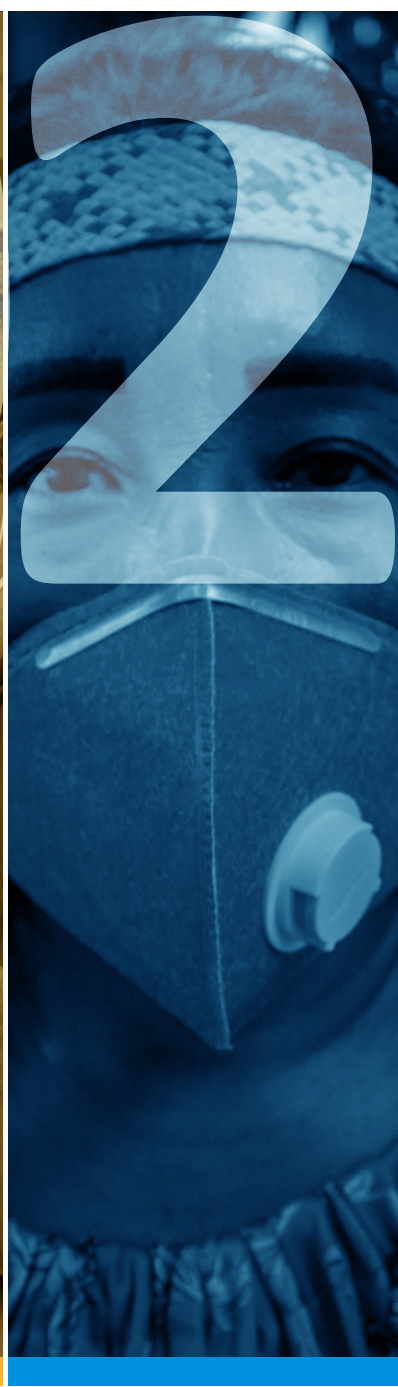


Office of the Director General's Special Envoy (OSE)
for the Regional Response to the Venezuelan Situation

Annual Report



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CREDITS

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IOM Brazil, photo 3 credit: Bruno Mancinelle

IOM Port of Spain, photo 4

I. FOREWORD

2020 has been a year of challenges. The COVID-19 pandemic and socio-economic disruptions have affected everyone. However, as in many other crises, the hardest hit are the already most vulnerable. As highlighted by the IOM Director General, António Vitorino: “Border closures and movement restrictions disproportionately affect those most vulnerable. Many are stranded, suffering the economic impact of the pandemic and living on the margins of health systems”.

Across the region, migrants and refugees from Venezuela have been particularly exposed to the effects of the pandemic and its impact on host countries. Widespread loss of jobs and sources of income have signified increased inability in securing basic needs such as food, shelter and other essential services. Closures of borders and mobility restrictions, while justified to preserve health, forced people to turn to irregular alternative routes, significantly increasing risks of abuse and exploitation, including trafficking in persons. Negative perceptions associated with the fear of the virus led to rise in stigma and xenophobia.

This Annual Report illustrates the work of IOM in the regional coordination and response to the Venezuela situation during this challenging year. Together with IOM's country offices, the Regional Office for South America in Buenos Aires, the Regional Office for Central America, North America and the Caribbean in San Jose and with support from the Panama Administrative Center; OSE has continued to offer a harmonized, principled and coordinated approach to the needs of Venezuelan migrants and refugees across Latin America and the Caribbean (LAC). The IOM Office in Washington and the Regional Office in Brussels have also played a key role in liaising with the Government of the United States and the European Union to promote the RMRP.

IOM implemented a portfolio of interventions in benefit to migrants and refugees from Venezuela including shelter, transportation, NFIs, health, CBI and protection, in the form of family reunification, assistance to victims of trafficking, legal assistance; strengthened the capacity of host governments, migration related data collection; as well as activities aimed at enhancing migrant and refugee integration, including entrepreneurship training, job placement programs, and antixenophobia campaigns.

Throughout the year, IOM and UNHCR advanced the role of the Technical Secretariat of the Quito Process, supporting efforts of receptor countries in advancing cooperation

on the flows of Venezuelan migrants and refugees in the region despite the complex reality marked by movement restrictions to curb the spread of COVID-19 and preserve life, and with xenophobia on the rise. In 2020, 13 countries reaffirmed their commitment during the VI International Meeting hosted by the Government of Chile.

The 2020 International Donors Conference, organized by the European Union (EU) and Spain, constitutes a milestone for the regional Venezuela response, as it increased the crisis' visibility and engaged a number of donors and development actors. Towards the end of 2020, the Government of Canada committed to hosting a follow-up Donor's Conference in 2021, making significant progress in its planning efforts.

Finally, I would like to express my heartfelt gratitude to all partners for their continued efforts in reaching our joint goals. Special thanks to UNHCR and all the 157 additional members of the Platform who have been working side by side with IOM throughout the year, including the work on the platform, joint project implementation and planning of donor conference. I would also like to thank our donors and the international community for their important commitment, which has enabled continuity of the humanitarian response despite the unprecedented circumstances. Together, we hope to continue to safeguard fundamental rights, provide lifesaving support and build better futures for millions of Venezuelan migrants and refugees.

While 2020 has been characterized by numerous challenges, we have also witnessed great acts of solidarity and kindness, and of adaptability and inventiveness. As we now enter 2021, we hope that these manifestations of openness, hospitality, compassion, and cooperation will continue.



Diego Beltrand

Director General's Special Envoy for the Regional Response to the Venezuela Situation

II. INTRODUCTION

OSE OBJECTIVE, FUNCTION AND GEOGRAPHICAL COVERAGE

Following the UN Secretary General's request to IOM and UNHCR to co-lead the regional interagency response, the Office of the Director General's Special Envoy for the Regional Response to the Venezuela Situation (OSE) was established in 2019 to coordinate IOM's response to the Venezuelan Situation. In the same year, Dr. Eduardo Stein was appointed by the IOM Director General and the High Commissioner of UNHCR as the UNHCR-IOM Special Joint Representative for Refugees and Migrants from Venezuela. The OSE, located in Panama City, Panama, oversees coordination and operational programming for 17 countries in LAC which operate under the framework of the RMRP while serving as co-lead with UNHCR of the R4V. OSE also coordinates with and extends support to the IOM Venezuela office.

OSE provides support to national platforms and assists IOM missions with information management, communication and resource mobilization linked to the Venezuela response. The office is also responsible for political liaison and co-leads the Technical Secretariat of the Quito Process, together with UNHCR.

The geographical coverage of the OSE extends to the areas as covered by R4V and RMRP and includes the following 17 host countries: Argentina, Aruba, Bolivia, Brazil, Chile, Colombia, Costa Rica, Curaçao, Dominican Republic, Ecuador, Guyana, Mexico, Panama, Paraguay, Peru, Trinidad and Tobago, and Uruguay. For all activities and strategies linked to the Regional Venezuela response, OSE works in close coordination with IOM country offices in LAC, as well as with the Regional Offices (ROs) for South America in Buenos Aires, and for Central and North America and the Caribbean in San Jose.

SUPPORTING PREGNANT WOMEN

DURING COVID-19 IN COLOMBIA

Countless Colombian and Venezuelan pregnant women decided to stop attending prenatal appointments at hospitals and health centers in Colombia during the pandemic. Their reason: they feared being infected by COVID-19. To support the Colombian health system and Venezuelan refugees and migrants, IOM Colombia established health programs for pregnant women to include a thorough prior attention strategy which follow the strictest COVID-19 biosecurity protocols. These programs support pregnant Venezuelan refugees and migrants in the most vulnerable communities in the country. Luz Marina is one of the beneficiaries of IOM's new program. She is 20 years old and is currently in her eighth month of pregnancy. Luz lives in Villa del Rosario, a



Photo credit: IOM Colombia

town close to the border with Venezuela in eastern Colombia. "The most important thing for me is taking care of my son's health and future. I feel at peace nowadays with all these protective measures, and can receive the attention I deserve," she says.

LATIN AMERICA AND THE CARIBBEAN, VENEZUELAN REFUGEES AND MIGRANTS IN THE REGION (JANUARY 2021)



Source: <https://r4v.info/>

III. STRUCTURE OF OSE PANAMA



IOM Strategic Planning Exchange Workshop organized by OSE and Regional Offices in Buenos Aires and San Jose, with attendance from staff in the region and Headquarters. February 2020, Panama City.

As of the end of 2020, the OSE is composed of seven units and 34 active positions. The team consists of staff members from 19 different countries, being 55% female and 45% male.

OSE also covers half of the two joint positions with UNHCR: the Joint Special Representative for the Venezuelan refugees and migrants and the Joint Technical Secretariat for the Pro-Tempore Presidency of the Quito Process.

Main functions of the current units and management positions:

Special Envoy Unit: is responsible for political liaison, overall implementation, oversight of the response and fundraising under the framework of the RMRP as well other activities related to IOM's response. The unit is also responsible for promoting strategic alliances and identifying funding opportunities for Venezuelan migrants and refugees with the private sector, Corporate Social Responsibility (CSR) and multilateral banks in line with the development of the RMRP and donor conference.

Inter-Governmental Processes and Civil Society Liaison Unit: promotes the follow-up and facilitates the implementation of the Plan of Action of the Quito Process and the Declarations and the Roadmap approved by the countries participating in this process. Liaison with regional intergovernmental organizations such as Mercosur and Andean Community (CAN as per the Spanish acronym). It also coordinates visibility and collaborative actions with civil society organizations.

Interagency Coordination Unit: co-leadership of the R4V platform jointly with UNHCR, coordination with UN agencies and Civil Society Organizations participating in the Venezuelan response.

Migration Data & Research Unit: leadership in the development and implementation of the OSE information management and research strategy, capacity, and policies.

