

GUIDELINES AND EFFECTIVE PRACTICES

Migrants in Countries in Crisis Initiative

International Organizations Consultation

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INTRODUCTION

This document identifies guidelines and effective practices distilled from the two-day consultation with international organizations held in Geneva, Switzerland in March 2016. It is divided into three parts, according to the pre-crisis, emergency, and post-crisis phases. Text in red identifies general guidelines on protecting and assisting migrants in countries experiencing crisis. Text in blue distills, in general terms, practices applicable to the preceding guideline as participants explored and suggested such practices during the consultation. This document complements and should be read in conjunction with the international organizations consultation report.

I: PRE-CRISIS PHASE:

1. DATA ON MIGRANTS

- i. Establish formal and informal systems to collect and regularly update information on migrants and migration trends.
- ii. Share data and information with other stakeholders to improve responses while maintaining the privacy and security of data and information and the safety of migrants.

Among others, the following practices may be valuable:

All stakeholders

- **Disaggregation of data by sex, age, and status.** Capture migrants in baseline information and disaggregate data accordingly. The Sustainable Development Goals present an opportunity to address the needs of migrants through the use of indicators and disaggregated data.
- **Adaptation of existing data collection systems.** Adapt existing tools to collect data on migrants. The Joint IDP Profiling Service (JIPS), which provides technical support to primarily governments, but also other humanitarian and development actors on improving their information about internally displaced populations, is an example. The approach and profiling methodologies could be adapted to a range of displacement or migration situations.
- **Informal networks.** Local civil society or community organizations are often closer to migrants than government authorities or international organizations and can facilitate other stakeholder's understanding of migrant populations. Engaging communities particularly in the preparedness phase, for example through community level assessments, can improve the understanding of migrant communities and gain their confidence and trust. Stakeholders can identify informal networks including migrant associations and civil society organizations and the mechanisms they use to collect and manage contacts and other personal information of migrants, including those that may travel by irregular means or become irregular once in the host State.

- **Data-sharing on migrants.** Gathering and sharing data on migrants can enhance communication with, and access to, migrants and lead to better protection and assistance. Collecting data on irregular migrants is particularly challenging, and safe ways to collect and share information on irregular migrants are needed. States of origin can adopt a no question policy regarding immigration status when collecting information on migrants. Using firewalls between access to assistance and migration enforcement in the host State can establish trust with migrants.
- **Applicable international standards on privacy and individual data protection.** In cases where stakeholders collect and share personal data, they need to respect privacy rights and confidentiality with a view to ensuring the safety and security of migrants on whom they collect and share information, and act in accordance with rules and principles of international law on individual data protection. New technologies facilitate data collection and sharing, but also bring risks that need to be addressed. Relevant guidance on data collection include:
 - The OHCHR [Guidance Note to Data Collection and Disaggregation](#) provides guidance for policy makers, data specialists and development practitioners, on the human rights-based approach to data collection and disaggregation.
 - The ICRC [Professional Standards for Protection Work](#), a common agreement by the humanitarian community on minimum standards for humanitarian and human rights agencies in armed conflict and other situations of violence, includes guidelines on managing protection sensitive information relating to individuals.

States of origin

- **Map migrants abroad.** States of origin have an important role in collecting data on their citizens abroad. They can collect information on their citizens via registration at consulates or mapping citizens abroad. A good example is the [mapping exercise](#) carried out by El Salvador mapping its migrant communities living in the US.

International organizations

- **Displacement tracking mechanisms.** Some organizations have developed mechanisms for tracking population movements of specific categories and circumstances, for example IDPs, refugees and migrants flows, as well as mobile populations. Data on displacement helps to identify locations, demographics, resources, and needs of the populations affected by crises, including migrants, which in turn can guide assistance and coordination among stakeholders.

