# **SMS Operational Dashboard**



## **Overview**

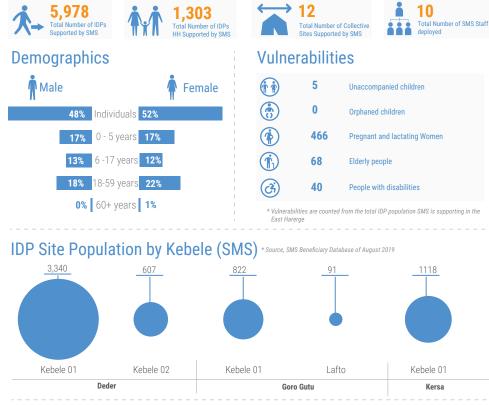
East Harerge

IOM is the only Site Management Support actor in East Harerge. IOM started SMS operations in these locations in December 2018, in response to inter-communal violence in 2017, which displaced thousands of people.

(September 2019)

The SMS team currently operates in 12 collective sites in 3 Woredas in East Harerge. The team works closely with Zonal, Woreda, and Administrative DRMO offices, as well as other partners. Key SMS activities include provision and maintenance of communal structures in IDP sites, facilitation of community representative structures (site committees), service mapping and monitoring, support coordination of humanitarian assistance, and management of a Complaints & Feedback mechanisms for site residents.

## **Key Figures**



#### Gaps and challenges

Few humanitarian actors operate in East Harerge. While some basic needs are covered in these sites, longer term, participatory solutions are needed for displaced communities.

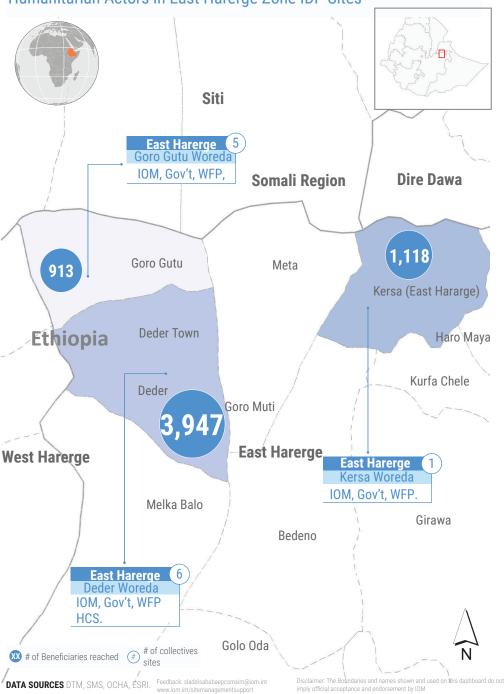
In the month of September 2019, 31% of complaints received through the SMS Complaints and Feedback Mechanism related to the insufficiency of Shelter and NFI kits. An outbreak of measles affected most of the IDP sites. Irregular food distribution and poor nutrition leaves site residents, especially children and the elderly, more vulnerable to the disease.











### Humanitarian Actors in East Harerge Zone IDP Sites

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