

# STANDARD OPERATING PROCEDURES

## on Diaspora Engagement in Shelter Assistance

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From the Working Group on Strengthening  
and Mainstreaming Diaspora Engagement in  
Shelter Response



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This publication was made possible through support provided by USAID's Bureau for Humanitarian Assistance, under the project, "Consolidating and Operationalizing a Framework for Diaspora's Engagement in Humanitarian Assistance - Phase II." The opinions expressed herein are those of the authors and do not necessarily reflect the views of USAID.

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This publication was issued without formal editing by IOM.  
This publication was issued without IOM Research Unit (RES) endorsement.

Required citation: International Organization for Migration (IOM), 2024. *Standard Operating Procedures on Diaspora Engagement in Shelter Assistance*. IOM, Washington, D.C.

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# ABOUT THE STANDARD OPERATING PROCEDURES

In general, SOPs are a set of written steps that capture the best practices of a field or industry as applied in a specific organization. SOPs are often created to provide specific steps and ensure the repeatability and consistency of the performance of any type of process. Their development, implementation and revision procedure include: researching the steps in a procedure (plan); creating the procedure (do); verifying the procedure (test); and using the SOPs to standardize daily activity and revise as needed (act). However, while SOPs pave a pathway to greater efficiencies, creating and maintaining them should never become an aim in itself, as SOPs must serve the quality and efficiency of the interventions.

The Standard Operating Procedures (SOPs) on Diaspora Engagement in Shelter Assistance are a step-by-step procedure for a more coordinated and effective engagement of diasporas in shelter and settlement response, with the ultimate goal of expanding and improving assistance in the shelter sector, at different stages of the crisis management cycle, for communities affected by disaster.

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Joey (in red) helping out in the construction of his temporary shelter provided by IOM. © IOM 2019

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# ACRONYMS

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<b>AAP</b>	Accountability to Affected Population
<b>BBS</b>	Building Back Safer
<b>DO</b>	Diaspora Organization
<b>DRR</b>	Disaster Risk Reduction
<b>GSC</b>	Global Shelter Cluster
<b>GST</b>	(GSC) Global Support Team
<b>HAP</b>	Humanitarian Agency and Partner
<b>IEC</b>	Information, Education, Communication
<b>IHA</b>	Institutional Humanitarian Actor
<b>IP</b>	(Diaspora Organization) Institutional Partner
<b>LCN</b>	Local and Community Network
<b>NGO</b>	Non-Governmental Organization
<b>SCT</b>	Shelter Coordination Team
<b>SCWG</b>	(In-Country) Shelter Cluster or Working Group
<b>SOP</b>	Standard Operating Procedure

# 1. INTRODUCTION AND SCOPE

## 1.1. BACKGROUND

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

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

The need to support affected communities in their own response and reconstruction efforts, and the progressive recognition that shelter is a process, not just a product, has led to an increased emphasis on the need for engagement and partnership with other non-institutional actors, such as the same affected communities and diasporas that seek to help them, through remittances and other non-financial contributions. It is well known that diaspora involvement in humanitarian response is key; it traditionally takes the form of remittances that are sent back to families and communities in the countries of origin. However, the diaspora also plays a significant role in shelter response beyond remittances, and includes temporary or permanent return; mobilizing in-kind donations and volunteers' missions; providing technical skills and support to disaster-affected governments or local non governmental organizations (NGOs); providing direct assistance through NGOs; and pushing advocacy efforts, among others. Their ability to provide this assistance may contribute to closing the gap of unmet need and insufficient resources, whatever the types of disasters.

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1. Internal Displacement Monitoring Centre (IDMC), Global Report on Internal Displacement, May 2018. Available at [www.internal-displacement.org/global-report/grid2018/](http://www.internal-displacement.org/global-report/grid2018/).
  2. IDMC, Disaster Displacement Risk Model. Available at [www.internal-displacement.org/disaster-risk-model](http://www.internal-displacement.org/disaster-risk-model).
  3. IDMC, Global Report on Internal Displacement, May 2019. Available at [www.internal-displacement.org/sites/default/files/publications/documents/2019-IDMC-GRID.pdf](http://www.internal-displacement.org/sites/default/files/publications/documents/2019-IDMC-GRID.pdf).
  4. Global Shelter Cluster, The State of Humanitarian Shelters and Settlements 2018. Available at <https://sheltercluster.org/resources/library/state-humanitarian-shelter-and-settlements>.