Programme Support Unit: leadership and implementation of a strong fundraising strategy to support project development efforts for Venezuelan outflows. Provision of project development, reporting, M&E, and donor liaison support to IOM country offices in the region and IOM Venezuela.

Regional Response Coordination Unit: responsible for the coordination and oversight of regional projects under the RMRP in South America, North America, Central America and the Caribbean, working closely with implementing missions and ROs.

Resource Management Unit: management of the financial, human resources, and administrative functions of the Office and oversight of the activities of the Country Offices related to resource management within the framework of the RMRP.

OSE organigram can be found in Annex 1.

IV. INTERNATIONAL DONOR CONFERENCE

IN SOLIDARITY WITH VENEZUELAN REFUGEES AND MIGRANTS

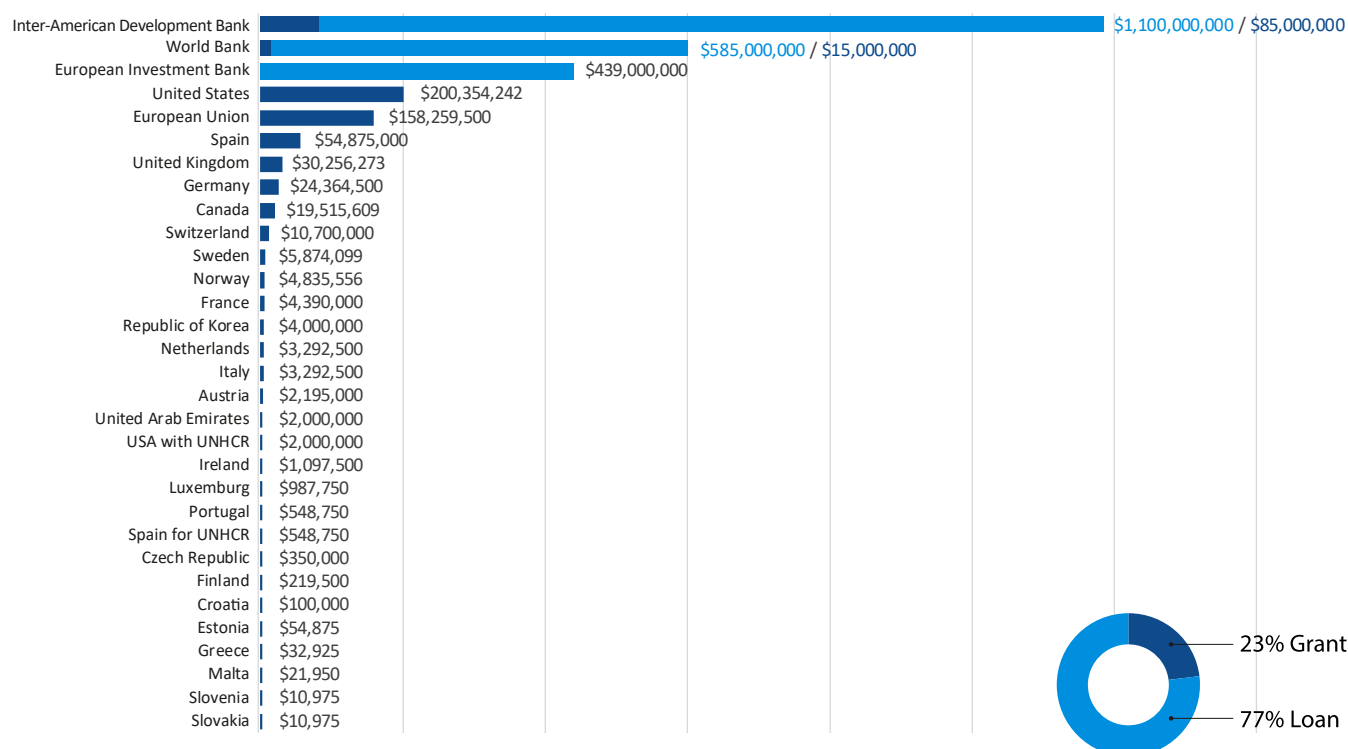
INTERNATIONAL DONORS CONFERENCE

Coordinated by the European Union and Spain and with support of Canada, Norway, IOM and UNHCR, the **International Donors Conference in Solidarity with Venezuelan Refugees and Migrants** took place virtually on May 26, 2020. With the objective to mobilize support to address the unprecedented displacement from Venezuela and vulnerabilities exacerbated by the COVID-19 pandemic, the pledging conference resulted in a generous commitment from donors amounting to a total of USD 2.758 billion, including USD 634 million in grants and USD 2.124 billion in loans. The conference brought together more than 40 countries, as well as United Nations agencies, international financial institutions and representatives of national and international civil society¹.



GRAPH 1

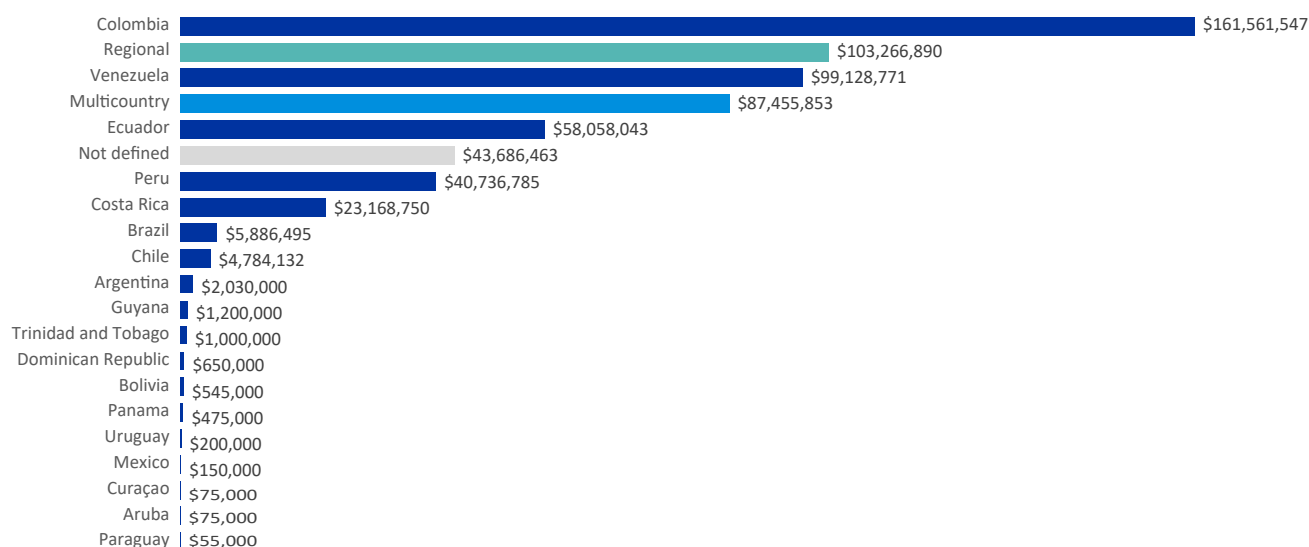
Total contributions by donor



¹ EU web page: https://eeas.europa.eu/headquarters/headquarters-homepage/79328/donors-conference-solidarity-venezuelan-refugees-and-migrants-countries-region-amid-covid-19_en Spain web page: http://www.exteriores.gob.es/Portal/en/SalaDePrensa/Comunicados/Paginas/2020_COMUNICADOS/20200515_COMU038.aspx

Find the summary of the conference here: https://www.youtube.com/watch?v=Va3x0FlaQQ&feature=emb_title

GRAPH 2

Amount by recipient country²

IOM and UNHCR, alongside the government of Spain and the European Union, supported the planning and implementation efforts as well as continued to provide technical assistance with monitoring of the pledges after the event. The follow up status of the contributions was presented by the European Union and Spain four months after the conference during the VI International Technical Meeting on Human Mobility of Venezuelan citizens in the region, the VI Round of the Quito Process, held on September 23 and 24 in a virtual format.

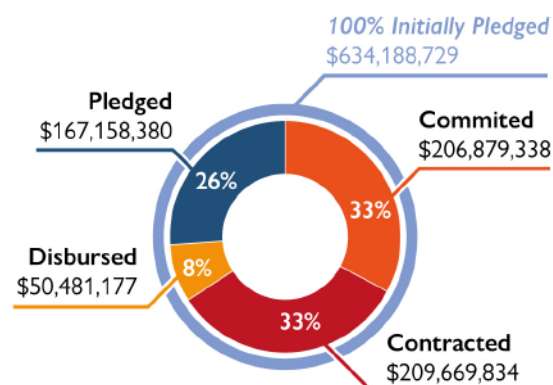
The DG's Special Envoy participated in the VI Round of the Quito Process with UNHCR's Director of the Regional Bureau for the Americas, the EU, and the Governments of Spain and Canada when it was expressed satisfaction for the results achieved in the implementation of the pledges. By September 2020, 74% of the donations were already committed, contracted, or disbursed. During the meeting, it was stressed by all parties the importance of maintaining high visibility and attention of the international community on migrants and refugees from Venezuela in 2021.

Graph 3 shows that as of September 2020, 8% of the grants announced during the conference were disbursed (funds transferred to a recipient institution, organization or agency, following a commitment and/or a contract), 33% contracted (funds that have been contracted through a signed agreement), 33% committed (funds committed to a recipient organization but not yet contracted or disbursed), while the 26% of the grants were still considered pledged (funds that refer to a non-binding announcement by donors).

The follow-up 2021 Donor Conference will be organized by the Government of Canada and will take place in the second quarter of 2021. IOM, UNHCR and the government of Canada have established a Technical Working Group for the preparation and the organization of the event, where IOM and UNHCR provide technical assistance and share lessons learned and recommendations. Furthermore, the government of Canada has established a High-Level Steering Committee in which decisions will be made by participants, which apart from Canada include the governments of the US, UK, Spain, EU, Colombia, Ecuador, Peru, and Chile, as well as IOM, UNHCR and IADB.

