



Social Protection in Contexts of Forced Displacement

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Section 1: Introduction

1.1 About this TRANSFORM sub-module

This Guidance Note builds out from [TRANSFORM's Shock Responsive Social Protection \(SRSP\) base module](#) and was developed to provide guidance for technical government officials and other national social protection stakeholders on the linkages between forced displacement and social protection. It aims to support the design and implementation of systems that are more inclusive of, and better tailored to, the needs and vulnerabilities of displaced populations. Drawing on a growing body of global evidence, the Guidance Note offers practical insights and strategies for engaging with social protection in displacement contexts. 'Migrants', as defined in Section 1.3 below, are thus not a primary area of focus. Alongside guidance on social protection in situations of conflict and climate change, it forms one of three 'add-on' modules to the main SRSP module. These were developed to help stakeholders further "shock-proof" national social protection systems by addressing context-specific challenges, including forced displacement.



See [Annex 1](#)

The module is designed to be used in conjunction with the resources listed in Annex 1, which provide complementary references and tools.

The document is organized in the following Sections:

- [Section 1.2 Rationale and context](#)
- [Section 1.3 On the same page: key definitions and framing](#)
- [Section 2.1 Global frameworks on legal principles](#)
- [Section 2.2 Considerations and ways of working in contexts of displacement](#)
- [Section 3.1 Key programmatic considerations: M&E, evidence and learning](#)
- [Section 3.2 Key programmatic considerations Policy and institutional setting](#)
- [Section 3.3 Key programmatic considerations: Programme Design Level](#)
- [Section 3.4 Key programmatic considerations: Administration Level](#)

1.2 Rationale and context

In 2024, 123.2 million people were forced to flee their homes globally due to persecution, conflict, violence, human rights violations or events seriously disturbing public order. While the majority of these individuals were displaced within their own countries, there were nearly 42.7 million refugees among them, whose situation is becoming increasingly urgent and protracted¹. As of 2024, over 52 million people were living as refugees or asylum-seekers across borders — the highest number ever recorded.² Low-income countries host a disproportionately large share of the world's displaced people, with 75% hosted by low- and middle-income countries, and 21% hosted by Least Developed Countries³. Recent ILO analyses underline that today's risks rarely occur in isolation, but rather in *polycrisis* contexts where forced displacement intersects with conflict and climate change, pandemics, or economic downturns⁴.

¹ [Global Internal Displacement Database | IDMC - Internal Displacement Monitoring Centre.](#)

² Ibid

³ UNHCR [Global Trends Report 202](#)

⁴ UNCHR (2024). On the Frontlines of Climate Change, Conflict and Forced Displacement. <https://www.unhcr.org/media/no-escape-frontlines-climate-change-conflict-and-forced-displacement>

On average, displacement now lasts for decades, because solutions such as voluntary return, resettlement, or local integration often remain elusive. In addition to the trauma of displacement, refugees and Internally Displaced Populations (IDPs) experience heightened protection risks, often lose support networks and face barriers to access social services and employment opportunities. Some are more vulnerable than others: refugee children, for example, can be up to three times as likely to be poor compared to adults⁵, and females face a 25% greater likelihood of poverty than males.⁶ Moreover, displaced persons often live in communities and settings more exposed to shocks and to the effects of climate change, including informal settlements^{7,8,9}.

Given the complex, protracted nature of displacement and the costliness of a humanitarian response, longer-term, systems-type solutions are needed that help forcibly displaced people (FDPs) to reach a “level playing field” with the non-displaced. Social protection has the potential to sustainably address the compounded vulnerabilities they face while strengthening national systems and enhancing progress to SDG1. Evidence shows that social protection for displaced persons can help foster long-term self-reliance, reduce vulnerability to poverty, build resilience, and address protection risks¹⁰.

For many countries, however, inclusion of FDPs – particularly refugees – is highly politically sensitive. Where countries are struggling to expand core entitlements to their own populations, accommodating different groups of FDPs in their national systems is often particularly contentious. As a result, many FDPs currently remain excluded from national social protection systems, calling for conscious efforts to increase their coverage. Exclusionary legal and policy frameworks, practical and administrative barriers, limited fiscal space and misconceptions about the high economic burden versus economic gains of inclusion are among the culprits.

In **Arab countries**, conflict and violence (mostly in Sudan, Syria, Yemen, the State of Palestine and Iraq) are the main drivers of forced displacement, with forcibly displaced and stateless people amounting to approximately 16.6 million in mid-2024 according to UNCHR estimates. Among the forcibly displaced, Internally Displaced People (IDPs) are in the majority and are primarily located in Sudan, Syria and Yemen. Host countries - such as Lebanon, Egypt, and Iran - often carry a double burden comprising of their own socio-economic struggles and difficulties to meet the needs of their national populations, and the imperative to accommodate large populations of refugees and asylum seekers.

Across **Africa**, the region including *East and Horn of Africa and the Great Lakes* hosted 18% more forcibly displaced and stateless people than the previous year in 2024 – a total of 27.5 million, including 5.6 million refugees and asylum-seekers and 18.6 million internally displaced people. The number of forcibly displaced and stateless people in the West and Central Africa region increased to 12.4 million in 2024, of which 8.1 million were internally displaced within their own countries, and 2.7 million were refugees and asylum-seekers. Close to 4.7 million people were displaced in and around the Central Sahel – in Burkina Faso, Niger, Mali and Mauritania, and the coastal countries of Benin, Cote d’Ivoire, Ghana and Togo. Insecurity continued to intensify across the Sahel with conflict as the primary driver of displacement. The *Southern Africa* region hosted 10.9 million forcibly displaced people and returnees, the majority of whom were internally displaced by conflict in the Democratic Republic of the

⁵ [Refugee children are disproportionately poorer \(and thus more vulnerable\) than other household members and as a result require a larger share of social assistance to meet their basic needs | UNHCR Blog](#)

⁶ [We Deserve Better: Unlocking the Power of Social Protection for Women and Girls | Knowledge](#)

⁷ In Bangladesh, for example, climate change has posed a critical challenge for Rohingya refugees living in overcrowded and disaster-prone camps in Cox’s Bazar and for their surrounding host communities.

⁹ [No Escape - On the frontlines of Climate Change, Conflict and Forced Displacement](#) – UNHCR (2024)

¹⁰ ILO (2025) [Social protection and forced displacement: Lessons learned from a decade of ILO operations](#)

Congo (DRC) and Mozambique. The region also continued to grapple with protracted displacement and mixed migration from sub-Saharan Africa, hosting approximately 1 million refugees and asylum-seekers, primarily from Burundi, the Central African Republic, the DRC, Rwanda and South Sudan. Additionally, extreme weather events affected another 1 million people across Southern Africa with El Niño induced drought, heavy rains and cyclones.

Source: UNHCR (2024). [Global Report 2024](#)

Besides the fact that social protection is a human right and thus subject to the principles of equality of treatment and non-discrimination, evidence shows that building national social protection systems inclusive of FDPs – particularly when linked to labour market, skills, and livelihoods interventions – makes economic and social sense. The numerous benefits range from positive fiscal impacts, reduced dependency and greater self-reliance, market stimulation and economic growth, enhanced human capital development, and strengthened peace and social cohesion. Cost-effectiveness is highest when inclusion happens from the outset and is done for the long haul.¹¹

Box 1: The ‘triple win’ of including refugees in national systems

An increasing body of evidence shows that over time refugees contribute to local economies—by filling labor shortages, boosting productivity, and paying taxes—provided they are well integrated. Recent IMF analysis finds that a 10 percent increase in refugee inflows raises output by around 0.2 percent after five years in receiving economies, with larger gains where refugees have work rights, mobility, and skills recognition. Coordinated global action can help spread the short-term costs of displacement—especially in low- and middle-income countries that host most of the world’s refugees—while preserving long-term benefits for all.

Inclusion in national systems, particularly social protection combined with access to income-generating opportunities, produces a “triple win”: poverty among forcibly displaced populations declines, fiscal pressure on host governments eases, and resources are freed for broader socioeconomic development. World Bank–UNHCR costing exercises show that when refugees are allowed to work and move freely, global humanitarian assistance needs could fall by up to US\$16 billion annually. Country evidence underscores these gains: fuller inclusion of Sudanese refugees in Chad could reduce poverty by 38 percent and save US\$348 million in aid, while expanded labor access for refugees in Jordan could generate savings of US\$1.2 billion.

Concrete fiscal dividends are already visible. In Jordan, economic participation by Syrian refugees is estimated to reduce annual hosting costs by about US\$860 million compared to a no-work scenario, with an additional US\$400 million in potential savings if remaining work restrictions were eased—bringing total offsets to roughly US\$1.3 billion per year. In Poland, rapid inclusion of Ukrainian refugees into the labor market and social protection systems led to employment rates comparable to host communities and contributed an estimated 2.7 percent of GDP in 2024, alongside PLN 47 billion in additional public revenues. Longer-term evidence from the United States similarly shows that refugees generated a net positive fiscal contribution of US\$123.8 billion between 2005 and 2019 as integration translated into higher revenues over time.

Sources: [IMF \(2025\)](#); [World Bank \(2024\)](#), [UNHCR & World Bank \(2023\)](#), [UNHCR & Deloitte \(2024\)](#), [HHS/ASPE \(2024\)](#)

¹¹ ILO (2025) [Social protection and forced displacement: Lessons learned from a decade of ILO operations](#)

1.3 On the same page: key definitions and framing

In order to speak a common language across sectors and to more strategically work in alignment with stakeholders working in other realms related to forced displacement, social protection actors must become familiar with some of the relevant key definitions extracted from [UNHCR's master glossary of terms](#) and [the UN Expert Group on Migration Statistics' Final Report on Conceptual Frameworks and Concepts and Definitions on International Migration](#) which were developed based on relevant legal and guidance instruments and principles.

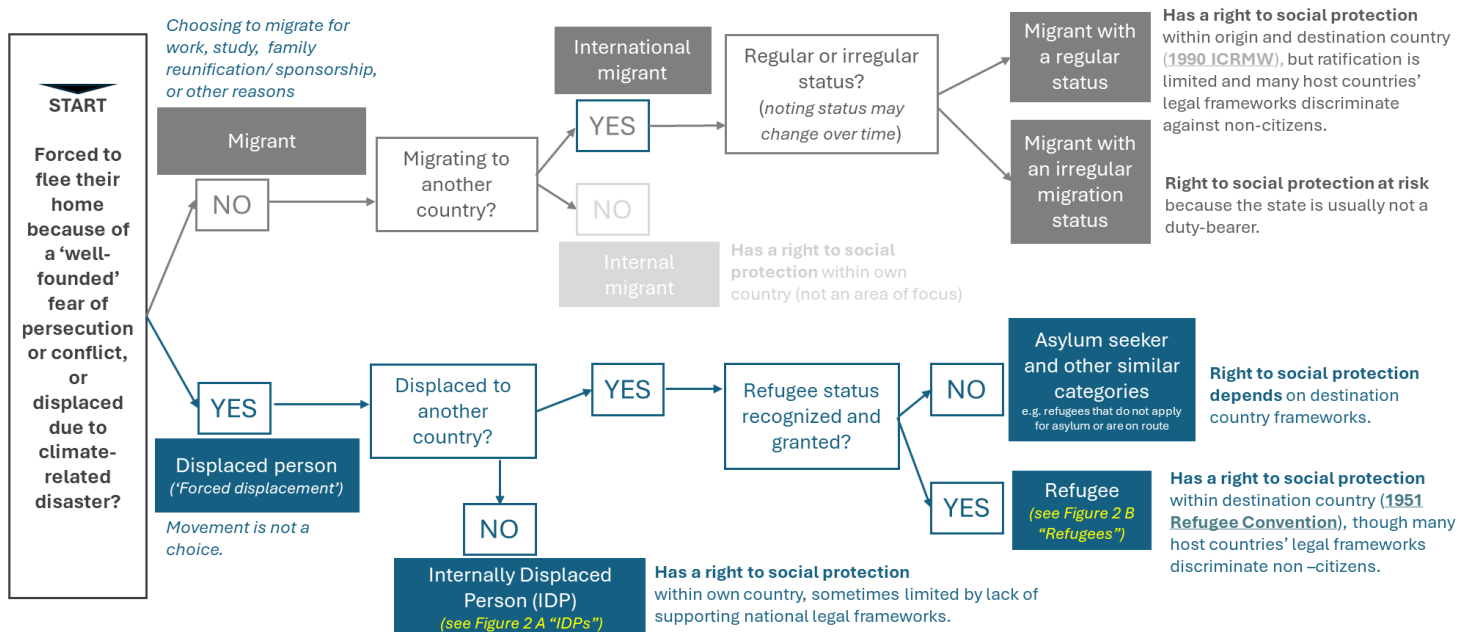
- **Asylum seeker:** A general term used to describe any person seeking international protection. In some countries, it may be used as a legal term to refer to a person who has applied for refugee status or another form of international protection but is still waiting to receive a final decision on the determination of their status. An asylum-seeker may also refer to a person who intends to apply for asylum but has not yet formally started the asylum application process.
- **Displaced persons:** “Those who have been forced or are obliged to flee or leave their homes or place of habitual residence (whether within their own country or across an international border) in particular as a result of or in order to avoid the effects of armed conflict, situations of generalized violence, violations of human rights, or natural or human-made disasters”. There is no legal definition for the term and includes internally displaced persons (IDPs) and refugees.
- **Durable solutions:** The sustainable end-states that resolve displacement so people no longer have needs or rights-deprivations linked to being displaced and can enjoy their rights on a par with others where they live. These can include voluntary repatriation, local integration, or resettlement in a third country for refugees, and sustainable return to the place of origin, local integration in the host community, or resettlement elsewhere in the country for IDPs.
- **Internally Displaced person:** A person who has been forced or obliged to flee from their home or place of habitual residence, in particular as a result of or in order to avoid the effects of armed conflict, situations of generalized violence, violations of human rights or natural or human-made disasters, and who has not crossed an internationally recognized State border.
- **Migrant:** While there is no universally accepted definition of the term migrant and it is not defined by international law, “migrant” has been used to refer to people who choose to move across international borders, not because of a direct threat of persecution, serious harm, or death, but exclusively for other reasons, such as to improve their conditions by pursuing work or education opportunities, or reunite with family.
 - **Migrant in an irregular situation:** A person who moves or has moved across an international border and is not authorized to enter or to stay in a State pursuant to the law of that State and to international agreements to which that State is a party.
 - **Migrant in a regular situation:** A person who moves or has moved across an international border and is authorized to enter or to stay in a State pursuant to the law of that State and to international agreements to which that State is a party.
- **Refugee:** Someone who is unable or unwilling to return to their country of origin owing to a well-founded fear of being persecuted for reasons of race, religion, nationality, membership of a particular social group, or political opinion. The definition is enshrined in international legal instruments (see [Annex 3](#) – the 1951 Convention and its 1967 Protocol).
- **Return:** In a general sense, the act or process of going back or being taken back to the point of departure. This could be within the territorial boundaries of a country, as in the case of returning

internally displaced persons (IDPs) and demobilized combatants; or between a country of destination or transit and a country of origin, as in the case of migrant workers, refugees or asylum-seekers.

