

# UNHCR-NGO Resettlement Toolkit:



**[WWW.UNHCR.ORG/  
NGOTOOLKIT](http://WWW.UNHCR.ORG/NGOTOOLKIT)**

# Goals of Toolkit



- **Increase NGO involvement in all stages of resettlement**
- **Explore new opportunities for partnership between UNHCR & NGOs around resettlement**
- **Help expand the reach of resettlement and its equitable use across populations and regions**
- **Fully utilize existing quotas**

# What the Toolkit is and is not



## The Toolkit is....

- A framework for sharing materials
- A repository for exchanging ideas on resettlement partnerships
- A basic structure on which to build, “a tree that need ornaments”
- Focused on activities in countries of 1<sup>st</sup> asylum

## The Toolkit is not...

- A Handbook, Manual or “How To” Guide
- A static, finished product
- Related to reception and integration activities

# Origin of Toolkit



- Idea for Toolkit sprang from Nairobi Training 2009
- Recognition that NGOs had some comparative advantages to offer in certain aspects of Resettlement (urban areas, access and familiarity with certain populations, etc.)
- Need for systematization of *ad hoc* NGO involvement, esp. in identification & referral for Resettlement
- Need to: capacitate NGOs to make referrals & UNHCR to receive and process them

# Process



- **Initial visioning and drafting working group:**
  - UNHCR Resettlement Service, HIAS, RefugePoint (Mapendo)
- **Polling of other NGOs and soliciting materials (ongoing, underrepresented currently)**
- **Posted on UNHCR website in June**  
[www.unhcr.org/ngotoolkit](http://www.unhcr.org/ngotoolkit)
- **Hosted and Maintained by UNHCR**
- **Promoted at UNHCR-NGO Consultation**
- **Contributions requested at:**  
[unhcr.ngotoolkit@gmail.com](mailto:unhcr.ngotoolkit@gmail.com)

# Acknowledgements



- **UNHCR Resettlement Service leadership & support**
- **UNHCR field staff engaged in pilot projects**
- **Earlier iterations of NGO resettlement projects**
  - (IRC-Pakistan, ICMC-Guinea, HIAS-Nairobi, etc.)
- **Thought leadership of NGO Referral Working Group in Washington DC and Workshop in 2005**

# NGO Referrals



- **NGO Referrals are at the heart of the Toolkit**
- **Outlines typology of ways NGOs make referrals:**
  - Flag case for consideration by UNHCR
  - Complete referral and submit to UNHCR for onward processing
  - Complete referral and submit to government for consideration
  - Loan staff to UNHCR for resettlement-related work
  - Help identify and delineate groups for resettlement

# Current Projects



All methodologies currently in use, e.g.:

- ICMC Deployment Scheme
- HIAS – Nairobi, Kampala, Kiev and Ecuador
- RefugePoint – Nairobi direct & staff loan to 9 African countries
- CWS – staff loan from RSC/Nairobi to UNHCR in Africa
- AMERA & St. Andrews – Egypt
- Others....?

**Myth that NGO referral projects fail to produce cases**

**In 2010, aside from ICMC, NGOs submitted at least 8,000 refugees for resettlement – most not marked as such**



# Structure of Toolkit



- **Operational Activities**
- **Community Outreach**
- **Information sharing, planning and advocacy**
  - Definitions and FAQs
  - Tools, Templates and Materials
  - Field Examples

## UNHCR-NGO Toolkit for Practical Cooperation on Resettlement: A Repository for Exchanging Ideas on Resettlement Partnerships

Resettlement, June 2011

The toolkit is aimed at helping UNHCR and non-governmental organizations (NGOs) strengthen their partnership and cooperation on resettlement. It provides practical guidance for the UN refugee agency and NGOs to cooperate in areas such as operational activities; community outreach; information sharing, planning and advocacy; and reception and integration. It also provides examples of such partnerships in action, both historical and current, to elicit best practices and build on earlier efforts. The toolkit is not a "how to" manual and does not attempt to provide step-by-step guidance, but rather aims to collect and share useful tools.

UNHCR and NGOs recognize the importance of strengthening partnerships to identify refugees in need of solutions, including resettlement, and they acknowledge the need for balanced protection delivery among regions and within countries, including urban, camp and other operational contexts. Such partnerships are necessary




### a repository for exchanging ideas on resettlement partnerships

# UNHCR-NGO Toolkit

## for Practical Cooperation on Resettlement

UNHCR-NGO Toolkit



GO

### UNHCR-NGO Toolkit for Practical Cooperation on Resettlement

- ◆ 1. Operational Activities
- ◆ 2. Community Outreach
- ◆ 3. Information sharing, planning and advocacy

A repository for exchanging ideas on resettlement partnerships, June 2011.