GRAPH 3

Contributions against pledges



2 Pledges/funding labelled as 'multi-country' is used when funding is directed (or will be directed) to two or more (but not all) countries in the region. This differs from pledges/funding labelled as going to the 'region', which is specified as funding for the regional response (including Venezuela) by donors and may go to all countries in the region; as well as 'not defined', which refers to pledges/funding where no country or regional detail has been provided.

"Not defined" includes contributions where the recipient country was not specified by the donor.

"Region": used when pledges/funding may go to all countries in the region (including Venezuela)."

V. OVERVIEW OF FUNDS RECEIVED

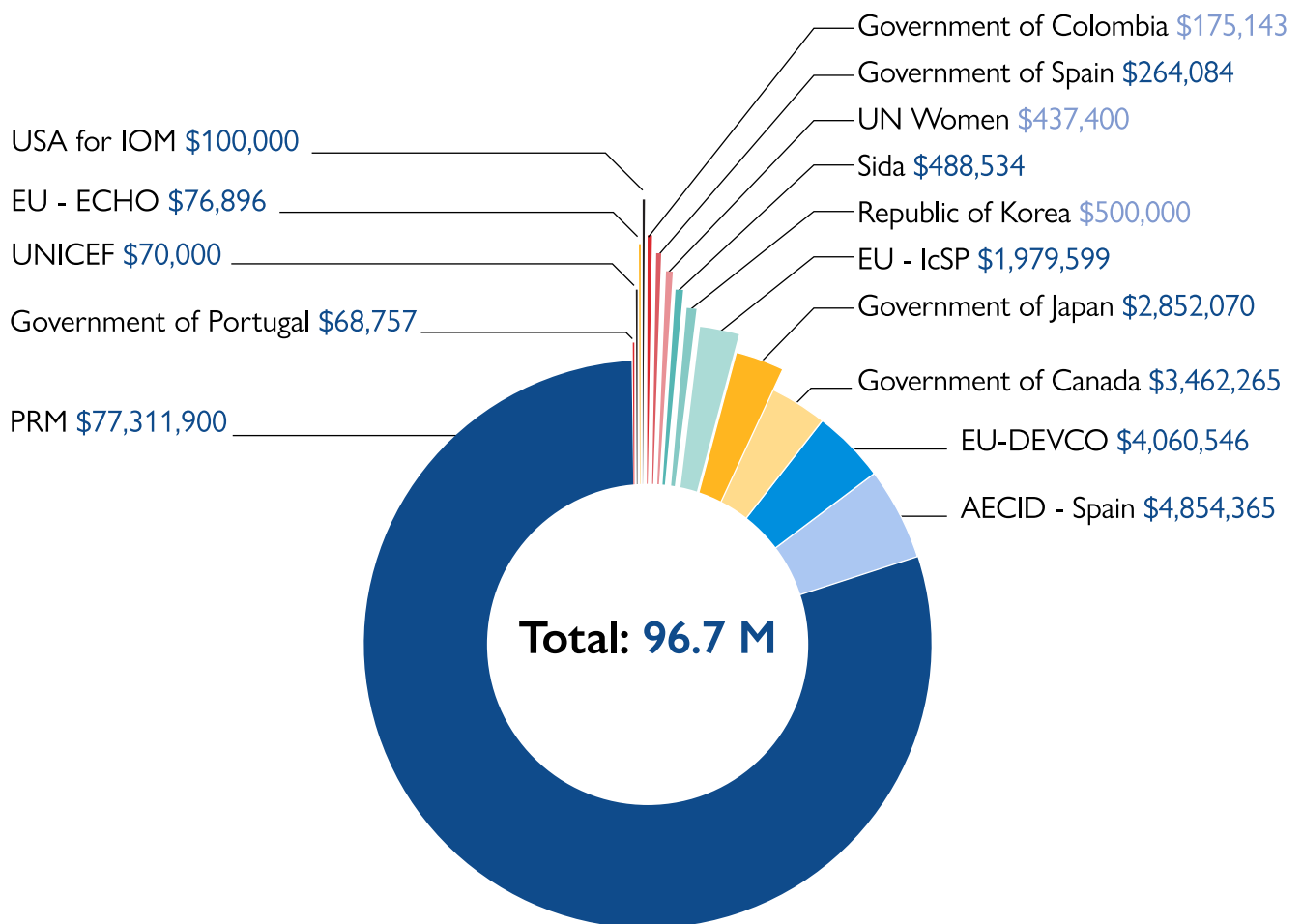
REGIONAL FUNDS, NATIONAL FUNDS

PROJECT PORTFOLIO 2020

Under the RMRP 2020, IOM has received USD 96.7 million (29%) of a total appeal of USD 326,145,630, primarily from one donor, the United States Department of States' Bureau of Population, Refugees and Migration (PRM). The PRM award of comprises 80% of IOM's funding under the RMRP 2020. Additional donors to regional and national initiatives include the Government of Canada, Portugal, South Korea, Spain (AECID and Ministry of Foreign Affairs), Colombia, Japan, the European Union (ICSP, ECHO, DEVCO), the Swedish International Cooperation Agency (Sida), the Permanent Mission of Brazil to the United Nations, USA for IOM, UNICEF, and UN Women. Thanks to these generous contributions, IOM implemented 20 projects (8 regional and 12 national) in the framework of the RMRP 2020.

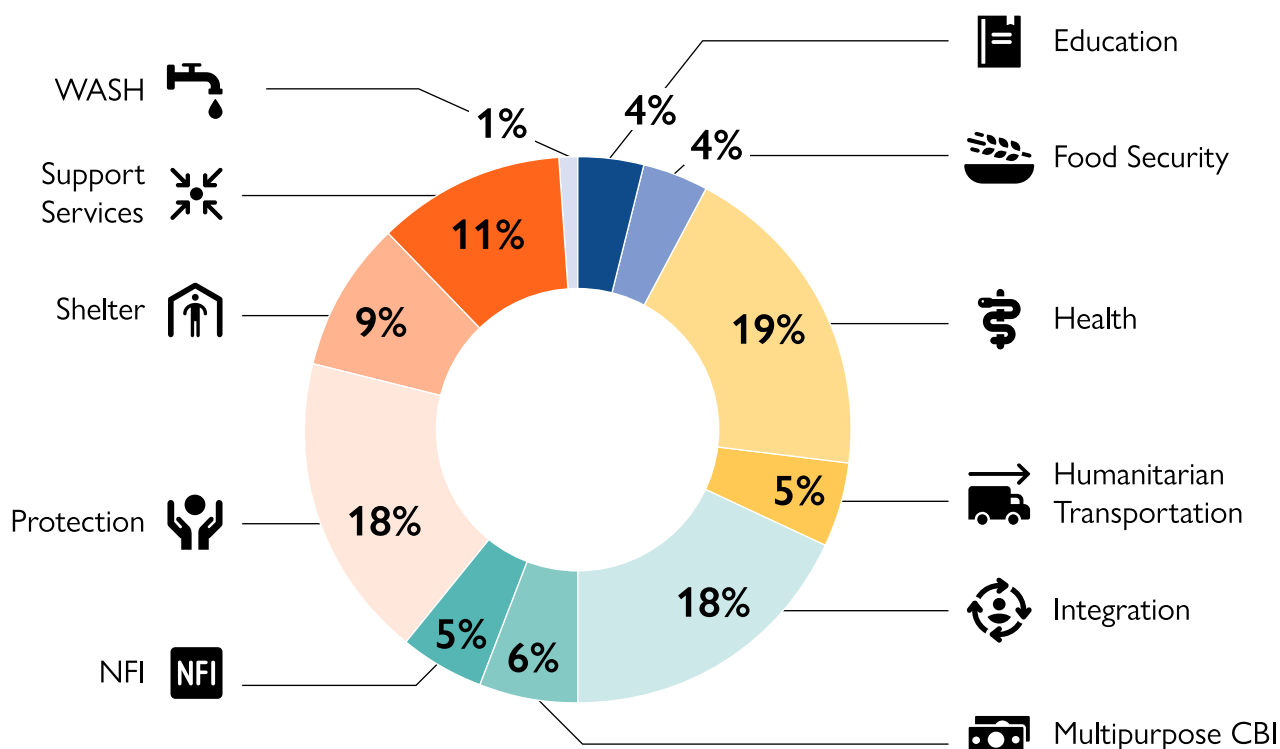
GRAPH 4

Overview of donor contributions for the RMRP 2020



GRAPH 5

Overview of IOM projects under the RMRP 2020 per Sector



Graph 5 illustrates that of the funding received, the majority has been directed towards Health (19%), Protection (18%) and Socio-Economic Integration activities (18%), being the top three priority sectors for IOM in the RMRP 2020.

OPENING PATHS OF INTEGRATION

THROUGH ENTREPRENEURSHIP – COSTA RICA

Silvia Torres is a Venezuelan entrepreneur who currently resides in Costa Rica. Upon arrival, her first initiative was to resume her small business called "*Piña Piñatas*." Thanks to the support provided by IOM and the Latin American Center for Innovation and Entrepreneurship (CELIEM) of the Universidad Latina de Costa Rica, she was able to formally register her company and operate her business in the entire country. With her initiative, she has been able to bring together Costa Ricans and Venezuelans to make and develop supplies for *piñatas*. She also offers this program for women who are currently incarcerated to build their skills, so they have ability to find a job upon release.



Photo credit: IOM Costa Rica

VI. IOM PROGRAMS AND PROJECTS

In 2020, IOM implemented nine regional and 25 national projects³ (managed in Brazil, Colombia, Ecuador, Peru and Trinidad and Tobago) in benefit of refugees and migrants from Venezuela in transit and destination, pendular migrants and members of affected host communities across the 17 RMRP countries.

