

A woman with her hair tied back, wearing a black dress with white floral patterns, is leaning over a wooden box attached to a wall. She is holding a blue pen and writing on a piece of paper. The background shows a dusty outdoor area with other people, including a child in the foreground, and some makeshift structures under a blue sky with clouds. The text 'FEEDBACK AND THE ART OF ACTIVE LISTENING' is overlaid on the right side of the image in white capital letters on a dark blue background.

FEEDBACK AND THE ART OF ACTIVE LISTENING



International Organization for Migration (IOM)
The UN Migration Agency

The stories featured in this publication are true and have been relayed globally by Country Offices of the International Organization for Migration (IOM). As most individuals featured are real, their names and identifying details have been changed to protect their privacy. In addition, several other characters presented in the stories are composites based on actual IOM beneficiaries. For protection reasons, most images in the publication are illustrative of the theme of the stories and do not depict the individuals noted in the narratives.

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INTRODUCTION

Collecting feedback from communities where IOM works and using it to improve the design and implementation of IOM projects is vital to providing effective services to vulnerable people and ensuring their voices and needs are at the centre of the organization's work. Active listening, as the name suggests, is a communication technique requiring that the listener concentrate, understand, and act upon the feedback being received.

In the last quarter of 2016, IOM issued a global survey to its 165 missions worldwide. The purpose was to learn more about the feedback mechanisms currently in use by IOM missions, how they use information received from communities and hurdles to collecting information or adapting projects based on feedback.

This publication presents key findings of the survey, including how many IOM missions are employing feedback mechanisms, their motivations for doing so and the channels commonly used to gather information.

This publication also features a collection of stories from IOM missions around the world that have solicited feedback from communities and used the responses to shape or redesign projects. In doing so, they see the real and tangible benefits of responding to feedback and ultimately improve the effectiveness of their missions and the lives of the people they serve. Giving communities a voice and responding to their feedback is the essence of active listening.

GLOBAL SURVEY ON FEEDBACK MECHANISMS

A Global Survey on Feedback Mechanisms was sent to all 165 IOM missions worldwide in 2016. We received 240 responses from 140 missions.

THE RESULTS SHOW THAT:

85% OF IOM MISSIONS

report using beneficiary feedback mechanisms

AN ESTIMATED:

5.72 MILLION

beneficiaries have access to an IOM feedback mechanism

2.17 MILLION

beneficiaries used an IOM feedback mechanism



The New York Times



For the Unemployed Over 50, Fears of Never Working Again

By MOTOKO RICH
WASHINGTON ISLAND, Wash. — Patricia Reid is not in her 70s, an age when many Americans consider 60s. She is not even in her 50s. She is just 57. But four years after losing her job she cannot, in her darkest moments, escape a nagging thought: she may never work again. College educated, with a degree in business administration, she is experienced, having worked for two decades as an internal auditor and analyst at Boeing before losing that job. But that does not seem to matter, not for her and not for a growing number of people in their 50s and 60s who desperately want or need to work to pay for retirement and who are starting to worry that they may be discarded from the work force — forever. Since the economic collapse, there are not enough jobs being created for the population as a whole, much less for those in the twilight of their careers. Of the 14.9 million unemployed, more than 2.2 million are 55 or older. Nearly half of them have been unemployed six months or longer, according to the Labor Department. The unemployment rate in the group — 7.3 percent — is at a record, more than double what it was at the beginning of the latest recession. After other recent downturns, older people who lost jobs fretted about how long it would take to return to the work force and worried that they might never recover their former incomes. But today, because it will take years to absorb the giant pool of unemployed at the economy's recent

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Haitians Cry Out in Letters: 'Please — Do Something!'

