



**UNHCR**

**The UN Refugee Agency**

Policy Development and Evaluation Service

# **Evaluation of Emergency Transit Centres in Romania and the Slovak Republic**

**ANNEXES**

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**Policy Development and Evaluation Service**

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## **I. Introduction**

These Terms of Reference (ToRs) are for the evaluation of the Emergency Transit Centres (ETCs) in Timisoara, Romania, and Humenné, Slovak Republic. The evaluation is being commissioned by the UNHCR Policy Development and Evaluation Service (PDES), in cooperation with the Resettlement Service of the Division of International Protection (DIP), and will be conducted by an external evaluation consultant or consultants.

The ToRs have been prepared by PDES and articulate the overall purpose, focus and deliverables of the evaluation. They also set out the key evaluation questions to be answered and the methodology to be followed. The final ToRs will be based on comments on this draft document from stakeholders and on agreement with the selected evaluation consultant or consultants. The evaluation is scheduled to take place from October to December 2015.

The evaluation is timely as the ETCs have been in place for seven years (Timisoara) and five years (Humenné) and it is an opportune moment to assess whether the objectives set out at their establishment have been met. The results of the evaluation will also be able to inform the development of future strategies to meet emergency resettlement needs.

## **II. Background Project Overview**

Refugees with acute vulnerabilities require expedited resettlement. However, evacuating refugees at immediate risk can present challenges given UNHCR and resettlement countries' limited capacity to process emergency and urgent resettlement submissions. Constraints include security issues that prevent States from sending mission teams to undertake resettlement interviews and security screening regulations that delay decisions on admission to resettlement countries.

In 2014, 11,028 refugees were submitted by UNHCR for resettlement under emergency or urgent priority. However, of the 30 resettlement countries, just eight countries offer specialised programmes for emergency and/or urgent resettlement, providing approximately 1,000 places per year. Therefore, the remaining 10,028 refugees with emergency and urgent resettlement needs in 2014 had to be submitted under regular resettlement programmes.

In order to deal with these challenges, UNHCR previously resorted to *ad hoc* temporary relocation programmes, including: the humanitarian evacuation of Kosovar refugees of Albanian origin from FYROM to Romania (1999), the relocation of Serb refugees to Romania pending resettlement to the US and Sweden (1999-2001), and the evacuation of 439 Uzbek refugees from Kyrgyzstan to Romania (2005).

These examples highlighted the need to establish stand-by arrangements for the temporary relocation of a limited number of refugees to a safe country and thereby provide immediate protection dividends to refugees-at-risk. In 2006, UNHCR started to

explore options for temporary relocation of refugees with different countries. At the time, the stated objectives of the ETCs were:

- To provide immediate and effective protection to an individual or group of individuals of concern to UNHCR.
- Demonstrate a tangible form of burden and responsibility sharing.
- Enable officials from UNHCR and resettlement countries to undertake interviews in a stable and secure environment.
- Promote the later realisation of the durable solution of resettlement.
- Encourage States of temporary relocation to become involved in resettlement.

### **Negotiation and Establishment of ETCs**

At the 2007 Annual Tripartite Consultations, UNHCR presented an *Information Note to States and the International Organisation for Migration (IOM) on Establishing Temporary Evacuation Facilities for Onward Resettlement*. The note outlined UNHCR's objectives in establishing transit facilities for refugees and encouraged States to share responsibility by participation in the venture. The initiative received broad support from resettlement countries and IOM.

The Governments of Romania and the Slovak Republic expressed interest in the establishment of such facilities. In Romania, this interest stemmed from its involvement in successful temporary protection programmes for refugees from Serbia, Kosovo and Uzbekistan. Similarly, the Slovak Republic temporarily accommodated refugees fleeing the Balkan wars in the early 1990s and assisted in the onward resettlement of a specific group of Palestinian refugees from the Al Waleed Camp in Iraq in 2009.

The facilities and knowledge developed during these earlier operations were utilised for the success of the permanent facilities in Timisoara, Romania, and Humenné, Slovak Republic. The ETCs were established pursuant to tri-partite agreements between UNHCR, the Romanian and Slovak Republic Governments, and IOM in May 2008 and December 2010 respectively (see Annex I for the Agreements). The commitments made under these agreements were as follows:

### **Responsibilities of the Governments of Romania and Slovak Republic**

- Process the list of persons submitted by UNHCR within seven working days (thirty working days for Humenné ETC following conclusion of the 2014 tri-partite agreement).
- Issue temporary identity documents and/or visas for legal stay in the Romanian/ Slovak Republic territory.
- Provide, free of charge, the necessary premises for accommodation of persons and office space for UNHCR, its partners and IOM and maintain the public order inside the premises made available.
- Provide food and basic hygienic items for refugees not exceeding 100 persons in the Humenné ETC.
- Provide the necessary support and assistance to expedite the arrival to and departure from the ETCs of persons in need of international protection.

### Responsibilities of UNHCR

- Communicate to the authorities of Romania/ Slovak Republic the list of persons in need of international protection and supporting information.
- Issue UNHCR refugee certificates and seek to obtain travel documents such as the ICRC travel document for persons in need of international protection.
- Cover all expenses related to the presence on the territory (excluding the cost of the ETC premises and, in Humenné ETC, the cost of food and elementary hygienic items for refugees not exceeding 100 persons in number).
- Make best efforts to expedite onward resettlement.

### Responsibilities of IOM

- Organise the international transport to Romania/ Slovak Republic of persons in need of international protection, as well as transport for onward resettlement.
- Provide health assessments for persons upon arrival and prior to resettlement.
- Provide cultural orientation programmes in accordance with the requirements of resettlement countries.

### **Eligibility for Evacuation**

In Romania, the tri-partite agreement specifies that the Timisoara ETC serves the purpose of providing temporary stay to persons in urgent need of international protection and requiring emergency evacuation from their country of first asylum. The following criteria have been used to guide the selection of individuals:

- Refugees at immediate risk of *refoulement* or in another acute life-threatening situation.
- Refugees kept in prolonged detention (not for the commission of a crime/offence) who can only be released if resettled.
- Sensitive/ high profile cases (e.g. political and human right activists, journalist and individuals of certain nationalities).
- Refugees for whom a request has been made by a resettlement country not to disclose to the country of first asylum the final destination of the refugees admitted for permanent resettlement.
- Refugees for whom a decision by UNHCR has been made not to disclose to the country of first asylum the final resettlement destination of the refugees.
- Witnesses for the ICC or any other International Tribunal.
- Individuals rescued at sea or stowaways who are disembarked as a result of a negotiation process with a country and on the condition that UNHCR will try to resettle those recognised as refugees.

In the Slovak Republic, the Humenné ETC was intended as an off-shore processing centre as countries such as Canada and the USA could not undertake resettlement missions to certain countries of asylum. The tri-partite agreement specifies that the ETC is for the purpose of humanitarian transfers of refugees and other persons of concern under threat of *refoulement* or in need of international protection pending processing for onward resettlement.

Since the inception of the ETCs, the use of both the facilities has included situations which are neither emergency or urgent; for example where resettlement countries have

difficulties accessing the refugees concerned or where it is more expedient and incurs lower costs.

### **Procedure for Evacuation**

Once a UNHCR Field Office identifies a case, they are required to submit the request to the Resettlement Service for assessment jointly with the relevant Regional Bureau. Within 24 hours the recommendation should be communicated to the Field Office. Where a decision is not reached within this timeframe, the case will be referred to the Bureau and DIP directors. The Resettlement Service should be informed of a final decision within 24 hours. In the case of disagreement, the Assistant High Commissioner for Protection is responsible for arbitration. Apart from the need for a transfer, a general pre-condition for the use of an ETC is an undertaking from a resettlement country to consider the case for resettlement.

Further to approval of the submission by UNHCR, the Resettlement Service sends the files to UNHCR in Romania or the Slovak Republic which, in turn, is responsible for submitting them to the relevant country authorities. After a verification exercise and within seven (Timisoara) or thirty (Humenné) working days, the country authorities communicate their decision to UNHCR. For admitted cases, arrangements for transfer are made. In exceptional individual cases, this period may be extended to accommodate requests for further information.

### **Conditions at ETCs**

The ETC facilities permit for the segregation of men, women and children (including families) in either large dormitories or bedrooms for two. There are shared kitchens, bathrooms, and recreational areas, as well as computer and TV rooms with access to internet. In addition, both ETCs have sports facilities, a children's playground and medical units.

Refugees at ETCs receive meals from a catering service that are customised on the basis of cultural or medical dietary needs. Personal hygiene items and domestic cleaning material are also provided on a regular basis, as well as supplies of clothes and household items. Residents receive healthcare services either at the medical room at the ETCs or at outside hospitals or clinics and have permanent access to psycho-social counselling.

