

# IOM CAR Activity Report

*December 2013 – July 2014*



IOM International Organization for Migration  
OIM Organisation internationale pour les migrations  
OIM Organización Internacional para las Migraciones

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## **1. INTRODUCTION**

Established in 1951, the International Organization for Migration (IOM) is the leading inter-governmental organization in the field of migration and works closely with governmental, intergovernmental and non-governmental partners to:

- Assist in meeting the growing operational challenges of migration management
- Advance understanding of migration issues
- Encourage social and economic development through migration
- Uphold the human dignity and well-being of migrants

With 155 member states, 11 states observer states and offices in over 100 countries, IOM is dedicated to promoting humane and orderly migration for the benefit of all people. IOM's approach includes providing services and advice to governments and migrants. The Central African Republic (CAR) has been an IOM member state since 2011.

IOM works to help ensure the orderly and humane management of migration, to promote international cooperation on migration issues, to provide support to migration challenges and to provide humanitarian assistance to migrants in need, including refugees and internally displaced people. IOM's Migration Crisis Operational Framework, developed in 2012, operates under the principle that effective responses to migration crises require a joint approach incorporating humanitarian assistance and migration management. The MCOF states that efforts at migration management during a humanitarian crisis can support and strengthen assistance, and vice versa. IOM has led community-driven transition and recovery activities, as a means to stabilize areas stricken by war, conflict or natural disasters in a host of countries worldwide. This experience in transition and recovery programming has contributed to IOM's growing expertise in community stabilization activities. IOM's flexible approach and ability to implement activities efficiently has been a key asset in situations where quick delivery and proper timing are essential in the promotion and realization of stabilization in fragile environments. IOM has vast experience in successfully implementing this type of programming under funding from the EU Instrument contributing to Stability and Peace (IcSP), USAID Office of Transition Initiatives (OTI), Canadian Stabilization and Reconstruction Task Force (START) and the DFID Stabilization Unit. Additionally, as the international co-lead of the Camp Coordination and Camp Management (CCCM) Cluster, IOM specializes in the facilitation of voluntary returns from IDP camps worldwide using a variety of reintegration strategies.

