



Zimbabwe Crisis Response Plan 2020 - 2021

2020

Funding Required

\$29,473,000

Target Beneficiaries

859,879

IOM Vision

In this dynamic context, IOM seeks to ensure humanitarian protection and assistance needs are met through the provision of timely, multi-sector interventions, while simultaneously addressing the root causes of vulnerability related to natural hazards and food insecurity, building resilience to future risks in Zimbabwe. Addressing and facilitating rights-based service delivery and building capacity of local authorities and other key stakeholders as well as impacted communities will be critical across IOM's work.

Context Analysis

IOM Zimbabwe is part of a dynamic region characterized by significant cross-border movements of populations. The fundamental cause of large-scale migration from Zimbabwe is political instability, which spawned social and economic instability, creating a combination of factors that have destroyed people's livelihoods. Zimbabwe is also extremely vulnerable to a wide range of natural and man-made disasters. In the past years, floods, tropical storms, cyclones, and long periods of droughts have deteriorated the capacity of resilience of its population, impacting the most vulnerable rural regions of the country and exacerbating acute needs, resulting in severe food insecurity.

Zimbabwe continues to experience a major scale humanitarian crisis due to man-made and

natural hazards. Cyclone Idai, consecutive failed rainy seasons, droughts, floods and other environmental effects, compounded by currency instability and an economic crisis, are impacting the most vulnerable in particular. The country's inflation rate spiked to more than 200 per cent in recent months. Since August 2019, the poor rainy season and long-lasting drought have significantly reduced crop harvests and access to clean and safe water, resulting in internal displacement and limited household food stocks from the previous consumption year. These climate shocks have resulted in food insecurity, loss of livelihoods and lower-income levels. The prices of commodities have increased beyond the reach of most rural households, thereby limiting access to food. It is reported that 25 per cent of the rural population is estimated to be in crisis or emergency, and face moderate to large food consumption gaps, or are only marginally able to meet minimum food needs by depleting essential assets or employing crisis or emergency coping strategies (Zimbabwe Vulnerability Assessment Committee – [ZimVac 2019](#)).

The intensification of the food security crisis, unemployment, and lack of resources to cope with the situation has triggered waves of displacement and migration, from rural to urban areas, and across borders into neighbouring countries. This has resulted in a multifaceted mobility environment which is characterized by an increase of substantial internal and cross-border movements, requiring continuous monitoring within the affected districts and at key border points.

Ten months after Cyclone Idai hit the country, the government is yet to implement a permanent relocation plan and as a result, many internally displaced persons (IDPs) remain in temporary camps. Emergency shelters, initially provided to last up to six months, are worn out and there is an urgent need to upgrade camp infrastructure (toilets, bathrooms, water supply systems, cooking areas and safe spaces for children and youth), improve coordination and service delivery. Shelter support needs for IDPs and for affected and displaced people who are still accommodated in host communities are still overwhelming. This continues to increase economic and social pressure creating further distress to affected households. Since September 2019, camp coordination and camp management (CCCM) activities ended due to lack of funding. It is essential to resume CCCM activities to address the issues of protection and accountability to affected persons (AAP), the implementation of a camp exit strategy and technical support to the government to operationalize a relocation plan. Recognizing that IDP relocation from camps is not feasible in the short term, it is anticipated that IDPs will remain in camps for a further six to twelve months.

Furthermore, the rising humanitarian needs are forcing families to move and at times adopt negative coping mechanisms, increasing protection risks faced by women and children in particular. While moving from one place to the other, women and children are especially vulnerable, facing risks of exploitation and harassment, which can include sexual assault and other forms of gender-based violence (GBV), in particular trafficking in persons (TiP), and lead to acute and longer-term consequences on the health and well-being of individuals and their communities. Mental health and psychosocial problems are additional challenges faced by IDPs as potential consequences of family separation and challenges, and at times denial, of access to services during a crisis.

Coordination

IOM is supporting the government of Zimbabwe in undertaking emergency response across six sectors: Shelter and Non-Food Items (S/NFI), CCCM, Displacement Tracking Matrix (DTM), Protection (GBV and Child Protection), Mental Health and Psychosocial Support (MHPSS), and Early Recovery. According to the September 2019 [DTM assessment reports](#), the primary needs are food, shelter, infrastructure, health and sanitation, drinking water, protection and legal assistance. IOM acts in coordination with the government in tracking mobility, vulnerabilities and needs within the country and at key border points, continuously monitoring the crisis through the DTM information tool. DTM serves as a primary source of reliable and accurate data on population movement, as well as their living conditions, thus strengthening the coordinated efforts of all humanitarian action.

IOM aims to save lives among vulnerable populations forcibly displaced by conflict, crises or natural hazards, in partnership with other humanitarian actors. IOM continues to work with agencies, departments and organizations at all levels to build national institutional capacity in emergency preparedness and response, working in close coordination with UN partners, local NGOs, civil society and community leaders. Currently, IOM co-leads the Shelter/NFI/CCCM Cluster with the government.

IOM Capacity

IOM maintains a strong field-level presence in Zimbabwe, and the Mission operates in a number of spheres, addressing key strategic objectives conceptualized to guide programming over the forthcoming periods. IOM Zimbabwe has operational presence in 26 of the country's 59 districts, across all the country's provinces. With its head office in Harare, and sub-offices in Mutare and Beitbridge, IOM Zimbabwe has been providing technical assistance on migration management, emergency response, HIV interventions, health management, protection of migrants' rights, and dissemination of safe migration information.

