

REPORT

Migrants in Countries in Crisis Initiative
International Organization Consultation

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The material in this document does not reflect the individual or collective views of the members of the MICIC Working Group.

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INTRODUCTION

The third stakeholder consultation of the MICIC Initiative took place in Geneva, Switzerland, from 16 - 17 March 2016 at the Permanent Mission of the United States of America to the United Nations and Other International Organizations. Over 70 participants discussed recommendations and practices of international organizations to support migrants in countries experiencing conflict or natural disaster.

The two days consultation engaged participants on a wide-range agenda throughout a combination of plenary and working group sessions. The discussion was opened by the United States and Philippines, the co-chairs of the initiative, followed by a key note address by Ambassador William Lacy Swing, Director General of the International Organization for Migration (IOM), and an introduction to the MICIC initiative, its background, consultative process, aims, and findings by the MICIC Initiative Secretariat and the International Centre for Migration Policy Development. The Special Rapporteur on the human rights of migrants, Francois Crépeau, opened the first thematic session, and the Special Rapporteur on trafficking in persons, especially in women and children, Maria Grazia Giammarinaro, spoke in a special session on trafficking in times of crisis.

Participants represented over 20 international organizations with humanitarian and development mandates, including development banks, and the discussions consultation benefited from the opportunity to bring these perspectives together. The participants provided comments and recommendations on four topics relevant for supporting migrants in countries experiencing conflict or natural disaster:

- I. **Identifying vulnerable migrants and addressing their needs.** The Special Representative to the Secretary General for the Human Rights of Migrants opened this session with remarks on the human rights of migrants, particularly in the context of crises.
- II. **Communicating with and about migrants.** Leonard Doyle, Head of the Media and Communications Division, IOM, offered remarks on the challenges and strategies for reaching migrants, and fostering a positive dialogue on migration.
- III. **Integrating migrants into humanitarian and development frameworks and programs.** Mohammed Abdiker, Director of the Department of Operations and Emergencies, IOM, spoke to lessons learned from IOM's experience with the Libya crisis, and how the humanitarian system in particular could adjust to better support migrants caught in conflict or natural disaster.
- IV. **Financial mechanisms and services available to migrants.** Niels Harild, Policy Expert, Forced Displacement and Development, opened the session with remarks on the challenges and strategies for building funding for MICIC activities into existing humanitarian and development funding mechanisms.

This report presents the main recommendations and practices mentioned during the consultation, organized by key topics. Two working group sessions were organized under each of the four key topics to address different aspects of the topic. While many of the recommendations and practices relate to international organizations, some are relevant for other stakeholders including States of origin, destination, and transit, civil society and private sector actors. For a categorization of practices by stakeholder, please consult the Guidelines and Effective Practices that emerged from this consultation, available on the [MICIC Website](#). The report does not purport to represent the views of individual participants, the organizers or hosts, but instead reflects broadly the themes, suggestions, recommendations, and practices transpiring from discussions.

I. Identifying vulnerable migrants and addressing their needs

Participants identified as a challenge understanding the nature and profile of migrant communities. Demographic, socio-economic, health profiles and other characteristics of migrants vary. In times of crises, these aspects, combined with legal and practical barriers, may inhibit the ability of migrants to access life-saving assistance and protection. Age, sex, origin, ethnicity, religion, sexual orientation, medical condition(s), financial condition, migration status, or separation from caregivers in the specific case of unaccompanied children, may limit the ability of some migrants to access assistance. Some migrants such as domestic workers and agricultural workers may live and work in isolated conditions. Irregular migrants may be unwilling to identify themselves. Some migrants may lack local language capabilities, while others may not have access to identity documents. Understanding these demographic, socio-economic, circumstantial and other characteristics is necessary to ensure that vulnerable migrants are identified and located, and that their specific needs are adequately addressed.

Working Group 1: Data collection and information sharing before and during a crisis

International organizations conduct important research and analysis on migrant populations, including on demographics, socio-economic profiles and other characteristics or mobility trends, both in the preparedness phase and during the emergency phase. Participants recognized the importance of collecting good data and sharing information on migration, but also highlighted the challenges of collecting reliable data – it is a time consuming, expensive process, that requires constant updating as migrants are mobile and data becomes quickly outdated. Specific recommendations and practices arising from discussions on this theme are detailed below.