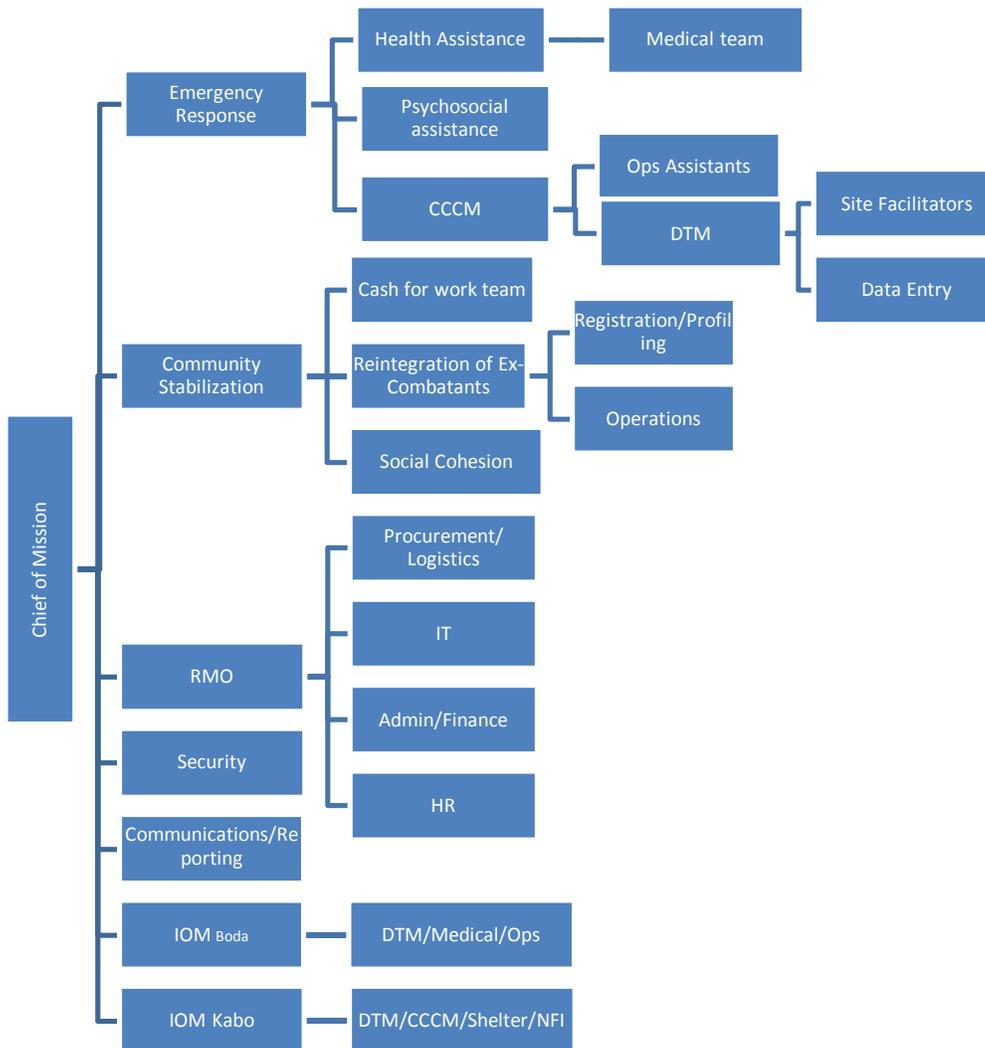
## **2. IOM-CAR MISSION**

In Central African Republic, IOM supports the United Nations Country Team (UNCT) in identifying and addressing migration-related challenges through its regional office, and opened its own office in CAR in 2014. IOM's Regional Office for West and Central Africa is located in Dakar, Senegal, with offices in 23 countries including Chad, Cameroon, Sudan, Congo, DRC, and South Sudan. As an integral member of the UNCT, IOM closely coordinates all its activities with UN partners and follows the UN security advisory.

Based on the request of the member state CAR, IOM has been active in CAR since September 2013 and officially established its presence in CAR on 21 January 2014. In line with the humanitarian needs identified jointly between the United Nations and the Government, the IOM mission's programming during the period of December 2013 – July 2014 focused on:

- Humanitarian assistance to stranded migrants;
- Logistical support to evacuation of nationals of IOM member states;
- Camp Coordination and Camp Management (CCCM) activities;
- Airport Transit Centre management;
- Site Facilitation in Bangui, Boda, Moyen-Sido and Kabo;
- Emergency health care and referral assistance at displacement sites in Bangui and Boda;
- Psychosocial and mental health assistance in Bangui;
- Community Stabilization and social cohesion activities in PK5;
- Registration of ex-Seleka groups cantoned in Bangui.

IOM currently operates from one head office in Bangui with two sub-offices in Boda and Kabo/Moyen Sido. IOM CAR works in close collaboration with the UN partners (such as OCHA, WFP, UNHCR, UNICEF, UNFPA, FAO and WHO), as well as NGOs (such as DRC, Premiere Urgence, MSF-H, Emergency Int., ACF, Oxfam GB, IRC, AFPE, AIDE, Ideal, and JUPEDDEC) as well as the Red Cross and Crescent Movements.



### 3. HUMANITARIAN ASSISTANCE/EMERGENCY RESPONSE



As the lead agency for migration and migration-related challenges, IOM sees its first and foremost responsibility as ensuring the safe and dignified provision of assistance to migrants caught in crisis. The deterioration of the security situation after December 5<sup>th</sup>, 2013 necessitated a broad and immediate humanitarian response for displaced people, among them a significant number of migrants, in Bangui. IOM therefore positioned a well-experienced emergency response team in Bangui to lead the inter-cluster approach, gather data and conduct site facilitation of the

spontaneous displacement sites in Bangui. IOM also advocated for and facilitated life-saving humanitarian responses through evacuation assistance and transit centre management for migrants. Furthermore, IOM continues to provide health and psychosocial support and referral services to sites not yet assisted by other actors and facilitates humanitarian access for humanitarian actors to displacement sites.

IOM aims to ensure the direct linkage between humanitarian assistance and transition and reconciliation activities, so as to guarantee the availability of durable solutions on the individual and community level for returning IDPs and conflict-affected communities alike.