Recreational activities include sport, film screenings, visits to the cinema, libraries or museums, and participation in various cultural events. Refugees are offered vocational courses such as garment manufacturing, car mechanics and jewellery-making. Children take part in educational activities at the ETCs and are enrolled in kindergarten or school outside the ETCs. Movement outside the Timisoara ETC requires prior approval and accompaniment by an implementing partner (IP). At the Humenné ETC, refugees have a freedom of movement.

The Timisoara ETC premises are not in optimal condition. In 2012 the Romanian Government offered a new building but could not identify the funds to refurbish it. However, the EU recently approved a EUR 1.9 million grant under the 2014-2020 AMIF

National Programme to refurbish the building. The Government has agreed to complete the works in two years. UNHCR will advise the authorities on the standards and quality required.

At the Timisoara ETC, UNHCR works with the IP Generatie Tanara Romania, to meet basic needs (food, health care, psycho-social support, hygiene and personal items) and organise educational, social and recreational activities for children, adolescents and adults. At the Humenné ETC these activities (excepting the provision of food and non-food items) are carried out through the IP ETP Slovakia – Centre for Sustainable Development.

### **Capacity of the ETCs**

The capacity of the Timisoara ETC is 200, while the Humenné ETC can accommodate 150 persons (increased from 100 in 2012). The Slovak Republic Government has recently proposed increasing the capacity of the Humenné ETC to 250. This is under discussion and will require additional resources to process and accommodate the increase in numbers.

Since their inception and as of June 2015, the ETCs in Timisoara and Humenné have facilitated the evacuation of 1,694 and 791 refugees, respectively, for onward resettlement. There have been 20 births at Timisoara and 17 at Humenné. In addition, two refugees have passed away at Timisoara and three returned home. The occupancy rate has been relatively low in terms of the centres' capacities.

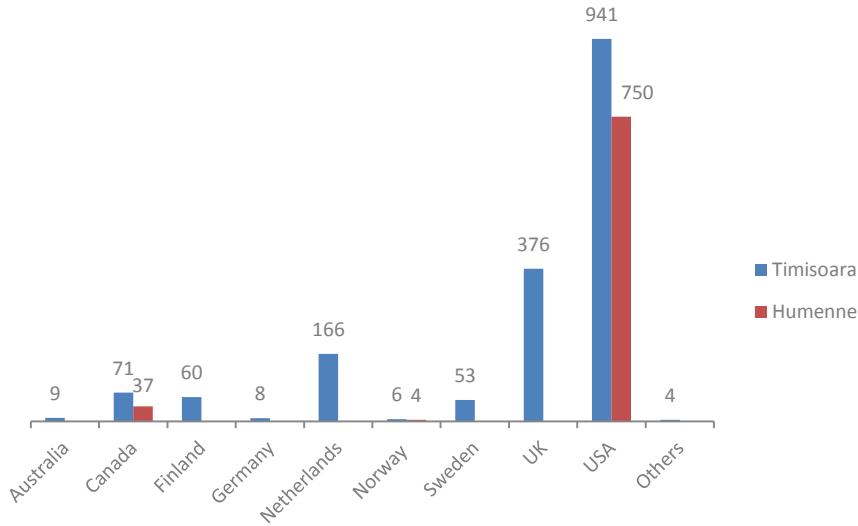
ETCs Population Figures	Timisoara	Humenné
2011 average daily occupancy	95.3	32.9
2012 average daily occupancy	66.8	78.7
2013 average daily occupancy	101	64.6
2014 average daily occupancy	81	88.4
2015 (Jan-April) average daily occupancy	88	85.3

Evacuated refugees are intended to spend a maximum of six months in ETCs as per the tri-partite agreements. As of July 2015, 16 refugees in the Timisoara ETC and eight refugees in the Humenné ETC were long-stayers, having been granted extensions beyond this period. The average length of stay is around three months in Timisoara and five months in Humenné.

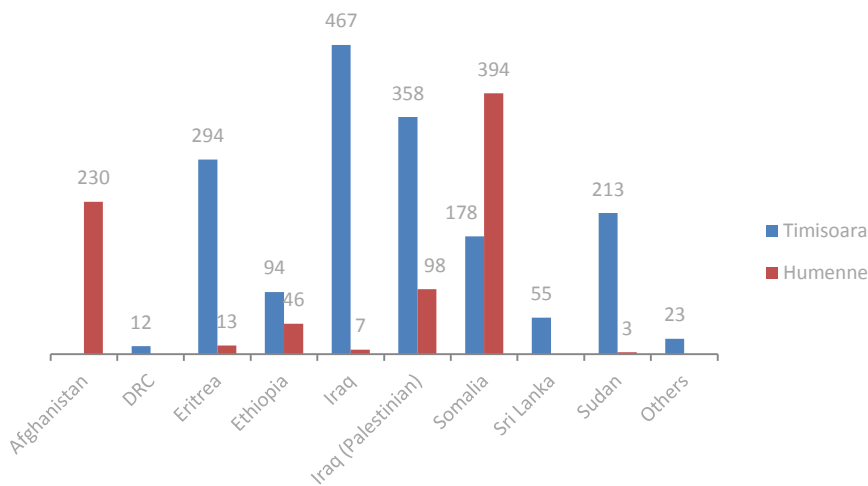
The tri-partite agreement governing the use of the Timisoara ETC allows the host country to suspend the arrival of new cases if more than twenty refugees overstay the permitted six-month period. The suspension clause was activated twice. However, this lasted for a very short period of time as the resettlement country expedited the refugees' departure. Reasons for delays have been: rejection by resettlement countries; security clearances; and expired medical clearances.

The ETCs have been utilised by nine resettlement countries: the United States, Netherlands, Sweden, Finland, Germany, Norway, Australia, Canada and the United Kingdom. Refugees evacuated to ETCs are primarily of Somali, Palestinian and Iraqi origin.

Resettlement Countries Since Opening and as of June 2015



Country of Origin of Refugees Since Opening and as of June 2015



**Resources and Operational Arrangements**

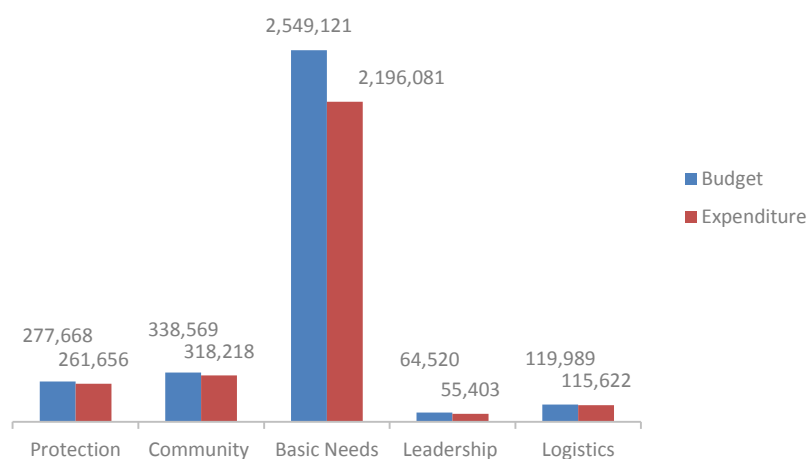
The ETC budget is managed by the Europe Bureau and is under the Area of Budgetary Control of the Regional Representation in Budapest. The ETCs were initially funded through earmarked contributions from the US and EU. Funding has since been mainstreamed.



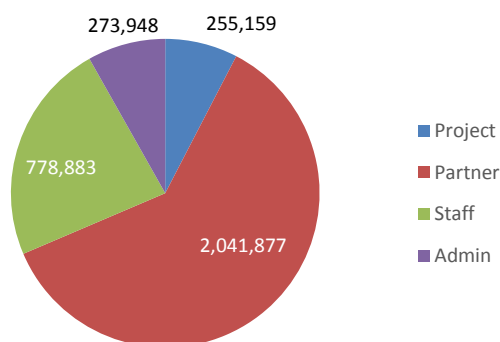
In 2014, the budget for refugees at ETCs was US\$ 3,349,867 for the following objectives: (i) protection, (ii) community empowerment and self-reliance, (iii) basic needs and essential services, (iv) leadership, coordination and partnerships, and (v) logistics and operations support. Of the total budget, 61% was allocated to partners (US\$ 2,041,877).

The day-to-day management of the Timisoara ETC is carried out by UNHCR Romania while the Humenné ETC is managed by the Regional Representation in Budapest since the closure of UNHCR's office in Slovakia in January 2013. In terms of staffing, at the Timisoara ETC there are two national UNHCR positions, one affiliated workforce staff (UNOPS) and 19 IP staff (plus two vacant positions for social workers). At the Humenné ETC there is one UNOPS position and 33 IP staff. IP staff contracts vary between full and part-time.

2014 Budget and Expenditure by Objective (US\$):



2014 ETC Budget Components (US\$):



**III. Purpose, Objectives and Scope**

The evaluation has the dual objectives of learning and accountability. With respect to the learning objective, the evaluation will examine the reasons why certain results were or

were not achieved with a view to drawing evidence-based lessons to inform operational and strategic decision-making. With respect to the accountability objective, the evaluation will assess the performance and results of the ETCs.

