



SYSTEMATIZATION OF BEST PRACTICES

**INTEGRATED SHELTER  
REGISTRATION SYSTEM: SIRA**



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Release Date: June 2021

Publication prepared by the Regional Knowledge Hub on Migration

Coordinator: Vanesa Vaca, Knowledge Management Regional Office

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# ABBREVIATIONS

<b>CONRED</b>	National Council for Disaster Reduction (in its Spanish acronym Consejo Nacional de Reducción de Desastres)
<b>DTM</b>	Displacement Tracking Matrix
<b>NGO</b>	Non-Governmental Organization
<b>IOM</b>	International Organization for Migration
<b>RENAP</b>	National Registry of Persons (in its Spanish acronym Registro Nacional de Personas)
<b>SIRA</b>	Integrated Shelter Registration System
<b>SOSEP</b>	Secretariat of Social Work of the Wife of the President of the Republic of Guatemala (in its Spanish acronym Secretaría de Obras Sociales de la Esposa del presidente de la República de Guatemala)
<b>SDGs</b>	Sustainable Development Goals
<b>TOR</b>	Terms of Reference

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# BEST PRACTICE SUMMARY

<b>Best Practice</b>	Integrated Shelter Registration System
<b>Description</b>	The initiative involved the creation of a computer system to facilitate the registration of displaced persons in shelters during the eruption of the Volcán de in Guatemala.
<b>Objective</b>	Implement a registration system for the integrated shelters management of the SOSEP (in its Spanish acronym Secretaría de Obras Sociales de la Esposa del presidente de la República de Guatemala) under the context of the eruption of the Volcán de in Guatemala.
<b>Location</b>	Guatemala
<b>Beneficiaries</b>	The government of Guatemala, SOSEP, affected population by the Volcán de Fuego eruption.

## MAIN ACTIONS

1.



Needs assessment

2.



Designing and developing the platform

3.



System installation and deployment

# INTRODUCTION

This Best Practice is part of the Comprehensive Response to the Volcán de Fuego Emergency Response, carried out by IOM Guatemala. The initiative involved the creation of a computer system to facilitate the registration of population displaced in shelters during The Volcán de Fuego eruption in Guatemala.

The system was called Integrated Shelter Registration System (SIRA). The platform helped to register people assisted and accommodated in shelters under the emergency context, monitor the centers that provided assistance, support institutions to ensure clear and up-to-date data about the persons housed in these shelters, and to assess the housing conditions.

During the emergency, SIRA made it possible to keep track of the cases where people were assisted and housed in the shelters, monitor the centers that gave assistance and support the institutions to ensure clear and updated data on the people being housed in these shelters, as well as the ability to assess the conditions of each shelter.

The main areas where IOM focused its emergency response:

1. Creation of an official registration of individuals in collective centers to develop and establish an integrated registration system for the SOSEP to facilitate registration for identification, family reunification, and support for humanitarian assistance and security.
2. Data was collected through the Displacement Tracking Matrix (DTM) <sup>1</sup> to support the coordination and the humanitarian assistance. DTM tracked the number of people by age/sex and identified critical needs to improve humanitarian assistance and plan stabilization and reintegration efforts.

3. Improvement of shelter spaces for providing comprehensive and integrated shelter management, enhancing the procurement processes for the collective centers. IOM staff also improved the coordination and shelter management by conducting assessments, developing SOPs, organizing and managing teams, providing general assistance, and designing and building infrastructure. All this work was improved based on data collected and evaluations conducted during the project.

The SIRA project was developed beginning at the of June 2018 (when the first shelters started using the system) until the first quarter of 2019 (March-April).

This initiative falls under IOM's Sustainable Development Goals (SDGs) specifically under Goal 13, which involved taking urgent action to combat climate change and its impacts, and 13.1, which involves strengthening overall resilience and adaptive capacity to climate-related hazards and natural disasters in all countries.

IOM Guatemala developed SIRA in a very short time due to the urgency nature of existing constraints. One key benefit of SIRA was that the system can be applied in other contexts since it can perform monitoring functions in shelters and collective centers once installed in an adequate technical environment. SIRA can dramatically improve information management and support to institutions and people under vulnerable situations.

