

# R4V EYR

END YEAR REPORT  
2019



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END YEAR  
REPORT  
2019

**R4V**  
**RESPONSE FOR  
VENEZUELAN**  
Coordination Platform for  
Refugees and Migrants  
from Venezuela



# TABLE OF CONTENT

 <b>REGIONAL CHAPTER</b>	<b>4</b>
<b>REGIONAL ACHIEVEMENTS</b>	<b>7</b>
 <b>BRAZIL</b>	<b>10</b>
 <b>COLOMBIA</b>	<b>16</b>
 <b>ECUADOR</b>	<b>22</b>
 <b>PERU</b>	<b>28</b>
 <b>CARIBBEAN</b>	<b>34</b>
 <b>CENTRAL AMERICA AND MEXICO</b>	<b>40</b>
 <b>SOUTHERN CONE</b>	<b>46</b>
<b>REGIONAL WORKING GROUPS</b>	<b>51</b>

# REGIONAL CHAPTER

The political, and socio-economic developments and the human rights situation in the Bolivarian Republic of Venezuela (hereinafter Venezuela) continued to lead to the departure of millions of refugees and migrants from Venezuela, especially into neighbouring countries. Globally, this figure as of December 2019 was estimated at over 4.8 million Venezuelans, over 80% of which were in Latin America and the Caribbean. By the end of 2020 the number of Venezuelan migrants and refugees is estimated to reach 5.5 million<sup>1</sup>.

Throughout the year, countries in Latin America and the Caribbean demonstrated solidarity and generosity towards Venezuelans while in the latter part of the year, some countries introduced visa and entry requirements to manage the inflow.. As of 5 January 2020, over 2.1 million residence and regular stay permits were granted in the region, while approximately 770,000 asylum claims were filed. With an average of around 1,500 daily arrivals in countries bordering Venezuela over the last three months of 2019, the international community's concerns remain high as the vulnerabilities of the refugees and migrants from Venezuela increase and the national capacities to respond to them continue to be overstretched. In addition, an increasing number of Venezuelans remain in an irregular situation due to various factors, including a lack of documentation, administrative procedures, long waiting periods and high application fees, among others. Venezuelans who are not able to access a regular status become more vulnerable to all forms of exploitation and abuse, violence and discrimination.

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<sup>1</sup> *Regional Refugee and Migrants Response Plan 2020, R4V, November 2019.*

REGIONAL CHAPTER

VENEZUELAN  
REFUGEES AND MIGRANTS

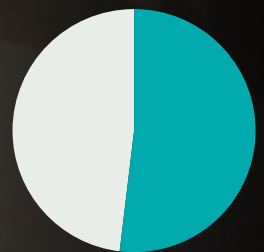


4.8 M  
in the World



3.9 M  
in the Americas

1.6 M\*  
Assisted by the  
RMRP 2019



FUNDING REQUIRED  
**USD 737.6 M**

52% Contributions ●  
USD 384 M

48% Funding Gap ●  
USD 353.6 M

\* The data analysis was conducted at regional level with inputs from all platforms.

## Partnership and Coordination

In 2019, the Regional Platform had over 130 partners active across countries of Latin America and the Caribbean, comprising of 18 UN agencies, 41 non-governmental organizations (NGOs), and over 30 donors, including international financial institutions. Coordinated efforts facilitated the delivery of assistance to **over 1.6 million refugees and migrants from Venezuela.**

In 2019, the Regional Platform provided technical support to governments in the region to strengthen their responses to refugees and migrants from Venezuelan and affected host communities. This was reflected in the Quito Declaration on Human Mobility of Venezuelan Citizens in the Region, adopted in September 2018. This regional initiative demonstrates the solidarity of the governments in the region towards refugees and migrants from Venezuela. Since the adoption of the Declaration, the involved governments developed an Action Plan and a Roadmap. This process brought together best practices, policy initiatives and a regional intergovernmental coordination system among affected states, managing the situation of human mobility in the region.

In October and November 2019, the Regional Platform in coordination with eight national and sub-regional Platforms developed and launched the new RMRP 2020 for the region. The new plan has employed a new structure, coordinating the response via sectors as opposed to areas of interventions as per the RMRP 2019. Cross-cutting themes, including Protection against Sexual Exploitation and Abuse (PSEA), Environment and Gender have been promoted in 2019 and are present in all relevant inter-sectoral forum in 2020.

## Change in Planning Assumptions

Following the introduction of documentation requirements (i.e. visas or work permits) over the last six months of 2019 in countries along the Andean Corridor, the number of Venezuelan refugees and migrants staying in Colombia had increased from 1.3 million reported in June 2019 to over 1.6 million in December 2019. This change was in slight opposition to one of the assumptions used in the development of the RMRP in late 2018 and had caused partners in the region to adjust their response. Despite this shift in legislation, access to asylum and alternative forms of protection generally remained available.

During 2019, Chile became one of the major recipient countries of refugees and migrants from Venezuela. Reports of population figures in Chile for 2019 show over 370,000 persons from Venezuela. This represented a substantial increase from the 288,200 persons from official data recorded in 2018. If this tendency continues, by the end of 2020 approximately 472,000 persons from Venezuela will reach Chile.

The number of refugees and migrants persons from Venezuela in Brazil also increased with over 260,000 estimated to be in the country, including 164,000 arriving in 2019 alone.

The migratory balances for Ecuador and Peru show that the number of new arrivals from Venezuela further increased since 2018 with approximately 164,000 persons arriving in Ecuador and another 357,000 persons arriving in Peru.

## Overarching Population's Needs across the Region

The needs of refugees and migrants from Venezuela in transit and in destination countries remained similar throughout of implementation of the RMRP 2019. However, over the last six months the urgency of those needs increased as persons remained for longer durations in irregular situations.

Needs also increased due to the overstretched capacity of public service providers which in some occasions were unable to cope with the increasing demand from Venezuelan nationals. Urgent needs related to access to basic services included, but were not limited to, dignified shelters, food, health, and non-food items. Key protection needs included predictable regular status and documentation, information on access to public services and rights, formal schooling, as well as medical referrals, especially for severe or acute conditions, and access to sexual, reproductive and mental health services (including treatment for HIV). Socio-economic integration needs refer to the access to the labour market, social and cultural integration activities and the recognition of academic degrees, titles and skills in host countries.

As the situation evolved over the past year, the profile of the families and individuals coming from Venezuela changed, with an increase of cases of unaccompanied and separated children (UASC), elderly, people with disabilities, single or young mothers and pregnant women. Also, the enforcement of new entry requirements imposed by some countries increased the overall risks of exploitation, violence, human trafficking and gender-based violence throughout irregular routes.

Tensions were noted throughout the year, due to limited capacities of host governments and the perception of host communities concerning the arrival of refugees and migrants from Venezuela. Incidents of discrimination and xenophobia are on the rise in the region. Therefore, for 2020, there is a need for the overall communication strategy with host communities to enhance and promote inclusion and integration. The overall support and complementarity to host governments continues to be of crucial importance for the response.

# REGIONAL ACHIEVEMENTS

## PEOPLE REACHED PER COUNTRY

COUNTRY	AREA OF INTERVENTION (AOI)				PEOPLE REACHED	TARGET 2019
	AOI 1	AOI 2	AOI 3	AOI 4		
BRAZIL	107,979	146,846	27,222	5,923	146,846	95,150
COLOMBIA	501,146	200,873	3,266	-	705,285	640,000
ECUADOR	330,246	307,694	25,323	95,625	355,569	350,849
PERU	266,668	160,213	105,619	1,588	342,000	394,305
CARIBBEAN	12,562	23,252	23,642	16,289	46,894	141,174
CENTRAL AMERICA	39,852	10,430	3,082	2,826	42,934	117,900
SOUTHERN CONE	20,761	2,888	8,969	295	29,730	294,239
<b>TOTAL</b>					<b>1,669,258*</b>	<b>2,033,617</b>

*\* A methodology was developed and adopted by the Regional Platform to estimate overall people reached. An exception was made for Colombia, that adopted a different methodology. In addition, for the case of Ecuador, partners conducted over 758,000 interventions to refugees and migrants from Venezuela.*

## PEOPLE REACHED PER AREA OF INTERVENTION (AOI) REGIONAL





## AREA OF INTERVENTION 1

## DIRECT EMERGENCY ASSISTANCE

 **1,279,214<sup>3</sup>**

number of individuals receiving one or a combination of basic services or support across the region.

The focus of the Area of Intervention 1 on Direct Emergency Assistance was to provide life-saving goods and services to refugees and migrants from Venezuela.

Refugees and migrants from Venezuela had a broad range of needs, ranging from access to shelters and health services, to non-food items and WASH needs. During 2019, the RMRP partners were able to provide corresponding assistance to

almost 60 per cent of the targeted population. In addition, they were provided with relevant information pertaining to access to services, as well as their rights and duties in host countries. Over 1.2 million refugees and migrants from Venezuela were assisted throughout the year in this area of intervention with some form of emergency assistance.



## AREA OF INTERVENTION 2

## PROTECTION

 **852,196**

number of individuals receiving one or a combination of protection services across the region.

The focus of the protection response under the RMRP 2019 was mainly to facilitate the regularisation of migratory status of individuals and families, mitigate the negative effects of rights violations and prevent such violations by ensuring that refugees and migrants have access to rights and protection in their host countries.

During 2019, partners across the region supported refugees and migrants from Venezuela with legal counselling and guidance in order to access asylum or other paths for

regular stay. In 2019, approximately 71,000 individuals were assisted in the Area of Intervention 2 on a monthly basis.

In addition to these services, the national and sub-regional platforms provided several protection responses based on reported needs, which included psychosocial support, child friendly spaces and referral pathways, among others. The response complemented protections efforts of national institutions.

<sup>3</sup> The calculation for data concerning area of interventions is the sum of the highest value within each area of intervention for each platform in the region.





## AREA OF INTERVENTION 3

## SOCIO-ECONOMIC AND CULTURAL INTEGRATION

**197,123**

number of individuals participating in integration and/or livelihood activities across all platforms.

The objective of the socio-economic and cultural inclusion response was to enable persons coming from Venezuela to become economically self-sufficient by supporting them to overcome barriers to access gainful employment and/or by offering opportunities for professional skills development, as well as to facilitate cultural inclusion of Venezuelans in their host communities. Activities under this Area of Intervention aimed to assist in their transition from difficult and uncertain situations in which they find themselves upon arrival, whereby they are dependent on humanitarian assistance,

into one in which they have the means to participate in the labour market to provide for themselves and their families.

Throughout 2019, RMRP partners approached the implementation of this Area of Intervention in two ways: 1) vocational training, entrepreneurship support and other livelihoods-related activities, in order to prepare refugees and migrants from Venezuela to be self-reliant; and, 2) outreach with host communities to open an informed and educational dialogue about the arrival of persons from Venezuela in their communities. Throughout the region, partners established numerous information and anti-xenophobia campaigns that are estimated to have reached more than half a million people through social media.



## AREA OF INTERVENTION 4

## STRENGTHENING THE CAPACITY OF HOST GOVERNMENTS

**122,546**

number of officials trained across all platforms

In 2019, the objective of this Area of Intervention was focused on strengthening the capacities of government institutions to manage the large-scale inflows of refugees and migrants from Venezuela.

In order to assist host governments in strengthening their response capacities, the RMRP partners supported authorities with their preparedness measures, adapting their rights-based systems and policies in order to guarantee protection space and to enhance the ability of authorities to meet the basic needs of arriving refugees and migrants from Venezuela.

Across the region, professionals and authorities (border officials, migration authorities, police officers, etc.) received training and attended workshops on international rights of refugees and migrants, asylum procedures, information management, child protection, as well as prevention and response to gender-based violence and human trafficking, among others. National institutions also received support to deploy additional staff and material support in the form of computers, registration equipment, and office supplies. The material support facilitated overall activities carried out by authorities and officials.

# BRAZIL

Throughout 2019, the Brazilian Government continued to support refugees and migrants from Venezuela. In 2019, **146,846 Venezuelans** were further assisted in Brazil by R4V partners.

On 30 April 2019, an Executive Order allocated an additional USD 56 million to cover the Federal Government's operational plan to support Venezuelans, also known as *Operação Acolhida* (Operation Welcome). The three pillars of the response, namely Reception and Documentation, Emergency Assistance (food, shelter and emergency healthcare) and Voluntary Internal Relocation, known as "Interiorization", were essential to respond to the main needs of Venezuelans that had entered the country in the State of Roraima. The Casa Civil led the emergency response, while the Ministry of Defence had an operational role in the process.

In October 2019, the Brazilian Federal Government launched the second phase of *Operação Acolhida*. This new phase of the government's strategy aimed at ensuring the continuity of the humanitarian assistance to Venezuelans and strengthening the interiorization strategy. A Memorandum of Understanding was signed between the Federal Government, the National Confederation of Municipalities and UN Agencies to increase the number of municipalities that receive Venezuelans. An agreement was also signed between the Federal Government and the Banco do Brazil Foundation to create a fund to support the operation..

As part of this second phase, the *Operação Acolhida* was expanded to Manaus, the capital city of Amazonas State. A transit hub was opened in October to speed up the relocation process from Pacaraima and Boa Vista to other parts of Brazil. This facility, where refugees and migrants are provided with basic assistance for a few days played a key logistical role as Roraima State is located in the extreme north and is poorly connected to the rest of the country, with few daily flights and only one road towards Amazonas. In November, a Reception and Documentation Centre (Posto de Triagem) was inaugurated in Manaus to facilitate the regularization of a growing number of undocumented refugees and migrants living in the city and provide information on legal status, access to rights and services.