In the light of the yearly renewal of the tri-partite agreements establishing the ETCs since 2008 (Timisoara) and 2009 (Humenné), the results of the evaluation will be important in assessing whether the ETCs should continue with the same or similar objectives, or if there are other objectives that could lead to enhanced protection dividends for persons of concern. The evaluation will be participatory and collaborative in approach with an emphasis on informing the future direction of the ETCs.

The scope of the evaluation is from 2012 to 2015. The principle users of the evaluation will be UNHCR HQ and staff/ managers involved in the protection of refugees at the Timisoara and Humenné ETCs, IOM and resettlement countries.

#### **IV. Evaluation Criteria and Questions**

The criteria for the evaluation include relevance, effectiveness, efficiency, coordination, coverage and impact. The evaluation questions below may be refined in the inception phase.

##### **Evaluation Questions:**

- Are the objectives of the ETCs appropriate and relevant in the light of UNHCR's resettlement strategies and the global strategic priority of expanding opportunities for durable solutions?
- To what extent are the ETCs achieving their objectives, in particular of providing immediate and effective protection to individuals of concern to UNHCR, enabling officials from UNHCR and resettlement countries to undertake interviews in a stable and secure environment, and promoting onward resettlement?
- Are the administrative and standard operating procedures in place for evacuation and onward resettlement appropriate and effective for achieving the objectives of the ETCs?
- Is the capacity of the ETCs being maximised to ensure the protection of persons of concern, in particular those with emergency or urgent resettlement needs?
- Are the inputs (staff and resources) efficient in achieving the objectives of the ETCs and in meeting the needs of the refugees during their stay at these facilities?
- Do the ETCs respond effectively to global demand for emergency resettlement?
- To what extent is UNHCR engaging successfully with key stakeholders, including the Romanian and Slovak Republic authorities, resettlement countries and IOM? Are effective coordination and review mechanisms in place? What has been the impact?
- Are the conditions and services at the ETCs appropriate and sufficient for the needs of the refugees arriving at these temporary facilities?
- Can the overall objectives of the ETCs be achieved by using resources in a different manner in the future?

## V. Methodology

The evaluation will be participatory and collaborative in approach with an emphasis on learning opportunities to inform future programme design, management and implementation. A mixed-method approach is envisaged, including qualitative (interviews and surveys) and quantitative methods (document review and data analysis, including monitoring data if available).

The evaluation will be based on a Theory of Change (ToC) approach for humanitarian action. The ToC will identify and test the strategies of the programme and whether they have achieved their intended impact by assessing:

- The documented objectives and results of the programme, in particular whether the ETCs have: (i) provided immediate and effective protection to an individual or group of individuals of concern to UNHCR, (ii) demonstrated a tangible form of burden and responsibility sharing, (iii) enabled officials from UNHCR and resettlement countries to undertake interviews in a stable and secure environment, (iv) promoted the later realisation of the durable solution of resettlement, and (v) encouraged States of temporary relocation to become involved in resettlement.
- The activities implemented to achieve those results, *inter alia*, (i) selection of individual cases, (ii) processing of individual cases and onward resettlement, (iii) advocacy with the authorities on visa and other requirements, and (iv) coordination to maximise available capacity of ETCs.
- Events and conditions affecting the achievement of results.
- The underlying assumptions about the cause and effect linkages.

A combination of information will be drawn upon in making this assessment, including: (i) the documented objectives of the programme, (ii) expert opinion on these types of programmes, (iii) perspectives of UNHCR staff and partners, and (iv) feedback from relevant stakeholders, including national authorities and affected populations. Consultations will ensure that diverse groups of refugees are included, including men, women, boys, girls, and persons with vulnerabilities. Data from the different sources will be triangulated and cross-validated so as to determine the robustness of the findings.

The detailed methodology will be designed by the evaluation team during the inception phase, following a desk review and preliminary interviews with key stakeholders. The evaluation team will thereby assess and confirm the evaluability of the questions set out above. For each key evaluation question, the information/data source, method and associated criteria will be clearly defined so as to constitute a solid evidence base for any findings. The methodology and evaluation questions will be finalised by agreement between the evaluation team and PDES following submission of the inception report and data collection tools by the evaluation team.

## VI. Timeline and Deliverables

The evaluation team will be responsible for producing the following key deliverables in accordance with the agreed timeline. All deliverables should be provided in English.

- **Inception report** – The inception report should include a preliminary analysis of the operation and context, and an evaluability assessment. A detailed

methodology should be provided and an evaluation matrix setting out how each of the evaluation questions will be answered. A detailed schedule of activities and deliverables should be provided, designating who has responsibility for each.

- **Data collection tools** – The evaluation team should develop specific data collection tools to address the evaluation questions, consistent with the proposed methodology.
- **Oral briefing to stakeholders** – At the end of the evaluation mission, the evaluation team should provide an oral briefing to stakeholders presenting the initial analysis of the data collected through the desk review and evaluation mission.
- **Evaluation report** – The evaluation report should not exceed 40 pages and should include the following: executive summary, description and short assessment of methodology, findings, analysis, conclusions, recommendations and references. The ToRs, data collection instruments and other relevant information should be added to annexes. Findings and conclusions should be evidence-based and clearly linked to the evaluation questions. Recommendations should be limited in number, actionable and directed to relevant actors. The final report will be placed in the public domain and a management response will be required.
- **Final briefing with PowerPoint presentation** – The evaluation team will provide a final briefing to selected stakeholders in Romania and the Slovak Republic, including a PowerPoint presentation of the main findings, conclusions and recommendations.

## **VII. Organisation and Conduct of the Evaluation**

The evaluation will be jointly managed by PDES and will be conducted by a team of independent evaluation consultants selected through a competitive tender process. A reference group will be convened and will include UNHCR staff from DIP (Resettlement Service), the Regional Bureau for Europe, and key operational partners in Romania and the Slovak Republic, including IOM and resettlement countries.

The evaluation team is expected to comprise two persons and should together include the following expertise and skills:

- Demonstrated competence in mixed-method evaluation in a humanitarian context.
- Demonstrated knowledge of resettlement procedures.
- Excellent writing and communication skills in English.

None of the team members will have had any direct involvement in the ETC project, to avoid conflict of interest. The evaluation should be conducted in conformity with UNEG Ethical Guidelines for Evaluation and the UNEG Code of Conduct for Evaluation in the UN System.

UNHCR will provide the evaluation team with documentation and information necessary to the evaluation; facilitate contact between the evaluation team and stakeholders;

provide logistical support for briefings and field visits; assist in arranging interpretation for the evaluation team, if needed; and provide feedback to the evaluation team on deliverables in a timely manner.

The reference group will play an advisory role and provide substantive and timely feedback on the draft terms of reference, inception and final reports.

### **VIII. Guidelines for Submission of Proposal**

Bidders should submit a proposal outlining:

- a) A technical proposal including:
  - The design and data collection methods proposed for the evaluation, minimising repetition of information stated in the TORs.
  - A proposed work plan, indicating the role and contribution of each team member to each evaluation phase.
  - The composition and competencies of the proposed team, including details of team members' relevant qualifications.
  - A minimum of two references from clients for whom evaluation projects of a similar scope were carried out, including an indication of the scope and scale of projects and the nature of services provided. UNHCR may contact referees for feedback on services provided to them by bidders.
- b) A cost proposal, indicating
  - A firm fixed-price bid in US Dollars, indicating personnel, project and overhead costs. All costs will be fixed except for travel to selected destinations, which will be on a cost-reimbursable basis. All rates quoted must be exclusive of tax, as UNHCR is a tax-exempt organisation.
  - A proposed payment schedule linked to deliverables

UNHCR will award the contract after considering the technical and cost factors, on the principle of best value-for-money.

**UNHCR PDES**

**August 2015**

## **Annex II                      Reviewed documents**

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Centraal Orgaan Asielzoekers (COA) (2014) 'Meedoen: Onderzoek naar participatie, welbevinden en begeleiding van hervestigde vluchtelingen' [Taking Part: Research of Participation, Well-being and Support of Resettled Refugees]. COA, The Hague.

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Dubois, O. (2012) 'ICRC Travel Document: The Future of a long-Standing Humanitarian Service'. 8<sup>th</sup> MRTD Symposium. ICRC, Geneva.

Eliot and Associates (2005) 'How to Conduct a Focus Group Interview'. E&A.  
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Government of Romania (2014) 'AMEF application: Establishment of an Emergency Transit Centre in Timisoara, Romania'. GoR, Bucharest.

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Government of the Slovak Republic (2014) 'Establishment and development in the Union of transit and processing centres for refugees, in particular to support resettlement operations in cooperation with the UNHCR.' (EC grant application). GoS, Bratislava.

