**Overview**

IOM is the only Site Management Support actor in East Hararge. IOM started SMS operations in these locations in December 2018, in response to inter-communal violence in 2018, which displaced thousands of people.

The SMS team currently operates in 12 collective sites in 3 Woredas in East Hararge. The team works closely with Zonal, Woreda, and Administrative DRMO offices, as well as other partners. Key SMS activities include provision and maintenance of communal structures in IDP sites, facilitation of community representative structures (site committees), service mapping and monitoring, support coordination of humanitarian assistance, and management of a Complaints & Feedback mechanisms for site residents.

**Key Figures**

- **Total Number of IDPs Supported by SMS:** 5,961
- **Total Number of IDPs HH Supported by SMS:** 1,303
- **Total Number of Collective Sites Supported by SMS:** 12
- **Total Number of SMS Staff deployed to support the Ops:** 11

**Demographics**

- **Male:** 48% (Individuals), 17% (0 - 5 years), 13% (6 - 17 years), 18% (18 - 59 years), 0% (60+ years)
- **Female:** 52% (Individuals), 17% (0 - 5 years), 12% (6 - 17 years), 22% (18 - 59 years), 1% (60+ years)

**Vulnerabilities**

- 0% Unaccompanied children
- 0% Orphaned children
- 5% Pregnant and lactating Women
- 2% Elderly people
- 0% People with disabilities

*Vulnerabilities are calculated out of the total IDP population SMS is supporting in the East Harerge.*

**IDP Site Population by Kebele (SMS)**

- **Kebele 01:** 3,307
- **Kebele 02:** 313
- **Kebele 01:** 1,444
- **Lafto:** 731
- **Kebele 01:** 342

*Source, SMS Beneficiary Database of August 2019*

**Gaps and challenges**

Few humanitarian actors operate in Dire Dawa and East Hararge. While many basic needs are covered in these sites, longer term, participatory solutions are needed for displaced communities.

In the month of August, 50% of complaints received through the SMS Complaints and Feedback mechanism related to the insufficiency or lack of food distribution in the sites. Food distribution has now resumed in all sites.