IOM Zimbabwe has emerged as one of the largest humanitarian actors within the country, with large-scale relief operations underway in virtually every major humanitarian setting. IOM uses its extensive expertise and experience to provide support to the Government, directly to individuals and communities affected by crises, and to actively contribute to the efforts of the international community to identify ways to more effectively address future humanitarian challenges related to natural hazards and displacements. To this end, IOM actively engages at the country, regional and global levels, contributing to major developments in the humanitarian field.

IOM's approach effectively integrates humanitarian response with recovery efforts, bridging the gap between humanitarian and development assistance to ensure the sustainability of implemented interventions and in supporting the socio-economic recovery of affected individuals and their communities. IOM's response also integrates wider migration issues under the framework of [IOM's Migration Operational Framework \(MIGOF\)](#) and the [Progressive Resolution of Displacement Situations \(PRDS\)](#). IOM is strongly committed to continuing to complement Government response efforts through a country-wide needs-based response that applies a flexible and cost-effective approach to all its interventions.

IOM has been actively involved in the cyclone-affected areas as Shelter/NFI/CCCM Cluster

lead since March 2019 and, in collaboration with the Government of Zimbabwe, has established four IDPs camps that have provided shelter to 224 households and 830 individuals. To date, IOM has distributed more than 20,000 shelter and NFI items to over 5,000 households.

IOM has the capacity, through its multi-sector approach, to reach vulnerable populations, providing life-saving interventions in the areas of CCCM, shelter, NFIs, mental health and psychosocial support, protection and GBV interventions to the most affected communities.

IOM focuses on promoting social cohesion and enhancing the participation of communities, including the most vulnerable, in coming up with development priorities in the reconstruction of their communities through a Community Based Planning (CBP) approach. IOM provides the technical capacity to implement CBP processes that aim to improve the quality of programming by making recovery and development plans people-centred. This is done by drawing from strengths and opportunities instead of problems, taking a holistic perspective and covering all sectors that address the reality of people's lives, including the most vulnerable. Above all, the process increases community action and reduces dependency by enabling people to be active and involved in managing their own development, in claiming their rights and in exercising their responsibilities for self-reliance and sustainability.

Objective

Save lives and respond to needs through humanitarian assistance and protection

\$18,973,000

Funding Required

859,879

Target Beneficiaries

IDPs in camps and in host communities, migrants, those most at risk due to social-economic conditions, those affected and in need of mental health and psychosocial support, as well as those affected in their capacity for self-recovery.

Camp Coordination and Camp Management

Funding Required

\$950,000

IOM, as the Shelter and CCCM Cluster lead, has been leading emergency humanitarian response interventions for the Cyclone Idai affected population. In collaboration with the Government of Zimbabwe, IOM has established four IDPs camps, providing shelter to 224 households and 953 individuals. IOM has held bi-monthly meetings at the provincial level to discuss the conditions under which the relocation of IDPs from camps to temporary displacement sites may be able to occur and reviewing progress made by the government on permanent relocations. IOM, through its DTM teams, conducts monthly multisectoral assessments in camps to ensure a consultative displacement management process with affected populations. IOM as the CCCM cluster lead conducted activities in the camps until the end of August 2019. Government has taken over the management of the camps from October 2019.

Twelve months after Cyclone Idai, the conditions in the camps have deteriorated leaving IDPs in increased vulnerability. After the rainy season (November to March), the emergency shelters that were provided in the first stage of the emergency, prepared to last three to six months, have worn out and WASH infrastructure is no longer viable. There is an urgent need of new infrastructure and upgrade of emergency shelter. Organization and security committees in the camps created by IDPs have dissolved and protection issues are increasing. CCCM is still indispensable to ensure accountability to affected persons (AAP), the implementation of a camp exit strategy and technical support to the government to operationalize a relocation plan are essential. The possibility of the relocation of IDPs in camps is not feasible in the short term and it is anticipated that IDPs will remain in the camps for between six to twelve months more. For this reason, IOM will continue providing technical assistance through the following activities:

- CCCM service delivery, monitoring of standards and implementation of referrals;
- Information management through day-to-day site monitoring and coordination meetings with IDPs committees, partners and local authorities;
- Providing support to closed sites, including infrastructure decommissioning and transportation for the most vulnerable to return or relocate, when and as appropriate, in accordance with international standards;
- Technical support to stakeholders at the site level and local authorities;
- Capacity building for government and community actors;
- Supporting community-based site management interventions/programmes and contingency/preparedness structures and plans;
- Supporting inclusive community mobilization and capacity building activities to enable local management and the improvement of camps, and discussions on intentions regarding returns;
- Providing mental health and psychosocial support, through local partners, to individuals and families staying in camps, as well as during the relocation process;
- Establishing complaints and feedback mechanisms;
- Providing technical support to the government on the development and operationalization of an exit strategy and relocation plan.
- Decommissioning of worn out infrastructure and establishment of new WASH facilities.
- Provision of new emergency shelter tents/tarpaulins.

Mental Health and Psychosocial Support in Humanitarian Response

Funding Required

\$500,000

The loss of homes and belongings, mounting physical insecurity and possible violent experiences, as well as the overall devastation caused by Cyclone Idai, has left affected communities in distress. Displacement has challenged the usual social networks that individuals and families normally use to cope with distress and has resulted in the acute need for dedicated mental health and psychosocial support (MHPSS).

