



UNHCR
The UN Refugee Agency

Annual Results Report

2022

Bolivarian Republic of Venezuela

Acknowledgements

UNHCR would like to thank all the stakeholders that contributed data and evidence to this report and reviewed their progress against the joint results of the strategy, including forcibly displaced and stateless people, host communities and host governments, United Nations agencies, and international and national non-governmental organizations, civil society and private sector. Their contributions enable us to create positive changes in the lives of the people we serve.

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Table of Contents

Section 1: Context and Overview

- 1.1 - Changes to the Operational Context
- 1.2 - Progress Against the Desired Impact
- 1.3 - Challenges to Achieving Impacts
- 1.4 - Collaboration and Partnerships

Section 2: Results

- 2.1 - Outcomes and Achievements
- 2.2 - Age, Gender and Diversity

Section 3: Resources

- 3.1 - Financial Data
- 3.2 - Resources Overview

Section 1: Context and Overview

1.1 Changes to the Operational Context

The year 2022 represented an important shift in regional dynamics related to the Bolivarian Republic of Venezuela. Several host countries in the region either restored diplomatic relations or moderated public rhetoric towards the Venezuelan administration.

High-level visits from the United States and European Union signaled a cautious re-engagement, including the limited reactivation of oil licenses and the prospect of the easing of sanctions, subject to advances in the political negotiations between the Government and the opposition Unitary Platform.

The economy experienced growth for the first time in several years. The benefits of this growth, however, did not reach all segments of the population equally. Purchasing power was negatively affected by high inflation and a reduction in remittances, both in terms of amount and frequency.

Key developments included the publication of the 2022-2023 Humanitarian Response Plan (HRP) as well as the signing of a new 2023-2026 United Nations Sustainable Development Cooperation Framework (UNSDCF). The HRP aims to assist 5.2 million persons with vulnerabilities including women, children, youth, indigenous persons, and refugees. Meanwhile, vulnerability indicators include human mobility, limited access to essential services, and lack of documentation, as well as areas affected by natural disasters with the presence of non-State armed groups or criminal gangs. UNHCR is present in those prioritized geographic areas.

According to the Regional Interagency Coordination Platform (R4V), the number of Venezuelans reported by host countries increased from 6.04 to 7.18 million. However, no official figures were published by the National Statistics Department on the number of new departures or returns to Venezuela. Through more than 42,000 surveys with people on the move (54% were exiting while 46% were returning), almost 50% of those returning expressed the intention to remain in the country if conditions permit.

1.2. Progress Against the Desired Impact

2. Impact Area: Realizing Rights in Safe Environments

All refugees & asylum seekers, persons in mobility and the host communities enjoy significant improvement in their access to basic rights and services through the humanitarian response in Venezuela.

Indicators	Population Type	Baseline (2022)	Actual (2022)
2.2 Proportion of PoCs residing in physically safe and secure settlements with access to basic facilities	Others of Concern	68.00%	68.00%

UNHCR interventions to improve access to basic rights and services were carried out through i) strengthening capacities and coordination of institutional and humanitarian service providers; ii) improving basic living conditions and protective environments in communities; iii) mobilizing and empowering community capacities; and iv) assistance and support to emergencies and other situations of heightened vulnerability.

To enhance the capacities of service provision, UNHCR rehabilitated 76 service facilities benefitting more than 17,150 people and coordinated 22 interinstitutional mobile brigades which attended 1,150 people. Capacity-building activities targeting 2,200 officials also strengthened access to basic rights and services across 64 institutions and organizations. Through an established network of 41 service locations, as well as mobile activities in underserved areas, UNHCR provided information and orientation to 55,000 beneficiaries in prioritized communities and along key transit routes.

To improve conditions in communities, UNHCR carried out 160 infrastructures in 19 states and 84 communities. As a result, the population had improved access to essential health services (150,000 people), education (40,000 people), water, sanitation, and hygiene (78,000 people), and other community spaces which foster protective environments and community participation and cohesion (347,000 people).

Improved access to basic rights and services was also carried out in the context of emergencies and situations of heightened vulnerability. In situations of forced displacement – clashes with illegal armed groups, violence and insecurity, and natural disasters – 72,000 people were provided with emergency assistance. Additionally, 42,000 vulnerable people in situations of human mobility, gender-based violence survivors, and other persons with specific needs were assisted through targeted individual assistance and emergency/temporary shelter.