2. INFORMATION TO AND COMMUNICATION WITH AND ABOUT MIGRANTS

- i. **Establish multiple mechanisms to ensure regular two-way communication with migrants to convey information about available assistance and receive information on their condition and needs.**
- ii. **Ensure positive communication about migrants.**

Among others, the following practices may be valuable:

Multiple stakeholders

- **Multiple communication channels.** Besides the importance of reaching out through different pre-existing networks and local actors, organizations can facilitate communication and reach migrants through a number of tools and channels. Traditional and social media, SMS, dedicated apps, communication platforms or hotlines in multiple languages can represent effective channels and reach large numbers of people.
- **Trusted local channels of communication.** Stakeholders can tap into existing networks and migrants' connections with local community, religious and cultural organizations to communicate with migrants. These local actors and networks often have a better knowledge of how to reach migrants and are trusted sources of information. Careful monitoring of communication is needed to ensure the accuracy of information transmitted. Relevant local networks to pass on information to migrants include:
 - Churches, mosques and other faith based structures where migrants gather;
 - Local migrant communities that meet by nationality in specific locations, for example for sports gatherings;
 - Community leaders;
 - Transport professionals (e.g., in the Lake Chad basin bus drivers transmitted information to migrants on where to seek support to passengers who suffered abuses and exploitation).
- **Trust-building.** Migrants trust migrants more than other sources. For other entities to have legitimacy to communicate with migrants, they will have to be known to migrants ahead of a crisis. Networks and relationships of migrants with consular officials and international organizations need to be built before a crisis to allow sufficient time for trust to be established.
- **Communication through local service providers.** Companies providing services and products for consumers such as local telecommunication companies can be involved in reaching out to migrants in times of crisis.
- **Positive discourse on migration.** Migrants may face discrimination, hostility, and xenophobia in host States and States of transit. Positive communication about migrants promotes tolerance, non-discrimination, inclusiveness, and respect toward migrants in host societies. Stakeholders can use campaigns on social media such as IOM's [I am a migrant](#) campaign or use good will ambassadors and local personalities to communicate positive messages. Data on the contribution of migrants to society can be used for an evidence-based dialogue on migration.
- **Sentiment analysis.** IFRC's 'sentiment analysis' strategy can be used to monitor and understand how communities react to certain situations. This was recently used in Hungary to monitor sentiments towards migrants. It can also be an interesting feedback tool in crisis situations, using a participatory approach to understand the general reaction of the affected population. In response to the Haiti earthquake, sentiment analysis was used to analyze the general mood reflected in the SMS sent by the disaster-affected population.

State of origin

- **State of origin's communication channels.** The State of origin plays an important role in communicating with its nationals abroad. Next to official channels such as consular services or other authorities, migrant's personal networks in States of origin, including families or local media in States of Origin, can transmit crisis-related information.

Private sector actors

- **Communication with migrant workers.** Multinationals, small and medium enterprises, cooperatives, informal sector groups, and employment agencies have established relationships with migrant workers that can be used to communicate crisis-related information. Some workers will live together in housing sites. Trade unions can be an effective conduit for engagement in the work place, for occupational safety, conditions of work, and equality of treatment.

International organizations

- **Capacity building of local organizations.** International organizations can build the capacity of local civil society, migrant leaders and faith based organizations on communicating with migrants before, during and after a crisis, looking at mechanisms to ensure that messaging reaching migrants is relevant and appropriate.

3. EMPOWER MIGRANTS

- i. **Empower migrants, including through the provision of financial services, to help themselves, their families, each other, and communities during and in the aftermath of crises.**

Among others, the following practices may be valuable:

Multiple stakeholders:

- **Mobile money networks.** In the event of a crisis, migrants need to access cash and savings. Setting up mobile money networks or mobile saving accounts before a crisis hits can facilitate access to cash in emergencies. This may require States to change regulations that hinder migrant's access to financial services and work towards inter-operability of systems in host States and States of origin.
- **Financial products and services.** Financial products and services targeting migrants, including low-income migrants, can build resilience and reduce dependence on social services and humanitarian aid. Relevant financial products include:
 - Repatriation insurance;
 - Financial packages combining services that allow migrants to be paid, be insured, make savings and send money home;
 - Portable schemes that still cover migrants when they go back home;