- **Stateless person:** A person who is not considered as a national by any State under the operation of its law - for example due to discrimination against particular ethnic or religious groups, or on the basis of gender; gaps in nationality laws; or lack of birth registration – and therefore lacks those rights attributable to nationality.

To better understand some of these words and categories, Figure 1 and 2 below provide a broad overview of how these differ (e.g. by reason for, place of and status of displacement) and what the broad implications for social protection are, especially for key categories of IDPs and refugees. As any visual simplification of complex content, the visual comes with a set of disclaimers and notes and should thus be accompanied by deeper reading and understanding.

Figure 1 Defining key migration and displacement statuses and implications for social protection



- It focuses only on de jure (legal) status and is thus complemented by a second visual looking at the full range of barriers that are faced by the key categories of IDPs and Refugees.
- A person's migration/displacement status often changes over time. This visualization helps to understand key categories 'statically', reducing complexity at the cost of preciseness.
- There is no universally accepted definition of the different categories of 'migration' and how they relate to each other. There is however agreement that categories fall under a continuum, which this visual cannot do justice to. For further reflections on definitions see www.meaningofmigrants.org, the [migration data portal](http://migration.data.portal) and [UNHCR page](http://unhcr.org).
- This visual does not include some important categories: e.g. 'stateless' persons and those who have returned to countries or communities of origin ('returnees').
- International legal frameworks matter, but so do national ones. E.g. in countries where people cannot apply for refugee status, they are often considered migrants with irregular status or given a different status (sometimes based on provenance, e.g. Venezuelans displaced abroad' or the 'international' / 'Temporary protection' statuses in Turkey).

Source: Adapted from UNICEF, 2025, to be used in complement to Figure 2 and Table in Annex 2.

Figure 2 Barriers to inclusion in social protection for IDPs and refugees (de jure and de-facto)

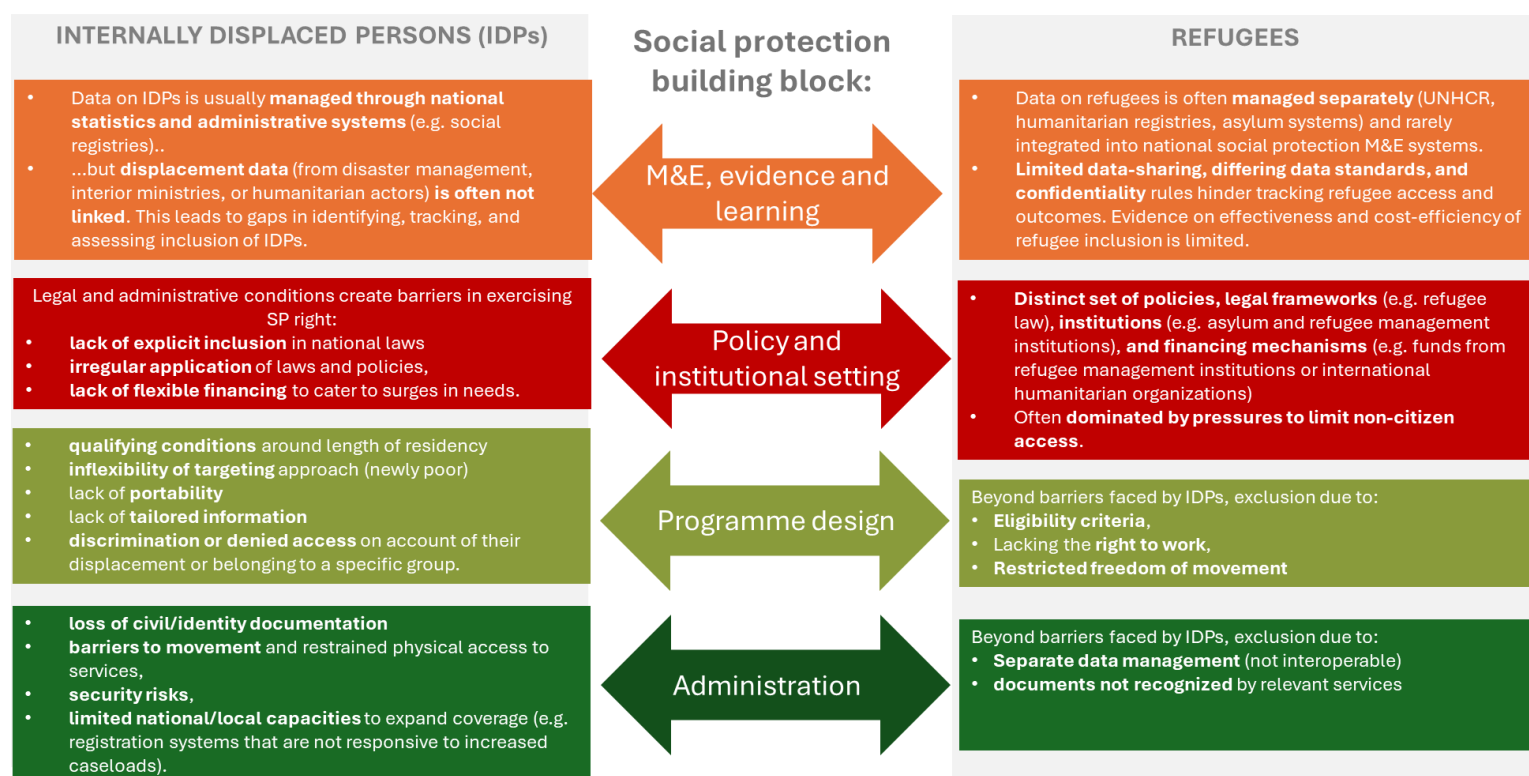


TABLE 1 IN ANNEX 2 is designed as an accompanying guide to these definitions and to Figure 1 and 2, to reflect on the implications for social protection programming of thinking about displacement more intentionally, along key dimensions: e.g.

- Different categories of people on the move** (and their different levels of access to social protection, both *de jure* and *de-facto*): Internally displaced persons; Refugees and asylum seekers; Stateless; Migrant workers.
- Place of displacement**: Source (and return); Transit; Destination
- Stages of displacement**: Emergency (early displacement); Protracted displacement; Durable solutions
- Drivers of displacement**: Conflict; Disaster/climate change

Section 2: Guiding principles and ways of working

2.1 Global frameworks and legal principles

A set of global legal frameworks and overarching principles should guide our work in contexts of displacement, especially where these refer to social protection rights, roles and responsibilities. These include the [1951 Refugee Convention](#), which accords refugees the right to social protection in Article 24.

The [1998 UN Guiding Principles on Internal Displacement](#) (Article 18 and 19) and the [2010 IASC Framework on Durable Solutions for Internally Displaced Persons](#) refer to the right to access basic services, of which social protection is a key element, while the [2009 Kampala Convention](#) mentions the duty of states to provide IDPs with assistance, including access to social services. At the foundation of refugee and IDP-specific frameworks and principles is the fact that social protection is a human right, and therefore subject to equality of treatment and non-discrimination. In this respect, the [Global Compact on Refugees](#) offers a framework for more predictable and equitable responsibility sharing (including international financing for refugee hosting nations).

See Annex 3:
Relevant global

ANNEX 3 provides useful further details on each of these legal frameworks and principles, to frame discussions with national and international stakeholders.

2.2 Considerations on ways of working in contexts of displacement

Practical considerations for strengthening social protection in displacement settings drawing from global literature are summarized below. These should be read alongside the [SPIAC-B Tipsheet for Principle 9 \(Displacement\)](#), which discusses globally agreed practical considerations for strengthening social protection in displacement settings.

- **Preparedness ex-ante, while prioritizing long-term engagement:** Having robust financing, statutory frameworks, and resilient delivery systems catering for displaced populations ex-ante is more cost-effective than ad hoc (humanitarian) expansions ex-post. Embedding displacement considerations in system-building ensures continuity of protection and helps reinforce the social contract in fragile settings.
 - With displacement increasingly protracted, ensuring that national social protection systems cover forcibly displaced populations should **not be treated as a temporary and ad-hoc endeavor, but should instead be planned from the outset**, considering different timelines based on context. In cases where humanitarian or other interventions led by the development/humanitarian community will initially support forcibly displaced persons in parallel to government systems, e.g. in context where immediate integration into national systems is not possible, a later transition into national systems should be planned from the outset.
 - **Twin-Track approaches can be effective.** Evidence shows that strengthening the national social protection system while step-by step mainstreaming displaced populations into its various building blocks (including via international financing) is an effective way to gradually increase intra-governmental and popular support for inclusion.
- **Political will as a cornerstone:** Extending social protection to displaced persons is often politically sensitive. Stakeholder mapping and political economy analyses can help navigate barriers and foster alignment of different stakeholders' interests with national priorities.
- **Include social cohesion considerations:** While social protection can foster positive relations between displaced and host communities, poorly designed programs risk exacerbating tensions. Ensuring host communities benefit, designing inclusive programs, and addressing pre-existing social grievances are crucial.
- **Address legal coverage and practical access, while understanding the specificities of each case:**

- **Strong awareness of the type and characteristics of displacement**, individual characteristics of the displaced, and characteristics of potential host communities is essential for adequate social protection provision while preventing unintended negative consequences.
- **While global legal framing may include displaced populations (Annex 3), domestic legal frameworks are often far less inclusive.** Translating these into practice also requires close collaboration with and capacity building of national and local authorities, implementation monitoring, social workforce training, and support to address specific access barriers.
- **Area-based approaches for broader impact:** targeting geographical areas with high displacement can benefit both displaced and host communities by improving infrastructure and local development. Multi-sectoral approaches can address interconnected socio-economic needs.
- **Looking beyond social assistance:**
 - **Social health protection** a crucial first step.
 - **Links to complementary services for protection and self-reliance.** Linking cash assistance with complementary services—such as parenting support, child protection, education, and skills training—enhances protection outcomes, especially for vulnerable children, including unaccompanied minors.
 - **Access to contributory social protection schemes** - this is intrinsically linked to access to the labour market and ability to transition out of the informal economy. The majority of displaced persons operate in the informal sector, requiring specific strategies for enrollment and contribution
- **Consider intersectional needs** (see Box 2)

Box 2: Care and support in the context of displacement: addressing intersectional needs

Displacement magnifies pre-existing inequalities, with women and girls, persons with disabilities, children, and older people facing heightened risks of violence, exploitation, and exclusion during flight, settlement, and return. Gender roles, care responsibilities, mobility constraints, and health needs strongly mediate access to safety, services, livelihoods, and assistance, while weak institutions and fragmented governance in fragile settings limit protection and inclusion. As displacement becomes increasingly protracted, these intersecting vulnerabilities compound over time, undermining coping capacities and deepening poverty and dependency. As examples, displaced women and girls often face amplified barriers to economic opportunities, caregiving burdens, and heightened risks of gender-based violence, while persons with disabilities experience systemic exclusion from protection, services, education, and employment during displacement unless targeted measures are put in place to address mobility-, information-, and accessibility-related barriers. This requires intentional, inclusive design and implementation that recognizes and addresses the specific intersectional needs of vulnerable populations, grounding social protection interventions in their lived experiences, including via disaggregated data and monitoring, understanding and mitigating their barriers to access and use, protecting from violence while guaranteeing psychosocial support, and ensuring meaningful participation.



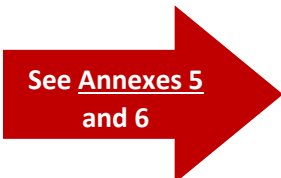
See [Annex 4](#)

For deeper and more practical descriptions, as well as further resources, for each of these ‘ways of working’, see ANNEX 4.

Section 3: Key programmatic considerations

This section of the Guidance Note provides the bulk of programmatic insights and potential starting points for government and non-governmental actors to better incorporate a displacement lens when thinking about social protection design and delivery. Conflict and climate change are key drivers of displacement (see Drivers of Displacement, [Annex 2](#)): related considerations for social protection in these respective contexts are available in two separate Guidance Notes.

