

UNHCR-ICMC Resettlement Deployment Scheme

Annual Report for 2002

for Annual Tripartite Consultation
18-19 June, 2003

During 2002, resettlement as a durable solution and a tool of protection has been increasingly profiled by the High Commissioner, and supported by donor countries. Support for resettlement was highlighted through the Global Consultations on International Protection, and in the resulting Agenda for Protection. More recently, resettlement has been included among the areas of activity identified as possible subjects of Convention Plus agreements. With the support of donor countries, UNHCR has furthered these initiatives by increasing the field resources dedicated to resettlement. Western European countries have responded by considering or establishing resettlement programs. In light of this growing profile and the possibility of an increase in the number of emerging resettlement countries, the Deployment Scheme will become even more central in its role of enabling UNHCR to maximize resettlement opportunities.

Total Numbers

In 2002 the total roster of candidates numbered 92 persons from 22 different nationalities. There were 46 deployments to 29 field offices (See Appendix 1), contributing 232 person-months of work, or 19.3 person-years. Of the 46 total deployments, 38 were involved in regular resettlement casework, from which 35 reports were received. The remaining 8 deployees included BID specialists, integration expert, and support missions for specific purposes. These 35 deployees prepared/submitted over 4,000 cases involving almost 13,000 persons, during 186.5 person-months of work. Here is the comparison with the previous year's totals.

| | 2001 | 2002 |
|-----------------------------|-------------------|------|
| No. of deployments | 54 | 46 |
| No. of field offices | 38 | 29 |
| person-months | 260 | 232 |
| cases | 4165 ¹ | 4183 |

Although there was a decrease in the number of person-months contributed by deployees, the number of cases prepared and/or submitted was maintained at a similar level. This suggests that efforts by deployees to improve resettlement referral systems in the field and by ICMC to improve support to deployees are achieving their desired effect: increasing the referral capacity and efficiency of the program. A review of individual deployment reports confirms that, in the opinion of deployees,

¹ This number is extrapolated using a straight-line projection from the 48% of casework reports received.

they were able to improve the quality and increase the quantity of resettlement referrals in field offices where some systems were already in place and necessary resources and support were available. A detailed list of necessary resources is provided in Appendix 2.

Benefits of the Deployment Scheme

In addition to increasing the quantity and quality of resettlement referrals prepared and submitted, the Deployment Scheme has benefited UNHCR, resettlement governments and NGOs in a number of significant ways.

➤ Increased quality of resettlement submissions

Several deployees noted in their reports that resettlement missions accepted more cases than the original quota or target and made decisions to increase their future quota or target based on the quality of the resettlement referrals they received. Although delays between submission and adjudication and a multiplicity of individuals involved on given cases make it difficult to collect specific data, the generally improved quality of submissions likely leads to a higher acceptance rate on the part of resettlement country missions than otherwise would be obtained.

➤ Development of resettlement procedures, tools and resources

Many deployees have been involved in developing standard operating procedures for the resettlement work in an office that has previously done little or no resettlement. Many others have created tools that enable the implementation of these procedures, such as case filing systems, databases, case identification and pre-screening mechanisms, and interview question templates. Deployees frequently supplement offices' existing country of origin information. They contribute current and detailed information, including profiles of specific groups within refugee populations.

➤ Development of training tools

Many deployees are involved in the development and provision of training workshops in resettlement identification to national staff, interpreters, and NGO partners in field settings. This training is primarily for local staff and partners but sometimes includes partners from the region or beyond. In addition to the training resources developed for use in field offices, the group training workshops for roster members were extremely well received, and resources from this training have been used in the development of UNHCR training materials.

➤ Increased pool of people with resettlement field experience

The contribution of the human resource development that the Deployment Scheme provides should not be underestimated. Former deployees bring this valuable field experience with them to their next place of employment, be that an NGO, a government office, or back into the UNHCR system. Eight deployees from 2002 have recently been hired by UNHCR, thus enriching its internal resettlement capacity. The new recruits are in Gambella, Dadaab, Ngara, Kakuma, Nairobi, Cairo, Ottawa, and Geneva. They join 10 other deployees from previous years who continue to work with UNHCR.

➤ Consolidate tripartite partnerships

The Deployment Scheme offers a vehicle where UNHCR, resettlement countries, and NGO partners are involved together in the identification and processing of refugees for resettlement. This is one of the primary concrete mechanisms through which partners operationalize the Agenda for Protection. Through this is achieved a greater understanding of the continuum of resettlement from the perspective of the other partners.

Summary of Activities and Achievements for 2002

The activities of the Deployment Scheme are focused on ensuring that scarce resources are used effectively to enable UNHCR to protect refugees through the use of resettlement. The Deployment Scheme is better able to reinforce resettlement activities as we develop procedures that:

1. Ensure that roster-members and deployees sent to the field have the skills, qualifications, and commitment required for the work.
2. Support deployees in field offices so that they are able to fulfill their Terms of Reference.

The following activities have moved us further toward this goal:

- **A second training workshop** was offered in Calgary, Canada, following the Canadian Council for Refugees consultation. As of mid May, 5 participants have been deployed, 4 are on current shortlists, and 1 has an internship field post. The first training workshop took place in Washington DC, May 2002.
- A template for more **structured Briefing** for specific posts is being implemented.
- **An orientation CD ROM** has been developed and distributed (see appendix 3)
- **Standardized recruitment qualifications and procedures** have resulted in an increase in the quality of candidates on the roster. (see Appendix 4)
- More **support and monitoring of individual deployments**: Deployees now have an identified focal point in Geneva for communication and follow-up.
- A **planning process** is currently underway, that will enable implementing partners to identify changes needed to ensure the Scheme's continued development and contribution.
- **Deployment Scheme operational issues** are being reviewed as part of the planning process. These issues impact the effectiveness of the Deployment Scheme.
- **The number and quality of final reports received has increased**: standardized statistical information on the deployees work is now being collected.
- An **exit evaluation form** is filled out by exiting deployees, in order to benefit from their experience.
- **Administrative Guidelines** will be ready for distribution by June 2003. These guidelines provide guidance on the administrative procedures of the Deployment Scheme to ensure consistency of information and practice.