IOM, in partnership with the Counselling Services Unit (CSU), has been working to strengthen the capacity of communities to cope with the impact of the disaster through MHPSS direct service provision. This is done through psychosocial mobile teams (PMTs) who perform house

visits in communities, as part of a Whole Recovery Action Plan (WRAP), to respond to the MHPSS needs of displaced populations.

These psychosocial mobile teams (PMTs) provide multidisciplinary psychosocial support to deliver community-based comprehensive care to individuals, families and groups. These include members of the concerned communities that have been trained. Their mobility allows for flexibility of programming (sites, responses, timing), which is an essential component when dealing with emergencies and allows outreach and proximity to the communities over time and displacement phases.

The teams have three distinct visions of action: continuous home visits; daily stay with people in acute conditions and one-off interventions in crisis situations; as well as psycho-education and psychological first aid. In addition, IOM will work to support protection and health referral pathways to ensure that services are provided in a coordinated and complementary way to those in need.

Protection

Funding Required

\$2,243,000

Over the past two decades, Zimbabwe has experienced macroeconomic challenges and has witnessed multiple and complex migrations characterized by high levels of cross-border mobility, brain drain, irregular migration, human trafficking and mixed migration flows. With vulnerabilities increasing as a result of Cyclone Idai and the food crisis, protection has been consistently identified as a major gap. IOM's response aims to promote the protection of IDPs, returnees and host communities in different areas of Zimbabwe, assisting vulnerable populations, including victims and potential victims of GBV, as well as other persons at risk of violence, abuse and exploitation.

IOM aims to support the implementation of activities to:

- Increase awareness of risks of trafficking in persons and GBV in specific emergency situations;
- Support the establishment of safe reporting mechanisms (such as hotlines) and safe spaces/shelters, focusing in vulnerable areas, such as displacement camps;
- Facilitate access to services responding to individual needs of crisis-affected persons, including survivors of GBV;
- Strengthen measures that aim to mitigate risks of and prevent GBV in emergency settings;
- Improve advocacy and protection of unaccompanied migrant children to avoid coping mechanisms that could put their safety at risk;
- Provide MHPSS services to vulnerable protection cases.

As a key part of any humanitarian response, protection mainstreaming and IOM's GBViC Framework's (2018) guiding principles will be incorporated in all of IOM's crisis-related activities. As such, IOM ensures the "Do No Harm" principle, while promoting non-discrimination, meaningful access, safety, dignity, participation, empowerment and accountability measures are an integral part of its crisis response.

Displacement Tracking for Humanitarian Response

Funding Required

\$5,500,000

Information on affected and displaced populations has been a key gap of the emergency response in Zimbabwe due to the rural nature of the affected districts. In order to ensure a more robust and targeted response for the humanitarian community, IOM is implementing its Displacement Tracking Matrix (DTM) tool to provide key information and critical insights into the situation of internally displaced and affected persons in Zimbabwe. The DTM comprises a set of information management tools which are used to collect primary data and disseminate regular and accurate information to humanitarian partners.

Specifically, a scaled-up DTM intervention will provide humanitarian stakeholders with a mapping of displacement sites, demographics of those most affected, mobility tracking as populations move to and from sites towards return and relocation, as well as detailed inter-sectorial information on all assessed sites to support strategic decision making around resource allocation. The DTM products will include maps, dashboards, narrative reports and raw data, which will be shared with humanitarian partners on a regular basis. It will also include detailed inter-sectorial information on all assessed sites to support strategic decision making around resource allocations. Collected data will be disaggregated by sex and age, as well as disabilities and other vulnerabilities.

Similar data is currently being collected for Mozambique and Malawi, ensuring a regional perspective is integrated into the data analysis, including assessment of cross border needs and linkages in the movements of affected persons.

Shelter, Settlements and Non-Food Items

Funding Required

\$8,780,000

Shelter support is vital to the return and recovery of displaced populations. Shelter needs remain high across all affected districts, as 128,270 people have been affected by Cyclone Idai. Out of the 12 districts, the districts of Chimanimani, Chipinge, Buhera and Mutare are the most affected, with a total number of 104,270 individuals still in need of assistance. The majority of IDPs (97 per cent) are residing with host communities, with a small proportion (three per cent) currently seeking shelter in four established IDPs camps. Shelter assistance has so far focused primarily on Chipinge and Chimanimani districts, but there are significant shelter damages reported in Buhera and Mutare, other low-lying areas of Masvingo and Manicaland Province, where many IDPs have been able to seek shelter with relatives and community members, creating a risk that hosting arrangements will add significant stress to hosting households. It is against this background that IOM has recognized the necessity to continue its humanitarian response as part of a comprehensive multisectoral intervention.

With only 18 per cent of the affected population having received emergency shelter support, there is a need for further construction of emergency and transitional shelters for IDPs

in camps and host communities. Despite the desire of IDPs to return to rebuild their homes and resume their lives, there are significant risks associated with rebuilding in flood-prone areas. It is critical to mitigate the risk of floods and storms destroying hastily repaired or reconstructed homes and causing secondary displacements. IOM, as the lead of the Shelter/CCCM Cluster, will work with cluster partners and affected communities to improve shelter conditions in host communities and improve living conditions in, and management of, displacement sites.