Recommendations and Practices:

- **Incorporate references to migrants into pre-existing assessment tools to understand migrant populations.** In order to include migrants in the emergency response, these need to be identified as a group in need of assistance during the preparedness phase or during assessments carried out in the emergency phase. The humanitarian community has developed a number of assessment tools and frameworks to target humanitarian response. Migrants should be incorporated in existing tools, so they are – where relevant – identified as a population in need of assistance. 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.

- **Adapt pre-existing systems for data collection to collect data on migrants.** There are a number of tools that can be adapted for collecting data on migrants. An example is 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. The approach and profiling methodologies could be adapted to a range of displacement or migration situations.
- **Use displacement tracking mechanisms to inform responses.** 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.
- **Local civil society and migrant organizations.** 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 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. Good practices also include conducting community level assessments through a participatory approach.
- **Disaggregation of data by sex, age, and status.** The [Sustainable Development Goals \(SDGs\)](#) present an opportunity to address the needs of migrants through the use of indicators and disaggregated data. There is a need to capture migrants in baseline information and national statistics offices need to disaggregate their data accordingly.
- **Share data and information on migrants, including irregular 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 was identified as particular challenge. States of origin can adopt a no question policy regarding immigration status when collecting information on migrants, for example through registration for voting. The practice of using firewalls between access to assistance and migration enforcement was highlighted as a means to establish trust.
- **Respect data privacy and protection, informed consent, do no harm in collecting and sharing information on migrants.** In cases where international organizations 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. 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. When dealing with personal information, specific safeguards need to be respected. 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.

- **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 exercises. A good practice discussed was El Salvador that [mapped its migrant communities](#) living in the US.

Working Group 2: Assessing vulnerabilities and capacities of migrants during recovery and reconstruction

International organizations play a fundamental role in assisting States in the aftermath of a crisis to assist populations in need, including migrants, with recovery and reconstruction efforts. Support may be needed by migrants' States of origin as well, when faced with the sudden and mass return of migrants from a country hit by a crisis to local communities with scarce sources of livelihoods. Collecting information on vulnerabilities and capacities of migrants and communities is crucial for targeted post-crisis planning and response. Specific recommendations and practices arising from discussions on this theme are detailed below.

Recommendations and Practices:

- **Integrate migrants in existing frameworks and tools.** International organizations have developed a number of frameworks and tools that inform their interventions in post crisis scenarios. Some of these tools were conceived in partnership with specialized agencies and multi-lateral organizations to respond to the need of a more unified support of the international community to crisis hit States. Migrants' particular characteristics need to be embedded into existing tools and frameworks to avoid the duplication of structures. For example, the [Post Disaster Needs Assessment \(PDNA\)](#) and [Post Conflict Needs Assessment \(PCNA\)](#) do not currently account for migrant populations. The PDNA and PCNA guidelines potentially include several entry points for migrants to come into play. For example, under the baseline information and the disruption of services.
- **Identify 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.
- **Focus on migrants' capacities.** The approach for assessing migrants' characteristics should shift the focus from vulnerabilities to capacities to facilitate a longer term, development approach. The World Bank's [Global Program on Forced Displacement](#) (GPDFD) has produced extensive work linking operational support to analytical activities in order to enhance the global development response to forced displacement through economically and socially sustainable solutions. 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.
- **Focus on 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 report [The Welfare of Syrian Refugees: Evidence from Jordan and Lebanon](#), a collaboration between UNHCR and the WB, helped stressing the importance of the economic perspective. Supporting States with considerable displaced populations with the adoption of a tri-partite model which includes rights based organizations, development banks and the states can ensure that interventions are inclusive.

- **Integrate assessment of the root causes of migration into post-crisis planning.** Participants mentioned the need to consider the focus on the root causes and the need for an integrated approach. In particular, assessing root causes can provide valuable evidence for designing more appropriate responses during and after crises.
- **Build the evidence-base.** Collecting information on vulnerabilities and capacities of migrants and communities in view of post-crisis planning and response is crucial. The Inter-American Development Bank has developed a model to identify 50 towns in the Northern Triangle from where most undocumented migrants originate (based on formulas that take into account a number of socio-economic variables). Planning and response should be based on the collected evidence.

