

Annual Results Report

2023

El Salvador

Acknowledgements

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- 4.1 - Lessons Learned and Future Outlook

Section 1: Context and Overview

1.1 Changes to the Operational Context

The State of Exception, initially declared in March 2022, was prolonged throughout 2023. Homicide rates and violent crime significantly decreased, with a very low proportion of crimes reportedly committed by gang members. Gangs no longer operated the way they used to, and their territorial presence and control substantially weakened. According to data sourced from the Central American University (UCA), in 2023 more than 90% of Salvadoreans believe that the security situation improved and felt safer. Access to communities previously controlled by gangs became unhindered. The Government-led Territorial Activation Plan showed high levels of vulnerability and urgent humanitarian needs in communities “recovered” from gang control by the Government.

Gang induced internal displacement dropped in 2023. Displacement triggered by other factors, including gender-based violence and climate change, continued. Extreme weather events, growing food insecurity, high levels of human mobility, and rising costs of living and inflation drove humanitarian needs.

Despite security improvements, the desire to migrate among Salvadorans increased to over 24% in 2023 up from 21% in 2022, according to public opinion surveys conducted by the UCA. The primary motivation reason for wishing to migrate remained the economy and employment, accounting for 81.1% of cases, followed by family reunification at (5.5%), and insecurity (3.9%). Many individuals hired smugglers to guide them across the border with Guatemala. Salvadorans often follow the same routes used by foreigners transiting through the country. In 2023, the number of people transiting El Salvador through various means increased. A small number of them, 219 people, sought asylum in El Salvador.

1.2. Progress Against the Desired Impact

1. Impact Area: Attaining Favorable Protection Environments

Forcibly displaced people fully enjoy their rights and equal access to effective protection systems.

Indicators	Population Type	Strategy Baseline	Actual (2023)
1.1 Proportion of people seeking international protection who are able to access asylum procedures	Refugees and Asylum-seekers	100.00%	100.00%
1.2 Proportion of people who are able to move freely within the country of habitual residence	Refugees and Asylum-seekers	100.00%	100.00%

The Government committed to amend legal frameworks for strengthening the response to refugees, asylum-seekers, internally displaced and stateless people. The Ministry of Foreign Affairs (MFA) pledged at the 2023 Global Refugee Forum to reform the 2002 Law for Determining Refugee Status and to ratify the 1961 Convention on the Reduction of Statelessness. UNHCR provided comments to legal frameworks enhancing governmental protection responses, notably to the Human Mobility Policy; the Protocol of Comprehensive Care for Children, Adolescents and their Families in a Situation of Forced Internal Displacement; and the Reform of the Special Law for the Inclusion of Persons with Disabilities.

UNHCR provided support to governmental counterparts, civil society and UN agencies in improving statistics and data analysis to include forcibly displaced people, inform public policy and enhance the protection response. This included the fulfilment of the MIRPS commitment to implement the protection module in the Reception Centre for Returnees (GAMI).

The perception of safety, the complex context of neighbouring countries, and the dissemination of information about the right to seek asylum contributed to the increase in the number of asylum claims lodged in 2023 (263% increase compared to 2022).

2. Impact Area: Realizing Rights in Safe Environments

Forcibly displaced people meet their basic needs.

Indicators	Population Type	Strategy Baseline	Actual (2023)
2.2 Proportion of people residing in physically safe and secure settlements with access to basic facilities	Refugees and Asylum-seekers	Unknown	17.78%
2.3 Proportion of people with access to health services	Refugees and Asylum-seekers	Unknown	96.36%

UNHCR supported the provision of services for forcibly displaced people, enhancing individuals' autonomy to meet their basic needs. Government institutions strengthened through capacity building, personnel and non-monetary resources expanded their services and reach across the country. Thus, unserved people living in areas previously controlled by gangs could secure access to essential services to fulfil their rights. The increased capacity of public institutions with wider reach started to raise communities' trust in public services.

Improved referral pathways and case management systems allowed over 5,000 forcibly displaced people to access services offered by UNHCR, public institutions and partners in four Support Spaces. Gender-based violence survivors could access specialized remote support nationwide through a public helpline supported by UNHCR. Cash assistance enhanced the resiliency of over 6,000 people to cope with crisis situations, securing their immediate basic needs while accessing protection services. Individuals at high-risk under the

in-country processing for resettlement had access to temporary safe shelter while transitioning towards a durable solution, with a 95% increase of people sheltered in 2023 compared to 2022. Protection services offered by UNHCR, partners and strengthened public institutions allowed forcibly displaced people to build their resilience to cope with incidents and to seek solutions.

UNHCR reinforced its leadership of the Protection, and co-leadership of the Camp Coordination and Camp Management (CCCM) and Shelter Sectors, supporting a coordinated humanitarian response marked by increased service availability and expanded coverage. Consolidated sectoral analyses played a pivotal role in informing the strategic decision-making of the Humanitarian Country Team. The Protection, CCCM and Shelter Sectors assisted with the delivery of tailored quality services directly and through public institutions.