Financial contributions were made from various donors: Governments, such as the United States (PRM, CDC, OFDA), Japan, Colombia, Portugal, South Korea, the Netherlands, Canada, Sweden (Sida), Spain (AECID), Brazil (the Permanent Mission of Brazil to the United Nations), the European Union (IcSP, EC, DEVCO, ECHO), UN (UNICEF, UNHCR, UN Habitat, UN Women, CERF), NGO (USA for IOM) and private sector (Citi Foundation), which enabled IOM to provide a wide range of assistance, including humanitarian assistance such as NFI, shelter, health or humanitarian transportation; protection, in the prevention and mitigation of GBV and trafficking in persons; and support to socio-economic integration by facilitating access to the formal labor market and supporting entrepreneurship and social cohesion initiatives.

REGIONAL INITIATIVES

Seeking to complement mission-led initiatives, mechanisms and tools and with the aim to inform, guide and support the IOM response to the Venezuela situation at large, at the regional level some of the initiatives of 2020 include:

Integration: various research and analytical initiatives have taken place in 2020 to contribute to informed decision-making and program design on socio-economic integration of refugees and migrants from Venezuela. In collaboration with the OSE Displacement Tracking Matrix (DTM) team and with support from IOM's Global Migration Data Analysis Centre (GMDAC), an internal report was released in September 2020 analyzing the socio-economic data from IOM's 2019 DTM across 11 countries in LAC. More specifically, analysis centered on migration status, access to health, education, employment, and remittances. The report provides recommendations both for integration programming as well as for strengthening socio-economic data collection and analysis methodologies and approaches.

Protection: To reinforce and complement protection interventions carried out by IOM in the region, IOM established a Regional Mechanism for Assistance to Migrants in vulnerable

situations, with a particular focus on the provision of support to VoTs, survivors of GBV and other vulnerable migrants from Venezuela with special protection needs. Assistance may include safe shelter, food, and clothing; medical care and psychosocial assistance; translation and interpretation services, family tracing, best interest determination and reunification; legal and documentation assistance; reintegration assistance and relocation; tailored to the special needs of each individual beneficiary. Between October and December 2020, the mechanism supported the recovery of 20 beneficiaries.

Gender: With the aim of establishing a baseline on the COVID-19 impacts on women, IOM produced reports highlighting the specific conditions, vulnerabilities, needs and opportunities that migrant and refugee women from Venezuela faced prior to the pandemic.

These reports represent the first research effort with a fully disaggregated approach to analyzing DTM data collected as part of the Venezuela Regional Response. This analysis of the regional dataset produced four thematic factsheets on a) General demographic characteristics; b) Employment and access to education; c) Access to health services; and d) Gender-Based Violence, challenges, and risks factors during the migration journey.

Displacement Tracking Matrix (DTM): the DTM team conducted capacity building of 30 staff across 16 countries (host countries and Venezuela). Trainings focused on: Introduction to DTM, DTM reporting guidelines, introduction to Geographic Information Systems (GIS), LEG refresher on data protection, sampling orientation and a harmonization exercise on regional flows in Brazil, Colombia, Ecuador and Peru. In addition to flow monitoring surveys, Brazil, Ecuador and Peru conducted site assessments in shelters as a response to the COVID-19 pandemic.

In 2020, IOM conducted more than 20,000 surveys in nine countries, including multi-sectoral flow monitoring surveys, site assessments and one assessment focusing on children and adolescents living in the street, producing 32 reports.

IOM also scaled up its DTM activities in Venezuela. Building on its 2019 mobility tracking pilot conducted in Caracas, Miranda and San Cristobal, the OSE DTM Team supported a second pilot expanding data collection to the states of Apure, Táchira, Bolívar, Distrito Capital and Zulia. In addition, in collaboration with Caritas, IOM conducted a survey on the humanitarian needs of migrants in transit and in border areas in the states of Táchira and Apure and rolled out the first round of DTM in four additional states.

³ Funds for IOM active projects in 2020 may have been awarded in previous years.

Orientation and Support Centers/Support Spaces: Building on MoU signed between IOM and Fordham University in 2016, and on the [Design for Humanity Initiative](#), a new partnership was established to promote the development of human-centered spaces for migrants and refugees from Venezuela and their host communities. Phase I of the IOM/Fordham initiative “Casa Azul – Cultural, Resources and Information spaces along the Venezuelan migration routes” produced design guidelines that can be applied to existing structures and to new dwellings. In 2021 the project will focus on the operationalization of the Casa Azul concept in pilot countries in the region.

Study on Venezuelan Civil Society Organizations: Migrant and refugee organizations have historically demonstrated their ability to influence migration policies and their implementation in the region. These organizations conduct grassroots work directly with migrants, which provides them with valuable understanding on the reality of migrants in the region. In 2020, COVID restrictions have deeply affected these organization's abilities to both raise funds and to operate their programs. With the aim of having accurate and up-to-date information on these migrant and refugee organizations, and in order to make their work visible and to potentially strengthen and develop support projects for them, the OSE's Intergovernmental Processes and Civil Society Liaison Unit, in partnership with the IOM Missions in LAC, conducted a study on the associations of Venezuelan migrants and refugees in the region. Through surveys and focus group discussions, leaders of the CSOs provided frank assessments of their capacity needs and the strategic areas which they need to develop to improve their performance. IOM is committed to respond to these findings and will help build Venezuelan CSO capacities through technical and financial support in 2021.

Strategic Partnerships:

The Organization of American States (OAS): established a partnership in November 2020 with the overall aim to support the OAS to undertake an assessment of needs and best practices of local authorities in their efforts in integration of migrants. The initiative is supported by UNHCR, UNDP, UNICEF, ILO, and UN Women. An analytical report is expected to be finalized and launched in the first half of 2021.

Scalabrini International Migration Network (SIMN):

On December 2011, the SIMN and IOM signed a cooperation agreement on migration matters in the areas of training, services, institutional strengthening, assistance plans and research, enabling IOM country offices and the Scalabrini organization to develop joint projects across the region. In August 2020, a [regional workshop](#) with IOM and SIMN was held aiming at generating exchanges about the realities of migration in the region and the assistance provided to migrants. A direct outcome of the workshop was the elaboration of a joint workplan for the year 2021.

Migration Policy Institute (MPI):

IOM DTM and MPI started a Joint Data Analysis project with activities focused on a harmonization exercise of 2019 DTM data collected in 11 host countries, an internal review of the dataset and the start of a community of practice between IOM Missions, OSE and Headquarters. The project also produced an external factsheet: [‘Venezuelan Migrants and Refugees in Latin America and the Caribbean: A Regional Profile’](#) that analyzes country-to-country variations in these population characteristics. The report was launched at a high-level event counting with the participation of the IOM Director General, the DG's Special Envoy for the Venezuela Situation, the MPI President, the Joint UNHCR-IOM Special Representative for Venezuelan refugees and migrants, amongst others.

STARTING A NEW FAMILY

AMID THE CHALLENGES OF COVID-19

Roxy and her husband, after a long journey from Venezuela, arrived in Paraguay in February 2020. They recently welcomed their newborn daughter Emma during the COVID-19 pandemic.

Due to the changes that have arisen as a result of the pandemic, they lost their main source of income, finding themselves in a state of uncertainty and vulnerability. Within the framework of IOM's response to Venezuelans in Paraguay, they received support in the form of a maternity kit with various basic care items for the mother and the baby.

"We are currently looking for new sources of work with all the desire to move forward together as a family in this country." Roxy told IOM.