The aim of shelter assistance programmes is to ensure that families have adequate, appropriate and safe shelter to support their transition towards permanent and durable housing, prioritizing the needs of the most vulnerable, ensuring participation, freedom of choice, and access to basic services to ensure a life of dignity through the following activities:

- Assessment of damaged infrastructure;
- Conducting meetings at the district level to set up guidelines for beneficiaries' selection criteria and registration;
- Assessment of suppliers to coordinate the procurement of building materials (market assessment);
- The mobilization of materials;
- Capacity building for local community builders;
- Construction and rehabilitation of emergency and transitional shelter structures according to Sphere standards;
- Ensuring protection issues are observed throughout construction, including partitions and door locks to better protect women and girls, particularly single women and female-headed households;
- Mainstream MHPSS services in all shelter activities and advocate for the right post-traumatic stress interventions;
- Post distribution monitoring assessment;
- Cluster coordination meetings.

Health Support

Funding Required

\$1,000,000

The humanitarian crisis has resulted in the weakening of social networks and institutions leading to people becoming especially vulnerable to HIV and other diseases. Over the last decade, IOM has implemented HIV/AIDS-related projects in partnership with governments, international organizations and civil society for mobile populations in crisis settings, including IDPs, families and partners of migrants, and victims of sexual and GBV and trafficking in persons.

IOM plans to address HIV/AIDS risks and vulnerabilities at all phases of the emergency, including activities on prevention and research. IOM will implement activities such as:

- Providing direct services including voluntary testing, counselling and treatment services, including antiretroviral therapy.
- Strengthening the capacity of government partners in coordinating HIV responses;
- Supporting the training of emergency responders;
- Empowering emergency actors to include HIV services in their contingency plans;
- Supporting the development of national guidelines for HIV response in emergency

settings.

IOM will work closely with policymakers on a range of issues related to HIV/AIDS in emergencies and population mobility, including access to health services, regional and cross-border cooperation, and discriminatory legislation and practices, such as mandatory HIV testing.

Objective

Address the drivers and longer term impacts of crises and displacement through investments in recovery and crisis prevention

\$7,000,000

Funding Required

43,352

Target Beneficiaries

Cyclone Idai displaced and affected population in Manicaland and Masvingo Provinces.

Community stabilization

Funding Required

\$3,500,000

The protracted displacement situation in Zimbabwe is not only a highly destabilizing experience for the affected populations but also poses a significant nationwide development challenge, leaving IDPs in continued deprivation, without the prospect of a durable solution. It is both a humanitarian concern as well as an obstacle to long-term peace, recovery and reconstruction.

IOM will look to provide longer-term support to affected communities leveraging its emergency support provided through CCCM, S/NFI and Protection sectors to inform and assess key needs and priorities with communities post-disaster. Humanitarian emergencies such as natural disasters and migration crises make it difficult for individuals and communities to exercise empathy. This is particularly true in cases of displacement, which often result in tensions between the displaced and host communities. MHPSS can help affected individuals and communities restore empathy with one another, promote non-violent behaviour, humanize their relationships and encourage creative problem-solving. IOM will promote MHPSS and social cohesion, integrated into livelihood activities to ensure community stabilization.

IOM's CCCM teams will support early recovery actors with key information on the community's intentions post-disaster as well as leading in relocation operations if needed, while S-NFI teams will carry out return/relocation site assessments and planning. Additionally, in order to initiate early recovery processes in cyclone-affected areas, IOM will leverage IOM Zimbabwe's 10-year experience in the field of recovery and resilience building. This includes working through local District Administrator's office staff that have been trained in the program methodology to undertake the community-based planning (CBP) approach adopted by the Government of Zimbabwe as a standard approach to post-crisis recovery and durable solutions to displacement. The CBP will ensure District Administrators and ward counsellors are able to convene disaster-affected communities to plan, prioritize and organize populations to define and drive recovery processes, mainly on livelihood restoration. IOM's approach will ensure communities are at the centre of defining and leading their own recovery processes,

whilst "building back better" to reduce risks of future shocks.

IOM will improve human security by providing various assistance to individuals and communities affected by recurrent natural and man-made crisis in Masvingo and Manicaland Provinces and strengthen their resilience to future crises by implementing:

- Livelihoods diversification activities;
- Rehabilitation of water harvesting structures, including irrigation support;
- Rehabilitation of dip-tanks;
- Provision of farming inputs targeting nutrition gardens and smallholder farmers, and productive assets creation like fisheries and conservation farming;
- Supporting market linkages.

Displacement Tracking for Recovery and Crisis Prevention

Funding Required

\$1,000,000

Besides being used during emergency response, IOM's Displacement Tracking Matrix (DTM) has also proven to be a highly beneficial component of preparedness and recovery activities. Information outputs from DTM can vary from raw data sharing to comprehensive DTM analysis reports tailored specifically to provide timely and accurate information regularly during recovery operations.

Through analysis of IOM's DTM data, IOM will be able to improve planning and assistance both at the place of origin and the area of displacement resulting in more effective reintegration strategies and coping mechanisms for displaced populations. IOM DTM will allow tailoring of programmatic activities to the needs of the displaced population, increasing the efforts to end displacement and support durable solutions by providing communities with the tools to accelerate recovery, transition and socio-economic development.

Durable Solutions

Funding Required

\$2,500,000

The specific vulnerabilities created by displacement have been intensified with time due to a lack of durable solutions, while resilience and the ability of communities to rebuild their lives even while displaced is starting to weaken since this has not been sufficiently supported. Displacement in the country also has serious economic, political and security implications. The presence of large numbers of displaced persons is causing stress on host communities, public infrastructure and social services and potentially jeopardizing development gains. IOM is thus focusing on ending displacement in protracted crisis situations by implementing a strategy supporting durable solutions for IDPs and monitoring progress towards that end.

