

In Ecuador, HIAS works on the identification of cases with specific needs through the areas of Social Work, Psychosocial Support, Labor Orientation and Legal Orientation, according to UNHCR criteria. After identifying the cases through daily assistance interviews, monitoring and home visits are conducted for each case in order to fully analyse the family situation and areas of possible assistance. Together, the different units at HIAS are then able to provide comprehensive support to vulnerable cases, including, where necessary, a referral to UNHCR for purposes of resettlement consideration. The comprehensive support from HIAS includes material assistance for shelter, food, rent, health, education, transport and documents, as well as psychosocial support.

Regarding resettlement referrals, the Durable Solutions Committee (made up of staff from UNHCR, HIAS and other NGOs) reviews all resettlement referrals from NGOs across the country in detail to assure that the necessary data is present and adequately supports the referral before being submitted to UNHCR's Resettlement Unit. The Committee also prepares and updates reports and statistics related to cases referred to UNHCR, as well as monitors the different services provided by NGOs for each case. At the same time, a staff member in the UNHCR Resettlement Unit also ensures coordination of the joint work between HIAS (or other NGOs) and UNHCR so that all cases receive adequate assistance regarding material and psychosocial needs and that there is no duplication of assistance.

Regarding psychosocial support, in addition to the individual assistance, HIAS recognizes the need to provide group support for refugees within the resettlement process and for refugees whose resettlement cases were not accepted by resettlement countries. For example, HIAS provides psychosocial assistance to accepted refugees to help reduce their anxiety of moving far from their country of origin, which often means a big change of culture and lifestyle. For those who are still pending a decision on their resettlement case, the group sessions aim to help lower the anxiety while waiting for a result, as well as enable them to manage an eventual acceptance or rejection. For refugees who have been rejected by resettlement countries, HIAS' group support helps these refugees work on the acceptance of this result considering that resettlement is not the only option for their stability and that they can improve their situation in Ecuador.