Resettlement Processing Issues

Deployees in 2002 gained valuable insight into the resettlement operations of UNHCR, as they worked out of 29 different field offices around the world. Their observations, collected in compulsory final reports and in exit evaluations, become a valuable source of information for the Resettlement Section. Their experience from outside UNHCR allows them to offer a different perspective on resettlement operations.

The utility of deployees' observations is evident in the following sampling of questions that are derived from issues raised in deployees' reports throughout 2002. These are organized firstly around issues with broad resettlement impact and secondly according to specific issues relating to the functioning of the Deployment Scheme.

Standard Operating Procedures

-Are there systems in place to ensure transparency and a separation of functions (RSD, case identification, resettlement referral)?

Resettlement Case Identification and Referral

-How are resettlement cases identified and referred to resettlement deployees? What role can NGOs play in case identification?

-Can resettlement be identified within the context of a Durable Solutions exercise?

Identification of Groups

-Can the Deployment Scheme play a role in the identification of vulnerable groups within mass influx situations?

Camp vs. Urban populations

-Are there different resettlement processing systems that are appropriate for urban versus camp settings?

Case-tracking Database

-Is there a case-tracking system in place, including paper files in a locked file cabinet, and an electronic database?

Quality vs. Quantity of RRFs

- What level of detail is necessary in RRF submissions to avoid fraud, to present a credible submission to resettlement country missions but not to put refugees at risk due to long delays in reviewing cases? Does one interview only the family head, or all adult members of the family, or all members?

Harmonization of Resettlement Systems

Is it possible to better harmonize and streamline resettlement procedures (e.g.: documentation procedures) between UNHCR and resettlement countries? Can resettlement countries use RRFs?

Broadening Resettlement Criteria

-Is it possible to broaden resettlement criteria and better harmonize RSD criteria between UNHCR and Resettlement countries, and make better use of humanitarian categories in mass influx situations?

Collating and distributing tools and resources developed

-Are resources and tools developed by deployees to aid in the implementation of resettlement procedures collected and made available to new deployees?

Fraud Prevention

-What measures can be put into place to control family composition fraud among refugees?

-How does one identify locals from the asylum country attempting to register as refugees?

Operational Issues

- Targets in TORs must take into consideration resources currently in place and systems needing to be developed before casework can begin.
- Need more time to prepare for resettlement country missions (the selection of resettlement cases can become more 'quota-driven' than protection-driven).
- There should be people from different units involved in case identification, RSD, as well as resettlement interviews and submissions.
- Prior to deployment each deployee should complete an individualized training module that includes practice in completing the RRF.
- Prior to deployment each deployee should be made aware of resettlement priorities and issues related to the field office and refugee populations. Deployees could also be included in UNHCR regional training opportunities.
- The process for approving mission travel is sometimes slow and confusing.
- Whether and how to conduct resettlement in a repatriation context.
- How to manage refugee expectations.
- How to better explain the differences in treatment and entitlement between international UNHCR staff and deployees.
- How to ensure a handover note is completed at the end of any given deployment to avoid loss of continuity with cases.
- Ensuring where appropriate that IRC Protection Surge and other temporary projects (e.g. RSD) briefings include resettlement case identification.

Conclusion

Substantial progress was made during 2002 in developing and improving systems that have contributed to the strengthening of the Deployment Scheme. The Scheme has provided a broader contribution to the resettlement field than was initially envisaged. As well as an increase in the quantity and quality of resettlement submissions, and the strengthening of partnerships, resettlement systems and tools have been developed, more training resources have been developed and made available, and there is a growing pool of committed and experienced resettlement experts.

There is every indication that the need for the Deployment Scheme will not only continue but will increase. With the support of donor countries, UNHCR has increased the number of regular resettlement field positions. However these new positions will not equal the 19.3 person-years of work that the Deployment Scheme supplies. It is also clear that the Deployment Scheme as a whole and deployees in

field offices require the support of systems and resources identified in this report in order to continue to contribute maximally.

During its first six years of functioning, the UNHCR-ICMC Resettlement Deployment Scheme has provided invaluable resources to UNHCR field offices, as they struggle with the challenges of processing resettlement submissions. With the on-going support of donor countries, the partnership with NGO's, and the continued hard work and commitment of individual deployees, the Scheme will continue to develop and strengthen this capacity to offer protection to refugees throughout the world in need of resettlement as a durable solution.

