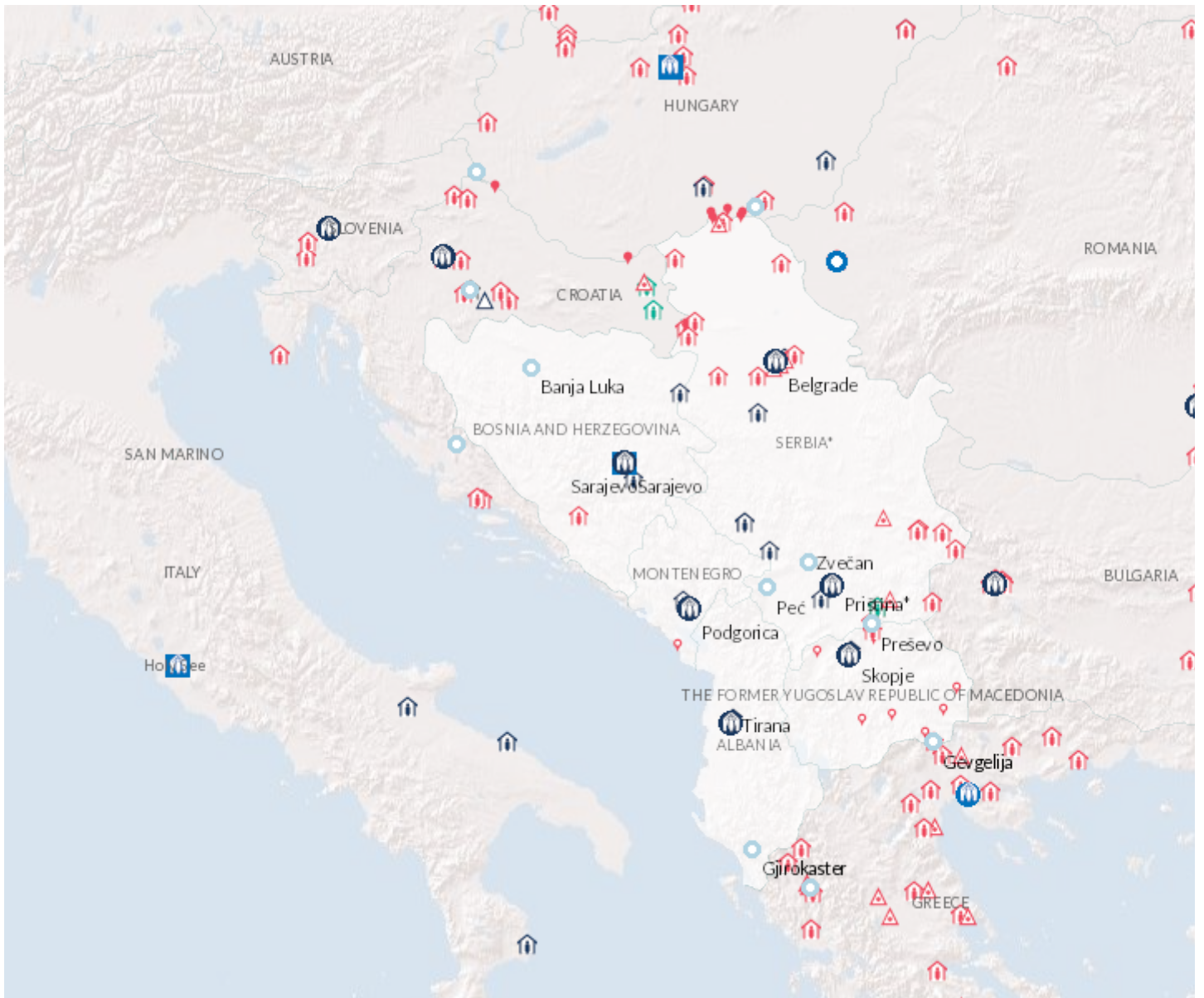


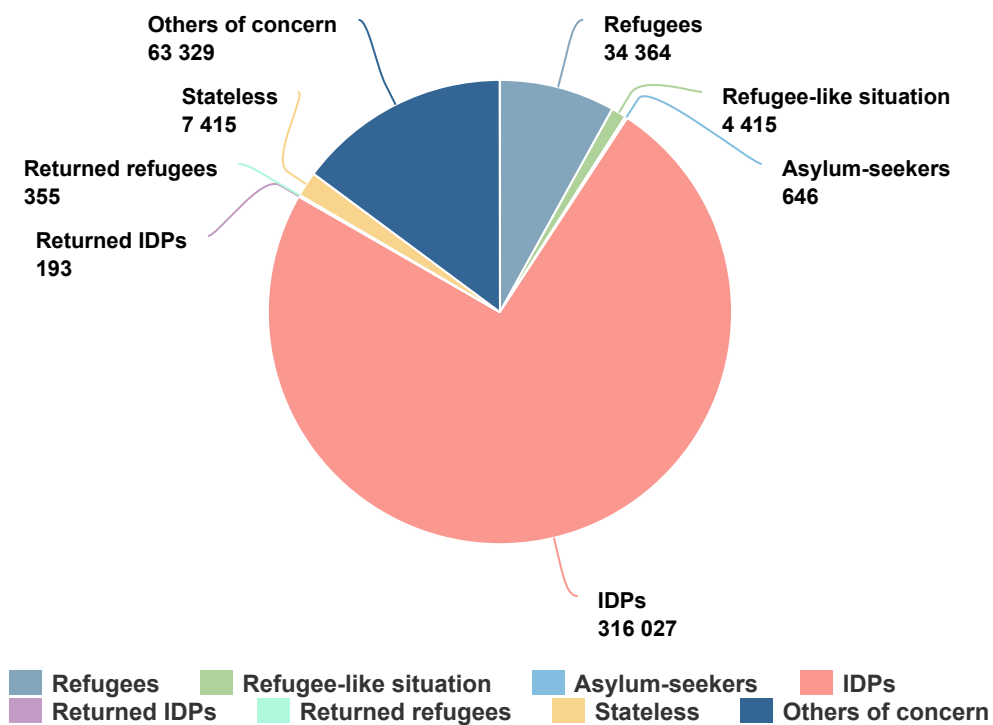
## Operation: Regional Office in South Eastern Europe