The recommendations on social protection in contexts of forced displacement provided in this Chapter are based on the latest evidence on guidance on social protection in contexts of displacement, among others from others from ILO, UNICEF, UNHCR, WFP, the World Bank and other stakeholders (see [Annex 1](#) for details). They are grouped along four dimensions of the [Social Protection Systems framing](#): evidence and learning, policy, programme design, and administration – but map back to all the dimensions discussed within the [TRANSFORM SRSP Guidance](#) and [other Modules](#). Key actions have been developed with a view to reflect the diversity of contexts, including their political economy, maturity of social protection systems, scale and nature of displacement, and considerations for maintaining social cohesion with host communities. Governments are encouraged to look at the different building blocks holistically to maximize outcomes for displaced and host communities. For each dimension, relevant reflections are shared, alongside links to country examples to illustrate relevant measures, and further resources to consult.



See [Annexes 5 and 6](#)

Promising country-level practices and in-depth Case Studies are showcased in [Annex 5](#) and [Annex 6](#), to further illustrate the many points presented below.

NOTE: An explicit choice has been made to keep these considerations and recommendations as broad and ‘universal’ as possible, focusing on what needs to change for national social protection systems to better accommodate displaced populations. While this Guide is primarily targeted at Governments, all actors working on social protection and forced displacement may interrogate the Sections below by asking ‘what can I do to support this change?’



3.1 M&E, evidence and learning

This area of action focuses on investments in a better evidence base on FDPs, which can support advocacy for inclusion of FDPs in social protection policies and programmes and inform what policy and programme design tweaks are needed to make FDP-inclusive social protection a reality.

Table 1 M&E, evidence and learning: key actions that may be useful in contexts of displacement

Evidence generation to inform advocacy, planning and decision-making (see also Main SRSP Guidance Section 3.1 and Information Systems and Data Section below)	Case examples
• Include displaced populations in national socio-economic surveys, poverty and vulnerability analyses. ○ Account for their complex status and conditions in questionnaire design and sampling frameworks (and apply innovative data collection to reach those in remote areas); ○ Invest in data disaggregation of (administrative and statistical) data on displaced populations' coverage in key schemes; ○ Consider strategies and data collection methods which allow data collection for those who lack official documentation; ○ Ensure alignment of data collected with relevant international standards spearheaded by the Expert Group on Refugee, IDP and Statelessness Statistics (EGRiSS) (e.g. International Recommendation on IDP Statistics; International Recommendations on Refugee Statistics, etc) as well as Guidance from the International Data Alliance for Children on the Move (IDAC). • Invest in analysis to assess inclusion of FDPs in social protection and gaps (de jure and de facto) to inform policies on the expansion of coverage and adequacy. ○ Ensure data analysis focuses on how displacement-vulnerability interacts with gender, age and other status, protection risks, service and financing gaps. • Systematically consider displacement risks as part of risk-informed and conflict-sensitive programming – integrating displacement in country level Evidence Synthesis for programme planning, child-sensitive risk and/or peace and conflict analyses. • Generate and leverage evidence to inform advocacy on positive impacts of integrating displaced populations into social protection systems – also emphasizing the potential for attraction of international financing to support this (see Financing below).	Kenya Uganda

Additional resources: • The EGRiSS methodological papers provide guidance regarding standardization of refugee and IDP identification questions in surveys. • IOM's Displacement Tracking Matrix gathers and analyzes data to disseminate multi layered information on the mobility, vulnerabilities, and needs of displaced and mobile populations. • UNHCR's Data Finder contains information about forcibly displaced populations over more than 70 years covering refugees, asylum-seekers and IDPs, including their demographics. • The IDMC Global Internal Displacement Database is a global repository of internal displacement data since 2008. • The International Data Alliance on Children on the Move (IDAC) as a cross-sectoral global coalition, aims to improve data and statistics and supports evidence-based policy making for children on the move, under UNICEF's leadership.	
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3.2 Policy and institutional setting

*A. COORDINATION AND GOVERNANCE; B. LEGAL AND POLICY FRAMEWORKS; C. FINANCING;
D. FUNCTIONAL AND TECHNICAL CAPACITY*

This area of action focuses on better integrating displacement considerations into the key building blocks of social protection institutionalisation within Government: a) Established governance arrangements and coordination mechanisms; b) Clarity of strategic vision embedded in legal and policy frameworks; c) Sustainable financing sources; d) Strong technical and functional capacities at all levels of administration – including the social worker workforce.

Table 2 Policy and institutional setting: key actions that may be useful in contexts of displacement

Coordination and governance (see also Main Guidance Section 3.2)	Case examples
• Strengthen vertical and horizontal collaboration with other national and international actors involved in delivering social protection to displaced populations, where possible. It is recommended that: ○ Governments take lead in governance of social protection for displaced populations and coordination between relevant stakeholders ○ A systems-building perspective is taken from the onset. Focus on harmonizing approaches, avoiding gaps and reducing duplications. ○ Fragmentation (e.g. separate platforms for social protection and humanitarian cash actors) and entrenchment of parallel structures are avoided. Instead, existing national coordination frameworks and alignment with government-led processes should be ensured. ○ Where parallel responses/ programs are operating, ensure that coordination mechanisms support an eventual transition of the delivery of to the government. ○ Close collaboration with humanitarian actors helps to facilitate alignment of their work with, or transition of any parallel responses into government systems.	Colombia Jordan Djibouti Yemen Iran
Legal and policy frameworks (see also Main Guidance Section 3.3)	Case examples
• Review and revise social protection laws, policies and administrative procedures to understand gaps and mainstream forcibly displaced persons in social assistance and social insurance. See for example UNHCR's Rights Mapping and Analysis Platform (RiMAP). This may include: a) Drafting of new legislation; b) Legislative revisions (e.g. inclusion clauses); c) Issuing of regulations and administrative circulars e.g. to authorize local enrolment of displaced populations. • Build policy synergies to strengthen self-reliance of displaced persons more broadly, including for example access to identification documents; freedom of movement; right to work, access to labour markets and formal employment; portability of entitlements (e.g. social insurance); and, access to financial services.	Kenya Djibouti
• Ensure policy and legal reforms are translated into de facto access through regulations, manuals, formal procedures and reforms to programme design and implementation, addressing barriers related to e.g. (length of) residency, work-permits, rights to open bank accounts and register SIM cards, etc.	Colombia

Support the development of bilateral or multilateral agreements to ensure portability of benefits for displaced persons across national boundaries (e.g. matured rights to a pension).	Kenya
Financing (see also Main Guidance Section 3.4)	Case examples
Context: For most low-income countries, even if assistance for displaced populations is integrated within national policy frameworks, international financing will typically still be required. Via the United Nations' Global Compact on Refugees (GCR) and associated frameworks, the international community has in principle committed to sharing financial responsibility for global displacement challenges and easing the pressure on host countries and financial tools to support this exist (see below).	
Macro-fiscal dialogue: Ensure displacement inclusion is part of national macroeconomic and fiscal frameworks, with ministries of finance engaged. Increase domestic budgets for social services in refugee/IDP-hosting areas; and ensure FDPs are included in contingency financing. Spending reviews: Governments should be encouraged to include budget targets for SP and displacement in expenditure reviews to identify fiscal space (e.g. by reprioritizing inefficient subsidies and reallocating resources toward inclusive social protection). This provides an evidence-based pathway to finance inclusion without relying solely on external funding. Blended and catalytic financing: Encourage host governments and partners to adopt blended and catalytic financing approaches by combining domestic revenues, concessional financing, development loans, climate financing, and donor grants. This strategy should prioritize diversifying funding sources to reduce dependency on short-term humanitarian aid and shift towards more sustainable development-oriented financing. - Leveraging specifically-designed instruments such as the World Bank's IDA Window for Host Communities and Refugees and the Global Concessional Financing Facility (GCFF) can help align resources with national systems building and long-term inclusion goals, fostering greater resilience and ownership. Predictable, multi-year planning: Emphasize the need for financing strategies that support long-term roadmaps for inclusion, not only short-term humanitarian responses. Investment case for inclusion: Highlight economic and social dividends of including FDPs (e.g. labour market participation, reduced duplication of parallel systems, social cohesion). For social insurance, inclusion is especially a win-win. Global and regional mechanisms: Encourage governments to engage proactively with International financing mechanisms that can provide fiscal space and incentives for inclusion.	Kenya Mauritania Djibouti Yemen
Invest in financial preparedness and contingency: conduct costing exercises based on the existing displaced population and evidence-informed future displacement scenarios.	Uganda
Consider how to communicate about the source of funding for displaced populations: perceptions of unfairness can impact social cohesion. In cases where international humanitarian or development financing is used, this needs to be communicated to host communities – i.e. not 'their' money.	ODI Toolkit

Functional and technical capacity	Case examples
• Ensure that adequate resources and capacity to deliver social protection services to displaced persons are available to central and local-level government official and implementers to cater to increased and changed nature of demands ○ Strengthen programme managers', social workers', and local administrators' understanding of the gains of inclusion for social cohesion and national development and of the specific barriers FDPs face (e.g. related to documentation, legal status, discrimination, mobility restrictions). ○ Systematically integrate displacement into national training curricula for social protection and social work cadres rather than providing ad-hoc training. ○ Ensure frontline staff (social workers, registry officials, grievance officers) are trained to handle displaced persons' cases with sensitivity, providing legal literacy, translation, and protection safeguards. ○ Encourage peer exchange between host country authorities and counterparts in other countries managing displacement inclusion. ○ Increase contingency funding where services and facilities are shared with host communities. ○ Develop and disseminate standard operating procedures (SOPs), referral mechanisms, and case management tools adapted to displacement contexts. ○ Provide mobile services for displaced persons in remote, unconnected or informal settings. ○ Invest in language skills; cultural sensitivity; basic MHPSS support like Psychological First Aid. ○ Recruit social service workers from displaced communities where possible.	Brazil
• Strengthen collaboration and referral between service providers and frontline responders, such as social workers, healthcare workers, law enforcement, and others, including through guidelines, SOPs, and case management tools.	Colombia Türkiye

3.3 Programme design

SETTING OF: A. INTERVENTION TYPES, OBJECTIVES & LINKAGES; B. ELIGIBILITY CRITERIA & QUALIFYING CONDITIONS ('TARGETING'); C) SOCIAL INSURANCE CONTRIBUTION LEVELS & MODALITIES; D) TRANSFER LEVEL, FREQUENCY & DURATION; E) CONDITIONALITY

As mentioned in Section 2.1, several legal frameworks and guiding principles point at the ultimate goal of achieving Universal Social Protection for every person, throughout their life, granting them access to at least a basic level of social protection, without discrimination or exclusion. This section focuses on key actions Governments and other stakeholders can take at the programme design level to increase access to social protection for forcibly displaced persons.

Table 3 Programme design: key actions that may be useful in contexts of displacement

Setting Intervention Types, Objectives and Linkages → affecting <i>coverage and comprehensiveness of support provided</i> (see also Main Guidance Section 3.5)	Case examples
• Scale existing programmes to include FDPs (e.g. via tweaks to eligibility and new registration) or activate new programmes which build on existing systems to accommodate FDPs ('piggybacking'). Small scale pilots can help test out approaches, create an evidence base and pave the way for larger-scale inclusion. • Where ad-hoc response-based operations are already running alongside government social protection systems, gradually incorporate these into national systems, especially as displacement becomes increasingly extended. • When new schemes are launched, including FDPs from the outset is more cost-effective than including them at a later stage.	Lebanon Iraq Uganda Türkiye Djibouti
• Link social protection with jobs and livelihoods interventions to create pathways to employment, promoting self-reliance and economic inclusion, such as skilling and entrepreneurship support or job formalization programmes. • Use these as linkages to (contributory) social insurance subscription.	Türkiye Jordan Iraq
• Including FDPs in social health protection systems can be an entry point to extending overall social protection, as this benefits from greater political acceptability due to alignment with national health objectives.	Iran Kenya
• Where inclusion in existing national programmes is not possible, ensure alignment between government-led responses and humanitarian cash transfers for FDPs laying the ground for SP systems strengthening and transitions. • As part of this approach, link emergency support to meet immediate survival needs with longer-term resilience building from the onset of a response.	Slovakia Yemen
• Apply a conflict-sensitive approach and integrate protection objectives in programme design while addressing needs related to age, gender, disability status, and legal status. • Design interventions so they can contribute to social cohesion between displaced and host communities.	Jordan
• Combine cash transfers with complementary services, such as child protection or mental health and psychosocial support services, language classes, integration courses. • For unaccompanied minors, ensure that social protection interventions form part of package of complementary interventions. • Ensure case management and social work capacity is in place to support such an approach.	Türkiye Jordan Uganda
Setting of eligibility criteria and qualifying conditions ('targeting') → Affecting <i>coverage</i> (see also Main Guidance Section 3.5)	Case examples
• Consider area-based approaches (e.g. geographic targeting in high influx areas) and apply these alongside categorical/lifecycle eligibility criteria where possible, to ensure vulnerable host communities can also benefit from support to displaced people. • Note that community-based targeting methods often exclude those displaced unless explicit efforts are made for inclusion.	xx