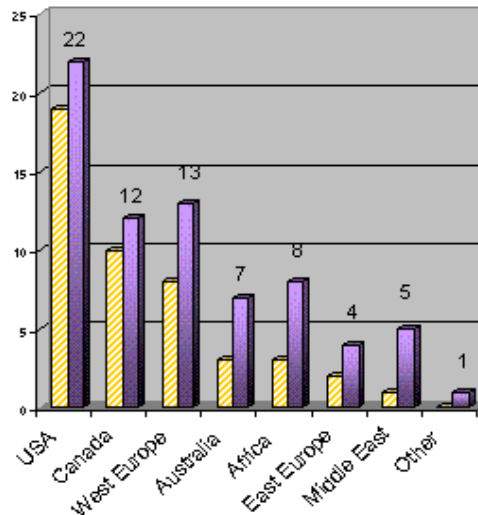
Goals Identified for 2003

- Institute an **annual planning and evaluation cycle** to incorporate 'lessons learned' and to plan deployment targets for the coming year.
- Develop a **training program** that will include a variety of resources to ensure that all deployed persons have the knowledge and skills required to contribute to the field office work.
- **Collate and distribute resources and tools** developed by deployees during their assignments: Tools that are developed to meet the requirements of a specific field office may be of use to other deployees.
- **Create a more structured briefing and orientation** in preparation for individual deployments.
- Review the system for **identifying and referring** cases to deployees. Consider the role of UNHCR staff in the field office and NGO partners in the camps.
- Create more **regular opportunities for communication** with all interested stakeholders. This includes notifying UNHCR offices and governments in 'sending' countries of deployments and returning people from their region, facilitating communication between deployees in the field, and sending a regular update to NGO partners.
- **Increase the diversity of nationalities on the roster.** The Deployment Scheme has been promoted broadly in North America, and has increasing contact with Western Europe; promotional activities will expand to target other areas of the world.

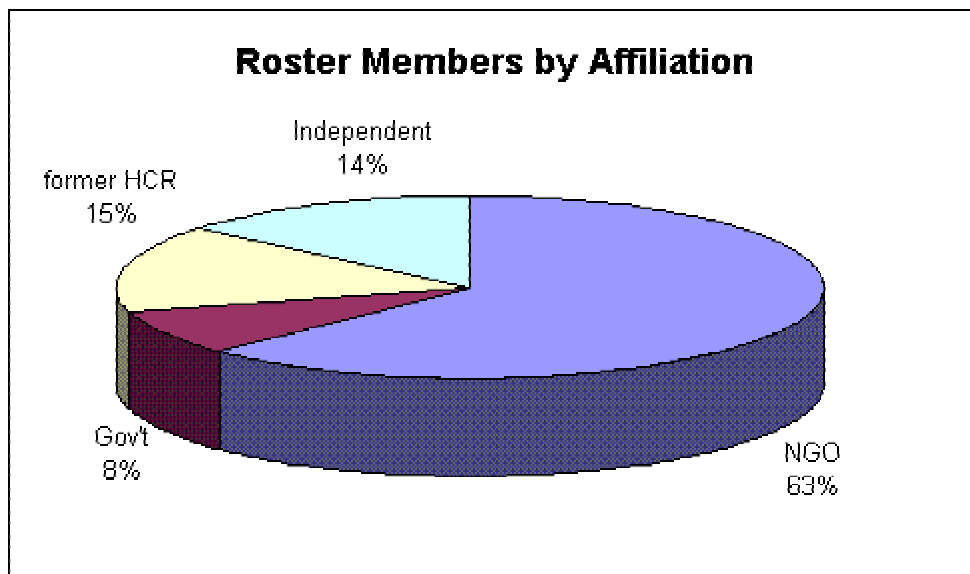
UNHCR-ICMC Resettlement Deployment Scheme

2002 Roster Members by Nationality

| | Deployed Persons | Roster Members |
|-------------|------------------|----------------|
| USA | 19 | 22 |
| Canada | 10 | 12 |
| West Europe | 8 | 13 |
| Australia | 3 | 7 |
| Africa | 3 | 8 |
| East Europe | 2 | 4 |
| Middle East | 1 | 5 |
| Other | 0 | 1 |



