



GUIDELINES:

CRITERIA FOR PROVIDING ASSISTANCE TO THE REFUGEE POPULATION AND ASYLUM-SEEKERS IN LATIN AMERICA 2012



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Acknowledgement

This document was compiled by Besem Obenson (UNHCR) with the contributions and written comments we gratefully received from UNHCR's technical review group composed of: José Samaniego, Juan Carlos Murillo, Kylie Alcoba, Juana Cooke, Giovanni Monge, Claudia Rodríguez and Daniel Tawrycky.

This practical guide is based in large part on the existing guidelines from the countries of the region and the recommendations were endorsed in a regional workshop held in Panama in October 2011. The resulting document is an effort to provide practical guides to help staff in the field to standardize the assistance criteria in the urban context and as an integral part of UNHCR's broadest protection and durable solutions strategies.

Cover photo: UNHCR. Colombia



UNHCR Colombia

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1. GLOSSARY

Glossary

Assistance Committee: Group composed of UNHCR officials and operational partners that meet to discuss and/or decide upon special assistance cases that do not fit into the defined norms.

Community socio-educational promotional model: Information and teaching action based on significant problems faced by the actors involved.

Through processes of awareness-raising, training, mobilization of personal, groups, community and institutional resources and the construction of solidarity networks and alliances, the actors are able to reconstruct their reality. At the same time, they fashion action strategies geared towards participating in decision-making to transform their reality and thereby have access to a better quality of life.

Elderly persons: The World Health Organization considers an elderly person to be anyone over 60 years of age. However, we should not consider it as a fixed indicator, since other factors exercise a great influence and vary from country to country and from region to region, such as: life expectancy, cultural norms and quality of life. Those who are in the country of asylum without the support of any family member or friend will be in a state of greater vulnerability.

Family group: Group of people living under the same roof, and who have a kinship relationship and emotional bonds.

Humanitarian aid / assistance: Support, help, cooperation or aid provided to persons, groups or associations to satisfy their basic or special needs. Help or support on behalf of another.

Orphans: Boys and girls whose parents are deceased

PNIP: Persons in need of international protection, that is, persons of interest to UNHCR. They could be: asylum-seekers (or people who meet the asylum-seeker profile), recognized or people whose petitions for refugee status have been denied, internally displaced people, victims of human trafficking or illicit smuggling of migrants, stateless people, people repatriated to their country of origin, and others.

Separated minors: Those persons under the legal age of maturity, as defined by the host country, and who have been separated from their parents, guardians or those who look after them in their country of origin. However, separated minors travel with family members, friends or other members of their communities, unlike unaccompanied children.

Socio-economic information registry: Collection of data.

1. GLOSSARY

Social report: The technical judgment that serves to document contact with the person drawn up and signed exclusively by a professional social worker. Its content is derived from a study, through observation and interviews, in which the situation is objectively summarized, an evaluation, a technical judgment and a proposal for professional intervention.

It consists of the gathering of personal, family, economic, housing, health, education and other relevant background information to describe and verify the current situation of a particular family group.

Unaccompanied minors: Those persons who have not reached the legal age of maturity as defined by the host country and are separated from their parents, or other adult who, under the law and custom, would undertake this role. In referring to these boys and girls, the terms unaccompanied boy or girl should be used, rather than orphan.



UNHCR Mexico

1. GENERAL PRINCIPLES

Non-discriminatory practices

a) In the delivery of humanitarian assistance, refugees have the right to receive decent and comprehensive treatment. The community, human rights-based approach, will take into account age, gender and diversity. All persons of concern to UNHCR shall be attended to and assisted without distinction of race, colour, sex, language, religion, political opinion, nationality, economic situation or any other social condition. The crosscutting approach on age, gender and diversity ensures that each person's individual character; his/her different needs and capacities are taken into account in decision-making.