From January to December 2019, 521 entries and 97 exits were estimated on a daily basis, with a peak of 1,238 entries on 13 August. Around 200 to 300 persons per day were supported through the Reception and Documentation Centre in Pacaraima - most of them needed humanitarian assistance (documentation, shelter, food, healthcare) and protection - while others continue onward as tourists and/or moved to other countries.



**BRAZIL**

VENEZUELAN  
REFUGEES AND MIGRANTS



**253.495**

Venezuelans in Brazil\*

**129.988**

Asylum seekers

**123.507**

Temporary residents



FUNDING REQUIRED

**USD 56.5 M**

● **65%** Contributions  
USD **36.9 M**

● **35%** Funding Gap  
USD **19.6 M**

\* As of 30 November 2019



AREA OF INTERVENTION 1

DIRECT EMERGENCY ASSISTANCE

**13,853**

Total number of people benefitting from primary services and emergency health services.

**82,830**

Total number of people benefitting from non-food items distribution.

**57,261**

Total number of people benefitting from food security

**18,334**

Total number of people living in an emergency shelter.

**45,440**

Total number of people interviewed to perform systematic information collection exercises.

**107,979**

Total number of people benefitting from WASH in a month.

**6,049**

Cumulative number of people benefitting from cash-based interventions.

The response was designed following assessments and rights-based monitoring exercises, which were conducted in consultation with refugees and migrants from Venezuela and affected host communities to prioritize their needs, and taking into account the specific needs of diverse groups composed of women, children, persons of diverse sexual and gender identities, persons with disabilities and the elderly.

In the states of Roraima, 13 shelters (two of them for indigenous populations) hosted up to 7,000 Venezuelan refugees and migrants. Surveys conducted twice a month showed that the number of people living in spontaneous settlements or sheltered at the bus station in Boa Vista, increased by 400 percent, from 1,076 to 4,443, throughout the year. Site profiles were conducted in seven spontaneous settlements in Boa Vista, providing a consolidated overview of population statistical data, needs and information on current gaps.

In order to promote sanitation and hygiene inside shelters, partners increased the provision of vouchers for the purchase of personal items, cleaning products and the installation of private sanitary equipment, including toilets and related structures maintenance. Moreover, partners organized multiple hygiene promotion workshops, as well as distributed hygiene and cleaning kits to support refugees and migrants living in shelters, as well as those living on the streets and those residing in spontaneous settlements. Partners also distributed vouchers for food purchasing and conducted orientation sessions on nutritional and healthy eating habits. The provision of meals and the immediate distribution of

food for several thousand people living inside and outside of shelters was a key priority throughout 2019. Partners reported 42,519 e-vouchers had been provided to refugees and migrants to cover WASH needs over the course of the year.

Upon arrival, health screenings and primary care were conducted/provided by authorities and supported by the humanitarian community through complementary vaccination services. Special attention was given to children and adolescents through primary health care services. To promote sexual and reproductive health and rights, contraceptive items were distributed in Roraima State.

Partners worked in partnership with the state health authorities on a series of informative sessions in the state of Roraima, including at spontaneous settlements and at the Documentation Centres of Boa Vista and Pacaraima, especially during various campaigns for health awareness and prevention. In order to prevent malnutrition and stunting, partners reported having provided nutrition supplementation to 1,035 children between six and 59 months.

The Platform also facilitated agreements between different entities for the delivery of specific services or the relocation of Venezuelan indigenous people to shelters with improved conditions. It was estimated that up to 6,000 members of Venezuelan indigenous population arrived in the North of Brazil, including Warao Eñepas and Pemon Taurepan. The Brazilian Pemon communities near the border received Venezuelan Pemons and were supported by the humanitarian community with food, non-food items and livelihood

solutions. Indigenous Warao and Eñepas in Roraima were hosted in shelters and regularly received food and non-food items. Shelter, documentation, protection and livelihood interventions were set up for all indigenous populations,

especially in Roraima, while actions were undertaken in Manaus, and most recently in Belem, to support the local government capacity.

## AREA OF INTERVENTION 2 PROTECTION

 **86,326**

Total number of people who received information and guidance in referral/orientation centres and other key areas.

 **29,769**

Total number of people benefiting from psychosocial support.

 **19,923**

Total number of people benefiting from the protection response through identification, referral, case management and access to services.

 **146,846**

Cumulative number of people benefitting from documentation/registration process to access regular status.

Legal counselling, pre-documentation, information and registration, identification of vulnerable cases, psycho-social support, case management, referrals and the complementarity of the support offered by humanitarian organizations and local stakeholders (including volunteers) to the existing services were part of the daily support given to refugees and migrants coming from Venezuela to Roraima and Manaus. A key impact of the work of the Platform in Brazil was related to the provision of information and pre-documentation in the State of Roraima, with over 146,000 Venezuelan refugees and migrants assisted. Particular attention was given to the identification and referral of vulnerable cases upon arrival. Partners also provided staffing support to government institutions which provided information, reception and registration related activities. A total of 21,886 consultations were reported in Boa Vista. These consultations were opportunities to provide information on regularization pathways and other protection services offered.

Partners ensured the dissemination of culturally relevant information, in the form of booklets and flyers, at Documentation Centres and bus stations in Boa Vista and Pacaraima, to support Venezuelans with informed decision-making in all matters affecting their lives, including internal relocation, access to public services, prevention and mitigation of violence, labour exploitation, human trafficking and peaceful coexistence with host communities. Focus group discussions were promoted among vulnerable women to address issues such as autonomy and rights, economic empowerment, sexual and reproductive health, and GBV. PSEA trainings were held in Boa Vista for new military contingents deployed in

the field, with modules on trafficking in persons and labour exploitation. Partners supported 705 individuals through 1,663 psychosocial consultations. In parallel, 508 children were assisted with psychosocial interventions in projects to inform them about their rights, among other topics. Through outreach activities, partners helped vulnerable populations with the information they needed to migrate safely and access assistance. Partners provided protection and assistance to victims of human trafficking and labour exploitation.

In 2019, 23 integrated spaces for education and child protection located across Roraima and Amazonas States attended to Venezuelan children. These integrated spaces continued to be a rights-based approach developed to guarantee children's rights to survival, development, participation and protection, particularly in a situation of crisis or instability. The specialized psychosocial support teams identified, supported and referred cases of child protection, including violence, abuse and exploitation. Partners also supported the authorities in the response and ensured coordinated care of unaccompanied and separated children.

Furthermore, workshops on Community Based Protection (CBP) were provided to staff of R4V partners engaged in community participation, mainly in Boa Vista, Roraima State. Workshops covered the basics of CBP, an approach designed to identify a community's most serious protection risks, explore their causes and effects and jointly decide how to prevent and respond to them.



AREA OF INTERVENTION 3

## SOCIO-ECONOMIC AND CULTURAL INTEGRATION

**18,000**

Total number of people benefiting from non-formal education activities.

**10,193**

Total number of people benefiting from integration activities

**11,984**

Total number of people benefitting from voluntary relocation

A key element of the response has been the Interiorization programme, for cases in which local integration prospects are limited. In 2019, four official modalities of internal relocation were implemented: shelter-to-shelter, job placement, family and social reunifications. In 2019, 11,984 Venezuelans were relocated by or with the support of partners. During the year, some 6,500 Venezuelans were also relocated by faith-based organisations R4V partners provided support with the identification of vulnerable people and provided assistance with logistics and flights. Upon arrival, Venezuelans were assisted with temporary shelter, cash transfers, legal assistance, language trainings, amongst other services.

To facilitate equal access of migrants and refugees to formal employment and to enhance access to livelihoods opportunities, partners organised integration activities such as Portuguese classes, vocational and entrepreneurship courses, curriculum development, interview preparation, and job placements. As part of their efforts to mobilize the private sector in support of the socio-economic integration of Venezuelans, partners organised monthly workshops

on labour and debunk myths on refugees and migrants. In addition, forums on employability and entrepreneurship were held across the country to increase the integration of Venezuelans into the labour market.

Similar support was given to those staying in shelters, rented houses and communities in the State of Roraima. In addition, initiatives were developed to help the indigenous population to engage in handicraft work. Lectures on economic empowerment and courses including financial education, entrepreneurship, and product development were organised to foster the socio-economic integration of women and promote gender equality.

Communication campaigns were key instrument to foster peaceful co-existence and integration between refugees, migrants and host communities, reducing or preventing the rise of xenophobia. Partners reported that nearly of 45,000 people were reached by communication campaigns during 2019, from social networks to newsletters.



AREA OF INTERVENTION 4

## STRENGTHENING THE CAPACITY OF HOST GOVERNMENTS

**35**

Total number of laws/policies/regulations improved to the benefit of refugees and migrants

**5,923**

Total number of public officials trained

**27**

Total number of public authorities supported with information management

Thousands of government officials were trained on key issues, including camp coordination and management, shelter management, reproductive health, women’s rights, working with LGTBI in displacement, prevention of sexual abuse and exploitation, labour exploitation, and human trafficking.

Partners delivered training sessions to some 600 soldiers and officials who joined the emergency response in Roraima and Manaus. Trainings were also attended by the Federal

Government including the Federal Public Defender’s Office. The contingent works as a logistic and humanitarian support mechanism to the UN agencies and NGOs working in the response. In October, the training was held with the participation of the Platform.

In Brazil, states and municipalities are part of the response and are responsible for integration policies. Partners organised workshops to share best practices with local and state civil

servants to strengthen municipalities'/states' capacities to improve protection and provision of basic services, and to include human mobility in municipal development planning. Networks among local stakeholders were built and strengthened. Information sessions and roundtables were organised on the rights and duties of refugees and migrants under Brazilian and International Law. All these activities fostered integration for those living in these cities and those who are yet to arrive. Several municipalities now have adequate information and staff trained on humanitarian responses.

Technical assistance was provided to strengthen gender equality and women's rights. Partners worked closely with the House of Brazilian Women, a government one-stop centre for women in situations of violence, to improve services and to design innovative protection policies.

Partners provided support with the implementation of SISCONARE, a web-based tool for registration and case management of asylum claims in Brazil, released by the Ministry of Justice. The system facilitates the management of asylum claims and supports the validation of the Committee for Refugees' (CONARE) backlog, while also improving communication regarding case status.

## Coordination

Under the assumption that the response will continue to require a strong engagement of partners at the national and regional levels within Brazil, the Platform coordination unit worked to strengthen the joint response between UN Agencies and civil society. In 2019, The coordination structure was composed by three supporting working groups: Coordination, Information Management and Communication.

In May, a Protection Working Group was established and in October a Work and Local Integration Working Group was convened. In November, partners met and established the Working Group for Interiorization in Manaus, following the

same procedures developed in Boa Vista. In addition, in November, the first Local Indigenous WG was held in Manaus.

Throughout the year, the Platform worked to support the coordination with the Casa Civil, while consolidating the work with other government bodies including the Brazilian Army. In the north of Brazil (Roraima), UN agencies and civil society were involved in local coordination structures led by the Army and government bodies. In addition, partners provided technical support to state and municipal governments by co-leading the coordination of sector responses in Protection, CCCM, WASH, Indigenous issues, Labour, Health, Interiorization, Education and sub-groups on Child Protection and GBV.

# COLOMBIA

At the end of 2019, it was estimated that over 1.6 million<sup>1</sup> Venezuelan refugees and migrants were living in Colombia. In addition to the people arriving in Colombia, many Venezuelans also entered the country in order to transit to third countries, with more than 400,000 people accessing temporary transit permits and approximately 492,523 Venezuelans leaving Colombia through the two main exit points to Ecuador. Likewise, an estimated 4.7 million border mobility cards were granted, which allows Venezuelans to enter Colombia for up to 7 days, many holders of the card engage in circular movement, whereby they access essential services and goods in Colombia and then return to Venezuela. Furthermore, hundreds of thousands of Colombians have returned from Venezuela. As the inflow of refugees and migrants continued to grow over the year, so did their urgent need for humanitarian and protection assistance, including food, medical care, accommodation, documentation, child protection, and responses to GBV.

This situation, required comprehensive and timely interventions to provide emergency assistance, which was especially urgent in border areas, where the local capacity to respond was already saturated. In addition to these immediate humanitarian needs, the Interagency Group for Mixed Migration Flows (GIFMM), which is the National Platform in Colombia, in support of the national government strategy, supported activities that ensured long-term socio-economic integration, including access to employment, livelihoods, education, as well as activities for the prevention of xenophobia and promotion of peaceful coexistence. Even though the government continued efforts on documentation and regularization, such as the renewal of the Special Stay Permits (PEP) and granting nationality to Venezuelan children born in Colombia at risk of statelessness, there was an increase of refugees and migrants from Venezuela with irregular status by the end of 2019, with many Venezuelans lacking regular status.

From January to December 2019, 61 members of the GIFMM, 34 of which were part of the RMRP 2019, implemented activities within the four areas of intervention, in 30 departments and 186 municipalities. Throughout the year, 705,285 refugees and migrants from Venezuela were assisted by partners.





**COLOMBIA**

VENEZUELAN  
REFUGEES AND MIGRANTS



**1.630.903**

Venezuelans in Colombia



FUNDING REQUIRED

**USD 315 M**

- **61.4%** Contributions\*  
USD **193.4 M**
- **38.6%** Funding Gap  
USD **121.6 M**

\* As of 31 December 2019



## AREA OF INTERVENTION 1

## DIRECT EMERGENCY ASSISTANCE

 **403,734**

People received basic medical attention, including vaccinated children.

 **56,431**

People received multi-purpose cash transfers.

 **268,551**

People reached through food assistance, including: **166,993** through meals served in community kitchens (62.1%); **95,340** through food vouchers (35.5%); **6,218** through in-kind food assistance (2.3%); and **380** through cash transfers (0.1%).

 **32,042**

Children benefitted from education in emergencies activities and services.

 **563**

Children under the age of 5 received attention for acute nutrition.

 **54,656**

People provided with safe emergency accommodation in accordance with the Sphere Standards.