• Adjust and simplify eligibility criteria and qualifying conditions to reduce barriers for displaced persons: ○ Define and apply flexibility or exceptions to qualifying conditions such as length of residence, documentation requirements (e.g. national IDs, tax-paying history) and outline exceptions in guidance documents and protocols. ○ Design flexible targeting approaches and ensure criteria reflect the fact FDPs vulnerability is driven by different factors (e.g. using education level to estimate a household's earning capacity ignores the frequency with which displaced people have to take jobs for which they are overqualified). ○ Assess whether to set eligibility at the household level or individual level and take into consideration how displacement has affected the understanding of what constitutes a household. • Consult and inform both FDPs and host community members to mitigate any tensions arising from adjustments to eligibility criteria and qualifying conditions	Mauritania Ethiopia
Setting of social insurance contribution levels, modalities <i>(see also Main Guidance Section 3.5)</i>	Case examples
• Strengthen the mechanisms to identify (displaced) informal workers, as well as to enroll and collect contributions from them. • Contribution setting: ensure that contribution rates accurately reflect individual capacity to contribute, given displacement vulnerability. • Implement flexible contribution structures and use mobile-based platforms for deposits, as displaced populations – particularly refugees - often lack access to formal banking infrastructure.	Jordan Kenya Turkey
Setting of transfer level, frequency duration → <i>Affecting adequacy</i> <i>(see also Main Guidance Section 3.5)</i>	Case examples
TRANSFER VALUE: • Alignment of transfer values across interventions for displaced and host populations should be informed by an assessment of the needs of displaced and host communities, alongside social cohesion/political economy considerations: ○ including all basic needs, such as food, shelter, access to WASH facilities, healthcare and education (see guidance on calculating the minimum expenditure basket). ○ taking into consideration price fluctuations in fragile contexts. ○ aligning transfer values with intended outcomes, for example meeting immediate needs or fostering self-reliance. TRANSFER FREQUENCY and DURATION: • Align frequency and duration with FDPs spending patterns and apply flexibility for specific needs such as temporary, seasonal aid provided, e.g to help households cope with the specific risks and needs during cold weather, especially in fragile, conflict, or displacement contexts (i.e. winterisation support). • Think longer-term: have in place a strategy to transition displaced persons e.g. from specific social assistance programmes into social insurance. Communication of RATIONALE: • Ensure that both FDPs and host communities understand the purpose of the transfers and the rationale behind the transfer values, frequency, and duration.	Türkiye Pakistan Iran
Conditionality	Case examples

• Avoid conditionalities which may exclude displaced persons from accessing programmes. ○ If conditionalities are set, take into consideration feasibility of meeting these conditions, their appropriateness, systemic barriers refugees may face, and potential negative impacts and burdens for displaced households. It is also important to factor in administrative costs necessary to monitor compliance ○ Instead of conditionalities, explore incentives/soft conditionalities to achieve desired outcomes (e.g. increased school attendance), and communicate programme objectives clearly.	Türkiye
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Additional Resources: • Several agency-specific guidance document are listed in Annex 1 • Linking social protection and humanitarian assistance A toolkit to support social cohesion in displacement settings (ODI) • Guidance and case studies offered by the WFP-UNHCR Joint Targeting Hub.	
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3.4 Administration

A. OUTREACH & COMMUNICATION; B. REGISTRATION & ENROLLMENT; C. PAYMENT & DELIVERY/DISTRIBUTION MECHANISMS; D. FEEDBACK & COMPLAINT MECHANISMS; E. INFORMATION SYSTEMS & DATA

This section focuses on key actions at the administrative level to enable effective and accessible delivery of social protection to forcibly displaced persons.

Table 4 Programme delivery: key actions that may be useful in contexts of displacement

Outreach and communication (see also Main Guidance Section 3.6)	Case examples
• Communication strategies should focus on shifting mindsets and beliefs that inclusion is a fiscal burden towards a balanced understanding of the costs and benefits of inclusion, highlighting contributions of FDPs to labour markets, local economies, and social cohesion. • Address barriers displaced persons face when it comes to accessing information and tailor outreach and communication accordingly, e.g.: ○ Invest in light-touch research to assess communication needs and preferences ○ Choose accessible communication channels, especially where FDPs are geographically or socially isolated ○ Consider language and literacy barriers and how to communicate with particularly vulnerable displaced groups ○ Account for stigma and fear among FDPs when it comes to accessing social protection programmes. Build trust and credibility by partnering with CSOs and displaced community leaders. • Communicate broadly, including a focus on: a) legal literacy and rights to different forms of social protection as well as the pathways through which they can access	Colombia Brazil Iran Jordan

them, tailored to displacement status (i.e. distinguishing between refugees and IDPs, etc.); b) the broader legal rights and provisions that might affect refugees' and IDPs' access to social protection in practice (e.g. provisions on registering for legal status, identification and documentation); c) other available programmes and services (government or non-governmental) relevant to the needs of displaced people (e.g. protection against violence, access to the justice system, conflict resolution). • For social insurance specifically, where relevant, communications may need to be further tailored to displaced persons' perception barriers, if unfounded (especially across national borders): e.g. unwillingness to pay social security contributions if they believe they cannot expect benefits in return, because of mistrust in the state, etc.	
• Address misinformation and mitigate perceptions of unfairness among host communities, including through using consistent messaging to clearly communicate eligibility criteria, transfer values and duration, and developing narratives on the positive impact of inclusive social protection programmes. Emphasizing benefits both displaced persons and host communities can help build acceptance.	Kenya
• Build trust and credibility by partnering with CSOs and displaced community leaders to ensure information reaches intended recipients and to leverage local community networks.	South Sudan
Registration and enrolment (see also Main Guidance Section 3.6)	Case examples
• Simplify registration procedures to reduce displacement-specific barriers and ensure inclusivity and accessibility of registration processes ○ Tackle administrative barriers to access registration, e.g. support to obtain official registration as displaced and required documentation, e.g. missing ID documents. ○ Simplify and combine registration and enrollment processes and integrate other services/processes where feasible (e.g. one-stop centers/ offices can reduce administrative burden and facilitate access of displaced persons to other key services, such as refugee registration, documentation, protection or health services) ○ Develop and operationalize SOPs and protocols which set out exception-handling processes (alternate documentation, 'grace periods' etc.) and ensure government officers are trained accordingly. ○ Provide opportunities for continuous registration, both for displaced and host communities. ○ Where relevant, put in place digital registration options alongside mobile registration support units (offering multilingual support) ○ Put in place firewalls between social service providers and immigration authorities so that those without regular status can register for assistance without having to fear arrest, detention or deportation. • Adjust existing systems and procedures to accommodate FPDs and plan for longer-term integration in national systems (where possible): ○ Address different data requirements for FPDs vis-à-vis routine caseloads (e.g. include date of displacement and arrival, etc): registration forms can be adapted ex-ante to reflect this. ○ Ensure standardised data intake (i.e. a common data dictionary and data standards) for all displacement-specific variables. This may need negotiating across a range of relevant actors, including e.g. UNHCR and IOM in some cases.	South Africa Brazil Iraq

Payment and delivery/ distribution mechanisms <i>(see also Main Guidance Section 3.6)</i>	Case examples
• Promote financial inclusion of displaced persons, including access to bank accounts. Collaborate with financial services providers to ensure adaptations to standard ‘Know Your Customer’ rules and other barriers to account-ownership.	Ethiopia
• Diversify and simplify payment and delivery/distribution processes by accounting for access barriers specific to displaced populations. Examples: ○ Offer different payment and delivery mechanisms, such as e-wallets, prepaid cards, bank transfers or pick-up at pay points ○ Allow for alternate documentation where displaced persons are not able to present national IDs or birth certificates ○ Waive transaction fees to ensure recipients receive the full amount of benefits ○ Ensure infrastructure (liquidity, ATMs, human resources, connectivity) is in place and adequate (e.g. right language) to provide financial services in areas hosting high numbers of displaced persons ○ Modify standard conditions to cater to FDPs needs: e.g. retaining access to benefits even when not collected. ○ Put in places safety and fraud prevention measures – e.g. ensure payment systems are accessible and safe for women, note that biometric identification can help minimize fraud but also comes with protection risks. ○ Provide connectivity support, including through SIM cards and mobile data. ○ Strengthen communication with recipients to ensure clarity about the delivery process. • Invest in digital infrastructure and portability (within a country and potentially even across countries), including by partnering with financial service providers and companies.	Iraq
Feedback and complaint mechanisms <i>(see also Main Guidance Section 3.6)</i>	Case examples
• Ensure accessibility and inclusivity of feedback channels and grievance mechanisms by accounting for barriers related to feedback channels, physical accessibility, language, confidentiality, to ensure displaced persons can use feedback channels without fear of reprisal. Put in place SOPs to lay out accountabilities and referrals to other services.	Brazil Yemen
Information systems and data <i>(see also Main Guidance Section 3.7)</i>	Case examples
• In contexts where registries are fully developed, or where they are being expanded, progressively include data on displaced persons into national social registries and social protection information systems . ○ E.g. Support displaced persons to register in national databases, including by addressing specific barriers they may face (see above); address differential data needs across categories (e.g. see UNHCR guidance on Registration and Identity Management of Refugees). • In contexts where emerging national registries are not ready to include displaced populations and parallel service delivery of humanitarian actors is in place for displaced persons, strengthen the interoperability of relevant databases: ○ Where, explore interoperability from the onset to allow smooth transition of data into national systems in the long run.	Türkiye Mauritania Yemen

○ Ensure agreements, SOPs, and clear governance structures are in place to govern data sharing and ownership and promote efficiency. ○ Foster integration and interoperability with other relevant databases to allow multi-sectoral assistance (social registry, health data, case management systems) ○ Consider data arrangements for portability across countries.	
● Put in place rules/frameworks on privacy and personal data protection and ensure that they are adhered to when collecting, processing, storing and sharing data. Among others, this is important to ensure that data management does not put displaced persons at risks or discourages their uptake of services. This includes setting up and maintaining firewalls between social service providers and immigration authorities so that those without regular status can register for assistance without having to fear arrest, detention or deportation. ● Build trust by ensuring displaced persons understand and consent to how their data is being used. ● Careful considerations may apply particularly in contexts of cross-border data sharing.	

Additional Resources:

- [The ODI toolkit](#) provides guidance on adjusting social protection delivery to support displaced populations
- Several agency-specific guidance document are listed in Annex 1, providing insights on programme design level considerations for social protection and other types of service provision for forcibly displaced populations.
- [Digital identity, biometrics and inclusion in humanitarian responses to refugee crises](#)



Conclusion

In conclusion, key steps to ensure better integration of displacement into social protection policy and programming will include:

- **Better understanding displacement:** a) by not lumping different displacement categories into one, but understanding different implications for each (*Section 1.3*); b) by understanding the obligations and opportunities offered by international legal frameworks, including the potential for external financing (*Section 2.1*); c) by applying displacement-sensitive ways of working (*Section 2.2*).
- **Leveraging this understanding to inform decision-making and action against each and every dimension of the social protection system** (*Section 3*).

Annex 1 Relevant guidance and framing documents

Knowledge and experience on the role of social protection in contexts of displacement is growing rapidly. This guidance builds on this knowledge extensively, drawing on a wide body of literature that is included in the Bibliography and referenced throughout the document. **This Section focuses on complementary guidance and resources and should be viewed alongside this document as and where possible.** To avoid redundancy, insights from within these documents are not repeated here, just referenced where necessary. These include:

- [ILO \(2025\). Social protection and forced displacement. Lessons learned from a decade of ILO operations](#) - Presents lessons learned and recommendations based on ILO's collaboration with various Governments aiming to build comprehensive national social protection systems in contexts of forced displacement.
- [ILO \(2021\). Extending social protection to migrant workers, refugees and their families](#) – outlines a strategic approach and guiding principles supporting Governments in the development and implementation of policies or mechanisms to extend social protection to migrant workers, refugees and their families, based on International Labour Standards and anchored in the Right to Social Security for All.
- [ILO \(2020\). Handbook on Social Health Protection for Refugees](#) – guides stakeholders working on social protection at country level on the considerations and practical steps required to assess options for the inclusion of refugees in national social health protection schemes.
- **UNHCR Operational Guidance on Social Protection (forthcoming)**
Provides step-by-step technical guidance and priority actions for country operations, with scenarios, roadmaps, and tools for engaging with national social protection systems. Complements the Strategy by translating global objectives into operational entry points at country level.
- [UNHCR \(2022\). Social Protection and the Inclusion of UNHCR Persons of Concern](#) – provides an overview of the extent and ways in which persons of concern were included in existing social protection systems in the Horn, East, and Great Lakes region of Africa, while providing recommendations to improve the status quo. The cases of Sudan, Somalia, and Djibouti are included in this study.
- [UNHCR \(2021\). Inclusion of Refugees in Government Social Protection Systems in Africa](#) - examines whether and how refugees are included in government social protection programmes across eight African countries (Ghana, Cameroon, Republic of Congo, South Africa, Malawi, Djibouti, Kenya, Rwanda). It maps enablers of inclusion, synthesizes evidence from UNHCR Country Offices, and adds analysis by the three Africa Regional Bureaus and the Division of Resilience and Solutions, providing practical recommendations.
- [UNHCR \(2021\) UNHCR Mapping of Social Safety Nets for Refugees](#) – aims to explore the potential for alignment between humanitarian cash assistance and national social protection systems in forced displacement situations. It considered various aspects of national social protection, including programme design, targeting and the legal and regulatory framework. The mapping categorised 18 countries based on the opportunities and challenges with including refugees in the national social safety nets.
- [UNHCR \(2021\) Emerging Lessons from World Bank Group Social Protection Investments in Refugee-Hosting Areas](#) – describes the lessons learned from World Bank's IDA18 Refugee Sub-Window (RSW) for low-income refugee hosting countries between 2017 and 2020. Within nine out of fourteen countries, the funds were used to improve refugees' access to social protection. This brief brings out

what technical support should look like to effectively sharpen refugee inclusion in social protection systems in displacement-affected areas.