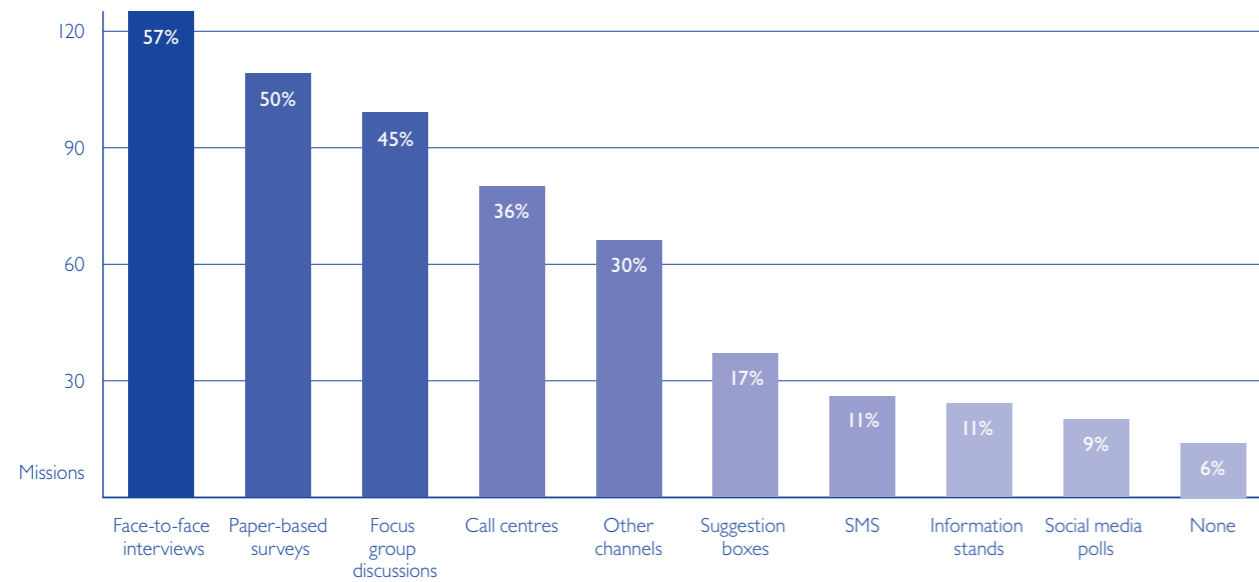
By DEBORAH SONTAG
CORAIL-CESSELESSE, Haiti — It was after midnight in a remote annex of this isolated tent camp on a windswept gravel plain. Marjorie Saint-Hilaire's three boys were fast asleep, but her mind was racing. The camp leader had proposed writing letters to the nongovernment authorities, and she had so much to say. She lighted a candle and summoned a gracious sentiment with which to begin. To all the members of concerned organizations, I thank you first for feeling our pain," she wrote slowly in pencil on what became an eraser-smudged page. "I note that you have taken on almost all our problems and some of our greatest needs." Ms. Saint-Hilaire, 33, then succinctly explained that she had lost her husband and her livelihood to the Jan. 12 earthquake and now found herself hungry, stressed and stranded in a camp annex without a school, a health clinic, a marketplace or any activity at all. "Please — do something!" she wrote from Tent J2, Block 7, Sector 3, her new address. "We don't want to die of hunger and also we want to send our children to school. I give glory to God that I am still alive — but I would like to stay that way!" In the last couple of weeks, thousands of displaced Haitians have similarly vented their concerns, depositing impassioned pleas for help in new suggestion boxes at a hundred camps throughout the disaster zone. Taken together, the letters form a collective cry de coeur from a population that has felt increasingly impatient and ignored. With 1.3 million displaced people in 1,300 camps, homelessness is the new normal here. Two recent protest marches have sought to make the homeless a central issue in the coming presidential campaign. But the tent residents, miserable and weary, do not seem to have the energy to become a vocal force. When the International Organization for Migration added suggestion boxes to its information kiosks in scores of camps, it did not expect to tap directly into a

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The New York Times' front page story about IOM Haiti's feedback boxes and the thousands of letters received from the affected population.