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

## 1.2. SCOPE OF SOPs ON DIASPORA ENGAGEMENT IN SHELTER ASSISTANCE

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

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



### 1.3. INTENDED AUDIENCE

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

### 1.4. ROLES, RESPONSIBILITIES AND ACTIVATION OF SOPs

- 1.4.1. GSC partners may implement the SOPs as written, providing a technical and advisory role to diaspora organizations, groups and individuals seeking to provide activities and programming in any capacity, as detailed above, to improve coordination on the ground and avoid the duplication of efforts.

- 1.4.2. In-country Shelter Cluster or similar sectoral inter-agency coordination may implement the SOPs as written, providing a technical and advisory role to diaspora organizations, groups and individuals seeking to provide activities and programming in any capacity, as detailed above, to improve coordination on the ground and avoid the duplication of efforts.

- 1.4.3. A diaspora organization may implement the SOPs as written, working in coordination with GSC and/or in-country Shelter Cluster members to effectively coordinate their shelter response in line with the country-level Shelter Cluster plan.

- 1.4.4. Any diaspora organization or GSC actor can bring forth an event for consideration of SOP activation within the diaspora-designated framework. GSC leads would then inform in a timely manner all related parties with the Working Group the ideal venue for discussion and agreement of activation.



Through the support of the UN Central Emergency Response Fund (UNCERF), these families received shelter repair kits, multi-purpose cash assistance, and shelter repair training to help them recover and rebuild their lives. © IOM 2021/Andrea EMPAMANO

**Table 1.**

**SOPs on diaspora engagement in shelter and settlement response  
A. Key Processes by Phase**

Diaspora Organization*	Inter-Agency Shelter Coordination
<b>Entry point: coordination and technical Focal Points</b>	<b>Entry point: Inter-agency coordination team*</b>
<ul style="list-style-type: none"> <li><input type="checkbox"/> Define thematic, technical, and geographic objectives for shelter and settlements programming.</li> <li><input type="checkbox"/> Map technical and response capacities.</li> <li><input type="checkbox"/> Disseminate Focal Points' details and diaspora organization profile.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Register diaspora organization Focal Points in relevant mailing lists.</li> <li><input type="checkbox"/> Support diaspora organization in navigating coordination platform, globally and in country of interest.</li> <li><input type="checkbox"/> Invite diaspora organization Focal Points in relevant global and national networking and coordination events.</li> </ul>
<ul style="list-style-type: none"> <li>▷ Identify and strengthen technical area of interest.</li> <li>▷ Identify and promote diaspora organization value added areas.</li> <li>▷ Identify and develop areas for partnership.</li> <li>▷ Disseminate Information Education Communication (IEC) material to diaspora organization partners and countries of interest communities and implement safe shelter awareness activities.</li> <li>▷ Build shelter-related volunteers and staff register.</li> <li>▷ Set up response teams and strengthen their capacities.</li> <li>▷ Create hotline and network hub for information-sharing.</li> </ul>	<ul style="list-style-type: none"> <li>▷ Identify global and national humanitarian standards for diaspora organization to adhere to.</li> <li>▷ Identify global and national Technical Working Groups for diaspora organization to contribute to.</li> <li>▷ Identify technical guidelines and standards, and IEC material, for diaspora organization to use and disseminate, for Building Back Safer (BBS) capacity enhancement initiatives diaspora organization could benefit from.</li> <li>▷ Identify relevant national response plans and lessons learned to diaspora organization themes and/or country of interest.</li> <li>▷ Support diaspora organization in identification of agencies for organization to partner with, at global and national levels.</li> <li>▷ Introduce diaspora organization to key coordination and information management principles and systems.</li> </ul>
<ul style="list-style-type: none"> <li>▽ Engage relevant global and in-country response coordination platform and communicate updated Focal Point contact details (including in-country if relevant).</li> <li>▽ Activate response teams, and disseminate volunteers and staff register for response and potential secondment to Shelter Cluster/Working Group and other shelter partners.</li> <li>▽ Contribute to inter-agency (a) needs assessments, gaps and duplication analysis; (b) response strategy and standards definition; (c) response planning and monitoring; and (d) relevant response Technical Working Groups.</li> <li>▽ Activate hotline and network hub to streamline accountability to affected population (AAP), advocacy initiatives and messages.</li> <li>▽ Adapt diaspora organization planning to National Response Strategy.</li> <li>▽ Engage with pool funding mechanisms if relevant.</li> <li>▽ Engage with other diaspora organizations to maximize joint interest and contribution to the response.</li> </ul>	<ul style="list-style-type: none"> <li>▽ Coordinate with diaspora organization to liaise with in-country coordination response platform, especially when no active Shelter Cluster/Working Group is activated.</li> <li>▽ Assess possibilities to include diaspora organization seconded staff in coordination team.</li> <li>▽ Involve diaspora organization in all shelter coordination issues – especially regarding logistic, market analysis, remittances, accountability to affected population and advocacy – to leverage their added value.</li> <li>▽ Assess and leverage opportunities to include diaspora organization in Strategic Advisory Group and other decision-making coordination forums.</li> <li>▽ Support diaspora organization to access pool funding mechanism and operational, thematic, and geographic response partnership.</li> </ul>
<p><input type="checkbox"/> Coordination engagement; ▷ Preparedness; ▽ Response</p>	
<p>* Applies to all diaspora organizations (individual, umbrella organization and Global Confederation Humanitarian Hub).</p>	
<p>† GSC Global Support Team (GST) for global level, Shelter Coordination Team (SCT) for Shelter Cluster, or Working Group for in-country/local level.</p>	