 **58,165**

People accessed a safe potable water source in accordance with the Sphere Standards.

 **21,244**

People reached through humanitarian transport assistance.

GIFMM members and partners prioritized the delivery of direct emergency assistance across several sectors, including health, food security and nutrition, shelter, humanitarian transportation, WASH, cash transfers, and education. **On health**, the GIFMM worked to provide basic medical attention to refugees and migrants who arrived with a wide range of medical needs, including 71,609 people who received psychosocial and mental health assistance, 39,589 children who were vaccinated and 12,168 pregnant women received prenatal attention. Activities also included educational information sessions reaching 45,844 people, thus allowing identification and referral of cases to local health services for follow-up. **On food security**, attention was focused on the delivery of food assistance through community kitchens and food vouchers. Partners also worked on delivering technical assistance and training to 1,003 families to enable them to start small-scale agricultural production for their own consumption or to sell. In addition to providing access to

safe potable water sources, two of the key activities within **WASH** included distributing hygiene kits to 142,747 people and reaching 35,898 children in learning spaces who could access adequate WASH services according to the Sphere Standards. In terms of **education**, in addition to children who were provided access to emergency education services, 16,319 Venezuelan and Colombian children benefitted from improved or supported learning spaces. Regarding **shelter and non-food items**, 54,656 people received emergency shelter and 147,069 people were supplied with household items (crockery, cutlery, bedding, and mosquito nets). Similarly, 81,711 people received information and orientation on where to go to access basic humanitarian assistance. Furthermore, as the number of people crossing Colombia by foot continued to increase, 21,244 of the most vulnerable people were provided with **humanitarian transport assistance**, which helped to reduce the risks associated with walking long distances.



## AREA OF INTERVENTION 2

## PROTECTION

 **158,976**

People oriented on their rights, regularization processes, documentation, and asylum procedures.

 **151,342**

Children benefited from protection and child friendly spaces.

As refugees, migrants and Colombian returnees continued to arrive during 2019 with a number of urgent protection needs, the GIFMM members and their partners continued to prioritize a range of protection activities, including providing **information regarding registration and documentation processes** to facilitate their access to basic services, health, education, regularization and asylum procedures).

Effective access to information represents a first measure of protection for refugees and migrants who require orientation related to requirements for entry and needed documentation. The majority of those who received orientation were located in the Colombian-Venezuelan border departments - crucial crossing points for the majority of people arriving to Colombia. With the provision of protection and **child friendly spaces**, more than 151,000 children were assisted,

 **5,193**

Cases accessed prevention and SGBV assistance.

 **2,167**

Organizations or community-based networks strengthened through community protection mechanisms.

so they could continue their development cycle. Through pedagogical activities, psychological assistance, self-care and participatory methods, children were provided with preventive and protective measures to reduce risks of sexual exploitation, GBV, forced recruitment by illegal armed groups and criminal gangs and trafficking.

More than 5,100 **survivors of gender-based violence were provided with assistance** by being referred to specialized health services, psychosocial support and justice services. People also received **training on prevention and how to reduce the risk of GBV and trafficking in persons**. Training was provided for more than 2,100 organizations, including community-based organizations, to strengthen social cohesion, promote participation of community members and reinforce their capacity to respond to arriving refugees and migrants.



## AREA OF INTERVENTION 3

## SOCIO-ECONOMIC AND CULTURAL INTEGRATION

 **2,327**

People participated in trainings on routes to access employment.

Socio-economic inclusion aims to ensure that refugees and migrants can meet their basic needs for health, education, housing, water, and basic sanitation. Moreover, to do so with autonomy and sufficiency, depends largely on providing **educational capacity and employment-related strategies** to reduce dependence on humanitarian assistance and to support long-term inclusion within host communities.

During 2019, some 16 GIFMM members (UN agencies, national and international NGOs, and the Red Cross Movement), worked hand in hand with the Colombian government to create oppor-

 **1,612**

People participated in trainings to access entrepreneurship.

tunities for employability and entrepreneurship, aligned with the national government's strategic plan related to income generation for Venezuelans, Colombian returnees and host communities.

Also, to promote the integration of Venezuelans in Colombia, 150 **campaigns against discrimination and xenophobia** where carried out in the departments of Antioquia, Arauca, Bogotá, Boyacá, Cauca, La Guajira, Nariño, Tolima and Valle del Cauca, where most of the refugees and migrants reside in the country. At the local level, the sub-national GIFMMs along with the private sector, trade unions and other strategic local actors,

carried out over 5,000 initiatives through **community dialogue spaces** and 600 initiatives for **peaceful coexistence and social**

**cohesion**, to promote hospitality and community processes to respond to and prevent discrimination and xenophobia.



#### AREA OF INTERVENTION 4

## STRENGTHENING THE CAPACITY OF HOST GOVERNMENTS

 **1,870**

People trained on international protection and access to rights for refugees and migrants.

 **918**

Institutions adopted changes in the attention of and access to rights, including registration of refugees and migrants.

 **735**

Local authorities and health institutions supported with technical assistance, logistics and capacity building for health services.

Members and partners of the GIFMM, and its eight sub-national GIFMMs, worked closely with the government to complement its response and strengthen its response capacity at the national and local levels through technical and material support. In 2019, **1,870 people received training on the fundamentals of international protection and access to rights**, with the objective of increasing awareness and understanding of the needs of refugees and migrants arriving from Venezuela. A critical area in which the government required further support in order to respond effectively was the health sector, including sexual and reproductive health. Health services had already exceeded maximum capacity in

many of the key receiving departments where the demand for emergency health services and referrals for Venezuelan refugees and migrants exceeded the existing local capacity. The GIFMM supported **735 local health authorities and institutions with technical assistance** (including donation of medical equipment), logistics trainings, and trainings for key government counterparts. The GIFMM also supported **918 local government institutions to adopt changes in the way they provide access to rights for refugees and migrants**, including the regularization of their migratory status and the activation of committees against trafficking in persons.

### Coordination

The GIFMM is the Colombian National Platform which coordinates the response to the needs of refugees, migrants, returnees, and their host communities. It is co-led by IOM and UNHCR, and by the end of 2019 had **61 participating members at the national level**, including UN agencies, national and international NGOs, and the Red Cross Movement. The GIFMM coordinates closely with authorities at the national level as well as leading government agencies in each sector of the response. The Colombian chapter of the RMRP provided an operational blueprint for members of the GIFMM, who held a plenary session each month, with sector groups who also meet to coordinate the operational response.

At the local level, the **GIFMM worked in close collaboration with authorities in 11 departments through eight local GIFMMs** in Norte de Santander, La Guajira, Atlántico, Arauca, Valle del Cauca, Nariño, Bogotá, and Antioquia. In addition, two local GIFMMs, in Cesar and Santander, work under the support of two other local GIFMMs. The local platforms worked with partners to ensure operational coordination and service delivery on the ground as well as to strengthen local government capacity.

Some key activities developed by the GIFMM in 2019 included:

- Coordination of a national emergency contingency plan complementary to the one developed by national authorities;
- Local contingency plans in Bogotá, Norte de Santander, Arauca, Nariño and Guajira;
- Coordination with new organizations who later joined the National Platform and who are now part of the RMRP 2020;
- Coordination in the response to “*caminantes*” (people transiting on foot);
- A protocol for Cash Based Interventions (CBI) following the government’s guidelines;
- A monthly monitoring system of the response with situational reports and infographics;
- Implementation of 89 support spaces that provided various forms of assistance to refugees and migrants;
- Interinstitutional workshops on statelessness, nutrition, trafficking and smuggling of persons and GBV for national and local authorities, jointly with government institutions (such as the ICBF

# ECUADOR

The flow of Venezuelan refugees and migrants in Ecuador during 2019 was intermittent, with an annual average of daily entries of approximately 1,500 people, with peaks of up to 8,000 daily entries and descents to seven entries a day. These fluctuations were mainly marked by the implementation of restrictive measures for entering Ecuador, as well as those implemented by Peru. In 2019, **355,569 Venezuelans were assisted** by partners in Ecuador.

In particular, the refugee and migrant flows in the first quarter of the year were characterized by the implementation of two inter-ministerial agreements, which established the requirement for Venezuelan nationals to present a certified criminal record to enter Ecuador, with some exceptions applied. These measures were suspended approximately two months after the entry into force. Over these two months, cases of denial of access, irregular entries and deportations were observed. Over the first quarter, regular entries increased to an average of 2,500 daily arrivals in April and peaked in June after the implementation of the humanitarian visa in Peru, reaching up to more than 8,000 entries per day.

On 26 July, the Executive Decree No. 826 and subsequent Ministerial Resolution 000103/2019 triggered a shift in arrivals that influenced the operational context of the second quarter. The new legislation established the requirement for Venezuelans to obtain an entry visa for Ecuador. Since this decree a significant reduction of regular entries was registered, with an average of 23 daily entries recorded during the month of September.

A registration and regularization process for refugees and migrants living in Ecuador was established by Executive Decree 826, with the following preconditions: having entered the country regularly before 26 July, not holding a criminal record, in possession of a valid or expired passport, having registered in the migratory registry, and subject to pay a USD 50 visa application fee to obtain a two-year temporary residence permit (“exceptional temporary visa for humanitarian reasons”).

This situation generated a shift in the response of the partners, focusing more towards the regularization process initiated by the government. In addition, the provision of assistance at the northern border dropped due to the decrease in regular entries, while an increase in actions in non-border provinces was observed. Partners continued to their support at the southern border, since many were waiting for their visa in order to transit or reach other countries.



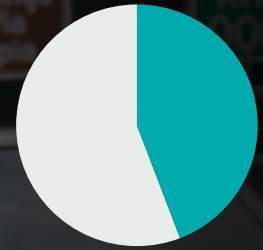
**ECUADOR**

VENEZUELAN  
REFUGEES AND MIGRANTS



**366.596**

Venezuelans in Ecuador



FUNDING REQUIRED

**USD 117.3 M**

- **44.4%** Contributions  
USD **52.1 M**
- **55.6%** Funding Gap  
USD **65.2 M**



## AREA OF INTERVENTION 1

## DIRECT EMERGENCY ASSISTANCE

**1,541**

People provided with hygiene kits.

**3,790**

People provided with multipurpose cash transfers.

**80,109**

People received food assistance

Direct emergency assistance financing represented 61.6% of the total assistance provided through the GTRM during the year. Despite limited resources in border areas and the changes observed in population flows in 2019 contingency plans were established in various locations in Ecuador.

Health care support was provided through the Ministry of Public Health. Partners strengthened epidemiological surveillance, identification and treatment of common childhood illnesses, provided training on sexual and reproductive rights, gender-based violence (GBV), and referral mechanisms, as well as trained staff on mental health towards the host communities. In addition, the delivery of equipment, supplies and kits to public hospitals and health centres for the management of obstetric and neonatal emergencies as well as other reproductive sexual health problems, allowed a monthly average of 7,000 people to receive assistance at the borders (most of them presenting respiratory and gastrointestinal diseases). Partners supported the administration of 42,498 vaccinations, the nutritional evaluation of 25,725 children, the provision of nutritional kits and baby kits, as well as further referral.

**3,975**

People assisted with emergency shelter.

**604**

Children (6-59 months old) received nutritional supplements.

**2,372**

People assisted with safe humanitarian transportation (border to border).

In terms of water, sanitation and hygiene (WASH), a monthly average of 788 families were reached in 2019 with supplies to improve water quality. Throughout the year, 57 water and sanitation facilities were installed and/or improved, while hygiene promotion activities were carried out at border areas. In addition, breastfeeding and diaper changing spaces were installed. The construction of a wastewater treatment plant was carried out at the National Border Centre (CENAF) in Rumichaca, and cleaning of hygienic services at the Binational Assistance Border Centre (CEBAF) in Huaquillas were performed.

Support and rehabilitation of 25 shelters was carried out through the provision of household utensils, bedroom furniture and kitchen appliances. Temporary shelter for people in a vulnerable situation was provided. Partners distributed teaching materials for children and adolescents, and internet connection to facilitate contact with family members. Temporary resting spaces were managed on the northern border, benefitting a monthly average of 3,900 vulnerable refugees and migrants. Finally, a joint needs evaluation of shelters allowed partners to assess specific needs such as refurbishment, shelter management, WASH, health, education and security, through which a prioritization of intervention can be established.



## AREA OF INTERVENTION 2

## PROTECTION

**23,732**

People received orientation on migratory regularization procedures and access to asylum.

**529**

Children at risk were referred.

**8,859**

Members of the civil society trained on protection issues.



The protection response, which represented 36% of the assistance provided during the year, included the facilitation of access to documentation, procedures of migratory regularization and access to asylum through orientation, legal assistance and cash transfers to cover expenses related to regularization procedures. Protection activities focused on providing durable solutions to Venezuelans and ensuring that needs for international protection of refugee and asylum-seekers were met, while promoting an orderly and safe migration.

Regarding the GBV response, multiple safe spaces were maintained in border areas, as well as specialized shelters that were supported by GTRM partners to accompany survivors in need of immediate assistance. The development of reporting protocols, reference mechanisms, referral pathways, legal and psychosocial orientation and the promotion of durable solutions constituted key components of the response to

GBV. In terms of child protection, psychosocial support was provided through child-friendly spaces located at border areas, as well as the identification, referral and assistance of children at risk. Additionally, risk prevention and rights promotion activities were implemented with children and adolescents. Refugees and migrants in need of health services were identified and referred, while psychosocial and emotional care activities targeted adolescents traveling alone.

Since 26 July, GTRM partners focused on providing assistance and information to refugees and migrants in order to access the regularization process. GTRM partners provided additional support to government institutions with the hiring of 322 people dedicated to the processes of regularization, registration and protection of rights of refugees and migrants. This support to the government facilitated the registration processes of over 85,000 refugees and migrants from Venezuela.