TYPE OF COMMUNICATION CHANNELS

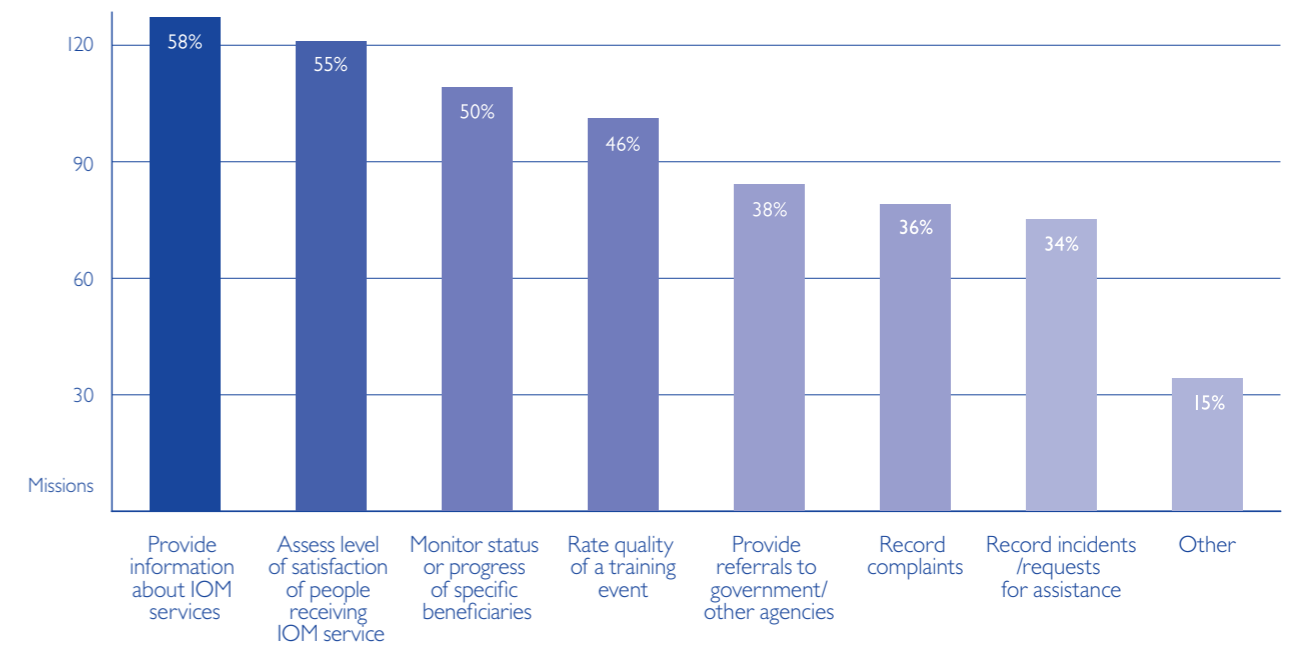
The type of communication channels used to collect feedback by IOM varies widely across missions. The most common way to collect feedback is through face-to-face interviews (57%) followed by paper-based surveys (50%). Other popular channels for collecting feedback include focus group discussions (45%) and call centres/hotlines (36%). A significant number of missions (30%) report using other channels, including emails, online surveys, workshops and meetings.



PURPOSE OF COMMUNICATION CHANNELS

The communication and feedback mechanisms developed by IOM missions serve many different purposes. The most common functions are to provide information to beneficiaries about available services (cited by 58%) and to understand from aid recipients if programmes are adequately addressing their needs (55%).

The survey also found that 88% of IOM missions and projects say they use the feedback they receive to enhance or adjust programmes and methodologies and to improve future projects and approaches.



PUTTING COMMUNITIES IN THE DRIVER'S SEAT

In a small farming town in Vungu District, a newly-built schoolhouse has come to mean much more than expanded learning opportunities for local children. For proud adults in the town, it is the tangible result of what happens when they come together to tackle problems and drive positive change in their community.

There was excitement in the air as everyone crowded around the new schoolhouse for the opening ceremony. Children old enough to start school whispered among themselves, imagining what their new classrooms would be like when the school year started. Parents listened intently to the opening address, proud of the school they had built for their children.

The school project in Vungu District was borne from a consultative process facilitated by IOM Zimbabwe. Community members, local traditional leaders and government representatives came together and made improving access to education through construction of a new school, one of their biggest priorities. They shared their experiences, set a timeline and decided next steps, as IOM staff listened in to learn how they could best support the community.

Ultimately, with IOM's help, the community sourced local materials, molded bricks and used them to begin construction. But as the rainy season approached, many of the community members had to stop work on the school to farm their land. It became clear that the original timeline was unrealistic.

IOM staff encouraged the community to hold a meeting to discuss the delay, and at the gathering, worked with participants to come up with a solution. A plan was hatched that community members would work with IOM to recruit young people in the town to continue work on the schoolroom, enabling farmers to tend to their crops. Soon after, young people were engaged in the project and a new schedule was created with construction to be completed ahead of the next school year.

"Through the community consultation approach, including women, children, and the elderly, residents of this town have become active agents of their own change," notes an IOM project assistant. "They have even gone on to help neighboring communities implement similar projects."

Learning from the school construction project, the mission and the community now account for seasonal changes in project timelines, which enables resources to be used more effectively.



HOPE AFTER BEING HEARD

For far too many survivors of conflict-related sexual violence in Bosnia and Herzegovina, access to care, support and services has been difficult. Based on feedback and suggestions from civil society organizations, IOM Bosnia and Herzegovina sought to tackle the problem by bringing together survivors and their political representatives.