- Insurance products for migrants' families who stayed in the State of origin that can be taken out by the migrant in the host State.
- **Financial literacy.** Good management of financial resources and affairs enhance resources available to migrants in order to respond to crisis and mitigate costs incurred as a result. When designing and implementing training programs for migrants, stakeholders could:
 - Integrate financial literacy training in pre-departure trainings;
 - Build capacity of diaspora groups to inform their networks about available services and related costs (An example is IFAD's training of trainers for diaspora groups on financial education models to achieve migration goals using financial products);
 - Provide financial information through consular services (e.g., in the USA, Mexican consular services provide information and assistance to migrants in accessing insurance and benefits in the USA and back in Mexico).
- **Community safety nets.** Refugee or migrant groups establishing their own community safety nets can reduce migrants' vulnerability to shocks.
- **Health services.** Ensure that the principle of non-discrimination and inclusion permeates access to services such as health and education. Migrants should be able to access health services regardless their legal status.

States

- **Employment conditions.** States can monitor employers' compliance with employment laws, standards, and practices to identify abuses and undertake necessary reforms. States can also establish measures to help ensure that employers, recruiters, placement agencies and their subsidiaries respect human rights, and refrain from practices that could potentially put migrant workers and their families in a situation of vulnerability in the recruitment process.

Host States

- **Social protection mechanisms.** Integrate migrants in national social protection mechanisms. Agreements between States of origin and host States at bi-lateral, regional and multi-lateral level can help ensure access to social security for all migrants.
- **Separation of immigration enforcement from public services.** Separation of immigration enforcement activities from access to assistance, services, administrative, judicial, and complaint mechanisms, and rights protection more generally removes barriers that inhibit access to assistance particularly by those in an irregular status.

International organizations

- **Advocacy.** International organizations can play a key role in advocating with host States for access to social security and financial inclusion.
- **Access to health services.** International organizations can work towards the development of cost-effective measures to ensure migrants' access to health services, including by assisting

vulnerable migrants to pay insurance fees. The program 'Remedy' was used in Malaysia and Iraq to provide health insurance to refugees and asylum seekers and IOM assisted beneficiaries in paying the insurance fee. Remedy involved states, private insurance companies and international organizations (UNHCR and IOM).

- **Research and evaluation of financial services for migrants.** International organizations should conduct more research and evaluation on insurance and other financial services available to migrants and their benefits in crisis and post-crisis scenarios.

4. CAPACITY BUILDING AND SUPPORT

- Establish funding mechanisms for emergency response and recovery.**
- Support other stakeholders, including national and local authorities, private sector actors and civil society organizations to better protect and assist migrants.**

Among others, the following practices may be valuable:

Multiple stakeholders

- **Referral systems for vulnerable migrants.** Referral for victims of trafficking and other vulnerable migrants should be in place before a crisis. Front line officers and health practitioners must be trained on identifying victims of trafficking during a crisis.
- **Sufficient funding for emergency response and recovery.** The OCED document [disaster risk assessments and risk financing](#) provides guidance to governments, businesses and others on how to manage and plan for the financial consequences of disasters.

States

- **Regional and inter-regional cooperation.** Migration should be mainstreamed into regional and inter-regional processes, such as Regional Consultative Processes (RCPs) to enhance regional cooperation and responses. Regional consultative processes can be used to exchange best practices and engage in peer-to-peer learning on emergency preparedness and response. Return and reintegration of migrants in the event of a crisis should also be considered. Addressing the specific challenges of migrants in countries experiencing crisis should also be included in processes that focus on migration issues, such as the Colombo process, or the Abu Dhabi Dialogue.
- **Multilateral development banks.** Development Banks can play an important role in mobilizing resources to address the impact of crises on migrants' States of origin and fund MICIC-related development activities. Regional development banks should also be encouraged to invest in areas such as consular capacity, disaster preparedness, or identity registration and management to enhance State's preparedness for assisting their nationals abroad in crisis situations.

