



Referrals to Sub-national Shelter/NFI Cluster

Standard Operating Procedures

Objective:

Without a national standardized multi-sectorial referral system, and with shelter/NFI referrals being received by the Sub-national Shelter Cluster by various actors, a simple system to centralize referrals and track follow-up is established, adaptable to evolving needs, until such time as a national system is in place. This aims to improve follow-up of referrals, and reduce incidents of multiple agencies responding to the same referral.

Procedure:

1. Shelter and NFI referrals for northern Donbas (northern Donetsk and Luhansk GCA) should be sent to: coord1.ukraine@sheltercluster.org and assist.ukraine@sheltercluster.org
2. Referrals received will be centralized here:
https://docs.google.com/spreadsheets/d/1EGatmHiWgYFSLSSrH2M5NS88Ada_dvY-wwaFAHwUSKI/edit#gid=336924967
Access to the database will be granted on an individual basis to agencies who will accept referral requests.
3. Based on operational presence as reported to the Shelter Cluster by implementing organizations, (see3W [here](#)), requests will be sent by email by the Sub-national Shelter Cluster team to agreed focal points by agency for follow-up
 - a. Referral format:
 - i. *Email title:* "Referral: Location – main concern" (e.g. Referral: Pisky – winterization)
 - ii. *Email content:*
 1. Copy of relevant entry in the Referral Database
 2. Attachment of original referral if received by email
 3. Contact details of original organization making the referral if relevant for more detail
 4. Link to database
 5. Reminder to update database with action taken and status of referral
4. Referrals received for sectors other than Shelter and NFI will be forwarded on to the relevant Cluster Coordinator / Cluster regional focal point, including in copy the original individual making the referral.
5. Agencies receiving referrals are requested to update the database with status of follow-up and action taken. For urgent referrals, follow-up will be made with individual agencies by the Sub-national Cluster. Agencies will be invited to update on status of referrals during regular sub-national meetings.