

IASCI Final Progress Report:

Kosovo Source Information Project (KOSIP)

<u>Project Category:</u>	Technical Cooperation on Migration
<u>Project Sub-Category:</u>	Technical Cooperation for Migration Management
<u>Executing Agencies:</u>	International Organization for Migration (IOM) International Agency for Source Country Information (IASCI)
<u>Local Counterparts:</u>	Provisional Institutions for Self-Government (PISG); United Nations Interim Administration Mission in Kosovo (UNMIK); international organizations; host country governments, local and international non-governmental organizations.
<u>Geographical Coverage:</u>	Kosovo, Serbia and Montenegro ¹
<u>Project Management Site:</u>	IOM Kosovo and IASCI Vienna
<u>Target Group(s):</u>	PISG and municipal authorities; relevant authorities; professionals involved in pre-departure planning and return and reintegration of Kosovars; selected actors involved in return assistance, including where relevant international organizations and non-governmental organizations.
<u>Project Duration:</u>	From 01 June 2006 until 31 December 2006 (extended until 28 February 2007);

¹ The province of Kosovo (Serbia and Montenegro) will henceforth be referred to as “Kosovo” and “Kosovo’s” will be used for the possessive form.

1. Project Summary

The Kosovo Source Information Project (KOSIP) represents a cooperative arrangement between the International Organisation for Migration (IOM) Mission in Kosovo and the International Agency for Source Country Information (IASCI). In close co-ordination with the United Nations Interim Mission in Kosovo (UNMIK) and the Provisional Institutions of Self-Government (PISG), the two partners cooperated to implement the project between 01 June 2006 and 28 February 2008 (after a two-month no cost extension was granted by UNMIK) in their respective area of expertise.

KOSIP was designed as a sophisticated information management mechanism to provide unbiased, objective and reliable field-based information directly to relevant decision-makers and professional end-users engaged in migration management.

KOSIP's overall objective was to contribute to the promotion of regular and orderly migration and to facilitate phased, orderly, managed, and sustainable return and reintegration processes.

The KOSIP partners created a well-functioning information exchange and management network between the local level administrations, namely the Municipal Chief Executive Officers (MCOs), under which Municipal Returns Offices (MROs) operate, the United Nations Interim Administration Mission in Kosovo (UNMIK) as well as interested states.

During the project duration:

- Potential returnees, relevant authorities and decision-makers at all levels have been provided with a mechanism which enabled them to make better-informed decisions, streamline work-processes, and acting within critical time-constraints.
- Although the KOSIP structure and mechanisms were put at disposal of all actors involved in migration management, apart from host countries' authorities, no other organisation has used the services provided under KOSIP.

In order to respond to the KOSIP procedural requirements IASCI developed a simplified and internet-based request tracking capacity that integrated the operations of Central Unit IASCI as well the IOM project staff. This methodology proved completely sufficient to monitor the overall process of project implementation (See Annex 2, Request Database). This served as ground of statistical analysis provided by IASCI.

Ultimately, KOSIP provided UNMIK's Office of Communities, Returns and Minority Affairs (OCRM) and its authorised clients unbiased, objective and reliable field-based information with a 100% response rate in **5,772 questions, clustered in 673 Request Sets.**

A detailed statistical analysis is provided in Annex 1 to this report.

2. Activities

All KOSIP information requests which were forwarded by UNMIK OCRM have been pre-processed by the IASCI Central Unit. In line with the Terms of Services agreed by the project partners, information provided in form of standardized lists were transcribed into standardized Information Request Templates and submitted to IOM for field processing.

Individual, information requests were formulated by the Central Unit and the authorized end-user. Only then the information requests were forwarded to IOM Kosovo for research. The information collected through the field research were obtained by IOM info operators by public domain sources in line with the SOPs adopted for this purpose.

Once completed in the field and forwarded to the Central Unit, individual Information Request Templates were translated by the Central Unit into both Internal and External Answer Templates (all information on source and researcher deleted in the external documents) and forwarded to the end-user.

An internet-based monitoring and data storage facility allowed for rapid and secure data processing and real-time independent monitoring of the completeness of all research carried out. On regular basis, independent verification of a 10% random sample of the caseload was carried out in the field.

The installation of a web-based intranet storage facility (128 bit SSL encoded) introduced by IASCI enabled secure and protected data transfer without the need to use encrypted e-mail.