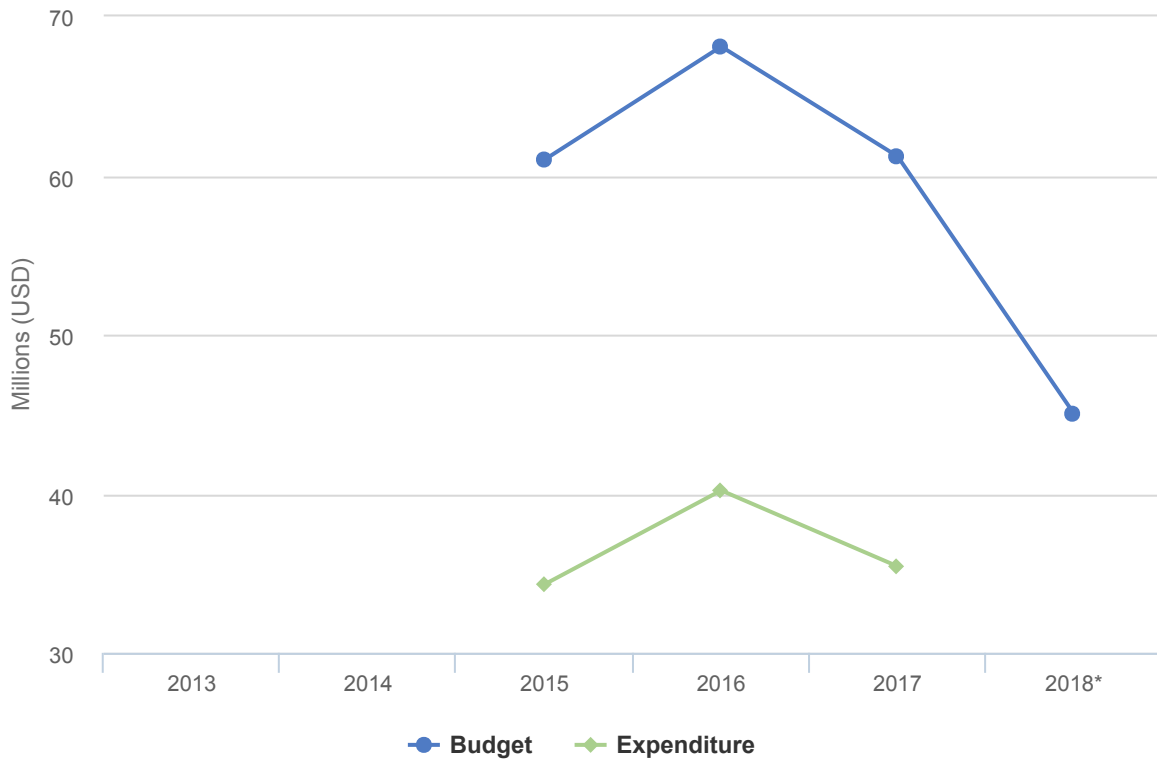
## People of Concern

DECREASE IN  
**3%** 2017

<b>2017</b>	426,744
<b>2016</b>	440,253
<b>2015</b>	442,321



## Budgets and Expenditure for Regional Office in South Eastern Europe



## Key achievements

*UNHCR's Regional Office in Sarajevo covers activities in Albania, Bosnia and Herzegovina, Kosovo, Montenegro, Serbia and the former Yugoslav Republic of Macedonia. Additional information on UNHCR's response in South-Eastern Europe (<http://reporting.unhcr.org/node/3415>) is presented in the sub-regional overview.*

Throughout 2017, UNHCR and partners maintained protection/border monitoring and capacity building of different actors in the field of asylum and migration. As part of the Regional IPA II project, UNHCR, together with European Asylum support Office (EASO), European Border and Coast Guard Agency (FRONTEX) and the International Organization for Migration (IOM), focused on building the capacity of governments to manage protection challenges in mixed movements and to ensure functional asylum and migration systems.

The Office worked to ensure access to registration, assistance and basic services, and provide information and legal aid. UNHCR also worked to improve reception conditions, especially for people with special needs, and to increase the capacity for hosting more refugees. More than 127,000 people were assisted with various health-care services and some 29,610 people received material and/or psychosocial support. In addition, more than 174,900 people were assisted with legal aid. UNHCR carried out individual interviews with new asylum-seekers for recognition, prevention, and reaction to SGBV and organized training sessions on SGBV prevention in some asylum centres in the region. The identified SGBV survivors were referred for further legal, protection and/or health assistance to relevant institutional mechanisms and their situation was monitored and treated accordingly in a coordinated manner. Moreover, UNHCR supported relevant authorities and other actors to strengthen referral and follow-up mechanisms.