The conference room in Sarajevo fell silent as Ena* and other survivors took seats next to national politicians. As introductions were made, Ena recalls her shoulders growing heavy with memories of the sexual violence that she and countless others in Bosnia and Herzegovina had survived during the 1992-95 armed conflict.

One by one, survivors shared stories of what they endured and the suffering they have lived with ever since. When it was Ena's turn to speak, the man sitting next to her, a fellow survivor, put his hand on her back to steady her. She looked around the room and knew she was taking a stand for the brighter future they all deserved.

The stories told that day appeared to shock and shame some in the audience who were not anticipating such powerful testimonies, the IOM project coordinator recalls. An education official who was in attendance spoke of his own family's suffering during the conflict. He said he felt an instant connection with the survivors and pledged to help them gain reparations.

For most of the politicians, the conference was the first time they heard directly from survivors about their wartime experiences and their difficulties in attaining justice and care. For the survivors, most had been too wary of stigmas surrounding sexual assault to fully share their stories.

IOM Bosnia and Herzegovina learned of this absence in communication between survivors and their elected officials via questionnaires by civil society partners at a workshop. Plans for a conference ensued and IOM staff coached the survivors in advance so they would be comfortable speaking about their experiences.

According to the IOM mission, efforts to secure reparations for sexual assault survivors are progressing faster now based on the survivors' feedback and legislative efforts by officials present at the conference. "After all these years, we're finally seeing progress on this issue," says the IOM project coordinator. "If you understand, you're more likely to care and do something."



TEXTING RETURNEES

Transportation assistance is a key component of IOM return and reintegration programmes for migrants who are unable or unwilling to remain in host countries and wish to return voluntarily to their countries of origin. Relaying travel details can sometimes be challenging, but recent feedback from migrants in the Netherlands has led to communication improvements and fewer missed flights.

Suvdmaa* and her younger sister traveled to the Netherlands last year, seeking employment and new opportunities. But life was not as easy as they had imagined, and after overstaying their visa, they started worrying about the risks they might face by staying. They decided to return home to Mongolia with IOM's assistance.

As the departure day grew closer, Suvdmaa was concerned that they might not receive the flight information because their address had changed so often. But there was nothing to worry about. Soon after, Suvdmaa's phone lit up with a text and her flight details appeared on the screen.

IOM used to contact migrants by phone or email to provide travel dates and ticketing information and would also send each migrant travel details in a posted letter. Despite the multiple channels used, many returnees did not show up for their scheduled flights.

The IOM mission started collecting feedback from migrants as to what was going wrong. In nearly every case, the flight details had not reached the migrants, in time or at all. Letters had been lost in the mail, especially those addressed to migrants without a reliable postal address. Messages were often left that were never heard or read.

From the feedback, the IOM team realized that it needed a way to reach each and every migrant in the programme, more directly and in real-time.

With nearly all returnees owning phones, they saw SMS as the solution. IOM Netherlands set about digitizing its return and reintegration operations. Now, when a flight is booked, the IOM system dispatches an automatic text message to the respective returnees' phone with flight details. The migrants can keep the information on their phone, at hand, and access it at any time.

Since the launch of the new service, far more migrants are catching their home-bound flights.



NEW PATHWAYS TO SUCCESS

For years, IOM Venezuela has helped facilitate the participation of students from migrant families in the Model United Nations conference. Based on feedback and requests, the mission is now helping young migrants tap other programmes that they might otherwise have difficulty accessing.

When Luis* told his mother that he and his classmates were accepted to go to the United States for an engineering competition, she cried with pride. During the competition, Luis and his classmates would build a solar-powered car from scratch—something they hope to one day replicate back in Venezuela. Luis was determined to win, for himself and for his mom.

Luis and his classmates, who are from migrant families, received support from IOM Venezuela in their bid to enter the US competition and in making travel arrangements.

Such support has long been provided by IOM Venezuela to migrant university students eager to participate in the Model United Nations. After returning from the conference, students who participated and their universities would typically be in touch with IOM to express thanks and offer feedback. Over time, some of the universities approached the IOM mission to ask for help in facilitating migrant student applications and travel for other global forums, competitions and events.

The IOM team saw that it was in a position to help many more promising candidates than it was, and began offering assistance to more students interested in a wider array of programmes. Luis and his classmates were able to benefit from what became an expansion of the initiative.

IOM Venezuela says that by offering this kind of assistance to more students, they are increasing opportunities for young people in Venezuela and the success stories are mounting. They attribute the growth of the programme to feedback they received from the students, families and universities they work with.