3. Activities overview:

In line with its contractual obligations, IASCI at the KOSIP Central Unit carried out, amongst others, the following activities:

- Development of a systematic, coherent and safe request processing methodology, in co-operation with the project partners, including:
 - o Terms of Services Agreement with the end-users and Standard Operating Procedures (SOPs).
 - o Automated software tool for standardized request processing;
 - o Internal and External Answer Templates (see Annex 1 and 2)
 - o Internal Reporting template (UNMIK RU) on standardized requests processed;
 - o Internet-based data storage and management solution;
 - o Independent verification and random-sampling tool.
- Training on above methodology carried out for IOM, and in co-operation with IOM, for all offices involved;
- Beta-testing and adjustment of the above methodology;
- 5,772 information requests clustered in 673 Internal Request Templates formulated and forwarded to IOM in the field, including:
 - o 232 Standardized Request Templates;
 - o 319 Individual Request Templates for five different end-users² authorised by UNMIK OCRM.
- 672 Internal Answer Templates post-processed³ and forwarded to UNMIK OCRM;
- 319 External Answer Templates generated⁴ and forwarded to UNMIK OCRM and authorised clients;

² Including German, Austria, Sweden, Switzerland, as well as individual cases from other countries authorised by UNMIK OCRM RU (identity not known to IASCI Central Unit).

³ Internal Answer Templates received from IOM have been checked on their accuracy, compiled with digital photos and documents where required and transferred to the client into PDF-Format prior to submission.

- Unofficial translation services into German language on identified cases upon request by UNMIK OCRM;
- 18 Internal Standardized Answer Summary Matrixes forwarded to OCRM;
- Real-time overview data-base and data storage facility published on internet-based IASCI Intranet;
- Installation of independent internet access for IOM's KOSIP staff for reliable and secure data transfer;

4. Outputs per month

From the beginning until the end of the project (31 December 06, extended until 28 February 07), **673** Information Request Sets, or **5,772** individual questions (= Information Requests) have been processed by the KOSIP Central Unit. Please find below a detailed breakdown of outputs per month. A statistical analysis follows in Annex 1 to this report.

5.1 Outputs in June 2006:

Beta testing was completed using 54 Information Request Sets (clustered by families; or 36% of June caseload in 5 priority municipalities (e.g. Prishtinë/Priština, Klinë/a, Istog/k Prizren and Mitrovicë/a). Eight initial Training Sessions with all MROs and MCOs in 21 municipalities were carried out by IOM with the support of IASCI, resulting in effective coverage of all municipalities on minority lists (i.e. 21). One follow-up Training Session was held for Istog/k, Klinë/a, and Pejë/Peć.

5.2 Outputs in July 2006:

112 information Request Sets were processed; out of which 40 Standardised Request Sets have been processed by 26 July with a focus on greater Pristina area as instructed by OCRM RU; 4 individual request sets and 68 Beta requests (21 submitted to RU for review). The average number of questions answered per set in July has been 9 questions.

⁴ External Answer documents were cleared of all information related to the identity of the researcher and the primary sources of information. Documents were forwarded (incl. photos and scanned documents) in PDF-Format to the client.

5.3 Outputs in August 2006:

A total of 64 request sets were processed, out of which 18 were standardized request sets. 27 Individual Request Sets have been received from OCRM and processed in the field, including two request sets from Sweden and two request sets from Switzerland.

As part of the control system under KOSIP, nine Internal Answer Templates (15%) were randomly selected on 29 August by IASCI and independently verified by IOM. The results were 100% accurate.

5.4 Outputs in September 2006:

A total of 74 Request Sets were processed in September. This represents an increase of 16% in comparison to the caseload of August 2006. The caseload includes 32 standardized information requests (5 additional request sets from the August standardized lists as well as 27 Request Sets from the two standardized lists for September 2006. Total: 43.2% of Sept caseload) and 42 individual request sets. Of the 42 individual requests forwarded to IASCI Central Unit by OCRM, seven se 35 were from Germany (47.5% of September caseload). This increase of cases forwarded by Germany amounts to 84% in comparison to the month of August 2006.

On 30 September 2006, 24 of these 35 German individual were still pending, but all answers were completed by IOM and forwarded by IASCI to OCRM RU in the respect of the deadline set forth for these cases, on 6 October 2006).

