

## Standard Operating Procedures (SOPs) on Diaspora's Engagement in Shelter Assistance



*A step-by-step procedure for a more coordinated and effective engagement of diasporas in the Shelter & Settlement response, with the ultimate goal of expanding and improving assistance in the shelter sector, at different stages of the crisis management cycle, for communities affected disaster.*

<b>SOP TITLE</b>	Diaspora Engagement in Shelter Assistance
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<b>APPROVED BY</b>	Global Shelter Cluster Leads and Working Group partners

## About Standards Operating Procedures

Standard operating procedures (SOPs) are a set of written steps that captures the best practices of a field or industry as applied in a specific organization. SOPs are often created to provide specific steps and ensure the repeatability and consistency of the performance of any type of process. The SOPs development, implementation, and revision procedure includes: Research the steps in a procedure (plan); create the procedure (do); verify the procedure (test); and use the SOP to standardize daily activity and revise as needed (act). However, while SOPs pave a pathway to greater efficiencies, creating them and maintaining them should never become an aim in itself, as SOPs must serve the quality and efficiency of the interventions.

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## Acronyms table

AAP	Accountability to Affected Population
BBS	Building Back Safer
DO	Diaspora Organisation
DRR	Disaster Risk Reduction
ENA	Emergency Needs Assessments
FP	Focal Point
GSC	Global Shelter Cluster
GST	GSC Global Support Team
IP	(DO) Institutional Partners
LCN	(DO) Local and Community Network
SC	Shelter Cluster
SCT	Shelter Coordination Team
SCWG	In country - inter agency Shelter Cluster or Working Group
S&S	Shelter & Settlements
SSDRR	Safe Shelter & Disaster Risk Reduction
SOPs	Standard Operating Procedures
TWG	Technical Working Group

# 1. Introduction and scope

## 1.1 Background

Displacement related to disasters, either man-made or natural, has continued to occur at an alarming rate, with 18.8 million people newly displaced in 2018<sup>1</sup>, with weather-related hazards, mainly floods and storms, triggering the vast majority of these new displacements.<sup>2</sup> In the wake of these disasters and lack of resilient shelter in countries with limited resources, people deal with losses of loved ones and destroyed properties while anticipating the long road back to individual and communal recovery. Furthermore, for those affected by disasters caused by natural hazards, vulnerability plays a key role in preventing people from fully recovering.<sup>3</sup>

Despite **the efforts made by the international community to meet the ongoing demand for assistance and services, the humanitarian response consistently falls short of need. This is particularly true in the shelter sector**, where the international community is only able to meet a limited portion of the post-disaster demands, and often is constrained to target only the most vulnerable. Although shelter is regarded as a critical, lifesaving need, alongside other key sectors like health, food and protection, the scope and benefits of providing humanitarian shelter & settlement assistance are underestimated. This results in poorly integrated responses and in a significant gap in meeting essential shelter needs of affected populations<sup>4</sup>. The negative consequences of disasters on the shelter sector are compounded by needs that remain unmet over time, thus becoming further exacerbated once a new disaster strikes.

The need to support affected communities in their own response and reconstruction efforts, and the progressive recognition that shelter is a process, and not only a product, has led to an **increased emphasis on the need for engagement and partnership with other non-institutional actors, like the same affected communities and the diasporas that seek to help them, through remittances and other non-financial contributions.**

It is well known that diaspora involvement in humanitarian response is key; it traditionally takes the form of remittances that are sent back to families and communities in the countries of origin. However, the diaspora also plays a significant role in shelter response beyond remittances and includes temporary or permanent return, mobilizing in-kind donations and volunteers' mission, provision of technical skills and support to disasters affected governments or local NGOs, providing direct assistance through NGOs, pushing advocacy efforts, among others. Their ability to provide this assistance may contribute to closing the gap of unmet need and insufficient resources, whatever type of disasters.

Despite the role that diasporas play to support the disasters-affected communities, in the shelter and other sectors, there is no formalized method of coordination for non-institutional actors such as Diaspora Organizations (DOs) in shelter response; the development of these SOPs is crucial for the strengthening and mainstreaming of diaspora engagement in the Shelter Cluster for a more effective and coordinated response.

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<sup>1</sup> <http://www.internal-displacement.org/global-report/grid2018/>

<sup>2</sup> IDMC Disaster Displacement Risk Model. <https://www.internal-displacement.org/disaster-risk-model>

<sup>3</sup> IDMC 2019 Global Report on Internal Displacement. <https://www.internal-displacement.org/sites/default/files/publications/documents/2019-IDMC-GRID.pdf>

<sup>4</sup> The Shelter Cluster, The State of Humanitarian Shelters and Settlements 2018