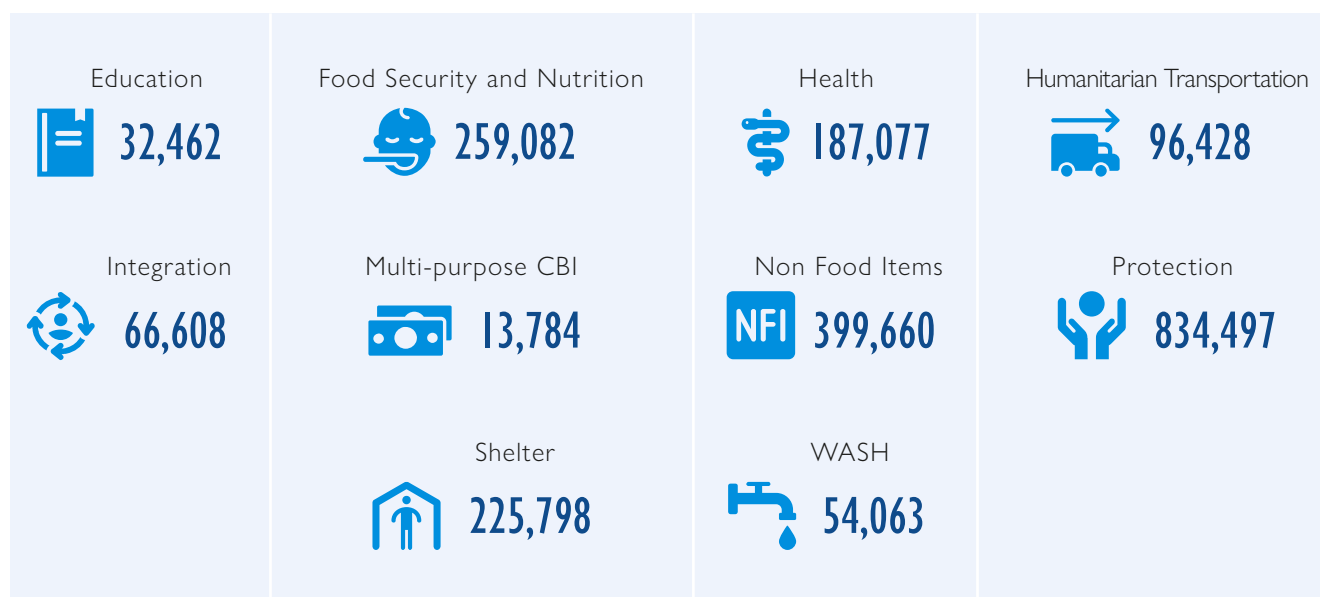


Photo credit: IOM Paraguay

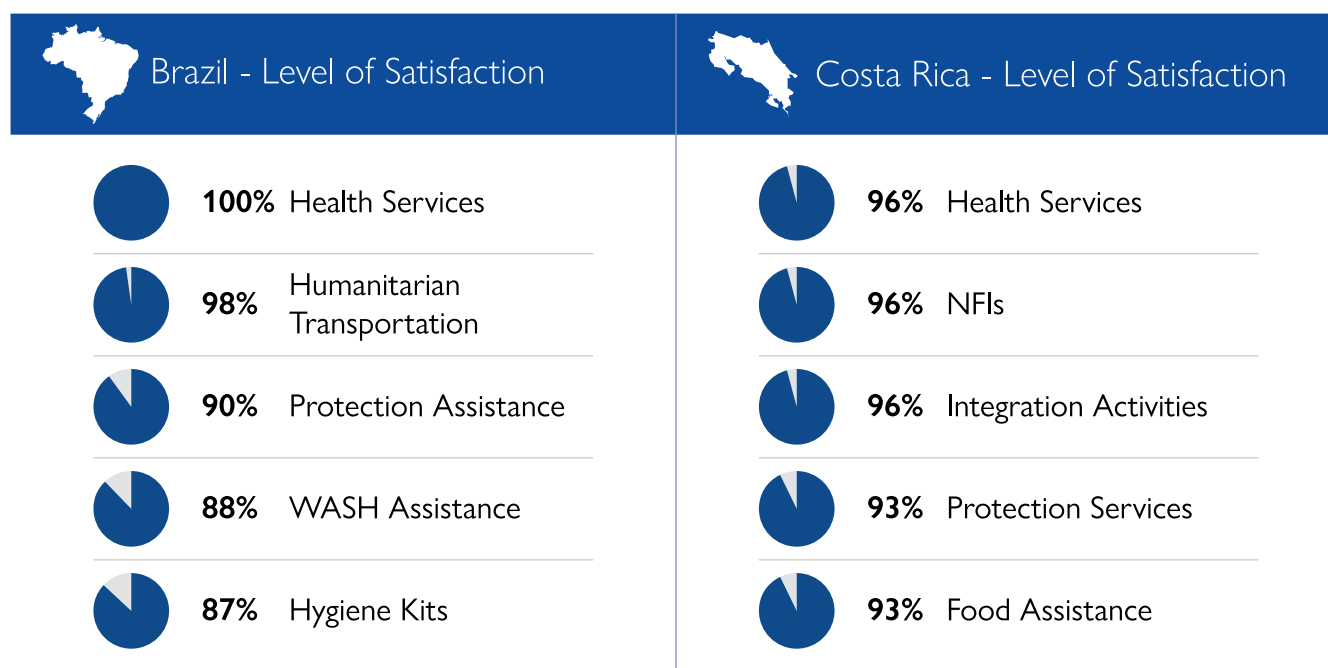
NATIONAL OPERATIONAL HIGHLIGHTS

17 IOM Missions operating under the RMRP have quickly scaled up capacities to meet the needs of the migrants and refugees from Venezuela, working in close coordination with the relevant national authorities, UN agencies, international and national organizations and local counterparts that have the required mandate and expertise in the targeted sectors of intervention.

With financial support provided by various donors, in 2020, IOM was able to reach the following total number of beneficiaries per RMRP sector under regional initiatives, as illustrated below



In 2020, IOM enhanced efforts to evaluate the impacts of the regional projects by measuring the level of satisfaction of beneficiaries through focus group discussions and post distribution monitoring. As seen in the two examples below, post-distribution monitoring (PDM) results illustrate in general a high level of satisfaction, with some areas for improvement. IOM will further expand PDM and other MEAL programming in 2021.



IOM missions worked on a framework of activities across the ten sectors of the response, contributing a wealth of knowledge to address common themes in the provision of humanitarian and protection assistance. The following map provides a snapshot of some of the good practices generated by IOM missions as part of the regional response to the Venezuelan situation:

GOOD PRACTICES – MEXICO, CENTRAL AMERICA AND CARIBBEAN

Mexico

Since 2018, IOM has worked in Mexico on developing strong partnerships with NGOs. Both those Venezuelan run and local ones. **In 2019, IOM reached 23,770 beneficiaries with multi-sectoral services through its partners.** During the same year, IOM implemented a high quality communications campaign that reached more than 900,000 people through various channels (Internet, radio, video, depending on what medium was used by IOM Mexico). The campaign focused on highlighting Venezuelan migrant stories to sensitize the local population of their situation and needs.

Dominican Republic

IOM conducted important advocacy with the Government of the Dominican Republic in 2020. At the end of 2019, the Dominican Republic decided to a policy change in which a visa was required by Venezuelans to enter the country. Given the population of Venezuelan refugees and migrants is constantly on the move, the decision resulted in greater numbers of irregular migrants, and thus greater vulnerability. **IOM prepared technical documentation for the government to highlight the benefits of Venezuelan migrants and refugees in the country**, as well to advocate for a solution to their migratory status.

Aruba

In Aruba, IOM provides Venezuelan children with support for schooling, uniforms, and health insurance. Around **45 children are benefiting** from these activities. Furthermore, IOM has donated laptops to the school for migrants (SUAZA), which has a pilot project with national libraries. IOM will also support the set up of hotspots where migrant children will be able to use computers for distance learning.

Costa Rica

IOM pioneered the implementation of a call centre to assist Venezuelan migrants. Migrants now have easy access to migratory and psychosocial care services. The service was considerably expanded, allowing people from areas other than the capital to be reached. As a result of the pandemic, **the system was readjusted and strengthened to ensure that the quality of services offered would be equivalent to the quality of face-to-face services.**

Panama

In Panama, IOM and UNHCR **promoted an online campaign titled #SomosLoMismo, reaching over two million people.** The campaign aimed at entertaining and educating in values such as peace, respect and solidarity. IOM Panama also organized a Book Fair that gathered journalists from the country and the region, seeking to generate a space for reflection that promotes awareness on forced displacement and migration.

Curaçao

One of IOM's key areas of intervention in Curaçao is the provision of rental subsidies in the form of CBI for Venezuelan migrants. IOM has partnered with local NGO Famia Plania, which monitors evictions of Venezuelans in the country and alerts for the need of urgent rental support. In 2020 alone, **68 people benefited from this strategic partnership.**

Trinidad & Tobago

In Trinidad, IOM has supported in 2020 an initiative for cosmetology courses targeting vulnerable migrant women. IOM also offered party decoration courses, as well as a sewing course with a Venezuelan NGO for which IOM purchased sewing machines. Out of 25 Venezuelan women, 19 of them completed the sewing course and by the end of the course, they were all able to sew reusable bags and face masks for the pandemic.

GOOD PRACTICES – SOUTH AMERICA

Colombia

In 2020, IOM further strengthened its health response for migrants and refugees from Venezuela in Colombia. IOM worked in 3 main fronts: a) empowerment of girls and women, as well as institutions, to promote and exercise their voice and agency related to their sexual and reproductive health and rights; b) strengthening coordination; c) increasing access to services. For instance, IOM established a referral pathway which benefited over **1,500 women and girls**.

Guyana

IOM supports the functioning of a shelter run by the Catholic Church in the city. The center can host 16 beneficiaries and is currently used for victims of GBV (single women and women with children). So far, **60 beneficiaries have already been assisted**. IOM also provides income generating activities for the beneficiaries reaching the shelter.

Ecuador

IOM has been key at providing assistance and protection to vulnerable beneficiaries, more particularly to the LGBTIQ+ population. In collaboration with its strategic partner, *Diálogo Diverso*, IOM supported **332 people with PSS, legal assistance, and sensitized further 16,195 people** on topics such as rights of the LGBTIQ+ population, gender, etc. *Diálogo Diverso* is considered the first organization to support LGBTIQ+ migrants and refugees in Ecuador.

Peru

IOM has pioneered the implementation of CBI in the region in 2020. By applying vulnerability criteria defined in coordination with MPA colleagues at the regional and HQ level, IOM provided **over 1,200 families with cash**. Resources made available by IOM were destined mainly for the acquisition of food; payment of rent; and payment of health treatments. In the third quarter of 2020 alone, IOM Peru made available 250,000 USD for migrants and refugees from Venezuela.

Bolivia

In 2018, IOM signed a local agreement with the Scalabrini International Migration Network (SIMN) to refurbish their Casa del Migrante. IOM and the SIMN both provide direct protection assistance to vulnerable people and made sure shelters were up and running. Beneficiaries received legal assistance, shelter, food, and psychosocial support. In 2020, **over 130 families from Venezuela were supported**. Furthermore, IOM delivered, last year, equipment and trained migrants on entrepreneurship to foster their integration in the local community.

Chile

Chile has seen important changes in flows of Venezuelans into the country recently. In the last quarters of 2020, 10,213 migrants from Venezuela entered the country, around 3,600 of them through irregular crossings. For most of last year, **IOM has increased its presence along the Peruvian and Bolivian borders, opening up new sub-offices and providing direct assistance where other partners could not**. IOM's humanitarian programs are already developed and uniquely positioned in comparison to other UN/NGO entities, etc.

Argentina

In collaboration with the *Asociación Psicoanalítica de Buenos Aires* (APdeBA), IOM organized, throughout the year, weekly mental health, and psychosocial support (MHPSS) workshops for migrants and refugees. **Over 110 individuals were treated** and received long-term care. Moreover, IOM is training psychologists using virtual tools. Trained professionals will support migrants in coping mechanisms to deal with both the pandemic and with the consequences of migration.