5.5 Outputs in October 2006

A total of 116 Request Sets were processed in October. This represents an increase of 57% of the caseload in comparison with the month of September 2006. The caseload includes 43 standardized information requests (Total: 37% of Oct caseload) and 70 individual requests forwarded to the IASCI Central Unit by OCRM RU, in accordance to what established with. In addition, 70 forwarded by German authorities through OCRM RU (60% of September caseload). This increase of cases forwarded by Germany amounts to exactly 100% in comparison to the month of September 06.

On 31 October 2006, 30 of these 70 German individual requests were still pending, but on 14 November 2006, in accordance with the deadline set forth for these cases, the answers were forwarded to OCRM RU by IASCI Central Unit.

5.6 Outputs in November 2006

A total of 150 Request Sets were processed in November 2006. This is an increase of 29% in comparison to the caseload in October 2006 (see also below). The caseload included 45 standardized information requests (for a total of 33% of November caseload), and 105 were individual request sets forwarded to IASCI Central Unit by OCRM RU. Of these 105 individual request sets, 92 represented German cases (62 % of November caseload), and 12 were Swedish (8% of the November caseload).

Of the 91 German cases, 25 have been forwarded to OCRM RU, according to the deadline set forth for these cases, by 12 December 2006.

5.7 Outputs in December 2006:

A total of 59 request sets were processed in December 2006. This represented a decreasing of the previous trend of 61%. The caseload included 28 standardized information requests (47% of December caseload) and 31 individual request sets forwarded to IASCI Central Unit by OCRM RU. Of these 31 30 represented German cases (51% of December caseload) one was a Swedish case. On 31 December 2006, were answered.

5.8 Outputs in January 2007:

A total of 15 Request Sets have been processed in January 2007. This represents a decrease of 75% of the previous month's caseload. The caseload included eight standardized information requests (53% of January caseload) and seven individual request sets forwarded by OCRM RU to IASCI Central Unit. Of these seven individual request sets, four were German cases (51% of January caseload) and three Swedish (20% of January caseload) All requests were processed by the end of January, in accordance with the deadline.

5.9 Outputs in February 2007:

A total of 29 request sets were processed in February 2007. The caseload included 18 standardized information requests (62% of January caseload) and 11 individual requests forwarded by OCRM RU to IASCI Central Unit. Of these nine, seven were Swedish cases (24% of February caseload) and four were German cases (27% of January caseload). On 27 February 2007, all requests were answered.

8. Conclusions

Operations under KOSIP developed efficiently and with no significant constraints from IASCI's perspective. All problems and constraints that occurred were resolved by the project partners in close coordination with the donor.

Communication with the OCRM Repatriation Unit was efficient and result-oriented.

IOM pro-active approach in supporting the MRO/MCO structures with transport and communication in order to allow KOSIP to maintain its quality standards in delivering information to the end-user.

The average processing time between receipt of the information requests and final answers (internal and external) to the requesting party remained steady at an average of 8.46 working days throughout the period of implementation (well within the 10 working days according to Terms of Services).

IASCI, 11 March 2007

Annex 1: KOSIP Statistical Overview

Month	BETA	OCRM standardized	OCRM Individ.	German Individ.	CH Individ.	SWE Individ.	AT Individ.	Total
Jun 06	54	0	0	0	0	0	0	54
Jul 06	68	40	1	3	0	0	0	112
Aug 06	0	18	23	19	2	2	0	64
Sep 06	0	32	4	35	0	2	1	74
Oct 06	0	43	0	70	0	3	0	116
Nov 06	0	45	2	91	0	12	0	150
Dec 06	0	28	1	29	0	1	0	59
Jan 07	0	8	4			3		15
Feb 07	0	18	4	0	0	7	0	29
Total	122	232	39	247	2	30	1	673

