



**Global Shelter Cluster**  
ShelterCluster.org  
Coordinating Humanitarian Shelter

**Working Group on Strengthening and Mainstreaming  
Diaspora Engagement in Shelter Response**

# **Key processes for diaspora engagement in Shelter & Settlement Assistance**

Humanitarian Networks and Partnership Week

**Thursday May 12<sup>th</sup> 2022**

## Key processes for diaspora engagement in Shelter & Settlement Assistance



\* Diaspora here it is intended 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.*

- Increased emphasis on the **need for engagement and partnership with other non-institutional actors**, such as affected communities and the diasporas\* that seek to help them.
- The **diaspora also plays a significant role in shelter response beyond remittances, including assistance in temporary or permanent return**, utilizing transnational networks to mobilize in-kind donations and volunteer missions, supporting disaster-affected governments or local NGOs, the provision of technical skills and providing direct assistance through NGOs, and advancing advocacy efforts, among others.
- Their ability to provide this assistance may **contribute to closing the gap** of unmet need and insufficient resources, across different crises contexts.



- Under Global Shelter Cluster framework, a **specific working group has been formed on strengthening diaspora engagement in shelter response** (DESR WG).
- This new forum has led to the definition of [Standard Operating Procedures \(SOPs\)](#), that were finalized in August 2021.
- These key processes, as identified in the SOPs, aim to highlight the **key actions that should constitute the core of a recommended framework** for interagency coordination, communication and cooperation between diasporas and shelter actors.

# 1. Coordination engagement

## DIASPORA ORGANISATION (DO)\*

**Entry point:** Coordination & Technical Focal Points

\* Apply to all DOs (individual, umbrella organisation, Global Confederation Humanitarian Hub)

**1.1 Define thematic, technical & geographic objectives** for Shelter & Settlements programming

**1.2 Map technical & response capacities**

**1.3 Disseminate** Focal Points (FP) details & DO profile

## INTERAGENCY SHELTER COORDINATION

**Entry point:** Interagency Coordination Team\*\*

\*\* GSC Global Support Team for global level, Shelter Coordination Team for Shelter Cluster or Working Group for in country/local level

**1.4 Register** DO FPs in relevant mailing lists

**1.5 Support** DO in navigating global and in country of interest coordination platforms

**1.6 Invite** DO FPs in relevant global and national networking & coordination events

# 2. Preparedness

**1.1 Define** thematic, technical & geographic objectives for Shelter & Settlements programming

**1.2 Map** technical & response capacities

**1.3 Disseminate** Focal Points (FP) details & DO profile

**DIASPORA ORGANISATION (DO)**

Entry point: Coordination & Technical Focal Points

**INTERAGENCY SHELTER COORDINATION**

Entry point: Interagency Coordination Team

**1.4 Register** DO FPs in relevant mailing lists

**1.5 Support** DO in navigating global and in country of interest coordination platforms

**1.6 Invite** DO FPs in relevant global and national networking & coordination events

**2.1 Identify & strengthen** Technical area of interest

**2.2 Identify & develop** Area for partnership

**2.3 Identify & promote** DO added value areas

**2.4 Disseminate IEC material** to DO partners and countries of interest communities

**2.5 Implement** safe shelter awareness activities

**2.6 Build & maintain** Shelter related **Volunteers & Staff register**

**2.7 Setup & strengthen** Response teams & their capacities

**2.8 Create** Hotline & network hub for information sharing

**2.9 Identify** Global and national **humanitarian standards** for DO to adhere to.

**2.10 Identify** Global and national **Technical Working Groups (TWG)** for DO to contribute to.

**2.11 Identify technical guidelines & standards** and **IEC material** for DO to use and disseminate, as for **BBS capacity enhancement initiatives** that DO could benefit from **DO added value areas**

**2.12 Identify** relevant national **Response Plans & Lessons Learned** to DO for themes and/or country of interest

**2.13 Support** in identification of **agencies for DO to partner with**, at global and national levels

**2.14 Introduce** DO to **key coordination and information management principles & systems**

# 3. Response

**1.1 Define** thematic, technical & geographic objectives for Shelter & Settlements programming

**1.2 Map** technical & response capacities

**1.3 Disseminate** Focal Points (FP) details & DO profile

**DIASPORA ORGANISATION (DO)**

Entry point: Coordination & Technical Focal Points

**INTERAGENCY SHELTER COORDINATION**

Entry point: Interagency Coordination Team

**1.4 Register** DO FPs in relevant mailing lists

**1.5 Support** DO in navigating global and in country of interest coordination platforms

**1.6 Invite** DO FPs in relevant global and national networking & coordination events

**3.1 Engage** relevant global & in country **response coordination platform** and communicate **updated FP contact details**.