## AREA OF INTERVENTION 3 SOCIO-ECONOMIC INCLUSION

 **1,132**

People participated in activities with host communities.

Assistance for socio-economic and cultural integration represented 2.4% of the assistance delivered by GTRM members and was the least funded area of the response plan. At the same time, needs for integration increased throughout the year as refugees and migrants expressed their intention to stay in Ecuador.

Through partners' technical support to the Ministry of Education in developing public policies, access to education increased for refugees and migrants. In addition, at the local level, technical support was provided to families for enrollment of their children in school. Advocacy activities were also carried out to enable the registration of university and postgraduate diplomas in Ecuador, as the recognition of professional degrees of refugees and migrants from Venezuela has remained a challenge during 2019.

Regarding the livelihoods response, several interventions were carried out, including advocacy initiatives with relevant ministries in the productive, labour and economic inclusion fields; and with local banks and financial institutions to promote the expansion of access to credit and financial products. Workshops on employability and entrepreneurship

 **178**

People received orientation to access adequate housing.

were organized with the public and private sectors, as well as outreach to training centres. Provision of seed capital and vocational scholarships in different professional fields, to facilitate access to processes of national certification of professional competencies were also reported, along with provision of seed capital and support for businesses. In addition, agreements with the productive sector took place to support employment pathways and promote inclusive markets. Partners also delivered non-conditional cash transfers for housing, benefitting families wishing to settle in Ecuador.

In order to achieve social cohesion, a variety of communication campaigns against xenophobia were implemented. In addition, a social media initiative, the *#ChallengeDelAbrazo*, was launched and generated more than 42,000 reactions on Instagram, 400 on Twitter and more than 1,500 on Facebook. Community Action Networks were established, where local, public and private actors were involved through permanent activities including sports championships, socio-cultural events, community development programmes.



## AREA OF INTERVENTION 4

## STRENGTHENING THE CAPACITY OF HOST GOVERNMENT

 **634**

Civil servants trained on protection and gender-based violence.

 **140**

Civil servants trained on border management.

 **86**

Health personnel trained.

GTRM partners supported the host government through several capacity building initiatives. Civil servants from different institutions were trained on a variety of issues, such as protection and human mobility (international law, access to asylum, GBV, procedure for unaccompanied or separated children, trafficking in persons, PSEA), sexual and reproductive health, best practices for poverty eradication amongst vulnerable groups, employability and livelihoods initiatives that contribute to guaranteeing decent working conditions, and migration management.

Trainings in communications in crisis, mental health and response to crisis were directed to personnel of health institutions, and training on psychosocial effects of forced displacement was directed to the National Police. Similarly, partners supported the establishment of public-private mechanisms for the promotion of inclusive businesses and entrepreneurs. Members of the Ombudsman's Office were trained on processes of migratory regularization, the identification of people in need of international protection, access to asylum and the protection of children and adolescents in situations of human mobility.

Partners provided technical assistance to the government through the deployment of dedicated staff to several institutions and the provision of equipment for the response. This

support also consisted of guidance and recommendations for the development and implementation of public policies. For example, the initiative of the Ministry of Economic and Social Inclusion aiming to create a directorate specialized in Human Mobility within its organic structure, was a result of technical support provided by partners.

Concerning the regularization process, partners have supported both the Ministry of Government and Ministry of Foreign Affairs in its Migratory Registry and Regularization process through the purchase of equipment, the hiring of personnel, and the provision of information and support to refugees and migrants from Venezuela at registration points and consulates. In addition, local governments were supported through the strengthening of child protection systems, and the mainstreaming of human mobility into programming. Finally, GTRM partners actively participated in coordination mechanisms led by governmental institutions at national and local levels, particularly through the "Human Mobility Roundtable". This has allowed the creation of a dialogue space, inter-institutional coordination and key advocacy, to assess issues at the local level and identify gaps and support needed by governmental institutions.

## Coordination

Several Working Groups (WGs), both thematic and cross-cutting, constitute the GTRM coordination structure and were established or reinforced during the year 2019, with the approval of terms of reference and the identification of key priorities. In particular:

1. the Food Security WG focused on the harmonization of food kits delivered to Venezuelan refugees and migrants;
2. Members of the WASH, emergency shelter, and non-food items WG initiated a mapping of active

shelters to improve the response and standardize protection and assistance mechanisms;

3. The Socio-economic Integration WG started an articulated process with all the members of the GTRM maintaining regular advocacy opportunities with public and private institutions that support integration processes such as access to work and education;
4. The Cash-Based Interventions WG prioritized improving their understanding of the assistance delivered through multipurpose cash for a better articulation with cash-based sectoral interventions;

5. The Communication WG identified the need to prioritize developing key messages, as well as expanding the existing communication campaigns to the local level and the development of harmonized information products;
6. The Protection WG delivered a series of trainings on PSEA by humanitarian personnel, which benefitted over 530 people. This working group also developed an action plan that includes the elaboration of an inter-agency protocol for the referral of complaints related to PSEA.

# PERU

In 2019, Peru was the second country of arrival for Venezuelans worldwide, after Colombia, and the main host country for Venezuelans seeking asylum, with some 400,000 claims. From the **over 862,000 Venezuelan citizens in the country**, more than 80 per cent were in Lima y Callao, while increasing numbers were reported for Trujillo and Arequipa.

Arrival flows of refugees and migrants from Venezuela reached more than 80,000 persons per month in May and June. However, they dropped sharply after the **introduction of a new humanitarian visa requirement** on 15 June 2019. Registered arrivals in July and August still exceeded 19,000 persons per month, but from September to December the average reduced to 5,645 persons. Despite the considerable decrease of regular entries, R4V partners reported a significant increase of irregular arrivals into Peru.

In response, the Superintendence for Migration and other national authorities blocked identified paths used for human trafficking and smuggling, warned international haulers about the implications of transporting people who do not meet regular entry requirements into Peru, and supported country-wide operatives to identify Venezuelan nationals with an irregular status.

The increase of irregular entries poses a challenge to effectively quantify the number of people arriving in the country, aggravating the protection risks associated with their journey and their paths to access Peru.

The total number of refugees and migrants from Venezuela and host community assisted in **2019 was 342,000 persons**.



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**PERU**

VENEZUELAN  
REFUGEES AND MIGRANTS



**862.000**

Venezuelans in Peru

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FUNDING REQUIRED

**USD 106 M**

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- **39%** Contributions  
USD **41.6 M**
  - **61%** Funding Gap  
USD **64.4 M**
-



AREA OF INTERVENTION 1

DIRECT EMERGENCY ASSISTANCE

**98,000**

Received NFI items.

**184,000**

Provided with food.

**22,000**

Received health services.

**29,000**

Assisted with nutrition support.

**85,000**

Persons transported.

**105,000**

Supported through WASH.

**71,000**

Sheltered in temporary accommodations.

**77,000**

Received CBI support.

Emergency assistance focused mainly on **Tumbes** (north) and on the border point in **Tacna** (south) where the situation turned critical with the introduction of new visa requirements for Peru and Chile.

In June 2019, the Tumbes local coordination group activated a **contingency plan** due to the introduction of the new humanitarian visa requirement and the arrival of up to 8,000 people daily. This plan involved several government institutions and some 20 humanitarian organizations. Partners supported migration authorities with staff and resources to accelerate entry procedures, provide orientation and counselling; opened the Refugee Housing Units (RHU) at the Binational Assistance Border Centre (CEBAF) to offer safe shelter to the most vulnerable cases, and, in the city, provided additional temporary accommodations. Refugees and migrants were also assisted with humanitarian transport and access to showers, food, drinking water, hygiene, baby and clothing kits along with other core relief items. Emergency health services on sexual and reproductive health, medical attention and vaccinations were provided by partners and governmental institutions. Partners also supported **over 15,000** persons through protection interventions such as psychosocial support, access to

documentation, identification, referral and follow-up of cases of unaccompanied children, persons with urgent specific needs, victims of human trafficking and sexual and gender-based violence etc. In total, **over 40,000 people were assisted**.

Similarly, **up to 800 Venezuelans** gathered daily in front of the Chilean consulate in Tacna from June to August to process their applications for the new tourist visa required for Venezuelan nationals. During that time, they had limited access to food, water and sanitary facilities. Moreover, the available shelter and accommodations in Tacna were insufficient to host most people. Nonetheless, partners assisted refugees and migrants to the best of their capacities with transport, medical assistance, food, water, safe shelter and communal accommodations, cash-based interventions (CBI), blankets, and hygiene kits.

In Tumbes, the response continued to be coordinated both in the city and at the CEBAF, as the first regular point of entry for most Venezuelans in Peru before and after the contingency. However, with the rise of irregular entries following the introduction of Peru's new humanitarian visa requirement, the increased vulnerability of Venezuelans, their dire need of assistance and gradual *invisibilization* poses new challenges to the response.



AREA OF INTERVENTION 2

PROTECTION

**117,000**

Received general and legal orientation.

**44,000**

Supported through psycho-social assistance.

**42,000**

Children and adolescents supported through child-friendly spaces.

**38,000**

Persons supported with case management.

Under the coordination of the GTRM Protection sub working group, partners provided general and special orientations, legal assistance, and facilitated the referral and follow up of vulnerable cases. Protection assessments were organized year-round allowing for the continuous provision of information products to better understand and represent the needs of refugees and migrants. Additional activities included training and sensitization on protection risks for both Venezuelans and host communities.

In Lima, partners set up 20 outreach centres and support spaces in areas where refugees and migrants from Venezuela gather, providing general and specific orientations to over 10,000 Venezuelans. To help guarantee access to documentation, partners assisted the Peruvian government both financially, to allow for the **distribution of nearly 35,000 asylum seeker cards to improve registration in border cities, and to issue the Temporary Residence Permit.**

**More than 62,000 refugees, migrants and host population** members received information on protection risks and their prevention, mitigation and response, including on gender-based violence (GBV) through around 2,450 informative fairs, seminars and workshops organized by partners. Partners also produced and provided government entities **50,000 leaflets containing information and instructions on access to health services** for circulation to refugees and migrants in Lima. The coordinated response identified specific needs among vulnerable groups

such as women, children, LGBTI+ community, persons with disabilities and the elderly. This led to the referral and assistance of 3,300 women and adolescent survivors of GBV and sexual exploitation receiving support through case management.

**Child friendly spaces** with trained volunteer personnel catered to **over 42,000 Venezuelan children and adolescents** offering socio-emotional support and pedagogical activities. Moreover, in Tumbes, response partners identified some 300 separated or unaccompanied children and referred them to the government's Special Child Protection Unit (UPE by its acronym in Spanish) for specialized assistance.

Thirty workshops and fairs on the prevention of **human trafficking** were organized in Tacna and Tumbes reaching over 5,000 people. Partners developed Standard Operating Procedures (SOPs) for the identification, reference, protection and assistance of survivors of human trafficking.

Partners **supported the Special Commission for Refugees (CEPR) to decentralize their database** through the Qoricancha II system to all 12 offices of the Ministry of Foreign Affairs where asylum applications are received. Upon completion, each regional office will be able to print asylum-seeker identity cards, rather than being centralized at the Lima office. The interoperability between the registration systems of the CEPR and the Superintendence for Migration was finalized, **enabling access to the list of asylum-seekers, protecting them from refoulement.**



### AREA OF INTERVENTION 3

## SOCIO-ECONOMIC AND CULTURAL INTEGRATION

**100,000**

Persons reached through integration activities.

**840**

Persons accessed financial products and services.

**6,600**

Persons accessed decent livelihoods.

**500**

Persons supported to access public services.

**1,100**

Communities reached to promote integration.

Access to livelihoods was consistently the main priority need identified by refugees and migrants from Venezuela in the different surveys and studies conducted throughout 2019. However, there were major challenges for Venezuelans to enter the job market and access the formal economy. As a result, a vast majority of those economically active were working in the informal sector, entailing with exploitation risks and other consequences. To respond to these multiple challenges, partners carried out initiatives supporting self-reliance and to reduce dependence

on humanitarian assistance. Entrepreneurship programmes and seed capital were at the centre of these initiatives, contributing to the inclusion of refugees and migrants as producers, artisans and entrepreneurs who benefit the local economy. Moreover, these entrepreneurship programmes included women at risk of GBV, survivors of GBV, and other persons with specific protection needs and vulnerability.

In June 2019, the National Institute for Statistics published the findings of the **national survey on the Venezuelan**

**population in Peru.** This study, carried out with the support of various GTRM members, highlighted that 26 per cent of refugees and migrants arrived in Peru with a complete university education and diploma. Nevertheless, Venezuelans faced multiple challenges in the recognition of their diplomas. Partners thus engaged in supporting the institutional and financial process of certificate recognition and validation, reinforced by the launch of studies and reports showcasing the social and economic benefits that the Venezuelan population represents to the country's economy.

There was a **significant increase in xenophobia and discrimination against refugees and migrants from Venezuela** throughout 2019. The government's new restrictive entry measures followed a national opinion survey that showed discontent against refugees and migrants from Venezuela, reinforced by some media coverage as well as between political and public figures. In response, partners focused on sensitizing the host community, journalists and local authorities on the challenges faced by Venezuelan nationals. All activities aimed at an external public to promote integration and prevent xenophobia, under the campaign **#TuCausaEsMiCausa**. In February, over 2,500 people riding public buses in Lima participated in a sensitization activity that entailed a community theatre interacting with passengers. Another theatre activity took place in Callao for over 200 logistics workers, with the

aim of increasing solidarity and strengthening empathy both in the workplace and across communities.