General Procedures

b) The approach in which assistance is granted should fully respect the human dignity of the persons receiving it.

c) Refugees should be helped to move from assistance in the form of donations and in-kind assistance to more sustainable ways of helping them to strengthen their livelihood and local integration.

d) The credibility of humanitarian assistance actions depends on their uniformity; impartiality; transparency; and clear procedures that respond to the specific needs of each target person or group.

e) Humanitarian assistance should be delivered for a specific time, and aimed at helping to achieve self-reliance. Cash/food/rental assistance, given by UNHCR and its partners, should be short-term and geared towards a life plan seeking self-management by the people of concern to UNHCR in the medium or long term.

f) Humanitarian assistance does not constitute an inherent right to the condition of asylum-seeker or refugee; therefore, UNHCR does not have the obligation to provide it. In each case, the operational partners and/or UNHCR, will evaluate the socioeconomic situation and will determine whether or not the assistance will be granted on the basis of the criteria established in this guide.

g) Providing follow up services to the individual and/or family unit should be part of the assistance. This includes monitoring the changes both in the development of the life of persons with refugee status and in the institutional and political context of the host country; identifying the individuals and family groups who are capable of benefiting from the local opportunities for services, employment or self-employment with a reduction in aid from UNHCR.

h) Assistance shall be distributed preferentially via women to ensure that it is distributed in a balanced manner among all members of the household.

2. GENERAL PRINCIPLES

HRIT:

<http://www.acnur.org/t3/fileadmin/scripts/doc.php?file=t3/fileadmin/Documentos/BDL/2011/7607>

BID:

<http://www.unhcr.org/cgi-bin/texis/vtx/home/openssl?docid=4566b16b2&query=UNHCR%20BID%20Guidelines>

Use of resources

i) Given the current tendency towards a reduction in UNHCR's resources, it is important that countries develop processes to maximize the use of available resources.

Governments and partners

j) Persons and family groups at high risk liable to receive social aid from the State should be identified during the needs assessment with the final objective of integrating them into national social protection systems, where these exist. To determine whether the risk level is high, it is recommended that the tools indicated by UNHCR are used, such as the determination of the best interests of the child (BID) and the heightened risk identification tool (HRIT).

k) A dialogue about assistance procedures for the asylum-seekers and refugee population in receiving countries should be undertaken with governments in order to influence restrictive laws and their regulations, as well as to aid the families of refugees and persons at greatest risk. Until a positive change materializes, UNHCR can provide assistance to cover basic needs.

l) The humanitarian assistance provided by UNHCR should be secondary or supplementary in relation to the economic, social and cultural rights, which should be guaranteed by the State. UNHCR should promote the role of eligibility commissions not only for determining refugee status, but also for facilitating the local integration of refugees, avoiding the provision or creation of parallel services. The use of measures for institutional promotion and strengthening should be promoted to improve the access of persons in need of international protection (PNIP) to public and private services as well as to local institutions offering quality services to PNIPs and nationals alike.



UNHCR Ecuador

3. BACKGROUND

The humanitarian assistance provided by UNHCR to refugees and asylum seekers in the region, is based on a range of criteria decided by each country office. Although the majority of countries tend to adhere to similar assistance criteria, they differ in their application. Humanitarian assistance granted for an inappropriate period of time can lead to dependency and an unsustainable and unfair use of UNHCR's limited resources. Also, both the amount of the assistance and its duration may be insufficient to cover the period of time during which the asylum-seeker or refugee can or may be legally permitted to find work to achieve a minimum of access to sustainable livelihoods.

It is also important to take into account the relationship between the assistance offered and the risks of protection. In the urban context, there are multiple challenges to reaching the refugee population, since it is very dispersed and isolated in its host communities with which it may have no cultural or social links. Currently, Latin America hosts more than 140,000 refugees and asylum-seekers, of which between 60% and 70% live in urban areas.

UNHCR's 2009 policy on refugee protection in urban areas highlights the need to broaden protection spaces in an attempt to promote self-reliance from the start of a situation of crisis or the granting of assistance.

Given that the majority of refugees are in vulnerable situations when they arrive in countries of asylum, adequate assistance is required to support their process of adaptation and access to sustainable livelihood through a harmonious relationship with the host population; all of this contributes to enhance the protection spaces.

Humanitarian assistance granted by UNHCR and its partners should prioritize first and foremost persons at high risk. Therefore it is essential that the decisions of the Assistance Committee are based on unified criteria to reduce the margin of subjectivity that could be present in case-by-case analysis. Also, taking into account the common characteristics of UNHCR's population of interest in the countries of the region, it is important to have standard criteria to contribute to the management of expectations of the beneficiary population, as well as to discourage abusive behaviour on the part of persons who seek to take advantage of the existing system.

It is important to ensure that men, women, boys and girls have the opportunity to participate in the definition of priorities, resources and needs to ensure efficacy in the provision of assistance.