Other Core Impact Indicators

Country	Indicator	Population Type	Baseline (2022)	Actual (2022)
Venezuela	1.1 Proportion of individuals seeking international protection who are able to access asylum procedures.	Refugees and Asylum-seekers	100.00%	55.88%
Venezuela	1.2 Proportion of PoC who are able to move freely within the country of habitual residence. [GCR 2.1.2]	Refugees and Asylum-seekers	100.00%	100.00%
Venezuela	3.1 Proportion of PoC who have the right to decent work [GCR, 2.1.1]	Refugees and Asylum-seekers	100.00%	100.00%

Venezuela	3.2a Proportion of PoC enrolled in primary education	Others of Concern	94.79%	93.47%
Venezuela	3.2b Proportion of PoC enrolled in secondary education	Others of Concern	82.93%	80.33%
Venezuela	4.1 Number of refugees who voluntarily return in safety and dignity to their country of origin. [RF/GCR 4.2.1]	Refugees and Asylum-seekers	3	6
Venezuela	4.2a Number of PoC who departed on resettlement. [GCR 3.1.1]	Refugees and Asylum-seekers	0	0
Venezuela	4.2b Number of PoC who departed through complementary pathways	Refugees and Asylum-seekers	0	0

1.3 Challenges to Achieving Impacts

Key challenges to achieving impacts were pre-existing structural gaps across multiple sectors. Difficulties to address basic needs remained a driver of population movements out of the country and contributed to a cycle in which some who returned eventually saw it necessary to leave the country again. Key institutions which serve at-risk population groups were not fully operative across prioritized geographic areas. Beyond the Government's Plan Vuelta a la Patria program to facilitate returns to Venezuela, there was no specific policy or coordination discussion for sustainable returns and support to affected communities.

Many Venezuelans in situations of human mobility were without documents, or without valid documents, including children born outside of the country without registration as Venezuelan nationals. For those requiring international protection inside Venezuela, refugee documentation was not accepted or recognized universally and the high costs of a temporary visa for refugees render it preferable for many individuals to remain as asylum-seekers over the longer term.

UNHCR expanded and consolidated its presence in key locations, including field units in Santa Elena de Uairen and Puerto Ayacucho, but geographic coverage remains a challenge exacerbated by limited resources. International restrictions on banking facilities in Venezuela also presented challenges and delays in the transfer of funds to partner organizations

1.4 Collaboration and Partnerships

Under the 2022-2023 Humanitarian Response Plan (HRP), UNHCR leads the Protection and Shelter/Energy/NFI clusters which include 137 partners and in 2022 reached 871,019 beneficiaries across all interventions. UNHCR also contributed to the interagency update of the Humanitarian Needs Overview.

UNHCR had joint work plans and Letters of Understanding with key organizations including the National Refugee Commission (CONARE), the Ministry of Energy, the Office of the Ombudsperson, Children Protection Councils (ASONACOP), the Bar Association, IOM, UNFPA, and FAO. These partnerships promoted close collaboration for the protection of vulnerable populations under the HRP.

In addition, UNHCR helped to take the lead on the reintegration of returnees to Venezuela. In late-2022, the United Nations Country Team (UNCT) endorsed a proposal for a dedicated Working Group on Human Mobility and Reintegration, co-led by UNHCR, IOM and OCHA. The focus on reintegration, and support to communities impacted by returns, also forms part of a 4-year UNCT commitment to the Global Refugee Forum Pledge 2.0.

Within the context of the United Nations Sustainable Development Cooperation Framework, UNHCR contributed to establishing working groups on health, food security and education. Additional working groups related to social protection will be established in 2023. Additionally, UNHCR co-led, with OCHA and UNDP, the working group on Disaster Management given the disproportionate impact of natural disasters in Venezuela.

UNHCR signed 14 agreements with national and international partners to deliver support to persons and communities at heightened risk, reaching 916,000 people jointly. Needs assessment comprised UNHCR's participatory assessments which included 2,020 people from 80 communities across all population groups.

Section 2: Results

2.1. Outcomes and Achievements

1. Outcome Area: Access to Territory, Reg. and Documentation

Affected populations, including refugees and asylum-seekers, have access to documentation and protection redress.