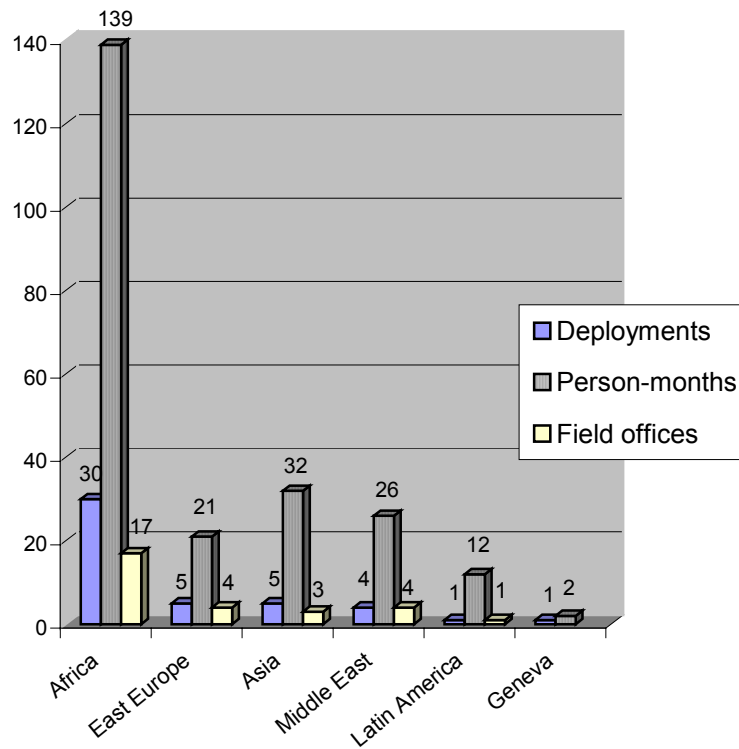
Deployed Persons Roster Members



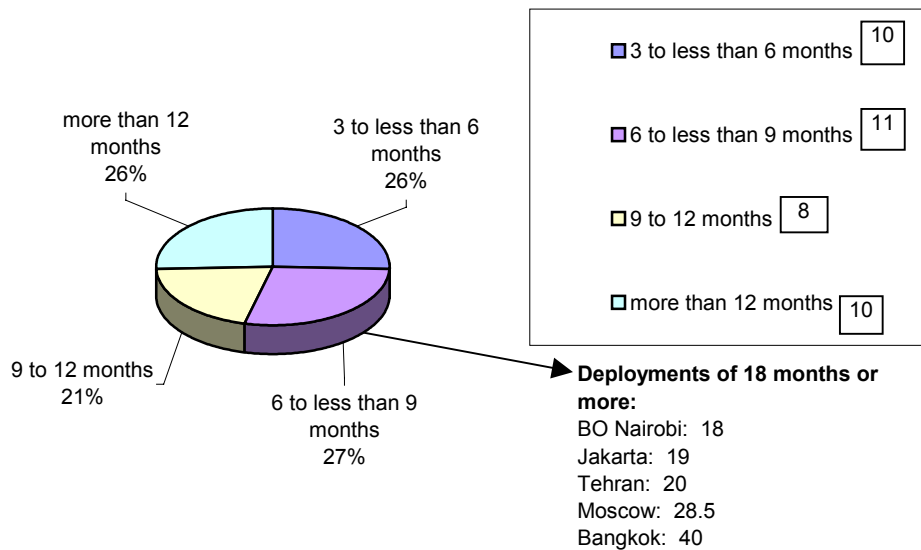
As of December 31, 2002....

- *26 roster members were in the field or on their way
- *31 roster members were not currently available
- *35 roster members were available
- To a total of 92 roster members

2002- Deployments by Region and months



2002- Deployments by Length



2000 -2001 -2002 totals by Region

| | Africa | | | East Europe | | | Asia | | | Middle East | | | Latin America | | | Geneva | | | Total | | |
|---------------|--------|------|------|-------------|------|------|------|------|------|-------------|------|------|---------------|------|------|--------|------|------|-------|------|------|
| | 2000 | 2001 | 2002 | 2000 | 2001 | 2002 | 2000 | 2001 | 2002 | 2000 | 2001 | 2002 | 2000 | 2001 | 2002 | 2000 | 2001 | 2002 | 2000 | 2001 | 2002 |
| Deployments | 14 | 25 | 30 | 8 | 9 | 5 | 3 | 4 | 5 | 10 | 6 | 4 | 1 | 1 | 1 | 4 | 9 | 1 | 40 | 54 | 46 |
| Person-months | 55 | 108 | 139 | 34 | 30 | 21 | 27 | 31 | 32 | 42 | 29 | 26 | 12 | 12 | 12 | 20 | 50 | 2 | 190 | 260 | 232 |

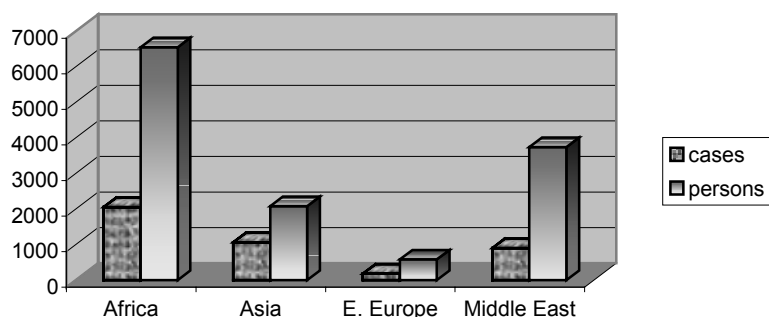
UNHCR-ICMC Resettlement Deployment Scheme

Resettlement Submissions Totals* – 2002

By Region

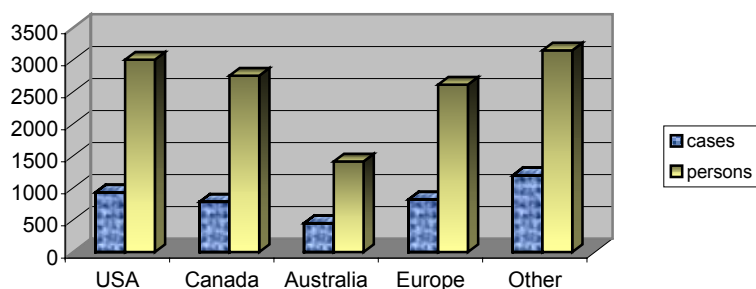
| Region | To Be Submitted | | Submitted | | Totals | | # of Months of Deployment | |
|--------------|-----------------|--------------|--------------|--------------|--------------|---------------|---------------------------|--------------|
| | cases | persons | cases | persons | cases | persons | person-months | person-years |
| Africa | 758 | 2911 | 1288 | 3 634 | 2 046 | 6 545 | 112.5 | 9.4 |
| Asia | 286 | 534 | 777 | 1 546 | 1 063 | 2 080 | 28.5 | 2.4 |
| E. Europe | 46 | 176 | 132 | 401 | 178 | 577 | 20.5 | 1.7 |
| Middle East | 138 | 504 | 758 | 3 234 | 896 | 3 738 | 25 | 2.1 |
| Total | 1 228 | 4 125 | 2 955 | 8 815 | 4 183 | 12 940 | 186.5 | 15.6 |

- 35 deployees reported on **186.5** person-months (**15.6** person-years) of casework
- **4 183** cases including **12 940** persons were prepared/submitted