GREENHOUSE OF DREAMS

In the Shinda Kartli region of Georgia, an IOM Social Enterprise Programme that works to foster the social integration and employment prospects of vulnerable migrants and locals has adapted its approach after feedback from innovative and motivated participants.

Davit* and his four friends, all men in their thirties, huddle around the floor plan of their new greenhouse. His friends shout out the names of vegetables they want to harvest as Davit draws up different areas of the greenhouse to grow them. Davit smiles, as this was his dream.

The five men had all been part of IOM Georgia's Social Enterprise Programme, a six-month programme for migrants and locals with a history of substance abuse that aims to ready them for employment and help place them in jobs.

But Davit was worried about his future. He feared he would not be hired given his past drug and legal problems. He also felt that the programme itself was too short in duration, and did not offer sufficient support for participants like himself, with an entrepreneurial spirit who wanted to start their own business.

When an IOM project officer came to one of the programme workshops for a monitoring visit, Davit told her about his concerns, explained his idea for a greenhouse and described one of his main hurdles: access to start-up funds.

Impressed with Davit's motivation and recognizing the programme's limitations, the officer presented his proposal to the rest of the IOM team. They decided to assist.

IOM project staff began counselling Davit and his friends on developing a business plan and facilitated the process of securing a loan for the greenhouse. Soon, the initiative took off.

The IOM project officer says Davit's concerns and feedback led them to expand the programme to support business start-up ideas and extend the length of the programme for individuals who need it.

"IOM helped us create something of our own," Davit explains. "For a long time I felt like I had no options, but having my own business makes me feel human again."



AS STRONG AS THEIR SPIRITS

Monitoring visits with trainees in an IOM skills development programme in Rwanda's Ngororero District revealed that many were going for long stretches of time without food. Acting on this feedback, the mission added a health and nutrition component to ensure trainees are well-nourished and able to focus on learning new trades.

Nadine* spills into the cafeteria with other welding students. She is one of only a handful of women in a welding class offered by IOM Rwanda's skills development programme and she was determined to work even harder than her male colleagues.

This morning had been tough. She had barely made it on time after getting her three children to school. Her muscles ached from hours of lifting heavy machinery. But in the cafeteria, as soon as Nadine started eating, she could feel her strength restored.

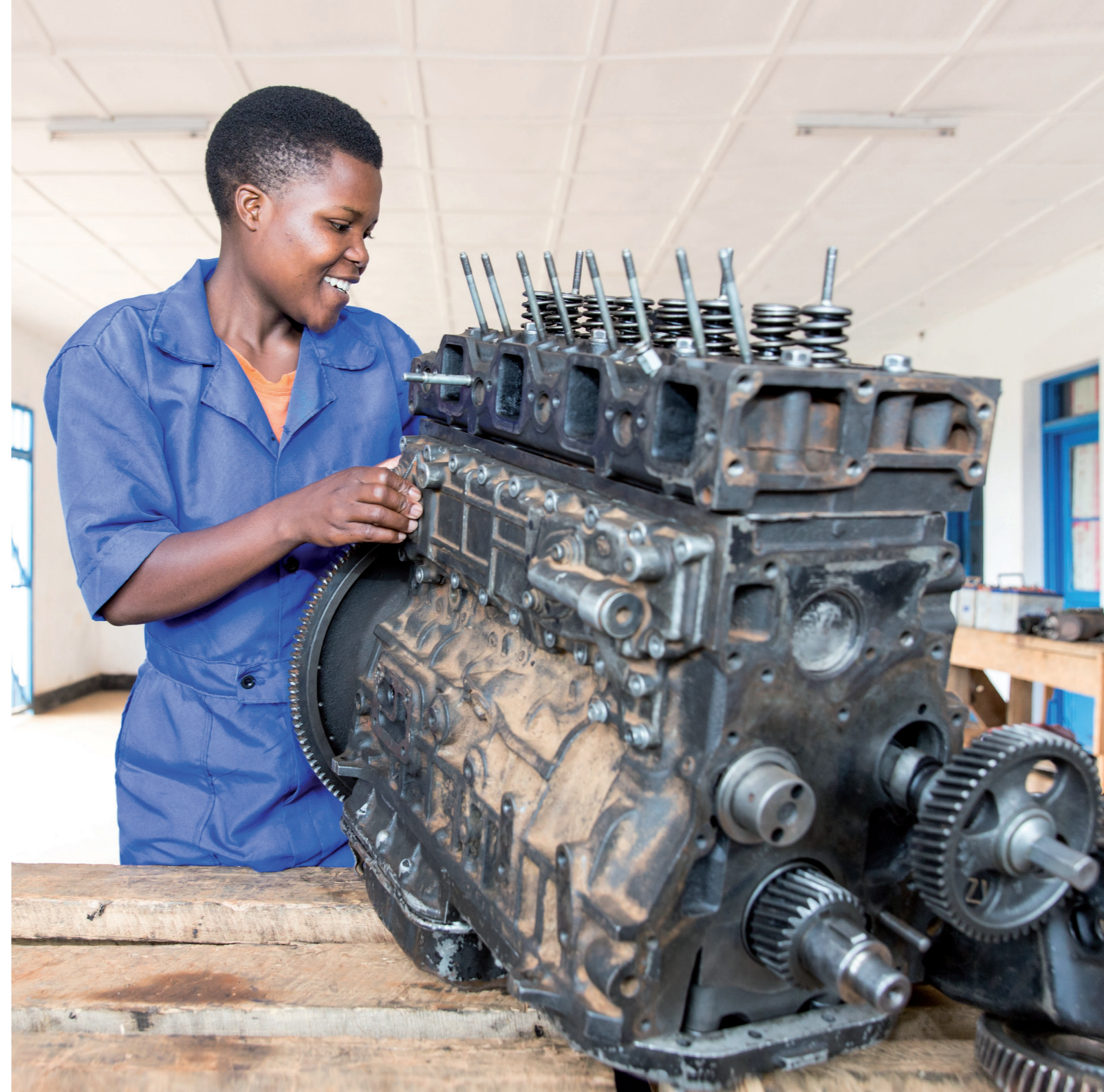
Like Nadine, most of the trainees in the skills development programme come from vulnerable families in Ngororero District, where floods and landslides in 2015 destroyed homes and farm land in the area.