Table 1: Total Number of Request Sets processed

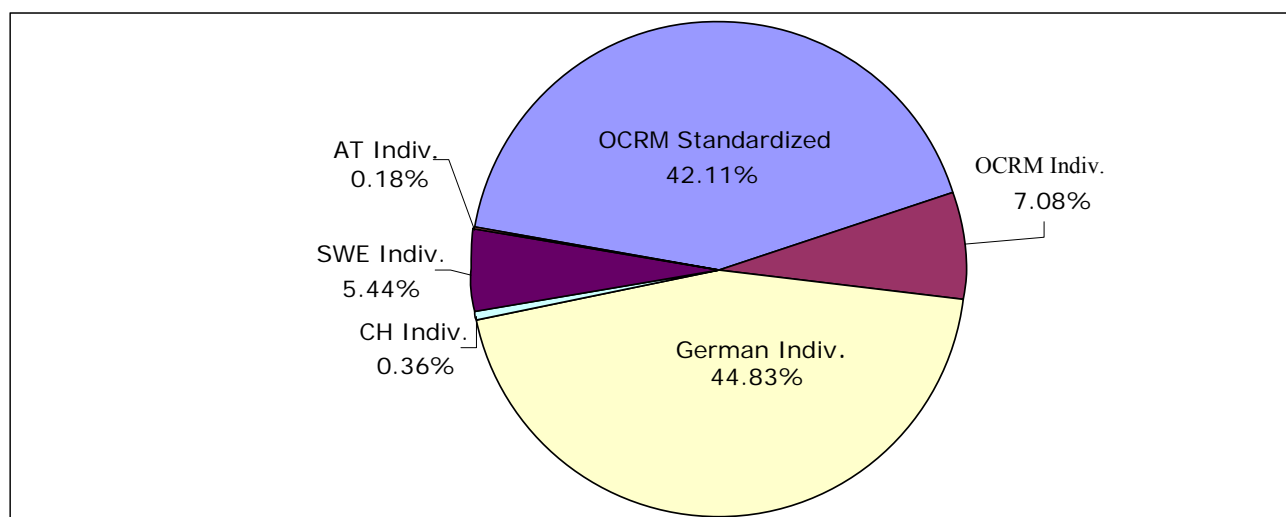


Chart 1: Percentage of Request Sets by Requesting Party¹

The caseload processed under KOSIP in form of standardized Information Requests represents 42.11% of the total caseload. The majority, 44.83% of the cases processed have been Individual Requests forwarded by German Authorities and authorised by UNMIK OCRM RU. The total caseload processed for cases from Germany represents 94% of the total caseload.

¹ OCRM Standardized: Cases extracted from two standardized lists from Germany forwarded by OCRM on monthly basis. OCRM Individual: Individual cases forwarded by OCRM RU in non-standardized format (scanned docs, word files, etc.) *Cases mostly from Germany.* German Individual: Individual cases forwarded by German Authorities, approved by OCRM RU on case-to-case basis, in non-standardized format. AT Individual: Individual cases from Austria, forwarded by OCRM RU. SWE Individual: Individual cases from Sweden, forwarded by OCRM RU. CH Individual: Individual cases from Switzerland, forwarded by OCRM RU.