- [UNHCR \(2019\). Aligning Cash Assistance with National Social Safety Nets in Refugee Settings](#) - shares learning and considerations on how operations can progressively align humanitarian cash assistance for refugees to national social protection systems and outlines the criteria used to take decisions at each step of this process. It is based on information collected from Nigeria, Niger, Cameroon, Greece and Mexico as well as ongoing discussions on the topic.
- **UNICEF (forthcoming). Operational Note on Strengthening Social Protection Systems in Contexts of Displacement** provides practical insights and strategies for UNICEF staff and partners within regional and country offices to more strategically engage with social protection in contexts of widespread displacement. *NOTE: This document is the one that laid the foundation for this TRANSFORM adaptation.*
- **UNICEF (forthcoming) updated Global Programme Framework for Children on the Move** lays out UNICEF's work to support migrant and displaced children in countries of origin, transit and destination. Social protection features as a key intervention to address poverty and vulnerability of children on the move, their families and the communities which host them. Its role is articulated both in situations where displacement or migration have already taken place, but also as an important tool to prevent future displacement and forced migration, for example due to the impacts of climate change.
- [World Bank \(2023\). A Development Approach to Conflict-Induced Internal Displacement](#) - highlights the need to engage in conflict sensitive ways to address the needs of internally displaced populations and outlines the World Bank's approach to engaging with contexts in which IDPs require assistance, based on its commitment to vulnerable and marginalized populations.

Annex 2 Breaking down 'displacement' to understand implications for social protection

Table below is designed as a useful guide to reflect on the implications for social protection programming of thinking about displacement more intentionally, along several dimensions: e.g. A) different categories of people (and children) on the move; B) place of displacement; C) stages of displacement, and; D) drivers of displacement. For the initial Section there is a further distinction between 'De Jure' measures (i.e. pertaining to legal framing and rights) and 'De Facto' measures (i.e. pertaining to the practical implementation of those rights, addressing e.g. access barriers).

Table A1 Understanding displacement: key consideration and implications for social protection

Details	Key implications for social protection
A. Categories of people on the move	
Internally displaced persons	<u>De Jure</u> • IDPs have a legal right to social protection in their own State as they typically retain access to their citizenship. However, it is helpful to develop domestic legal and policy frameworks which explicitly recognize IDPs and their right to access

Details	Key implications for social protection
	basic services, reinforcing overarching legislation (e.g. Colombia). This can be done by drawing on global legal frameworks (see Annex) <u>De facto</u> • Strengthen de-facto portability of benefits within a country's boundaries: barriers to accessing social protection often stem from bureaucratic obstacles, e.g.: benefits tied to length of residency in a certain area; displacement to areas which are poorly served by existing schemes. • Strengthen coordination between ministries supporting IDPs and social protection line Ministries • Conduct a conflict analysis to inform a conflict-sensitive approach especially in contexts where assistance may become politicized and instrumentalized. => See <i>Conflict Guidance Note</i>
Refugees and asylum seekers	<u>De Jure</u> • Advocate for and provide technical support to ensure host countries codify social protection eligibility of refugees and asylum seekers in national policies and legal frameworks, as per the Refugee Convention (see Annex) • Ensure asylum seekers - whose legal status is far less secure and often in 'limbo' for extensive periods of time - can legally access basic services and necessary documentation: this is particularly challenging in contexts with significant backlogs in processing asylum claims, which will also need addressing. • Strengthen access to complementary rights to enhance self-reliance, such as the right to documentation, right to work, and access to financial services. <u>De facto</u> • Address practical barriers to inclusion of refugees and asylum seekers. E.g. Last-mile support to register and enroll in programmes (e.g. appropriate mechanism, language), obtain necessary documentation, access payment delivery mechanisms, etc.. • Conduct a conflict analysis to help address host-community dynamics: where host communities perceive they are unfairly disadvantaged vis-a-vis refugees and asylum seekers, this may lead to tensions.
Stateless	Here the main problem is documentation: once solved stateless people would be assimilated in other groups, i.e. nationals, IDPs, refugees or asylum seekers.
Labour migrants (<i>not the primary focus of this module</i>)	• Address access barriers linked to employment status, as feasible • Establish firewalls between service providers and immigration authorities so that undocumented migrants or migrants with an irregular status do not have to fear arrest, detention or deportation when approaching social protection or other service providers.

Details	Key implications for social protection
	• Provide support to undocumented migrants and migrants with an irregular status to regularize their status through referrals to relevant stakeholders.
Place of displacement	
Origin (and return)	• Leverage social protection schemes to contribute to reducing conflict drivers and forced displacement by providing regular income support and mitigating the impacts of economic downturns and resource competition related to slow-onset climate impacts. Universal schemes further reduce conflict drivers related to perceptions of favoritism. • Invest in the ‘shock-responsiveness’ of social protection systems: this includes strengthening linkages with DRR and anticipatory action, and investments in early warning systems. Social protection also plays an important role in the sustainable return and reintegration of displaced persons: • Leverage interventions as a key tool to support returnees to meet immediate needs during the initial return phase, while also supporting returnees to rebuild their livelihoods and reintegrate in communities of origin. • Design inclusive programmes to reduce potential tensions between returnees and host communities.
Transit	• Support displaced persons to access social protection assistance regardless of documentation or status: refugees may lack legal status in transit countries which can limit their access to social protection services. • Design services and assistance to respond to the needs of populations ‘on the move’: ○ Map out key migration/displacement routes and hotspots to be able to provide services along these routes ○ Strengthen collaboration between services providers across borders to ensure continuity of social protection services ○ Ensure linkages with other service providers, such as protection, to reduce such risks, e.g. for exploitation and abuse ○ Adapt communication strategies and outreach to target transient populations
Destination	• Support the necessary adjustments of policy and legal frameworks, programme design and administration to account for barriers displaced persons face due to their legal status and displacement experience. This includes access to social protection and complementary services, such as protection, health, education, documentation, financial services, and access to livelihood opportunities, to foster self-reliance. • Transition displaced persons from social assistance to social insurance, where this is feasible, while continuing to provide social assistance to those unable to be included in contributory schemes. This includes strengthening access to formal employment and promoting entrepreneurship; and making necessary

Details	Key implications for social protection
	adjustments to social insurance schemes (flexible contributions, portability of benefits): supporting gradual transition and pathways from social assistance to social insurance.
Stage of displacement (see also Strategic approaches for refugee inclusion in social protection systems)	
Emergency (early displacement)	• Take a systems-building perspective from the onset. Depending on the maturity of systems and political will, approaches can include: ○ Ensure readiness of national systems to respond to emergencies, including related displacement. ○ In contexts where national systems lack readiness, humanitarian cash transfers can be provided at the onset of an emergency, particularly where there is no or limited capacity or lack of political will to channel emergency assistance through national systems ○ In such cases, humanitarian actors should be encouraged to take combine their humanitarian lens with a development lens, ensuring that national standards and systems are mirrored to enable integration or transition to these systems in the medium to long term, while making the necessary adjustments to meet specific needs of displaced persons ○ Invest in evidence generation from the onset to inform advocacy with Ministries of Finance for (increased) domestic resources. ○ Establish coordination and links between Social Protection programmes and humanitarian responses from the onset of an emergency
Protracted displacement	• Where displaced persons are supported through parallel humanitarian assistance, prepare their transition/ integration into national systems if the contexts (capacity, political economy) allows. This can help reduce dependency on humanitarian systems and strengthen national systems. This entails a holistic approach by investing in all the components of the system, including also policy development and transitional financing strategies. • In contexts where inclusion is not feasible due to limited capacity of national systems or limited political will, encourage humanitarian and development actors to maintain capacity for direct implementation while ○ piloting small-scale projects to build trust and evidence, and demonstrate feasibility for inclusion of displaced persons. ○ investing in evidence generation and coalition building to advocate with Ministries of Finance for domestic resources. • Public support for hosting refugees can decrease over time, especially when host communities perceive that infrastructure and public services are strained. Ensure that vulnerable host communities can benefit from support to displaced persons: ○ Consider area-based approaches and inclusive programmes which support both host and displaced persons. Carefully design programmes so they can positively impact social cohesion.

Details	Key implications for social protection
	○ Strengthen communication and community dialogues to prevent harmful narratives. =>Consult the ODI toolkit on Linking social protection and humanitarian assistance: A toolkit to support social cohesion in displacement settings ODI: Think change
Sustainability	● Encourage humanitarian and development actors to put in place a clear and progressive strategy to transition delivery of programs into national systems and urge them to avoid entrenching parallel systems. Ensure displaced persons are included into longer-term national development plans accompanied by adequate resourcing, e.g. through supporting financing strategies. ● Strengthen the enabling environment: Adapt the social protection system, program design and delivery to improve effectiveness for displaced and host communities (see Section below), as much as possible through or in line with national systems. ● Develop bridge programmes which can help displaced persons move from meeting immediate needs to their integration into contributory schemes, such as health insurance. ● Promote self-reliance by providing training, skills development, and entrepreneurship support and strengthen access to financial services and
Drivers of displacement	
Conflict	● Prepare for protracted displacement: recent experiences from Syria and Ukraine underline how conflict-related displacement often extends for years, necessitating longer-term strategies for social protection provision and access to complementary rights, such as the right to documentation and protection, and services, including access to labour markets and financial services. ● Conduct rigorous conflict assessments and apply conflict-sensitive approaches to ensure programme design takes into consideration factors which impact horizontal and vertical social cohesion. E.g. invest in trust-building and outreach: individuals fleeing conflict and violence may be reluctant to trust Government service providers, particularly when they flee a context where Government was party to the conflict. ● Take into consideration specific vulnerabilities and protection needs of individuals displaced by conflict: ○ Ensure programme design and administration takes into consideration the safety of children, women, elderly, and other vulnerable groups who face protection risks such as GBV and trafficking. ○ Strengthen referrals and collaboration between social protection actors and service providers offering protection and Mental Health and Psychosocial Support support so that displaced persons can access complementary services. => Refer to the Operational Note on Conflict
Disaster	Overall considerations ● Disaster-induced displacement and conflict-induced displacement are two distinct forms of forced movement, with significant legal and policy differences.

Details	Key implications for social protection
	Most notably, the 1951 Refugee Convention does not grant refugee status to individuals displaced in the context of disasters or climate change. Legal protection remains fragmented, often relying on human rights law and regional agreements rather than a dedicated international framework¹². The Platform on Disaster Displacement (PDD) seeks to address this gap by supporting States and other stakeholders to strengthen the protection of persons displaced in the context of disasters and the adverse effects of climate change; as well as to prevent or reduce disaster displacement risks in countries of origin. • The majority of people forced to flee due to climate-related disasters move within their own countries.¹³ <u>For disasters specifically:</u> • Strengthen integration between anticipatory action and social protection, and ensure displaced persons are included in DRR, community early warning and anticipatory action: where Governments are not able or willing to include displaced persons, non-governmental actors are encouraged to mirror support after government programmes • Ensure that Anticipatory Action Plans are child-sensitive and include displaced populations, and ensure relevant stakeholders are engaged in developing such plans (including Ministries in charge of displaced populations) <u>For climate change</u> • Invest in evidence generation: analyzing displacement risk data alongside data on child poverty, conflict and fragility can help identify the most vulnerable populations and climate hot spots. Engage displaced communities to inform DRR and mitigation plans. • Adapt services in hotspot locations, including through providing additional resources, capacity and applying flexibility to service delivery. • Invest in strengthening the shock-responsiveness of social protection systems while ensuring equitable and inclusive access for the most vulnerable people, including people on the move: these efforts should go hand-in-hand and mutually reinforce each other. • Prioritize investments to strengthen climate resilience and portability of critical services, including in social protection • Leverage innovative financing at the intersection climate and displacement to support anticipatory action and strengthen national systems.

¹² For example, refugee definitions in the Organization of African Unity Convention and Latin America's Cartagena Declaration both include those seeking refuge due to events "seriously disturbing public order", which could include climate-related events.

¹³ [Climate change and displacement: the myths and the facts | UNHCR](#)

Annex 3: Relevant global agreements, legal frameworks and principles

A set of global legal frameworks and overarching principles should guide our work in contexts of displacement, especially where these refer to social protection rights, roles and responsibilities. This Section briefly outlines the main frameworks and key principles relevant to social protection provision, distinguishing between IDPs and refugee contexts. This section complements the Guidance Note on Social Protection in Conflict and highlights the application of the [humanitarian principles](#) specifically in relation to displacement contexts.

Table A2 Global agreements, legal frameworks and principles where considerations for social protection in contexts of displacement are reinforced

Principle	Global agreements and legal frameworks where this is reinforced (this is a non-exhaustive list)	How this principle has been operationalized/ why important?
Non-discrimination and equality	• Refugees: Article 3 of the 1951 Refugee Convention establishes a principle of non-discrimination, ensuring all refugees are entitled to protection under the Convention, regardless of other factors like race, religion, country of origin. • IDPs: Principle 1 of the 1998 UN Guiding Principles on Internal Displacement lays out that IDPs shall enjoy, in full equality, the same rights and freedoms under international and domestic law as do other persons in their country, regardless of their displacement status.	• In Germany, refugees with recognized asylum status and beneficiaries of subsidiary protection are entitled to social benefits on the same level as German citizens. This includes for example child benefits. • Djibouti's 2017 Refugee Law and implementing decrees guarantee refugees access to national services. On this legal basis, refugees are included in the public health system on equal terms with nationals and have the same legal right to schooling. • Nigeria's National Policy on Internally Displaced Persons codified equal access to services for IDPs without discrimination. The Policy has been operationalized by efforts to integrate IDPs into the National Health Insurance Scheme. • Iraq's Public Distribution System (PDS) - a food subsidy program - is a universal national safety net. Entitlements apply regardless of displacement status and research during the ISIS crisis documents utilization by IDPs as they moved illustrating non-discriminatory access to benefits.