4. POPULATION OF INTEREST

These documents are available at UNHCR web site: www.acnur.org under *Publicaciones*

Documents on Livelihoods: www.acnur.org/livelihoods

Documents on HIV/AIDS: <http://www.acnur.org/t3/que-hace/asistencia/salud/los-refugiados-y-el-vih/>

Victims of trafficking and smuggling: <http://www.acnur.org/secciones/index.php?viewCat=1121>

4.1 Criteria and characteristics (See diagram on page 10)

The following can benefit from the assistance programme:

- > Asylum-seekers whose eligibility for assistance has been approved by the appropriate unit either by UNHCR and/or the operational partners.
- > Those persons whose refugee status has been recognized and who present specific needs and are in a high-risk situation.

To determine the order of priorities, tools such as the HRIT, the participative assessment, the specialized notes issued by UNHCR with regard to livelihoods, HIV/AIDS, education, health and the LBGTI population should be used. The IASC Guidelines on Mental Health and Psycho-social Support in Emergency settings must also be considered.

In general, in the provision of basic assistance the following categories shall be considered as priorities:

- > Unaccompanied or separated minors;
- > Persons with specific needs (health needs, pregnant women, disabled persons, elderly persons); and
- > People with protection / security needs.

The following persons shall need specialized assistance if they present themselves at the offices of UNHCR or of its partners, regardless of whether they meet the asylum-seeker or refugee profile:

- > Victims of trafficking or smuggling
- > Victims of torture

If said victims of trafficking or torture are asylum-seekers, the normal, established procedure for asylum-seekers shall be applied in the office, along with an assessment of their needs for supplementary protection.

If they are not asylum-seekers (or do not meet the profile), UNHCR and its partners shall extend supplementary protection through reference mechanisms both to national bodies and to other competent agencies, such as the IOM for victims of trafficking. If agencies required to attend to the needs of these persons do not exist, UNHCR shall contribute to the search for solutions to guarantee their protection.

4. POPULATION OF INTEREST

4.2 Assessment for granting humanitarian assistance

The form used to determine the granting of humanitarian assistance should take into account the profile and the background for asylum seekers/refugees in their country of origin and mainstreaming elements of age, gender and diversity. *

It should also be taken into account whether they can be considered *prima facie* as persons with a greater degree of vulnerability; the situation of persons belonging to the groups defined above after a reasonable period of time, should be assessed again with the aim of analysing whether they can be self-reliant or can rely on their support networks:

- * Family members
- * Friends
- * Neighbours

The request for assistance presented must be studied by the social work/long-term solutions team in the implementing agency that shall provide a response within a period of no more than 8 days. It is important to take into account that depending on the situation this period could vary, which could mean processing the assistance by payment order or extending the response time if the beneficiary has still to hand in some indispensable documentation for their case.

Furthermore, when a home visit is required, the response is subject to availability and time. Always make sure that the response time is favorable to the beneficiary.

For the assessment for considering the granting of assistance, please refer to the diagram on the following page concerning the phases which a person who may require humanitarian assistance from UNHCR or its partners passes through. The three phases are:

| |
|---|
| Phase 1: Emergency |
| |
| Phase 2: Admission to the asylum procedure |
| |
| Phase 3: A decision on the asylum procedure granted |

* Form available in the Annex.