## 1.2 Scope of the SOPs on Diaspora Engagement in Shelter Assistance

- 1.2.1 These SOPs are meant to **propose a step-by-step procedure for a more coordinated and effective engagement of diasporas in the Shelter & Settlement response, with the ultimate goal of expanding and improving assistance in the shelter sector, at different stages of the crisis management cycle, for communities affected disaster.**
- 1.2.2 These SOPs provide a recommended framework for interagency coordination, communication and cooperation between diasporas and shelter actors, with the Shelter Cluster, both at the global and country level, being the main reference platform.
- 1.2.3 Diaspora here it is intended as *Emigrants and their descendants, who live outside the country of their birth or ancestry, either on a temporary or permanent basis, yet still maintain affective and material ties to their countries of origin.*<sup>5</sup>
- 1.2.4 Diaspora's engagement in the shelter sector here it is intended as *engagement in a variety of shelter and settlement activities, which may include, but not being limited to awareness raising, communication, contribution to shelter solutions, support to financing, at every phase of the disaster management cycle (preparedness, response, recovery and reconstruction).*
- 1.2.5 Although these SOPs are inspired by the work conducted with US-based diasporas from Haitian, Bangladesh and Philippines, they are designed in the hope they may be used in all crisis contexts, where diasporas intervene within the shelter and settlement sector.
- 1.2.6 Although these SOPs are intended for the shelter sector, that may be used, with needed adjustments, as model for other sectors/clusters and for overall for diaspora's engagement in humanitarian assistance.
- 1.2.7 These SOPs are voluntary and non-binding and are meant as suggested framework to ensure that activities carried out by the diaspora independently are more coordinated and effective, while also more able to fill existing gaps in shelter response.
- 1.2.8 The suggested use of the SOPs is in its entirety; however, actors may choose to use segments or parts due to capacity, context and specific activities implemented.

## 1.3 Intended audience

- 1.3.1 These SOPs may be used by all diaspora organizations and other shelter actors involved in different capacities in the shelter cluster, at the global and/or country level that may be willing to implement them.
- 1.3.2 Other key actors such as government stakeholders and private sector are not the target audience, however all are invited to use and sign them.

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<sup>5</sup> International Organization for Migration/Migration Policy Institute, Developing a Road Map for Engaging Diasporas in Development: A Handbook for Policymakers and Practitioners in Home and Host Countries (2012).

## 1.4 Roles, Responsibilities and activation of SOPs

- 1.4.1 GSC partners may implement the SOPs as written, providing a technical and advisory role to diaspora organizations, groups and individuals seeking to provide activities and programming in any capacity as detailed above, as to improve coordination on the ground and avoid the duplication of efforts.
- 1.4.2 In country Shelter Cluster or similar sectorial interagency coordination may implement the SOPs as written, providing a technical and advisory role to diaspora organizations, groups and individuals seeking to provide activities and programming in any capacity as detailed above, as to improve coordination on the ground and avoid the duplication of efforts.
- 1.4.3 A Diaspora Organization may implementing the SOPs as written, working in coordination with GSC and/or In country Shelter Cluster members to effectively coordinate their shelter response in line with the country-level Shelter Cluster plan.
- 1.4.4 Any diaspora organization or GSC actor can bring forth an event for consideration of SOP activation within the diaspora designated framework. GSC Leads would then inform in timely manner all related parties with the WG the ideal venue for discussion and agreement of activation.

Table 1. SOPs on Diaspora Engagement in Shelter & Settlement Response I A. Key processes by phase