On 31 March, the first **"Gracias Causa"** Brigade was launched, with over 100 Venezuelan volunteers repairing a school in a low-income area of Lima whilst offering free activities to 500 children, with media coverage at local and national levels. A second brigade was carried out in April in Lima, where over 80 Venezuelan volunteers cleaned the Barranco beach of 100 kg of trash and offered free activities and services to around 400 Peruvians. This activity was endorsed and attended by local authorities. Moreover, in August, partners presented the project "The ball has no flags" whereby 200 children from two Lima districts participated in sports activities meant to strengthen resilience and to generate community cohesion and integration.

Both **#TuCausaEsMiCausa** and **"Gracias Causa"** continued to grow in 2019, with some 700 Venezuelan and Peruvian volunteers working together in December to give back to host communities by cleaning beach areas in Tumbes and the Rimac riverside in Lima, by contributing to reforestation efforts in Arequipa and Tumbes, and renovating 3 schools in Cusco.



#### AREA OF INTERVENTION 4

## STRENGTHENING THE CAPACITY OF HOST GOVERNMENTS

 **+1,500**

Governmental authorities trained on international protection including child protection and GBV.

As access to health has been challenging, it has been a main focus of capacity building efforts. GTRM partners supported local governments, local health authorities, the Superintendence for Migration, the **Ministry of Health** and the Ministry of Development and Social Inclusion to build their knowledge on the rights of refugees and migrants from Venezuela to access health services. Health authorities' capacities were also strengthened in providing services to refugees and migrants living with HIV/AIDS. Partners worked the Ministry of Health and the **Ministry of Women and Vulnerable Populations** to support the **"Unidades de Protección Especial"** at country level, as well as emergency



Partners contributed to **three** normative frameworks.

centres for women, to strengthen the capacity of service providers in health and protection.

In **Tumbes**, partners provided support to the **Superintendence for Customs** in the design of a baseline for solid waste management in three main disposal sites at the CEBAF.

Partners developed the capacity of the Superintendence for Migration to provide information on status regularization to refugees and migrants. **Officials** representing different judiciary entities attended workshops in Tumbes and Tacna on the **investigation and prosecution of human trafficking**. Furthermore, in Arequipa, partners assisted the **Regional Instance for National**



**Violence Against Women** to identify survivors of GBV, boosted information campaigns and trained public officials.

In terms of education provision, partners also worked with the **Regional Direction for Education** to identify gaps in education coverage for Venezuelan children hosted in Tumbes. In **Cusco**,

partners supported the **Education Regional Direction** to map public schools with available positions that could accept Venezuelans. Partners aim at assisting parents and students to make informed decisions on how and where to access the nearest available school vacancies.

## Coordination

More than 60 organizations coordinated their activities with the GTRM and assisted refugees, migrants and host communities in **12 departments and 17 provinces** around the country, with a concentration in the capital Lima and in the north at the border with Ecuador (Tumbes and Zarumilla) where the CEBAF is based. Local and international organizations were also present on a smaller scale in the south-east (Arequipa, Cusco, Ilo, Puno, Tacna, Tambopata and Yunguyo) and north-west (Chiclayo, Lambayeque, Piura and Trujillo) of the country.

Following the **comprehensive joint review** undertaken in March on the GTRM's organizational structure, action was taken to boost the efficiency of the GTRM as the key space to coordinate the response. This included the revision of the GTRM's Terms of Reference (ToRs) to align the work of the GTRM with the RMRP 2020 and its new sectoral approach. This joint review resulted in a clear understanding of how the GTRM should work in the future.

Local GTRM coordination structures were established in Tacna and Tumbes to better coordinate the local response. The national GTRM format has been reproduced under the leadership of the regional governments and with the technical support of partners. These coordination mechanisms bring together local authorities and public institutions, local and international NGOs, UN agencies and other relevant key actors. These mechanisms aim to support and allow for effective protection and integration of persons from Venezuela, especially in Tumbes and Tacna. Similarly, in Arequipa,

where the number of refugees and migrants was increasing, authorities approved the establishment of a GTRM coordination platform whose structure is being finalized.

The active participation of municipalities in joint coordinated efforts towards refugees and migrants grew in 2019. This improved access to data on needs and challenges, information sharing and access to workplaces and areas of concentration of Venezuelan population, in turn strengthening coordination structures, and empowering relevant local authorities. Additional municipalities expressed their interest to join the GTRM sub-working groups in 2020.

The GTRM undertook six technical capacity development exercises in 2019, mainly focusing on data literacy. These trainings were new in Peru and targeted two main audiences: partners with intermediate to high knowledge of information management, to increasing their expertise on data management and visualization tools as well as staff with little to no technical experience who benefited from basic trainings. Building the capacity of partners allows for better monitoring, correct use of essential tools, to collect more and share better data.

A meeting between donors and the GTRM took place in June to present partners' main achievements and gaps while advocating for donors' support. Communication with donors, who actively and consistently participate in the GTRM, will continue in 2020 to ensure under-funding does not persist to negatively impact the overall response.

# CARIBBEAN

The Caribbean continued to witness steady arrivals of Venezuelan refugees and migrants throughout 2019. As of December 2019, the number of Venezuelans was estimated to have reached 113,500, with 17,000 in Aruba, 16,500 in Curaçao, 34,000 in the Dominican Republic, 22,000 in Guyana, and 24,000 in Trinidad and Tobago. The magnitude of needs resulting from the continuous arrival of Venezuelans increased the pressure on the already limited reception resources and public services available in the Caribbean countries, considering their limited size and absorption capacity. By the end of 2020, partners estimate that over 190,000 people will need assistance in the Caribbean, including Venezuelans and host communities. In 2019, 46,894 Venezuelans were assisted in the Caribbean by partners.

In the Caribbean, several cases of non-admission, immigration detention and deportations without adequate protection screenings were noted. Access to asylum remained limited given the absence or nascent stages of national asylum systems and lack of asylum legislation in many Caribbean countries. Human trafficking and gender-based violence against Venezuelans also remained a serious concern.

In 2019, several Caribbean countries initiated visa restrictions for Venezuelans. As of June 2019, Trinidad and Tobago introduced a visa scheme for Venezuelans, who previously did not need a visa for up to 90 days. In the Dominican Republic, the visa requirement took effect in December 2019, requiring Venezuelans to apply for a visa at the Dominican Embassy in Caracas prior to travel. Aruba and Curaçao also announced that Venezuelans will require a visa as of April 2020. These visa restrictions increased irregular arrivals, exposing Venezuelans to more protection risks, including human trafficking and smuggling. In addition, Venezuelans with an irregular status have limited access to basic services and are exposed to more forms of exploitation and abuse.

On the other hand, thanks to advocacy and relationship building measures by R4V partners, the Government of Trinidad and Tobago conducted a two-week registration exercise in June to register Venezuelans present in the country, including those who entered irregularly or overstayed. This exercise provided a registration card that regularized the status of Venezuelans in the country, granted permission to work for up to one year, and access to basic services. Some 16,523 adults and 2,421 children were registered during the exercise. An estimated 9,000 individuals received their registration card, which was extended for another six months for those whose cards would have expired by the end of 2019.

The Government of Guyana, with the support of R4V partners and using the Population Registration and Identity Management Ecosystem (PRIMES), rolled out biometric registration of Venezuelans in October 2019, granting Household Registration Certificates to Venezuelans upon their entry, which includes a provision against forced return and a three-month renewable stay permit. As of December 2019, 1,827 individuals were biometrically registered, of which 51% were children below the age of 18 and 25% were women. Registration activities will continue in 2020 with a plan to increase the capacity. Guyana is the first country in the sub-region to have implemented this type of registration and serves as a good example of provision of access to territory and basic rights for refugees and migrants from Venezuela.



 **AREA OF INTERVENTION 1**  
**DIRECT EMERGENCY ASSISTANCE**

 **6,174**  
Assessed for direct emergency assistance

 **2,092**  
Received food

 **3,611**  
Received NFIs

 **4,454**  
Received emergency health care

 **835**  
Provided with temporary accommodation

 **3,350**  
Received cash grants

In 2019, Venezuelans in the Caribbean had few resources and limited abilities to meet their basic needs, as the crisis extended into the fourth year. They were in immediate need of food, shelter, medicine, non-food items (NFIs) and other basic services, depending on their profile and previous location in Venezuela, as well as on their individual experiences in traveling to the Caribbean. A total of 25 R4V partners implemented over 14,300 direct emergency assistance interventions throughout the sub-region to cover the basic needs of Venezuelans and host communities in 2019.

Food assistance was provided to 2,092 Venezuelans and over 3,803 people received NFIs such as personal hygiene kits, baby kits in Aruba, Curaçao, the Dominican Republic, Guyana, and Trinidad and Tobago. Different forms of temporary accommodation and emergency shelter (i.e. rental subsidy/allowance) were provided to 835 Venezuelans in the sub-region with a focus on persons with specific needs and priority groups, such as victims of trafficking, single women, survivors of gender-based violence (GBV) and persons with

disabilities. Multipurpose cash-based assistance grants were provided to more than 3,350 individuals to fulfil some of their needs in a dignified way and mitigate the impact of their displacement.

Partners also continued to provide information about services and supported host governments in providing access to emergency health care, particularly specialized care and vaccinations, reaching more than 4,454 individuals during the year. In Curaçao, a community-based medical clinic was opened with the support of R4V partners in July 2019, providing basic health care and specialized health services in over 1,500 consultations.

Despite budgetary constraints, partners were able to provide direct emergency assistance to 8,321 Venezuelans and 4,241 vulnerable members of host communities during the year. This type of assistance represented 21% of the total assistance provided by R4V partners in the Caribbean in 2019.

 **AREA OF INTERVENTION 2**  
**PROTECTION**

 **8,297**  
Counselled on access to protection

 **1,310**  
Provided with legal assistance

 **2,592**  
Accessed psychosocial support

 **6,679**  
Benefited from accompanied visits to Government services

 **1,460**  
Status determination procedures conducted

 **822**  
Accessed GBV prevention and response services in safe spaces

Since the beginning of the year, more than 22,208 of the most vulnerable refugees and migrants from Venezuela benefited from coordinated protection activities as a result of the efforts of 7 appealing organizations and 18 implementing partners. Activities ranged from advocacy for access to regularization, alternatives to detention, and access to asylum, to community-based interventions and support to individual cases. Partners in the Caribbean continued to work together with government authorities to guarantee and facilitate documentation, and provision of information on rights and services for Venezuelan refugees and migrants, including legal assistance and counselling.

Refugees and migrants faced human trafficking and GBV risks, among others. To ensure that child protection cases, elderly persons, GBV survivors and others have access to specialized assistance, partners established mechanisms to identify cases and referred 479 persons to relevant services.

To complement this, child-friendly spaces were set up for children with psychosocial support and access to learning, socialization and play in Trinidad and Tobago, reaching 2,355 boys and girls during the year.

Communication with communities was improved by establishing and strengthening community structures and engaging Venezuelans in finding solutions to their situation. Partners also undertook participatory needs assessments in coordination with local authorities. As a result of such initiatives, and pursuant to an inter-agency rapid GBV assessment, partners in Guyana supported the government in developing GBV referral mechanisms to enhance coordination among service providers. In addition, several activities took place in the sub-region as part of the international campaign *16 Days of Activism against Gender-Based Violence*.



### AREA OF INTERVENTION 3

## SOCIO-ECONOMIC AND CULTURAL INTEGRATION

**7,921**

Persons from host communities participated in activities on prevention of xenophobia

**63**

Started or strengthened their business

**69**

Benefited from vocational training activities

**290**

Benefited from language training activities

R4V partners throughout the year worked on generating opportunities for socio-economic and cultural integration of refugees and migrants. Due to barriers in accessing livelihoods and formal employment in many Caribbean countries, including language barriers, Venezuelans experienced severe economic vulnerabilities and risks of exploitation. Dialogue was maintained across the Caribbean to advocate for legal status and access to basic services and rights, education and formal employment.

Integration activities included vocational training and entrepreneurship support, reaching some 69 individuals during the year, including both Venezuelans and host communities. In Guyana, partners piloted a small-scale grants programme for vulnerable women to support their integration and economic inclusion. The initiative provided training on small business start-ups and provided grants to 18 women. In the Dominican Republic, a multi-faceted assessment was conducted to provide concrete data on how the local market can capitalize on the diverse professional skills and experiences of Venezuelans,

understand challenges and opportunities for their integration into the local labour market, and recommend solutions.

Although access to education has been extended to most Venezuelans in the Caribbean, various barriers continue to prevent access to national education systems, such as lack of documentation or limited capacities. To overcome these challenges, programmes have been implemented, benefiting over 3,029 children and youth. These included the rehabilitation of public schools, establishment of English as a Second Language (ESL) classes, teacher trainings, advocacy to overcome documentation or financial obstacles, and the provision of temporary learning spaces.

To improve access to education in Trinidad and Tobago, partners established the first accredited online education programme in the Caribbean with coursework in English and Spanish. Over 1,062 children attended the program across the country in 2019. In Guyana, 174 Venezuelan and returning Guyanese children took part in ESL after-school classes and

185 out-of-school children participated in community-based ESL classes as a way of fostering social cohesion.

Public awareness was increased to combat the rise of xenophobia and discrimination, and to facilitate cultural integration. Initiatives included engagements with youth and universities

in several countries, a concert of the Dominican-Venezuelan Symphonic Orchestra during a charity musical gala in the Dominican Republic, and the Guyana-Venezuela day, which celebrated peaceful coexistence and solidarity between Guyanese and Venezuelans.



AREA OF INTERVENTION 4

## STRENGTHENING THE CAPACITY OF HOST GOVERNMENTS

 **493**

Government officials trained

 **17**

Government entities working on migration and asylum strengthened

 **10**

Media actors trained

 **127**

Police, prosecutors, judges and magistrates trained

Partners supported national authorities across the Caribbean with human resources, infrastructure and technical assistance to facilitate access to basic rights and the delivery of essential services to refugees and migrants from Venezuela, while strengthening host governments’ capacities to identify individuals in need of international protection.