#### 3.1. Evacuation Assistance to Stranded Migrants



Source: Statistical Report on the evacuation of migrants from CAR (May 2014)

In line with its core mandate of assisting member states in addressing migration-related challenges, IOM was approached by a number of member states to facilitate life-saving humanitarian evacuations for their citizens. While a number of Governments, including Cameroon, Chad, Niger, Senegal, Mauritania, Mali and Ivory Coast organized their own means of transport, IOM assisted the member states by assuming the responsibility for registration, fit for travel medical examinations, liaison with security forces to ensure security escorts, liaison with airport authorities, food and water distribution, access to WASH services and general departure assistance for air movements.

IOM furthermore organized 26 charter flights from January-February, voluntarily evacuating approximately 11,801 people to Mali, Niger, Chad and Sudan, and provided individual transportation assistance to stranded migrants from Pakistan, Cameroon, Nigeria, Ivory Coast Japan and Gabon. IOM used internal funds for several evacuations but continues to seek donor support to continue with this life-saving and highly important operation for at-risk populations.

In July IOM staff registered, provided pre-departure health screening, and transported 85 Malians from Boda to Bangui under MISCA escort. This group will be evacuated by air to Mali, on flights sponsored by the Government of Mali. For the 224 Malians residing in Bangui, IOM staff received a list from the Malian Government and conducted registration and fit for travel health checks for their evacuation by air together with the Malians from Boda.

*Key Achievements:*

- ✓ 33 flights assisted
- ✓ 26 charter flights operated
- ✓ 6,750 people evacuated
- ✓ 85 individual movements effectuated

### 3.2. Relocation of Populations at Risk



In April IOM provided logistics support to relocate the Muslim community trapped in PK12. The UN's decision to urgently relocate people trapped in PK12 – an area of less than one square kilometer in northern Bangui – was carried out to save the lives of Muslims and ethnic minorities, unable to leave the area without being attacked and killed. This relocation was conducted as a measure of last resort to save lives. The movement was initiated by the Humanitarian Coordinator in consultation with the Government of CAR and implemented by UN Agencies. For the two PK12 movements: the first to

Bambari (93 civilians, 35 of whom were children), and the second to Kabo and Moyon Sido (1,259 civilians, half of whom were children), IOM carried out registration, fit for travel health checks, cash distribution for travel preparation, transportation, logistics and coordination with Sangaris for military escort, and medical accompaniment of the convoys.

**Humanitarian Assistance Focal Point:** Maeve O'Donnell, [modonnell@iom.int](mailto:modonnell@iom.int), +236 7218 7643

## 4. CCCM CLUSTER CO-FACILITATOR



As global co-lead of the CCCM Cluster, IOM was appointed co-facilitator of the CAR CCCM Cluster in January 2014. In this capacity, IOM is providing information management services, including mapping exercises, to the cluster and therewith the entire humanitarian community. In line with the Humanitarian Strategic Response Plan objectives, the core responsibilities of the cluster are:

1. The humanitarian assistance and protection of affected populations seeking a safe haven in displacement sites and transit centres is well managed and coordinated, responding to life-saving needs and meeting international standards.
2. Representative and functioning communication and leadership structures are in place and supported in displacement and transit sites. All those affected, especially vulnerable populations are involved (in accordance with the accountability to affected populations framework and the Age and Gender Disaggregated approach).
3. Facilitating voluntary returns through effective information dissemination and in close collaboration with other humanitarian actors to ensure that peace and reconciliation, livelihood, shelter and other required social infrastructure measures are in place, in addition to ensuring measures are in place for site closure.

IOM plays an integral role in assuring the effectiveness of the cluster through not only the co-facilitation of the cluster, but also the direct implementation of the strategic objectives in the field as site manager of the Mosquée Centrale.

At the height of the crisis, IOM's site facilitator programme monitored over 125 sites hosting over 450,000 IDPs in Bangui. As of 31 July, there were 102,000 IDPs at 40 sites in Bangui, a significant decrease in the past six months. Currently, there are 527,000 IDPs countrywide.