## 2. KEY PROCESSES

### 2.1. COMMUNICATION

- 2.1.1. The diasporas are often first responders, and receive information in more informal ways (social media, such as WhatsApp, etc.) from communities often not reached by traditional actors. Diaspora organizations could play an important role in enhancing shelter and settlement response at each phase of the response, by channelling relevant information from communities to and from the Shelter Cluster at country level. This is particularly important for issues relevant to AAP and advocacy.
- 2.1.2. Communication is essential to the improved coordination and cooperation among diaspora organizations and institutional shelter actors. Increased communication with institutional and expert actors may make the assistance provided by the diaspora more effective and qualitative.
- 2.1.3. The diaspora organization should communicate its coordination and technical Focal Point(s) to the inter-agency coordination team, if available.
- 2.1.4. The GST and in-country SCT members should be seen as preferable entry points for communication with institutional shelter partners. They will be able to help the diaspora organization in timely understanding of institutional humanitarian and technical landscape, and connecting with most relevant stakeholders at relevant global and national levels.
- 2.1.5. Some suggested channels for diaspora organization external communication may include:
  - Joining Shelter Cluster mailing and contact lists at global and country levels;
  - Depending on strategic, operational and technical levels of interest;
  - Reviewing regularly relevant websites (see Annex 2);
  - Creating a network hub for increased information-sharing with diaspora organization community and institutional stakeholders;
  - Establishing diaspora-specific hotlines at relevant levels (i.e. global and for countries of interest), to be activated following an agreed set of indicators for preparedness and response;
  - Designating specific Focal Points depending on the diaspora organization's set of interests.

## 2.2. COORDINATION

- 2.2.1. Greater coordination among diasporas and Shelter Cluster actors may be beneficial for both parties to increase effectiveness of the assistance.
- 2.2.2. For coordination and external communication at global level, the preferable interlocutor for diaspora organizations is the GST. If the targeted audience is at country level and no Shelter Cluster or similar inter-agency coordination mechanism is activated, it is recommended to first contact the GST for advice.
- 2.2.3. For coordination and external communication at country level, the preferable interlocutor for diaspora organizations is the SCT, if the targeted audience is at country level and that Shelter Cluster or similar inter-agency coordination mechanism is activated.
- 2.2.4. Some ways for increased coordination may include:
  - Creating a cluster-like system of diaspora organization Focal Points (at global and country level), including designated sector leads;
  - Creating a command centre that may lead diaspora organization internal and external coordination;
  - Defining steps for activation of diaspora internal SOPs;
  - Creating core teams for global, regional and local diaspora emergency response units;
  - Conducting regular consultations (calls, meetings, webinars, etc.), where Shelter Cluster actors/ Focal Points may be invited;
  - Attending GSC coordination calls, when possible;
  - Sharing with Shelter Cluster actors and other shelter actors databases, and/or rosters of experts and volunteers;
  - Taking into account needs assessment funding conducted by the Shelter Cluster;
  - Sharing information about the diaspora's current and prospect interventions, as to foreseen value added for preparedness and response.