Private sector actors

- **Employment contracts.** Employers should include clauses in employment contracts that address lost assets, wages, and evacuation costs in the event of a crisis. Small and medium enterprises could look at working through organizations or chambers of commerce to pool resources and assistance.
- **Insurance for migrant workers.** In the Philippines, recruitment agencies are required to take out insurance for migrant workers they are sending overseas that covers the evacuation of migrant workers in the event of a crisis. This insurance is at no cost for the migrant workers, but covered by the recruitment agency.

International organizations

- **Humanitarian funding mechanisms.** Factoring migrants into humanitarian appeals such as Flash Appeals and submissions to the UN Central Emergency Response Fund (CERF), or funding by the Multi-Partner Trust Fund (MPTF) can ensure that funding is allocated to meet migrants' needs.
- **Crisis response funding tools.** The establishment of special facilities is a tool that enables organizations to quickly mobilize resources to respond to crises. Relevant examples include:
 - The World Bank's (WB) [Crisis Response Window](#) was created to address in a timely way the impact of severe economic crises and major natural disasters on the world's poorest countries that are covered by the International Development Association (IDA). In 2011, the WB granted an IDA loan to Bangladesh to repatriate and provide immediate livelihood support to 38,000 Bangladeshi migrants fleeing the conflict in Libya. An evaluation study showed how the grant was used by many beneficiaries to pay existing debts related to their migration project.
 - Following the Libya Crisis, the IOM established a [Migration Emergency Funding Mechanism](#) (MEFM) to bridge the gap between when the emergency occurs and when donor funding comes in to be able to provide immediate, life-saving assistance to migrants in crisis situations.
 - For States lacking the capacity to fund the evacuation of their nationals, international organizations have an important supporting role. Establishing a fund that can be accessed in an emergency to pay for evacuation operations could ensure the availability of sufficient funding.
- **Training of national organizations on humanitarian principles.** National organizations may face challenges working with needs based response. Created to serve national constituencies, they may struggle to justify providing assistance to non-nationals. Humanitarian actors can play an important role in training national organizations on humanitarian principles that can provide the authority to needs based responses targeting nationals and non-nationals.
- **Pre-departure trainings for migrants.** International organizations can support States or recruitment agencies in conducting pre-departure training for migrants. These trainings should include information on risks, emergency procedures and contacts in the host State.

- **Assistance to others who protect migrants on the integration of migrants in emergency preparedness.** International organizations can provide expert advice and technical assistance to States, recruiters, employers and other stakeholders to incorporate migrants’ protection and assistance in their emergency preparedness and response systems. Some important activities include:
 - Providing support to adapt or develop policies and procedures on emergency preparedness and response systems that integrate migrants;
 - Providing support to national and local level systems to operationalize the integration of migrations in emergency response systems including training of front-line responders;
 - Facilitating coordination between the national and local level;
 - Helping migrant communities create groups or a representational structure that can be point of contact for authorities or organizations in the event of a crisis.

- **Capacity building for States.** International organizations have a key role in helping States identify and address gaps in their capacity to protect migrants, including through the development and implementation of capacity building and training tools. Some of the key areas for capacity building include:
 - Capacity building for humanitarian actors on migrant vulnerabilities and needs;
 - Capacity building in data collection and sharing on migrants;
 - Referral systems for asylum seekers, refugees and Stateless persons;
 - Referral systems for vulnerable migrants;
 - Capacity building for consular officials on crisis response;
 - Migration management;
 - Incorporation of migration into national development plans.

5. PREPAREDNESS AND CONTINGENCY PLANNING

- i. Integrate migrants into laws, policies, strategies, plans, programs, structures, mechanisms, and activities relating to preparedness and emergency response.
- ii. Integrate migrants in existing international humanitarian response systems and relevant preparedness and response tools.