II. Communicating with and about migrants

Past and recent experiences have shown that communicating with and engaging migrants is difficult even in ordinary times, but increasingly so in times of conflicts and disasters and, in the aftermath of these crises. Yet communication is crucial to ensure they can access assistance and protection. At the same time, communication about migrants can highlight the positive economic, social, and cultural contributions of migrants to counteract unfair and negative stereotypes and discriminatory and xenophobic attitudes towards migrants.

Working Group 1: Effective strategies to communicate with migrants

Targeted communication efforts might be needed to reach migrants with information on what assistance is available, where to get assistance and who to contact for more information. This is especially true when it comes to communication with migrants in an irregular situation or migrants who live and work in isolated conditions. Specific recommendations and practices arising from discussions on this theme are detailed below.

Recommendations and Practices:

- **Use 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. Churches, mosques and other faith based structures are places where migrants gather and exchange information. Local migrant communities often meet by nationality in specific locations, for example for sports gatherings. Identifying community leaders can help passing on information to larger migrant communities. An interesting example of communicating with migrants is the engagement of transport professionals (especially bus drivers) in the Lake Chad basin for transmitting information on where to seek support to passengers who suffered abuses and exploitation. A challenge of using local channels of information is the need for careful monitoring in ensuring the accuracy of information transmitted.
- **Build trust before a crisis.** 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.

- **Use different communication tools and channels to communicate with migrants.** 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.
- **Communicate with migrant workers through private sector actors.** Participants stressed the importance of having the private sector involved as well, and to establish partnership and cooperation. 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. Migrants working in the informal sector will however most likely not be covered through these actors.
- **Use State of origin's communication channels.** The State of origin plays an important role in communicating with its citizens 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.
- **Communicate 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.
- **Organize 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.
- **Establish feedback mechanisms on assistance.** Participants stressed the importance of a two-way communication, giving migrants the possibility to provide feedback on services and make requests for assistance, via SMS, phone or other mechanisms. Participants also highlighted the challenges this creates when expectations are created that cannot be sustained by organizations due to limits in capacity or the lack of support from host or origin states. In establishing feedback mechanisms, organizations could also rely on external partners, including by using resources available locally. Offering incentives to people to answer questionnaires can enhance participation. Feedback mechanisms can also contribute to enhancing the understanding of migrant communities and their needs and help target responses. 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.

Working Group 2: Coordination with and support to other actors, including civil society and the private sector, to improve communication about migrants

International organizations play a fundamental role in shaping and delivering effective communication about migration and in advocacy. If effective communication about migrants is critical in ordinary times to shape and manage the perception and the image of migrants in their home and host societies, it is even more so during crises, when coordination with and support to other actors becomes essential in facilitating the timely provision of migrant-friendly assistance. Specific recommendations and practices arising from discussions on this theme are detailed below.

Recommendations and Practices:

- **Ensure consistent and coherent messaging among stakeholders.** In a crisis situation, a variety of stakeholders are communicating information to migrants. Information might quickly become obsolete as the crisis evolves. 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 cluster system in Iraq that can help to identify gaps in assistance.
- **Host communication.** International organizations should do more coordinated and concerted communications with beneficiaries. A crisis information center operated by the humanitarian community coordinating communications with all affected population 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” as a media entity. International organizations were passing content to IOM and IOM delivered it through previously established means (a radio programme and the comics’ journal “Chimen lakay”).
- **Use communication with migrants as a preparedness tool.** Contact with migrant groups should be established before a crisis starts and improved communication with migrants should be considered as a tool for DRR and preparedness. International organizations should 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.
- **Promote 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 economy and society can be used for an evidence-based dialogue on migration.
- **Monitor sentiments in the host community towards migrants.** IFRC’s “sentiment analysis” strategy is an interesting practice 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 analyse the general mood reflected in the SMS sent by the disaster-affected population.