Indicators	Population Type	Baseline (2022)	Target (2022)	Actual (2022)
1.1 Proportion of refugees and asylum seekers registered on an individual basis.	Refugees and Asylum-seekers	100.00%	73.00%	95.99%
1.2 Proportion of children under 5 years of age whose births have been registered with a civil authority. [SDG 16.9.1 - Tier 1]	Refugees and Asylum-seekers	Unknown	97.00%	97.23%
1.3 Proportion of PoC with legally recognized identity documents or credentials [GCR 4.2.2].	Refugees and Asylum-seekers	23.73%	30.00%	32.37%

Progress Against the Desired Outcome

UNHCR forged institutional relations with key authorities such as the National Commission for Refugees (CONARE) and the Office of the Ombudsperson through the signing of a Tripartite Agreement. With the former, UNHCR supported CONARE's capacities to enhance protection delivery. UNHCR also worked closely with the Office of the Ombudsperson and the Civil Registry offices at the local level to facilitate access to late birth registration and birth certificates.

UNHCR supported four facilities of the CONARE with office materials and supplies, including the donation of a server to support CONARE's registration/case management system (SIGESREF) interoperability nationwide. UNHCR provided 10 legal staff and IT support for registration officers to strengthen Refugee Status Determination (RSD) procedures. UNHCR also supported 23 Office of the Ombudsperson facilities with rehabilitation, office materials and supplies, including the donation of a server to facilitate the implementation of a new case management platform nationwide.

Within the framework of the Tripartite Agreement with CONARE and the Office of the Ombudsperson, UNHCR conducted 30 training sessions for 635 members of 28 government institutions. In addition, 10 community networks were jointly conducted on international and national refugee law. UNHCR also supported 22 CONARE's outreach registration and documentation brigades, where CONARE registered 1,147 new asylum claimants. In 2022, CONARE conducted two adjudication meetings and recognized 19 refugees.

In the framework of the Work Plan with the Office of the Ombudsperson, and in coordination with local Civil Registration Offices, 19 outreach registration brigades were conducted, where 795 people received legal assistance on birth registration. Of those, 340 people gained access to late birth registration and were duly documented.

UNHCR and the Bar Association of Caracas facilitated the first postgraduate course on International Refugee Law and Statelessness Protection for 11 legal practitioners who were part of UNHCR's pro bono scheme. UNHCR conducted a series of study sessions to advance legal strategic engagement in key refugee-related areas including documentation, admission to the territory and RSD quality procedures. A concept note on the right to legal advice and the principle of due process in administrative detention at

airports was jointly submitted to the Office of the Public Prosecutor, which greatly contributed to preventing pushbacks. UNHCR signed a Letter of Understanding with the National Association of the Children's Protection Council to advance child protection, including legal aid to promote alternative care arrangements and late birth registration.

Challenges to Achieving Outcome

The National Commission for Refugees (CONARE) made progress to guarantee fair Refugee Status Determination procedures for asylum seekers. Nevertheless, more clarity was needed on the international zone's legal jurisdiction at airports as no due process was afforded to undocumented persons who were kept in de facto detention pending removal proceedings.

CONARE required a steady organizational structure as 2 Commissioner's posts became vacant, and the applicable law did not cater for deputies' appointments. There were only two adjudication sessions during the first quarter and backlogs increased. Administrative changes also hindered CONARE's compliance with the refugee verification exercise.

High costs and administrative and geographical barriers persisted for the documentation of recognised refugees, which prevented effective access to rights and social programs. There was also no official data on the number of children and adult persons who were not registered at birth and the causes for it.

4. Outcome Area: Gender-based Violence

Incidence of gender-based violence among affected populations, including refugees and asylum-seekers, is reduced and access to gender-based violence safety-nets and redress is increased.

Indicators	Population Type	Baseline (2022)	Target (2022)	Actual (2022)
4.3 Proportion of survivors who are satisfied with SGBV case management services.	Others of Concern	100.00%	100.00%	100.00%
4.3 Proportion of survivors who are satisfied with SGBV case management services.	Refugees and Asylum-seekers	100.00%	100.00%	100.00%

Progress Against the Desired Outcome

UNHCR carried out Training for Trainers (ToT) programmes on gender protection for community networks in 75 prioritized communities nationwide. The ToT included a series of workshops on gender-based violence prevention and response (90 sessions/1,570 participants); on positive masculinity and meaningful engagement (28 sessions/281 participants); and on sexual and reproductive health (5 sessions/102 participants) to mitigate the risk of gender-based violence in their communities. Further to the completion of the ToT, members of the community networks delivered information on gender-related matters through 125 information sessions to 4,250 peer communards. Additionally, UNHCR, partners and community networks jointly conducted two awareness-raising campaigns nationwide on gender-based violence prevention and response.