As part of the IOM programme, field officers make weekly visits to training sites. In addition to asking about the course work, the officers also ask trainees about the challenges they face at home. It was during these mon-

itoring visits that lack of food was identified as a major problem. Indeed, many of the trainees had nothing to eat all day. The IOM mission decided that they should start offering lunch to their trainees and began serving daily meals.

Almost immediately, field officers and trainers observed a dramatic change among the trainees: They appeared healthier, stronger and more energetic. They arrived at work happier and kept up their attendance. One woman told a field officer it was easier for her to feed her children now that she no longer worried about feeding herself. Trainers also confirmed that trainees' concentration had improved and they were absorbing skills better during the training sessions.

"By collecting feedback on trainees' living conditions, we helped ensure their bodies are as strong as their spirits," notes an IOM trainer.



STAY SAFE TO RETURN SAFE

At a camp for displaced people in northern Iraq, residents drew attention to safety hazards through varied communications channels they had at their disposal. Their comments and concerns spawned an IOM safety awareness campaign and other measures aimed at improving safety and saving lives.

The two Almasi* sisters watched as their parents unpacked a box of items they received upon arrival at a camp for displaced people near Mosul in northern Iraq. Among the items were two stickers: one with an image of a flame and one of drops of water. Their mother asked the girls to put the sticker of water droplets on their water container and the other on their kerosene can so that the two clear liquids would not get mixed up.

After the sisters completed that task, their mother showed them papers from the box with illustrated instructions for preventing and extinguishing fires in and around the tent that would now serve as their home.

These safety materials are now a standard part of non-food item kits in the region. They were developed based on extensive feedback from camp residents who alerted camp coordination and management staff directly, as well as through an inter-agency hotline set up to provide information about humanitarian services.

The stickers for kerosene and water jerry cans were designed in response to complaints that children had fallen ill from mixing up the two containers. The fire safety

materials were in response to a growing number of preventable fires inside the crowded camps.

The IOM team also used the feedback to work with camp residents and staff to launch an awareness campaign called Stay Safe to Return Safe. As part of the campaign, two fire safety videos were produced and broadcast on television and social media channels. USB drives with the video files were shared with partner agencies to use at other sites. IOM Iraq also held safety awareness sessions at displacement sites.

The materials have been widely used by IOM and partner agencies and requests for them are on the rise as more camps are set up in the region. Most importantly, the camps have become measurably safer, with fire incidents reducing significantly since the campaign began.

“When people are displaced, they need access to safety information that might save their lives,” notes an IOM project officer. “In this case, feedback led to important safety issues being highlighted and addressed.”