DIASPORA ORGANISATION (DO)*	INTERAGENCY SHELTER COORDINATION
Entry point: Coordination & Technical Focal Points	Entry point: Interagency Coordination Team**
<ul style="list-style-type: none"> <li><input type="checkbox"/> Define <b>thematic, technical &amp; geographic objectives</b> for Shelter &amp; Settlements programming.</li> <li><input type="checkbox"/> Map <b>technical &amp; response capacities</b>.</li> <li><input type="checkbox"/> Disseminate <b>Focal Points (FPs) details &amp; DO profile</b>.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Register DO FPs in <b>relevant mailing lists</b>.</li> <li><input type="checkbox"/> Support DO in navigating <b>global and in country of interest coordination platform</b>.</li> <li><input type="checkbox"/> Invite DO FPs in relevant global and national <b>networking &amp; coordination Events</b>.</li> </ul>
<ul style="list-style-type: none"> <li>▷ Identify &amp; strengthen <b>technical area of interest</b>.</li> <li>▷ Identify &amp; promote <b>DO added value areas</b>.</li> <li>▷ Identify &amp; develop <b>areas for partnership</b>.</li> <li>▷ Disseminate <b>IEC material</b> to DO partners and countries of interest communities and implement <b>safe shelter awareness activities</b>.</li> <li>▷ Build shelter related <b>Volunteers &amp; Staff register</b>.</li> <li>▷ Setup <b>response teams</b> &amp; strengthen their <b>capacities</b>.</li> <li>▷ Create <b>hotline &amp; network hub</b> for information sharing.</li> </ul>	<ul style="list-style-type: none"> <li>▷ Identify global and national <b>humanitarian standards</b> for DO to adhere to.</li> <li>▷ Identify global and national <b>Technical Working Groups (TWG)</b> for DO to contribute to.</li> <li>▷ Identify <b>technical guidelines &amp; standards</b> and <b>IEC material</b> for DO to use and disseminate, as for BBS <b>capacity enhancement initiatives</b> that DO could benefit from.</li> <li>▷ Identify relevant national <b>Response Plan &amp; Lessons Learned</b> to DO themes and/or country of interest.</li> <li>▷ Support DO in identification of <b>agencies for DO to partner with</b>, at global and national levels.</li> <li>▷ Introduce DO to <b>key coordination and Information management principles &amp; systems</b>.</li> </ul>
<ul style="list-style-type: none"> <li>▽ Engage relevant global &amp; in country <b>response coordination platform</b> and communicate <b>updated FP contact details</b> (including in country if relevant).</li> <li>▽ Activate response teams, and disseminate <b>Volunteers and Staff register for response &amp; potential secondment</b> to SC/WG &amp; other shelter partners.</li> <li>▽ Contribute to interagency (1) <b>needs assessments, gaps &amp; duplication analysis</b>, (2) <b>response strategy &amp; standards definition</b>, (3) <b>response planning &amp; monitoring</b>, and (4) relevant <b>response Technical Working Groups</b>.</li> <li>▽ Activate hotline &amp; network hub to streamline <b>Accountability to Affected Population &amp; Advocacy</b> initiatives and messages.</li> <li>▽ Adapt <b>DO planning to National Response Strategy</b>.</li> <li>▽ Engage with <b>pool funding mechanisms</b> if relevant.</li> <li>▽ Engage with <b>other DOs to maximise joined interest &amp; contribution</b> to the response.</li> </ul>	<ul style="list-style-type: none"> <li>▽ Coordinate with DO to <b>liaise with in country coordination response platform</b>, especially when no active Shelter Cluster / Working Group is activated.</li> <li>▽ Assess possibilities to <b>include DO seconded staff in coordination team</b>.</li> <li>▽ Involve DO in <b>all Shelter Coordination issues</b>, especially regarding Logistic, Market analysis, Remittances, Accountability to Affected Population &amp; Advocacy <b>to leverage their added value</b>.</li> <li>▽ Assess and leverage opportunities to include DO in <b>Strategic Advisory Group</b> &amp; other <b>decision making coordination forums</b>.</li> <li>▽ Support DO to access <b>pool funding mechanism</b> and <b>operational, thematic &amp; geographic response partnership</b>.</li> </ul>
<p><input type="checkbox"/> Coordination engagement, ▷ Preparedness, ▽ Response</p> <p>* Apply to all DOs (individual, umbrella organisation, Global Confederation Humanitarian Hub) - ** GSC Global Support Team for global level, Shelter Coordination Team for Shelter Cluster or Working Group for in country/local level</p>	

## 2. Key processes: Communication, Coordination, Cooperation & Financing

### 2.1 Communication

- 2.1.1 The diasporas are often first-responders and receive information in more informal ways (social media, WhatsApp, etc.) from communities often not reached by traditional actors. DO could play an important role in enhancing Shelter & Settlement response at each phase of the response, by channelling relevant information from communities to and from Shelter Cluster at country level. This is particularly important for issues relevant to Accountability to Affected Population (AAP) and Advocacy.
- 2.1.2 Communication is essential to the improved coordination and cooperation among diaspora organizations and institutional shelter actors. Increased communication with institutional and expert actors may make the assistance provided by the diaspora more effective and qualitative.
- 2.1.3 DO should communicate its coordination and technical Focal Point(s) to interagency coordination team, if available.
- 2.1.4 The Global Shelter Cluster Global Support Team (GST) and In country Shelter Cluster/Working Group Coordination Team (SCT) members should be seen as preferable entry points for communication with institutional shelter partners. They will be able to help DO in timely understanding of institutional humanitarian and technical landscape and connecting with most relevant stakeholders at relevant global and national levels.
- 2.1.5 Some suggested channels for DO external communication may include:
- Joining Shelter Cluster mailing and contact lists at Global and country levels; depending of strategic, operational and technical levels of interest
  - Reviewing regularly relevant websites (see [annex II](#))
  - Creating a network hub for increased information sharing with DO community and institutional stakeholders.
  - Establishing diaspora specific hotlines at relevant levels (ie global and for countries of interest), to be activated following agreed set of indicators for preparedness and response. This hotline
  - Designating specific focal points depending of DO set of interests

### 2.2 Coordination

- 2.2.1 Greater coordination among diasporas and Shelter Cluster actors may be beneficial for both parties to increase effectiveness of the assistance.
- 2.2.2 For coordination and external communication at global level, the preferable interlocutor for DO is the GST. If targeted audience is at country level and that no Shelter Cluster or similar interagency coordination mechanism is activated, In this case it is recommended to first contact the GST for advice.
- 2.2.3 For coordination and external communication at country level, the preferable interlocutor for DO is the SCT. If targeted audience is at country level and that Shelter Cluster or similar interagency coordination mechanism is activated.
- 2.2.4 Some ways for increased coordination may include:
- Creating a cluster-like system of DOs focal points (at global and country level), including designated sector leads
  - Creating a command centre that may lead DO internal and external coordination

- Defining steps for activation of diaspora internal SOPs
- Creating core teams for global, regional and local diaspora emergency response units
- Conducting regular consultations (call, meetings, webinars, etc.), where cluster shelter actors/focal points may be invited
- Attending GSC's coordination calls, when possible
- Sharing with SC's actors and other shelter actors databases and/or rosters of experts and volunteers
- Taking into account needs assessment funding's conducted by the SC
- Sharing information about Diaspora's current and prospect interventions, as for foreseen added value for preparedness and response