UNHCR carried out 30 training sessions on gender-based violence prevention and response for 630 regional and national civil servants and law enforcement/military personnel from public institutions, including the National Commission for Refugees (CONARE), the Office of the Ombudsperson, the Ministry of Women, the Office of the Public Prosecutor, Children's Protection Councils, police law enforcement, the Army, health centres, and schools. Institutional capacity was also strengthened through the rehabilitation of

two safe houses in Falcon and Amazonas States, and the donation of office equipment and supplies for 5 institutions. UNHCR also rehabilitated a safe house for human trafficking survivors in Sucre State.

UNHCR assisted 550 gender-based violence survivors, including two from human trafficking, through case management services; 1,000 received psychosocial support in an individual session and 525 in group ones; 90 were assisted with legal counselling; 885 received material assistance (transportation, health services, food, hygiene supplies) and 35 were referred to safe houses.

UNHCR and UNFPA renewed their Letter of Understanding (LoU) which was originally subscribed in 2018, to strengthen coordination for the protection against gender-based violence and access to sexual and reproductive health. Among the key actions comprised in the Letter of Understanding was the consolidation of strategic alliances with governmental and civil society actors, including through strengthening technical support and capacity-building activities, especially related to case management of gender-based violence survivors.

Challenges to Achieving Outcome

Institutional and humanitarian response to gender-based violence in Venezuela was limited. Hence, the response was mainly focused on the female population and there was a need for advocacy to include other vulnerable population groups, particularly LGBTBIQ and victims of human trafficking. The lack of an interagency/interinstitutional approach in the management of safe shelters prevented the intervention and services provided from being sustainable. Due to a lack of resources, UNHCR was unable to conduct gender-based violence case management for the Venezuelan-affected population.

7. Outcome Area: Community Engagement and Women's Empowerment

Communities have the resources to achieve self-management and help each other to address their needs.

Indicators	Population Type	Baseline (2022)	Target (2022)	Actual (2022)
7.1 Proportion of PoC who participate meaningfully across all phases of the OMC.	Others of Concern	100.00%	100.00%	100.00%
7.1 Proportion of PoC who participate meaningfully across all phases of the OMC.	Refugees and Asylum-seekers	100.00%	100.00%	100.00%
7.2 Proportion of PoC who have access to effective feedback and response mechanisms.	Others of Concern	100.00%	100.00%	100.00%
7.2 Proportion of PoC who have access to effective feedback and response mechanisms.	Refugees and Asylum-seekers	100.00%	100.00%	100.00%
7.3 Proportion (and number) of active female participants on leadership/management structures.	Others of Concern	73.76%	80.00%	79.32%
7.3 Proportion (and number) of active female participants on leadership/management structures.	Refugees and Asylum-seekers	66.67%	80.00%	84.00%

Progress Against the Desired Outcome

UNHCR set up 360 information desks to assist refugees and asylum-seekers, and Venezuelan-affected populations including returnees, indigenous people, and those forcibly displaced. Within the joint work plan with the Office of the Ombudsperson, UNHCR facilitated 53 outreach “know-your-rights” brigades nationwide. In total, 5,000 people were assisted with access to Refugee Status Determination (RSD) procedures, refugee documentation and late birth registration, among other matters.

UNHCR conducted 395 pieces of training for trainers (ToT) for 64 community networks (1,250 members) on code of conduct; specific needs identification and available referral pathways; age, gender, and diversity approach gender-based violence prevention and response; positive masculinity; child protection; safe housing building, planning; leadership; and communication to address protection risks and needs. Members of the community networks then replicated those training sessions through 415 information sessions benefitting 8,000 peer-communards.

Sixty solidarity initiatives were conducted with the support of 875 community members to mitigate/prevent protection risks. Those included catch-up classes to advance returnee children’s school re-admission; community space rehabilitation to promote recreation and peaceful coexistence; and vocational training in farming, handcraft, first aid, and hairdressing/manicure – the latter, by comunards to their peer women in mobility, to promote self-reliance. Two nursing homes for the elderly were rehabilitated in Tachira and Sucre States for the benefit of 35 elderly people in vulnerable situations.

UNHCR set up 40 suggestion boxes, 25 emergency telephone lines, and 360 information desks to channel feedback and complaints from people in 77 prioritized communities 2,150 inputs were received, which were duly addressed by 30 UNHCR-led panel sessions. UNHCR facilitated three refresher sessions for staff on feedback and complaints mechanisms to strengthen implementation.

