for disabled children for facilitation of their inclusion. In SC, UNHCR selected the Municipality of Hadžici as one of the project partners. In cooperation with the municipality, UNHCR has supported the construction of a playground close to TRC Ušivak that will be used both by local children and children residing in TRC.

It is worth mentioning that the Project reached retired people in local communities and gave them the sense of worth and belonging to community to which they can contribute.

Our members are mostly retired women, and as such they think they are unnecessary to the community. Through this project they came to the realization that they are valuable, that they are useful to others, and nothing was difficult for them to do during the project. They tried to give their maximum. - United women representative

This Project contributes to at least seven Sustainable development goals: SDG 3 (good health and wellbeing), SDG 5 (gender equalities), SDG 10 (reduced inequalities), SDG 11 (sustainable cities and communities), SDG 13 (climate action), SDG 16 (peace, justice and strong institutions) and SDG 17 (partnerships for the goals).

Some environmental impact has been captured. Two planting actions were organized in USC by the local NGO Center for Sustainable Development COR. These actions were organized on two different playgrounds, which are located in the neighborhood "Kineski zid". 14 volunteers and four (4) people on the move from TRC Borići participated in this activity. During the initiative 20 trees were planted.

NNF empowered women to engage in activities appropriate to their skills and interests. Through fashion shows organized by NNF, where women and men were acting as models, new perspective of beauty was displayed breaking down the stereotypes of what is considered as beautiful. NNF used recycled materials to sew reusable protective masks as well as tote bags that were sold for financing sewing corners supplies. It is an example of upcycling materials that have positive environmental impact. Furthermore, it is reported that sewing corners provided safe space for groups such as unaccompanied children, LGBT population and persons with mental health issues. Sewing corners provided a sense of productivity and being useful to society.

VII.   CONCLUSIONS AND RECOMMENDATIONS

This project is an example of how consortium of international organizations (IOM, UNHCR) can cooperate in synergy with clear separation of roles and targets. All project partners confirmed excellent cooperation and coordination as a key driver for achieving objectives. Furthermore, there is evidence of increased cooperation among all stakeholders. Cooperation between local communities, municipalities and local institutions was also strengthened. The project also contributes to increased cooperation between local representatives and TRCs. There is evidence of increased trust among local communities.

"During the very challenging period of COVID, when migrants were in the risk of being neglected and forgotten, this Project help them not to be left behind and helped them to receive all necessary support that they deserved and needed...This project helped migrants to receive multisector, versatile support, from material to psychological support.", *UNHCR project coordinator*

The project design is deeply entrenched in the community dialogues as an approach for identification and selection of community priorities that could potentially alleviate tensions between beneficiaries and local population in the vicinity of TRCs. To avoid overlapping with other interventions implemented in TRCs, activities were often preceded with mapping exercises, identifying gaps in existing projects and unresolved problems with the project beneficiaries. Community approach with continuous mapping exercises makes the project decision and planned activities relevant for all project beneficiaries.

The project was implemented in the environment that is supported by donor community. As such, there is a constant risk of overlapping between projects and planned activities. To ensure synergy between projects and initiatives, the project was coordinated at several instances: at TRC level, community level, municipal level, with PHI and SFA. Strong coordination network was the most important understructure for coherent activities in TRCs.

Information about the level of security in the vicinity of beneficiaries in the host communities with TRCs is equivocal. Data suggests that perception of safety by local community members that were not participating in activities has decreased during the project implementation compared to changes in communities without TRCs. Women's perception of safety declines and youth feel more exposed to threats. However, the evaluation team is of the opinion that it is a result of exposure to beneficiaries without meaningful interaction in their communities. This could be corroborated with the fact that over 90% of project participants (online survey) feel safer around beneficiaries as a result of the project. The findings suggest that positive interaction between beneficiaries and local population is needed to reduce perception of insecurity. Results about social cohesion index focused on migrants demonstrate that social cohesion decline in non-project communities, while it is increasing in project communities. Discrepancies between results of social cohesion index and item measuring sense of safety suggest that multilayered approach to understanding of social cohesion is needed, against single indicator of change (safety).

The first project specific objective is to prevent COVID-19 outbreaks in TRCs. Considering the high turnover of beneficiaries in TRCs, relatively high number of beneficiaries in single location and only one (or two) events that are classified as outbreaks the evaluation team could conclude that the project has successfully achieved this objective. To achieve the objective, the project has provided health screenings and health interventions to beneficiaries, protection-sensitive accommodation and/or monthly parcels, core relief items and psychosocial support. All outputs were achieved as planned.

The second project specific objective is to improve perceptions and attitudes towards beneficiaries. It is expected that the local population will more often (10% increase) consider migrants as "fine people" at the end of the project. Results suggest that an additional 4% of the local population improved their perception of migrants, which is lower than expected 10%. While the objective is not achieved within the general population, in the population of youth the project improved perception for over 13% of community members. Hence the second specific objective is classified as partially achieved. To improve perception and attitudes toward beneficiaries, the project successfully addressed key community priorities (regarding mobility, security, education and entertainment of local population and migrants) through infrastructure works and small-scale social cohesion activities.