Government of the Slovak Republic/UNHCR/IOM (2014) 'Agreement Agreement between the Government of the Slovak Republic, the Office of the United Nations High Commissioner for Refugees and the International Organization for Migration concerning Humanitarian Transfer of Refugees in Need of International Protection through the Slovak Republic'. GoS/UNHCR/IOM, Budapest.

Government of the United States of America (2014) 'The United States of America (country chapter)'. In: UNHCR (2007) 'The UNHCR Resettlement Handbook'. UNHCR, Geneva.

Schol, M., with N. Woestenburg, A. Sibma, L. de Jager and H. Winter (2013) 'Directe plaatsing in gemeenten van hervestigde vluchtelingen: Een onderzoek naar de impact van het gewijzigde beleid'[Direct Placement in Municipalities of Resettled Refugees: Research of the Impact of Changed Policy]. ProFacto/University of Groningen, Groningen.

UNHCR/IOM (1997) 'Memorandum of Understanding'. UNHCR/IOM, Geneva.

UNHCR/IOM (2014) 'Framework Agreement on Standard Operation Procedures for Resettlement Operations in the Field'. UNHCR/IOM, Geneva.

UNHCR (2002) 'Refugee Resettlement: An International Handbook to Guide Reception and Integration'. UNHCR, Geneva.

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UNHCR (2008a) 'Standard Operating Procedure regarding UNHCR decision on an Evacuation Transit Facility (ETF)/Evacuation Transit Mechanism'. UNHCR, Geneva.

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UNHCR (2011b) 'UNHCR Age, Gender and Diversity Policy: Working with People and Communities for Equality and Protection'. UNHCR, Geneva.

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UNHCR (2011d) 'Projected Global Resettlement Needs 2012'. UNHCR, Geneva

UNHCR (2011e) 'Being a refugee: How refugees and asylum-seekers experience life in Central Europe'. UNHCR, Budapest.

UNHCR (2011f) 'Resettlement programme ends at Egypt's Saloum as Libya crisis wanes'(Briefing Notes 21 October 2011). UNHCR, Geneva.

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UNHCR RRCE (2011) 'Country Operations Plan'. UNHCR, Budapest.

UNHCR RRCE (2012) 'Country Operations Plan'. UNHCR, Budapest.

UNHCR RRCE (2013) 'Country Operations Plan'. UNHCR, Budapest.

UNHCR RRCE (2014) 'Country Operations Plan'. UNHCR, Budapest.

UNHCR RRCE (2015) 'Country Operations Plan'. UNHCR, Budapest.

Woodrow, Peter with N. Oatley (2013) 'Practical Approaches to Theories of Change in Conflict, Security & Justice Programmes: Part I: What are they, different types, how to develop and use them'. DFID, London.

Additional sources:

Statistical information provided by UNHCR staff working in the ETCs in Timisoara, Romania, and Humenné, the Slovak Republic.  
Financial information provided by UNHCR staff of UNHCR's Office in Romania and RRCE in Hungary.



### **ANNEX III**

#### **Overview tri-partite agreements ETC-hosting governments, UNHCR and IOM**

Date	State	Additional information
8 May 2008	Romania	Draft law was adopted by the Senate on 29 October, 2008, ratified on 10 November, 2008, and the ETC officially opened on 13 November, 2013.
27 August 2009	Philippines	
22 December 2010	Slovakia	Entry into force on date of signature.
21 June 2012	Slovakia	Entry into force on date of signature.
24 June 2013	Slovakia	Entry into force on date of signature.
18 July 2014	Slovakia	Entry into force on date of signature.
18 November 2015	Slovakia	Entry into force on date of signature.

## **Annex IV**

## **Missions schedules**

### **Mission schedule Geneva**

#### **October 13, 2015**

09 :30 Helen /Ana

10 :00 Ewen Macleod

11 :00 Machiel Salomons, ex Rep Romania

12 :00 MENA/Haruno Nakashiba

Break

14:00 – 15:00 Aurvasi Patel, Vanessa Mattar, Resettlement Service

15:30 – 16:30 Peter O’Sullivan RO Brussels, by phone

#### **October 14**

10 :00 IOM, Mike Gray

11.30 –12.30 Volker Turk, AHC

15:00 Bruce Scoffield by phone to Canada.

16:00 Africa bureau/Hub Nairobi/BO Asmara by phone

17:00 Wrap up



Visit to Romania  
Ms. Helen MORRIS - Senior Policy Development and Evaluation Officer, UNHCR  
Representation in Geneva and Ms. Elizabeth STIGTER - Expert

26 – 30 October 2015

**- DRAFT vers.2 -**

Monday 26 October

**12:55**

Arrival Otopeni Airport with flight no OS 783 from Vienna  
Pick-up from Airport Driver: Robert Simion, Office Vehicle

**13:40 – 14:00**

Welcoming meeting at UN House with Peter Wijninga, UNHCR Representative

**14:00 – 15:00**

Meeting with Peter Wijninga, UNHCR Representative, and Loretta Jesudoss, Protection Officer

Check-in at Hotel

Venue: Hotel Z Boutique, 4 Ion Nistor Street

Tuesday, 27 October

**09:30 – 10:30**

Meeting with Mr. Mircea Mocanu and Mr. Mihai Clondir, IOM  
Venue: UNHCR – UN House

**11:30 – 12:30**

Meeting with Mr. Mircea Babău, Director, Asylum and Integration Department,  
and Mr. Eleodor Pîrvu, Chief of the Integration, Support and Centre Coordination Section  
within the Asylum and Integration Department  
Venue: General Inspectorate for Immigration (GII)

Lunch

**15:00 – 16:00**

Meeting with Mr. Dean Thompson, Deputy Chief of Mission, US Embassy  
Venue: TBD (US Embassy)

Wednesday, 28  
October

**10:30**

Departure to the airport  
Driver: Robert Simion, Office Vehicle

<b>12:40 – 14:00</b>	Flight to Timisoara, no. RO 605 (pick-up from the airport)
<b>14:30 – 15:30</b>	<b>Welcoming meeting at the Emergency Transit Centre (ETC) and briefing on the evaluation's scope</b> Participants: UNHCR (Camelia Nitu-Fratila and Ayman Al Nabulsi) Venue: ETC, 33 Armoniei Street
<b>15:30 – 16:00</b>	<b>Tour of the ETC, meet and greet the refugee community and the IP's staff</b>
<b>16: 00 – 16:45</b>	<b>Refugee focus group 1 (Afghan Teenagers, Girls)</b> Venue: Conference Room, ETC
	<b>Refugee Focus Group 2 (Afghan Teenagers, Boys)</b> Venue: English Classroom, ETC
<b>16:45 – 17:00</b>	<b>Wrap-up of the first day at the ETC</b>
<b>17:00</b>	Departure to the hotel Check-in at Hotel Galaxy Venue: 26, Berlin Street, Timisoara
<u><a href="#">Thursday, 29 October</a></u>	
<b>09:30 – 11:00</b>	<b>Meeting with Mr. Filimon Pitea, Director, Timisoara Regional Reception and Accommodation Centre for Asylum Seekers, General Inspectorate for Immigration and Refugees</b> Venue: ETC, Timisoara
<b>10:30 – 11:00</b>	<b>Meeting with the Chief Inspector Colonel Nicolae Slev, in charge of the County of Timisoara Gendarmerie's Inspectorate</b> Venue: Timis County Gendarmerie's Inspectorate, Timisoara
<b>11:30 – 12:30</b>	<b>Meeting with Generatie Tanara, UNHCR's IP at the ETC</b> Participants: Mrs. Mariana Petersel, President Mr. Mihai Loghin, Project Coordinator Venue: Generatie Tanara
<b>12:45 – 13.45</b>	Working lunch Venue: TBD

**14:00 – 14:45**

**Refugee Focus Group 3 (Afghan Ladies)**

Venue: Conference Room, ETC

**Refugee Focus Group 4 (Afghan Gentlemen)**

Venue: English Classroom, ETC

**15:00 – 15:45**

**Refugee Focus Group 5 (Iraqi and Somali Ladies)**

Venue: Conference Room, ETC

**Refugee Focus Group 6 (Iraqi and Somali Gentlemen)**

Venue: English Classroom, ETC

**16:00 – 16:30**

**Refugee Focus Group 7 (All children)**

Venue: Kindergarten room, ETC

**16:45**

**Wrap-up of the second day at the ETC**

**17:00**

Departure to the hotel

**Friday, 30 October**

**09:30- 10:15**

**Courtesy meeting with Mr. Eugen Dogariu, Prefect of Timis County**

Venue: *Prefecture locale*

**11:00 – 11:30**

**Attending the CO classes conducted by Mr. Phillip White, Resettlement Cases and CO trainer, UKBA**

Venue: Conference Room, ETC

**11:30 – 12:30**

**General meeting with the IP staff at the ETC**

Venue: English Classroom, ETC

**13:00 – 14:00**

Working lunch

Venue: TBD

**14:15 – 15:30**

**Halloween Party** , organized by the refugee community and the IP staff

Venue: English Classroom

**15:30 – 15:45**

**Wrap- up of the evaluation mission**

Venue: ETC, Timisoara

15:45

Departure to airport

30 – 22:55

Departure flight to Geneva, no. LH 1661 (Munich) & LH 2390 (Geneva)