Challenges to Achieving Outcome

UNHCR was not allowed to carry out certain rehabilitation works in Carabobo and Tachira due to political constraints at the local level. Though feedback and complaint mechanisms were available to the affected population in 77 prioritized communities, suggestion boxes were set up only in 38. In some communities, community members requested not to set them up for security reasons. Therefore, UNHCR resorted to mobile boxes during activities.

8. Outcome Area: Well-Being and Basic Needs

Affected populations, including refugees and asylum-seekers have access to basic items.

Indicators	Population Type	Baseline (2022)	Target (2022)	Actual (2022)
8.1 Proportion of PoC in need that receive cash transfers or in-kind assistance.	Others of Concern	42.00%	42.00%	39.00%
8.1 Proportion of PoC in need that receive cash transfers or in-kind assistance.	Refugees and Asylum-seekers	5.13%	7.00%	6.82%
8.2 Proportion of PoC with primary reliance on clean (cooking) fuels and technology [SDG 7.1.2 Tier 1]	Others of Concern	97.00%	97.00%	97.00%

Progress Against the Desired Outcome

To improve the living conditions of affected people who had difficulty accessing basic goods, UNHCR distributed non-food items to refugees, asylum-seekers, host communities, Venezuelans affected by the humanitarian situation, people at risk of displacement, people in mobility, and persons with specific needs.

During 2022, UNHCR delivered more than 32,000 items, benefitting 2,000 refugees and asylum-seekers, 37,700 people from host communities, and 15,300 people at risk of displacement, in mobility and returnees.

Specifically, 4,400 habitat kits were delivered, benefitting a total of 13,000 people in several states of the country, especially those affected by socio-natural disasters and by armed groups/organized crime, gender-based violence survivors, and persons with specific needs. The components of the kits varied depending on the geographic location and the needs; however, basic items such as buckets, mosquito nets, hammocks, mats, bedsheets, personal blankets, body towels, hand soap, laundry soap, water purifying tablets, kitchen utensils, and solar lamps were included.

Furthermore, 995 people on the move were provided with 1,240 family and individual kits, as well as other items such as backpacks, hand soap, laundry soap, shampoo, body towels, sleeping bags, hammocks, toilet paper, sunblock, water purifying tablets, among others.

Additionally, UNHCR improved the living conditions and resilience of vulnerable populations by delivering tool kits and other materials to individuals for productive activities and to state institutions such as health facilities and agricultural technical schools to strengthen their capabilities in different parts of the country. Also, 538 school kits were delivered to support 551 children and adolescents. Persons with Specific Needs benefitted from the delivery of different items such as wheelchairs, food, and solar fans, among others.

Challenges to Achieving Outcome

UNHCR faced challenges in responding to the high demand for basic goods at the country level, which often exceeded UNHCR's available resources and capacity. The increase in disasters by natural hazards posed challenges for UNHCR, with significant increases in the needs of affected populations. Accessing communities quickly was difficult due to waiting times for state coordination. Also, reaching isolated communities was challenging due to poor road conditions and limited access to fuel. UNHCR was not able to implement cash-based interventions. All UNHCR interventions in this sector were restricted to one-off in-kind assistance.

9. Outcome Area: Sustainable Housing and Settlements

Affected populations, including refugees and asylum-seekers benefit from adequate community spaces and better access to energy.

Indicators	Population Type	Baseline (2022)	Target (2022)	Actual (2022)
9.1 Proportion of PoCs living in habitable and affordable housing.	Others of Concern	82.00%	83.00%	83.00%
9.2 Proportion of PoC that have energy to ensure lighting (close to Sphere).	Others of Concern	74.00%	74.00%	74.00%

Progress Against the Desired Outcome

To improve the living conditions and resilience of the affected population and to strengthen state institutions' capacities, UNHCR worked on the rehabilitation and construction of community spaces and state institutions, such as agricultural technical schools, women's service centres, elderly care, health centres, schools, way stations, emergency response institutions (911, civil protection, firefighters, recreation, red cross), and community centres.

Throughout 2022, UNHCR intervened in 18 health facilities by doing seven rehabilitations, one construction, and ten endowments, which benefitted a total of 70,500 people, mainly Venezuelans affected by the humanitarian situation. Also, interventions were made to 12 education facilities: seven of them were rehabilitations, four were endowments, and one was built, benefitting 3,000 people, all of whom came from prioritized communities. Apart from that, 49,000 people benefitted through interventions in different community spaces such as parks, a sports centre, a community council, a women's community centre town hall, and other state institutions. Of a total of 40 community spaces, 20 were rehabilitated, 5 were built, and 20 were equipped (10 of them with refugee housing units and family tents).