### *Key Achievements:*

- ✓ Activation of the CCCM Cluster in response to the CAR crisis in January 2014
- ✓ Regular issuance of displacement site profiles for the humanitarian community
- ✓ Regular updating of displacement maps
- ✓ Direct site management of displacement sites in Bangui, Boda, Kabo and Moyen Sido

### 4.1. Transit Centre Management

IOM managed a key transit centre (ex-military airport) for migrants which hosted a total of over 10,000 migrants between December 2013 and March 2014, when the site was successfully closed and returned to the Central African authorities. In the capacity of site manager IOM managed humanitarian assistance provision to the stranded migrants at the site. IOM provided registration, health care and referral

assistance (in partnership with MSF-H and Emergency International) travel document issuance (in cooperation with diplomatic representation) and voluntary humanitarian evacuation. IOM also provided food and NFIs in cooperation with humanitarian partners. UNICEF, Acted, IRC and other partners provided WASH, shelter and additional services.

#### **4.2. Site Facilitation**

As a vital part of the effort of the humanitarian community, IOM coordinates the site facilitation programme, designed to provide active and up to date monitoring of all displacement sites in Bangui and provide accurate and timely information to the humanitarian partners on developing dynamics. Until June 2014, over 50 site facilitators were seconded to IOM from five national organizations (AFPE, AIDE, JUPEDDEC, Remod, Ideal). In June, the project was redesigned to provide in-depth information on a regular basis to the humanitarian community through a smaller and more efficient team of 12 facilitators set up to respond to a smaller number of displacement sites.

The site facilitation programme also takes into account support and monitoring of inactive sites, by ensuring the sharing of decommissioning needs with the humanitarian community.

#### *Key Achievements:*

- ✓ Issuance of daily sitreps on pertinent and urgent developments on all displacement sites in Bangui
- ✓ Provision of site profiles of all Bangui displacement sites to the humanitarian community
- ✓ Development of regularly updated displacement maps of Bangui

**CCCM Focal Point:** Chiara Lucchini Gilera, CCCM Program Coordinator, [clucchinigilera@iom.int](mailto:clucchinigilera@iom.int), +236 7276 3401

#### **4.3. Displacement Tracking Matrix**

The IOM Displacement Matrix (DTM) was set up in December 2013 to collect and disseminate pertinent information to the humanitarian community. The matrix acts as the main information management tool of the CCCM Cluster and the main resource for actors intervening at the different displacement sites. IOM has been regularly providing updated site profiles containing information requested by the different clusters, as collected by the site facilitators, to the clusters. The inter-cluster working group formed under the *Commission des Mouvements des Populations* (co-created by IOM and UNHCR) developed a questionnaire, used by the site facilitators, to collect information from IDPs used by the clusters to inform their daily activities and response strategies. This information is shared with the clusters in form of site profiles. These profiles contain both static information (such as location, contact information) and dynamic information (WASH, health, protection, security etc). Similarly, IOM through the site facilitators provides daily up-to-date information about population movements and displacement figures on the different sites. The main product shared through the DTM with the humanitarian community is the return intention survey.

### 4.3.1. DTM Return Intention Surveys



Return Intention Surveys have been conducted on a monthly basis since January 2014 to track the needs and return intentions of displaced persons in Bangui. For each survey approximately 600 IDPs are interviewed by IOM site facilitators at some 30 displacement sites. Questions cover the following topics: reasons preventing return, needs to return home, situation in areas of origin, and survival mechanisms. The survey provides insight into IDPs needs to better design return assistance. Despite a significant decrease from 500,000 IDPs in Bangui in January to about 100,000 in July, surveys increasing financial hardship and variability in intentions to return.

As of July IOM has conducted seven return intention surveys, which are available at: <http://carresponse.iom.int/intention-return-surveys>

DTM Focal Point: Fernando Novoa, DTM Officer, [fnovoa@iom.int](mailto:fnovoa@iom.int), +236 7268 3294

## 5. HEALTH ASSISTANCE



Based on the IOM mandate to provide assistance to stranded migrants, IOM was provided with a complete emergency health kit by WHO. Through a regularly operating health clinic, IOM facilitates mobile health care and referral assistance to sites hosting stranded migrants and other vulnerable populations. IOM operates mobile clinics at 14 sites throughout Bangui, most notably the Mosquée Centrale, Mosque Ali Babolo, Grande Ecole Islamique, Eglise Lutherienne, Soeur de Malgash, Ecole Eventiste, Ecole Four Square, and Ouham 2.