III. Integrating migrants into humanitarian and development frameworks and programs

So far, there is no systematic account for migrants' needs at all times in the humanitarian system - unlike IDPs and refugees, migrants are not part of traditional humanitarian response and often 'fall through the cracks'. The extent to which States, international organizations, and other actors identify migrants and their families as a particular group with needs different from citizens, and identify how the needs of migrants and their families would be met, is often uneven. This is the case in relation to contingency planning and other preparedness measures like Disaster Risk Reduction (DRR), but also in relation to humanitarian response and recovery activities.

Working Group 1: Integrating migrants in disaster risk reduction, preparedness and emergency response

Migrants in a country experiencing a crisis can face barriers to accessing assistance, related to language, status, culture or legal and policy barriers (e.g. visas that restrict movement). A framework that offers the same approaches for delivering assistance to migrants and citizens may not always be effective in addressing migrant needs. 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 the 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. Specific recommendations and practices arising from discussions on this theme are detailed below.

Recommendations and Practices:

- **Integrate migrants into 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 (a) developing links between response systems for refugees, IDPs and migrants; (b) 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); (c) establishing referral mechanisms that work effectively during crises and ensure that information on asylum seekers is not shared with consular officials.
- **Integrate migrants into IASC tools, including the Emergency Preparedness and Response.** The IASC Emergency Preparedness and Response (ERP) and other similar tools used by the IASC and others do not currently mention migrants. The integration of migrants in these existing tools would help integrate assistance to migrants in crisis response. This could include advice on identifying migrant populations who may be particularly vulnerable during a crisis such as ethnic minorities, irregular migrants and those in detention. IFRC's Guidelines for the domestic facilitation and regulation of international disaster relief and initial recovery assistance ([IDRL Guidelines](#)), which are used to assist governments to strengthen their domestic laws and policies, should also include migrants.
- **Integrate migrants in 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. Participants recommended further integrating migrants and their capacities into UNISDR's DRR work going forward.

- **Include reference to migrants in Humanitarian Response Plans (HRPs)**, which guide the humanitarian response of international organizations during an emergency.
- **Ensure a 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.
- **Ensure humanitarian responses account for 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. Mechanisms to deal with such context specific vulnerabilities are needed. 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. There needs to be a broader understanding of life saving services for women and children to ensure the promotion of their dignity and self-esteem, which contributes to building their resilience and can facilitate the transition from relief to development.
- **Integrate migrants into 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.
- **Train national organizations on humanitarian principles to ensure a needs-based response.** National organizations may face challenges working with needs based response. Created to serve national constituencies, they may struggle to justify providing assistance to non-citizens. Humanitarian actors can play an important role in training national organizations on humanitarian principles that can provide the authority to needs based responses targeting citizens and non-citizens.
- **Acknowledge the role of employers and recruiters in enhancing resilience of migrant workers.** 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. While having a leading role in contingency planning and preparedness efforts, governments should engage with relevant stakeholders, including the private sector, in developing contingency plans. States can also undertake negotiations with employers in order to add a standard clause in contracts with migrant workers on minimum commitments and obligations.
- **Integrate the possibility of migrant return into contingency planning of States of Origin.** Contingency plans should include the possibility of large numbers of migrants returning from a country experiencing a conflict or natural disaster. Developing plans to manage large-scale returns and designating funds for migrant returns in advance can enhance the capacity of migrants' States

of origin to absorb returning migrants affected by a crisis. Collecting data on migrants leaving the country to live abroad can facilitate developing plans for the event of migrant returns in case of crisis. 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.

- **Establish referral systems for vulnerable migrants.** Referral for victims of trafficking should be in place before a crisis. Front line officers and health practitioners must be trained on identifying victims of trafficking during a crisis.
- **Include migrants into universal health coverage.** Health system reforms are a valuable entry point for including migrants in the delivery of services, and ensuring access to high quality services for the entire population in a country. Migrants should be able to access these services regardless their legal status. WHO's [Framework on integrated people-centred health services](#) calls for reforms to reorient health services, shifting away from fragmented supply-oriented models, towards health services that put people and communities at their centre, and surrounds them with responsive services that are coordinated both within and beyond the health sector, irrespectively of country setting and development status.
- **Adopt a development approach to migration and displacement.** Humanitarian and development work is often needed at the same time, however work is still 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.
- **Develop national protocols to manage migration.** The lack of national protocols to manage migration can weaken the action of consular networks in providing assistance and responding to the needs of migrants caught in crisis. The provision of technical assistance can be crucial for (a) the development and establishment of such protocols, looking at the practical aspects and processes; and (b) building the capacity of front line public officials on the provisions of such protocols.