**3.2 Activate** response teams, and disseminate **Volunteers & Staff register for response & potential secondment** to SC/WG & other shelter partners

**3.3 Contribute** to (1) **needs assessments, gaps & duplication analysis**, (2) **response strategy & standards definition**, (3) **response planning & monitoring**, and (4) relevant **Technical Working Groups**

**3.4 Activate** hotline & network hub to streamline **Accountability to Affected Population & Advocacy** initiatives and messaging.

**3.5 Adapt** DO planning to **National Response Strategy**.

**3.6 Engage** with **pool funding mechanisms** if relevant.

**3.7 Engage** with **other Dos** to maximise **joined interest & contribution to the response**.

**3.8 Support** DO in liaising with **in country coordination response platform(s)**, especially when no active Shelter Cluster / Working Group is activated

**3.9 Explore** possibilities to **include DO seconded staff in coordination team**

**3.10 Involve** DO in **all Shelter Coordination relevant issues to leverage its added value**, especially regarding Logistic, Market analysis, Remittances, Accountability to Affected Population, communication & Advocacy

**3.11 Assess and leverage** opportunities to include DO in **Strategic Advisory Group** & other **decision making coordination forums**.

**3.12 Support** DO to access pool funding mechanism and operational, thematic & geographic response partnerships

# Key processes for diaspora engagement in Shelter & Settlement Assistance

## Additional Resources

**Global Shelter Cluster**  
ShelterCluster.org  
Coordinating Humanitarian Shelter

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English

HOME GLOBAL SHELTER CLUSTER OPERATIONS RESOURCES ABOUT US SEARCH

In region Global and in group Global Shelter Cluster

### Working Group on Strengthening and Mainstreaming Diaspora Engagement in Shelter Responses

Follow this working group

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Documents (10)

FEATURED DOCUMENTS

**DOCUMENT INDEX - DIASPORA ENGAGEMENT IN SHELTER & SETTLEMENT ASSISTANCE V1.4**  
Under Global Shelter Cluster framework, a specific working group has been formed on strengthening...

OVERVIEW

This Working Group aims to provide a concrete contribution to the process of strengthening and mainstreaming diaspora's engagement in shelter response (DESR), through the development and consolidation of key coordination tools and other relevant material.

In the wake of the World Humanitarian Summit (Turkey, January 2016) the international humanitarian community launched a clear call to effectively involve non-traditional actors, such as diasporas, for a more effective and comprehensive response. Moreover, the Sendai Framework recognizes migrants contribute to the resilience of communities and societies, and their knowledge, skills and capacities can be useful in the design and implementation of disaster risk reduction. However, despite widespread interest in diasporas' as humanitarian partners, their engagement in disaster response has yet to be fully explored and coordinated for maximum impact. Through this Working Group we plan to concretely advance this agenda.

Diasporas play a key role in disaster response in their countries of origin, directly or through resources sent to their communities. They send home billions of dollars in remittances every year – more than official aid and foreign direct investment. When crises erupt, diaspora initiatives and organisations are often first-line responders, quickly sending relief, financial aid and volunteers directly to affected communities and to support local structures. Due to their transnational ties and networks in their countries of origin and high degree of local knowledge, they are often able to reach affected populations conventional actors struggle to access and continue providing support on the immediate response phase.

Document Index - *Diaspora Engagement in Shelter & Settlement Assistance*

V1.4 – February 2022

Under Global Shelter Cluster framework, a specific working group has been formed on strengthening diaspora engagement in shelter response (DESR WG). This new forum has led to the definition of [Standards Operating Procedures \(SOPs\) on Diaspora's Engagement in Shelter Assistance](#), that were finalized in August 2021. **These are meant to propose a step-by-step procedure for a more coordinated and effective engagement of diasporas in the Shelter & Settlement response**, with the ultimate goal of expanding and improving assistance in the shelter sector, at different stages of the crisis management cycle. These SOPs are designed in the hope they may be used in all crisis contexts, where diasporas intervene within the shelter and settlement sector.