WASHING AWAY TABOOS

In 2016, the Marshall Islands suffered one of its worst-ever droughts—devastating communities and livelihoods across the Pacific Island nation. It was only when IOM and partners organized traditional women-only social gatherings did they learn of the drought's impact on women's health and hygiene and design a culturally-appropriate response.

Some 20 giggling women from the Marshall Islands unpacked feminine hygiene kits and examined their contents. One woman tried on her new supplies as though she were modeling them in a commercial. Her friends shrieked with laughter. Despite a severe drought with far-reaching consequences across the island, there was no shortage of good humor among the women meeting that day.

Such sessions started after staff from IOM Marshall Islands noticed an absence of discussion about women's health in the wake of the drought, specifically feminine hygiene, a taboo topic in many communities.

IOM staff, female community leaders and local women's groups, including Women United Together Marshall Islands (WUTMI), teamed up to launch a series of gatherings on women's health and women's issues, called *Cookhouse Confidential*. These gatherings featured traditional food and singing and created a space in which women from drought-hit communities began to openly share concerns.

Many of the women, the IOM team learned, were suffering from infections and skin conditions due to a lack of water for bathing and cleaning.

IOM staff and other *Cookhouse Confidential* coordinators agreed to design female hygiene kits as an immediate response. They included soap, underwear, sanitary napkins, and diapers, which could be cut into sanitary napkins.

To gauge their utility, WUTMI distributed surveys with the kits. As a result, a second kit was designed based on the respondents' preferences, which included the addition of baby wipes for cleaning and washing and other supplies.

The IOM team reports that the kits not only contributed to the improved health, comfort and well-being of Marshall Islands women, but also started a dialogue about women's issues and women's health during disasters at a national level.



TRAINING FROM THE HEART

In an effort to make host communities more aware of the needs of vulnerable migrant populations in Tanzania, IOM conducts workshops for community members. But feedback from participants showed that key messages were not being absorbed and skills were not being applied. IOM decided to change the approach by changing the messenger.

Haji* is one of IOM Tanzania's newest trainers. He leads varied IOM workshops for government officials, civil society groups and community members in Moshi District on key migration topics including counter-trafficking, protection of vulnerable migrants, migrant health and border management. While born in Tanzania, Haji comes from a family that migrated to Tanzania decades ago to escape violence in neighboring Congo and he feels committed to helping local communities better understand and aid new arrivals in his country.

He represents a new kind of trainer for the programme, one who speaks from the heart and personal experience and one who can gain the trust and confidence of locals.

The shift in approach results from feedback received through post-training questionnaires. After each workshop, participants fill out surveys on the substance of the training and the delivery of information. Three to six months later, participants are asked to fill out a second questionnaire to assess whether information and skills are being used.

Results of the second questionnaire repeatedly showed that critical messages were not getting through to participants and sentiments and behaviors were generally unchanged.

The IOM team decided to train a new cadre of trainers, and selected willing individuals who had already taken the workshop and whose personalities and personal histories would lend themselves to becoming more compelling and effective messengers.

A "Training of Trainers" workshop was held for future trainers like Haji, where they explored their own families' histories of migration and how to use these personal histories to relate to recent migrant experiences. By the end of the workshop, even the way the trainees talked about migrants had changed, for example, using the more accurate term "irregular" rather than "illegal" to refer to undocumented migrants.

"The new trainers have brought more passion and confidence to the workshops they lead," says an IOM project officer in Tanzania. "As they share their own experiences, their peers listen to their messages of acceptance and care for migrants. Responses to questionnaires now show that our messages are getting through and are being put into practice."



PREPARING FOR A NEW LIFE

Adapting to a new culture and country can be very difficult, but in Portugal, IOM resettlement staff were particularly concerned about the high level of confusion and fear that resettled refugees were experiencing after arrival. Through interviews and focus group discussions, they learned that the pre-departure orientations they had organized were not painting a realistic picture of life in Portugal for newly arrived refugees, and sought to fix that.

Fatima* had spent her whole life in Khartoum, the capital of Sudan, before applying for asylum and eventually resettling in Portugal, with IOM's assistance. Accustomed to the bustle of city life, she felt confused, lost and out of place in the small, quiet town in the Portuguese countryside where she came to live.