In April IOM also began operating a mobile health clinic in Boda. The clinic focuses on IDP host communities that have limited access to health and referral services. In

both locations IOM works in collaboration with health partners to refer critical cases to local hospitals. The health clinics are staffed by four medical professionals and provide upwards of 300 consultancies per week.

### 5.1. Psychosocial Assistance

IOM's psychosocial and mental health project, funded by CERF, is designed to address the needs of Bangui's population, particularly those who have experienced extreme violence. IOM works in coordination with implementing partners the Danish Refugee Council (DRC) and COOPI to operate six centres and three mobile teams offering psychosocial services in the 3<sup>rd</sup>, 4<sup>th</sup> and 7<sup>th</sup> arrondissements in

Bangui. These centres are staffed by 24 national psychosocial workers trained by an IOM psychologist in stress management, active listening, and group discussion.

Services include individual and group support, such as counseling, support groups, home visits, support for Gender-Based Violence (GBV) survivors and HIV+ people, community mobilization and sensitization, and traditional healing.

In the long term, IOM has a two-tiered approach to psychosocial support, aiming to:

- a) Provide direct psychosocial assistance to individuals in need; and
- b) Build national capacities to provide psychosocially aware humanitarian assistance

*Key Achievements:*

- ✓ 8,807 beneficiaries
- ✓ 942 individual counselling sessions
- ✓ 5,363 participants in community sensitization activities
- ✓ 820 participants in special group activities (274 sessions held)
- ✓ 546 mobile team / home visits
- ✓ 1,136 consultations related to GBV

**Health Focal Point:** Stephan Richard, IOM Psychosocial Officer, [srichard@iom.int](mailto:srichard@iom.int), +236 7263 4977

## 6. COMMUNITY STABILISATION



In order to stabilize mixed communities in Bangui, address drivers of displacement, increase resilience and support sustainable returns, IOM is carrying out a number of early recovery and community stabilization activities with the support of the European Union.

Through its main programme “Retention of mixed communities in Bangui, CAR”, IOM aims to stabilize at-risk communities in the 3<sup>rd</sup> and 5<sup>th</sup> districts and facilitate social cohesion through three main components:

- a) Cash for Work Activities that engage mixed beneficiary groups including returnees, to clean and rehabilitate community infrastructure. In addition to providing short-term employment opportunities and injecting much needed cash into the local economy, the intervention also aims to promote peaceful cohabitation in mixed communities. The types of interventions as well as the beneficiaries are selected in close coordination between IOM, local authorities, community associations and traditional leaders to ensure a transparent and open process and to mitigate the

risk of conflict.

- b) Strategic communications and socio-cultural activities that foster dialogue and cooperation and aim to improve social cohesion in mixed communities. Activities include community-based theatre, creative writing workshops, revitalization of traditional arts and handicrafts, and socio-cultural activities, such as sports and events surrounding the World Cup. The activities further include arts exhibitions of workshop products and the production of a telenovela produced by the beneficiaries.
- c) Rehabilitation of community infrastructure. The prioritization and selection of community projects is carried out by community members in close coordination with the local authorities and IOM to ensure that most pressing needs are addressed and to increase sustainability of the projects. To this end, community members participate in a community meeting in which the main needs are voiced. To date, the 3<sup>rd</sup> district has chosen and IOM finalized the rehabilitation of the district's conference room, the maternity wing of the local health centre, the establishment of a public waste management system and is in the process of finalizing the rehabilitation of potable water points and solar-powered street lights of the main streets.

#### *Key Achievements:*

- ✓ 2,500 direct beneficiaries cash-for-work programme
- ✓ 3 markets re-established
- ✓ Over 1,500m of canals and rain gutters cleared
- ✓ Re-opening of community's conference hall
- ✓ 2 community meetings held
- ✓ 9 peace events held

**Community Stabilisation Focal Point:** Anne Schaefer, Project Manager, [aschaefer@iom.int](mailto:aschaefer@iom.int), +236 7218 7635

## **7. REGISTRATION OF EX-SELEKA**

As dialogue continues on a negotiated end to the conflict in CAR and at the request of the Government, IOM is providing registration, health screenings, civic education trainings, and transportation to ex-Seleka elements cantoned in Bangui. This group has accepted all the pre-conditions agreed in writing with the Government, including their disarmament, which is being carried out by military forces including MISCA.