In 2019, 471 individuals were trained on the principles of international protection of asylum-seekers, refugees and migrants, identification and referral of persons with specific needs. Participants included government officials such as immigration officers, police, adjudicators for refugee status and health officials. Partners also provided trainings to non-governmental stakeholders working in the sub-region, including lawyers, media, social workers and civil society actors.

In the Dominican Republic, partners facilitated several workshops on refugee status determination (RSD), comparative jurisprudence, and international refugee law for judges and clerks from the administrative court, officials from the National Office for Refugees and Public Defender’s Office and other government representatives. Trainings were also organized for 16 lawyers and two civil society and academia actors from Aruba and Curaçao on the European Convention on Human Rights and the European Court of Human Rights with government representatives from Aruba and Curaçao

attending trainings related to quality assurance initiatives, international refugee law, and statelessness.

In Trinidad and Tobago, partners provided legal and technical support in the drafting of the government’s labour migration policy to ensure protection. Partners worked closely with host governments to develop Standard Operating Procedures (SOPs) to strengthen the role of authorities in responding to issues related to trafficking in persons, child protection, GBV, as well as registration and documentation.

To facilitate the exchange of good practices between countries, partners also supported the participation of Caribbean governments in a variety of sub-regional trainings and workshops. Officials from all five countries were trained by partners.

Additionally, partners supported the Caribbean countries’ engagement in global and regional fora that served as key opportunities to raise the visibility of the response for Venezuelans and foster solidarity with countries hosting increasing numbers of refugees and migrants. These events include the Quito Process, the High-Level Segment on Statelessness, the Global Refugee Forum and the Caribbean Migration Consultations. Caribbean participation in these forums facilitated the exchange of good practices and capacity-building for responding to mixed movements.

## Coordination

The Caribbean sub-regional coordination platform was comprised of 13 appealing organizations, including UN agencies, in Aruba, Curaçao, the Dominican Republic, Guyana and Trinidad and Tobago. National Platforms/Refugee and Migrant Working Groups (RMWGs) have been set up in each country to facilitate strategic planning and coordination between UN agencies, civil society actors and various governmental and non-governmental organizations working on the response to the Venezuela situation, in complementarity to and reinforcing the government's response.

Several RMWG meetings were convened during the year for partners to discuss the current status of the response, improve coordination and find ways to address existing operational challenges, funding shortages, monitoring and accountability, as well as opportunities. In addition, during workshops organized to develop the RMRP for 2020, partners jointly identified the needs, challenges and priority interventions necessary to respond to the increasing humanitarian needs of Venezuelan refugees and migrants in the Caribbean.

In Guyana, the National Platform coordinates with the government-led multi-agency national committee for the response, which brings together public institutions, ministries and UN agencies. In Trinidad and Tobago, a protection coordination

working group was set up as part of the National Platform to develop SOPs and improve case management related to child protection, GBV, persons with specific needs and victims of trafficking. Partners also established protection, health, integration, and communication working groups in the Dominican Republic, GBV and mental health and psychosocial support working groups in Curaçao, and a case management working group in Aruba.

Additionally, the Sub-Regional Platform continued to build the capacity of organizations working within the response for Venezuelans in the Caribbean. Trainings were organized in Aruba, Curaçao, and the Dominican Republic, equipping 40 participants in the sub-region with skills to improve effective reporting and design new strategies for enhancing coordination. Overall, 15 training sessions were conducted in the sub-region in 2019 focusing on protection challenges and solutions, contingency planning, reporting and coordination as well as RMRP planning and evaluation. These trainings were key to improve the capacity and collaboration of partners, as well as to render the results of the platform's work more visible for donors and external actors. Moreover, communication, guidance and support to national R4V coordinators improved through monthly core team meetings, regular email communications, and the set-up of a shared library.

# CENTRAL AMERICA AND MEXICO

The region has been witnessing steady arrivals of refugees and migrants from Venezuela. In 2019, national asylum systems were overwhelmed, resulting in significant delays in case processing, decision making and the issuance of documentation. In the case of Panama, the process for refugee status determination (RSD) could last between two to three years. This delay concerning RSD, hampers Venezuelans' access to rights and services such as work, health care, and education. In 2019, **42,934 Venezuelans** were assisted by R4V partners in the Central America and Mexico Sub-region.

Countries in the sub-region developed diverse legal frameworks, not always comprehensive as expected as these are not including adequate pathways for accessing social services and the labour market. Throughout the year, based on consultations conducted with the communities, lack of access to livelihood and self-reliance opportunities were identified as the main concern in all three countries.

In 2019, positive developments took place mainly concerning outreach through dissemination of information, awareness-raising campaigns against discrimination and xenophobia, and capacity building activities targeting governmental officials. All these interventions increased the communities' and participants' knowledge about the referral systems aiming to enhance the coordination for a comprehensive response.

The influx of Venezuelans coincided with other displacement situations in the sub-region, such as the increase of Nicaraguans arriving in Costa Rica and Panama, the displacement situation from the North of Central America crossing through Mexico. Therefore, although countries in the sub-region were not a primary destination for the Venezuelan population, the hosting of other refugee and migrant populations continue to increase challenges to host governments' capacities to address humanitarian and protection needs, resulting in a lack of integration of the Venezuelan population.





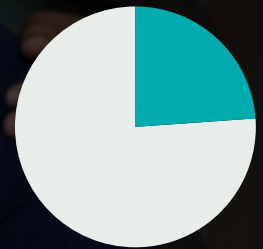
**CENTRAL AMERICA AND MEXICO**

VENEZUELAN REFUGEES AND MIGRANTS



**159.600**

Venezuelans in Central America and Mexico



FUNDING REQUIRED

**USD 21.7 M**

- **23,9%** Contributions  
USD **2.4 M**
- **76,1%** Funding Gap  
USD **19.3 M**



AREA OF INTERVENTION 1

## DIRECT EMERGENCY ASSISTANCE

**1,534**

Refugees and migrants received NFIs.

**3,070**

Received food assistance.

**3,372**

Benefited from health services, medicines and/or psychosocial support.

**4,041**

Received multipurpose cash grants.

**27,835**

Were informed about access to rights and life-saving goods or services.

Throughout the year, partners conducted needs assessments and active consultations among Venezuelans to better understand their needs and challenges. In addition, and linked to their limited access to livelihood opportunities, Venezuelan refugees and migrants identified access to food and shelter as their most critical needs, the lack of which is also increasing their vulnerability.

As the changing context and legal requirements in the sub-region have a direct impact on the effectiveness of information dissemination and Communication within Communities activities, efforts were carried out to improve information management and dissemination. These efforts helped in increasing partners' outreach and as well the production of updated information for decision-making purposes.

Whenever possible, multi-purpose cash-based interventions were used as a flexible way to help the population meet their

basic needs and settle into their host communities. Partners also provided direct housing support, in addition to providing information and counseling services on access to housing, health and education rights. The difficulties faced by Venezuelans in obtaining documentation in host countries inhibited their access to basic services, such as healthcare and education. On occasions, refugee and migrant populations reported that they were denied access to services particularly when personnel were not aware of procedures for these groups.

Prevention and response to GBV were approached using a multisector and inter-institutional approach, based on the promotion of ownership by the community itself. Partners stepped up efforts to monitor and raise awareness to prevent, respond and mitigate GBV impact. In this regard, all gender-based violence cases identified were referred for psychosocial care with close follow up by trained health professionals and social protection networks respectively.



AREA OF INTERVENTION 2

## PROTECTION

**10,430**

Refugees and migrants informed to access the asylum system or regularization of their migratory status.

**4,091**

Received assistance and/or legal representation to access the asylum system or regularization of their migratory status.

**1,588**

People with specific protection needs were identified and assisted.

**123**

Border monitoring missions carried out, including at airports.

In addition to the provision of general information and counseling, Venezuelans in Costa Rica, Mexico and Panama received information and legal assistance related to the asylum process, migratory status regularization, access to rights and documentation.

Services provided were comprised of legal aid and representation, as well as career assessments and guidance on the academic degree validation process, available health services and access to services at specific geographic locations. To enhance accountability, R4V partners also set up hotlines

and information centres to offer information and counseling to Venezuelan refugees and migrants.

Along with the provision of information, partners also carried out protection monitoring and supported the identification and referral of cases with specific protection needs. Vulnerable cases, such as unaccompanied children, pregnant women or people with chronic illnesses, received special attention. Although most Venezuelans arriving in countries in the sub-region used aerial routes and did not face the same risks as others crossing borders by foot or by boat, many still have specific protection needs. Women and children were still at risk of gender-based violence, sexual exploitation, and trafficking.



### AREA OF INTERVENTION 3

## SOCIO-ECONOMIC AND CULTURAL INTEGRATION

 **1,974**

Refugees and migrants benefited from livelihood, skill-capacitation and employment programmes.

 **405**

Unaccompanied children were supported to access education centres.

 **703**

Extremely vulnerable people received extended multipurpose cash grants.

 **1,221,400**

People reached by communication campaigns against discrimination and xenophobia.

Employability and socio-economic integration have been cited as key needs by the Venezuelan population in the sub-region. During 2019, Venezuelans were assisted with socio-economic inclusion activities in all three participating countries. One of those activities was professional training that was offered based on previous assessments that measured individuals' skillsets and career interests. Topics included food handling, basic computing, customer service, job interview preparation, brand registration, basic accounting, and negotiation workshops. These trainings strengthened skills and offered an opportunity for Venezuelans to find employment to aid their integration.

Refugees and migrants continued to receive microcredit loans, to support the establishment of their businesses. This

activity remained relevant even when refugees and migrants obtained documentation for accessing the labour market. Partners prioritized working on awareness-raising sessions and have provided relevant information to all relevant stakeholders for ensuring access to work to refugees and migrants.

Several activities sought to combat xenophobia and promote peaceful coexistence among the host community and the refugee and migrant population. These regional initiatives included communication campaigns such as *Paises Hermanos* in Costa Rica and *Conectando Comunidades* in Mexico. In Panama, the campaign *SomosLoMismo* carried out different cultural activities to promote peaceful coexistence between Panamanians and Venezuelans, and reached over 220,000 persons on social media.

 **AREA OF INTERVENTION 4**  
**CAPACITY BUILDING**

 **56**

Entities responsible for migratory management, international protection or access to rights strengthened with staff and/or equipment.

 **2,826**

Government workers capacitated on international protection, migration and rights issues.

 **47**

Advocacy interventions carried out towards government agencies.

Partners in the sub-region worked in close collaboration with different government institutions that supported the response to the inflow of Venezuelan refugees and migrants. Throughout 2019, government employees received training on legislation and access to rights, as well as support in the development of guidelines and standard operating procedures directly relevant to the response. The beneficiaries of the training activities ranged from migration, social welfare institute workers to airport police, civil servants of the judiciary, children institute staff and refugee officers. The training aimed to enhance their knowledge of international protection standards, better identification of cases with protection needs and cases in situations of extreme

vulnerability and requiring humanitarian assistance, and the establishment or improvement of processes of referral to specialized institutions.

Partners also provided technical and material support, particularly in the form of ICT equipment, to the governmental entities responsible for refugee and migrant issues, to strengthen capacities in response to the influx of Venezuelans, including in the area of civil documentation. Given the existing backlog of cases in all three countries, the provision of staffing support to all respective refugee bodies and migration institutions in case management was crucial.

**Coordination**

R4V partners coordinated efforts with relevant government entities, UN agencies, international organizations, civil society, faith-based organizations, the private sector, and others. Given the mixed nature of the movements and the complexity of the situation in all three countries, partners often stretched their resources to support Venezuelan refugees and migrants, in addition to other populations on the move and host communities. Limited earmarked funding targeting Venezuelans has impacted the capacities of partners. At the national level, in each of the three countries participating in the RMRP 2019, regular meetings of the coordination groups

were set up to monitor the implementation and impact of the RMRP, identify new gaps and avoid duplication of efforts. Costa Rica, Mexico, and Panama actively participated in international fora concerning refugees and migrants. Concrete commitments regarding the improvement of the quality of asylum systems, access to rights and inclusion, and access to livelihoods were established, and national plans were updated in this regard. Particularly relevant would be the continuity of support to governments' responses regarding the capacity enhancement of national refugee bodies and migration institutions to respond to the Venezuelan influx.



# SOUTHERN CONE

Despite the open-door policies that the countries in the Southern Cone generally had towards Venezuelans, including the acceptance of expired documentation to enter their territories, some countries, such as Chile, introduced a visa requirement. This new measure regulated the arrivals of refugees and migrants from Venezuela in the region.

The challenges created by the new restrictions along the Andean corridor (from Ecuador to Chile), created further movements towards other countries in the Southern Cone, while also leading refugees and migrants to increasingly use irregular means to transit and establish themselves in these countries. In 2019 partners saw larger number of arrivals by land, with people walking all the way to the Southern Cone countries, requiring a scale up of presence and assistance in border areas. Many refugees and migrants were arriving in difficult conditions after undertaking long journeys under harsh climatic conditions, with limited information on means of regularization and asylum in the transit and destination countries, and with limited means for livelihoods.

The number of Venezuelan refugees and migrants in Chile reached some 371,000 persons; in Argentina, 145,000; in Uruguay, 13,600; and, 3,800 in Paraguay by the end of 2019. In 2019, R4V partners in the Southern Cone assisted **29,730 refugees and migrants from Venezuela**.