Brazil

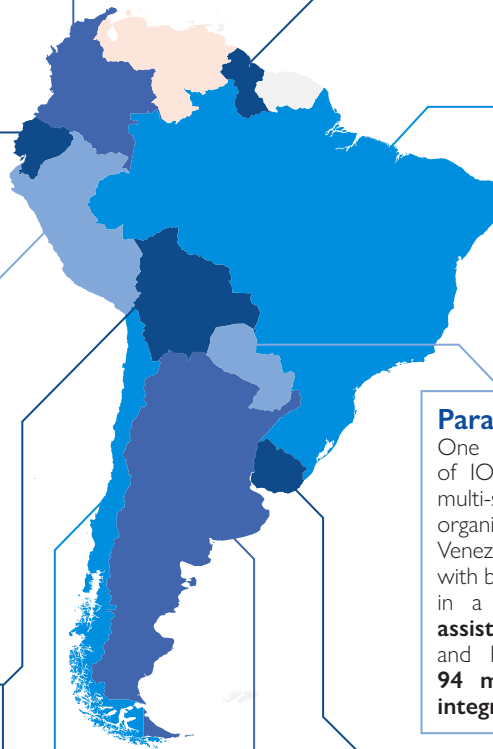
Since 2018, IOM Brazil has been supporting the Government in the reception and resettlement of migrants and refugees from Venezuela in the border State of Roraima. The "Interiorization strategy", as it is known, is part of the bigger "*Operação Acolhida*", and has as its main objective facilitating the socio-economic integration of Venezuelans. In 2020 alone, **over 16,000 beneficiaries were assisted** with relocation to various cities across the country.

Paraguay

One of the most important achievements of IOM was that its footprint facilitated a multi-sectoral programming, allowing the organization to have better access to the Venezuelan population. The direct contact with beneficiaries paved the way for assistance in a tangible way. **1,656 people were assisted** with shelter, NFI kits, food items and PSS. Furthermore, **IOM supported 94 migrants from Venezuela in their integration** in the country.

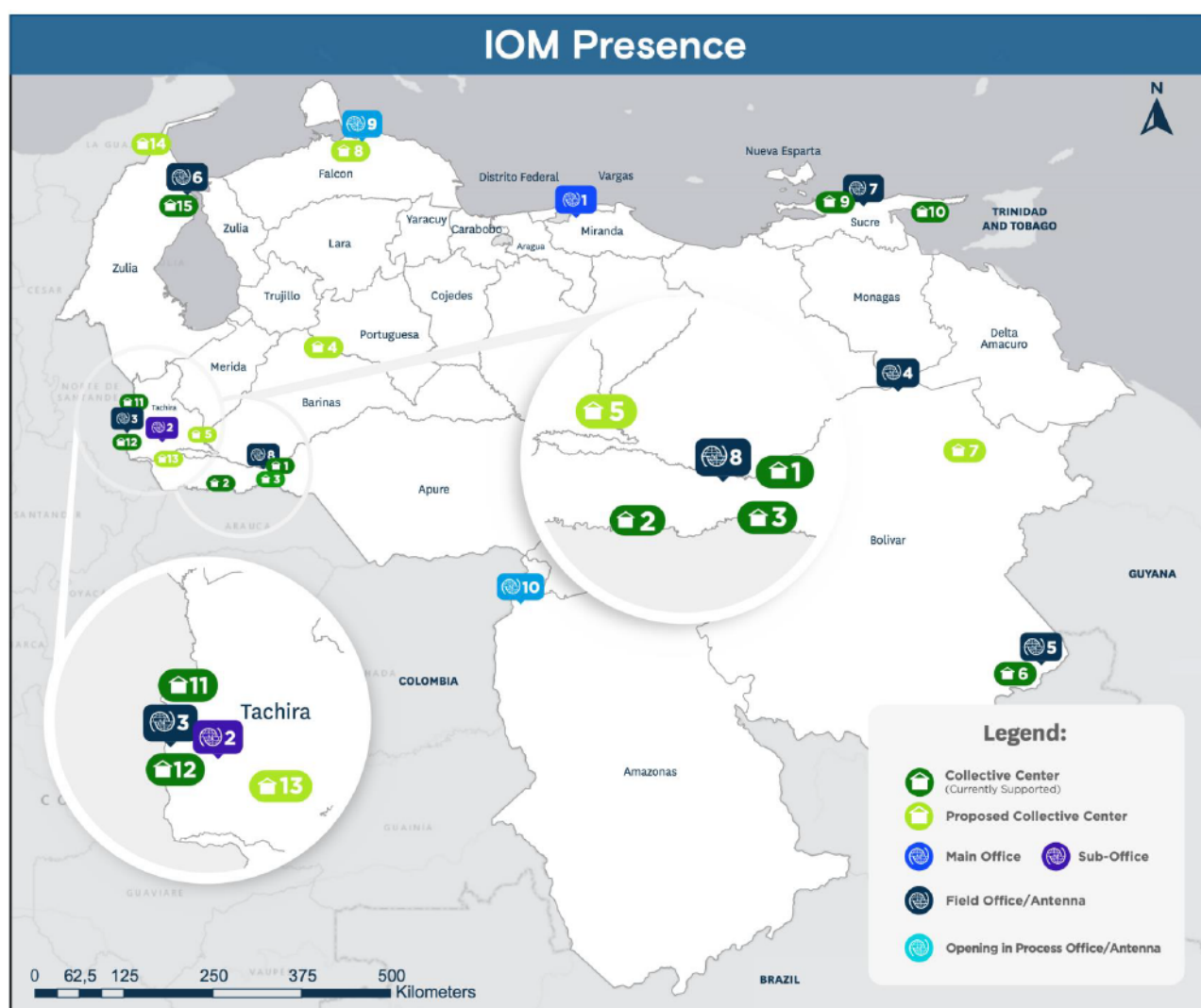
Uruguay

IOM conducts work on regularization in collaboration with the Government. Since 2020, IOM has **supported the regularization process of 3,536 migrants from Venezuela by providing direct financial and technical assistance to the Ministry of Foreign Affairs**. IOM also works closely with the National Migration Board, which is responsible for addressing and advising on public policy regarding migration.



VENEZUELA: IOM RESPONSE

In order to meet the humanitarian needs identified under the Humanitarian Response Plan (HRP), in 2020 IOM scaled up the provision of life saving emergency and protection assistance to people in need in Venezuela. To meet the evolving needs of vulnerable people on the move and the communities hosting them, IOM expanded its operational capacity within the country to operate in 12 states, through the main office in Caracas, three sub-offices and four field-offices located in the states of Apure, Bolívar, Sucre, Táchira, and Zulia. IOM broadened its crisis interventions by improving access to basic services, building resilience, provision of livelihood assistance, and mitigating and preventing protection risks.



IOM-Supported Collective Centers

Name	State
1 "Casa Caritas" Guasdalito	Apure
2 La Victoria	Apure
3 Casa de Paso "San Jose El Amparo"	Apure
4 Caramuca	Barinas
5 Punta de Piedra	Barinas
6 Santa Elena	Bolívar
7 Guasipati	Bolívar
8 Coro	Falcon
9 Casa "Santa Ana"	Sucre
10 Casa "San Antonio"	Sucre
11 Urena	Táchira
12 San Antonio	Táchira
13 San Cristobal	Táchira
14 Carrasquero	Zulia
15 Maracaibo	Zulia

IOM Offices

1	Main Office Caracas
2	Sub-Office San Cristobal
3	Field Office San Antonio del Táchira
4	Field Office Puerto Ordaz
5	Field Office Santa Elena de Uairen
6	IOM Antenna Maracaibo
7	IOM Antenna Carupano
8	IOM Antenna Guasdalito
9	Opening in Process IOM Antenna Puerto Ayacucho
10	Opening in Process IOM Antenna Puerto La Vela de Coro

IOM strengthened its coordination with the UN Country Team, as well as with the Humanitarian Country Team during the implementation of the joint COVID-19 response, monitoring the high inflow of returnees in key border crossings, governmental quarantine centers' standards, identification of communities' needs and transportation of supplies. IOM strengthened coordination with the Pan American Health Organization (PAHO) for the procurement and delivery of pharmaceutical and medical commodities and the implementation of health fairs to prevent further COVID-19 transmission in Venezuela's border areas.

For a harmonized intervention that addresses the humanitarian and protection needs of Venezuelans on the move, and which is complementary at origin, transit and destination, the IOM response in Venezuela is closely linked with the IOM Regional Response structure. The objective is the most effective provision of life saving assistance and protection to forcibly displaced Venezuelans, migrants and refugees along their route. For this reason, IOM Venezuela closely collaborates with IOM missions in host countries in the region and with the OSE. Some of the areas of collaboration include resource mobilization for the achievement of comprehensive funding requirements; liaison with donors funding IOM's activities in and outside Venezuela for the development of joint programming; as well as information sharing and reporting aimed at various stakeholders for a coherent and synergized information exchange.

IOM programming in Venezuela – 2020 overview and highlights

In 2020, IOM Venezuela⁴ implemented a total of nine projects funded by six different donors, namely IcSP, ECHO, AECID, BHA, PRM and Global Affairs Canada. A total of 118,887 beneficiaries received humanitarian assistance in the following sectors:

Health: Primary health care assistance was provided via health fairs in communities and temporary quarantine shelters. Other assistance included gynecological and pediatric services and psychological first aid. Hospitals in remote areas received equipment and IOM trained public health workers.

Shelter: along with partners, IOM rehabilitated nine centers in Zulia, Táchira, Apure, Sucre, and Bolívar. IOM provided accommodation, access to rest and sanitation areas, meals, hygiene kits and information on safe migration and on human trafficking prevention. IOM carried out collective shelter management trainings and rehabilitated government-led transit centers (PASI) in Miranda state.

NFIs: IOM distributed hygiene and baby kits in shelters and host communities, and supported school enrollment through the purchase of basic school supplies and school canteen meals.

Food Security: IOM in coordination with Caritas and the Red Cross distributed food kits and assisted households in the implementation of food security projects, which included support to beneficiaries in the process of planting, harvesting and commercialization of their products.