Furthermore, UNHCR worked on 10 reception and transit centres such as transit houses, shelters for gender-based violence survivors, civil protection, temporary accommodation centres, and other community spaces that were enabled for this purpose. Of these ten interventions, four were renovations, and six were endowments that benefitted a total of 17,000 people. In permanent individual shelters, 16 shelters were rehabilitated, benefitting a total of 60 affected people who were also trained in safe construction techniques.

UNHCR worked on different activities related to renewable energy. A total of 12,000 portable solar lamps were delivered to benefit 230 refugees and asylum-seekers and 15,150 other people UNHCR serves. Furthermore, more than 20 versatile light systems were delivered to civil organizations that work in emergency response such as Protección Civil and VEN 911 to strengthen their capacities. Also, to provide energy stability to key establishments that provide services to the community and to people on the move, five photovoltaic systems were installed, one in a hospital, two in Agricultural Technical School, and two State institutions, benefitting a total of 43,500 affected population. Moreover, 615 solar streetlamps and solar reflectors were installed, benefitting 77,000 people, mostly Venezuelan people affected by the humanitarian situation living in isolated locations.

Challenges to Achieving Outcome

Despite the efforts of UNHCR to contribute to this outcome, the needs in the country were high, with around 30% of the affected population in need of energy for lighting and around 20% in need of housing. The implementation of infrastructure projects in the country was impacted by rising costs of materials and labour due to high inflation. This led to the reduced scope of interventions. Due to a shortage of resources, UNHCR did not prioritize individual housing even though this was cited as a need by the affected population. Instead, UNHCR focused on the rehabilitation of community spaces.

There were delays in receiving energy items imported from abroad due to challenges faced in getting the items cleared through customs. Obtaining construction permits and accessing some project sites was also challenging due to bureaucratic procedures. The roads were affected by rains which made it difficult to access certain communities, thus causing a delay in the implementation of projects.

12. Outcome Area: Clean Water, Sanitation and Hygiene

Affected populations, including refugees and asylum-seekers have better access to water and hygiene.

Indicators	Population Type	Baseline (2022)	Target (2022)	Actual (2022)
12.1 Proportion of PoC using at least basic drinking water services [linked to SDG 6.1.1].	Others of Concern	72.99%	73.00%	76.00%
12.2 Proportion of PoC with access to a safe household toilet [linked to SDG 6.2.1].	Others of Concern	72.00%	72.00%	72.00%

Progress Against the Desired Outcome

UNHCR achieved better access to water and improved hygiene for the affected population through the delivery of non-food items, installation of water supply systems, and rehabilitation of community spaces and state institutions such as the Municipal Institute for Health, education facilities, and Protection Centres.

In 2022, a total of 78,000 people benefitted from the rehabilitation of 39 water facilities in community infrastructure and state institutions. Furthermore, to improve water storage and distribution capacity, 32 tanks and 19 pumps were installed in different facilities, mainly in isolated communities where there was no water service available.

Moreover, 92,300 water, sanitation, and hygiene (WASH) in-kind assistance items were provided for access to water, sanitation, and hygiene, benefitting 47,900 people, especially people in mobility, people with specific needs, Venezuelans affected by the humanitarian situation, and those affected by natural hazards. In temporary accommodation centres and waystations, 8,335 “Hygiene kits” were delivered to people in mobility. The kit contained face masks, antibacterial gel, body soap, deodorant, toothpaste, toothbrush, mosquito repellent, water-purifying tablets, and mosquito nets. Additionally, 58,500 different WASH items such as buckets, jerrycans, face masks, alcohol gel, bar soap, and mosquito nets, among others, were delivered to strengthen key state institutions and other communities in the context of the COVID-19 pandemic.

Challenges to Achieving Outcome

The need in this sector was high because 30 per cent of the affected population had no basic drinking water services and 20 per cent had no access to a safe household toilet. UNHCR interventions were restricted to the rehabilitation of sanitary facilities related to community spaces, education, and health facilities.

One of the main challenges faced by UNHCR was that water, sanitation, and hygiene (WASH) standards in the country had significantly deteriorated due to poor maintenance. As a result, infrastructural solutions at the urban level and a holistic approach were required, which was beyond the scope of UNHCR's ability to address. Although UNHCR's intervention was able to improve the WASH system in a building, the solution would only be partial unless the system was fixed on a larger scale. UNHCR also faced challenges in delivering WASH items due to difficulties in transportation and access to places because of poor road conditions, particularly in isolated communities.