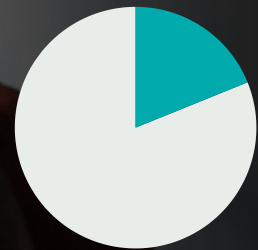
## SOUTHERN CONE

VENEZUELAN  
REFUGEES AND MIGRANTS



### 533.645

Venezuelans in the  
Southern Cone

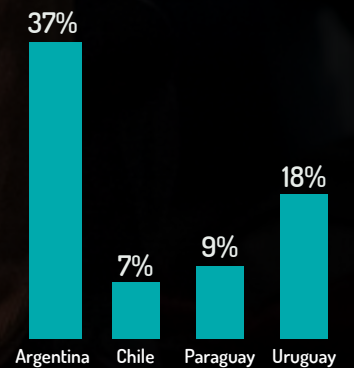


FUNDING REQUIRED

### USD 35.7 M

- **19%** Contributions  
USD **6.7 M**
- **81%** Funding Gap  
USD **29 M**

TOTAL FUNDING  
RECEIVED PER COUNTRY





AREA OF INTERVENTION 1

DIRECT EMERGENCY ASSISTANCE

**4,784**

Number of refugees and migrants provided with emergency food assistance.

**1,242**

Number of refugees and migrants provided with temporary accommodation.

**4,581**

Number of refugees and migrants provided with NFI.

**482**

Number of refugees and migrants provided with humanitarian transportation.

**1,172**

Number of migrants and refugees provided with emergency psychosocial support services.

**8,500**

Number of persons reached with monitoring and assessment tools.

The coordination of the national responses in the Southern Cone started in May 2019, propelled by the intensification of the influx of refugees and migrants from Venezuela to the sub-region. Partners increased their presence in border areas, specially by establishing support spaces where Venezuelan refugees and migrants received information, orientation, psycho-social support, and basic services that responded to their urgent needs. Partners also furnished shelters and provided temporary accommodation, food, winter clothes, hygiene kits, and humanitarian transportation to some 5,000

persons in the sub-region. Partners in the sub-region also harmonized vulnerability criteria on humanitarian assistance and mapping of services available.

Regular data continued to be collected and analysed through regular exercises in several key locations, to better understand needs, movement patterns and protection risks faced by Venezuelans and continue implementing a response appropriate to their needs. These exercises reached more than 8,000 persons.



AREA OF INTERVENTION 2

PROTECTION

**2,509**

Number of refugees and migrants provided with information on access to social services.

**361**

Number of refugees and migrants provided with assistance on documentation, regularization and asylum application.

**18**

Number of active information centres/points supported.

Progress was made in establishing a conducive protection environment in countries of the Southern Cone, notwithstanding remaining gaps in outreach to communities, referral mechanisms, and prevention of transnational crimes and exploitation.

Information on access to social services, legal advice through legal aid clinics and support spaces was provided on regularization and access to asylum applications and guidance on protection mechanisms, as well as referral to social services. Advocacy with governments in the Southern Cone delivered good results in terms of advancing with regularization and recognition of asylum applications from Venezuelans on a group

basis (based on the Cartagena Declaration's extended refugee definition), particularly in Argentina, Paraguay and Uruguay.

Specialized protection services were offered to survivors of GBV and other highly vulnerable refugees and migrants, and mechanisms were strengthened to ensure prevention of and response to cases of GBV. Specific interventions were made throughout the year with authorities to facilitate the transit of Venezuelan children lacking documentation or who were separated, as the national protocols on child protection were not established. Child friendly spaces were established in the region, especially in Chile. Joint vulnerability criteria



were established to guarantee coherence between partners and information was shared through campaigns for refugees

and migrants to support their access to timely information on rights and services.



### AREA OF INTERVENTION 3

## SOCIO-ECONOMIC AND CULTURAL INTEGRATION

**5,018**

Number of persons who participate in integration activities.

**3,665**

Number of refugees and migrants reached with job placement support.

**131**

Number of refugees and migrants reached with entrepreneurship support.

**148**

Number refugees and migrants supported on recognition of skills and education.

Facilities such as hospitals and schools, especially in border areas, were under increased pressure and often unable to deliver services. In addition, barriers to access the labour market, such as the need for specific documentation that Venezuelans cannot obtain in their country of origin, discrimination and a lack of information on the options available, represented major impediments for them to establish livelihoods and become self-reliant, despite the high level of qualifications that most Venezuelans living in the sub-region have.

To address these issues, R4V partners reached over 8,000 persons promoting local integration, social and economic inclusion, and self-reliance focused on the provision of access

to the labour market, self-employment, and ensuring access to financial services. In Paraguay, for instance, partners supported Venezuelan refugees and migrants with entrepreneurial aspirations to receive technical and financial training, with guidance to set up a business, and with the provision of seed capital for promising business ideas. In Argentina, partners reached individuals through skills development workshops, particularly on how to prepare a resume, design a job search strategy and conduct a job interview. Partners also provided refugees and migrants from Venezuela with assistance for the recognition and validation of diplomas in Argentina and Paraguay.



### AREA OF INTERVENTION 4

## STRENGTHENING THE CAPACITY OF HOST GOVERNMENTS

**16**

Number of government agencies and service providers supported to increase capacity to offer services to refugees and migrants.

**275**

Number of public officials trained on assistance, protection and integration standards and practices.

**3**

Number of government agencies supported to increase processing capacity of regularization and asylum applications.

**1**

Number of intergovernmental coordination mechanisms functioning with RMRP support.

Special emphasis was placed on capacity building and working in complementarity with national, local and municipal authorities in countries of the Southern Cone. Several activities with this objective were organized to strengthen technical expertise in areas of assistance, protection and integration standards and practices, particularly in Argentina, Paraguay and Uruguay.

In terms of supporting governments to increase capacities for regularization and access to asylum for Venezuelans, partners

provided technical and financial support in Uruguay and Chile. In Uruguay, partners regularly provided the Directorate General of Consular Affairs with human resources, allowing more than 1,500 Venezuelans to initiate their regularization process. Constant support was also provided to the National Migration Board through its technical secretariat to improve their inter-institutional coordination.

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## Coordination

The increased influx to the sub-region prompted a rapid scale up of the response, particularly in border and urban areas where there were few to no humanitarian actors present. The R4V Platform in the Southern Cone coordinated the response of a wide range of actors from civil society, UN agencies, authorities, academia and financial institutions. The R4V national teams established in Argentina, Chile, Paraguay and Uruguay, counted with a network of 44 partners which

include civil society, faith-based organizations, NGO and UN agencies, working in close coordination with national authorities. Close relationships were established with UN agencies and briefings to UNCT members were a regular agenda item during the monthly meetings. By the end of the year all national coordination platforms had been set up, meeting regularly in order to establish joint criteria, standards, identify gaps and ensure complementarity in response.

# REGIONAL WORKING GROUPS

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## COMMUNICATIONS

COMMUNICATION WITH COMMUNITIES /  
COMMUNICATION FOR DEVELOPMENT (CWC/C4D)

GENDER BASED VIOLENCE (GBV)

SUPPORT SPACES

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**RESPONSE FOR  
VENEZUELAN**

Coordination Platform for  
Refugees and Migrants  
from Venezuela

## COMMUNICATIONS

During 2019, the communications working group focused on:

1. The recognition of the R4V brand by the response actors at the regional, sub-regional and national levels.
2. R4V products and technical documents to be considered as reference in discussions on refugees and migrants from Venezuela.
3. The development of two antixenophobia initiatives, seeking to promote tolerance and solidarity messages in Latin America and the Caribbean.

### R4V Brand

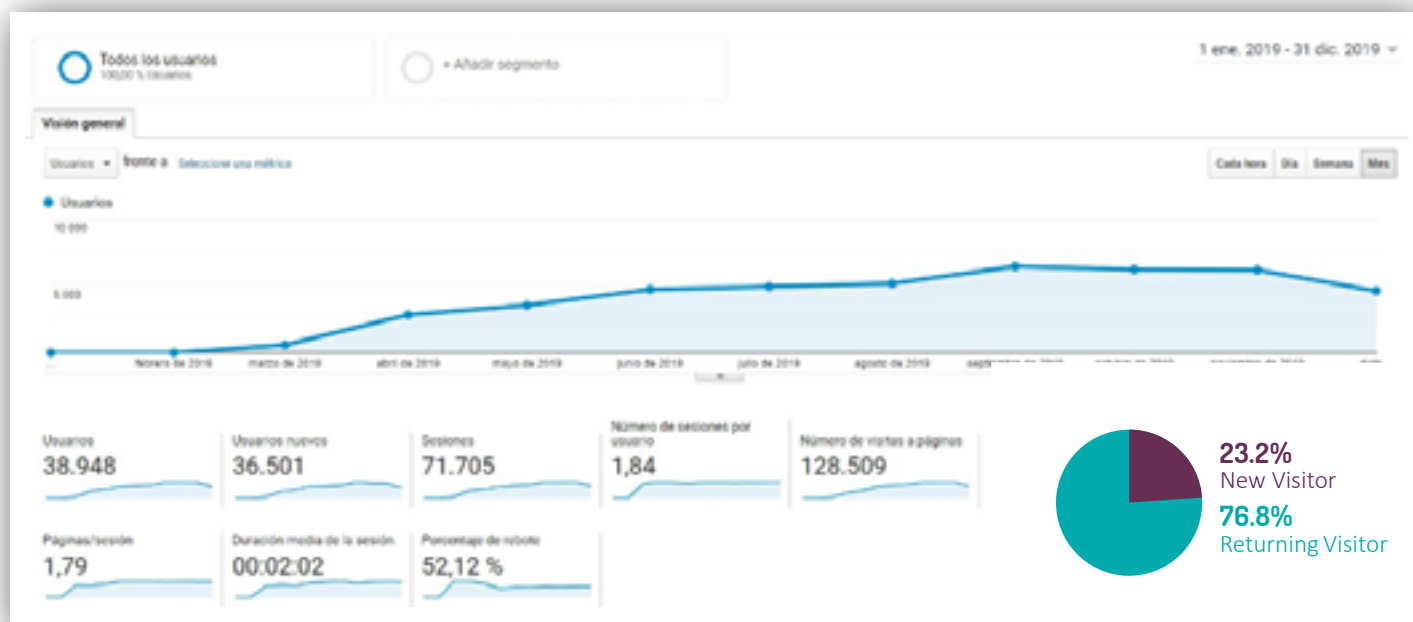
Development of **over 40 standardized pieces of common use** that follow the branding guidelines. These products include the R4V logo in English, Spanish and Portuguese, as well as templates and folders. A brand book and co-branding guidelines have also been developed.

### Briefing Kit

Design and publication of over 25 documents that form the R4V briefing kit, reaching almost **9,000 downloads**. These documents include Factsheets about Support Spaces, Gender Based-Violence and Campaigns against Xenophobia, as well as updates on population movements, Quito process, RMRP 2020 regional and country one pagers, leaflets, postcards and calendar.

### Website

Over **128,509 visits** to the R4V.info webpage. The R4V website includes key information and documents on the response for refugees and migrants from Venezuela and their host communities in Latin America and the Caribbean. To date, the RMRP 2020 document, launched in November 2019, for example, was downloaded over 79,149 times. Moreover, there were 164,339 downloads of the English version of the RMRP 2019, and 30,918 of the Spanish document. For more people to have access to this information, the communications working group links all the R4V communication products, as well as social media messages and interactions with news outlets to the webpage. The top visit locations were from the United States, Colombia and Brazil.



## Social Media Initiative #SonBienvenidos

The #SonBienvenidos initiative was supported by different countries and was replicated by many R4V member agencies such as AECID, UNAIDS, OCHA, UNV Latin America, NRC, and IPPF/WHO.

The initiative reached more than half a million people on social media, showing the tremendous impact that a coordinated initiative among all the R4V members can achieve.

The initiative included a video and 18 photographic designs that were produced along with key messages of welcome, tolerance, integration and respect towards refugees and migrants from Venezuela. The posts were published between December 17-28 2018 and between 3-11 January 2019.

SOCIAL MEDIA	RESULTS UNHCR / IOM / UNICEF	
	TOTAL	
	POST	PEOPLE REACHED
FACEBOOK	78	154,831
INSTAGRAM	11	98,700
TWITTER	30	309,544

## Regional antixenophobia campaign

During the second part of 2019, the communication group worked on the development of a regional antixenophobia campaign that will be launched during the first months of 2020. This initiative was to cover 25 countries in Latin America and the Caribbean, and its content and messages will be disseminated in three languages: Portuguese - *Reduzindo a Distância*-, English -*One Step Closer*- and Spanish -*Acortemos Distancias*-.

*Distancias*-. The main spot of the campaign was recorded in several cities across Latin America and The Caribbean, and has original music played partly by the Latin Vox Machine Orchestra based in Buenos Aires, as well as a powerful script narrated Alejandra Oraa. The six main values represented across the products of the campaign were solidarity, happiness, culture, effort, family and dreams.



## News

Joint press releases reached **over 2,750 pieces of coverage in News Media**. The figures produced by R4V had great visibility, becoming a reference for governments, academia and media when reporting on topics related to refugees and migrants from Venezuela.

## Creation and dissemination of social media products

Creation of **over 50 GIFs**, videos and social cards on topics including figures of Venezuelan refugees and migrants in Latin America and the Caribbean, R4V Support Spaces, R4V Newsletter, RMRP 2020, Solidarity Conference and Quito Process. The content on figures of Venezuelans in the region proved to be the most successful, reaching around **700,000 people on Twitter**. In general, the R4V content has had a positive response in social media, however, since there are no specific R4V social media accounts, it is important that partners continue to use their channels to expand R4V messages.

## R4V Newsletter

In 2019, a fortnightly newsletter was created reaching out to 700 subscribers worldwide. 12 newsletters were disseminated between July and December 2019, with more than 1,000 openings on each occasion, mainly located in the United States and Latin America. In less than a year, the R4V newsletter already has an open and click rate above the average of non-profit newsletters.



## Creation of a media channel

The R4V YouTube channel broadcasted all the audiovisual contents developed in the framework of the Response for

Venezuelans. Around 15 videos have been uploaded between November and December 2019.



