

IRAP's best practices in identifying and referring cases to UNHCR

IRAP provides individual legal presentation for refugees through its field offices in Jordan and Lebanon and also via referrals to UNHCR in Turkey, Iraq, and the United Arab Emirates. IRAP receives intakes for prospective clients through many means—through an email intake line, referrals from other NGO, from formal clients, etc. For each potential client, a trained staff member or volunteer conducts an in-depth intake (which where possible is done during a home visit) and completes an extensive intake form. These intakes are then reviewed by our team of lawyers. We refer individuals who are extremely vulnerable and whose situation has changed significantly since the time of UNHCR registration or who were not comfortable enough to express protection needs at UNHCR appointments (e.g., survivors of SGBV who registered with UNHCR in an area that was not fully private), and thus are not yet in the resettlement process with UNHCR.

When authoring our referrals, we keep submissions brief but always include the client's name, date of birth, UNHCR number, and copies of any very relevant documentation (medical reports, photos demonstrating threats, etc.). We include a brief introduction of the client's refugee claim and ground of persecution. The bulk of the referral is dedicated to explaining why the client qualifies for resettlement under one of UNHCR's resettlement categories, which are outlined in UNHCR's Resettlement Handbook Chapter 6. We treat this as a legal process, explaining why applying the facts of our client's case, s/he meets the established standard required to be considered for resettlement.