## 2.3. COOPERATION

- 2.3.1. The diaspora organization should identify its areas for cooperation, around its defined thematic, technical and geographic objectives for the shelter and settlements programming. GSCs and SCTs could support the diaspora organization in navigating cooperation landscape, such as for identification of potentially relevant partners.
- 2.3.2. Diaspora organizations and traditional actors can work together to establish joint initiatives and programme implementation with Shelter Cluster actors, including by:
  - Establishing and sharing diaspora volunteers' and experts' rosters and networks, with core expertise relevant in the fields of shelter and settlements;
  - Mapping and sharing on-call technical experts;

- Elaborating joint proposals;
- Ensuring complementarities and avoiding overlapping of interventions;
- Contributing to all Shelter Cluster processes, including (a) needs assessments, gaps and duplication analysis; (b) response strategy and standards definition; (c) response planning and monitoring; (d) relevant response Technical Working Groups; (e) AAP; (f) learning consolidation; and (g) capacity-building initiatives.

## 2.4. FINANCING

- 2.4.1. Diaspora organizations may use these SOPs to engage with Shelter Cluster actors at a global level, to look for potential funding opportunities with institutional donors and partners. The diaspora organizations may use these SOPs to engage with Shelter Cluster actors at country level to seek potential funding opportunities, especially regarding pool funding, as inter-agency financing mechanisms.
- 2.4.2. The diaspora organization should engage Shelter Cluster Coordination Teams and actors at relevant levels to enhance the understanding of alternative access to financing for communities in need of safe shelter solutions.
- 2.4.3. GSCs and SCTs should engage with diaspora organization to explore ways to leverage BBS measures in shelter and settlements through financial transfer modalities.

# 3. DIASPORA ENGAGEMENT IN SHELTER AND SETTLEMENTS

## 3.1. PREPAREDNESS PHASE

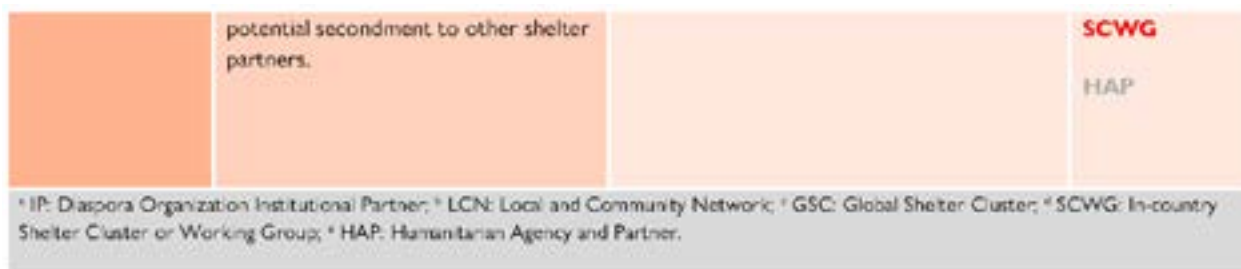
Preparedness and disaster risk reduction activities are key to ensuring that strong systems and structures are in place to respond to the needs of the affected populations. The diaspora can play an important role in preparedness, as vital conduits of information flows and the promotion of preparedness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

Table 2.

SOPs on diaspora engagement in shelter and settlement response  
B. Preparedness Phase

Key Processes	Diaspora Organization	Key Stakeholders	
<b>A. Objectives setting for shelter and settlements programming</b>	P1 – Map organization strengths and weaknesses for shelter and settlements response and related fields, at global and countries of interest levels.	Map potential gaps and opportunities for diaspora organization to support affected population in line with its defined objectives.	IP <sup>A</sup> LCN <sup>B</sup>
	P2 – Map key thematic, demographic and geographic areas of interest.	Map added value areas from and for diaspora organization to invest in identified areas of focus.	GSC <sup>C</sup> SCWG <sup>D</sup>
<b>B. Engagement of coordination framework</b>	P3 – Build understanding of institutional shelter and settlements' operational environment with the identification of related coordination platforms, key stakeholders to engage with, and active shelter partners.	Provide guidance to diaspora organization for relevant shelter and settlements and related humanitarian coordination platforms and stakeholders, at global level and for countries of interest.	GSC SCWG
	P4 – Participate within shelter and settlements coordination forums at global and in-country levels: - Designation of diaspora organization technical and coordination Focal Points. - Dissemination of diaspora organization profile. - Registration within relevant mailing lists. - Participation to preparedness meetings. - Contribution to targeted Working Group.	Map added value from diaspora organization contribution to humanitarian shelter response, and enable their engagement.  Inclusion of diaspora organization Focal Points in relevant coordination platforms and networking globally and for countries of interest.	GSC SCWG HAP <sup>E</sup>