This Document Index aims to consolidate references relevant for DESR, grouped by themes and geographic interest when relevant.

**For further information:**  
[Working Group on Strengthening and Mainstreaming Diaspora Engagement in Shelter Responses](#) [Webpage](#)  
Contact [Chelsea Cooper](#), [Abigail Maristela](#) and [Xavier Génot](#)

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Section 1: Key resources				
1.01 Coordination	Type	Link	Coverage	Source/Date
Working Group on Strengthening and Mainstreaming Diaspora Engagement in Shelter Responses	Webpage	<a href="https://www.sheltercluster.org/working-group/diaspora">https://www.sheltercluster.org/working-group/diaspora</a>	Global	Global Shelter Cluster (GSC)
Standard Operating Procedures (SOPs) on Diaspora's Engagement in Shelter Assistance	SOPs	<a href="https://www.sheltercluster.org/working-group-strengthening-and-mainstreaming-diaspora-engagement-shelter-responses/documents-4">https://www.sheltercluster.org/working-group-strengthening-and-mainstreaming-diaspora-engagement-shelter-responses/documents-4</a>	Global	GSC DESR Working Group August 2021
Key processes for diaspora engagement in Shelter & Settlement Assistance	SOPs	<a href="https://www.sheltercluster.org/working-group-strengthening-and-mainstreaming-diaspora-engagement-shelter-responses/documents-3">https://www.sheltercluster.org/working-group-strengthening-and-mainstreaming-diaspora-engagement-shelter-responses/documents-3</a>	Global	GSC DESR Working Group November 2021
Framework for Diaspora Engagement in Humanitarian Assistance - Draft reference note	Reference Note	<a href="https://www.sheltercluster.org/sites/default/files/docs/framework_draft_note-final.pdf">https://www.sheltercluster.org/sites/default/files/docs/framework_draft_note-final.pdf</a>	Global	IOM, USAID, HRA
1.02 Trainings				
Type	Link	Coverage	Source/Date	
More Than Just a Roof – Introduction to shelter and settlement	Online platform	<a href="https://sheltercluster.us5.list-manage.com/track/click?u=e1282d5c9f8ad96a8b51f014&amp;id=b569d2efd0&amp;e=ebb4bc5195">https://sheltercluster.us5.list-manage.com/track/click?u=e1282d5c9f8ad96a8b51f014&amp;id=b569d2efd0&amp;e=ebb4bc5195</a>	Global	GSC
Disaster Ready	Online platform	<a href="https://get.disasterready.org/">https://get.disasterready.org/</a>	Global	DR Consortium
Building a Better Response	Online platform	<a href="https://www.buildingabetterresponse.org/">https://www.buildingabetterresponse.org/</a>	Global	BBR Consortium
IOM E Campus	Online platform	<a href="https://www.ecampus.iom.int/">https://www.ecampus.iom.int/</a>	Global	IOM
IFRC Learning Platform	Online platform	<a href="https://ifrc.csod.com/">https://ifrc.csod.com/</a>	Global	IFRC
Diaspora Humanitarian Training	Online Training	<a href="https://kayaconnect.org/course/info.php?id=1066">https://kayaconnect.org/course/info.php?id=1066</a>	Global	DEMAC
IDiaspora	Online platform	<a href="https://www.idiaspora.org/en/learn/resources/manuals-and-training-materials">https://www.idiaspora.org/en/learn/resources/manuals-and-training-materials</a>	Global	IOM

Section 2: Humanitarian Principles				
2.01 SPHERE standards	Type	Link	Coverage	Source/Date
SPHERE project website	Website	<a href="https://spherestandards.org/">https://spherestandards.org/</a>	Global	SPHERE project
Handbooks download page	Handbook	<a href="https://spherestandards.org/hsp-buy/">https://spherestandards.org/hsp-buy/</a>	Global	SPHERE project
Principled humanitarian action and IOM's Institutional	Training PPT	PPT (upon request)	Global	IOM

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