By Country of Resettlement

| Country of Resettlement | To Be Submitted | | Submitted | | Totals | |
|-------------------------|-----------------|--------------|--------------|--------------|--------------|---------------|
| | cases | persons | cases | persons | cases | persons |
| USA | 321 | 1 553 | 608 | 1 450 | 929 | 3003 |
| Canada | 143 | 497 | 644 | 2 259 | 787 | 2756 |
| Australia | 70 | 174 | 380 | 1 243 | 450 | 1 417 |
| Europe | 31 | 120 | 788 | 2 496 | 819 | 2 616 |
| Other | 663 | 1 781 | 535 | 1 367 | 1 198 | 3148 |
| Total | 1 228 | 4 125 | 2 955 | 8 815 | 4 183 | 12 940 |



* Number of persons includes some estimates as a few reports provided only the number of cases

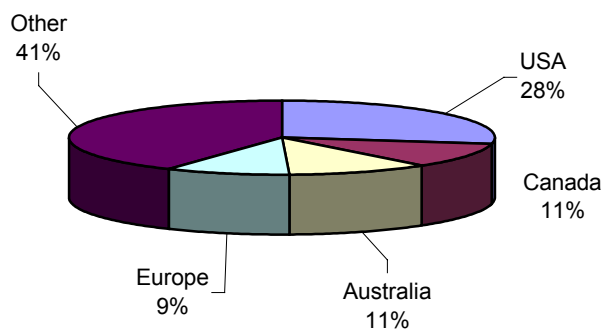
UNHCR-ICMC Resettlement Deployment Scheme

Resettlement Submissions by Region – 2002

*pies indicate %cases, *Other*- referral country undetermined or not specified on list

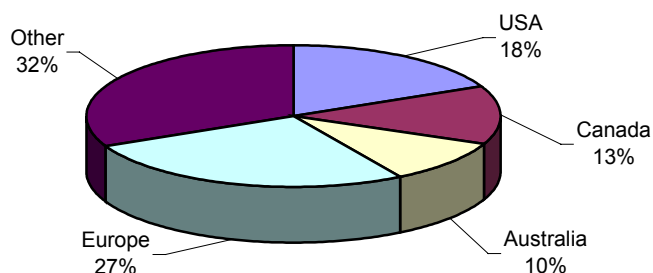
Africa

| Country of Resettlement | To be Submitted | | Submitted | | | | | | Totals | |
|-------------------------|-----------------|--------------|------------|--------------|-----------|------------|------------|------------|--------------|--------------|
| | | | pending | | rejected | | accepted | | | |
| | cases | persons | cases | persons | cases | persons | cases | persons | Cases* | persons |
| USA | 238 | 1 311 | 280 | 689 | 5 | 15 | 44 | 118 | 567 | 2 133 |
| Canada | 30 | 98 | 132 | 436 | 6 | 22 | 54 | 233 | 222 | 789 |
| Australia | 52 | 117 | 138 | 412 | 5 | 9 | 30 | 93 | 225 | 631 |
| Europe | 22 | 89 | 103 | 263 | 15 | 26 | 52 | 155 | 192 | 533 |
| Other* | 416 | 1 296 | 290 | 752 | 13 | 75 | 121 | 336 | 840 | 2 459 |
| Total # | 758 | 2 911 | 943 | 2 552 | 44 | 147 | 301 | 935 | 2 046 | 6 545 |



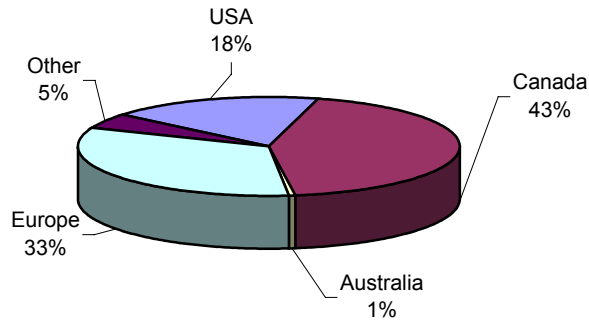
Asia

| Country of Resettlement | To be Submitted | | Submitted | | | | | | Totals | |
|-------------------------|-----------------|------------|------------|------------|-----------|------------|------------|------------|--------------|--------------|
| | | | pending | | rejected | | accepted | | | |
| | cases | persons | cases | persons | cases | persons | cases | persons | cases | persons |
| USA | 19 | 28 | 61 | 102 | 10 | 18 | 102 | 202 | 192 | 350 |
| Canada | 27 | 34 | 25 | 49 | 6 | 6 | 84 | 149 | 142 | 238 |
| Australia | 1 | 1 | 60 | 169 | 9 | 19 | 36 | 101 | 106 | 290 |
| Europe | 1 | 1 | 72 | 121 | 48 | 66 | 161 | 371 | 282 | 559 |
| Other | 238 | 470 | 29 | 41 | 12 | 14 | 62 | 118 | 341 | 643 |
| Total # | 286 | 534 | 247 | 482 | 85 | 123 | 445 | 941 | 1 063 | 2 080 |