It was through interviews and focus group discussions with recently resettled refugees from Sudan and Syria that IOM's Lisbon office learned that this sense of isolation and fear was commonplace. The refugees surveyed suggested that the pre-departure orientation sessions given by IOM should include far more detail about living conditions and local culture in the places where they would be settling, and options for family reunification. They also said that they would have liked to hear more directly from refugees already in the country about their resettlement experience and what their new lives would be like.

Based on this feedback, IOM Portugal revised their pre-departure orientation curriculum. They arranged for representatives from refugee assistance groups in Portugal to take calls during the sessions to answer questions. They played recorded testimonial videos from already resettled refugees on issues ranging from life in Portugal, the arrival and integration process for newcomers, accommodation options and public services that are available. They showed photos of typical towns in Portugal and created an Arabic leaflet with key contacts and information.

Initial feedback has been positive so far. Refugee assistance groups in Portugal say the resettlement process is going more smoothly and refugees are adjusting faster, with a more optimistic attitude.

The IOM mission resettlement coordinator says new rounds of formal interviews and focus group sessions are planned: "We're committed to giving refugees the best tools possible to help them adjust, integrate and excel."



COMFORT COMES WITH COMMUNICATION

Survivors of gender-based violence (GBV) are all too often reluctant to talk about their experiences and find help. In Bangladesh, IOM is reaching out to vulnerable communities at displacement sites, and ensuring that trained and trusted female counselors are available for women who are ready to seek assistance.

When Aung* fled Myanmar, she never imagined that she would encounter violence on the road to safety. She later would cross the border into Bangladesh with thousands of other undocumented Myanmar nationals, register with IOM staff and find shelter in a makeshift settlement in central Dhaka District.

Several weeks after arriving, Aung went to a medical screening. But when asked by a male doctor about health problems, she felt too uneasy and scared to tell him about the violence she had recently suffered. She said nothing.

Sometime after, an IOM community engagement officer attended a meeting at the site and invited people to talk about their experiences. After the meeting she approached Aung, and away from others, Aung retold the story of her journey to the settlement. As she began to feel comfortable with the officer, Aung talked more openly about the pain she had experienced along the way. Realizing that Aung had been a victim of gender-based-violence and was suffering from physical and mental trauma, the officer encouraged her to speak with IOM's on-site GBV team.

Aung agreed and was later seen by a comforting female doctor who assured her that she would be taken care of. Though this doctor also asked her many questions, Aung felt calm and safe enough to answer candidly this time and conveyed that sentiment to the IOM GBV team.

For IOM Bangladesh, Aung's situation reinforced the need to ensure that safe spaces, psychological support and nurturing and trustworthy specialists are available for GBV survivors and other vulnerable populations. The team has since stepped up efforts to ensure that victims of violence feel safe enough to seek help. They employ a trained counselor on their GBV team and the mission's community engagement officers regularly reach out to women's groups within settlements to identify GBV victims who might have been missed during initial medical screenings.



TAILORING REINTEGRATION

Regardless of how long they have been away, migrants returning home often face various challenges in rebuilding their lives, particularly those who have been victims of trafficking, have medical concerns or are single parents with limited resources. Based on participant feedback, IOM Hungary has adapted its reintegration programme to address the unique needs of vulnerable returnees.

Emir* left Turkey and made his way to Hungary with his two sons after his wife died. But without legal residency, he was unable to support his children and decided to return home. However, he learned from a friend that his house in Turkey had been badly damaged by vandals during his absence, including shattered windows and broken doors.

Emir shared this information with IOM's Budapest office and learned that as a single parent, he was eligible as a "vulnerable" returnee to receive financial help from the mission's Assisted Voluntary Return and Reintegration (AVRR) programme to buy needed building supplies. He lost no time applying. When he eventually returned home, he was able to purchase the tools and materials he needed to repair his home, with support from IOM Turkey.

Tailoring assistance to meet the needs of vulnerable returnees is a new element to IOM Hungary's AVRR programme. It has long focused on providing support to revive or secure new employment for returnees in their country of origin. But information collected during monitoring visits with returnees and feedback through questionnaires, calls and online feedback forms revealed that returning migrants often have more pressing concerns and needs, like accessing medical treatment, housing or education for school-age children. For Emir, a suitable home for his children was his first priority.

IOM's Budapest office, together with Hungary's Ministry of Interior, created an additional component to the reintegration programme, allowing for vulnerable migrants, including unaccompanied migrant children, pregnant women, the elderly, victims of torture or trafficking, single parents, or migrants with a disability or serious medical condition, to attain support for priority needs. For Emir, they were the tools to fix his family's home and begin rebuilding their lives.



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