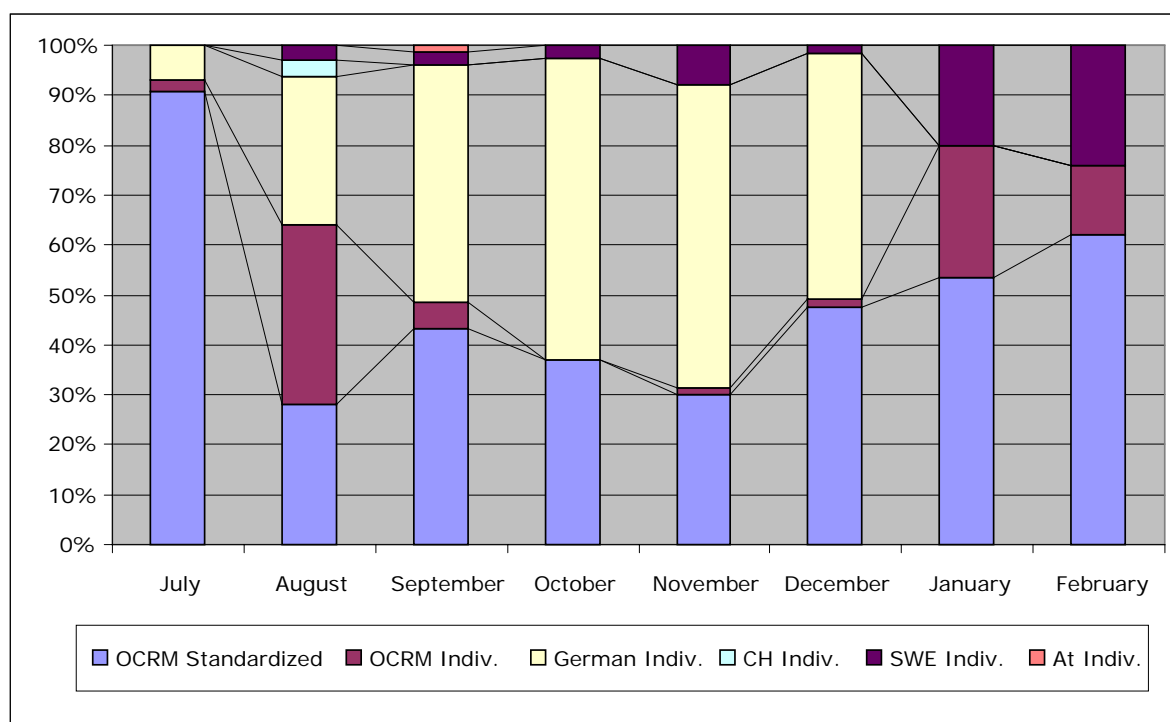


Chart 2: Development of Request Sets forwarded to KOSIP by Client (June only beta testing)

Chart 2 illustrates the development of request processing for the different clients/methods of forwarding requests to the KOSIP Central Unit (as described in footnote 1). Between September and November 06, the largest majority of cases processed have been individual information requests forwarded by German Authorities (bars marked in light yellow in chart 2).

Month	BETA	OCRM standardized	OCRM Indiv.	German Indiv.	CH Indiv.	SWE Indiv.	AT Indiv.	Total
Jun 06	486	0	0	0	0	0	0	486
Jul 06	612	360	9	27	0	0	0	1,008
Aug 06	0	162	184	152	16	18	0	532
Sep 06	0	288	32	280	0	18	8	626
Oct 06	0	387	0	560	0	27	0	974
Nov 06	0	405	16	728	0	108	0	1,257
Dec 06	0	252	8	232	0	9	0	501
Jan 07	0	72	32	0	0	27	0	131
Feb 07	0	162	32	0	0	63	0	257
Total	1,098	810	225	459	16	36	8	5,772

Table 2: Total number of Information Requests (=Questions) processed under KOSIP.

The standardized Request Sets consisted of nine Information Requests (=Questions) each. Individual Information Request Sets consisted as an average of 8 Information Requests. In total, 5,772 Information Requests were processed and forwarded to UNMIK OCRM RU.