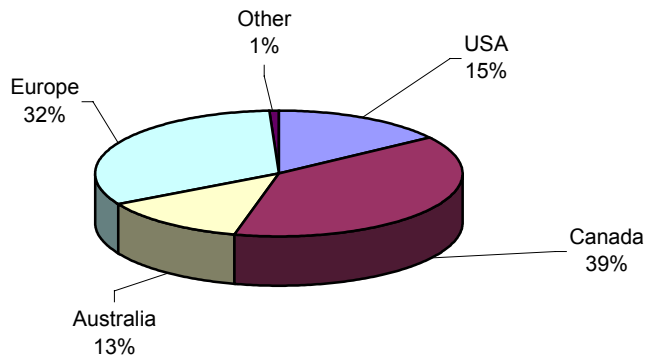
E. Europe

| Country of Resettlement | To be Submitted | | Submitted | | | | | | Totals | |
|-------------------------|-----------------|------------|------------|------------|----------|---------|----------|-----------|------------|------------|
| | | | pending | | rejected | | accepted | | | |
| | cases | persons | cases | persons | cases | persons | cases | persons | cases | persons |
| USA | 19 | 94 | 13 | 29 | | | | | 32 | 123 |
| Canada | 16 | 65 | 62 | 178 | | | | | 78 | 243 |
| Australia | | | 1 | 1 | | | | | 1 | 1 |
| Europe | 2 | 2 | 53 | 178 | | | 3 | 15 | 58 | 195 |
| Other | 9 | 15 | | | | | | | 9 | 15 |
| Total # | 46 | 176 | 129 | 386 | | | 3 | 15 | 178 | 577 |



Middle East

| Country of Resettlement | To be Submitted | | Submitted | | | | | | Totals | |
|-------------------------|-----------------|------------|------------|------------|-----------|------------|------------|-------------|------------|--------------|
| | | | pending | | rejected | | accepted | | | |
| | cases | persons | cases | persons | cases | persons | cases | persons | cases | persons |
| USA | 45 | 120 | 57 | 151 | 1 | 4 | 35 | 122 | 138 | 397 |
| Canada | 70 | 300 | 86 | 357 | 18 | 74 | 171 | 755 | 345 | 1 486 |
| Australia | 17 | 56 | 46 | 185 | 5 | 28 | 50 | 226 | 118 | 495 |
| Europe | 6 | 28 | 29 | 107 | 51 | 226 | 201 | 968 | 287 | 1 329 |
| Other | | | 1 | 3 | 1 | 5 | 6 | 23 | 8 | 31 |
| Total # | 138 | 504 | 219 | 803 | 76 | 337 | 463 | 2094 | 896 | 3 738 |



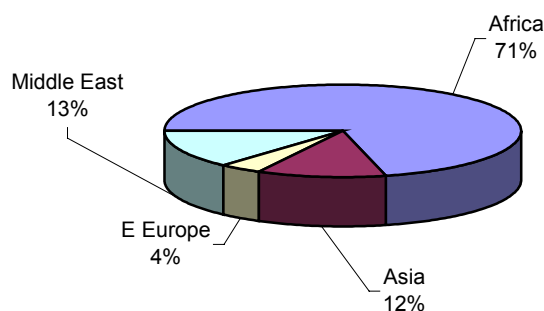
UNHCR-ICMC Resettlement Deployment Scheme

Resettlement Submissions by Country of Resettlement 2002

*pies indicate %persons

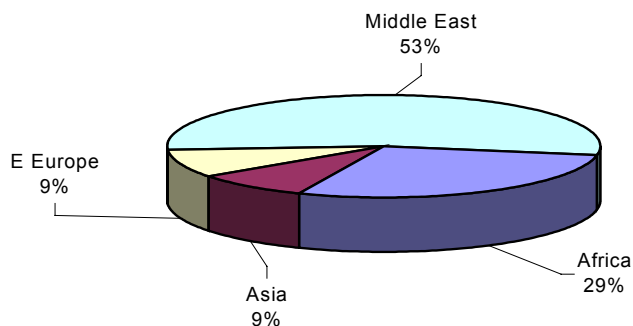
USA

| Region | To be Submitted | | Submitted | | | | | | Totals | |
|--------------------|-----------------|--------------|------------|------------|-----------|-----------|------------|------------|------------|--------------|
| | | | pending | | rejected | | accepted | | | |
| | cases | persons | cases | persons | cases | persons | cases | persons | cases | persons* |
| Africa | 238 | 1 311 | 280 | 689 | 5 | 15 | 44 | 118 | 567 | 2 133 |
| Asia | 19 | 28 | 61 | 102 | 10 | 18 | 102 | 202 | 192 | 350 |
| E Europe | 19 | 94 | 13 | 29 | | | | | 32 | 123 |
| Middle East | 45 | 120 | 57 | 151 | 1 | 4 | 35 | 122 | 138 | 397 |
| Total # | 321 | 1 553 | 411 | 971 | 16 | 37 | 181 | 442 | 929 | 3 003 |



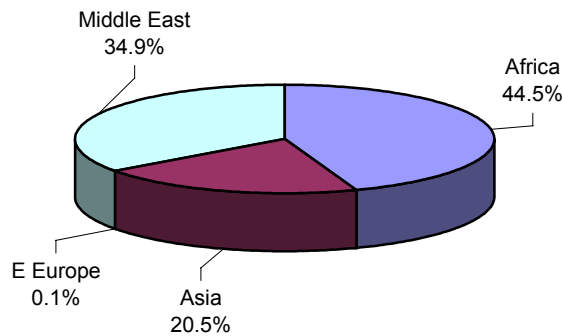
Canada

| Region | To be Submitted | | Submitted | | | | | | Totals | |
|--------------------|-----------------|------------|------------|--------------|-----------|------------|------------|--------------|------------|--------------|
| | | | pending | | rejected | | accepted | | | |
| | cases | persons | cases | persons | cases | persons | cases | persons | cases | persons |
| Africa | 30 | 98 | 132 | 436 | 6 | 22 | 54 | 233 | 222 | 789 |
| Asia | 27 | 34 | 25 | 49 | 6 | 6 | 84 | 149 | 142 | 238 |
| E Europe | 16 | 65 | 62 | 178 | | | | | 78 | 243 |
| Middle East | 70 | 300 | 86 | 357 | 18 | 74 | 171 | 755 | 345 | 1 486 |
| Total # | 143 | 497 | 305 | 1 020 | 30 | 102 | 309 | 1 137 | 787 | 2 756 |