IOM promotes the rights of IDPs whether through voluntary return and reintegration, local integration or relocation. Durable solutions to displacement are indispensable for national, regional, and international peace and security and in order to create stable and secure conditions essential for achieving sustainable development goals.

IOM will continue providing technical support to government authorities through meetings, capacity building, trainings, and informational tools on how to develop and operationalize relocation plans and exit strategies in the case of camps. The Organization will also aid in supporting the implementation of durable solutions, through supporting livelihoods, sustainable development, good governance, the rule of law, social cohesion, and capacity-strengthening of national and local authorities as well as local NGOs working in early recovery.

Objective

Strengthen preparedness and reduce disaster risk

\$3,500,000

Funding Required

90,000

Target Beneficiaries

District and provincial administration officers, members of the District Civil Protection Units (DCPU), and at-risk communities.

Emergency Preparedness

Funding Required

\$1,500,000

IOM Zimbabwe uses its extensive expertise and experience to identify ways to more effectively address future humanitarian challenges related to natural hazards and disasters, ensure preparedness and enable a more effective operational response to crises. Zimbabwe faces a number of challenges: the country is prone to sudden natural disasters, including floods, storms and cyclones, as well as general droughts, resulting in large numbers of IDPs who require durable and sustainable solutions. Political uncertainty combined with this natural hazard-prone environment, compounded by the impacts of climate change, elevates the importance of preparedness measures.

In this regard, IOM will seek to provide preemptive interventions in support of Government and community resilience to prepare for new crises and displacements caused by human or natural disasters. IOM will support the creation and operationalization of an emergency response strategy, working in close partnership with, and promoting synergies between, relevant government and non-governmental stakeholders.

Displacement Tracking for Preparedness and Risk Reduction

Funding Required

\$800,000

Large-scale and protracted displacement situations triggered by disaster, environmental degradation and the effects of climate change constitute the main risks that IOM Zimbabwe is facing currently and will likely continue to deal with in the coming years and beyond. National and international actors are confronted with multi-variate factors that propel the forced

migration of highly vulnerable populations. The growing complexity of crises in the country results in increasingly protracted displacement situations, with a seemingly insufficient political will to resolve many of the current crises. The reality highlights some key challenges for IOM which are likely to continue into the future and will be addressed by monitoring the displacement situation and ensuring a solid evidence-base to inform preparedness and risk reductions activities.

IOM's [Displacement Tracking Matrix \(DTM\)](#) data can inform not only the immediate response but also efforts to better prepare for future contingencies. IOM's plans to use the DTM to support building the resilience of communities by providing data on the mobility patterns of vulnerable groups from high-risk areas, analyzing their needs and challenges. This will also include assessing the conditions of certain areas prone to disasters.

Disaster Prevention

Funding Required

\$1,200,000

Natural hazards in Zimbabwe frequently result in large-scale population movements, within and across borders, which reduce access to essential services and increase exposure to violence, impacting the health and well-being of both displaced populations and host communities. Disasters and environmental degradation also threaten to hamper progress towards the Sustainable Development Goals (SDGs), especially for a low-income country such as Zimbabwe. As environmental degradation and climate change are expected to increase the frequency and intensity of sudden-onset hazards and to worsen the impacts of slow-onset hazards, the implications with respect to human mobility will be significant.

To mitigate and prepare for such hazards, the Government of Zimbabwe enacted the Civil Protection Act as its national disaster legislation and created several institutions, such as the Department of Civil Protection, which is charged with the coordination and management of disasters and hazards. However, due to economic, social and political crises in the last years in the country, the low level of investment in development and a lack of resources has led these institutions to face severe challenges in executing their mandate, resulting in the increase of disaster impacts.

Zimbabwe has established a Disaster Risk Reduction (DRR) policy, but has a limited and constrained capacity to support these practices on the ground. There is a clear need for interventions that can provide technical support and train the institutions involved in DRR to effectively execute their mandates, create a culture of resilience to hazards, and establish concise preparedness plans to intervene in case of future crises. IOM will work in close coordination with the Government of Zimbabwe to establish a National Support Hub in Harare, as a coordination office for capacity building, as a disaster preparedness measure. This office will aim to strengthen the disaster risk management in Zimbabwe and to include public health risk reduction activities such as preparedness for disease outbreaks (including cholera).

IOM aims to mobilize stakeholders at all levels to pay increasing attention to Disaster Risk Management (DRM) as part of their wider development agendas, and more crucially, to recognize the cross-cutting and central role of capacity development in the task of creating a culture of resilience to hazards. The systematic process of DRM uses administrative directives, operational skills and capacities to implement strategies, policies and improved coping

capacities in order to lessen the adverse impacts of hazards and the possibility of disaster. Building DRM capacity is part of IOM's efforts to strengthen the competencies and skills of government officials, groups and communities to support more durable solutions.

OPERATIONAL PRESENCE

5	29	1
International staff and affiliated work force	National staff and affiliated work force	IOM Field Offices

2021

Funding Required

\$12,700,000

Target Beneficiaries

859,879

IOM Vision

In this dynamic context, IOM seeks to ensure humanitarian protection and assistance needs are met through the provision of timely, multi-sector interventions, while simultaneously addressing the root causes of vulnerability related to natural hazards and food insecurity, building resilience to future risks in Zimbabwe. Addressing and facilitating rights-based service delivery and building capacity of local authorities and other key stakeholders as well as impacted communities will be critical across IOM's work.