Among others, the following practices may be valuable:

All stakeholders

- **Community-based preparedness efforts.** Tools that prepare communities for hazards, such as IFRC’s [vulnerability and capacity assessment](#), need to take into account migrants as part of the communities. Understanding communities and their coping strategies should include looking at the socio-economic dimension of mobility in communities, which will help tailor responses during and after a crisis. For example, it is important to understand whether migrants have

access to resources, whether they encounter obstacles to mobility, what are the elements that push part of a community to stay and another to leave.

States

- **Multi-stakeholder contingency planning.** While having a leading role in contingency planning and preparedness efforts, States should engage with relevant stakeholders, including the private sector, international organizations, civil society and local communities in developing contingency plans.
- **Disasters and conflict monitoring.** States collect, analyze, and disseminate knowledge on natural disasters and conflicts and on risks faced by communities. States can use such data to develop and disseminate warnings to citizens and migrants to prepare them in the event of a crisis. States could obtain information from others, including international organizations and civil society, and develop common understandings of risks by establishing arrangements for bilateral, regional, and international cooperation, access, and use of data and information.

Private sector actors

- **Inclusion of relocation and post crisis re-employment in contingency plans.** Including the potential need for relocation and post-crisis re-employment in contingency plans can ensure employers take into account specific needs of migrant workers if a crisis arises.

International organizations

- **Inclusion of migrants in the international humanitarian response system.** The inclusion of migrants in existing international humanitarian response systems and relevant preparedness and response tools will help factor migrants in crisis response. Standard tools used to assess vulnerability and needs of crisis affected populations may need to be adapted to prompt those using the tools to look for and identify migrant populations, and the specific characteristics and barriers to self-help and assistance that migrants in a particular host State may experience. Relevant frameworks include:
 - The IASC Guidance on [Emergency Response Preparedness](#) (ERP), which provides guidance on risk profiling and monitoring, minimum preparedness actions, and advanced preparedness actions and contingency planning.
 - The [Multi-Cluster/Sector Initial Rapid Assessment \(MIRA\)](#), a tool for a comprehensive analysis of the overall situation and associated needs, is used by humanitarian actors to promote a shared understanding of the impact and evolution of a crisis and to inform response planning.
 - The [Humanitarian Needs Overview](#) (HNO) that provide joint analysis of needs to inform strategic response planning and humanitarian prioritization.
 - Other assessment tools used by humanitarian agencies, such as ICRC's [Guidelines for Assessments in Emergencies](#) or ICRC's [Vulnerability and Capacity Assessment](#) to assess risks and hazards facing communities and the capacities they have for dealing with them.

- **Disaster preparedness and response structures of the IASC humanitarian cluster system.** The cluster system is the existing mechanism used by the international community in the context of humanitarian response. Ensuring that this system includes outreach to migrants and avoids any duplication of initiatives can be done by:
 - Developing links between response systems for refugees, IDPs and migrants;
 - Looking at the cross-border component, namely ensure that regional contingency plans include the element of cross border evacuation and temporary assistance mechanisms (camps or other);
 - Establishing referral mechanisms that work effectively during crises and ensure that information on asylum seekers is not shared with consular officials.
- **Inter-agency early warning and early action mechanisms.** Early warning and early action and other crisis monitoring systems used by organizations and coordinated among them would benefit from the systematic integration of information on the presence and conditions of migrants. This information can help organizations and other stakeholders analyze possible risks for migrant populations, inform their contingency plans and ensure coordinated responses.
- **Disaster risk reduction (DRR).** The Sendai Framework for disaster risk reduction recognizes that migrants can contribute to resilience of communities; shifting the view of migrants as passive recipients of assistance. Migrants and their capacities should be included into UNISDR's DRR work going forward.

6. BUILD FRAMEWORKS, MECHANISMS, AND CAPACITY TO ADDRESS POST-CRISIS NEEDS

- i. Mainstream migration into development planning.
- ii. Build the capacity of States of origin to reintegrate migrants who have to return as a result of a crisis.