<b>C. Capacity-strengthening</b>	P5 – Familiarize with key tools and processes, and disseminate relevant ones within diaspora organization: - National and local response plans. - Response packages and modalities. - Lessons learned from past disaster responses. - Safe shelter awareness. - Shelter and settlements technical guidelines. - Shelter and settlements Sphere and other standards. - Emergency needs assessments. - Coordination and information management.	Map relevant resources to support diaspora organization knowledge-building and understanding of key technical area.	<b>GSC</b> <b>SCWG</b>
		Guide diaspora organization in its learning path with invitation to relevant awareness and training opportunities.	<b>GSC</b> <b>SCWG</b> HAP
<b>D. Outreach</b>	P8 – Promote awareness and conduct training activities around safe shelter and other disaster risk reduction areas among diaspora organization stakeholders and communities not reached by other partners.	Identify relevant IEC material and support to diaspora organization for its outreach activities.	<b>GSC</b> <b>SCWG</b>
		Support diaspora organizations in the implementation of their outreach activities.	<b>IP</b> <b>LCN</b> HAP
	P9 – Research and communicate on diaspora organization added value for humanitarian shelter and settlements response, that could include innovation and new trends, analysis of remittances mechanisms, register of specialist, engagement of private sector or sociocultural networking.	Support diaspora organization in developing research material. Promote and disseminate diaspora organization-produced material within shelter and settlements humanitarian network.	<b>GSC</b> <b>SCWG</b> HAP
<b>E. Readiness</b>	P10 – Develop prepositioning of shelter material and resources, including identification of delivery mechanisms.	Support diaspora organization in the identification of relevant standards and strategies.	<b>GSC</b> <b>SCWG</b>
	P11 – Designate Preparedness and Response Focal Points within diaspora and local network.	Register diaspora organization's Preparedness and Response Focal Points within relevant networks and contact lists.	<b>SCWG</b> <b>IP</b> <b>LCN</b>
	P12 – Develop core teams for emergency response units, at relevant global, regional and local levels.	Identify available curricula and support for diaspora organization's emergency response units' capacity-building.	<b>GSC</b> HAP
	P13 – Develop volunteer diaspora network/register for response and/or	Disseminate and leverage diaspora organization's register to relevant networks.	<b>GSC</b>



### 3.2. RESPONSE AND RECOVERY

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

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

**Table 3.**

**SOPs on diaspora engagement in shelter and settlement response  
C. Response and Recovery**

Key Processes	Diaspora Organization	Key Stakeholders
<b>A. Response system activation</b>	R1 – Activate diaspora organization response teams for the affected geographic areas.	Include diaspora organization Focal Points within relevant communication and coordination platform. <b>GSC</b> <b>SCWG</b>
	R2 – Activate diaspora, in-country and community networks, with the dissemination of information and shelter and settlements awareness-raising to affected communities.	Provide agreed key messages and relevant material to diaspora organization Focal Points. <b>SCWG</b>

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



<b>B. Engaging shelter and settlement coordination</b>	R3 – Participate within in-country shelter coordination forums: - Designation of Focal Points for coordination, information management and technical inputs, at diaspora and in-country level. - Participation in response meetings. - Contribution to relevant Technical Working Group where diaspora organization could bring valuable inputs as for remittances use, supply chain analysis or promotion for BBS.	Include diaspora organization representatives and other relevant in-country Focal Points within coordination and communication systems.	<b>GSC</b> <b>SCWG</b>
		Provide guidance to diaspora organization in understanding response humanitarian coordination framework and dynamic.	<b>GSC</b> <b>SCWG</b>
		Include diaspora organization representatives in relevant Technical Working Groups.	<b>SCWG</b>
	R4 – Contribute to the inter-agency response monitoring to support gaps identification and avoid duplication.	Support diaspora organization in using agreed information management systems, as for the 4W (who, what, where and when) matrix.	<b>SCWG</b>
	R5 – Trigger when applicable secondment of diaspora organization-registered volunteers and staff to other coordination and response partners.	Promote diaspora organization human resources potential provision through relevant lists.	<b>SCWG</b>
		Leverage opportunities of diaspora organization inputs within coordination and operational teams.	<b>SCWG</b> HAP
	R6 – Engage inter-agency and pool funding processes.	Support diaspora organization in navigating humanitarian funding mechanisms, such as proposal submission.	<b>SCWG</b>
	R7 – Contribute to the development of the inter-agency national shelter response plan: - Activate local network to collect information on emergency needs assessments and monitoring, for prioritization of needs, geographic area and demographic targeted groups. - Map current and foreseen diaspora organizations' and other diaspora actors' capacity to respond, including financial and in-kind contributions; but also interest for partnership with other actors for collaborative and constructive overlapping.	Include diaspora organization representatives in assessments planning and findings in analysis of results.	<b>SCWG</b>
		Include diaspora organization representatives in strategic planning and coordination processes.	
	R8 Promote the localization of the response, by establishing links and partnerships between (a) international and local actors, (b) humanitarian and private sector, and (c) institutional and community stakeholders.	Promote and disseminate diaspora organization efforts to support the localization of the response.	<b>GSC</b> <b>SCWG</b> HAP IP LCN