2.2. Age, Gender and Diversity

UNHCR developed the age, gender, and diversity approach plan for the year 2022, which was successfully implemented. The main objective of the Workplan was to ensure that all UNHCR activities and interventions took into consideration the age, gender, and other characteristics of the people that we served such as disability, ethnicity, etc. Key results included 28 work plans with communities to address differentiated protection risk, including setting up children's recreational community spaces; information sessions on LGBTIQ+ people inclusion, and strengthening sorority networks to address gender-based violence. Also, there were information materials to promote the use of feedback and complaint mechanisms in two indigenous languages, and twenty-eight community spaces were renovated to enable access for persons with limited mobility.

UNHCR conducted the 2022 Participatory Assessment with 2,020 affected populations, including refugees and asylum seekers; Venezuelan returnees; indigenous persons; and their hosting communities, through 114 focus groups across 14 states. Of the total number of 2,020 people consulted, 1,430 were female, 590 were male, and one LGBTIQ+ person; 1,875 were adults – of which 305 were elderly people, and 144 were children under 18 years old. Among those consulted were 140 people living with disabilities.

The operation was accountable to the affected population through feedback and complaints mechanisms nationwide that comprised 38 suggestion boxes -including mobile ones; 24 emergency telephone lines; and 360 information desks. Since July 2022, UNHCR also counted on feedback received through the national interagency hotline that was managed by UNICEF with financial support from UNHCR, WFP, IOM, OCHA, UNFPA, FAO, and UNAIDS. A total of 2,151 inputs were received. This entailed a 100 % increase when compared with the 1,078 inputs in 2021, which were duly addressed by a panel led by UNHCR at the field level.

