Special CRRF meeting with UNHCR
Geneva, UNHCR Office, 12 July (3:00 – 4:30 p.m.)

Participants:
- **NGOs:** ICMC, ICVA, IRC, NRC, Oxfam, Plan International, Refugee Consortium of Kenya
- **UNHCR:** Rachel Criswell (Task Team on Comprehensive Responses); Anouck Bronée (Task Team on Comprehensive Responses); Pauline Haupt (Task Team on Comprehensive Responses); Jedediah Fix (Economist); Pedro Mendes (Real Time Learning); Radha Govil (Statelessness Unit)

Planned Agenda:
I. CRRF Update and Tools
   a) Brief update on CRRF rollouts
   b) CRRF portal
   c) Real Time Learning

II. Tools that support Resilience and Solutions (15:40-16:10)
   a) Twine livelihoods portal
   b) Community-based Practitioner’s Guide: Documenting citizenship / forms of legal identity

III. Discussion of NGO comments at UNHCR SCOM (16:10-16:30)
   a) Greater understanding of comment on inadequate inclusion of refugees, host communities and local actors in CRRF roll-outs
   b) Enhancing linkages between the CRRF and SDGs/New Ways of Working
   c) Ways in which NGOs can partner with UNHCR in the seven contexts mentioned where comprehensive approaches could potentially be applied in mixed flows

1. CRRF Update and Tools

Quick Updates on CRRF application in:
- **Chad:**
  - The government of Chad provided refugees with access to education, arable land and birth certificates.
  - The CRRF builds on this. For example, 108 schools have been nationalised (located in 19 camps and refugee sites across the country, these will become official Chadian schools).
  - These are schools and vocational centres that allow refugees and hosts to go to the same school. The government is also in the process of integrating health centres for refugees into the national health system.
  - Chad is also a country piloting a multiyear budgeting process. This will help in the smooth application of CRRF.
  - Next steps include an official launch. A national symposium will take place on August 13. The UN system will be there as well as the media.

- **Djibouti:**
• Djibouti is one of the countries that made most progress on private sector engagement.
• Last month, the Djibouti authorities organised a workshop with business leaders making a call to recruit refugees in their workforce and apply a policy of non-discrimination.
• UNHCR is engaging with the Chamber of Commerce in Djibouti on education.

- **Kenya:**
  • On the policy front, Kenya has started implementing a new UNDAF; refugees are fully included in the plan.
  • Turkana and Garissa counties, hosting refugees, have been included in the plans.

- **Ethiopia:**
  • The new Refugee Proclamation in Ethiopia has been endorsed and will soon be adopted; refugees can now access property, bank services and driving licenses.

- **the Americas:**
  • In the context of the Americas, UNHCR is pleased to see the involvement of civil society in the MIRPS.
  • Two members of the UNHCR CRRF Task Team were in the region recently to support governments on the tracking system and to engage with civil society.
  • Indicators are tracked at the national level and this approach was presented to stakeholders.

**Presentation on the CRRF portal:** [http://www.globalcrrf.org](http://www.globalcrrf.org)
• **Good practices:** The CRRF portal allows actors to flag good CRRF-related practices. So far, UNHCR has listed twenty good practices on the portal and would encourage NGOs to reach out to submit further good practices. Further details on the good practices listed so far and how to submit one are available here: [http://www.globalcrrf.org/crrf_good_practices/](http://www.globalcrrf.org/crrf_good_practices/)
• The landing page of the portal showcases a world map highlighting where the CRRF is being applied. It is complemented by a generic para explaining the CRRF.
• The landing page also lists the core CRRF objectives and other contexts that are applying CRRF principles. UNHCR will be posting more documents as roll-outs progress.
• To receive regular updates, there is a possibility to subscribe via emails (option to subscribe is available on the bottom-right of the landing page).
• Specific country pages are being maintained by country focal points, who will regularly provide updates on responses, figures about country and partner achievements as well as news related to the region.
• An important information for NGOs is that each country/context specific portal page contains at its bottom (after the narrative description) the contact details of relevant UNHCR staff to reach out for further information, etc.
• The ‘CRRF toolkit’ page is a key addition: [http://www.globalcrrf.org/crrf-toolkit/](http://www.globalcrrf.org/crrf-toolkit/) It is, however, still under construction and will be further enriched. The page aims to help highlight how a specific CRRF context can engage more actors.
• Further down the toolkit page, are featured State commitments, useful as entry points for actors. There is also information about development, private and NGO actors as well as UN actors.
• UNHCR counts on NGOs to feature more information here.
• There are also good videos posted that UNHCR encourages you to consult. Those are not just UNHCR. Videos from other actors are also included.
• All material related to CRRF including declarations and posters will be available on the website.
• UNHCR just initiated the process of translating the portal into key other languages (Spanish, Arabic and French).
• Another useful page of the portal is the ‘about’ page: http://www.globalcrrf.org/faq/ It helps understanding what the portal is about and how it links to the NY declaration and the GCR.
• Further information on the portal are available in the attached CRRF Portal concept note.