With regard to the people displaced during the 1990s, in 2017 some 2,600 housing solutions were provided to refugees, returnees and IDPs within the Regional Housing Project (RHP), of which 60 per cent were in Serbia. Preparations were made for additional 3,500 solutions to be provided in 2018.

In **Albania**, UNHCR continued to support the Directorate for Asylum to facilitate access to territory and status determination procedures for people of concern. Close to 1,700 people were assisted with accommodation, legal aid, health and psychosocial assistance, as well as with Albanian language courses and other self-reliance related support. Furthermore, identification of persons at risk of statelessness through an in-depth multi-stakeholder mapping was conducted in Albania and 1,030 persons at risk of statelessness were identified.

In **Bosnia and Herzegovina**, UNHCR continued to promote the engagement of authorities, and supported the use of data-driven, needs-based methodology to find durable solutions, including by fostering local integration, supporting voluntary return in safety and dignity, and finding alternative shelter for people in collective centres. 17 workshops were organized for authorities and Roma NGOs to strengthen their capacity and work towards the establishment of an effective mechanism for the identification, prevention, and reduction of risk of statelessness.

In **Kosovo (S/RES/1244 (1999))**, UNHCR advocated for improved access to, and quality of status determination procedures, as well as for improvements in reception conditions. In 2017, UNHCR assisted 498 (279 Romani, Ashkali and Kosovo Egyptians) displaced to voluntarily return to Kosovo. Thanks to advocacy for land allocation for IDPs in Temporary Collective Centres (TCCs), three municipalities opened up for durable solutions and 17 TCCs, with 135 IDPs and 7 refugees, were closed.