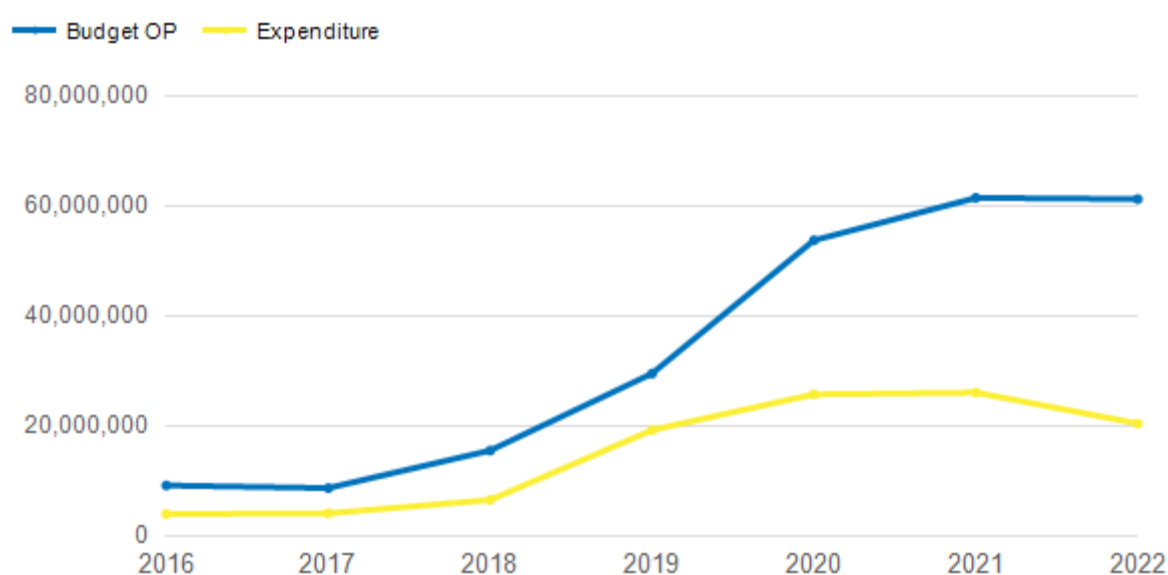
Section 3: Resources

3.1 Financial Data

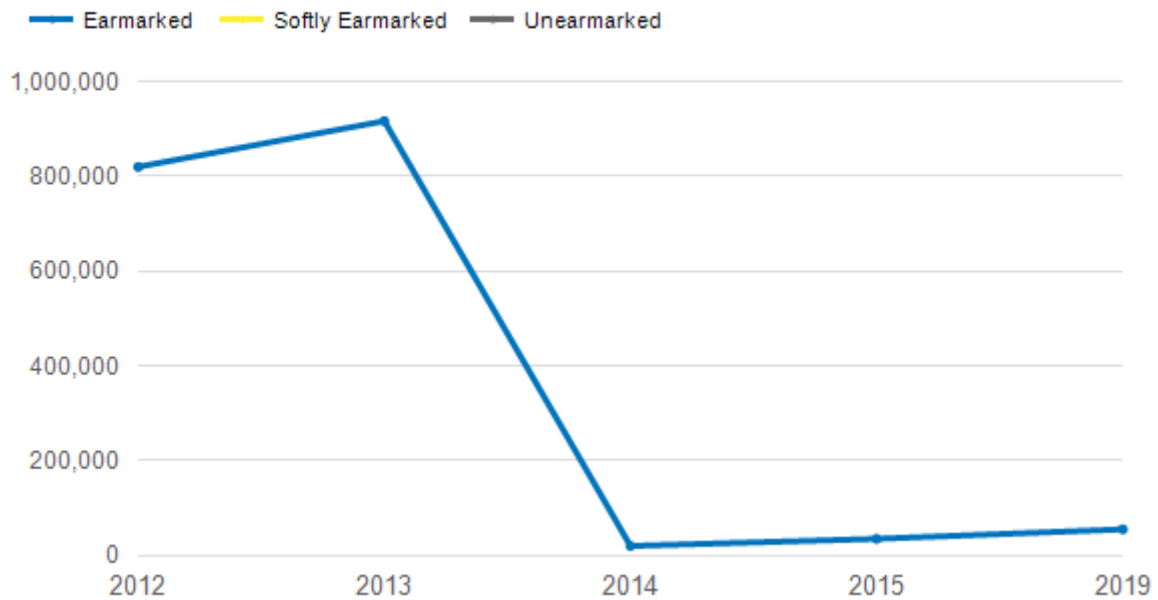
Impact Area	Final Budget	Funds Available	Funds Available as % of Budget	Expenditure	Expenditure as % of Funds Available
IA2: Respond	61,158,689	20,382,504	33.33%	20,382,504	100.00%
Total	61,158,689	20,382,504	33.33%	20,382,504	100.00%

Outcome Area	Final Budget	Funds Available	Funds Available as % of Budget	Expenditure	Expenditure as % of Funds Available
OA1: Access/Doc	5,614,979	3,303,671	58.84%	3,303,672	100.00%
OA4: GBV	7,659,979	2,365,882	30.89%	2,365,882	100.00%
OA7: Community	6,947,504	1,839,472	26.48%	1,839,472	100.00%
OA8: Well-being	8,374,300	3,019,066	36.05%	3,019,066	100.00%
OA9: Housing	18,472,168	4,895,230	26.50%	4,895,230	100.00%
OA12: WASH	4,574,120	1,194,181	26.11%	1,194,181	100.00%
EA18: Support	9,515,639	3,765,002	39.57%	3,765,002	100.00%
Total	61,158,689	20,382,504	33.33%	20,382,504	100.00%

Budget and Expenditure Trend



Contributions Trend by Type



3.2. Resources Overview

In 2022, with limited resources, UNHCR sought a combination of advocacy, strategic legal involvement, and programmatic interventions with a focus on documentation and effective access to rights, while working on issues of violence, abuse, and exploitation where there was UNHCR added value. Cross-border movements were analysed together with related protection challenges, including the reintegration of returnees. Infrastructure interventions were implemented as key protection activities to promote inclusion, prevent displacement, and mitigate the protection risks upon return.

A key risk, however, was that at precisely the moment when the narrative inside Venezuela was adopting more elements related to development, recovery, and breaking the cycle of displacement / human mobility, UNHCR was challenged with significant budget reductions and was not adequately positioned to deliver on new strategic and operational opportunities.

UNHCR provided material assistance, psychosocial support, and legal aid, access to late birth registration, for most vulnerable cases, including admission to the territory, gender-based violence survivors. UNHCR focused its involvement on energy and non-food items distribution on issues where UNHCR had added value as a protection agency. Very limited livelihood interventions were implemented targeting vulnerable refugees, returnees, and people at risk of displacement including the indigenous people and gender-based violence survivors.

Due to funding gaps, UNHCR did not implement large-scale income-generating initiatives. One of the main reasons that the affected population leave Venezuela, or the return cannot be sustainable, was the lack of regular income. UNHCR requested different humanitarian coordination forums to expand its interventions in other geographic areas; however, the lack of resources posed a major obstacle.



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