Among others, the following practices may be valuable:

States

- **National development plans and strategies.** States should integrate migration into their national development plans and allocate budget lines for supporting nationals abroad in crisis situations and reintegrating migrants who have to return as the result of a crisis. An alternative to specific budget lines is the designation of reserve funds for emergency situations that can be used for such a situation. Good national development plans that identify migration as a priority are often necessary for development actors to provide loans for this purpose.

States of origin

- **Contingency planning for migrant returns.** Especially States with large migrant populations abroad should include the possibility of large numbers of migrants returning from a country

experiencing a conflict or natural disaster into contingency plans. Collecting data on migrants leaving the country to live abroad can facilitate developing plans for the event of migrant returns in case of crisis.

- **Integration of migrant returns in policies and programs on migration and development:** States need to include the possibility of migrant return in their policies on migration and development, from the beginning on, to plan for and set aside resources for reintegrating large numbers of migrant returnees in the event of a crisis abroad.
- **Collective remittance systems:** Establish collective remittance systems and financial mechanisms to facilitate diaspora engagement and target remittances to serve reconstruction and development goals. Examples of existing initiatives include:
 - The Mexican '[Program 3 x 1](#)' supports Mexicans living abroad to develop social infrastructure and productive projects in their hometown communities, with the participation of the federal, state and local government. For each dollar invested by the immigrant, the state will invest other 3 dollars. By canalizing collective-remittances towards social development-community projects the initiative aims at benefitting migrant communities with high levels of poverty or marginality and reinforcing Mexican communities' networks abroad with their hometowns.
 - Another mechanisms to mobilize diasporas' funds and to promote the positive impacts of remittances in migrants' States of origin is the [Migration and Development Trust Fund](#), a multi-donor fund established by the African Development Bank with the International Fund for Agricultural Development (IFAD) and other governmental partners, in order to promote and assist local initiatives and those emerging from diasporas that aim to reduce transfer costs and better use transferred funds.
 - In Somalia, the [Diaspora Investment in Agriculture](#) (DIA) initiative, launched by the United States Department of State and IFAD, seeks to leverage the contributions of diaspora and encourage their engagement in sustained economic development through investment in agriculture, particularly in rural areas.

International organizations

- **United Nations development assistance frameworks (UNDAFs).** International organizations, in consultation with governments, should integrate migration and the possible return of migrants into UNDAFs to ensure that States prepare for the possibility of having to reintegrate large numbers of migrant returnees due to a crisis situation abroad.
- **Mainstream migration into national development planning.** International organizations can provide guidance and capacity building for governments in mainstreaming migration in development planning. The Global Migration Group handbook for policy-makers and practitioners on [Mainstreaming migration into development planning](#) is a useful tool to integrate migration into development planning, targeting those working on integration of migration into development planning processes of developing countries. It provides guidance on institutional structures and policy frameworks that need to be put in place to effectively integrate migration into the development planning cycle.

- **Development approach to migration.** Humanitarian and development work is often needed at the same time, however work is often carried out in silos. [UNDP's Guidance Note - A Development Approach to Migration and Displacement](#) provides UN country teams with guidance on migration and development, including guidance on development solutions for migration and displacement in times of crisis, conflict and disaster. Working with UNDP and OECD on migration indicators, will be another means of influencing development actors.
- **Integration of relief, rehabilitation, and development.** International organizations providing emergency response, rehabilitation and development assistance can minimize the impact of the crisis on migrants, their families and communities, and maximize use of resources, including by:
 - Coordinating internally and developing standard procedures in order to integrate plans and responses for emergency response, rehabilitation, and development that take into account migrants;
 - Advocating and engaging with partner organizations and other stakeholders to bridge their relief plans to national rehabilitation and development plans;
 - Advocating with donors on the need to integrate recovery and development components and emergency response interventions;
 - Sensitizing national and local authorities on the role migrants can play in building communities.