Context Analysis

Zimbabwe continues to experience a major scale humanitarian crisis due to manmade and natural disasters, Cyclone Idai, the consecutive failed rainy season, droughts, floods and other environmental effects that are impacting the most vulnerable areas of the population. As a result, there is a multifaced mobility environment characterised by an increase of substantial internal and external displacement and associated challenges amidst the ongoing crisis, as the country remains highly constricted by economic, political and social distress.

The intensification of the food security crisis, unemployment, and lack of resources to cope with the situation has triggered waves of displacement and migration, from rural to urban areas, and across borders into neighbouring countries. This has resulted in a multifaceted mobility environment which is characterized by an increase of substantial internal and cross-border movements, requiring continuous monitoring within the affected districts and at key border points. The key humanitarian needs across the population of Zimbabwe range from protection, access to health and basic needs services such as food, safe drinking water, shelter and non-food items (NFIs).

IOM delivers a multi-sector approach in attempting to reach the most vulnerable populations to provide life-saving interventions in the areas of camp coordination and camp management

(CCCM), shelter, NFIs, mental health and psychosocial support (MHPSS), protection and gender-based violence (GBV), disaster prevention, emergency preparedness, and disaster risk reduction. IOM works towards implementing durable solutions by also integrating community-based planning and community stabilization.

Coordination

IOM is supporting the government of Zimbabwe in undertaking emergency response across six sectors: Shelter and Non-Food Items (S/NFI), CCCM, Displacement Tracking Matrix (DTM), Protection (GBV and Child Protection), Mental Health and Psychosocial Support (MHPSS), and Early Recovery. According to the [September 2019 DTM assessment reports](#), the primary needs are food, shelter, infrastructure, health and sanitation, drinking water, protection and legal assistance. IOM acts in coordination with the government in tracking mobility, vulnerabilities and needs within the country and at key border points, continuously monitoring the crisis through the DTM information tool. DTM serves as a primary source of reliable and accurate data on population movement, as well as their living conditions, thus strengthening the coordinated efforts of all humanitarian action.

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IOM Capacity

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IOM Zimbabwe has emerged as one of the largest humanitarian actors within the country, with large-scale relief operations underway in virtually every major humanitarian setting. IOM uses its extensive expertise and experience to provide support to the Government, directly to individuals and communities affected by crisis, and to actively contribute to the efforts of the international community to identify ways to more effectively address future humanitarian challenges related to natural hazards and displacements. To this end, IOM actively engages at the country, regional and global levels, contributing to major developments in the humanitarian field.

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individuals and their communities. IOM's response also integrates wider migration issues under the framework of IOM's Migration Operational Framework ([MIGOF](#)) and the Progressive Resolution of Displacement Situations ([PRDS](#)). IOM is strongly committed to continuing complementing the Government efforts through a country-wide needs-based response that applies a flexible, adjustable and cost-effective approach to all the interventions.

IOM has been actively involved in the Cyclone affected areas as Shelter/NFI/CCCM Cluster lead since March 2019 and, in collaboration with the Government of Zimbabwe, has established four IDPs camps that have provided shelter to 224 households and 830 individuals. To date, IOM has distributed more than 20,000 Shelter and NFI items to over 5,000 households.

IOM has the capacity, through a multi-sector approach, to reach vulnerable populations, providing life-saving interventions in the areas of CCCM, shelter, NFIs, mental health and psychosocial support, protection and GBV interventions to most affected communities.

IOM focuses on promoting social cohesion and enhancing the participation of communities, including the most vulnerable, in coming up with development priorities in the reconstruction of their communities through a particular approach called Community Based Planning (CBP). IOM provides the technical capacity to implement CBP processes that aim to improve the quality of programming by making recovery and development plans people-centred. This is done by drawing from strengths and opportunities instead of problems, taking a holistic perspective and covering all sectors that address the reality of people's lives, including the most vulnerable. Above all, the process increases community action and reduces dependency by enabling people to be active and involved in managing their own development, in claiming their rights and in exercising their responsibilities for self-reliance and sustainability.

Objective

Save lives and respond to needs through humanitarian assistance and protection

\$4,000,000

Funding Required

425,045

Target Beneficiaries

IDPs in camps and in host communities, migrants, those most at risk due to social-economic conditions, those affected and in need of mental health and psychosocial support, as well as those affected in their capacity for self-recovery.

Camp Coordination and Camp Management

Funding Required

\$750,000

IOM will continue providing assistance in case of new emergencies as CCCM cluster lead through the following activities:

- CCCM service delivery, monitoring of standards and implementation of referrals;

- Information management through day-to-day site monitoring and coordination meetings with IDPs committees, partners and local authorities;
- Providing support to closed sites, including infrastructure decommissioning and transportation for the most vulnerable to return or relocate, when and as appropriate, in accordance with international standards;
- Technical support to stakeholders at the site level and local authorities;
- Capacity building for government and community actors;
- Supporting community-based site management interventions/programmes and contingency/preparedness structures and plans;
- Supporting inclusive community mobilization and capacity building activities to enable local management and the improvement of camps, and discussions on intentions regarding returns;
- Providing mental health and psychosocial support, through local partners, to individuals and families staying in camps, as well as during the relocation process;
- Establishing complaints and feedback mechanisms;
- Providing technical support to the government on the development and operationalization of an exit strategy and relocation plan.