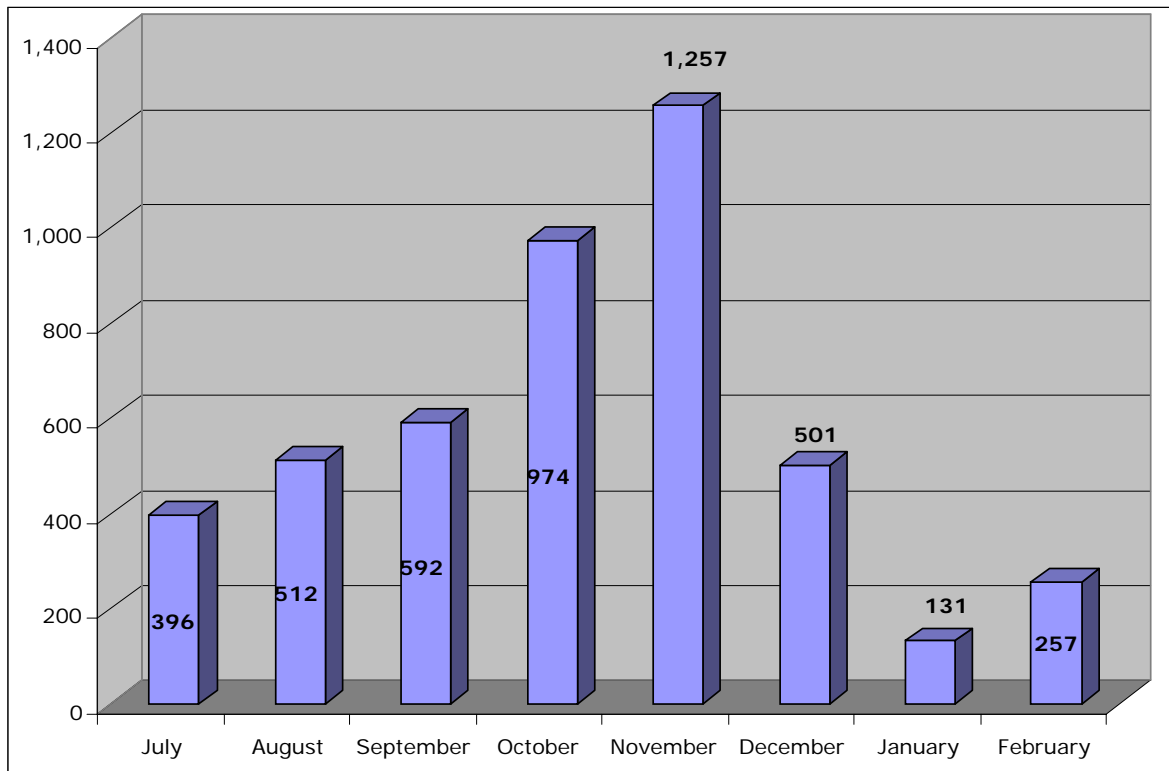


Chart 3: Number of Information Requests processed under KOSIP per month.

As Chart 3 illustrates, the month of November 2006 marks the peak of the total number of information requests processed (1,257). After that, the caseload drastically decreased. The reason for that development was that the project was planned to be terminated by end December 06. Only relative limited numbers of individual requests were processed after 05 December 06 and during the period covered by the no-cost extension. Secondly, the number of cases included in the standardized lists for December until February have been significantly lower than in the preceding months.

The request sets covered each one family. The average number of family members is 3.5. Therefore, 5,772 statements of fact on 2,355 persons have been obtained under KOSIP.

	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Total
Pejë – Peć	27	24	5	11	18	20	4			109
Prishtinë – Priština	5	6	13	12	22	15	11	2	9	95
Istog – Istok	12	19	5	7	7	9	2	1		62
Ferizaj – Uroševac		8	6	9	7	13	11	1	7	62
Fushë Kosovë – Kosovo Polje		8	9	10	6	13	6	2	7	61
Lipjan – Lipljan		9	4	5	9	11	4	3		45
Gjakovë – Đakovica		6	3	4	16	11	2	2		44
Mitrovica - Mitrovica	5	6		5	8	10	2			36
Podujevë – Podujevo		4	4	2	5	10	2			27
Obiliq – Obilić		4	3	2	4	7	4	2	1	27
Prizren	5	5			2	4	5			21
Vushtrri – Vuçitrn			1		3	9	2		2	17
Klinë – Klina		7	1		2	5				15
Gjilan – Gnjilane			2	1	4	2	2		1	12
Shtime – Štimlje		2	4				1	2	1	10
Suharekë – Suva Reka		1	1	1	2	1				6
Kacanik				2	0	3				5
Shtërpcë – Štrpce			1	1		1			1	4
Rahovec - Orahovac		1		2		1				4
Decan - Decane						3	1			4
Viti – Vitina			1			1				2
Malishevë – Malishevo		1	1		0					2
Skenderaj - Srbice						1				1
Kamenica - Kamenicë	0	0	0	0	1					1
Dragash - Dragaš		1								1
Total	54	112	64	74	116	150	59	15	29	673

Table 3: Total number of Request Sets processed by municipality (including beta testing cases)