The third project specific Objective is to improve reporting on beneficiaries' issues in the media and in public discourse. Journalists and public institutions representatives have been trained in sensible reporting, but the evaluation team lacks information about the effects of those trainings on their reporting and the effects of two media projects in USC and SC.

The project has delivered several practices that will endure outside of the project framework. The most tangible changes were done through infrastructure works that will require maintenance on the side of municipality to harvest for continuous benefits. Increased sense of agency by local community members is a personality characteristic that is perceived as a sustainable driver of change, with the condition for community members to have opportunities to engage in civic actions. The project supported development of public health guidelines (policies) that will facilitate provision of health care (primary, secondary and tertiary) after the end of the project in collaboration between health institutions and TRCs. Furthermore, the project developed capacities of local civil society organizations to design and implement social cohesion activities with beneficiaries and local population. At the University of Bihac and the University of Banja Luka new themes have been introduced to already existing curriculum to bridge difference and understanding between migrants' and local cultures.

Recommendations

Project design and M&E framework
- Original Results Framework has several indicators with target values set to "to be determined". At the revision stage, targets were set for these indicators. However, these targets were significantly lower than the accomplished outputs. This could be the result of several factors but most likely incoherent budget and activity planning. In the future, targets should be set in accordance with proposed budget lines for the achievement of those outputs.
- Some indicators of change are over simplified. E.g. number of host communities that received assistance through the Action. To adequately track achievement of results, information about number of actions implemented, number of participants, opinion about implemented actions and achieved changes would validate achievement of the result at higher level.
- Description of indicators such as "Number of beneficiaries reached with health promotion programming, including testing advisory by this Action" could be additionally described to be clearer. Interim report counts number of rapid antigen testing, PCR tests, and PPR kits under this indicator, which could be listed in the indicator description to avoid ambiguities.
- For infrastructure work and provision of durable equipment (such as vehicles) the implementer could take additional effort to collect information about site/equipment usage. Information could be collected through fields visits or registries that need to be filled in by the recipient. Alternatively, even after the project end, equipment usage survey could be used to track equipment availability, scale of usage, etc.

Communication and stakeholder engagement
- In order to ensure more efficient implementation of project activities (i.e. Call center) implementing partners and all stakeholders, in general, should be more involved in the project planning phase. This will help better utilize resources (both material and human) of the implementing partners.
- Since the procedures of obtaining permits and other official documentation are rather long and interfere with the project timeline, it is important to address the risk of timely implementation and plan before planning these activities. More efficient communication among municipalities, local communities and implementing partners will help reduce the above stated risk.
- As the project engaged large number of international and national partners (civil society and governmental organizations) it is proposed to occasionally organize joint meeting with all partners so they can better understand project scope and scale and to learn from each other. This was particularly important for local NGOs in respect to engaged media outlets by the project.

Project operations
- To help with social cohesion activities within the TRCs, actively residents of TRCs who have an interest in engaging in social activities. Through the implementation of the activities, it is evident that there are such individuals within the centers for whom such tasks represent pleasure and happiness, and they would be beneficial to all residents of TRCs, as well as, a possible active link with project activities coming from the local community. The project could use additional promotional approaches to disseminate information about upcoming events in the communities (posters, public presentations in schools, local radio and TV stations, social medias, etc.).
- Activities related to workshops that stimulate normal everyday life in TRCs should be continued with an increased variety of activities. Furthermore, it is recommended to increase the number of activities with children since it is proven that in terms of enhancing social cohesion, children are the best mediators.

- Findings of the evaluation suggest that youth and women are two groups with highest decline in feeling safe in community due to migrants' presence. Social cohesion activities should particularly target these groups and engage them with migrants in positive interactions.
- Through NNF beneficiaries proved to have valuable sewing skills that are recognized in the sewing industry. Multiple interlocutors reported that migrant population has skills and knowledge that can be used by our local institutions and enterprises.

Sustainability
- Health campaigns within the TRCs should have larger community visibility for residents. All efforts regarding vaccination, testing, containment of outbreaks, providing health services to local population should be promoted to public at larger level. This information may boost the feeling of trust toward PHI and TRCs, and consequently increase social cohesion.
- Curriculum for sensibilization of journalists and public government representatives could be modified to correspond with self-learning pace and principles. Furthermore, the curriculum could be offered to Faculties for Journalism to improve sensitive reporting for disadvantaged groups.
- Proposed future for the NNF is to evolve in the social enterprise that would be self-sustainable. Due to the potential of the brand, further development is encouraged. Social enterprise might be the way forward in terms of commercialization of products that would benefit both to beneficiaries' population to earn income as well as to ensure sustainable financing for operation of sewing corners in TRCs.

VIII.   Annexes

Annex 1. *Evaluation matrix*
Annex 2. *Data collection protocols*
Annex 3. *List of KI interviews*