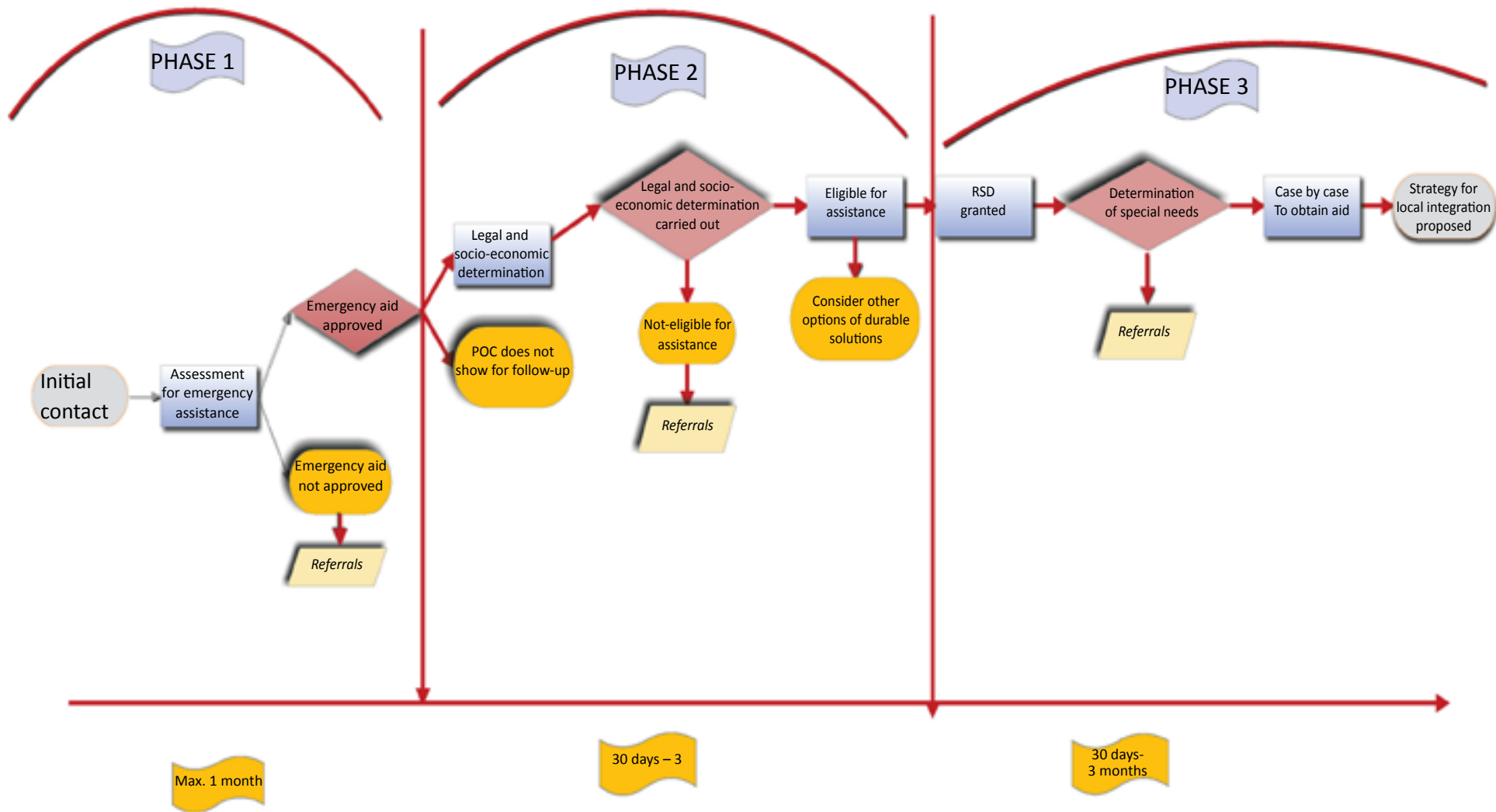
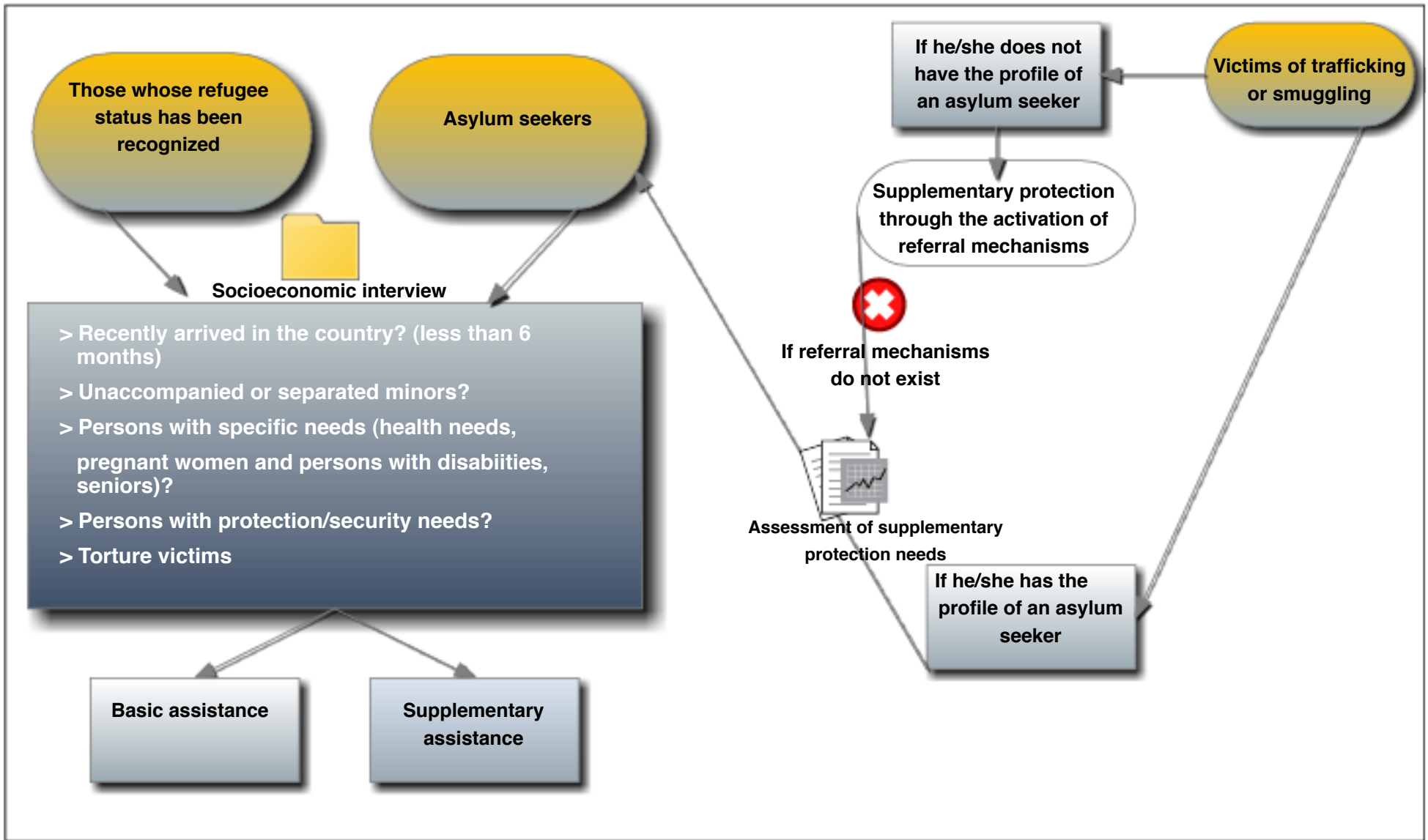