Presentation on Real Time Learning
• A few months ago, UNHCR launched an initiative to develop Real Time Learning of CRRF application.
• The objective is to complement, not repeat/replace, in-house M&E but there is a sense of ‘localizing’ learning and having a bottom-up approach.
• Major objectives are to make the CRRF roll-out evaluation-ready; develop learning methodologies and evidence-based approach using early results that can help develop lessons with policy value; demonstrate the usefulness of the CRRF approach.
• This should allow to signal potential opportunities and connections between actors that can be pursued through the CRRF roll-out.
• It is therefore about documentation but understanding that this is not only important for the sake of archival purposes but also for future accountability.
• UNHCR also tries to capture the modality. That is the part of documenting the process itself.
• RTL is being pursued by a small team of dedicated staff travelling to roll-out countries to support UNHCR staff and offices but also CRRF Secretariat especially in documenting what is being done; organizing and capturing information.
• This also implies engagement with a lot of non-UNHCR actors: authorities at different levels; civil society including NGOs, CBOs, etc.
• In this perspective, UNHCR RTL staff is interested in having conversations with NGOs at global and local/national levels.
• Recently, in a workshop hosted by UNHCR and Organisation of American States (OAS), for the first time all the six MIRPS countries got together through their technical focal points.
• They agreed to a proposed monitoring framework, national tracking tool, a regional dashboard to provide an overview of progress along the four strategic objectives in the CRRF response.
• It was as much about the methodology to discuss indicators as about the modality of evidence collection.
• Standing capacity of learning and real-time learning is serving the field.
• UNHCR has been doing localising of the dash board and working consistently this year to develop more elaborate case studies and narrative pieces.
• Case studies produced on MIRPS are still in the pipeline. These case studies follow consistent lines of inquiry in order to build complementarity and added value. These case studies have common lenses and capture different moments of comprehensive responses.
UNHCR also contributes to efforts on the training front, both to UNHCR but also with key partners on the CRRF.

How can you engage with us? The first entry point is the national CRRF Secretariat and committees that have been organised in a couple of places. For instance, in Kenya.

But this could also encompass initiatives under the Structured Dialogue and other workshops. Opportunities for engagement also exist through interviews and meetings with focal points during field missions.

We have been engaging a lot with partners from civil society and NGOs through interviews and focal point discussions to collect evidence and assist partners on the ground.

In central America, the key lessons learnt and good practices involved very innovative protection and solutions, working with faith-based networks and human rights stakeholders for community based protection and establishing safe spaces.

**Discussion**

- Are there opportunities to gather NGOs along with donors in one room around RTL?
- Central America is a good example. States implementing MIRPS are willing to showcase what they are doing and exchange with other actors.
- Governments implementing MIRPS see value in fostering peer-to-peer discussion and to include non-state actors.
- Governments implementing are also keen to show the regional contribution to the GCR and be ahead of the curve.
- Going forward, we will also see visible opportunities for state-to-state sharing.
- In terms of engaging with NGOs, when doing missions, it would be useful to inform NGOs through ICVA and other networks about the planned visits and about elements RTL staff are looking for the case studies. This way, networks could relay the information and put NGOs in contact with the relevant RTL staff undertaking a mission/case study.

2. **Tools that support resilience and solutions**

**Presentation on Livelihoods monitoring**

- The opportunity to work and earn a living is one of the most effective ways people can rebuild their lives after fleeing war or persecution.
- Therefore, in line with its [Global Strategy for Livelihoods (2014-2018)](https://www.unhcr.org/), UNHCR works to promote economic inclusion by advocating for the right of refugees to work, helping them to secure access to financial services and building their livelihoods through market-oriented programming.
- The online data platform “Integrated Refugee and Forcibly Displaced Livelihoods Information System” is part of this effort and will help stakeholders generate customized cross-country comparisons across key population groups or allow to consult Country Profiles for in-depth analysis on specific localities. It is planned to be launched in late August/early September. Further information is available on the attached PDF presentation.
- There was a development period, where UNHCR worked on some of the most critical areas to monitor. This was followed by field testing on the basis of 18 livelihood indicators.
- The process for developing the indicators has included an extensive literature review of existing tools and approaches as well as stakeholder consultations with Government,
Private Sector, field-based staff and NGO partners to devise a set of common, standardized measure based on global good practices.