Working Group 2: Integrating migrants in recovery and development assistance

Some migrants will remain in the host State throughout the crisis, others will return to their States of origin or stay in States of transit. Recognizing and supporting the role of migrants and their specific needs and capacities in development frameworks and policies is necessary to develop targeted responses. Specific recommendations and practices arising from discussions on this theme are detailed below.

Recommendations and Practices:

- **Integrate migrants into 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](#) was identified as 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.

- **Consider the possibility of return 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.
- **Mainstream migration into 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, which brings together eleven Asian labor origin countries to exchange good practices on overseas employment, or the Abu Dhabi Dialogue, bringing together those 11 sending States with 7 destination States in the Gulf to address development in temporary labor mobility.
- **Include 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. Rehiring relocated employees or transferring them to other worksites was identified as good practice, particularly for multinationals.
- **Involve diaspora in 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.
- **Provide targeted reintegration assistance taking into account migrant returnees' needs and capacities.** 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. Local communities hosting large numbers of migrant returnees might require support as well.
- **Research the impact of migrant returns on local development.** 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 more targeted responses.

IV. Financial mechanisms and services available to migrants

Adequate funding to provide humanitarian assistance to migrants in countries experiencing crisis and to address the development impacts on communities in States of origin and host States stemming from such situations is a challenge. Humanitarian resources are constantly overstretched and participants saw very little chance to increase funding in this area. Including migration issues in development planning and funding could alleviate pressure on humanitarian budgets, as could enhancing migrant's ability and financial capacity to deal with shocks.

Working Group 1: Insurance and other financial services for migrants

Migrants can face financial pressures that hinder their ability to help themselves in a crisis, including loss of unpaid back wages, debt to recruiters or employers, savings in a devalued currency, and costs associated with evacuation. When a crisis hits and migrant workers lose their jobs, their families in States of origin also lose remittances, either temporarily or permanently, depending on the crisis and length of interruption of employment, if any. Specific recommendations and practices arising from discussions on this theme are detailed below.

Recommendations and Practices:

- **Integrate migrants in social protection mechanisms.** Social protection for all features prominently in the 2030 agenda. Migrants should be integrated in national social protection mechanisms and the principle of non-discrimination and inclusion should permeate access to services such as health and education. Agreements between States of origin and host States should be made at bi-lateral, regional and multi-lateral level to ensure access to social security for all migrants. International organizations can play a key role in advocating with host governments in this respect.
- **Mobile money networks to access cash in emergencies.** In the event of a crisis, migrants need to access cash and savings. This can be done through mobile money networks or mobile saving accounts. Participants stressed that the best way to provide migrants with financial services is before a crisis hits. Financial inclusion, especially for migrants, is still a barrier in several countries and there is a need to work on regulations to overcome it. Discrepancy in regulations in States of origin and host States furthermore represents a challenge for the inter-operability of systems and migrants' access to their mobile accounts.
- **Develop financial products and services that target migrants' needs.** Financial products and services targeting migrants, including low-income migrants, can build resilience and reduce dependence on social services and humanitarian aid. Insurances for migrants should be built into countries' dialogue on migration. Relevant products identified include:
 - Repatriation insurance. This is an interesting product for migrants but less used because of migrants' perception of risk.
 - Financial packages. Financial packages offered to migrants should include systems that allow them 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 families who stayed in State of Origin that can be taken out by the migrant in the host State. ILO conducted a study with a French insurance company that confirmed the interest of African migrants living in France to invest in health insurance schemes for their families back home.