## 2.3 Cooperation

- 2.3.1 DO should identify its areas for cooperation, around its defined thematic, technical & geographic objectives for Shelter & Settlements programming. GSC and SCT could support DO in navigating cooperation landscape, as for identification of potential relevant partners.
- 2.3.2 Diaspora organizations and traditional actors can work together to establish joint initiatives and program implementation with shelter cluster actors, including by;
- Establishing and sharing diaspora volunteer and experts' rosters and networks, with core expertise relevant in the fields of shelter and settlements
  - Mapping and sharing on-call technical experts
  - Elaborating joint proposals
  - Ensuring complementarities, and avoiding overlapping of interventions
  - Contributing to all Shelter Cluster processes, including (1) needs assessments, gaps & duplication analysis, (2) response strategy & standards definition, (3) response planning & monitoring, (4) relevant response Technical Working Groups, (5) AAP, (6) Advocacy and (7).

## 2.4 Financing

- 2.4.1 DO may use this SOPs to engage with Shelter Cluster actors at Global level to look for potential funding opportunity with institutional donors and partners. DO may use this SOPs to engage with Shelter Cluster actors at country level to seek for potential funding opportunity, especially regarding pool funding as for interagency financing mechanisms.
- 2.4.2 DO should engage Shelter Cluster Coordination Teams and actors at relevant levels to enhance the understanding of alternative access to financing for communities in need of safe shelter solution.
- 2.4.3 GSC and SCT should engage with DO to explore ways to leverage BBS measures in S&S through financial transfer modalities.

### 3. Diaspora’s engagement in shelter & settlement preparedness and response

#### 3.1 Preparedness phase

Preparedness and disaster risk reduction activities are key to ensuring strong systems and structures are in place to respond to the needs of the affected populations. The diaspora can play an important role in preparedness, as vital conduits of information flows and the promotion of preparedness messaging among communities often not reached by traditional shelter actors. Preparedness activities and other disaster risk reduction best practices should be performed proactively.

Table 2. SOPs on Diaspora Engagement in Shelter & Settlement Response I B. Preparedness

KEY PROCESSES	DIASPORA ORGANISATION (DO)	KEY STAKEHOLDERS	
A. Objectives setting for Shelter & Settlements (S&S) Programming	P1 Map <b>organisation strengths &amp; weaknesses for S&amp;S response &amp; related fields</b> , at global and for countries of interest levels.	Map potential gaps & opportunities for DO to support affected population in line with its defined objectives.	IP <sup>1</sup> LCN <sup>2</sup>
	P2 Map <b>key thematic, demographic and geographic area of interest</b> .	Map added value areas from and for DO to invest in identified areas of focus.	GSC <sup>3</sup> SCWG <sup>4</sup>
B. Engagement of coordination framework	P3 Build understanding of institutional <b>S&amp;S operational environment</b> with the identification of related <b>coordination platforms, key stakeholders</b> to engage with and active <b>shelter partners</b> .	Provide guidance to DO for relevant S&S and related humanitarian coordination platforms and stakeholders, at global and for countries of interest levels.	GSC SCWG
	P4 Participate within <b>S&amp;S coordination forums at global and in country levels</b> : - Designation of DO technical and coordination <b>Focal Points (FPs)</b> - Dissemination of <b>DO profile</b> - Registration within relevant <b>mailing lists</b> - Participation to <b>preparedness meetings</b> - Contribution to targeted <b>Working Group</b>	Map added value from DO contribution to humanitarian shelter response, and enable their engagement.  Inclusion of DO FPs in relevant coordination platforms & networking globally and for countries of interest.	GSC SCWG HAP <sup>5</sup>
C. Capacity strengthening	P5 Familiarise with <b>key tools &amp; processes</b> , and disseminate relevant ones within DO: - National & local <b>response plans</b> - <b>Response packages &amp; modalities</b> - <b>Lessons Learned</b> from past disaster responses - <b>Safe Shelter awareness</b> - <b>S&amp;S technical guidelines</b>	Map relevant resources to support DO knowledge building and understanding of key technical area.	GSC SCWG
		Guide DO in its learning path with invitation to relevant awareness and training opportunities.	GSC SCWG HAP