II. EMERGENCY PHASE:

- i. Provide humanitarian assistance on a needs based approach, and prioritize the saving of lives, regardless of migratory status or other characteristics.
- ii. Ensure interventions are tailored to and accommodate the diverse needs of different groups of migrants.
- iii. Communicate widely and often with migrants on evolving crises and how to access help, ensuring consistent messaging among stakeholders.

Among others, the following practices may be valuable:

Multiple stakeholders

- **Needs-based approach to assistance.** The principle of a needs-based approach to assistance should guide humanitarian interventions. Assistance should be provided to all, regardless of immigration status. If migrants represent a significant vulnerable group in a crisis situation, assistance needs to be targeted to reach them.
- **Tailoring assistance to particular vulnerabilities and needs of diverse migrant populations.** The diversity among migrant populations and their particular needs and vulnerabilities should be considered when working on migrants' integration in current preparedness and emergency response systems and frameworks. For example, within a conflict men can easily be perceived

as party to the conflict, which makes young migrant men particularly vulnerable. The specific needs of women and children are often not accounted for in crisis related responses; health services in protection from sexual violence and exploitation are some of the least funded services in crisis response despite their primary importance for this group.

- **Consistent and coherent messaging.** Consistent messaging among all stakeholders helps ensure that migrants, stakeholders and the general public receive and act upon the same information. Consistent messaging also helps avoid misunderstandings and the spread of misinformation during crises. Identifying a lead agency to initiate information flow can be a good practice to ensure consistent messaging. An example is a call center in Erbil, where UNHCR hosts data, and shares generalized information for the cluster system in Iraq that can help to identify gaps in assistance.
- **Local implementing partners to reach migrant populations.** Local civil society or community organizations are often closer to migrants than government authorities or international organizations and can facilitate other stakeholder's access to migrant populations. Local actors may have better access to the crisis zone and are often essential in assessing the situation and identifying most vulnerable populations.
- **Diaspora contributions to emergency response and recovery.** Diaspora can be agents of assistance, support and investment. They often have powerful networks that can be useful in responding to crises. States of origin can institutionalize their work with and support of diaspora through dedicated ministries.
- **Contributions from non-traditional sources.** Diaspora, and the use of apps or social media for crowd funding can represent innovative avenues to complement the State-led emergency or recovery response. Contributions may be funding as well as in-kind donations.

Host States

- **Separation of immigration enforcement from access to humanitarian services.** Irregular migrants, or those who otherwise distrust local authorities, may be unwilling to access available life-saving assistance for fear of immigration enforcement, detention and deportation. Ensuring non-discriminatory access to life-saving assistance during the acute phase of a crisis may therefore require authorities to separate emergency assistance from immigration enforcement.

Private sector actors

- **Provision of emergency assistance.** Employers and recruiters who employ a large number of migrant workers can play an important role with regard to information sharing and communication on crisis-related information. In the event of a crisis, migrant workers may lose access to their documents and belongings and the private sector, in coordination with consulates, can provide assistance to their migrant workers.

International organizations

- **Obstacles for migrants to access assistance.** Potential obstacles to the receipt of assistance by migrants should be identified as early as possible. For example, in countries where migrants are

not allowed to have a bank account, cash transfers for recovery and reconstruction would be ineffective. Assessment tools such as the multi-cluster/sector initial rapid assessment (MIRA) should include questions to detect this kind of relevant information.

- **Humanitarian response plans (HRPs).** Include migrants – where relevant – in HRPs which guide the humanitarian response of international organizations during an emergency.
- **Crisis information center.** International organizations should ensure coordinated and concerted communications with beneficiaries. A crisis information center operated by the humanitarian community coordinating communications with all affected populations can provide timely and updated information on available assistance. In Haiti, an interesting experience of international organizations working on setting up a joint communication mechanism consisted in IOM acting as ‘host of communication’ and as media entity. International organizations passed content to IOM and IOM delivered it through previously established means (a radio programme and the comics’ journal “Chimen lakay”).
- **Feedback mechanisms on assistance.** Two-way communication can give migrants the possibility to provide feedback on services and make requests for assistance, via SMS, phone or other mechanisms. Offering incentives to people to answer questionnaires can enhance participation. IOM’s [community response maps](#) are an example of an online platform that facilitates direct feedback from migrants and other beneficiaries about the assistance they receive when affected by conflict or disaster.