Evaluation of the Emergency Transit Centre in Humenné, Slovakia

**2 – 5 November 2015**

Monday, 2 November 2015

8:55

**Arrival - Vienna International Airport, Austria  
Bus transfer from Vienna to Bratislava  
Check in at the hotel in Bratislava**

12:30 – 14:00

**Meeting with Mr. Bernard Prieceľ, Director of the Migration Office of the Ministry of Interior**

Interpreter: Mrs. Jana Kublova

Venue: Migration Office of the Ministry of Interior / Migračný úrad MV SR

Pivonkova 6

812 72 Bratislava

14:15 – 15:15

**Meeting with Mr. Richard Fitzmaurice, Political Officer and Mr. Ivan Basnak, Political Specialist of the US Embassy in the Slovak Republic**

Venue:

Embassy of the U.S.A / Veľvyslanectvo USA

Hviezdoslavovo námestie 4

811 02 Bratislava

15:30 – 16:30

**Meeting with Mr. Marian Vlasaty, IOM Head of Resettlement Unit, IOM Office in the Slovak Republic**

Venue: IOM International Organization for Migration / Medzinárodná organizácia pre migráciu

Grosslingova 4

811 09 Bratislava

Tuesday, 3 November 2015

9:00 – 10:00

**Meeting with Mr. Ladislav Csemi, Deputy Director of Bureau of Alien and Border Police of the Police Corps Presidium**

Interpreter: Mrs. Jana Kublova

Venue: Bureau of Alien and Border Police / Úrad hraničnej a cudzineckej polície

Ružinovska 1/B

812 72 Bratislava

- 13:10            **Departure to Košice**  
M.R. Štefanik Airport in Bratislava  
Ivanská cesta, 820 01 Bratislava
- 14:05            **Arrival in Košice - Košice International Airport**
- 14:30 – 16:00    **Transfer from Košice to Humenné by taxi**
- 16:00 – 17:00    **Arrival in Humenné – Welcoming meeting at the Emergency Transit Centre – Lucia Kolpakova, Snr. Field Associate**  
  
Venue: Reception Centre / Záchytný tábor  
Mierová 100  
066 01 Humenné
- 17:30            **Check-in at the Alibaba Hotel (<http://hotelalibaba.sk>)**  
Address: Námestie slobody 51  
066 01 Humenné

Wednesday, 4 November 2015

- 9:00 – 11:00    **Briefing with UNHCR staff and a tour around the ETC – including a short attendance of a life coaching program “Crossroads: A Journey of Purpose”**  
(<http://www.findyourday2.com>)
- 11:00 – 12:00    **Meeting with Mrs. Martina Krajcarova and Mrs. Veronika Marcanova, IOM Resettlement Operations Assistants**  
  
Venue: ETC in Humenné
- 12:00 – 13:00    **Lunch**
- 13:00 – 15:00    **Refugee Focus Groups 1 and 2 – 7 Somali girls aged between 6-15 and 7 Somali boys aged between 9-15**
- 15:00 - 17:00    **Refugee Focus Groups 3 and 4 – 11 Somali women aged between 25 – 61 and 13 Somali men aged between 20 – 54**
- 17:00            **Wrap-up of the day and departure to the Alibaba Hotel**

Thursday, 5 November 2015

- 9:00 – 10:00    **Meeting with Mrs. Jana Janovicova, Head of Migration Office Operation Unit and Mrs. Lubov Sakova, Deputy Manager at the Reception Centre in Humenné**  
Interpreter: Mrs. Jarmila Orendacova  
  
Venue: Reception Centre in Humenné



10:00 - 11:30 **Transfer from Humenné to Košice by taxi**

11:30 – 13:00 **Meeting with Mrs. Slavka Macakova, Director of IP ETP Slovakia – Centre For Sustainable Development and Mrs. Michaela Csalova, IP ETP Financial Manager**

Venue: ETP Slovakia – Center for Sustainable Development  
Zemplinska 15/A  
Košice

15:05 **Departure from the Kosice International Airport**

## Annex V      Overview of Resource persons

Respondents by organization/location (semi-structured interviews)

Target group	Number of respondents	Location	Means
UNHCR	5	Geneva	In person
UNHCR	4	Geneva	Phone
UNHCR	2	Brussels	Phone
UNHCR	2	Budapest	Phone
UNHCR	1	Asmara	Phone
UNHCR	1	Nairobi	Phone
UNHCR	1	Amman	Phone
UNHCR	1	Peshawar	Phone
UNHCR	2	Teheran	Phone
UNHCR	1	The Hague	Phone
UNHCR	2	Costa Rica	Phone
UNHCR	1	Bucharest	In person
UNHCR	2	Bucharest	Phone
UNHCR	1	Timisoara	In person
UNHCR	1	Humenne	In person
<b>Total UNHCR</b>	<b>27</b>		
Romanian govt	2	Bucharest	In person
Romanian govt	3	Timisoara	In person
Slovak govt	5	Bratislava	In person
Slovak govt	2	Humenne	In person
<b>Total ETC-hosting government</b>	<b>12</b>		
US govt	1	Washington DC	Phone
US govt	1	Vienna	Phone
US govt	1	Bucharest	In person
US govt	4	Bratislava	In person (one also interviewed earlier by phone)
Government of Canada	1	Toronto	Phone
Government of the United Kingdom	3	London	Phone
Government of the Netherlands	3	The Hague	Phone
<b>Total four resettlement countries</b>	<b>13</b>		
IOM	1	Geneva	In person
IOM	2	Bucharest	In person
IOM	3	Bratislava	In person
IOM	2	Humenne	In person (two were also interviewed earlier in Bucharest)
<b>Total IOM</b>	<b>6</b>		
GTR	2	Timisoara	In person
ETP	2	Kosice	In person
'Crossroads'	2	Humenne	In person

<b>Total NGOs (see also FGDs)</b>	<b>6</b>		
Refugees	3	Timisoara	In person
<b>Total refugees (see also FGDs)</b>	<b>3</b>		

<b>Target group</b>	<b>Number of Focus group discussions</b>	<b>Location</b>	<b>Profile/number of participants per FGD</b>
GTR	1	Timisoara	Staff in ETC:
ETP	1	Humenné	Staff in ETC: 5
Refugees	6	Timisoara	Afghan teenage boys: 7 Afghan teenage girls: 5 Afghan men: 14 Afghan women: 17  Somali/Iraqi women: 4 Iraqi women/teenage girls (just arrived): 5
Refugees	4	Humenné	Somali teenage boys: 3 Somali teenage girls: 4 Somali men: 9 Somali women: 14

Questionnaire

For UNHCR staff members working in the field of resettlement – UNHCR evaluation of the Emergency Transit Centres (ETCs) in Romania and the Slovak Republic

October/November, 2015

**Section 1 : Background**

1. Name:
- 2a. Title position:
- 2b. Level position:
- 2c. Number of years in current position:
3. Region:

**Section 2: Knowledge of ETCs in Romania and Slovak Republic**

4. Were you familiar with the ETCs in Romania and/or the Slovak Republic before you were approached for this evaluation?

- Yes – please explain:
- No – please explain:

**Section 3: Usage of ETCs in Romania and the Slovak Republic**

5a. Have you ever used at least one of the ETCs in Eastern Europe in your current position?

- Yes → continue with question 6
- No → continue with question 5b

5b. What are the reasons for not having used an ETC in your current position (tick all that are relevant)?

- Other resettlement options available for emergency/urgent cases;
- No relevant cases;
- Not relevant for emergency/urgent cases;
- No (with a high degree of certainty) approved resettlement cases;
- Lengthy security clearance procedures;

- Lengthy visa application/ICRC travel document procedures;
- Too much work to organize everything for the transfer;
- Not clear on how these ETCs can be used as part of the resettlement process;
- No knowledge on ETCs;
- Other – please explain:

**5c. Comments/ further clarification ( → continue with question 9 after completing this question):**

**6. What were the reasons for using at least one of the ETCs (tick all that are relevant)?**

- Emergency and/or urgent cases that had to be taken out of the country for protection reasons;
- No access of resettlement country(ies) to undertake interviews on location;
- No access of resettlement country(ies) to obtain biometrics data of refugees;
- Other – please explain:

**7. What are the main challenges you face when using the ETCs?**

**8. Do you have sufficient information on processes and procedures for using the ETCs?**

- Yes – please explain:
- No – please explain:

**9. What are lessons learned and/or recommendations for UNHCR?**

**10. Please provide any other relevant information:**

**Thank you for your cooperation!**

## **Annex VII: Evaluation tool II: Guidelines Focus Group Discussion Refugees**

### **Guidance note for the FGD**

#### **Set up**

Number of persons per FGD: approx 6-10 persons  
Participants: refugees  
Profile: only male or female FGDs comprising particular age groups/nationalities  
Location: ETC  
Language: English/Arabic and English/Dari (with interpreter)  
Time needed for 1 FGD: approx. 90 min

#### **Introduction FGD to participants – talking points**

- ❖ Thank you;
- ❖ Introduction facilitator and interpreter;
- ❖ Explanation about the UNHCR evaluation of ETCs in Romania and the Slovak Republic;
- ❖ Explanation about the reason for the focus group discussion (interested in getting perspectives of the participants) – main topics of discussion;
- ❖ Expected duration FGD;
- ❖ Usage of information;
- ❖ Confidential treatment information (usage of information in an aggregated way, no reference to names in reporting & in the report);
- ❖ Voluntary nature participation & explain the consent form;
- ❖ Rules of engagement – respect each other's points of view, no wrong/right answers, what is said in the room stays here.