	<ul style="list-style-type: none"> <li>- S&amp;S Sphere &amp; other standards</li> <li>- Emergency Needs Assessments</li> <li>- Coordination &amp; Information Management</li> </ul>		
	<b>P6</b> Establish <b>alliances with shelter partners (agencies and donors)</b> at global, national and local levels.	Establish joined strategic or operational partnership with DO, around targeted areas of common interest.	<b>GSC</b> <b>SCWG</b> <b>HAP</b> <b>IP</b>
	<b>P7</b> Build up <b>Diaspora Specific Hotline</b> with creation of a <b>network hub for information</b> sharing.	Share Information to provide valuable contribution to DO Hotline and network.	<b>GSC</b> <b>SCWG</b> <b>HAP</b>
<b>D. Outreach</b>	<b>P8</b> Promote <b>awareness</b> and conduct <b>training activities</b> around <b>Safe Shelter &amp; other Disaster Risk Reduction areas</b> among DO stakeholders and communities not reached by other partners.	Identify relevant IEC material and support to DO for its outreach activities.	<b>GSC</b> <b>SCWG</b>
		Support DO in the implementation of their outreach activities.	<b>IP</b> <b>LCN</b> <b>HAP</b>
	<b>P9</b> Research & communicate on <b>DO added value for Humanitarian S&amp;S response</b> , that could include innovation and new trends, analysis of remittances mechanisms, register of specialist, engagement of private sector or socio cultural networking.	Support DO in developing research material.  Promote and disseminate DO produced material within S&S humanitarian network.	<b>GSC</b> <b>SCWG</b> <b>HAP</b>
<b>E. Readiness</b>	<b>P10</b> Develop <b>prepositioning of shelter material &amp; resources</b> , including identification of delivery mechanisms.	Support DO in the identification of relevant standards and strategies.	<b>GSC</b> <b>SCWG</b>
	<b>P11</b> Designate <b>Preparedness &amp; Response Focal Points (PRFPs)</b> within diaspora and local network.	Register DO's PRFPs within relevant networks and contact lists.	<b>SCWG</b> <b>IP</b> <b>LCN</b>
	<b>P12</b> Develop <b>core teams for emergency response units</b> , at relevant global, regional and local level.	Identify available curricula and support for DO's emergency response units capacity building.	<b>GSC</b> <b>HAP</b>
	<b>P13</b> Develop <b>volunteer diaspora network/register</b> for response and/or <b>potential secondment to other shelter partners</b> .	Disseminate and leverage DO's register to relevant networks.	<b>GSC</b> <b>SCWG</b> <b>HAP</b>

(1) IP : DO Institutional Partners, (2) LCN: Local & Community Network, (3) GSC: Global Shelter Cluster, (4) SCWG: In country Shelter Cluster or Working Group, (5) HAP: Humanitarian Agencies & Partner

## 3.2 Response & Recovery

Diasporas play a key role in disaster response in their countries of origin; they are often first-line responders, quickly sending relief and financial aid, volunteers, and missions. Diasporas can offer a supporting role in the shelter response in a way that complements, boosts and amplify assistance provided by other actors, extending the reach of the assistance to difficult to reach communities, tailoring the assistance to specific local needs and sustaining the response even when other actors' interventions subside.

Diaspora plays one of the most significant roles in post-disaster recovery. Studies show that remittances typically increase after a natural calamity hits overseas workers' countries of origin, and act as a safety net for households that have migrants abroad<sup>6</sup>. Additionally, diasporas' intervention in the recovery phase may well complement other shelter actors' programs, benefiting communities that fall through the cracks of the assistance, sustaining the engagement after other actors' initiatives end and bridging the recovery phase with longer term development interventions.

Table 3. SOPs on Diaspora Engagement in Shelter & Settlement Response I C. Response & Recovery

KEY PROCESSES	DIASPORA ORGANISATION (DO)	KEY STAKEHOLDERS	
A. Response system activation	R1 Activate <b>DO Response teams</b> for the affected geographic areas.	Include DO Focal Points within relevant communication and coordination platform.	<b>GSC</b> <b>SCWG</b>
	R2 Activate <b>diaspora, in country and community networks</b> , with the dissemination of information and <b>S&amp;S awareness raising to affected communities</b> .	Provide agreed key messages and relevant material to DO FPs.	<b>SCWG</b>
B. Engaging Shelter & Settlement Coordination	R3 Participate within <b>in country Shelter coordination forums</b> : - Designation of <b>FPs for coordination, information management and technical inputs</b> , at diaspora and in country level. - Participation to <b>response meetings</b> - Contribute to <b>relevant Technical Working Group</b> where DO could bring valuable inputs as for remittances use, supply chain analysis or promotion for BBS.	Include DO representatives and other relevant in country focal points within coordination & communication systems.	<b>GSC</b> <b>SCWG</b>
		Provide guidance to DO in understanding Response Humanitarian Coordination Framework and dynamic.	<b>GSC</b> <b>SCWG</b>
		Include DO representatives in relevant Technical Working Groups.	<b>SCWG</b>
	R4 Contribute to the interagency <b>response monitoring to support gaps identification and avoid duplication</b> .	Support DO in using agreed Information Management systems as for the 3W matrix.	<b>SCWG</b>
	R5 Trigger when applicable <b>secondment of Do registered</b>	Promote DO human resources potential provision through relevant lists.	<b>SCWG</b>

<sup>6</sup> In the case of the Philippines, remittances from the diaspora increased by \$600 million in the three months following Typhoon Haiyan, with charitable foundations working directly with the government and communities also making notable contributions. Similarly, with the 2010 earthquake in Haiti, many US-based Haitian diaspora organizations quickly shifted their priorities to reconstruction and relief, with remittance rates spiking to \$1.1 billion by 2012.