Principle	Global agreements and legal frameworks where this is reinforced (this is a non-exhaustive list)	How this principle has been operationalized/ why important?
Right to social security	• Overall: The provision of social protection is recognized as a fundamental right codified in international human rights instruments – and does not discriminate non-nationals. This includes Article 22 of the Universal Declaration of Human Rights of 1948, the International Covenant on Economic, Social and Cultural Rights (ICESCR, 1966), Convention 118 (1962) on Equality of Treatment of nationals and non-nationals in social security, and UN Committee on Economic, Social and Cultural Rights (CESCR), General Comment No. 19: The right to social security (2008) • Refugees: Article 24 of the 1951 Refugee Convention accords refugees the right to social security. • IDPs: ○ Article 18 and 19 of the 1998 UN Guiding Principles on Internal Displacement frame the right to social security within the right to access basic services, an adequate standard of living, and social services for vulnerable groups. ○ 2010: IASC Framework on Durable Solutions for Internally Displaced Persons: does not explicitly mention the right to social security, but outlines access to basic services, an adequate standard of living, and access to livelihoods as key criteria to determine that a durable solution has been achieved. ○ Article 9 (2) of the 2009 The Kampala Convention requires states to provide IDPs with assistance, including access to social services.	• Legal frameworks provide a basis to demand access to social protection in court or in front of international bodies. In Iran, for example, since 2015 all registered refugees can enroll in the Universal Public Health Insurance (UPHI), with state-subsidized premiums for vulnerable households, integrating refugees into the national scheme. • In Turkey, the Temporary Protection Regulation (2014) and Law No. 3294 on Social Assistance and Solidarity entitle Syrians under temporary protection to social assistance, which is the basis for the government, with TRC/WFP support, to deliver the Emergency Social Safety Net (ESSN) through the national social assistance system.
Child rights-based approach	• Refugees and asylum seekers: The 1951 Refugee Convention predates the CRC and does not include explicit provisions for children. UNHCR's Guidelines on International Protection: Child Asylum Claims fill this gap by highlighting the rights and protection needs of children in asylum procedure, including an emphasis on the best interest of the child as a	• The Government of Türkiye's Conditional Cash Transfer for Education Programme responds to the unique needs of refugee children by alleviating families' financial difficulties through cash transfers to meet immediate needs, while also providing child protection services through case workers.

Principle	Global agreements and legal frameworks where this is reinforced (this is a non-exhaustive list)	How this principle has been operationalized/ why important?
	primary consideration. • IDPs: The 1998 UN Guiding Principles on Internal Displacement emphasize the protection of vulnerable groups. Principle 4 explicitly refers to special needs of children, particularly unaccompanied children, which entitles them to protection and assistance ‘required by their condition’.	• The Government of Thailand withdrew its reservation to Art. 22 of the CRC, which establishes the rights of refugee and asylum-seeking children to protection, humanitarian assistance, and access to support and other services equal to that of children who are nationals.
Do No Harm	• Refugees: While the Do No Harm principle is not spelled out in the 1951 Refugee Convention, the convention emphasizes the protection and safety of refugees, for example in Article 33 which prohibits expulsion or return (‘refoulement’) of a refugee if this threatens their life or freedom. • IDPs: ○ The 2010: IASC Framework on Durable Solutions for Internally Displaced Persons highlights that the needs of host communities should not be neglected and calls for community-based approaches which mitigate risks of tension (p.13), and requests tangible commitments on the part of the authorities and partners to progressively realize the economic, social and cultural rights of both IDPs and other affected populations (p.33). ○ Principles 7, 18 and 28 of the 1998 UN Guiding Principles on Internal Displacement outlines authorities’ responsibility to minimize displacement and its adverse effects, to provide assistance to IDPs which guarantees their safe access to basic services, and safety and dignity related to return, resettlement and reintegration.	The Do No Harm principle ensures that social protection responses to shocks do not impact the delivery of regular social protection responses to existing beneficiaries. • The Government of Türkiye's Conditional Cash Transfer for Education Programme provides both vulnerable host community and refugee families with the same cash transfer benefits to encourage children’s school attendance. • The Government of Somalia’s National Durable Solutions Strategy stipulates that interventions should address the needs and vulnerabilities of all “displacement affected communities” including IDPs, returnees, and host communities to enable reconciliation, avoid creating tensions and enable social cohesion. Social protection is listed as a key enabler for social development.
State as the duty bearer: Government ownership and leadership (where possible)	• Refugees: The 1951 Refugee Convention obligates states to protect refugees and uphold their rights. • IDPs: ○ Principle 3 of the 1998 UN Guiding Principles on Internal Displacement: underlines the primary duty and responsibility of national authorities to provide protection and	• The Jordan Response Plan (JRP) includes the Syria refugee and host-community response in national planning under the leadership of the Ministry of Planning and International Cooperation. The Government also issues work permits for Syrians and integrates refugee children into public schools. • In Iraq, the National Policy on

Principle	Global agreements and legal frameworks where this is reinforced (this is a non-exhaustive list)	How this principle has been operationalized/ why important?
	humanitarian assistance to IDPs within their jurisdiction. Principle 25 outlines the right of international humanitarian organizations and other appropriate actors to offer their services in support of IDPs, particularly when authorities concerned are unable or unwilling to provide the required humanitarian assistance, and underscores the duty of authorities to grant and facilitate the free passage of humanitarian assistance. ○ The 2009 The Kampala Convention states the obligation by States Parties to provide protection and meet the basic needs of IDPs, and to allow and facilitate rapid and unimpeded access by humanitarian organizations and personnel. ○ The IASC (2024) Independent review of the humanitarian response to internal displacement stresses the importance of the humanitarian system when Governments are unable or unwilling to respond, as well as draws out recommendations for better working with governments.	Displacement (2008) affirms state responsibility for protection and assistance. Core national programs such as the Public Distribution System (PDS) continued to cover IDPs on the same basis as other citizens, with procedures to update ration cards after displacement.
Responsibility sharing	● Refugees: The 1951 Refugee Convention highlights the commitment of states to work together and share responsibility in refugee-hosting. This commitment is further elaborated in the 2018 Global Compact on Refugees, a framework for more predictable and equitable responsibility sharing. ● IDPs: ○ Principle 25 of the 1998 UN Guiding Principles on Internal Displacement: speaks to the concept of international collaboration, particularly the role of international humanitarian organizations and other appropriate actors to step in and support IDPs particularly when authorities concerned are unable or unwilling to provide the	● The World Bank’s International Development Association (IDA) supports countries that host significant refugee populations through its Window for Host Communities and Refugees. Funding is pooled from multiple donors for the purpose of supporting longer-term development opportunities for refugees and host communities, including through access to basic services and improving socioeconomic conditions. ● The World Bank’s Sahel Adaptive Social Protection Program, a multi-donor trust fund to strengthen adaptive social

Principle	Global agreements and legal frameworks where this is reinforced (this is a non-exhaustive list)	How this principle has been operationalized/ why important?
	required humanitarian assistance. ○ The 2010: IASC Framework on Durable Solutions for Internally Displaced Persons: highlights the complementary roles of international humanitarian and development actors to support national authorities in providing durable solutions for IDPs.	protection systems and enhance resilience of poor and vulnerable populations, has a specific pillar to support forcibly displaced persons, including IDPs.
Durable solutions	● Refugees: The Global Compact on Refugees has an explicit focus on durable solutions for refugees, including voluntary repatriation, local solutions and resettlement and complementary pathways for admission. ● IDPs: ○ Principles 28-30 of the 1998 UN Guiding Principles on Internal Displacement focus on durable solutions for IDPs. ○ The 2010: IASC Framework on Durable Solutions for Internally Displaced Persons: complements the Guiding Principles further setting out the rights of IDPs to durable solutions.	● The 3RP is a regional platform facilitating collaboration between the Governments of Turkey, Lebanon, Jordan, Iraq and Egypt, supported by a range of INGOs. It promotes durable solutions through (a) enhancing refugees' self-reliance while reducing pressures on host communities; and (2) efforts on resettlement and related to voluntary, safe and dignified return. ● In Lebanon, resettlement & complementary pathways are covered by the Lebanon Crisis Response Plan, under which the Government works with UNHCR and donors on third-country resettlement and complementary pathways (e.g., family reunification, education/work visas) for refugees. This happens alongside efforts to include them in essential services while they reside in Lebanon. ● Iraq's Ministry of Planning prepared a "National Plan for getting the displaced back to their liberated Areas" (2020), to facilitate the voluntary and dignified return of their displaced people's areas of origin.
Working across the HDP	Overall: Humanitarian, development, and peace action should be integrated across pillars. ● The 2030 Agenda calls for integrated action across the pillars. ● The 2016 World Humanitarian Summit's Commitments to Action launched the "New Way of Working", equally calling integration of humanitarian, development and peace work. ● The OECD DAC Recommendation on the HDP	● The HDP nexus is in detail described in the Main Guidance. ● Its application in situations of forced displacement is particularly important, because displacement often starts as a humanitarian emergency but frequently turns into a crisis of protracted nature, which requires simultaneous development-type, systems building and

Principle	Global agreements and legal frameworks where this is reinforced (this is a non-exhaustive list)	How this principle has been operationalized/ why important?
	nexus sets principles to program and finance across the nexus. The 2022 SPIAC-B Joint Statement to Strengthen Linkages between Humanitarian Assistance and National Social Protection – Systems for Effective Responses to Forced Displacements and corresponding tipsheets translate global agreements into the realm of social protection, providing light guidance on how to operationalize it.	institutional strengthening (and, where relevant, peace-building) solutions.
Climate related displacement	July 2025 International Court of Justice (ICJ) Advisory Opinion on “the obligations of states with respect to climate change”	Implications yet to be fully defined, but pertinent especially to issues of cross-border displacement due to climate change and related social protection rights.

Annex 4: Key considerations on ways of working in contexts of displacement

Building on the key global principles discussed above, this section outlines practical considerations specific to forced displacement settings and provides stakeholders with recommendations on ways of working to strengthen access to social protection for forcibly displaced persons. It builds on relevant global literature, including the various ILO, UNHCR, UNICEF, and World Bank sources listed in Annex 1, as well as the ODI UNICEF paper on [Strengthening inclusive social protection systems for displaced children and their families](#).

A. Preparedness ex-ante, thinking about medium-to long-term engagement from the onset: Displacement is increasingly protracted and therefore short-term, humanitarian responses are not fit for purpose to respond to the needs of displaced persons and the communities which host them, necessitating [predictable and reliable alternatives](#).

- Set the ground to support the transitioning of refugee recipients into national systems from the start - this will take different timelines and approaches based on the socio-economic and political context and maturity of systems (see also: [ODI WB-Toolkits](#)). Twin-Track approaches can be effective for this. Evidence shows that strengthening the national social protection system while step-by step mainstreaming displaced populations into its various building blocks (including via international financing) is an effective way to gradually increase intra-governmental and popular support for inclusion.
- Collaboration mechanisms between Government, other local stakeholders, humanitarian actors, development partners and donors are key to ensure linkages between humanitarian responses and social protection programming, along with well-sequences actions. Where appropriate and feasible, Government should lead such collaboration ([SPIAC-B Tipsheet on Principle 9](#)).
- Invest in multi-year planning and strategies, as well as sustainable financing strategies to the extent possible. Ensure that social protection responses are essential components of multi-annual [refugee response plans](#), social protection strategies and budget allocations. Collaborate with and provide oversight to partners, including INGOs and donors, to ensure that displaced populations are reflected in their Country Programme Documents.
- Investments in the shock-responsiveness and inclusiveness of national systems should be part of a broader strategy to advance universal schemes/systems, and are instrumental given that in many contexts, displacement occurs in waves.

B. Political will is the cornerstone for sustainable solutions for displaced persons: Extending national social protection coverage to displaced persons is not easy in many contexts - it is often an unpopular policy choice, among others because host communities worry about fiscal strain, labour-market competition and other pressures on (scarce) public services. Additionally, it is not as straightforward as inclusion in other services, such as health or education.

- Start off by pinpointing potential bottlenecks and barriers to the inclusion of displaced persons and to inform approaches which are aligned with political priorities. Depending on the context and available capacity, analyses can range from short assessments (in humanitarian settings) to more comprehensive political economy analyses.
- Bring together a coalition of stakeholders which can support building more inclusive national social protection policies and programmes for displaced persons, including INGOs, private sector, international financial institutions.
 - In contexts with high INGO staff turnover, building relationships national staff members within these INGOs is key to ensure continuity in engagement: turnover among national staff members is on average lower, which protects institutional memory and ensures continuity of allies for refugee inclusion.
 - In the lead up to the 2023 Global Refugee Forum, a [multistakeholder pledging initiative](#) focused on economic inclusion and social protection formed and brought together governments, private sector, and international organisations to generate financial, political and technical commitments to advance refugee inclusion and self-reliance.