Protection: IOM worked on human trafficking awareness raising activities and assistance to vulnerable migrants in temporary accommodation centers along key routes to and from Colombia. IOM also worked to strengthen government capacities on access to documentation.

Mobility Tracking Matrix (MTM): IOM was the only organization in Venezuela tracking and monitoring population mobility to respond to internal information gaps on the population's basic vulnerabilities, needs and access to services.



Photo credit: IOM Colombia

OVERCOMING CHALLENGES

TO A BETTER LIFE – COLOMBIA

Deilin Salazar is a Venezuelan mother who came to Colombia with her daughters looking for better living conditions. Upon arriving in Villa del Rosario, Norte de Santander, very close to the border, she was received at the Transitional Attention Center for Migrants (CATM) of IOM Colombia. She regained strength for her challenging journey in the context of the COVID-19 pandemic.

Apart from accommodation, feminine hygiene products, and specific humanitarian assistance for women and girls, she received psychosocial care to recover mentally and move on into a more hopeful future.

⁴ All projects in Venezuela, except regional initiatives funded by AECID and IcSP, were implemented under the overall management of the country office.

VII. INTERAGENCY PLATFORM

RMRP AND COVID-19 REVISION

In 2020, the R4V has been further strengthened to fulfill its mandate. IOM, as co-lead of the platform, has increased its visibility, including through enhanced collaboration between IOM offices working at regional, sub-regional and national levels and as reflected in the work and co-leadership of IOM in the eight National and Sub-regional Platforms and the various thematic sectors of the response.

As two key achievements of the year, IOM 1) successfully coordinated the revision of the RMRP 2020 in light of the COVID-19 pandemic in May 2020 and 2) completed the RMRP 2021 which was launched on December 10, 2020. Both documents required extensive coordination with now 159 members in 17 countries and stand out as the culmination of different workflows. IOM shared the RMRP 2021 detailed planning instructions, that were developed in consultation with all Platforms and Sector Leads, with IOM Headquarters, which has used them as a key reference for a standardized interagency planning toolbox for IOM colleagues to be applied in other contexts/regions.

STRENGTHENED CORE FUNCTIONS: INFORMATION MANAGEMENT, REPORTING AND COMMUNICATION

Through its **Information Management and Reporting Team**, IOM provided technical information and guidance on data collection, validation and implementation processes as well as development of and continuous reporting against the monitoring framework of the RMRP 2020 activities. This also included the development of an interactive dashboard on the Platform's webpage r4v.info which allows to see progress in accordance with various filters, such as country, agency, and sector. IOM led the development of the RMRP 2021 Information Management (IM) strategy and established the corresponding processes, data collection procedures and reporting mechanisms needed to implement it. In addition, IOM - working closely together with Platform teams at national levels - also collected and monitored population statistics on the flow of Venezuelans across the region.

Finally, IOM strengthened National/Sub-regional platforms' capacities and capabilities in IM, through developing responsive guidelines as well as providing trainings and technical assistance.



As part of its strategic priority to strengthen the focus on cross-cutting themes of the RMRP (including Gender, Prevention of Sexual Exploitation and Abuse (PSEA), Accountability to Affected Populations (AAP) and the Centrality of Protection), the Platform in 2020 for the first time managed to include gender and age disaggregated data for all levels and stages of the RMRP 2021: from population projections, to Populations in Need (PiN) and targets and within the monitoring stage for all of the 17 countries within the platform. Finally, with the onset of the COVID-19 pandemic, and working in a scenario of extreme uncertainty, IM teams throughout the platform were able to monitor unprecedented flows of refugees and migrants returning to and from Venezuela.

In the context of COVID-19, the reporting team initiated the production of regular regional COVID-19 Flash Updates and Returns Updates (which were subsequently changed to population movements monitoring reports) to highlight the main developments in the regional response and the movements of refugees and migrants from Venezuela. The COVID-19 revision of the RMRP 2020 was a key achievement for the reporting team in revising and consolidating the sector narratives. For the RMRP 2021, significant additional efforts were made to more clearly ensure that IOM terminology is reflected throughout.

MITIGATING HEALTH RISKS

FOR FAMILIES DURING COVID-19 – TRINIDAD AND TOBAGO

Lucille Mendoza arrived in Trinidad and Tobago in the beginning of 2020 together with her children and mother. She settled in the coastal town of Moruga with the aspiration of finding work to support her family, but that became increasingly challenging amid the pandemic.

Through the support to rural communities carried out by IOM Port of Spain, she received hygiene kits with soap, toothpaste, deodorant, detergent, and other sanitary items to mitigate health risks related to COVID-19. Lucille strives to move forward towards a more stable life with her family in Trinidad and Tobago.



Photo credit: IOM Port of Spain

As a consequence of the COVID-19 outbreak in the region, the regional Communications Working Group, co-led by IOM, redefined its tasks and activities to repurpose messages according to PAHO/WHO recommendations. Specific content was developed for events such as the International Donor Conference (May 2020) and the launch of the RMRP 2021 (December 2020). Between August and December, the contents of the regional antixenophobia campaign Acortemos Distancias/One Step Closer were launched, achieving more than 50 million interactions. Throughout the year, the R4V Newsletter was also distributed, which includes and disseminates some of the most relevant content, reports and initiatives of the national and regional platform partners.

During 2020, the Communicating with Communities (CwC) Regional Working Group focused on the development of tools that helped in the distribution and circulation of information about services and field activities in the framework of the COVID-19 pandemic. To do this, materials from R4V partners were compiled, with a range of diverse products covering health recommendations, hotlines, social media materials and explanatory videos, among others. Likewise, a Regional Committee was created to accompany and support the development and implementation of the U-Report tool Uniendo Voces in Bolivia, Brazil and Ecuador, where National Committees also exist.

ENHANCED IOM LEAD IN CROSSCUTTING ISSUES

Since 2020, IOM is leading the thematic area of AAP, whose priority was to establish a plan of action with specific activities to roll out for coordination, advocacy, communications, capacity building and monitoring and evaluation around AAP under the R4V and to be implemented by a dedicated AAP specialist.

On the centrality of protection, IOM co-authored a joint document with UNHCR on “Joint Protection Messages” which contains a clear articulation of joint concerns, but also clarifies how protection necessarily needs to extend to migrants in vulnerable situations and must address the needs of victims of trafficking, exploitation and abuse, victims of GBV and unaccompanied and separated children in particular.

On behalf of the Platform, IOM has further led the establishment of a R4V regional PSEA collective response. Main achievements include the organization of a best practice webinar and dialogue for R4V regional partners; the integration of PSEA into platform tools and guidance and into the RMRP 2021; and the Interagency Regional Mapping and Stocktaking of PSEA initiatives and activities undertaken with partners at the national level. Strategic priorities have been to strengthen PSEA prevention, response and accountability in the region, as well as building up a baseline for further R4V PSEA efforts. Priorities for 2021 include developing a R4V PSEA coordination structure; build a R4V PSEA CoP; and adapt all efforts on protection against SEA to the COVID-19 context.

INCLUSIVE SECTORIAL LEADERSHIP BY IOM

Throughout the year, IOM has strengthened its role as a co-convenor and coordinator in the region. While IOM has encouraged participation of stakeholders at all levels of its work, this was particularly effective in the areas in which IOM works as regional co-lead.

IOM and ILO, as co-leads of the integration sector, have promoted the importance of integration work by: 1) ensuring that this is an ever-increasing angle of the Platform's work (it will be the biggest sector in 2021) and 2) for leading it together

with ILO in all its aspects and at almost all levels. The Integration Sector aims to promote self-reliance and resilience of refugees and migrants from Venezuela and affected host community members, through initiatives that facilitate livelihoods, financial inclusion, and social cohesion. As a result of COVID-19, the sector focused on 1) promoting CBI to support beneficiaries who have lost income; 2) disseminating innovative solutions to support the continuity of educational and capacity building initiatives, preserve existing small and medium-sized enterprises (SMEs), and promote livelihood opportunities; 3) designing strategies for the recovery of the labor market and the creation of job opportunities, and 4) developing key messages and guidance that target various audiences. The main achievements of the sector include: regular sharing of best



Photo credit: IOM Ecuador

SUPPORTING INCLUSION

FOR REFUGEES AND MIGRANTS WITH DISABILITIES – ECUADOR

Jordán Gonzalez, 23, arrived in Ecuador from Maracay, Aragua in October 2020 to reconnect with his family, whom he had not seen for six months. As a child, he suffered an accident that left him with a disability in his left foot.

Thanks to his mother's contact with IOM Ecuador, he received a splint to help him move safely and comfortably becoming the first beneficiary of the Disability Fund for refugees and migrants from Venezuela. "For me, it was tough to acquire this splint in this situation of COVID-19, and thanks to the support of the organization that I contacted through social networks, it is now a reality." Ingrid, his mother, commented.

practices with and amongst national platforms; carrying out an analysis of Government-implemented COVID-19 socio-economic measures that include refugees and migrants in nine countries (Argentina, Brazil, Chile, Colombia, Dominican Republic, Ecuador, Mexico, Panama, Peru); the development and dissemination of eight social cards that included key messages on vulnerabilities and rights of migrant workers during the pandemic; and the revision and validation of the Regional Socioeconomic Integration Strategy for Refugees and Migrants from Venezuela.

The regional Shelter, NFI and Humanitarian Transportation sectors are also co-led by IOM, reflecting IOM's global footprint in these areas. In the context of COVID-19, the sectors focused on rental assistance and CBI to prevent and mitigate the effects of evictions, the promotion of collective shelter management, and promoting the provision of assistance for day-to-day local transportation for the most vulnerable aiming to integrate into their host communities. The NFI sector will be mainstreamed throughout all relevant sectors in 2021 for improved consistency, including with the Sphere Standards. The main achievements of the sector include the regular sharing of best practices with and between national and sub-regional platforms, a joint webinar with the Cash Working Group on rental assistance, and the joint production of materials regarding the prevention of evictions with the Protection Sector. In addition, a more advanced strategy was developed for the RMRP 2021.