	<b>volunteers and staff</b> to other coordination and response partners	Leverage opportunities of DO inputs within coordination and operational teams.	<b>SCWG</b> <b>HAP</b>
	<b>R6 Engage interagency and pool funding processes.</b>	Support DO in navigating Humanitarian funding mechanisms as for proposal submission	<b>SCWG</b>
	<b>R7 Contribute to the development of the interagency National Shelter Response plan:</b> - Activate local network to collect information on <b>Emergency Needs Assessments (ENA) &amp; monitoring</b> , for prioritisation of needs, geographic area, and demographic targeted groups - Map current and foreseen <b>DO and other diaspora actors capacity to respond</b> , including financial and in-kind contributions; but also interest for partnership with other actors for collaborative and constructive overlapping.	Include DO representatives in assessments planning, and findings in analysis of results.  Include DO representatives in strategic planning and coordination processes.	<b>SCWG</b>
	<b>R8 Promote the localisation of the response</b> , by establishing <b>links and partnerships</b> between (1) International and local actors, (2) Humanitarian and private sector, and (3) Institutional and community stakeholders.	Promote and disseminate DO efforts to support the localisation of the response	<b>GSC</b> <b>SCWG</b> <b>HAP</b> <b>IP</b> <b>LCN</b>
<b>C. Planning and Strategy development</b>	<b>R9 Define or adapt DO response plan:</b> - Taking in account <b>needs assessment findings</b> conducted at community and interagency levels. - Enhancing <b>compliance with humanitarian principles and sphere standards</b> . - Setting objectives and programming <b>in line with National Response Plan</b> . - Leading and/or <b>supporting initiatives and programs able to fill gaps</b> in shelter response. - Providing <b>additional alternative response financing</b> for local and affected communities, that may contribute to (self)recovery, especially for those not reached by other actors. - Ensuring <b>close coordination with shelter &amp; housing actors</b> , within the humanitarian nexus with recovery and development.		
		Provide DO with assessments findings.	<b>SCWG</b> <b>LCN</b>
		Support DO in the identification of humanitarian standards to comply with.	<b>SCWG</b>
		Map gaps in the response and opportunities for DO to leverage its specific capacities to respond within National Response Plan & framework.	<b>SCWG</b>
		Support DO in navigating the humanitarian nexus and evolving coordination platform transition from emergency to reconstruction and preparedness.	<b>GSC</b> <b>SCWG</b> <b>HAP</b>
<b>R10 Mobilise resources</b> - Establishing <b>alliances with shelter partners (agencies and donors)</b> .	Establish joined strategic or operational partnership with DO, around response areas of common interest.	<b>GSC</b> <b>SCWG</b> <b>HAP</b> <b>IP</b> <b>LCN</b>	

	- Partnering with other organizations that can provide <b>technical expertise</b> and <b>complement diaspora's response</b>		
<b>D. Advocacy</b>	<b>R11</b> Contribute to <b>interagency advocacy</b> :  - Collecting and analysing Information at diaspora and in country network levels through its hotline and communication channels.  - Promote messaging developed within coordination platform through its network.	Consult DO in advocacy initiatives and key message definition.	<b>SCWG</b>
		Support DO in channelling inputs and outputs of advocacy initiatives.	<b>SCWG</b> <b>HAP</b> <b>IP</b> <b>LCN</b>
<b>E. Accountability to Affected Population (AAF)</b>	<b>R12</b> Contribute to <b>interagency AAP efforts</b> :  - Collecting and analysing Information at diaspora and in country network levels through the DO hotline and communication network:  - Dissemination of key messages through relevant channels.	Consult DO in AAP initiatives and key message definition.	<b>SCWG</b>
		Support DO in channelling inputs and outputs of advocacy initiatives.	<b>SCWG</b> <b>HAP</b> <b>IP</b> <b>LCN</b>
<b>F. Technical &amp; social outreach</b>	<b>R13</b> Promote a wide dissemination of <b>BBS techniques and initiatives</b> , including awareness campaign and training initiatives:	Support DO for the identification of technical guidelines and BBS relevant inputs for DO shelter response operation.	<b>SCWG</b>
	<b>R14</b> Disseminate and communicate on <b>DO added value</b> for Humanitarian S&S response.	Disseminate DO contribution material within coordination network.	<b>SCWG</b>

(1) IP : DO Institutional Partners, (2) LCN: Local & Community Network, (3) GSC: Global Shelter Cluster, (4) SCWG: In country Shelter Cluster or Working Group, (5) HAP: Humanitarian Agencies & Partners

## Annexes and Tools

### I. List of interested parties and contact details

This list of agencies representatives have been consulted in the development of these SOPs at different stages. Please note that contact persons might change.