#### **Key questions**

Introductory information: arrival dates/length of stay in ETC, single/family members incl. children, expected resettlement country, educational background (possibly obtained prior to FGD).

Ice-breaker (if necessary): discuss a recent or expected activity (e.g. Halloween party ETC Timisoara)

1. How long have you been here? (ask each participant individually)
2. How long do you expect to be here? (ask each participant individually)
3. What do you like about the ETC?
  - ❖ Prompt to cover the following areas: accommodation, food, hygienic items, training, leisure, medical services etc.
4. What difficulties do you face in the ETC?
  - ❖ Prompt – if necessary, examine to what extent these issues could be dealt with in current arrangements (staff, services etc.).
5. Did you have sufficient information about the ETC before travelling to the ETC?
  - ❖ Who provided training, information leaflet, lectures/meetings etc.
6. Did you face any difficulties while travelling to the ETC?
  - ❖ Travel documents, travel to airport, in plane, reception on arrival

7. How long did you wait in country of first asylum between (1) being interviewed for resettlement and (2) being told that you were accepted for resettlement; being told that you were accepted and would be evacuated (after security clearance/prevetting US) and (3) being told that you would be evacuated to actually being evacuated (ask each participant individually)

8. Do you feel that the time in the ETC prepares you well for arriving in/setting up a new life in the resettlement country?

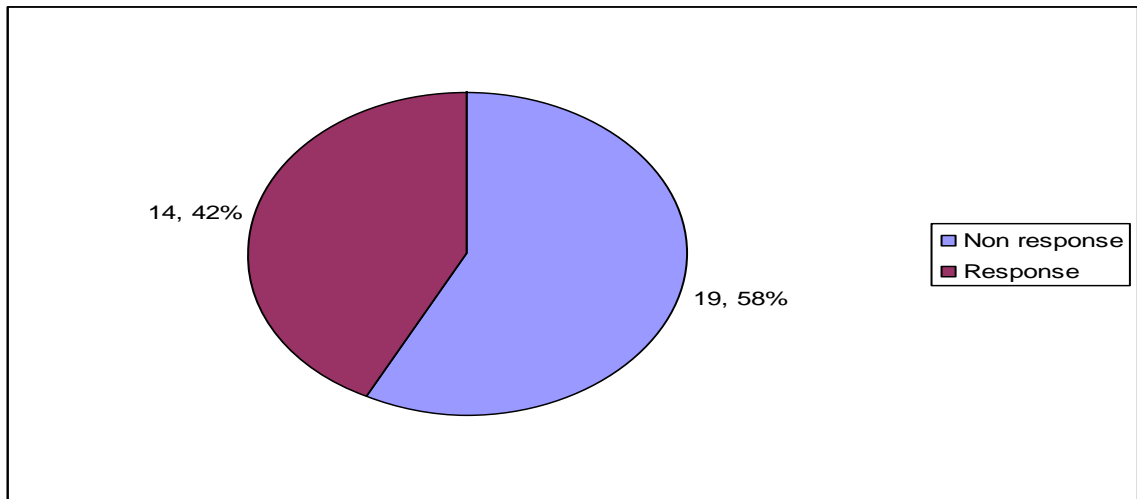
❖ Language, vocational training, other

9. Anything else that you would like to discuss?

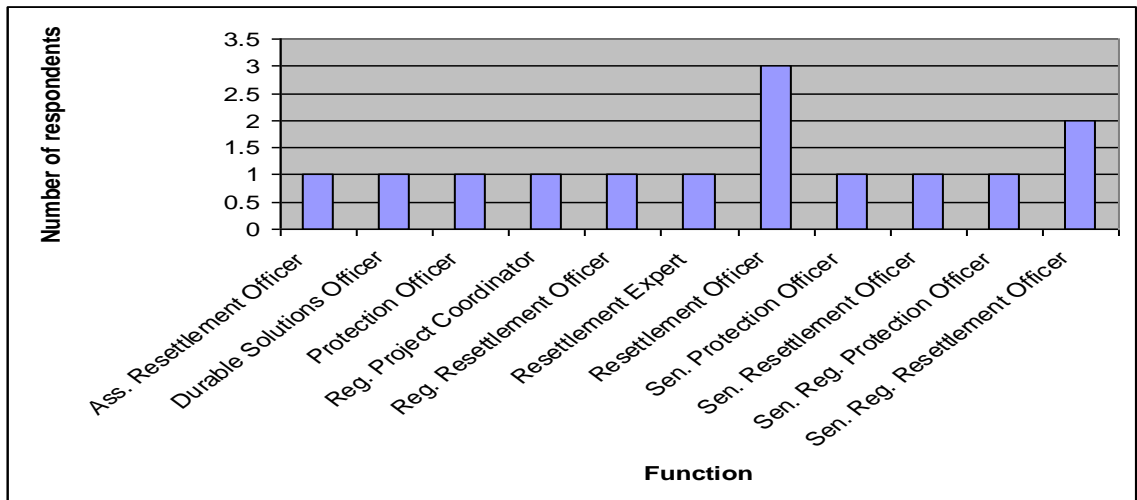
## Annex VIII: Findings resettlement staff survey

The survey results given below are those based on closed questions. The answers given to open questions have only been given in the main body of this evaluation report. The numbers do therefore not correspond with the numbering of questions in the questionnaire given in Annex VI.