Mental Health and Psychosocial Support in Humanitarian Response

Funding Required

\$250,000

The loss of homes and belongings, mounting physical insecurity and possible violent experiences, as well as the overall devastation caused by Cyclone Idai, has left affected communities in distress. Displacement has challenged the usual social networks that individuals and families normally use to cope with distress and has resulted in the acute need for dedicated mental health and psychosocial support (MHPSS).

IOM, in partnership with the Counselling Services Unit (CSU), has been working to strengthen the capacity of communities to cope with the impact of the disaster through MHPSS direct service provision. This is done through psychosocial mobile teams (PMTs) who perform house visits in communities, as part of a Whole Recovery Action Plan (WRAP), to respond to the MHPSS needs of displaced populations.

These psychosocial mobile teams (PMTs) provide multidisciplinary psychosocial support to deliver community-based comprehensive care to individuals, families and groups. These include members of the concerned communities that have been trained. Their mobility allows for flexibility of programming (sites, responses, timing), which is an essential component when dealing with emergencies and allows outreach and proximity to the communities over time and displacement phases.

The teams have three distinct visions of action: continuous home visits; daily stay with people in acute conditions and one-off interventions in crisis situations; as well as psycho-education and psychological first aid. In addition, IOM will work to support protection and health referral pathways to ensure that services are provided in a coordinated and complementary way to those in need.

Protection

Funding Required

\$1,000,000

Over the past two decades, Zimbabwe has experienced macroeconomic challenges and has witnessed multiple and complex migrations characterized by high levels of cross-border mobility, brain drain, irregular migration, human trafficking and mixed migration flows. With vulnerabilities increasing as a result of Cyclone Idai and the food crisis, protection has been consistently identified as a major gap. IOM's response aims to promote the protection of IDPs, returnees and host communities in different areas of Zimbabwe, assisting vulnerable populations, including victims and potential victims of GBV, as well as other persons at risk of violence, abuse and exploitation.

IOM aims to support the implementation of activities to:

- Increase awareness of risks of trafficking in persons and GBV in specific emergency situations;
- Support the establishment of safe reporting mechanisms (such as hotlines) and safe spaces/shelters, focusing in vulnerable areas, such as displacement camps;
- Facilitate access to services responding to individual needs of crisis-affected persons, including survivors of GBV;
- Strengthen measures that aim to mitigate risks of and prevent GBV in emergency settings;
- Improve advocacy and protection of unaccompanied migrant children to avoid coping mechanisms that could put their safety at risk;
- Provide MHPSS services to vulnerable protection cases.

As a key part of any humanitarian response, protection mainstreaming and IOM's GBViC Framework's (2018) guiding principles will be incorporated in all of IOM's crisis-related activities. As such, IOM ensures the "Do No Harm" principle, while promoting non-discrimination, meaningful access, safety, dignity, participation, empowerment and accountability measures are an integral part of its crisis response.

Shelter, Settlements and Non-Food Items

Funding Required

\$2,000,000

Shelter support is vital to the return and recovery of displaced populations. IOM, as the lead of the Shelter/CCCM Cluster, will work with cluster partners and the affected communities to improve shelter conditions in host communities and to improve living conditions and the management of the displacement sites.

The aim of shelter assistance programmes is to ensure that families have adequate, appropriate and safe shelter to support their transition towards permanent and durable housing, prioritizing the needs of the most vulnerable, ensuring participation, freedom of choice, and access to basic services to ensure a life of dignity through the following activities:

- Assessment of damaged infrastructure;

- Conducting meetings at the district level to set up guidelines for beneficiaries' selection criteria and registration;
- Assessment of suppliers to coordinate the procurement of building materials (market assessment);
- The mobilization of materials;
- Capacity building for local community builders;
- Construction and rehabilitation of emergency and transitional shelter structures according to Sphere standards;
- Ensuring protection issues are observed throughout construction, including partitions and door locks to better protect women and girls, particularly single women and female-headed households;
- Mainstream MHPSS services in all shelter activities and advocate for the right post-traumatic stress interventions;
- Post distribution monitoring assessment;
- Cluster coordination meetings.

Objective

Address the drivers and longer term impacts of crises and displacement through investments in recovery and crisis prevention

\$6,000,000	43,352
Funding Required	Target Beneficiaries

Cyclone Idai displaced and affected population in Manicaland and Masvingo Provinces.

Community stabilization

Funding Required

\$3,500,000

The protracted displacement situation in Zimbabwe is not only a highly destabilizing experience for the affected populations but also poses a significant nationwide development challenge, leaving IDPs in continued deprivation, without the prospect of a durable solution. It is both a humanitarian concern as well as an obstacle to long-term peace, recovery and reconstruction.

IOM will look to provide longer-term support to affected communities leveraging its emergency support provided through CCCM, S/NFI and Protection sectors to inform and assess key needs and priorities with communities post-disaster. Humanitarian emergencies such as natural disasters and migration crises make it difficult for individuals and communities to exercise empathy. This is particularly true in cases of displacement, which often result in tensions between the displaced and host communities. MHPSS can help affected individuals and communities restore empathy with one another, promote non-violent behaviour, humanize their relationships and encourage creative problem-solving. IOM will promote MHPSS and social cohesion, integrated into livelihood activities to ensure community stabilization.