Agency	Name	Email address
<b>Diaspora Organisations</b>		
Haiti Renewal Alliance (HRA)	Firmin Backer Magalie Backer	<a href="mailto:firmimb@yahoo.com">firmimb@yahoo.com</a> <a href="mailto:mebacker@haitirenew.org">mebacker@haitirenew.org</a>
University of the Philippines Alumni Association of San Francisco and PSRC	Gabby Moraleda Gilberto Ongchango	<a href="mailto:gabby.moraleda.pub@gmail.com">gabby.moraleda.pub@gmail.com</a> <a href="mailto:elgino2@yahoo.com">elgino2@yahoo.com</a>
Filipino Americans in Science and Engineering	Phil Dela Cruz	<a href="mailto:jafilamdc@gmail.com">jafilamdc@gmail.com</a>
	Kevin Moreno	<a href="mailto:kmoreno@spauldingridge.com">kmoreno@spauldingridge.com</a>
PUSO (Filipino Youth Diaspora Organization)	Nicole Kozak Robert Banez	<a href="mailto:nicole.kozak1@gmail.com">nicole.kozak1@gmail.com</a> <a href="mailto:robertwbanez@gmail.com">robertwbanez@gmail.com</a>
Spreeha	Ferdouse Oneza	<a href="mailto:foneza@spreeha.org">foneza@spreeha.org</a>
PSRC (Pilipino Senior Resource Center)	Gabrielito Moraleda Jay Gonzalez Clod Gomez	<a href="mailto:gabby.moraleda.pub@gmail.com">gabby.moraleda.pub@gmail.com</a> <a href="mailto:jgonzalez@ggu.edu">jgonzalez@ggu.edu</a> <a href="mailto:ClodGomez@aol.com">ClodGomez@aol.com</a>
<b>Shelter Coordination</b>		
Global Shelter Cluster Support Team	Pablo Medina Angel Pascual	<a href="mailto:pablo.medina@ifrc.org">pablo.medina@ifrc.org</a> <a href="mailto:pascuala@unhcr.org">pascuala@unhcr.org</a>
Shelter Working Group Haiti	Federica Cecchet	<a href="mailto:fcecchet@iom.int">fcecchet@iom.int</a>
Shelter Cluster Philippines	Robbie Dodds	<a href="mailto:coord1.phil@sheltercluster.org">coord1.phil@sheltercluster.org</a>
IOM Diaspora Engagement Shelter team	Roberta Romano Chelsea Cooper Abigail Maristela	<a href="mailto:romano@iom.int">romano@iom.int</a> <a href="mailto:cocooper@iom.int">cocooper@iom.int</a> <a href="mailto:amaristela@iom.int">amaristela@iom.int</a>
<b>Humanitarian Agencies &amp; Partners</b>		
USAID/BHA	Alex Miller	<a href="mailto:alemiller@usaid.gov">alemiller@usaid.gov</a>
IOM Shelter & Settlement Global team	Joseph Ashmore Boshra Khoshnevis	<a href="mailto:jashmore@iom.int">jashmore@iom.int</a> <a href="mailto:bkhoshnevis@iom.int">bkhoshnevis@iom.int</a>
IFRC Shelter & Settlement Global team	Sandra D'Urzo	<a href="mailto:sandra.durzo@ifrc.org">sandra.durzo@ifrc.org</a>
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InterAction	Kathryn Sidlowski Mohammed Hilmi	<a href="mailto:ksidlowski@INTERACTION.ORG">ksidlowski@INTERACTION.ORG</a> <a href="mailto:MHilmi@INTERACTION.ORG">MHilmi@INTERACTION.ORG</a>
IOM Philippines	Conrado Navidad	<a href="mailto:cnavidad@iom.int">cnavidad@iom.int</a>
IOM Bangladesh	Timothy Sarkar	<a href="mailto:tk Sarkar@iom.int">tk Sarkar@iom.int</a>
IOM South Sudan	Asfar Khan	<a href="mailto:kafsar@iom.int">kafsar@iom.int</a>
CRAterre	Olivier Moles	<a href="mailto:olivier.moles@neuf.fr">olivier.moles@neuf.fr</a>
CARE International	Bill Flinn Emma Weinstein- Sheffield	<a href="mailto:Flinn@careinternational.org">Flinn@careinternational.org</a> <a href="mailto:Weinstein-Sheffield@careinternational.org">Weinstein-Sheffield@careinternational.org</a>
Oxford Brooke University – Centre for Development and Emergency Practice (CENDEP)	Charles Parrack	<a href="mailto:cparrack@brookes.ac.uk">cparrack@brookes.ac.uk</a>
German Red Cross	Jalil Lone	<a href="mailto:jalil.lone@germanredcross.de">jalil.lone@germanredcross.de</a>
Independent Consultants	Charles Kelly Sonia Molina Metzger Xavier Génot	<a href="mailto:havedisastercallkelly@gmail.com">havedisastercallkelly@gmail.com</a> <a href="mailto:sonitri@gmail.com">sonitri@gmail.com</a> <a href="mailto:xavier.genot.fr@gmail.com">xavier.genot.fr@gmail.com</a>