## UNHCR-NGO Toolkit for Practical Cooperation on Resettlement: 1. Operational Activities

Resettlement, June 2011

### Participatory assessments

NGOs can partner with UNHCR in conducting participatory assessments (including risk assessments where appropriate) with refugees and building linkages between these assessments and individual case management.

#### Resource Toolbox

- [Definitions and FAQ](#)
- [Tools, Templates and Training Materials](#)
- [Field Examples](#)

### Identification of refugees in need of resettlement

NGOs, in partnership with UNHCR, or in the course of their normal work, can identify refugees at heightened risk or in need of specific protection interventions, including resettlement. Such identification may take a variety of forms and may be brought to UNHCR's attention in a variety of ways, from simply flagging the case, to a more in-depth case write-up.

#### Resource Toolbox

- [Definitions and FAQ](#)
- [Tools, Templates and Training Materials](#)
- [Field Examples](#)

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### UNHCR-NGO Toolkit for Practical Cooperation on Resettlement

- [1. Operational Activities](#)
- [2. Community Outreach](#)
- [3. Information sharing, planning and advocacy](#)

A repository for exchanging ideas on resettlement partnerships, June 2011.





## UNHCR-NGO Toolkit for Practical Cooperation on Resettlement. Operational activities - Identification of refugees in need of resettlement: Definitions and FAQs

Resettlement, June 2011

### a) What do we mean by identification of refugees in need of resettlement?

It is a global priority for UNHCR to ensure that refugees who are in need of resettlement have fair and transparent access to resettlement processes, irrespective of their location. Properly identifying refugees in need of resettlement is one of the most crucial, yet challenging, aspects of resettlement. Refugees can be difficult to identify in general and more specifically because the most vulnerable amongst them are sometimes the least visible and vocal. Failing to identify refugees in need of resettlement in a correct and timely manner means they would be denied protection and subject to unnecessary insecurity. While resettlement is not a right, the refugees who are most in need should have access to the resettlement process in a timely and proactive manner.

Identification of refugees in need of resettlement should be based on a refugee's objective need for resettlement and not on their subjective desire for it. Nor should identification be based on the desire of any specific actors, such as the host State, resettlement States, other partners, or UNHCR staff themselves.

The responsibility of identifying refugees at risk does not rest with UNHCR alone. The involvement of partners such as NGOs, especially those involved in the provision of medical assistance, social and legal counseling is central in this respect.

### b) What is the difference between identification, referral and the submission of refugees for resettlement?

Ensuring that refugees most in need of protection and resettlement have access to those services is a fundamental aspect of UNHCR's mandate responsibility. Given their expertise and knowledge of the refugee population, NGOs are particularly well-suited to make important contributions to the identification of such vulnerable refugees facing protection problems and are in need of resettlement.

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### UNHCR-NGO Toolkit for Practical Cooperation on Resettlement

- 1. Operational Activities
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A repository for exchanging ideas on resettlement partnerships, June 2011.



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## UNHCR-NGO Toolkit for Practical Cooperation on Resettlement. Operational activities - Identification of refugees in need of resettlement: Tools, Templates and Training Materials

Resettlement, June 2010

### a) UNHCR Heightened Risk Identification Tool (and User Guide)

- [UN High Commissioner for Refugees, The Heightened Risk Identification Tool, June 2010, Second Edition](#)
- [UN High Commissioner for Refugees, The Heightened Risk Identification Tool \(User Guide\), June 2010, Second Edition](#)

The Heightened Risk Identification Tool (HRIT) has been developed to enhance UNHCR's effectiveness in identifying refugees at risk by linking community-based / participatory assessments and individual assessment methodologies. It has been designed for use by UNHCR staff involved in community services and/or protection activities (including resettlement) and partner agencies.

### b) Sample – Mapendo International Intake Screening Tool

An adapted version of the Heightened Risk Identification Tool (HRIT) used by Mapendo International Nairobi Office to conduct quick field assessments of the urban refugee population during home visits, to determine whether refugees are in need of Mapendo's services. Used in this way it serves as an identification tool for refugees who may be in need of resettlement and may subsequently be referred to Mapendo International's protection / resettlement unit.

[Mapendo International: Intake & Screening Tools](#)

### c) Sample – HIAS Agreement for NGOs to Engage in the Identification of Individuals for Resettlement Consideration

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A repository for exchanging ideas on resettlement partnerships, June 2011.