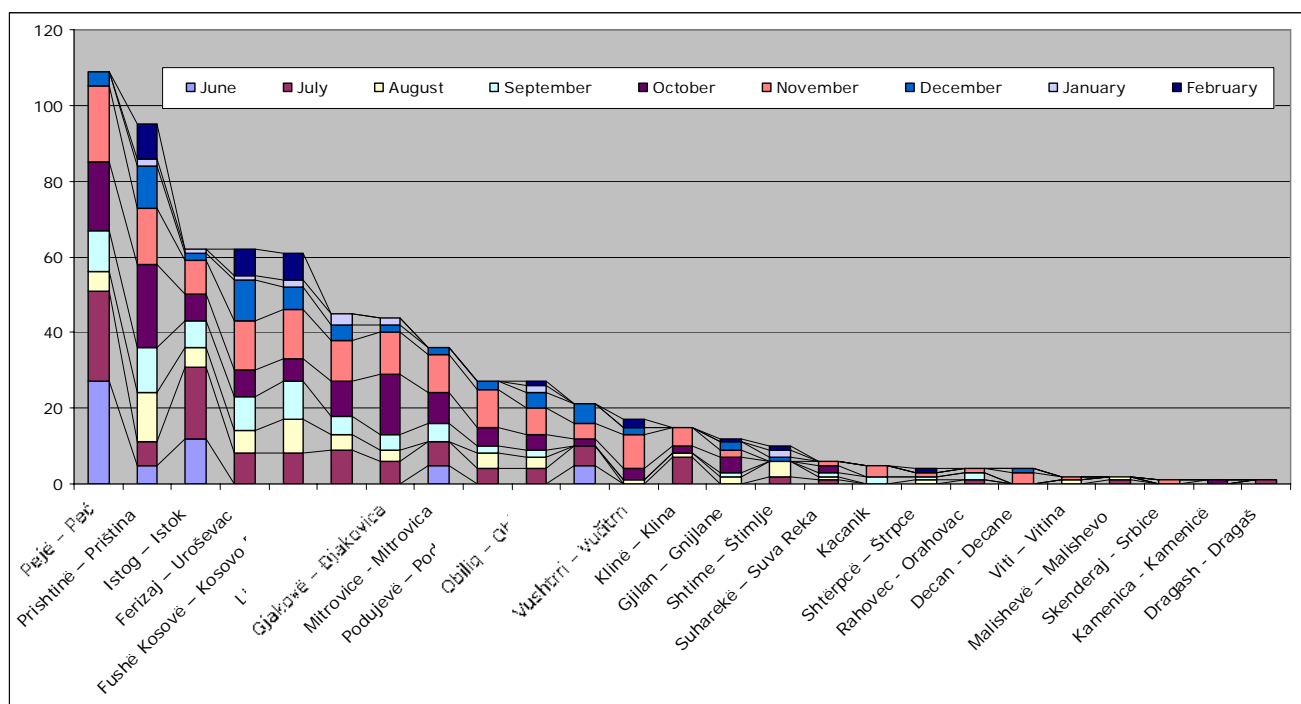


Chart 4: Total number of Request Sets processed by municipality (including beta testing cases)