<b>C. Planning and strategy development</b>	R9 – Define or adapt diaspora organization response plan:		
	- Taking into account needs assessment findings conducted at community and inter-agency levels.	Provide diaspora organization with assessments findings.	SCWG LCN
	- Enhancing compliance with humanitarian principles and Sphere standards.		
	- Setting objectives and programming in line with national response plan.	Support diaspora organization in the identification of humanitarian standards to comply with.	SCWG
	- Leading and/or supporting initiatives and programmes able to fill gaps in shelter response.	Map gaps in the response and opportunities for diaspora organization to leverage its specific capacities to respond within national response plan and framework.	SCWG
	- Providing additional alternative response financing for local and affected communities, that may contribute to (self) recovery, especially for those not reached by other actors.		
	- Ensuring close coordination with shelter and housing actors, within the humanitarian nexus with recovery and development.	Support diaspora organization in navigating the humanitarian nexus and evolving coordination platform transition from emergency to reconstruction and preparedness.	GSC SCWG
			HAP
	R10 – Mobilize resources	Establish joint strategic or operational partnership with diaspora organization, around response areas of common interest.	GSC SCWG
	- Establishing alliances with shelter partners (agencies and donors).		HAP
	- Partnering with other organizations that can provide technical expertise and complement diaspora's response.		IP LCN
<b>D. Advocacy</b>	R11 – Contribute to inter-agency advocacy:		
	- Collecting and analysing information at diaspora and in-country network levels through its hotline and communication channels.	Consult diaspora organization in advocacy initiatives and key message definition.	SCWG
	- Promoting messaging developed within coordination platform through its network.	Support diaspora organization in channelling inputs and outputs of advocacy initiatives.	SCWG
			HAP IP LCN

<b>E. Accountability to affected population (AAP)</b>	R12 – Contribute to inter-agency AAP efforts:		
	<ul style="list-style-type: none"> <li>- Collecting and analysing information at diaspora and in-country network levels through the diaspora organization hotline and communication network.</li> <li>- Dissemination of key messages through relevant channels.</li> </ul>	Consult diaspora organization in AAP initiatives and key message definition.	SCWG
		Support diaspora organization in channelling inputs and outputs of advocacy initiatives.	SCWG HAP IP LCN
<b>F. Technical and social outreach</b>	R13 – Promote wide dissemination of BBS techniques and initiatives, including awareness campaign and training initiatives.	Support diaspora organization for the identification of technical guidelines and BBS-relevant inputs for diaspora organization shelter response operation.	SCWG
	R14 – Disseminate and communicate on diaspora organization added value for humanitarian shelter and settlements response.	Disseminate diaspora organization contribution material within coordination network.	SCWG
<p>* IP: Diaspora Organization Institutional Partner; † LCN: Local and Community Network; ‡ GSC: Global Shelter Cluster; § SCWG: In-country Shelter Cluster or Working Group; ¶ HAP: Humanitarian Agency and Partner.</p>			



# ANNEX

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## DOCUMENT INDEX

The latest version of the Document Index – Diaspora Engagement in Shelter and Settlement Assistance is available at [https://sheltercluster.s3.eu-central-1.amazonaws.com/public/docs/220222\\_documents\\_index\\_desr\\_v1\\_4.pdf](https://sheltercluster.s3.eu-central-1.amazonaws.com/public/docs/220222_documents_index_desr_v1_4.pdf).

# STANDARD OPERATING PROCEDURES

on Diaspora Engagement  
in Shelter Assistance

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