In **Montenegro**, UNHCR continued to consolidate its strategy in seeking durable solutions for people of concern. A comprehensive field verification was carried out for all people with pending status issues. The preliminary results showed that 145 persons are at risk of statelessness. UNHCR supported self-reliance activities to assist people of concern in finding gainful employment. By the end of 2017 when the reception centres were saturated due to a small-scale influx of refugees, UNHCR advocated for the government to increase the centres' capacity. Some 840 people

used state-provided accommodation against an initial capacity of only 80 places. UNHCR bridged the main gaps, through the engagement of a multi-functional and multi-partner mobile team of case workers, legal advisors, psychologists and interpreters.

Refugees and migrants continued to arrive in **Serbia** and the number at year-end stood at some 4,300. UNHCR and its partners remained engaged providing protection services and assistance in coordination with relevant Government institutions and civil society. UNHCR advocated a comprehensive approach to finding durable solutions for IDPs from Kosovo, including voluntary repatriation and local integration. Livelihoods activities were expanded to support self-reliance and integration of refugees, approaching many non-traditional partners such as private sector, corporations and national institutions, resulting in increase in the number of formally employed refugees. On statelessness, UNHCR monitored the implementation of instructions developed through the 'Baby, Welcome to the World' project which regulates the procedure for birth registration in medical institutions.

In the **former Yugoslav Republic of Macedonia**, UNHCR advocated access to asylum for people of concern, and for ending the detention of asylum-seekers. A total of 72 per cent of those detained in Macedonia were released from detention and processed through the asylum procedure. A protection monitoring system was established, with strengthened implementation of national SOPs on people with special needs. UNHCR reinforced its mobile teams who worked throughout the year providing both relief, medical and legal support to the refugees who were in transit. Activities in support of the refugees from former Yugoslavia focused on voluntary return to Kosovo (234 returns) and local integration, including support with citizenship and permanent residency (107 individuals) and strengthening self-reliance.

## Unmet needs

National asylum systems need to be strengthened in all countries of South Eastern Europe. Improvement of reception conditions is required particularly vis-à-vis people with specific needs and vulnerable people of concern including victims of trafficking and torture, unaccompanied and separated children, SGBV survivors and elderly. There is also an urgent need to increase the capacity of public reception centres for refugees and migrants. Legal assistance, counselling on the RSD procedure, more regular border monitoring visits as well as further training of partners on SGBV prevention and response, are some of the activities that could be accomplished should additional funding be made available. Income generation opportunities also need to be supported in order promote the countries in the region more as a destination instead of just transit for people in need of international protection.

People displaced by conflicts in the former Yugoslavia in the 1990s are still not able to access their rights and benefiting from durable solutions. The situation remains particularly complicated for Roma IDPs. For instance, close to 11,000 households (around 38,000 individuals) are awaiting for housing solution, out of only 2,600 housing that were provided in 2017 within the Regional Housing Project.



# 2017 Expenditure for Regional Office in South Eastern Europe | USD

The following table presents the final budget and funds available by pillar and the final expenditure at the objective-level, as reported at year-end.

	Pillar 1 Refugee programme	Pillar 2 Stateless programme	Pillar 3 Reintegration projects	Pillar 4 IDP projects	Total
<b>Final Budget</b>	<b>36,436,016</b>	<b>3,274,512</b>	<b>3,812,592</b>	<b>17,684,996</b>	<b>61,208,117</b>
Income from contributions*	6,983,391	0	0	346,957	7,330,348
Other funds available / transfers	22,283,313	2,406,665	1,899,693	6,619,161	33,208,832
<b>Total funds available</b>	<b>29,266,704</b>	<b>2,406,665</b>	<b>1,899,693</b>	<b>6,966,117</b>	<b>40,539,180</b>

<b>Expenditure by Objective</b>					
<b>Favourable Protection Environment</b>					
International and regional instruments	0	133,642	0	0	133,642
Law and policy	97,863	612,055	0	414,711	1,124,629
Administrative Institutions and Practice	550,403	0	0	0	550,403
Legal remedies and legal assistance	1,948,324	0	198,662	253,988	2,400,975
Access to territory	1,152,609	0	0	0	1,152,609
Public attitudes towards persons of concern	495,867	0	0	157,264	653,131
<b>Subtotal</b>	<b>4,245,066</b>	<b>745,697</b>	<b>198,662</b>	<b>825,963</b>	<b>6,015,388</b>
<b>Fair Protection Processes and Documentation</b>					
Reception conditions	8,641,744	70	0	0	8,641,814
Identification of statelessness	0	204,243	0	0	204,243
Registration and profiling	451,849	0	0	173,235	625,084
Status determination	447,915	0	0	36	447,951
Individual documentation	764,197	0	0	0	764,197
Civil status documentation	0	390,180	0	0	390,180
<b>Subtotal</b>	<b>10,305,705</b>	<b>594,493</b>	<b>0</b>	<b>173,270</b>	<b>11,073,468</b>
<b>Security from Violence and Exploitation</b>					