2020 was the first time IOM co-led a GBV Coordination mechanism anywhere in the world. In 2020 and as part of the development of the GBV subsector workplan, IOM was responsible for providing overarching direction and a strategic vision to ensure that R4V partners identify, prioritize, plan for and meet the needs of survivors and persons at risk of GBV.

Main achievements of the co-leadership with UNFPA include the prioritization of GBV in the RMRP 2020 revision; the integration of GBV into a guidance note on CBI and GBV for R4V responders in coordination with the Cash Working Group and the Integration Sector, as well as the integration of GBV into Shelter and NFI guidance for COVID-19; the guidance and technical support for addressing COVID-19; and the drafting of a model and guide on providing remote psychosocial support to GBV survivors. Key recommendations are addressing the root causes of GBV in host countries, with a specific focus on Domestic Violence/ Intimate Partner Violence (DV/IPV) and survival and transactional sex; working together with other sectors and subsectors, in particular, to strengthen the socio-economic integration of GBV survivors or those at risk of GBV; and adapt services to the COVID-19 context.

As the co-lead (together with UN Women) of the Human Trafficking and Smuggling subsector, IOM promoted a strategy that includes the axes of prevention, protection, prosecution, and cooperation. During 2020 the monitoring of the situation of the COVID-19 outbreak was periodically shared, as well as information on emerging issues, trends, patterns; key messages were developed regarding the differentiated impact of COVID-19 and the risk factors for Trafficking in Persons (TiP) and Smuggling of Migrants (SoM).

The subsector developed a structure of a harmonized online training plan on TiP and SoM, which will be developed by 2021. In terms of protection, in coordination with strategic partners, IOM actively increased linkages between interagency and agency work: as part of the agency response, IOM steered the development of SOPs for the identification, referral, and protection of vulnerable profiles (ex: Ecuador, Peru, Curacao) in addition to developing and presenting the *Diagnosis on the situation and incidence of human trafficking in humanitarian contexts in South America*.

TECHNICAL WORKSHOPS ON POPULATIONS MOVEMENTS, INCLUDING RETURNS AND CONTINGENCY PLANNING

In June 2020, a regional thematic meeting was held within the R4V Platform to provide a space for an exchange on considerations and challenges faced in the context of returns to Venezuela due to the impacts of the COVID-19 pandemic. R4V partners jointly worked on scenarios to prepare for a better, more harmonized response to this new situation and agreed on some key advocacy elements. An important product of this workshop was the abovementioned internal monthly update on population movements.

Following this methodology as a good practice within the R4V Platform, a workshop was held in November 2020 to provide a space for exchange of information, as the number of re-entries started to outnumber returns in several border locations. With COVID-19 restrictions starting to ease and upcoming elections in Venezuela, an exchange among R4V partners took place in this workshop to support contingency planning in the countries. A set of draft scenarios was prepared for the workshop as a basis for discussion, which was then revised by participants to consolidate as a regional tool to support contingency planning.

VIII. INTERGOVERNMENTAL PROCESSES AND CIVIL SOCIETY LIAISON

QUITO PROCESS

IOM and UNHCR, including OSE, the UNHCR Regional Bureau for the Americas and the country office colleagues in Chile and Colombia, supported the establishment of the Technical Secretariat of the Quito Process. During the V Round: Bogota Chapter, Terms of Reference (ToR) were developed for the creation of the Technical Secretariat, an institutional website, as well as the Group of Friends of the Quito Process. Round VI: Santiago Chapter had for the first time in the Quito Process the support of a Technical Secretariat, to which the Republic of Chile along with the member states of the Quito Process were pleased with its consolidation. The Technical Secretariat was furthermore instrumental in the coordination of meetings (bilateral and multilateral) and liaised between the Pro Tempore Presidency and the UN Agencies that support the Quito Process.

During the VI Round: Santiago Chapter, the Group of Friends formally began its work. This group is intended to provide logistical and technical support, as well as visibility to the ongoing regional Venezuelan humanitarian situation. The initial meeting of the Group of Friends of the Quito Process, which was supported by the Technical Secretariat, included the EU, the US, France, the Netherlands, Spain, Germany, Switzerland and Canada. Member States of the Quito Process welcomed the Group of Friends and anticipate technical and financial support. The Group of Friends celebrated the exemplary technical forum that is the Quito Process, and applauded host country efforts particularly during COVID-19. They further commended the host countries and communities of the Quito Process in the reception, protection and inclusion of Venezuelan migrants and refugees.

Under the Pro Tempore Presidency of Chile, VI Round: Santiago Chapter, a virtual modality was conducted, which included workshops, webinars, and side-events. The virtual format facilitated a large participation rate, reaching approximately 4,000 participants. The Technical Secretariat and the Republic of Chile coordinated on a weekly basis to discuss the thematic issues for the Pro Tempore Presidency of the Republic of Chile, which included: Asylum; Orientation Centers; COVID-19; Education; Socioeconomic Insertion; Protection of Boys, Girls and Adolescents; Voluntary Return; Family Reunification; Trafficking in Persons; and HIV-AIDS. This VI Round: Santiago Chapter also witnessed the first modality of Champion Countries, which included the republics of Argentina, Brazil, Chile, Colombia, Ecuador, and Peru for each thematic area, with the support of a relevant UN agency. IOM played a significant role in leading or co-leading several thematic areas.

During the Santiago Chapter, the first meeting of the Ministers of Foreign Relations and High Authorities is also highlighted, where the commitment to greater support in the reception, protection and integration of migrants and refugees from Venezuela in the region was raised. Another important advance, coordinated by the Technical Secretariat and led by IOM, was the creation of the Quito Process website. During 2021, the Technical Secretariat also supported three transfers of Pro Tempore Presidencies of the Quito Process, from the Republics of Colombia, Chile, and the current Pro Tempore Presidency of Peru.

Finally, the [VI Joint Declaration of the VI International Technical Meeting on Human Mobility of Venezuelan Citizens in the Region](#) was unanimously adopted, signed by 12 member countries of the Quito Process: Argentina, Brazil, Chile, Colombia, Costa Rica, Ecuador, Guyana, Mexico, Panama, Paraguay, Peru and Uruguay.



Participants of the sixth technical meeting of the Quito Process held on September 23 and 24 in Santiago, Chile, discussing challenges and ways forward amid the COVID-19 pandemic.

IX. COMMUNICATIONS

In 2020, IOM further developed communications activities to raise awareness at local, regional and international levels to the regional Venezuela Situation through a number of activities led by OSE, RO and CO personnel. The talented Communications staff in the region have been invaluable in IOM's efforts in spreading key messages and ensuring donors and other partners maintain engaged with the region. All activities are also coordinated closely with the Media and Communications Division (MCD) to ensure IOM's message is consistent and coherent, as well as in line with IOM policies and R4V messaging. IOM Communications staff engage in a number of activities, including:

- 1) Creation of multimedia content at COs, ROs, and OSE which highlight various projects, sectors, and cross-cutting themes of the response.
- 2) Production and publication of various press releases and Press Briefing Notes (PBN) for publication at the UN Palais des Nations in Geneva.
- 3) Supporting the graphic design functions of thematic reports, research projects, and other public pieces created by IOM programs for the Regional Venezuela Response.
- 4) Liaison and coordination with local, regional and international press. Staff reply to queries on thematic or contextual questions from reporters, prepare the Special Envoy and/or other Senior Management for interviews with press, and arrange any press visits to field when required.
- 5) Management of IOM websites and social media channels, to ensure latest content and key messages are widely available in English, Spanish, and Portuguese to donors, partners, and other interested parties.
- 6) Supporting the R4V and Quito Process in graphic design, media campaigns and other functions. For example, IOM's Graphic Designer at the OSE created the corporate logo for the Quito Process, which is now seen on all Quito Process materials and on the Quito Process website.
- 7) Planning and implementation of large-scale communications campaigns for high-level events such as the International Donor's Conference.

Some Key Communications Achievements include the following:

In December 2020, PANAS, an urban exhibition on migrants in Brazil, was held to show the reality of refugees and migrants from Venezuela in the country and was presented in public spaces and buildings in nine capital cities and in a permanent [online exhibition](#).

Using culture as a means of integration, two Christmas concerts were held in the Dominican Republic and Peru with orchestras composed of Venezuelan refugees and migrants and nationals of both countries, seeking to promote a message of unity and peace. In the context of COVID-19, the development of anti-xenophobia and integration campaigns has been supported together with CO in Colombia, Ecuador, Peru and Panama, using gastronomy, music and art as cohesion tools.

In 2021, IOM will hire additional communications staff as well as launch an official IOM Regional Venezuela Response website and various social media channels to further raise awareness on the Regional Venezuela Situation, as well as IOM's leading role in coordination and response operations.



"A gift from migrants in Peru" concert. Photo credit IOM Peru.



PANAS Urban exhibition of migrants in Brazil. Photo credit: IOM Brazil.

In Fusagasugá and Santa Cecilia, Cundinamarca, IOM partnered with the Red Cross by providing direct financial and material support for Red Cross Mobile Care Units, as well as offering complementary protection and legal services.



Photo credit: IOM Colombia



Refugees and migrants from Venezuela receiving training in health prevention and self-care measures.

Photo credit: IOM Colombia

IOM DONORS

IOM is grateful for the generous support from donor partners, which facilitated coordination and response operations in the region in 2020:



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For further information please contact the Programme Support Unit of the Office of the Special Envoy for the Regional Response to the Venezuela Situation at VRTPSU@iom.int

ANNEX 1

IOM OFFICE OF THE DIRECTOR GENERAL'S SPECIAL ENVOY FOR THE REGIONAL RESPONSE TO THE VENEZUELA SITUATION