### 1. Response rate

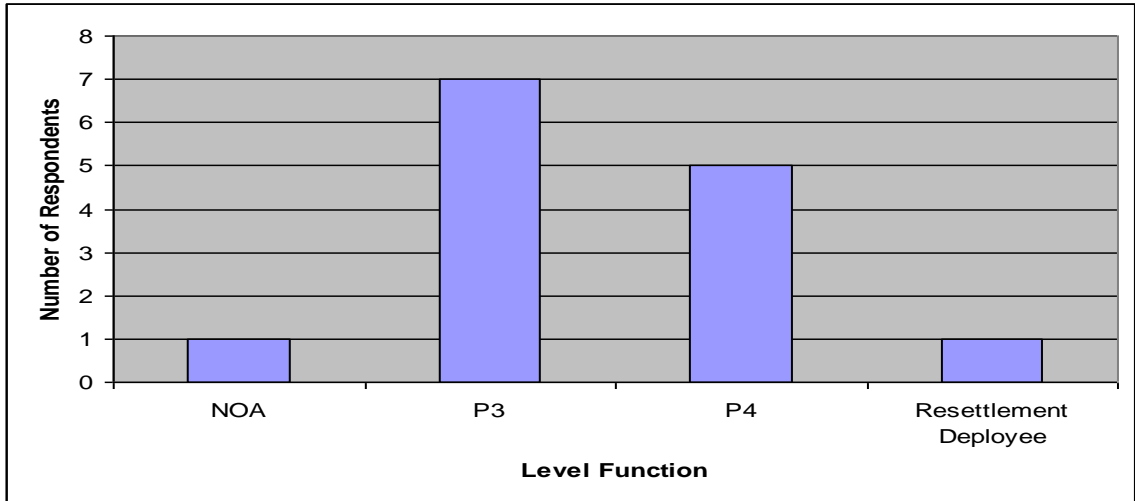


### 2. Function respondents

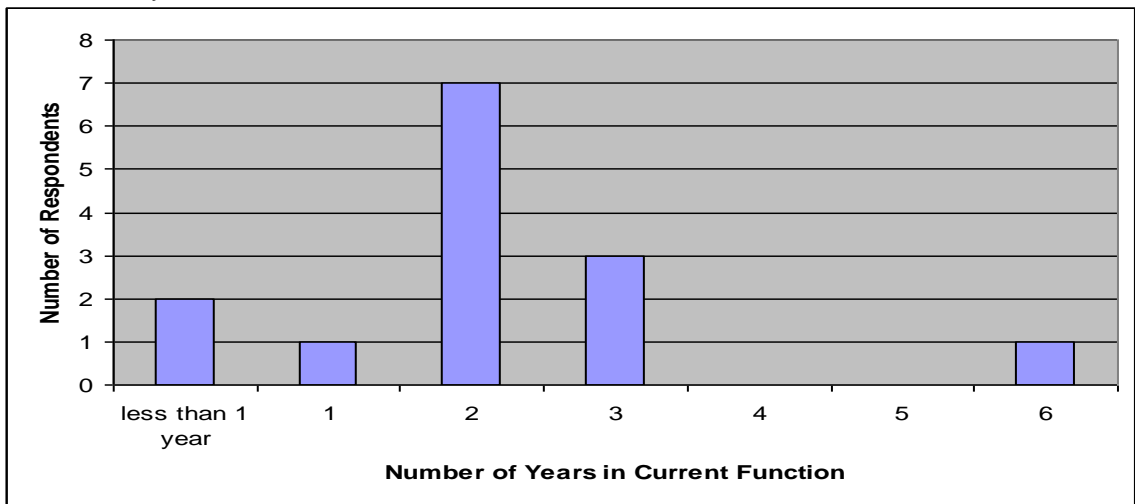




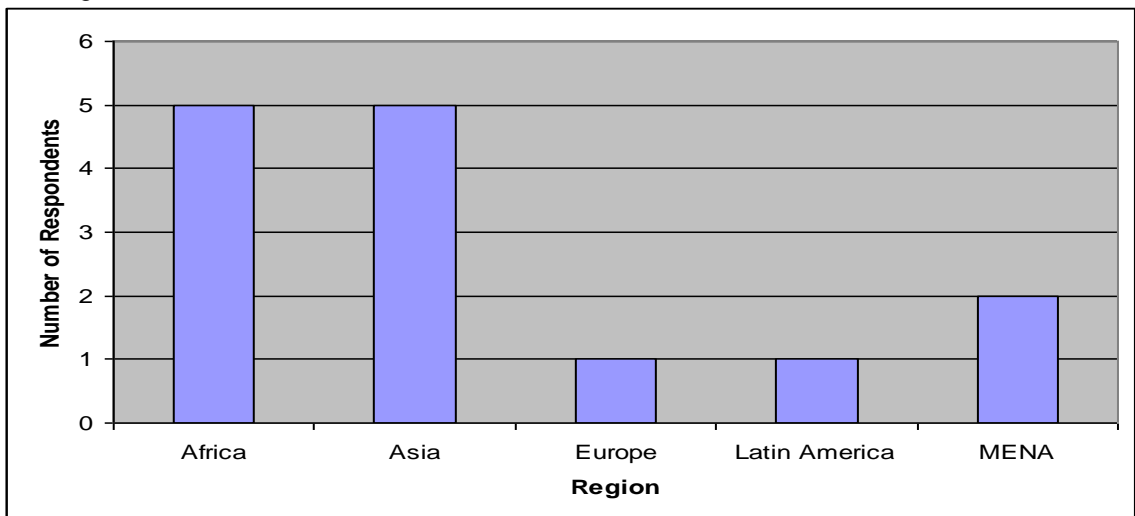
3. Function level respondents



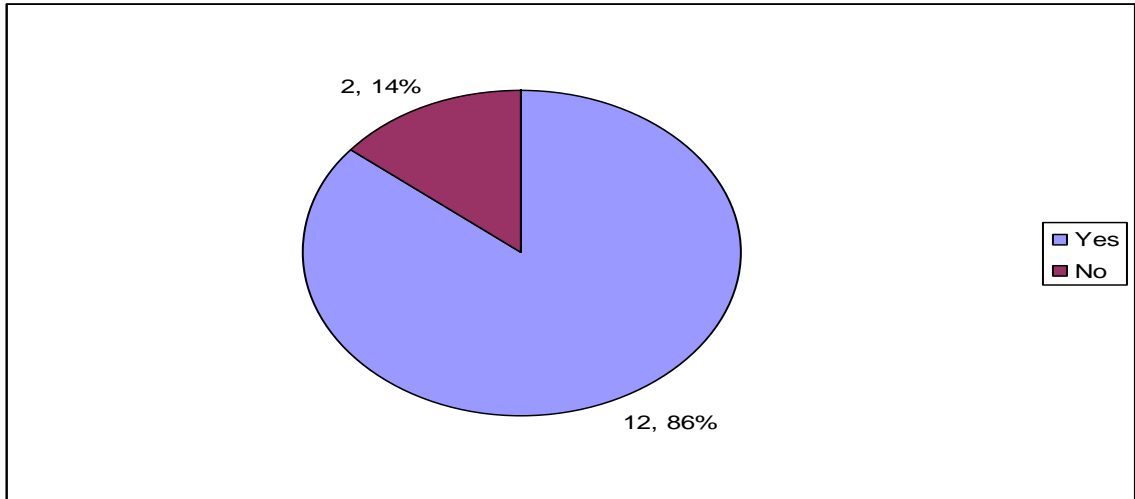
4. Number of years in current function



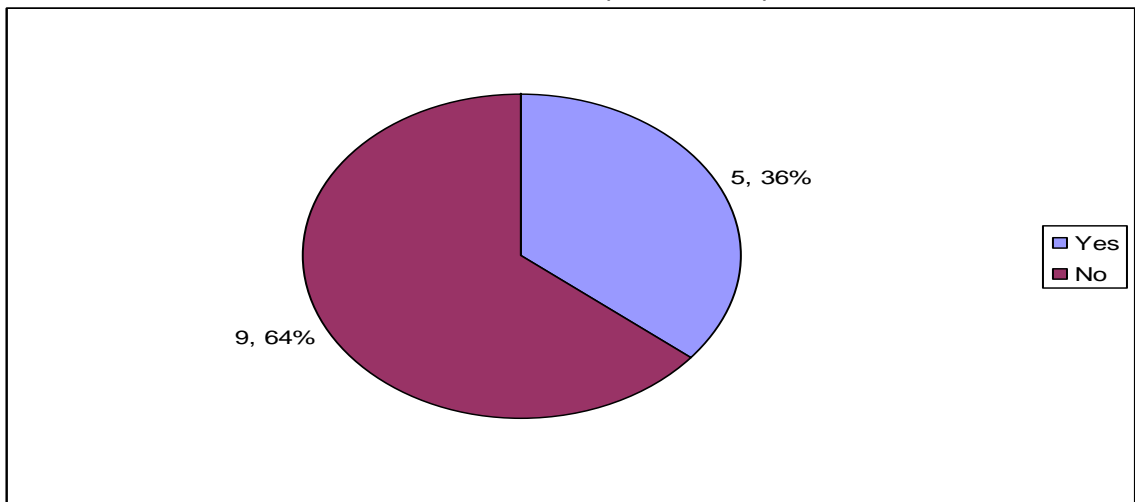
5. Region



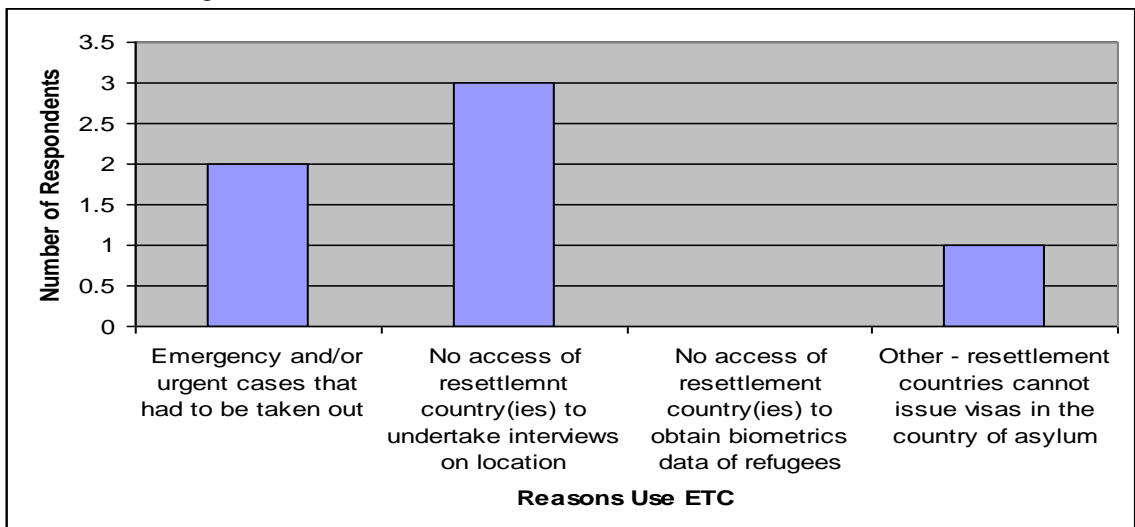
6. Knowledge ETC



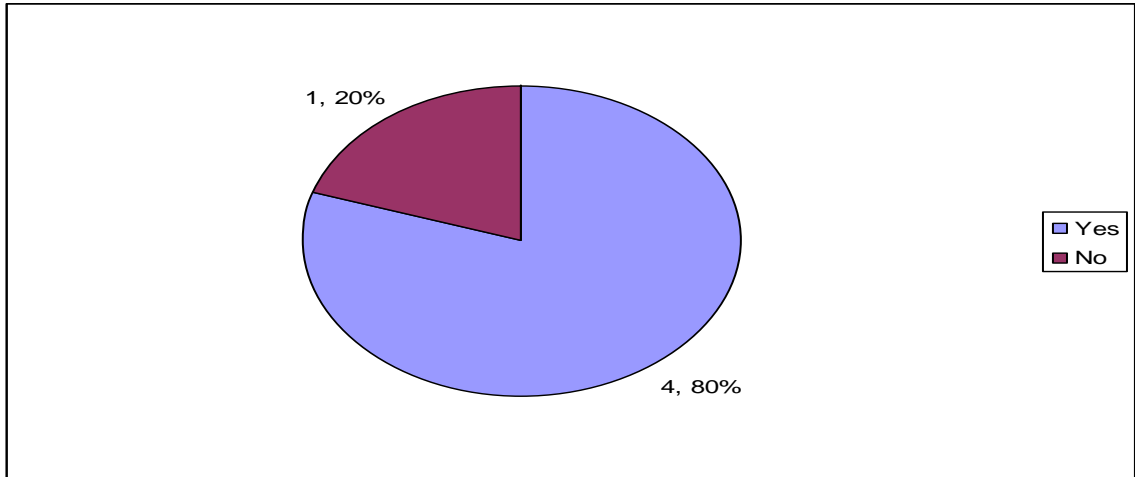
7. Use of at least one of the ETCs in Eastern Europe in current position



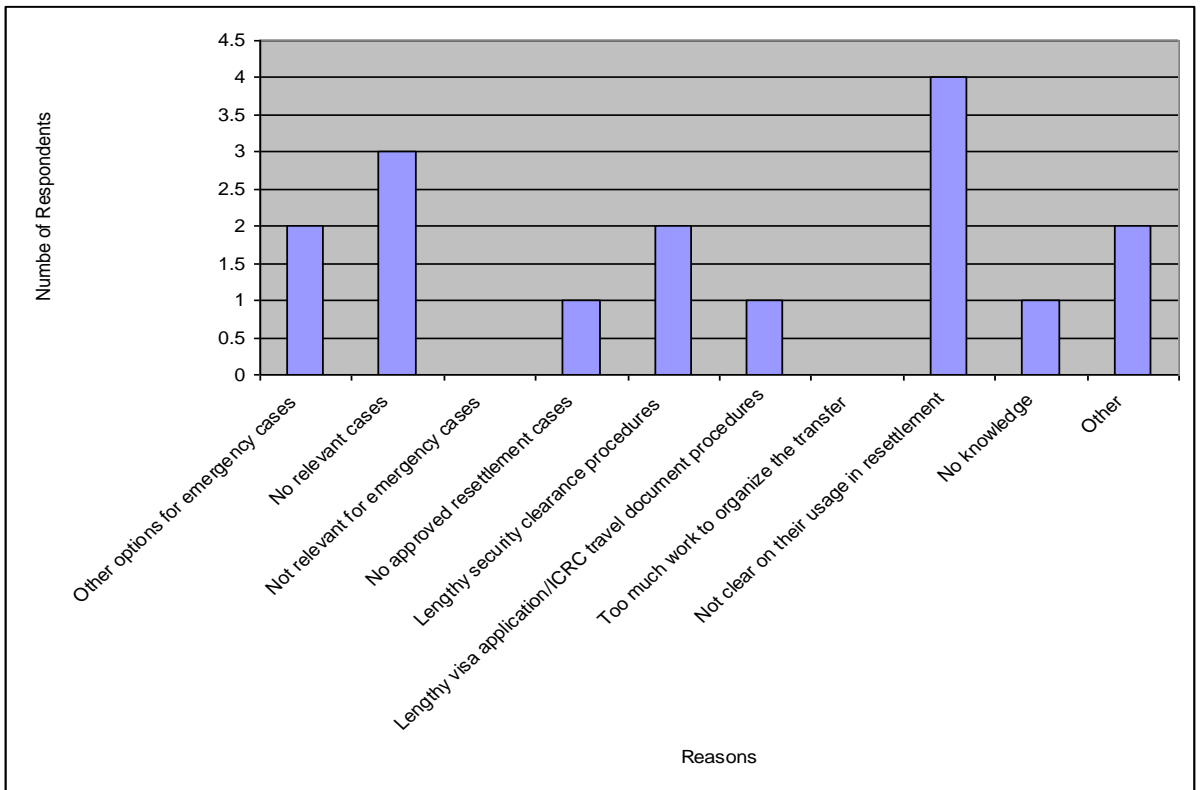