C. Factor in how programmes for displaced persons impact social cohesion: [Evidence](#) suggests that extending social protection to forcibly displaced persons can have positive impacts on the relationship between displaced and host communities and among displaced communities, for example where both groups interact in programmes or where host communities see a positive impact from refugee hosting on

the economy. This is not an automatic outcome, however: where host communities feel that support for displaced persons diverts resources for host communities this may lead to tensions.

- Careful programme design assesses the context and potential impacts on social cohesion.
- In contexts where relations between displaced and host communities are strained and host communities perceive that displaced persons receive preferential treatment, consider setting up programmes which maintain a visible distinction from national social protection provision (including clearly communicating these are implemented by non-state actors).
- [Evidence](#) suggests that at the root of social tensions is often pre-existing social discontent among host communities and lack of trust in state institutions. Perceptions that displaced communities are receiving assistance at the expense of host communities can then aggravate these tensions but point to the importance of identifying and addressing root causes.

D. De jure coverage and de facto access need to be addressed alongside each other: even where legal and policy frameworks are inclusive, forcibly displaced persons experience barriers in accessing social protection services which are specific to their displaced status/ experience.

- Ensure the development of accompanying strategies and plans which translate policies into practice, alongside continuous dialogues and collaboration with relevant stakeholders (INGO's, donors, CSOs) to secure financial and political support;
- Put in place mechanisms to monitor implementation;
- Build the capacity of service providers: while national legislation provides the framework, is at local level where integration and inclusion takes place, and where issues of stigma and discrimination need to be tackled;
- Think through additional ways to support forcibly displaced persons to access social protection, such as access to documentation or bank accounts;
- Differential treatment of different groups of FDPs, often based on their nationality, can pose challenges for UN agencies and other international stakeholders. Excluding certain groups of FDPs from social protection can also create inefficiencies and parallel schemes, while exerting adverse effects on social cohesion, which may end up more costly in the long run. Safeguarding equal access to social protection for all vulnerable groups of FDPs, regardless of nationality or other characteristics is therefore crucial.

E. Area-based approaches can support displaced persons and their host communities where it matters the most: targeting areas which host large numbers of displaced persons can yield benefits for host communities and contribute to improvements in local development and infrastructure.

- Think beyond social protection: multi-sectoral approaches can be leveraged to tackle interconnected needs and foster socio-economic development.
- Understand how this affects the country more broadly and whether there are any implications for social cohesion between different regions in the country.
- Private sector stakeholders are key partners in bringing long-term financing to these areas.

F. Looking beyond social assistance.

- Social health coverage, critical for displaced and refugee populations because it ensures uninterrupted access to essential care, protecting people from catastrophic health costs while supporting their dignity, wellbeing, and ability to rebuild their lives.
- Cash plus approaches are essential to reduce the specific protection risks and meet the needs of forcibly displaced persons: [evidence](#) underlines that cash alone often falls short when it comes to overcoming multi-dimensional poverty and fostering self-reliance. Create strategic linkages with complementary and mutually reinforcing services, through initiatives such as parenting support, specialized services from child protection actors and social workers, school-feeding programmes, or skilling initiatives. Engagement of child protection actors is particularly important in situations of child-headed households and unaccompanied children.
- Access to contributory social protection schemes and its portability across national boundaries - this is intrinsically linked to access to the labour market and ability to transition out of the informal economy. The majority of displaced persons operate in the informal sector, requiring specific strategies for enrollment and contribution

Annex 5: Promising country practices

These examples complement the statements in Section 3, offering short country-specific examples where relevant and possible. These are organized within country Boxes, but are designed to be read across relevant dimensions from Section 3 (the hyperlink can be used to navigate up again).

Brazil
• Functional and technical capacity: Brazil has taken key steps to include Venezuelan migrants and refugees in its social protection system and provide targeted support to States such as Roraima where large-scale migration flows have impacted local services. To address capacity gaps, Brazil's local government in Roraima is recruiting Spanish-speaking social workers and strengthening human resources to improve access to social protection services. • Registration and enrollment: The Government in collaboration with partners set up Single Registry Assistance Center at the Interiorization and Screening Center at the Pacaraima border in Roraima, to allow for the registration of foreigners at the time of their entry in Brazil, facilitating their integration and access to social protection. Venezuelan migrants can register in Cadastro Único using alternative identification, easing their inclusion in social programmes. To further facilitate access, UNICEF, UNHCR, and IOM provide support to Venezuelans to navigate the registration process. • Evidence generation: Studies, such as the UNHCR and Fundação Getúlio Vargas (FGV) report highlight that while the arrival of large numbers of Venezuelan migrants and refugees presents a humanitarian and development challenge, it also provides an opportunity for social and economic development. Through the Brazil-UNICEF Trilateral South-South Cooperation, UNICEF and the Brazilian Cooperation Agency (ABC) have produced policy briefs financing, cash transfers, social assistance management, and intersectoral linkages. to inform broader inclusion efforts. • Setting Intervention Types, Objectives and Linkages: The Government of Brazil – with technical support from UNICEF - is evolving Bolsa Familia into a more inclusive cash plus model, including by strengthening its linkages to health, education and nutrition services

- **Outreach and Communication:** To improve outreach, young volunteer mobilizers engage with communities in shelters and settlements, ensuring a two-way communication system that adapts responses based on feedback. Additionally, U-Report Uniendo Voces provides adolescents and young people on the move. The platform provides free access to information about rights and services, and gives young people an opportunity to provide feedback on their needs and access to services.

Colombia

- **Legal and policy frameworks:** Colombia has made significant strides in integrating Venezuelan migrants and refugees, as well as IDPs into the national social protection system. A key milestone was the introduction of the [Temporary Protection Status](#) (TPS), which grants refugees and migrants from Venezuela access to healthcare, education services, the formal labour market and financial services. The Government has developed regulations and protocols to operationalize the provisions of the TPS, including a manual on inclusion of refugees in social protection programmes.
- **Coordination and governance:** Policymakers in Colombia [credit strong coordination](#) between humanitarian and social protection actors as an important factor which has enabled the expansion and streamlining of assistance across different agencies. The country has also taken steps to strengthen registration and referral mechanisms for displaced persons. ODI documented [strong referral mechanisms](#) between humanitarian actors and government agencies in Colombia allowing for relatively advanced case management of vulnerable Venezuelan and IDP populations.
- **Information systems:** The [inclusion of Venezuelans and IDPs in the SISBEN, Colombia's social protection information system](#) has facilitated access to existing programmes, as well as ensured linkages with relevant new programmes and services, such as COVID-19 response measures.
- **Outreach and communication:** Additionally, proactive outreach efforts have played a crucial role in ensuring that displaced populations are aware of available support. [Research by ODI](#) highlights that effective awareness campaigns have contributed to high levels of knowledge about social protection programmes among both Colombian IDPs and Venezuelan migrants.

Djibouti

- **Legal and policy frameworks:** Djibouti hosts refugees from various countries, including Somalia (~43%), Ethiopia (41%), Yemen (~11%) and Eritrea (~5%). Djibouti's [2017 Refugee Law](#) and [2017 Decree on Refugee Fundamental Rights](#) provide the legal basis for refugees' access to national services, including to social protection, health care, education and other services. Social protection provision is anchored in its [National Social Protection Strategy](#) and primarily provided through its cash-transfer program [Programme National de Solidarité Famille](#) (PNSF).
- **Coordination and governance:** The Government of Djibouti, through its [Office National d'Assistance aux Réfugiés et Sinistrés \(ONARS\)](#), coordinates closely with line ministries, UNHCR and development partners to provide refugee assistance through national systems. Governmental bodies specifically working on social protection, social cohesion, and resilience – including related to refugees - include the Ministry of Social Affairs and Solidarity (MASS) and the Djiboutian Social Development Agency (ADDS) with support from development partners.
- **Setting Intervention Types, Objectives and Linkages:** Several ongoing initiatives have as their objective to strengthen PNSF systems and coverage as the main programme providing social

assistance to host communities and refugees alike. These include the [Integrated Community Resilience Project](#) (ICRP) (World Bank + ADDS); and the [Development Response to Displacement Impacts Project for the Horn of Africa](#) (DRDIP) (World Bank, ADDS, ONARS, UNHCR, IOM). The former upgrades the national social registry (including refugees), finances a cash-for-nutrition transfer, and links PNSF support with livelihoods and basic service investments in refugee-hosting regions; while the latter funds community projects and jobs in refugee-hosting areas to ease displacement pressured and connect refugees to Government systems, including the PNSF. The PNSF uses the same eligibility criteria and provides the same benefits to refugees as it does for nationals.

- **Information systems:** Since 2022 the Djiboutian Government with support from UNHCR and World Bank has been registering refugees in the national social registry using refugee IDs matched with UNHCRs progress records to avoid duplicates. It is currently also working on improving interoperability with civil and health databases.
- **Financing:** Pooled funding (mainly through the World Bank’s IDA Window for Host Communities & Refugees and follow-on operations) supports Government-led inclusion and operations in refugee-hosting regions through the above-mentioned projects. It finances projects in areas hosting refugees, where funds flows into Government systems to strengthen and support service provision for both refugees and host communities.

Ethiopia

The Comprehensive Refugee Response Framework (CRRF) has played a key role in guiding efforts of the Government to ensure that both displaced and host communities benefit from integrated development initiatives.

- **Setting of eligibility criteria and qualifying conditions (‘targeting’):** Under the Productive Safety Net Programme (PSNP) Phase 5, the government revised the eligibility rules to address the needs of displaced populations. One key change was the relaxation of the “three-year” residency rule, which had previously been a barrier for displaced persons to access social assistance.
- **Payment and delivery:** To promote financial inclusion, the Government of Ethiopia, in partnership with UNHCR, launched a [digital ID initiative for refugees](#). This initiative has facilitated refugees’ access to essential services, such as obtaining SIM cards and enrolling in schools. Beyond these services, the digital ID also enables refugees to open bank accounts and engage in financial transactions.

Iran

- **Setting Intervention Types, Objectives and Linkages:** Since 2015, all refugees that are registered as such in Iran and are holders of Amayesh (for Afghans) and Hoviat (for Iraqis) ID cards – are eligible to enroll Iran’s Universal Public Health Insurance (UPHI) scheme and entitled to receive the same basic benefits package as Iranian nationals. While there is no specific law that refers to the inclusion of refugees in the scheme, their inclusion is established in executive policy under [Iran’s Health Transformation Plan](#), which among others aims to support Iran’s progress towards Universal Health Coverage.
- **Coordination and governance:** [UPHI for refugees](#) is run through a dedicated arrangement including the Ministry of Interior (specifically, its Bureau for Aliens and Foreign Immigrants’ Affairs – BAFIA), Iran’s Health Insurance Organization (OHIO), and UNHCR. Within this arrangement, BAFIA confirms refugee status and determines vulnerability levels of refugees; IHIO is responsible for

operationalization; and UNHCR takes care of communication and outreach, while covering premiums for the most vulnerable.

- **Setting of transfer level, frequency, duration:** While the Government subsidizes the UPHI scheme, UNHCR covers 100% of premiums for the most vulnerable refugees. Refugees which are not on the UNHCR/BAFIA's "most vulnerable list", must self-pay the monthly insurance premium at the rate subsidized by the government. Enrollment opens in annual cycles and can be done at so-called nationwide Pishkhan centers, which can be accessed through OHIO hotlines and service desks.
- **Outreach and communication:** UNHCR is responsible for outreach and communication. It takes care of enrollment cycle announcements and provides insurance booklets to refugees once they are enrolled, explaining their entitlements. Furthermore, it directs them to the IHIO helpline 1666 which also provides information on enrollment cycles and dates as well as entitlements.

Iraq

- **Setting Intervention Types, Objectives and Linkages:** Internally displaced persons are included in the country's Social Safety Net (SSN) programme, which provides financial support to vulnerable households. In addition, IDPs benefit from cash assistance for carers of people with disabilities. The SSN programme was also [expanded both vertically and horizontally](#) during the COVID-19 pandemic, extending coverage to more vulnerable groups and helping to ensure the continuity of support. Moreover, employment-Intensive Investment Programmes (EIIPs) have been used to create short-term formal work for refugees and IDPs, linking them to formal processes like social security subscription (see [ILO PROSPECTS](#), p.66).
- **Registration and enrolment:** To address the challenges faced by IDPs, particularly those related to registration in their new places of residence, partners such as the World Bank and WFP have worked with the Government to [digitalize the Public Distribution System \(PDS\)](#). This includes the development of an electronic database and biometric verification, which helps to strengthen the registration process and improves the overall system's efficiency for all recipients.
- **Payment and delivery:** Efforts have also been made to diversify and simplify payment and delivery mechanisms for displaced persons. WFP and UNHCR provide cash assistance through multiple channels, including mobile money, e-vouchers, and cash transfers through money transfer agents. An [assessment](#) of these mechanisms was conducted to identify and mitigate risks, particularly the potential for abuse of power in cash assistance programs. To address this, humanitarian agencies have implemented measures such as paying cash-out fees upfront to mobile money operators, ensuring that displaced persons do not incur additional costs when accessing their cash assistance.