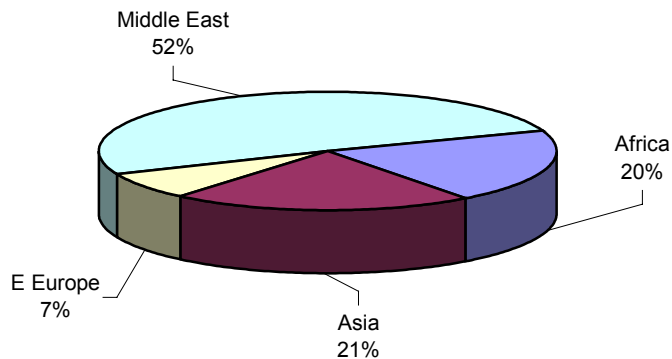
Australia

| Region | To be Submitted | | Submitted | | | | | | Totals | |
|--------------------|-----------------|------------|------------|------------|-----------|-----------|------------|------------|------------|--------------|
| | | | pending | | rejected | | accepted | | | |
| | cases | persons | cases | persons | cases | persons | cases | persons | cases | persons |
| Africa | 52 | 117 | 138 | 412 | 5 | 9 | 30 | 93 | 225 | 631 |
| Asia | 1 | 1 | 60 | 169 | 9 | 19 | 36 | 101 | 106 | 290 |
| E Europe | | | 1 | 1 | | | | | 1 | 1 |
| Middle East | 17 | 56 | 46 | 185 | 5 | 28 | 50 | 226 | 118 | 495 |
| Total # | 70 | 174 | 245 | 767 | 19 | 56 | 116 | 420 | 450 | 1 417 |



Europe

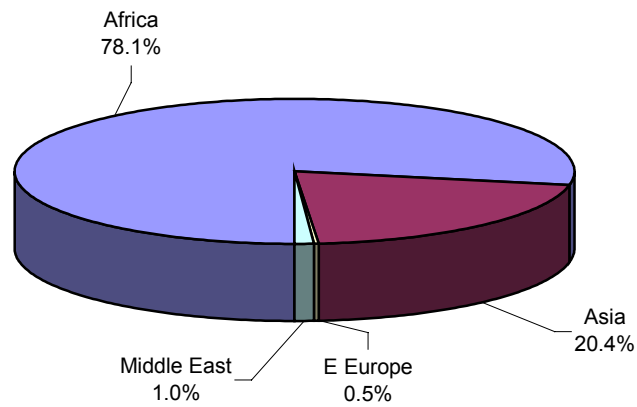
| Region | To be Submitted | | Submitted | | | | | | Totals | |
|--------------------|-----------------|------------|------------|------------|------------|------------|------------|--------------|------------|--------------|
| | | | pending | | rejected | | accepted | | | |
| | cases | persons | cases | persons | cases | persons | cases | persons | cases | persons |
| Africa | 22 | 89 | 103 | 263 | 15 | 26 | 52 | 155 | 192 | 533 |
| Asia | 1 | 1 | 72 | 121 | 48 | 66 | 161 | 371 | 282 | 559 |
| E Europe | 2 | 2 | 53 | 178 | | | 3 | 15 | 58 | 195 |
| Middle East | 6 | 28 | 29 | 107 | 51 | 226 | 201 | 968 | 287 | 1 329 |
| Total # | 31 | 120 | 257 | 669 | 114 | 318 | 417 | 1 509 | 819 | 2616 |



Other*

(*referral country undetermined or not specified on list)

| Region | To be Submitted | | Submitted | | | | | | Totals | |
|--------------------|-----------------|--------------|------------|------------|-----------|-----------|------------|------------|--------------|--------------|
| | | | pending | | rejected | | accepted | | | |
| | cases | persons | cases | persons | cases | persons | cases | persons | cases | persons |
| Africa | 416 | 1 296 | 290 | 752 | 13 | 75 | 121 | 336 | 840 | 2 459 |
| Asia | 238 | 470 | 29 | 41 | 12 | 14 | 62 | 118 | 341 | 643 |
| E Europe | 9 | 15 | | | | | | | 9 | 15 |
| Middle East | | | 1 | 3 | 1 | 5 | 6 | 23 | 8 | 31 |
| Total # | 663 | 1 781 | 320 | 796 | 26 | 94 | 189 | 477 | 1 198 | 3 148 |



Appendix 1

Field office locations of deployments- 2002

Africa

1. Luanda, Angola
2. Kinshasa, D.R.Congo
3. Gambella, Ethiopia
4. Addis Ababa, Ethiopia
5. Accra, Ghana
6. Conakry, Guinea
7. Kissidougou, Guinea
8. Nzerekore, Guinea
9. Kakuma, Kenya
10. Nairobi BO, Kenya
11. Nairobi RSTT, Kenya
12. Dakar, Senegal
13. Freetown, Sierra Leone
14. Ngara, Tanzania
15. Kigoma, Tanzania
16. Kampala, Uganda
17. Lusaka, Zambia

E. Europe

1. Baku, Azwerbaijan
2. Bishkek, Kyrgystan
3. Dushanbe, Tajikistan
4. Moscow, Russia

Middle East

1. Cairo, Egypt
2. Tehran, Iran
3. Peshawar, Pakistan
4. Rafha, Saudi Arabia

Asia

1. Hong Kong, P.R. China
2. Jakarta, Indonesia
3. Bangkok, Thailand

Latin America

1. Brazil

Appendix 2

What systems and resources would increase a deployees' ability to produce resettlement referrals?