	Pillar 1 Refugee programme	Pillar 2 Stateless programme	Pillar 3 Reintegration projects	Pillar 4 IDP projects	Total
SGBV prevention and response	801,293	0	0	338,390	1,139,683
Non-arbitrary detention	676,627	0	0	0	676,627
Child protection	1,138,595	0	0	0	1,138,595
<b>Subtotal</b>	<b>2,616,514</b>	<b>0</b>	<b>0</b>	<b>338,390</b>	<b>2,954,904</b>
<b>Basic Needs and Essential Services</b>					
Health	105,082	0	0	0	105,082
Sanitation and hygiene	0	0	0	298,252	298,252
Shelter and infrastructure	52,042	0	0	0	52,042
Basic and domestic and hygiene Items	69,039	0	0	392,570	461,609
Services for persons with specific needs	831,966	0	0	641,659	1,473,625
Education	70,071	0	0	0	70,071
<b>Subtotal</b>	<b>1,128,200</b>	<b>0</b>	<b>0</b>	<b>1,332,481</b>	<b>2,460,681</b>
<b>Community Empowerment and Self Reliance</b>					
Community mobilization	0	0	0	463,483	463,483
Co-existence with local communities	389,507	0	0	1,003,161	1,392,668
Self-reliance and livelihoods	326,972	0	0	1,931,986	2,258,958
<b>Subtotal</b>	<b>716,479</b>	<b>0</b>	<b>0</b>	<b>3,398,631</b>	<b>4,115,110</b>
<b>Durable Solutions</b>					
Solutions strategy	0	0	173,010	99,093	272,103
Voluntary return	267,472	0	880,110	131,909	1,279,491
Reintegration	0	0	308,043	0	308,043
Integration	1,566,800	0	0	214,775	1,781,574
Resettlement	14,639	0	0	0	14,639
Greater reduction of statelessness	0	702,275	0	0	702,275
<b>Subtotal</b>	<b>1,848,910</b>	<b>702,275</b>	<b>1,361,163</b>	<b>445,776</b>	<b>4,358,124</b>
<b>Leadership, Coordination and Partnerships</b>					
Coordination and partnerships	71,578	0	0	99,321	170,899
Camp management and coordination	47,635	0	0	0	47,635
<b>Subtotal</b>	<b>119,214</b>	<b>0</b>	<b>0</b>	<b>99,321</b>	<b>218,535</b>



	Pillar 1 Refugee programme	Pillar 2 Stateless programme	Pillar 3 Reintegration projects	Pillar 4 IDP projects	Total
<b>Logistics and Operations Support</b>					
Supply chain and logistics	312,179	78,408	107,731	75,003	573,321
Operations management, coordination and support	2,382,767	285,792	232,137	266,332	3,167,028
<b>Subtotal</b>	<b>2,694,946</b>	<b>364,200</b>	<b>339,868</b>	<b>341,335</b>	<b>3,740,349</b>
<b>Headquarters and Regional Support</b>					
Global strategic direction and management	81,087	0	0	0	81,087
Protection advice and support	111,793	0	0	0	111,793
Prioritization, resource allocation and financial management	44,841	0	0	0	44,841
Media relations and public affairs	149,281	0	0	0	149,281
Performance management	37,264	0	0	0	37,264
Oversight and quality of management	37,264	0	0	0	37,264
Capacity building & skill development	37,264	0	0	0	37,264
<b>Subtotal</b>	<b>498,794</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>498,794</b>
<b>2017 Expenditure Total</b>	<b>24,173,828</b>	<b>2,406,665</b>	<b>1,899,693</b>	<b>6,955,167</b>	<b>35,435,353</b>

*\*Income from contributions includes indirect support costs that are recovered from contributions to Pillars 3 and 4, supplementary budgets and the "New or additional activities – mandate-related" (NAM) Reserve. Contributions towards all pillars are included under Pillar 1.*