### II. Reference websites to key resources

#	THEME	SUB THEME	AGENCY	COMMENT
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1	Shelter Cluster – Global	Diaspora Engagement in Shelter Response	IOM	Working Group on Strengthening and Mainstreaming Diaspora Engagement in Shelter Response <a href="https://www.sheltercluster.org/working-group/diaspora">https://www.sheltercluster.org/working-group/diaspora</a>
2	Shelter Cluster - Global	Global Support Team	UNHCR / IFRC	Portal to access resources regarding Shelter Coordination, with access to all Countries Shelter Clusters webpages. <a href="https://www.sheltercluster.org/">https://www.sheltercluster.org/</a>  Key entry point on shelter coordination at global level. <a href="https://www.sheltercluster.org/about-us/global-support-team">https://www.sheltercluster.org/about-us/global-support-team</a>
3	Shelter Cluster – Global	Promoting Safer Building WG	CARE & CRAterre   IOM   CRAterre	Informing Choice for Better Shelter: A Protocol for Developing Shelter and Settlement Information Education Communication (IEC) Resources. <a href="https://www.sheltercluster.org/promoting-safer-building-working-group/protocol-informing-choice-better-shelter">https://www.sheltercluster.org/promoting-safer-building-working-group/protocol-informing-choice-better-shelter</a>  Shelter compendium - IEC materials for shelter and settlements programming <a href="https://iec.sheltercluster.org/">https://iec.sheltercluster.org/</a>  Shelter response profiles aiming at helping shelter clusters coordinators to include local building skills, knowledge and practices in shelter and recovery projects <a href="https://www.sheltercluster.org/promoting-safer-building-working-group/library/shelter-response-profiles">https://www.sheltercluster.org/promoting-safer-building-working-group/library/shelter-response-profiles</a>
4	Shelter Cluster - Countries	Haiti	Co-Lead IOM	Repository page of shelter working group coordination resources regarding past operation in Haiti <a href="https://www.sheltercluster.org/americas/haiti">https://www.sheltercluster.org/americas/haiti</a>
5	Shelter Cluster - Countries	Philippines	Co-Lead IFRC	Repository page of shelter cluster coordination resources regarding past operation in Philippines <a href="https://www.sheltercluster.org/asiapacific/philippines">https://www.sheltercluster.org/asiapacific/philippines</a>
6	Shelter Cluster - Countries	Bangladesh	Co-Lead IFRC	Repository page of shelter cluster coordination resources regarding past operation in Bangladesh <a href="https://www.sheltercluster.org/asiapacific/bangladesh">https://www.sheltercluster.org/asiapacific/bangladesh</a>
7	Humanitarian Response	Cluster Approach	OCHA	Portal for access to all clusters at global level and understanding of cluster approach and tools <a href="https://www.humanitarianresponse.info/en/coordination/clusters">https://www.humanitarianresponse.info/en/coordination/clusters</a>
8	Humanitarian Standards	Sphere Project	Multi agencies	Portal to access all resources regarding Sphere Standards <a href="https://spherestandards.org/">https://spherestandards.org/</a>  Link to download Sphere Handbook <a href="https://spherestandards.org/handbook/editions/">https://spherestandards.org/handbook/editions/</a>
9	Humanitarian Response	Protection against sexual exploitation and abuse (PSEA)	OCHA	Portal to access resources on PSEA <a href="https://www.unocha.org/protection-against-sexual-exploitation-and-abuse-psea">https://www.unocha.org/protection-against-sexual-exploitation-and-abuse-psea</a>
10	Humanitarian Response	Code of Conduct	ICRC/IFRC	Over the years, adherence to the Code has become one important way for the Red Cross and Red Crescent and NGOs to define themselves as humanitarians.

				<a href="https://media.ifrc.org/ifrc/who-we-are/the-movement/code-of-conduct/">https://media.ifrc.org/ifrc/who-we-are/the-movement/code-of-conduct/</a>
11	Response Modality	Cash & Vouchers Assistance	Cash Learning Partnership (CaLP)	Portal to access key resources and Cash & Vouchers assistance <a href="https://www.calpnetwork.org/">https://www.calpnetwork.org/</a>
12	Households Items standards	Relief Items Catalogs	ICRC/IFRC	Portal to access Relief Items standards Products Catalog <a href="https://itemscatalogue.redcross.int/">https://itemscatalogue.redcross.int/</a>
13	Library	Humanitarian Library	Shelter Center	Portal to access humanitarian library <a href="https://www.humanitarianlibrary.org/">https://www.humanitarianlibrary.org/</a>
14	Humanitarian Response	ReliefWeb	OCHA	The leading humanitarian information source on global crises and disasters. Reliable and timely information from trusted sources. <a href="https://reliefweb.int/">https://reliefweb.int/</a>
15	Disaster Risk Reduction	Philippines	NDRRMC	Philippines National Disaster Risk Reduction Management Council Website <a href="http://www.ndrrmc.gov.ph/">http://www.ndrrmc.gov.ph/</a>
18	Disaster Risk Reduction	Pacific	PDC	Pacific Disaster Center website <a href="https://www.pdc.org/">https://www.pdc.org/</a>
19	Disaster Risk Reduction	Philippines	PAGASA	The Philippine Atmospheric, Geophysical and Astronomical Services Administration (PAGASA) website <a href="http://bagong.pagasa.dost.gov.ph/">http://bagong.pagasa.dost.gov.ph/</a>
20	Disaster Risk Reduction	USA	NOAA	National Hurricane Center and Central Pacific Hurricane Center Website <a href="https://www.nhc.noaa.gov/marine/forecast/enhanced_carib.php">https://www.nhc.noaa.gov/marine/forecast/enhanced_carib.php</a>
21	Humanitarian Response	Haiti	DCP	Haiti Directorate for Civil Protection (DCP) <a href="https://twitter.com/Pwoteksyonsivil">https://twitter.com/Pwoteksyonsivil</a>