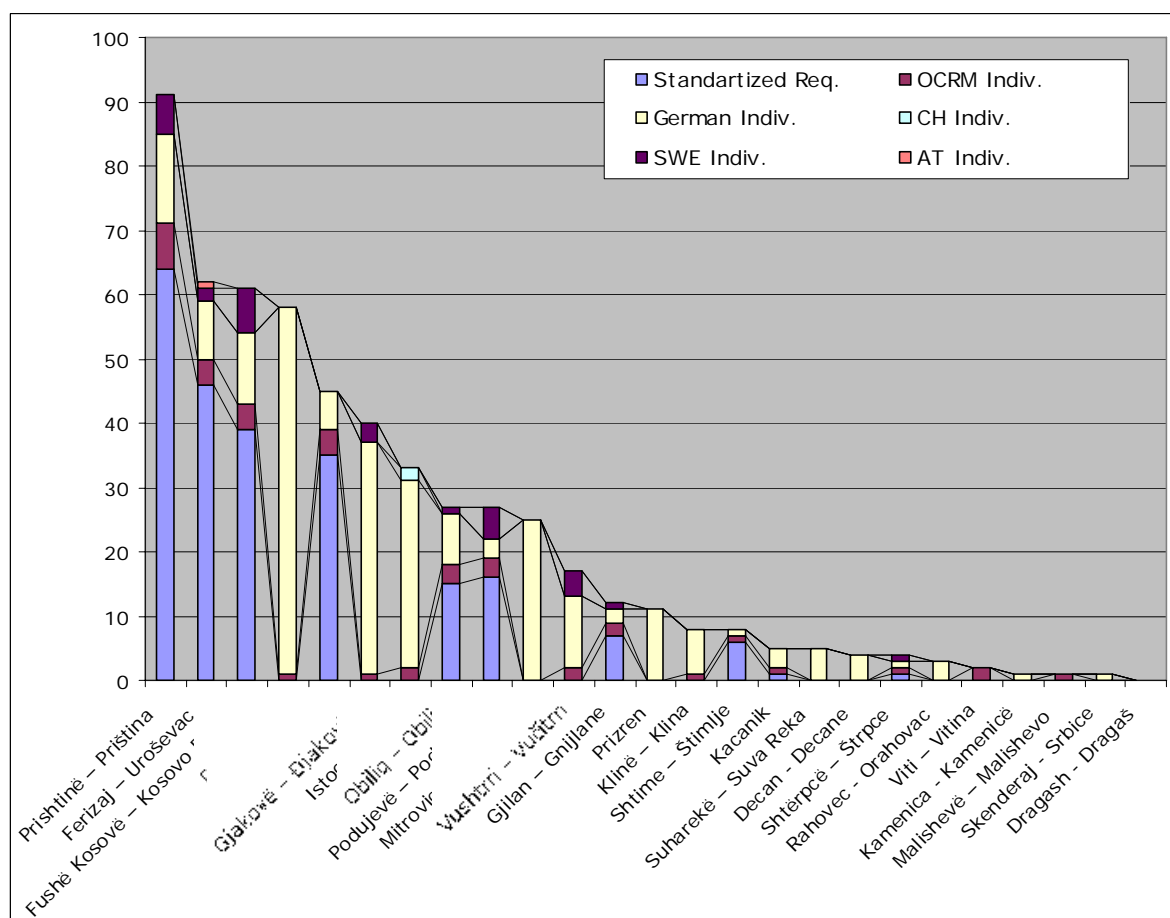


Chart 5: Total number of Request Sets processed by municipality (excluding beta cases)

The larger part of the beta testing of the questionnaires and the methodology has been carried out in Pejë/Peja and region. This is why this municipality ranks as the one with the highest number of processed requests (see chart 4).

Chart 5 excludes the beta testing cases and reflects more accurately the ranking of municipalities. The highest number of requests has been processed in Prishtinë/Pristina (91), Ferizaj/Uroševac (62) and Fushë Kosovë – Kosovo Polje (61). This reflects the decision on UNMIK OCRM RU for KOSIP to focus in the processing of standardized requests on broader Prishtinë/Pristina region (see the bar marked in light blue).

In the municipality of Pejë/Peja (58 sets) the fourth highest number of requests has been processed. As indicated in the bar marked in light yellow, the majority of cases here have been processed as Individual Information Requests forwarded by the German Authorities with the approval of OCRM RU. The least number of cases has been processed in Dragash/Dragaš (only one beta case) and Kamenica/ Kamenicë (only one German Individual case).

	Standard . Req.	OCRM Indiv.	German Indiv.	CH Indiv.	SWE Indiv.	AT Indiv.	Total
Prishtinë – Priština	56	6	13		4		79
Pejë – Peć		1	58				59
Ferizaj – Uroševac	39	3	9		2	1	54
Fushë Kosovë – Kosovo Polje	34	2	11		5		52
Lipjan – Lipljan	32	4	6				42
Gjakovë – Đakovica		1	36		1		38
Istog – Istok		1	29	2			32
Podujevë – Podujevo	16	3	3		5		27
Mitrovice - Mitrovica			25				25
Obiliq – Obilić	15	1	8				24
Vushtrri – Vuçitrn		1	11		3		15
Gjilan – Gnjilane	7	2	2				11
Prizren			11				11
Klinë – Klina		1	7				8
Kacanik	1	1	3				5
Shtime – Štimlje	3	1	1				5
Suharekë – Suva Reka			5				5
Decan - Decane			4				4
Rahovec - Orahovac			3				3
Shtërpçë – Štrpce	1	1	1				3
Viti – Vitina		2					2
Kamenica - Kamenicë			1				1
Malishevë – Malishevo		1					1
Skenderaj - Srbice			1				1
Dragash - Dragaš ²							0

Table 4: Total number of Request Sets processed by municipality and by requesting party (excluding beta testing cases)

² Only Beta testing requests have been processed in the municipality of Dragash – Dragaš.

Party	Request Sets	%
German Individual	247	44.83
OCRM Standardized	232	42.11
OCRM Individual	39	7.08
SWE Individual	30	5.44
CH Individual	2	0.36
AT Individual	1	0.18
Total	551	100.00

Table 5: Division of Requests Sets by Requesting Party, excluding Beta Cases.

IASCI, 11 March 2007