Jordan

- **Coordination and governance:** Jordan has taken steps to integrate its refugee response within national planning and coordination frameworks, while promoting complementarity between humanitarian and development approaches. [The Jordan Response Plan \(JRP\)](#), led by the Ministry of Planning and International Cooperation, serves as the government's comprehensive framework for its refugee response, ensuring alignment between humanitarian assistance and national social protection systems.
- **Setting Intervention Types, Objectives and Linkages:** The Estidama++ Fund, run by the Social Security Corporation with technical support from the ILO, sought to extend coverage of social security to workers in the informal economy by addressing affordability constraints and other barriers to participation (see [PROSPECTS programme](#)). Estidama++ rolled out a targeted outreach strategy for refugees in collaboration with UNHCR to overcome barriers such as mistrust in national institutions and limited awareness of social security benefits. The Fund fostered the improvement

of benefit attractiveness, as well as the reduction of administrative barriers. Over 37,500 workers had registered in December 2024, more than half of whom were non-Jordanians. In addition, UNICEF has been working with the Government to support vulnerable host community and displaced families. UNICEF's [Hajati programme](#) provides monthly cash transfers to vulnerable Jordanian and refugee families to support children's school attendance. Recipients of Hajati are referred to [Makani centers](#), which offer complementary support services, including early childhood development (ECD) interventions, child protection and learning support services, adolescent and youth engagement and skills building.

Kenya

- **Legal and Policy Frameworks:** The Government of Kenya revised its [Social Protection Policy](#) in 2023 to ensure coverage for all individuals within the country, including refugees. The revision of the Social Protection Policy aligns with broader efforts by the Government to enhance the socio-economic inclusion of refugees and asylum seekers, particularly through [the Sharika Plan](#), which seeks to transform refugee camps into integrated settlements. As part of these efforts, the Government is strengthening the inclusion of refugees into labour market policies, improving access to quality education and vocational training, and strengthening [refugee registration and access to documentation](#). The Department of Refugee Services (DRS) manages a unified registration process, which integrates biometric data into a harmonized data management system. In another step to support inclusion of refugees, the Government issued in 2023 a Kenya Gazette Notice indicating that all documentation issued under the Refugees Act, 2021 may be used to access government services. At present, the Government with ILO support is assessing the options for inclusion of refugees in the National Social Security Fund (see [Haba Haba scheme](#)).
- **Financing:** The Kenyan Government enhanced budget process and increased budgetary allocations for social services in Turkana and Garissa counties. More public funding for child protection services has enabled the deployment of additional child officers who support both displaced and host communities. UNICEF provided technical assistance during these efforts.
- **Evidence generation:** Kenya has also ensured the inclusion of refugees in [national socio-economic evaluations of the impact of Covid-19](#), alongside countries like Morocco, Uganda and Rwanda.
- **Coordination and Governance:** At the regional level, Kenya participates in the Intergovernmental Authority on Development (IGAD) process to facilitate the portability of social security benefits, as anchored in the [Protocol on Free Movement of Persons in the IGAD Region](#). This includes efforts to strengthen the maintenance of social security rights in the course of acquisition, the maintenance of acquired social security rights, and the payment of benefits abroad. A [regional workshop](#) was organized to facilitate an exchange of experiences and strengthen the capacity of IGAD member states to extend social protection to migrant workers and ensure the portability of benefits.

Lebanon

- **Setting Intervention Types, Objectives and Linkages:** the National Disability Allowance (NDA) supports both nationals and displaced person living in households with persons with disabilities. The NDA has played a critical role in supporting those displaced by hostilities at the southern border between October 2023 and November 2024.
- **Setting of transfer level, frequency, duration:** Horizontal and vertical expansions of the existing national assistance programmes have allowed the Government and its partners to better respond to the emergency by expanding existing programmes to additional beneficiaries and providing more adequate support to those already included through the existing schemes.

- **Coordination and Governance:** The Dutch MFA-funded PROSPECTS partnership sets the framework for the interagency collaboration between UNICEF, the ILO and UNHCR to strengthen access to social protection for displaced persons and their host communities. Coordination fora include the Interagency Basic Assistance Working group, which serves as a mechanism to ensure harmonized approaches to humanitarian cash programme and alignment with national system schemes

See Lebanon case study.

Mauritania

- **Financing:** To reduce reliance on short-term humanitarian funding, Mauritania has leveraged development financing for refugee inclusion. The World Bank's IDA [Window for Host Communities and Refugees](#) serves as a key funding source, supporting access to basic services and economic inclusion. This financing has served as an [anchor point](#) for and attracted additional contributions from other donors, including the BMZ, which has invested in community resilience, economic inclusion, and COVID-19 support.
- **Setting of eligibility criteria and qualifying conditions ('targeting'):** Mauritania has adopted an area-based approach, ensuring that both refugees and host communities in displacement-affected areas benefit from social protection and complementary services. The government, in collaboration with international partners, has [included refugees in national programmes](#) such as Tekavoul, a social assistance programme providing regular cash transfers to vulnerable households, and Almaouna, a shock-responsive programme designed to provide temporary support in times of crisis. These initiatives build on World Bank investments in refugee-hosting regions, ensuring that social protection responses address both displacement-specific and broader community needs. To facilitate refugee inclusion, UNHCR and WFP worked with the government to develop a [refugee vulnerability targeting approach](#). This framework establishes eligibility criteria based on five vulnerability dimensions, informed by consultations with refugees, ensuring a more inclusive and context-specific approach to social assistance.
- **Information systems:** Recognizing the importance of integrated data systems, Mauritania has taken key steps to [include refugees in the national social registry](#) and social protection information systems. The government, WFP, and UNHCR, supported by the UNHCR-WFP Joint Programme Excellence and Targeting Hub, collaborated on including refugees in the national social registry and access to social assistance. Key steps included a data sharing process, socio-economic profiling of refugees to determine eligibility, and protection risk analysis on the inclusion of refugees in the national social protection programmes.

Pakistan

- **Setting of transfer level, frequency, duration:** The emergency cash transfer was set up to support 75,000 Afghan refugee and asylum seeker households used the same transfer value as the national Ehsaas [COVID-19 emergency](#) programme for citizens, for political economy reasons. Refugees and asylum-seekers hold Proof of Registration (PoR) cards issued by NADRA, the same authority issuing national CNIC ID cards (Lone et al. 2021).

Slovakia

- **Setting Intervention Types, Objectives and Linkages:** in response to large-scale displacement from Ukraine, UNICEF provided cash assistance to Ukrainian refugees. UNICEF's primary response strategy was mirroring existing cash benefits of the Slovak social protection system. This helped to address the potential negative effect of humanitarian cash transfers supporting the refugee population (Temporary Protection holders) on social cohesion between refugees and host

communities and enabled easier handing over of the caseload to the government to support refugee HHs directly. UNICEF and partners ensured complementarity with the national system through alignment with the government payment values, frequency of cash distribution for recurring benefits, and not duplicating with the national benefits.

- **Coordination:** A Memorandum of Understanding between UNICEF and the Ministry of Labour, Social Affairs and Family was put in place as a general agreement to address the needs of refugees. An Inter-Agency Agreement on humanitarian cash cooperation was signed between UNICEF, UNHCR, IOM and IFRC, and the Cash Working Group (CWG) established for coordination, discussion and agreement, and reporting on the cash response. Each cash scheme is previously agreed in the CWG.
- **Information Systems:** As the registration for cash was “outsourced” to UNHCR, UNICEF and UNHCR signed data sharing agreements (DSA) to enable data sharing and data processing specific to cash. Separate DSAs were signed for each humanitarian cash scheme.
- **Feedback:** SMS service, Cash helpline, Short-Post Distribution Monitoring and grievance collection were implemented with a CSO partner. The cash Helpline is available to beneficiaries to submit questions and grievances/complaints to be addressed by UNICEF. The SMS service is used to send SMS messages to beneficiaries with information on cash delivery. Short-PDM checks if money was received but does not ask detailed questions.

South Africa

- **Registration and Enrolment:** During the COVID-19 pandemic, the Government of **South Africa** introduced [flexible registration and administration procedures](#) which allowed asylum seekers to access social protection benefits. This included an online application system, extension of validity of permits, and toll-free phone line.

South Sudan

- **Setting Intervention Types, Objectives and Linkages:** The World Bank-funded Productive Safety Net for Socio-economic Opportunities Project (SNSOP) supports vulnerable households, including refugees and host communities, in target counties through cash transfers and income-generating livelihood opportunities, while also strengthening the effectiveness of the national safety net delivery system.
- **Outreach and Communication:** The Voices-on-the-Move initiative in **South Sudan** is a two-way humanitarian communications project funded by BPRM and implemented by Internews in partnership with Community Engagement Network (CEN), a women-led South Sudanese nongovernmental media organization focused on promoting innovative radio programming to [facilitate communication and community engagement among refugees, host communities, and humanitarian organizations](#).

Türkiye

Türkiye has taken significant steps to integrate Syrians under Temporary Protection into national social protection and labour market systems.

- **Evidence generation:** An [analysis](#) of the KfW-funded project *Promoting Decent Work for Syrians under Temporary Protection and Turkish Citizens* highlights that covering work permit and social security costs has been a key factor in expanding refugees’ access to formal employment. The initiative’s success was driven by effective collaboration between the ILO, the Social Security Institution, and the private sector. Additionally, skills development programs tailored to labour market needs and a gender-sensitive approach were identified as crucial success factors.

- **Setting of transfer level, frequency, duration:** The EU-funded [Emergency Social Safety Net \(ESSN\)](#) provides cash transfers to Syrian refugees through Türkiye's government systems, ensuring alignment with national platforms. Following the earthquake in February 2023, affected displaced communities received an [increase in the cash support provided through the ESSN](#) to meet essential needs.
- **Setting Intervention Types, Objectives and Linkages:** The Ministry of Family and Social Services (MoFSS) extended the Conditional Cash Transfer for Education (CCTE) to refugee children in 2017, with support from UNICEF and the Turkish Red Crescent. The programme replicated the national CCTE, adjusting for refugee children's specific barriers. Support is provided from pre-primary to upper secondary levels, as well as accelerated learning programmes. Older children at risk of dropping out are provided with top-up payments to further incentivize enrolment and attendance. The programme also includes a child protection component of household visits, case management, referrals to specialized services. Moreover, the Government of Turkey's Social Security Institution (SGK) – with support from ILO - expanded its formalization support programme (Transition to Formality Programme or KIGEP) to refugees. This has helped refugees and migrant workers to access pension benefits under the second-tier contributory pension scheme.
- **Information systems:** To strengthen social protection data systems, the Ministry of Family and Social Services (MOFSS) developed an advanced Data Warehouse and Business Intelligence Platform, linked to the Integrated Social Assistance Information System (ISAIS). This platform enhances the ISAIS' operational and analytical capacity, retrieves real-time operational data, provides dashboards and projections with a ready structure for early warning systems, and facilitates the evidence-based design of new social protection programmes. The platform was equally developed with technical support from UNICEF.

Uganda

- **Financing:** Uganda has made significant progress in integrating refugees into national social protection and socio-economic planning, leveraging financial preparedness, data inclusion, and targeted support programmes. As part of the [Comprehensive Refugee Response Framework \(CRRF\)](#), launched in 2017, the Government of Uganda has developed costing models to estimate the financial impact of refugee hosting on national systems. To ensure informed policymaking, Uganda has invested in data collection and inclusion of refugees in national socio-economic analyses.
- **Evidence generation:** A [joint verification and individual profiling exercise](#) by the Government and UNHCR verified the refugee population, issued QR-compatible identification documents, and assessed the economic profiles of refugee households. Refugees were also included in national socio-economic evaluations of the impact of COVID-19.
- **Setting Intervention Types, Objectives and Linkages:** Uganda has introduced targeted social protection interventions to support displaced and host community youth, particularly adolescent girls. [The Girls Empowering Girls programme](#) in Kampala provides adolescent girls from displaced and host communities with social protection interventions, consisting of mentorship support, education, training and referrals to support services, and a small cash transfer. Under the PROSPECTS partnership, UNICEF works with the Government of Uganda to support refugee and host community adolescents and youth to [access education and skilling, economic inclusion and protection services](#).

Yemen

- **Setting Intervention Types, Objectives and Linkages:** The provision of social protection in Yemen is anchored in the [Social Welfare Law \(No. 31\) of 1996](#) and the [Pension Law no. 25 of 1991](#). This law established Yemen's national cash-transfer programme – the Social Welfare Fund (SWF) - and its beneficiary list. When the Yemeni Government suspended SWF operations after 2015, humanitarian actors jumped in the gap through the [Emergency Crisis Response Project \(ECRP\)](#) (including the World Bank and UNICEF) using the pre-conflict beneficiary list to deliver an unconditional [Emergency Cash Transfer \(ECT\)](#), supported by parameters to enable transition back to Government once conditions would allow. From the outset, IDPs were included in the SWF list, while new IDPs are covered under separate parallel cash interventions provided by a range of partners including WFP, UNHCR, IOM, Cash Consortium Yemen (CCY), and UNFPA.
- **Coordination and governance:** [UNICEF is the IDA grant recipient](#) and operationalizes the ECT through a dedicated Programme Management Unit. It coordinates closely with Government, including on access to IDP-dense locations, for which it liaises with governorate and district authorities. Local implementation partners map IDP sites/settlements, negotiate access and make sure that sites and payment windows are aligned with movement constraints.
- **Information systems:** Beneficiary data are stored in a dedicated ECT-MIS. The call-center that was established for grievance redress and case management covers cases frequently experienced by IDPs, such as lost documents, the possibility to set up an alternate payee, and location updates. In relation to the latter: the MIS contains fields that track governorate/district changes to reassign the nearest paypoint and monitor service reach in IDP-hosting areas.
- **Financing:** The ECT has largely been financed by successive IDA grants and a Yemen Emergency Multi-Donor Trust Fund.