Diagram of the intervention phases



Target population: process for determining eligibility for assistance

4. POPULATION OF INTEREST

How to make a mapping
of key stakeholders:

[http://www.conagua.gob.mx/
CONAGUA07/Noticias
/IAC.pdf](http://www.conagua.gob.mx/CONAGUA07/Noticias/IAC.pdf)

Phase 1: Emergency

Applies to: Persons with the profile of asylum seeker with special needs as defined above. In particular, this phase applies to recently arrived asylum-seekers. Emergency situations also include situations in which the life or the wellbeing of refugees is at risk, regular programmes are insufficient and an extraordinary response is needed (consult with UNHCR).

In the emergency phase basic filters should be applied to determine if an urgent need exists or if the person can be asked to return later to carry out an in-depth interview. Basic questions which can be used include the following aspects: to determine if the person is a national of the country or not, and if he/she is not a national, from where does he/she come and why did he/she leave his/her country of origin.

In those countries where the State assumes responsibility for this phase, the role of UNHCR and partners is minimal and could be focused on accompaniment and referring said persons to the competent national offices.

Tools: Organization mapping document to facilitate referrals.



UNHCR Ecuador

4. POPULATION OF INTEREST

Phase 2: Admission to the asylum procedure

Applies to: Asylum-seekers, refugees.

Tools: Legal/socioeconomic determination form, individual/family contract, list of references, leaflet for asylum-seekers with information about their rights and resources to aid their local integration.

In this phase, the applicant for refugee status is interviewed by the protection official or by the operational partner's specialized staff. The applicant must obtain a positive assessment of eligibility to be able to access the assistance programme.

Refugees who seek assistance or eligible asylum-seekers shall be subject to a socioeconomic assessment. The information collected should include: the number of persons in the family group, their sex, age, educational level, occupation in their country of origin, skills, means of support in the receiving country, type and quality of housing, indication as to whether there are children of school age in the family group and if they receive other additional support in the country (e.g. family members), work history, etc.

This analysis will enable better guidance to be offered to each applicant and the most appropriate type of assistance to be determined. Operational partners will designate a social worker who will be responsible for carrying out this analysis.

The socioeconomic assessment sheet, a document in which the person recommending assistance explains the situation and the reasons why he/she is recommending economic assistance, shall be attached to the file. To proceed with the assistance, the legal (admission to the asylum procedure) and socioeconomic authorization, etc., which the person has already received orally shall be documented.