8. Reasons usage ETC



9. Sufficient information on processes and procedures related to using the ETCs

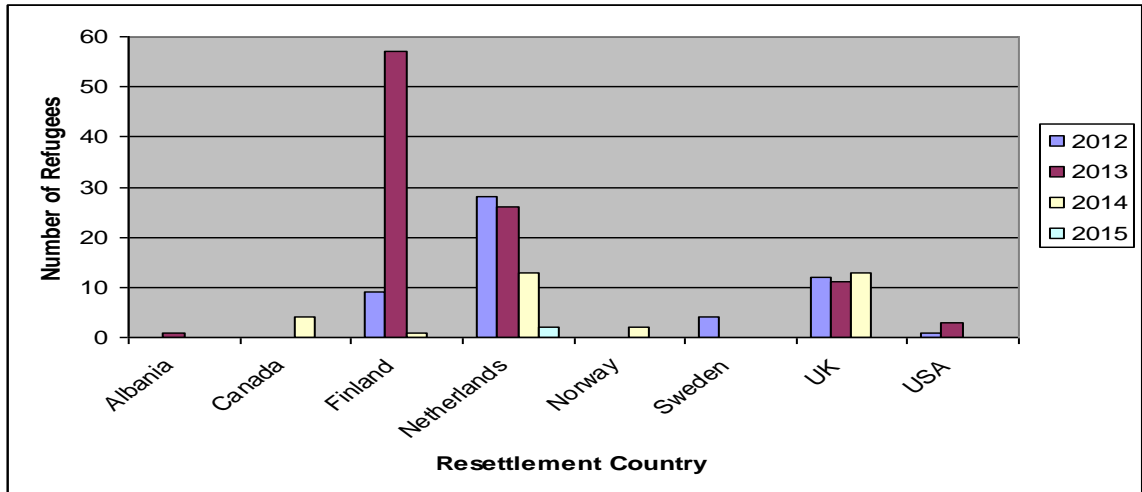


10. Reasons for not using ETCs in current position

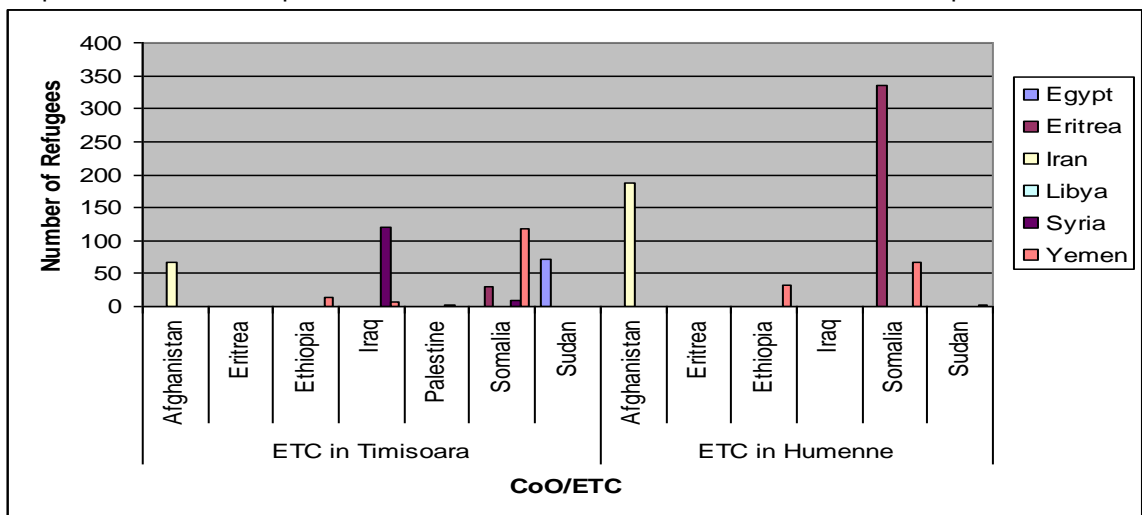


## ANNEX IX

Graph 1: Annual emergency and urgent priority submissions per resettlement country for the ETC in Timisoara, 01 Jan 2012-30 Sep 2015



Graph 2: CoO and CoA per ETC for resettlement to the USA, 01 Jan 2012-30 Sep 2015



Graph 3: Number of refugees per CoO per ETC, 01 Jan 2012-30 Sep 2015<sup>1</sup>