The more resources and support provided to deployees, and the better the systems in place when a deployee arrives, the greater the ability to produce quantity and quality resettlement referrals. A number of these resource issues are in the process of being addressed. Other issues relate to the financial resources available:

- Standard Operating Procedures are in place.
- Case identification and referral system is in place.
- Source-country and refugee population data is collated.
- Local staff are provided to assist in setting up interviews and collecting biodata.
- Sufficient availability of:
 - Vehicles to take deployee to camps.
 - Competent, trained interpreters.
 - A laptop computer, with adequate battery capacity to use at interview location.
 - Digital cameras, and computers with the software to download and send photos
- Work permits, required for access to camps, are quickly obtained.
- Deployees are not asked to participate in unrelated activities (repatriation, conducting full RSD, other office responsibilities).

Appendix 3

Table of Contents – UNHCR-ICMC Resettlement Deployment Scheme Orientation CD

1) Australia and New Zealand (Country Program Information)

- a. Australia - Form 842
- b. Australia – Form 964i
- c. Australia Country Program Fact Sheet
- d. Information on Family Reunification of Refugees in Australia
- e. New Zealand Country Program Fact Sheet
- f. New Zealand Sample Letter

2) Canada (Country Program Information)

- a. Canadian Program Update - May 2002
- b. Canadian Resettlement Criteria
- c. Canadian Resettlement Targets - 2002

3) Conclusions and Policies on Protection and Resettlement Issues

- a. Compilation of Executive Committee Conclusions
- b. Consultation Note (Resettlement as a Multi-Faceted Protection Tool) - November 2001
- c. Consultation Note (Protection of Refugees in a Mass Influx Situation) - February 2001
- d. Executive Committee Note (New Directions for Resettlement) - June 2001
- e. Gender Related Persecution
- f. Management of Protection Activities - March 2002
- g. Membership of a Particular Social Group - May 2002
- h. Non-nuclear Family Composition - October 2001
- i. Strengthening and Expanding Resettlement - April 2002

4) Handbooks and Guides

- a. Field Guide for Protecting Refugees
- b. Guide to International Refugee Law
- c. Refugee Status Determination Handbook
- d. Resettlement Handbook

5) ICMC Material

- a. Deployment Scheme Background Information and Application Package
- b. ICMC Regulations
- c. Recruitment Process
- d. Reporting Summary Template
- e. Sample Terms of Reference

6) UNHCR (General Information)

- a. Code of Conduct
- b. Notes on the Code of Conduct
- c. Statistical Yearbook – 2001
- d. The Role of the Inspector General's Office
- e. UNHCR Headquarters Organizational Structure

7) UNHCR (Resettlement Information)

- a. Easy Guide to Country Resettlement Programs
- b. Refugee Resettlement Form Template 9907a
- c. Refugee Resettlement Form Template 9907b
- d. Resettlement Statistics - 2002

8) UNHCR Training Material

- a. Human Rights and Refugee Protection
- b. Interpreting in a Refugee Context
- c. Interviewing Applicants for Refugee Status
- d. Introduction to International Protection of Refugees
- e. Refugee Status Determination Training

9) United States (Country Program Information)

- a. Proposed Refugee Admissions for FY 2003 - State Department Report to Congress
- b. US Resettlement Program Overview - FY 2002

Appendix 4

UNHCR-ICMC Resettlement Deployment Scheme Roster Qualifications and Selection Process

The following information describes the skills and experience required of candidates for the roster. This information will allow you to determine your eligibility for this type of work.

Deployees are individuals who have a strong foundation of experience in refugee resettlement and asylum work, and who have experience living in difficult development country situations. This basis of skills and experience will enable deployees to work independently in challenging refugee situations.

The following is a list of skills and abilities required of deployees in order to contribute to the work at a UNHCR field post:

- Understanding of UNHCR's role and responsibility in refugee status determination and resettlement.
- Ability to conduct interviews with refugees and write clear summaries (critical/analytical skills, technical writing skills, ability to work with interpreters);
- Knowledge of overseas selection criterion for major resettlement countries (USA, Canada, and Australia);
- Cross-cultural experience and sensitivity, including racial sensitivity;
- Attitude and aptitude: commitment to refugees, flexibility, ability to work in a UNHCR context;
- Ability to live and work in challenging and stressful situations (e.g. refugee camp environment);
- Diplomatic skills in dealing with a variety of partners in refugee resettlement work;
- Specific skills related to the requirement of the terms of reference for a particular post;

Additionally, this checklist can be used to help determine your suitability for the Resettlement Deployment Scheme Roster

- Minimum 2 years experience in refugee resettlement or asylum work (field experience in resettlement preferred)
- Minimum 1 year of international experience in a developing country;
- Knowledge of UNHCR refugee status determination system and resettlement as a durable solution
- Strong interview skills: analytical skills, objectivity, technical writing skills;
- Strong organizational skills (including the ability to develop procedures and systems needed to organize deployment work);
- Knowledge of resettlement criteria of major resettlement countries;
- Bachelor or Post Graduate degree in a related field;
- Strong spoken and written English skills;
- Knowledge of a second UN language, or language of the refugee population or host country is an asset.