The operations officially started in early July and will be completed in December 2014. IOM completed the pre-registration of 2,114 ex-Seleka and members of other conflict-related groups at three cantonment sites in Bangui in June in order to determine the group's demographics and areas of origin and intended destination. About 53% indicated that they would like to return to areas in the North East while 47% wish to stay in the city of Bangui.

IOM has established a "Departure Centre" at the RDOT (military camp) cantonment site in PK11, and completed socio-economic profiles of 1,041 ex-combatants. The ex-combatants will be processed in

groups of 200 over the next two to three months. During their time at the Departure Centre, the ex-Seleka will receive training and information on civic education, democracy and health issues. They will also undergo fit-for-travel examinations before receiving transport assistance and a reinsertion package including kitchenware, civilian clothes, jerry cans, and mosquito nets. Psychosocial support will also be provided. Information campaigns and other awareness-raising activities will be conducted in areas of return to prepare communities for the return of this group.

**Registration of Ex-Seleka Focal Point:** Giuseppe Loprete, IOM Chief of Mission, [gloprete@iom.int](mailto:gloprete@iom.int), +236 7218 7639

## 8. SUB-OFFICES

### 8.1 Boda



In response to escalating violence in the town of Boda, 120 km west of Bangui, IOM established an office there in April at the request of the humanitarian community. IOM is leading the humanitarian response in Boda, and holds regular coordination meetings with humanitarian partners. IOM activities in Boda include humanitarian assistance, site facilitation and a mobile health clinic. In April IOM distributed emergency relief kits to about a quarter of the town's population, or 1,400 households. Additional NFI support to IDP communities has included building supplies, tarps, and firewood within the Muslim enclave. In July IOM

and Islamic Relief delivered food to 6,000 displaced households.

The team of six site facilitators regularly visits all 12 IDP sites and sends daily inputs on displacement trends. In July IOM, partnering with the Danish Refugee Council, provided social cohesion training to IOM facilitators and IDP site leaders.

#### Boda Focal Points:

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Paul Kaplan Kargbo, Operations Officer, [pkargbo@iom.int](mailto:pkargbo@iom.int), +236 7268 1585

### 8.2 Kabo and Moyen Sido

IOM continues to work with IDPs from PK12 who were evacuated or who self-relocated to Kabo and Moyen Sido in northern CAR. Two new villages for the IDPs are being built and equipped by IOM. The two villages, called 'Peace villages,' are located in Kabo and Moyen Sido and currently host approximately 2,200 people. IOM manages these sites, oversees CCCM activities, and registering IDPs who voluntarily relocated. A total of 3,500 IDPs who voluntarily



relocated have been registered. Plots for homes and farming are being distributed in collaboration with the local governments.

In May, IOM distributed food to 1,400 Muslims evacuated from the PK12 neighborhood in Bangui to Kabo and Moyen-Sido.

**Kabo and Moyen Sido Focal Points:**

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Yves Kaza, Operations Officer, [ykaza@iom.int](mailto:ykaza@iom.int), +236 7218 7644

## 9. PLANNED ACTIVITIES

After having established and consolidated the country office to deliver the assistance described in this second progress report, in the near future IOM-CAR aims to:

- 1- Support the return process of displaced persons in Bangui;
- 2- Reinforce its presence near the borders to effectively assist and monitor the displaced population and the host communities particularly in Kabo and Moyen Sido;
- 3- Scale up its community stabilization and social cohesion activities in Bangui as well as outside Bangui;
- 4- Continue its CCCM and DTM activities in Bangui;
- 5- Complete the registration and reinsertion of ex-Seleka groups cantoned in Bangui.
- 6- Continue its psychosocial support as well as health care and referral services in Bangui and nearby sites.

Other traditional areas of engagement for IOM like border management and law enforcement, out-of-country voting, return of qualified and non-qualified nationals, are currently being explored.

IOM-CAR thanks all the donors that contributed to the establishment of the mission in CAR and its activities.



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