4. POPULATION OF INTEREST

Phase 3: Decision on the granting of refugee status

Applies to: Recognized refugees with special needs.

Tools: Leaflet for refugees including information about rights and resources, list of referrals, local integration plan.

To grant further basic assistance or for a longer period (that is, after phase 2), the criteria to define vulnerability should be considered on the basis of the situation in each country but generally include:

- >> Pregnant women
- >> Women who are survivors of SGBV
- >> Unaccompanied or separated children
- >> Victims of trafficking or smuggling
- >> Elderly persons without family or a social support network
- >> Persons with physical, mental and/or emotional disabilities which temporarily or permanently impede them from working
- >> Single-parent families with dependent children, which prevents the head of the family from working
- >> Persons who do not speak the local language
- >> Large families without economic resources and with children under 10 years old

An Assistance Committee comprising of UNHCR and operational partners in accordance with the corresponding geographical area, may assess those cases which display greater vulnerability after the recognition of refugee status. This Assistance Committee shall ensure a more adequate and objective distribution of the assistance, favouring accountability and transparency in the delivery of assistance, with mechanisms for the prevention of abuse or improper use of the assistance.

The committee shall meet when necessary and shall accomplish 6 objectives:

1. Analyse cases in which the assessment of eligibility for assistance is complex.
2. Resolve complex cases of assessment of socioeconomic status.
3. Assess requests for enhanced assistance in cases of vulnerability in extreme conditions.
4. Analyse cases which require relocation for reasons of security, documentation, inability to integrate locally, and determine the necessary logistics.
5. Assess cases of relocation which require assistance to be transferred and determine if UNHCR or another operational partner will take responsibility for its continuance.
6. Resolve those cases in which the asylum seeker or refugee has lost his/her assistance and asks for this to be reviewed.

Resolution of cases shall be carried out immediately by the Assistance Committees and shall be registered in the file of the beneficiary of assistance.

4. POPULATION OF INTEREST

Costa Rica's registration
system:
[http://www.acnur.org/
livelihoods/index](http://www.acnur.org/livelihoods/index)

In Phases 2 and 3 the use of conditional assistance should be contemplated, in which the assisted person must comply with certain requirements in order to receive supplementary assistance. The objective of conditional assistance is to promote the concept of shared responsibility among the population of interest, since this centers on building and facilitating social adjustment and economic self-reliance for the family.

It is important to be transparent with persons about the duration and type of assistance; an open and frank dialogue will enable expectations to be managed and not create unnecessary frustrations.

The delivery of assistance by UNHCR and operational partners should be confidential, with a systematic registry detailing the assistance delivered. Confidentiality is a term which indicates the preservation of the privacy of persons who receive assistance. This means that all information related to them shall be kept in strict confidence for the exclusive use of the team of attention providers. This includes the information obtained verbally or from the clients' registration form.



UNHCR Costa Rica

5. TYPES OF ASSISTANCE

5.1 Procedures

Assistance sustains and supplements protection and the type of assistance given should be based on an assessment to ensure that all protection needs are being considered.

For the purposes of granting assistance (monetary or in kind) a vulnerable situation in accordance with this practical guide, is understood as that which is offered to specific populations after the legal and socioeconomic determination has been concluded. In this way, assistance needs can be identified in a more precise and objective way. Additionally, it is delivered in those situations (for example, mass influxes) in which the regular capacity of response requires extraordinary actions to be taken.

The assistance programme can be classified as:

- >> Basic subsistence assistance
- >> Supplementary assistance

The type of assistance shall depend on the specific situation of the asylum-seekers and refugees. In summary, regular assistance could include basic subsistence assistance and supplementary assistance to facilitate integration and assistance in the form of references to other agencies for services. Basic subsistence assistance is directed towards guaranteeing the survival of the individual without creating differences with the receiving community in the country of asylum. The objective of supplementary assistance is to guide and aid the refugee and/or asylum-seeker in strengthening livelihood opportunities and his/her integration in the receiving country.