- Data was collected largely through partners; sometimes using modules and sometime using partner model to generate standardised results.
- It is an annual lifecycle. There is a framing exercise, two beneficiary surveys (baseline and end-line).
- Indicators are organised around impact, and this informs a lot the cycle. UNHCR does the data cleaning centrally and can produce four-to-five analytical reports.
- This monitoring template helps to identify the who, where and what as well as define the basic unit for data collection and analysis.
- The template targets the focal points and responds to questions such as how the programmes were designed.
- For livelihoods, we have three thematic areas: 1) agriculture; 2) Self-employment; 3) Wage employment. A sub-filter allows to look more deeply.
- While we have some standards and commonalities for the selection of indicators, there is also opportunity to customise this.
- The beneficiary survey is customisable depending on the monitoring template and strategy; conducted twice a year and UNHCR has training for the focal point and NGO partners.
- There is some support for training of enumerators; currently the sample size is 100 beneficiaries. This is something we are seeking to improve.
- The livelihood indicators are adapted to the circumstances.
- The partner survey looks at measuring performance and budgetary indicators and helps us calculate some sort of cost effectiveness.
- This is beginning to provide some food for thought and this is done once in a year.
- After data collection, there is a cleaning exercise, and if it works fairly smoothly. UNHCR is able to provide data at scale through the open data platform.
- The data platform gives you data in raw format and also in terms of indicators.
- The platform also allows to download country analysis report and gives the opportunity to compare countries.
- The home page will give you a sense of the countries UNHCR has collected data from over the last two years.
- The platform has two primary tools: cross-comparison table and a country profile table.
- Users can download household data. UNHCR is trying to be transparent about programme and practice and provide this information to analysts and researchers for detailed analysis.
- Similar other targeted open data platforms are in the pipeline including one on ‘energy monitoring’ (see other attached PDF presentation, which was not used at the meeting of 12 July)

**Discussion**

- How does UNHCR data collection link with the statistical offices of States?
- These indicators will be inclusive of refugees. Will focus on systems and national formulation and at the end of the day this is programme monitoring.
- We are also dealing with a large number of countries and we have taken steps to make them ‘alignable’ but you have to treat on a case of case by basis.
• Can the partner survey information be shared with NGOs? Possibility through short facilitation conversation.

Presentation on the Community-based Practitioner’s Guide: Documenting citizenship and other forms of legal identity
  - There are very strong links to CRRF.
  - This is the result of a project that has been in development since 2012. It has been published by Open foundation, and a legal empowerment NGO (NAMATI).
  - UNHCR helped develop this because there was a growing need for community-based actors to assist individuals at risk of statelessness and who are suffering from lack of documentation.
  - Lack of citizenship has in fact been a driving cause of displacement.
  - Several factors lead to statelessness: these include women being prevented from conferring nationality to children; loss of documentation; large female-headed population without proof of nationality. This risks a whole generation being stuck in displacement.
  - Then there is post-displacement. After returning, people should be able to re-avail themselves of documentation, otherwise return is rendered meaningless.
  - UNHCR drew on experience from 30 community organisations to help develop this guide. Drew on best practices from these different organisations, which can help assist others to include issues of documentation and legal identity.
  - When we look at the #IBelong campaign, there are ten actions that made the scope. One was to ensure birth registration, which is vital to prove nationality.
  - People should not be denied citizenship but we see this is denied in many places because of administrative obstacles and this can also lead to denial of basic services.
  - This guide helps to address this. The legal empowerment of assistance. The idea is to equip organisations with capacity and skills to basically take this work forward and give real agency to people.
  - The guide is designed as a manual.

Next steps
• Due to time constraints the last agenda item, “Discussion of NGO comments at UNHCR SCOM” could not be taken up.
• Would be useful to take this up later on and maybe pair it with the next statement of the Standing Committee.
• Would be useful to continue the discussion about the role of the new Division of Resilience and Solutions, which now relates also to IDPs and a number of solutions.
• Statelessness unit is not moving into the Division, but the Division will remain closely engaged with them.

Attachments:
  - CRRF Portal concept note
  - PPT presentation: Real-time learning on the Comprehensive Response
  - PDF presentation: Livelihoods Monitoring
  - PDF presentation: Energy Monitoring