## COMMUNICATION WITH COMMUNITIES / COMMUNICATION FOR DEVELOPMENT (CwC/C4D)

During 2019, the work of the Communication with Communities/ Communication for Development (CwC/C4D-R4V) Working Group focused on its establishment and implemented an online collaboration management mode, to meet the goals of its 2019 work plan, as follows:

### Knowing the needs of the region for a better response

#### Regional Information and Communication Needs Assessment

The Regional Information and Communication Needs Assessment was one of the priorities of the Working Group. Its planning process started in June and its implementation took place in the third quarter of 2019.

This exercise identified the preferred ways of communication, sources of information and information needs of refugees and migrants from Venezuela, as well as opportunities and challenges for partners, to better guide their work in 2019 and redefine the planning for 2020.

### Building messages to address the humanitarian emergency

#### Message bank

The regional message bank tool was designed to provide updated information to refugees and migrants from Venezuela on different topics of their interest and needs, including access to protection systems, risk prevention, access to asylum and regular entry and stay mechanisms (information on regularization), and available social services.

The development of updated informative material on human mobility adapted to the needs of different population groups, including children and adolescents, people with special needs and indigenous groups, was considered a priority during the construction of the tool.

During the second half of the year, the Working Group focused on the dissemination of the message bank across countries and populations targeted, in collaboration with other Working Groups and partners.

### Harmonizing regional key information for a better action

#### Regionalize/harmonize informational materials aimed at refugees and migrants on the move

In the first stage, it was agreed to start regionalizing and harmonizing already existing materials such as *"Mapa –*

*Rutas para la movilidad humana"* and *"Juego – La travesía"* with the support of partners in Colombia, Venezuela, Brazil, Ecuador, Peru, Bolivia, Chile, and Argentina.

### Improving communication with communities Regional training on CwC (2-day workshop)

A two-day CwC training was conducted in May 2019 with 36 platform and CwC focal points from countries involved in the Response for Venezuelans (R4V). The workshop included a review of the activities prioritized in the regional work plan to support the development and implementation of a CwC/C4D regional strategy. Among the activities prioritized was the regional Information and Communication Needs Assessment previously mentioned.

### Placing Communities at the Centre of the Re- sponse to refugees and migrants from Venezuela Elaborate a TOT on Accountability to Affected Populations (AAP).

More than 40 participants from 18 different UN agencies, NGOs and CSOs in Latin America and the Caribbean gathered to discuss and exchange experiences on Accountability to Affected Populations (AAP) during the Regional Learning Workshop on AAP, aimed at National, Sub-Regional and Regional Interagency Groups and/or regional members of the R4V.

The 2019 CwC/C4D work plan identifies AAP as one of the areas to be strengthened, in compliance with the Grand Bargain, the Core Humanitarian Standard (CHS) on Quality and Accountability and the IASC Commitments.

As the main outcome of the workshop, the national and sub-regional teams drafted plans that will serve as inputs for the implementation of AAP common mechanisms in 2020. The activity was led by partners and held in Bogota, Colombia in October 2019.

### Fostering innovation to empower young refu- gees and migrants

#### Implement a multi-partner, multi-country U-Report "Uniando Voces":

The U-Report "Uniando Voces" is a user-friendly, cost-effective, anonymous regional interagency and coordinate accountability mechanism that provides refugees and migrants with access to information about their rights and the services available to them, as well as life-saving information

on topics of relevance, data collection, and opportunities to provide feedback and complaints.

A multi-partner/multi-country workshop was held in Bogota to design the original model. A Regional Concept Note was agreed and the digital dashboard was been set-up, featuring

template infobots. Initial drafts for the SOPs have been shared with partners, including the Privacy and Data Protection Policy.

In 2020, Brazil will be leading the regional implementation showcasing how cooperation and the harnessing innovation can improve emergency response and help achieve even greater results for refugees and migrants.

## GENDER BASED VIOLENCE (GBV)

### Achievements

In 2019, the Regional Gender Based Violence Working Group provided technical support to national GBV coordination groups by leading countrywide GBV prevention and response strategies to serve Venezuelan refugees and migrants. Upon its inception in March 2019, the members of the GBV regional working group established a work plan to guide activities aimed at: enhancing the accessibility of GBV services provided to survivors, scaling up GBV prevention activities among populations in need, supporting sound in-country coordination systems and mainstreaming of GBV within other sectors' strategies as part of the R4V platform. Each of the objectives set in the GBV work plan reflect the key areas of intervention established by the 2019 response plan.

The below outlines the key achievements of the Working Group:

#### Direct Emergency Assistance: Service provision and referrals to GBV services

Throughout the year, national GBV coordination groups focused on drafting, securing buy in and endorsing GBV standard operating procedures (SOPs) to guide the provision of survivor-centered services in multiple countries throughout the region. These documents delineate specific roles and responsibilities for GBV and TIP prevention and response including agreed upon reporting and referral systems; mechanisms for obtaining survivor consent and permission for information sharing; incident documentation and data analysis; coordination; and monitoring.

The operationalization and application of SOPs requires strong, functional country-wide and local level referral pathways. Therefore, national coordination groups established referral pathways and information management agreements on GBV and human trafficking in Ecuador, Colombia, Peru and Chile.

#### Capacity building of GBV partners, National and Local Platforms

To enhance the quality of survivor-centered care, the national GBV coordination groups implemented several capacity development activities in the course of the year. Thus, the

national GBV groups organized inter-agency trainings for GBV responders, including state actors, International NGOs and community-based organisations. They held key workshops and trainings to provide GBV responders the core competencies to interact appropriately, refer, and provide life-saving response services to survivors of GBV. Specifically, the inter-agency teams held GBV referral trainings in Manaus, Pacaraima and Boa Vista in Brazil, Colombia, Ecuador and Trinidad and Tobago. Additionally, a Clinical Management of Rape training was held in Ecuador and a minimum initial service package training in Chile. Meanwhile, R4V partners also organized TIP detection, identification and referral of victims of human trafficking in Brazil, Chile, Colombia and the Ecuador-Peru Border.

Case management trainings were held in Colombia, Trinidad and Tobago, Brazil and Ecuador. This initiative has had a significant impact on the GBV response given that the culture of case management was nascent in countries hosting Venezuelan refugee and migrants. As a result of these trainings, there will be qualified social workers outside the government system (working in synergy with the government) equipped to provide a survivor-centered integrated services consisting of: a needs assessment, setting goals towards a survivor's recovery, the design and the monitoring of an action plan, one-to-one follow-up visits and the ongoing provision of psychosocial support.

Other activities to enhance the quality of care provided to survivors completed in 2019 by the regional GBV Working Group members include the development of guidelines to serve adolescent survivors.

#### Assessments, Alliances and Strategic Planning

A key component of the GBV Working Group's work plan also included the planning, drafting and publication of GBV and human trafficking assessments. Different agencies participated and drafted focus group discussions, key informant interviews and direct observation guidelines to facilitate a sound and



ethical data collection process. With these tools, national GBV groups carried out human trafficking and smuggling and GBV assessments in Peru, Brazil, Ecuador, Colombia and Guyana. In Guyana an inter-agency delegation at the regional and national level worked together for a period of 3 months to collect and analyze data and draft an assessment report. This assessment is being used to substantiate the plan of action for the GBV response.

**Social and Economic Integration:** The GBV regional group members also strived to generate and disseminate knowledge and stimulate dialogue about women's socio economic and cultural integration. Specifically, partners commissioned an assessment to shed light on the socio-economic condition of Venezuelan refugee and migrant women and girls in Colombia, Peru and Ecuador and how their status has made them more vulnerable to GBV. The assessment concluded that refugee and migrant women, who were more educated and experienced than men before displacement, experienced a disqualification process that forced them to generate income in the informal sector and in activities that constituted extensions of their reproductive roles.

**Advocacy and Coordination:** In 2019, the GBV regional group also prioritized advocacy initiatives directed towards governments, UN commissions and key decision makers in the refugee protection strategies implemented by state actors. Therefore, UN Agencies participated in several Quito Process meetings. In each of the meetings, they had the opportunity to engage with the governments and line ministries about trafficking and smuggling and offer support to state-led initiatives to prevent trafficking, dismantle trafficking networks and provide protection to survivors.

Creating alliances with other groups in the Regional Platform and creating an outreach strategy was a priority for the regional GBV Working Group in 2019 in order to formulate communication campaigns to promote GBV prevention and response services among refugee and migrant women and girls. The GBV Working Group worked closely with the Support Spaces group to develop a training programme to build the capacity of support spaces staff to interact appropriately with survivors, offer options of care and process onward referrals to case management services.

Additionally, national GBV group coordinating bodies developed communication materials on GBV and on human trafficking and smuggling to be used in awareness raising campaigns targeting refugees, migrants, and host communities. The GBV subsector members also worked with the Communication with Communities (CwC) group to create key messages for women on GBV, emergency health services in cases of rape, and women's inherent right to live a life free of violence. \ The regional GBV group also produced two fact sheets. These documents shed light on the protection concerns

experienced by Venezuelan refugee and migrant women, the gaps in services and the priorities to secure availability and accessibility of lifesaving GBV services in the region. In addition, it highlighted the work of the group to coordinate and lead a prevention and response strategy in the region. Importantly, one of the documents was shared with participants in the Oslo Conference on Ending Gender Based Violence in Humanitarian Crises in May 2019.

## Challenges

**Challenges in GBV service provision:** Despite the imminent need to provide timely survivor centered care to people who endured acts of GBV, survivors experience critical barriers to access services. These include the lack of information on what services are available and how to access them, the fear of retaliation from perpetrators and subsequent shame in seeking help, and the fear of deportation. Furthermore, GBV service providers often do not have the capacity to respond due to inadequate funding, the lack of human resources and difficulty in coordinating with other state funded service providers.

**Challenges in regional GBV coordination:** The GBV Regional Group's shift to a sector approach in line with the RMRP 2020, which calls for reporting on specific targets and indicators for GBV and human trafficking, will better position the work of the subsector as a lifesaving cornerstone in the humanitarian response for Venezuelans. In addition, the GBV Working Group was mostly composed of UN agencies which highlights a need to diversify the membership. In 2020 the GBV Sub-Sector will be aiming to invite national and local CBOs, feminist groups, reproductive health actors, INGOs and even the corporate social responsibility branches to allow for a more inclusive dialogue, striving to create a conducive environment to design integrated and multisectoral responses.

## Expectations for 2020

In 2020, the regional GBV sub-sector will put in place a strategy to continue to provide technical support to the national platforms to coordinate and implement sounder GBV prevention and response programs. As in 2019, the key areas of focus will be: GBV SOP development, capacity development to enable responders to develop core competencies, drafting and publication of assessments, and continuing to spearhead advocacy initiatives. The GBV sub-sector will build on the successes cultivated, incorporate lessons learned in 2019 and fine-tune specific activities

## SUPPORT SPACES

The Support Spaces Working Group was established in September 2018 to promote coordinated and joint efforts to respond to the urgent needs of refugees and migrants from Venezuela at border areas, along the routes and in host communities. The Support Spaces Working Group, comprised of UN Agencies and International NGOs and networks of faith-based organizations, has jointly designed the strategy and tools for this initiative and has achieved the following results in 2019:

- **Interagency missions to six countries: Colombia, Ecuador, Peru, Brazil, Chile and Argentina:** to assess the structures in place, services and organizations working on the response for Venezuelans; socialize the Support Spaces initiative and assess the possibility of its implementation in the piloting countries, providing recommendations on the way forward. Mission reports were drafted and are available on the R4V/Support Spaces site. <https://r4v.info/es/working-group/234?sv=39&qeo=0>
- **Support Spaces toolkit:** a toolkit was drafted as part of the regional tools for the implementation of Support Spaces. These include: 1) Concept Note; 2) Guide for Setting-up and managing Support Spaces; 3) Support Spaces Standard Operating Procedures and Annexes (10). The toolkit is available in both Spanish and English. <https://r4v.info/es/working-group/234?sv=39&qeo=0>
- **Regional capacity building plan:** a capacity building plan was designed to support national platforms in the implementation of the regional toolkit, strengthening the response of all actors working in the Support Spaces. Detailed modules were developed as part of the training package. National trainings were conducted in Peru and Colombia with Support Spaces focal points.
- **Support Spaces Visibility:** a Support Spaces logo was designed in coordination with the Communications Working Group. Other materials such as a regional factsheet was created. Support Spaces visibility has been placed in Colombia, Brazil and Chile. <https://r4v.info/es/working-group/234?sv=39&qeo=0>

- **Regional Service Mapping:** Support Spaces and services were compiled for each location receiving refugees and migrants from Venezuela in the four piloting countries. A service mapping database was designed in Google Maps and will be rolled out in 2020.
- **Monthly coordination meetings:** monthly meetings were organized with Support Spaces members at regional level, as well as Support Spaces focal points from national platforms.
- **A Regional Support Spaces Workshop** was conducted in November 2019 with more than 40 Support Spaces focal points from six countries (Colombia, Ecuador, Peru, Brazil, Chile and Argentina) and regional level. Feedback was received from the participants to help strengthen the intervention. National and regional plans were drafted and will be reviewed and implemented in 2020.

### Support Spaces indicator:

# of Support Spaces established and operating (was not included as an indicator in the first semester of 2019)

A total of **91 Support Spaces** were identified, established and were operating in Colombia, Ecuador, Peru and Brazil (pilot countries). More than **100,000 beneficiaries** access these structures and were receiving support from different organizations and governmental institutions per month. Additionally, more than **1,300 Support Spaces and services were mapped** in these four countries. The Support Spaces initiative will continue to be implemented and strengthened in six countries and will be expanded in coordination with national platforms to other countries in the region in 2020.



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