- **Facilitate access to health services for migrants.** Health insurances are extremely expensive, especially for people in vulnerable situations that exacerbate their health conditions. 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 programme "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 and private insurance companies. States of origin may develop similar schemes for their migrants.
- **Enhance migrants' financial literacy.** Financial literacy training can enhance good management of financial resources to enhance resources available to migrants in order to respond to crisis and mitigate costs incurred as a result. This can be done through pre-departure trainings; through diaspora groups that have received training; through consular services; or through financial service providers. Diaspora groups are well placed to inform their networks about available services and related costs. IFAD organized training of trainers for diaspora groups on financial education models to achieve migration goals using financial products. Consular services also play an important role. In the USA, Mexican consular services provide information and assistance to migrants in accessing insurance and benefits in the USA and back in Mexico.
- **Develop livelihoods projects for migrant returnees.** In post-crisis scenarios, social inclusion projects can support vulnerable families by creating sustainable income opportunities. IFAD supports the [Graduation Project](#), which provides coaching on the use of income generating assets during a time frame of 3 years targeting most vulnerable populations.
- **Community safety nets to reduce migrants' vulnerability to shocks.** There are several good practices of refugee groups establishing their own community safety nets.
- **Conduct 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.

Working Group 2: Role of States, donors and development banks

States, international organizations, and other actors face challenges in accumulating and allocating sufficient funds to assisting migrants in countries experiencing crises. Humanitarian appeals are chronically underfunded and there are limited dedicated pools of funding or funding mechanisms for providing assistance and protection to migrants stranded in crisis situations. Specific recommendations and practices arising from discussions on this theme are detailed below.

Recommendations and Practices:

- **Integrate migrants' needs in existing humanitarian funding mechanisms.** To ensure that funding is allocated to meet migrant's needs from the onset of a crisis, it is important to factor them into humanitarian appeals such as the Flash Appeals and submissions to the UN Central Emergency Response Fund (CERF), or funding by the Multi-Partner Trust Fund (MPTF). In situations where migrants represent a significant group affected by the crisis, they need to be listed in the beneficiaries.
- **Establish specific crisis response funding tools.** The establishment of special facilities is a tool that enables organizations to quickly mobilize resources to respond to crises.

- The World Bank's (WB) Crisis Response Window was created to address the impact of severe economic crises and major natural disasters in a timely, structured and transparent way, and provide additional financing to respond to the crisis. The Crisis Response Window was established for the International Development Association (IDA), the Bank's fund for the world's poorest countries. In 2011, the WB granted an IDA loan to Bangladesh (managed by IOM) 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. IDA crisis response window's flexibility helped the process, which was seen as a positive investment.
 - 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 citizens, 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.
- **Ensure sufficient funding for emergency response and recovery in budgeting.** 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.
 - **Integrate migration in government budgets and national development plans or strategies.** States should integrate migration into their national development plans and allocate budget lines for supporting citizens 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 can attract investment to this area. Identifying migration as a priority or budget line is often necessary for development actors to provide loans for this purpose.
 - **Request funding from multilateral development banks for MICIC-related development activities.** Development Banks can play an important role in mobilizing resources to address the impact of crises on migrants' States of origin. 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 citizens abroad in crisis situations. Nevertheless, a challenge remains in addressing the immediate and medium-term needs (immediate response). The engagement of Development Banks on migration issues is also challenged by the fact that they are demand-driven – they engage at the request of local governments who often do not see migration as an issue requiring growing attention.
 - **Create mechanisms to allow for 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.
 - **Encourage diaspora to foster investments in States of origin.** Diaspora can be mobilized to invest their savings in their State of origin and support the reintegration of migrants. Three existing good practices were discussed:

- The “[Program 3 x 1](#)” of the Mexican Ministry for Social development 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 federal government, the state and counties 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’ countries 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.
- **Build measures on lost assets, wages, and evacuation costs into employment contracts.** Employers should include clauses in employment contracts that address lost assets, wages, and evacuation costs in the event of a crisis. Participants acknowledged that this works best for large employers. Small and medium enterprises could look at working through organizations or chambers of commerce to pool resources and assistance. Unions and migrant associations could do the same.
 - **Require recruitment agencies to take out insurance for their 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.

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