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<sup>1</sup> The Displacement Tracking Matrix (DTM) it is a system for tracking and monitoring the displacement and mobility of the population. It is designed to capture, process and disseminate information on a regular and systematic basis to provide a better understanding of the changing movements and needs of displaced populations, whether on site or on the road. (<https://dtm.iom.int/>)

## CONTEXT

On June 3, 2018, at 14:45 local time, The Volcán de Fuego of Guatemala had its largest and most violent eruption in more than 40 years, affecting the departments of Escuintla, Sacatepéquez, and Chimaltenango. The eruption caused an avalanche that flowed for 10 kilometers, beginning in the town of Quebrada Las Lajas. This flow, generated devastating damage all along its path, including houses, infrastructure, vegetation, and people.

Communities such as San Miguel Los Lotes, were buried by the eruption with 178 victims found dead while more than 700 people remain missing. Near the area of the catastrophe, it is estimated that around 600,000 people were adversely affected, more than 200 houses destroyed, 800 more houses were put at high risk, and three schools were severely damaged, with one school being completely destroyed.

According to information from the National Council for Disaster Reduction (in its Spanish acronym CONRED) around 9,000 people were internally displaced during the peak of the crisis (June and July) around 6,000 remained in official shelters (those registered and assisted by CONRED) and about 3,000 stayed with families, friends, and churches.

The people affected by the eruption of the volcano needed food, water, hygiene items, health services, and protection. There were also numerous cases of separated family members who found themselves in different shelters.

The government organization in charge of the management of shelters, The Office of the First Lady (in its Spanish acronym SOSEP) quickly became overburdened. Following the eruption, IOM staff immediately began planning support for the Government of Guatemala with data collection, internal displaced people registration, site assessments and coordination of shelter management, and operations to improve the quality and scale of services (operations and registration in collective centers, humanitarian assistance and data collection for DTM). IOM staff focused on a people-centered approach, considering a diverse range of needs according to age and gender.

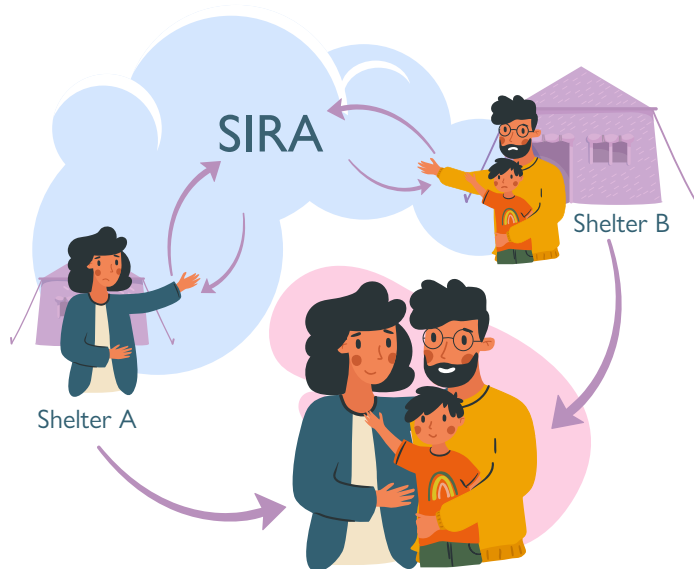
After identifying the needs of the Guatemala Government, IOM began the deployment of the SIRA initiative to assist with the multifaceted response of this complex situation.

## DESCRIPTION OF BEST PRACTICES

SIRA was designed to input information from technical equipment installed at shelter locations. The information was sent to a centralized, cloud-based database to allow real-time consulting to take place based on the information from any location.

The main functions and benefits of SIRA were:

1. Ease family reunification, discovering and linking profiles of family members in different shelters.
2. Features to provide security to victims and survivors of violence and justice enforcement.
3. Facilitation for better managing each shelter through staff identification and automation, as well as control of the provision of humanitarian services.





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