IOM's CCCM teams will support early recovery actors with key information on the community's intentions post-disaster as well as leading in relocation operations if needed, while S-NFI teams

will carry out return/relocation site assessments and planning. Additionally, in order to initiate early recovery processes in cyclone-affected areas, IOM will leverage IOM Zimbabwe's 10-year experience in the field of recovery and resilience building. This includes working through local District Administrator's office staff that have been trained in the program methodology to undertake the community-based planning (CBP) approach adopted by the Government of Zimbabwe as a standard approach to post-crisis recovery and durable solutions to displacement. The CBP will ensure District Administrators and ward counsellors are able to convene disaster-affected communities to plan, prioritize and organize populations to define and drive recovery processes, mainly on livelihood restoration. IOM's approach will ensure communities are at the centre of defining and leading their own recovery processes, whilst "building back better" to reduce risks of future shocks.

IOM will improve human security by providing various assistance to individuals and communities affected by recurrent natural and man-made crisis in Masvingo and Manicaland Provinces and strengthen their resilience to future crises by implementing:

- Livelihoods diversification activities;
- Rehabilitation of water harvesting structures, including irrigation support;
- Rehabilitation of dip-tanks;
- Provision of farming inputs targeting nutrition gardens and smallholder farmers, and productive assets creation like fisheries and conservation farming;
- Supporting market linkages.

Durable Solutions

Funding Required

\$2,500,000

The specific vulnerabilities created by displacement have been intensified with time due to a lack of durable solutions, while resilience and the ability of communities to rebuild their lives even while displaced is starting to weaken since this has not been sufficiently supported. Displacement in the country also has serious economic, political and security implications. The presence of large numbers of displaced persons is causing stress on host communities, public infrastructure and social services and potentially jeopardizing development gains. IOM is thus focusing on ending displacement in protracted crisis situations by implementing a strategy supporting durable solutions for IDPs and monitoring progress towards that end.

IOM promotes the rights of IDPs whether through voluntary return and reintegration, local integration or relocation. Durable solutions to displacement are indispensable for national, regional, and international peace and security and in order to create stable and secure conditions essential for achieving sustainable development goals.

IOM will continue providing technical support to government authorities through meetings, capacity building, trainings, and informational tools on how to develop and operationalize relocation plans and exit strategies in the case of camps. The Organization will also aid in supporting the implementation of durable solutions, through supporting livelihoods, sustainable development, good governance, the rule of law, social cohesion, and capacity-strengthening of national and local authorities as well as local NGOs working in early recovery.

Objective

Strengthen preparedness and reduce disaster risk

\$2,700,000

Funding Required

90,000

Target Beneficiaries

District and provincial administration officers, members of the District Civil Protection Units (DCPU), and at-risk communities.

Emergency Preparedness

Funding Required

\$1,500,000

IOM Zimbabwe uses its extensive expertise and experience to identify ways to more effectively address future humanitarian challenges related to natural hazards and disasters, ensure preparedness and enable a more effective operational response to crises. Zimbabwe faces a number of challenges: the country is prone to sudden natural disasters, including floods, storms and cyclones, as well as general droughts, resulting in large numbers of IDPs who require durable and sustainable solutions. Political uncertainty combined with this natural hazard-prone environment, compounded by the impacts of climate change, elevates the importance of preparedness measures.

In this regard, IOM will seek to provide preemptive interventions in support of Government and community resilience to prepare for new crises and displacements caused by human or natural disasters. IOM will support the creation and operationalization of an emergency response strategy, working in close partnership with, and promoting synergies between, relevant government and non-governmental stakeholders.

Disaster Prevention

Funding Required

\$1,200,000

Natural hazards in Zimbabwe frequently result in large-scale population movements, within and across borders, which reduce access to essential services and increase exposure to violence, impacting the health and well-being of both displaced populations and host communities. Disasters and environmental degradation also threaten to hamper progress towards the Sustainable Development Goals (SDGs), especially for a low-income country such as Zimbabwe. As environmental degradation and climate change are expected to increase the frequency and intensity of sudden-onset hazards and to worsen the impacts of slow-onset hazards, the implications with respect to human mobility will be significant.

To mitigate and prepare for such hazards, the Government of Zimbabwe enacted the Civil Protection Act as its national disaster legislation and created several institutions, such as the Department of Civil Protection, which is charged with the coordination and management of disasters and hazards. However, due to economic, social and political crises in the last years in

the country, the low level of investment in development and a lack of resources has led these institutions to face severe challenges in executing their mandate, resulting in the increase of disaster impacts.

Zimbabwe has established a Disaster Risk Reduction (DRR) policy, but has a limited and constrained capacity to support these practices on the ground. There is a clear need for interventions that can provide technical support and train the institutions involved in DRR to effectively execute their mandates, create a culture of resilience to hazards, and establish concise preparedness plans to intervene in case of future crises. IOM will work in close coordination with the Government of Zimbabwe to establish a National Support Hub in Harare, as a coordination office for capacity building, as a disaster preparedness measure. This office will aim to strengthen the disaster risk management in Zimbabwe and to include public health risk reduction activities such as preparedness for disease outbreaks (including cholera).

IOM aims to mobilize stakeholders at all levels to pay increasing attention to Disaster Risk Management (DRM) as part of their wider development agendas, and more crucially, to recognize the cross-cutting and central role of capacity development in the task of creating a culture of resilience to hazards. The systematic process of DRM uses administrative directives, operational skills and capacities to implement strategies, policies and improved coping capacities in order to lessen the adverse impacts of hazards and the possibility of disaster. Building DRM capacity is part of IOM's efforts to strengthen the competencies and skills of government officials, groups and communities to support more durable solutions.

OPERATIONAL PRESENCE

6	43	1
International staff and affiliated work force	National staff and affiliated work force	IOM Field Offices