5. TYPES OF ASSISTANCE

5.2 Basic subsistence assistance

This subsistence assistance is aimed at providing support to cover persons' basic needs and has a *temporary and limited* character.

| Phase | What kind? | For how long? |
|---|---|--|
| Phase 1: Emergency | <p>In kind: referral to appropriate places (churches, communal hostels, soup kitchens) and the necessary hygiene kits.</p> <p>In cash: equivalent to 40% of the minimum wage for a single person and using the scale in table 1 for households with more than one person.</p> | Maximum one month |
| Phase 2: Admission to asylum procedure | <p>In cash: consists of a certain sum of money, which is calculated via a basic amount, using as an indicator 40% of the basic wage, using table 2 for households with more than one person.</p> <p>In kind: there is the option of giving food in kind and accommodation costs in cash. With this option food shall be given according to table 2 and 50% of the assistance is given in cash. In terms of food, the foodstuffs correspond to the basic basket recommended by the World Food Programme. The specific characteristics of each group of foodstuffs may be adapted according to the local market. Hygiene kits are also given to people or family groups. Housing in kind may be: by referrals to appropriate places or the use of accommodation vouchers. See tables below.</p> | 3 months maximum. This period should be based on a standard, for example, the time it takes to decide on refugee status or a part thereof. |
| Decision taken on processing and qualifying for extended protection | <p>A socioeconomic interview is essential to justify the continuation of basic subsistence assistance.</p> <p>In cash or in kind: The same basic assistance as phase 2.</p> <p>Defined integration plan.</p> | 1-3 months maximum. |

5. TYPES OF ASSISTANCE

Table 1: Scales for subsistence support

| | |
|---------------------------------------|-----------------------|
| 1 amount = 40% of minimum wage | |
| 1 person: | 1 basic amount |
| 2 persons: | 1 basic amount + 75% |
| 3 persons: | 2 basic amounts |
| 4 persons: | 2 basic amounts + 25% |
| 5 persons: | 2 basic amounts + 50% |
| 6 persons: | 2 basic amounts + 75% |

Table 2: Food

| Description | Amount | Duration |
|---|--|--|
| Basic food | WFP ration: 2100 kcal/day/person Flour/cereals/rice/wheat: 400g Vegetables: 60g Oil (fortified with vitamin A): 25g Enriched compound foods (Maize soya blend): 50g Sugar: 15g Iodized salt: 15g | Distribution: monthly Maximum: 3 months |
| Supplementary food For: Breastfeeding mothers, pregnant women and children | Protein supplement of 500-700 kcal/day/person: 15g (e.g. Fortified cereal mix) | Distribution: monthly Maximum: 3 months Duration: based on a monthly nutritional assessment. |

Table 3: Hygiene kits

| Description | Amount | Duration |
|--------------------------|---|--|
| Personal hygiene kit | 1 bar of soap/person 1 tube of toothpaste/person 1 toothbrush 1 roll of toilet paper | Distribution: monthly Maximum: 3 months |
| Supplementary family kit | 1 to 2 bars of soap/family Packet of nappies (diapers)/children aged under 1 year | Distribution: monthly Maximum: 3 months |
| Kit for women | Sanitary towels | Distribution: monthly Maximum: 3 months |

5. TYPES OF ASSISTANCE

5.3 Supplementary assistance

This type of assistance is granted in phases 2 and 3 and is not considered standard. That is, it is granted on the basis of a socioeconomic assessment and it is possible that some people qualify for basic but not supplementary assistance.

| | Amount | Duration |
|--|--|---|
| Home furnishings | In kind: mattresses, blankets, sheets, pillows Set of cookware Set of cutlery Set of glasses and plates Corresponding hygiene kit In cash: Scale based on 40% of the minimum wage | Distribution: once, on the basis of the social assessment |
| Basic education (up to 12 years of age): Educational assistance payments should be made directly to the educational institution | 100% of costs of matriculation, transport, school necessities and uniforms | Distribution: once a year with proof of registration and school report |
| Health | Medical emergency: shall be dealt with in a public health centre Purchase of medicines and basic health treatments: referrals to public health centres. Special cases may be dealt with in private centres when a service is not available at a public centre. Mental health: referrals to a public health centre (individually or as a group) | Duration: indefinite Coverage: 100% in public institutions Duration: Indefinite, but prioritizing cases which arrived less than a year ago Coverage: 100% in public institutions. Partial coverage in private centres (less than 50%) subject to UNHCR approval Duration: Indefinite Coverage: 100% in public institutions |
| Legal support | 100% of costs of procedures/documents. Partial coverage for other procedures (less than 50%) | According to need |
| Language training | Referrals to public educational centres | Duration: 6 months Coverage: 100% in public institutions |

6. PROMOTION OF SELF-RELIANCE AND LIVELIHOODS

The information to determine this assistance is gathered during the initial interview. Strategies should be considered to promote livelihoods from phase 2 and is obligatory if the beneficiary continues to require assistance in phase 3. Usually targeted people may be channelled in one of the ways below and through a network of referrals.