III. POST-CRISIS PHASE:

- i. **Assess the particular vulnerabilities and diverse needs of returned migrants, their families, and communities, and provide targeted support to address immediate and longer-term needs.**
- ii. **Foster economic inclusion and self-reliance of migrant returnees.**

Among others, the following practices may be valuable:

Multiple stakeholders

- **Targeted reintegration assistance.** Migrant returnees will require diverse reintegration support, including economic resources as well as other kinds of assistance, such as social support. Needs and capacities of migrant returnees will differ – women might need particular health services; youth targeted education and employment generating offers.
- **Economic inclusion and self-reliance of migrant returnees.** For populations displaced by conflict or disaster, including for migrants who return to their State of origin, adopting a longer term development focus and supporting economic inclusion is essential. The approach for assessing migrants’ characteristics should shift the focus from vulnerabilities to capacities. Reports and studies on development responses to situations of crisis, protracted displacement, and return

offer valuable insights on looking at capacities from a development lens (For example, the report [The Welfare of Syrian Refugees: Evidence from Jordan and Lebanon](#), a collaboration between UNHCR and the WB, or work on economically and socially sustainable solutions to forced displacement by the [World Bank’s Global Program on Forced Displacement](#)).

- **Livelihoods projects for migrant returnees.** In post-crisis scenarios, social inclusion projects can support vulnerable families by creating sustainable income opportunities. For example, IFAD’s [Graduation Project](#) provides coaching on the use of income generating assets during a timeframe of three years targeting most vulnerable populations.
- **Engagement of and support to host populations.** The return of large numbers of migrants can place pressure on host populations and community infrastructure and resources. When assistance is provided to migrants to the exclusion of host communities, it may exacerbate tensions and result in discrimination and stigmatization.
- **Access to remedies to recover lost property, assets, and earnings.** As a consequence of a crisis, migrants may lose assets, property, and outstanding wages. Migrants may have legitimate legal claims to recover these assets, but if they have left the host State they may not have direct access to redress mechanisms. Stakeholders can assist migrants in accessing avenues to recover lost assets, outstanding wages and property in the host State by providing legal support, including legal representation in the host State. Stakeholders can also advocate on behalf of migrants with host State authorities, employers, recruiters and placement agencies to provide redress.
- **Analysis of the socio-economic impact of return.** Research to assess, analyze, and understand the short, medium-, and longer-term socio-economic impact of return following crises, at the local and national levels in States of origin and host States, as well as on migrants, their families, and local communities, helps to develop targeted responses.
- **Re-migration.** Re-migration strategies should be considered and planned for those migrants returning to communities who have made strong investments to support their departures as bread winners.

Private sector actors

- **Post evacuation assistance.** Employers and recruiters can re-hire evacuated migrants at operations in the State of origin or assist in their remigration by offering employment in another State.

International organizations:

- **Multi-sectoral post-disaster needs assessment.** International organizations can support the implementation of multi-sectoral and multi-stakeholder post crisis needs assessments aimed at evaluating the impact of a crisis on migrants, their families and communities. Depending on the circumstances, these assessments can be carried out in migrants’ host States and States of origin with a focus on economic recovery and post-crisis reconstruction. To assess recovery needs in host States, existing tools, such as the post disaster needs assessment (PDNA) and post conflict needs assessment (PCNA) can be adapted to capture information on migrants’ economic

and property losses, access to social services and the role of migration in local economies. Migrants are encouraged to participate in such assessments. In States of origin, the development and use of specific tools to assess the conditions of returning migrants would be helpful to inform targeted response.

- **Community development projects.** Community projects in communities of mass returns can improve the absorption of returned migrants, facilitate their integration, promote social cohesion and reduce tensions to mitigate potential stigmatization of returnees.

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