Comprehensive integration plans

Drawing up “comprehensive integration plans” as a strategy allows assistance to be linked to concrete commitments by refugees with a view to their local integration. The following directives should be considered:

- >> Integration plans shall be drawn up in the cases of recently arrived refugees.
- >> Cases of security-protection are excluded from these plans.
- >> Plans should have the due flexibility to allow new circumstances that may appear during the process to be incorporated.
- >> Mechanisms and actions need to be defined in the event that the refugee does not meet actions detailed in the plan.

| Type of assistance | Amount | Duration |
|---|--|---|
| Technical vocational education: permits rapid insertion into labour market. The implementing agency shall seek economically viable alternatives in recognized non-profit institutions and establishing contact with educational centres. | The cheque corresponding to the payment for the course shall be issued in the name of the educational centre. Courses shall have a maximum duration of 6 months. | Max. 6 months. Based on a socioeconomic assessment |
| Small productive projects | Maximum 3 times the minimum wage | 1 project per person. Based on the person having previous experience. |
| Job opportunities (or something similar) | Referrals to job opportunities. Training for joining the labour market | Maximum: 1 month. <i>Coverage:</i> 100% in public institutions |
| Micro-finance | Referrals to micro-finance institutions Preparation courses to apply for credit | Maximum: 2 months <i>Coverage:</i> 100% in public institutions |

Documents, guides and guidelines on livelihoods and local integration:

<http://www.acnur.org/t3/que-hace/autosuficiencia/>

Tools:

www.acnur.org/livelihoods

7. MONITORING

Monitoring of processes

Monitoring & Evaluation (M & E) are essential components in the methodology used by UNHCR – Results-Based Management (RBM) – in humanitarian and development contexts, and as such are critical components in the programming and implementation of the means of subsistence.

Regular and consistent monitoring is necessary to:

- >> Assess the level of execution of the strategic plan.
- >> Prepare day-to-day information on management decisions.
- >> Guide the adaptation to changing contexts and circumstances.
- >> Improve communication and coordination with partners and interested parties.

One form of doing M & E is to include the assistance guide in the sub-agreement with partners and selection of realistic FOCUS indicators which could measure the assistance and self-reliance interventions.

Monitoring of beneficiaries

A home visit should be carried out in the following circumstances:

- >> In cases where the socioeconomic or family situation is complex.
- >> Where there is a possibility of the person or some member of the family group being in a risk situation.
- >> In cases classified as vulnerable.
- >> In cases which present repeated consultations seeking some form of assistance.
- >> In situations in which it is necessary to go more deeply into the situation of the person or family group.
- >> Where it is necessary to corroborate information submitted by the applicant for assistance which may be challenged.

7. MONITORING

Elements to consider in a home visit to gauge the socioeconomic situation:

- >> Living conditions.
- >> Personal data
- >> Family dynamics
- >> Family's particular situations
- >> Possession of goods
- >> Participation and responsibility of the family members in the transformation of their living conditions
- >> Members of the family who generate income
- >> Perception of the different persons who live in the house.
- >> Educational level and occupation of each family member
- >> Perception of neighbours or key personnel of institutions located in the community
- >> Family members in economically active ages
- >> Income and expenditure of the family
- >> Existence of overcrowding
- >> Structural conditions of the building
- >> Basic tools for the normal daily life: health, hygiene, security conditions of the housing,
- >> Health conditions

Any intervention carried out during the home visit should be recorded in the file through a report which contains the components established for a document of this nature, in which the background and reason for the visit is set out, the current situation and recommendations for the case.



UNHCR. ROARG

8. PRINCIPLES GOVERNING THE CESSATION OF ASSISTANCE

Any refugee or asylum-seeker who commits acts of fraud or falsehood in the information submitted shall cease to receive assistance.

However, the asylum-seeker or refugee may ask for his/her case to be reviewed by the Assistance Committee, which will issue a judgment with the reasons for its judgment and the arguments made by the appellant.

The Assistance Committee shall have the responsibility of objectively assessing the case with respect to appeals made by asylum-seekers and refugees and of providing a response based on the criteria stipulated in this guide