3. Impact Area: Empowering Communities and Achieving Gender Equality

Forcibly displaced people are empowered, informed and are meaningful actors of their own protection and solutions.

Indicators	Population Type	Strategy Baseline	Actual (2023)
3.1 Proportion of people who have the right to decent work	Refugees and Asylum-seekers	54.35%	33.63%
3.2a Proportion of children and young people enrolled in primary education	IDPs	118.97%	118.97%
3.2a Proportion of children and young people enrolled in primary education	Refugees and Asylum-seekers	Unknown	83.33%
3.2b Proportion of children and young people enrolled in secondary education	IDPs	21.43%	21.43%
3.2b Proportion of children and young people enrolled in secondary education	Refugees and Asylum-seekers	Unknown	66.67%
3.3 Proportion of people feeling safe walking alone in their neighbourhood after dark	Refugees and Asylum-seekers	63.89%	80.30%

UNHCR worked with over 40 communities in 12 municipalities and six departments in the country building their capacities and empowering them in finding solutions. More than 450,000 internally displaced people or at risk of displacement, refugees, asylum-seekers, returnees in need of protection and host communities from different ages, gender and background participated in community activities, including information sessions, participatory assessments, peaceful coexistence projects, community initiatives, sports, recreational and cultural activities. Community activities strengthened participant's capacities to identify protection risks and implement transformative actions to access rights and services, ultimately mitigating the risk of forced displacement.

UNHCR and its partners significantly increased community participation and engagement of diverse groups, including 3,579 LGBTIQ+ persons, women, youth, indigenous peoples, persons with disabilities and older people. Community groups became active agents of change in their communities, seeking solutions and self-reliance. This had a direct impact on their lives, from recovering public spaces previously controlled by gangs to engaging people in collective efforts in historically violent and marginalized areas. UNHCR and its partners strengthened communities' knowledge and capacities through workshops, planning and participatory processes, including participatory assessments, prioritization and strategic planning. Accountability to Affected People (AAP) in community processes enhanced transparency, trust and commitment in their participation, and tools like the AAP system helped to collect and monitor feedback from more than 12,000 people. Furthermore, UNHCR expanded communication channels, including social media and outreach activities building the bridge in accessing information and protection services. Overall, communities showed progress in taking ownership of their activities, boosting sustainability and localization.

4. Impact Area: Securing Solutions

Forcibly displaced people find solutions to their situation and become self-reliant, while also contributing to the development and resilience of their communities.

Indicators	Population Type	Strategy Baseline	Actual (2023)
4.1 Number of refugees who voluntarily return in safety and dignity to their country of origin	Refugees and Asylum-seekers	0	0
4.2a Number of people who departed on resettlement	Others of Concern	488	839
4.3b Number of refugees for whom residency status is granted or confirmed	Refugees and Asylum-seekers	31	0

To achieve solutions for internally displaced people and at risk of displacement, refugees, asylum-seekers, and returnees in need of protection, UNHCR worked towards local integration, reintegration and resettlement. As a result, 1,065 people accessed self-reliance opportunities, 879 returnees with protection needs received support to reintegrate, and 839 people departed to live safely and with dignity in a resettlement country.

The improvement in El Salvador's security situation provided new opportunities for local integration. Communities at risk of displacement had better access to information on rights and services due to UNHCR's participation in the Government-led Territorial Activation Plan in areas previously controlled by gangs. UNHCR established alliances with partners, national institutions, and more than 170 companies to develop integration strategies. The collaboration with the Ministry of Labour allowed forcibly displaced people to access the formal labour market, despite the historical discrimination against residents from stigmatized areas. UNHCR assisted in the naturalization of seven refugees. A total of 51 trans people, who dropped out of school due to protection risks, resumed formal education and obtained certification for primary and secondary education.

UNHCR ensured access to resettlement solutions through in-country processing (ICP). UNHCR enhanced its capacity to identify people in need of international protection through frontline staff, alliances with State institutions, and other partners, which enabled to screen families comprising 3,754 people for potential resettlement eligibility. UNHCR successfully submitted 1,683 people for resettlement consideration, fully utilizing all available quotas. UNHCR worked in close partnership with authorities in the United States and Canada. The Office closely collaborated with the Resettlement Support Centre, operated by IOM.

1.3 Challenges to Achieving Impacts

Legal frameworks protecting forcibly displaced and stateless people are still to be amended to meet international standards. Following UNHCR's advocacy efforts, the Ministry of Foreign Affairs pledged at the 2023 GRF to reform the 2002 Law for Determining Refugee Status and to ratify the 1961 Convention on the Reduction of Statelessness.

The approval of the bylaws of the 2020 IDP law is still pending. The Ministry of Justice has not established yet an Interinstitutional Technical Commission to protect and assist IDPs, as outlined in the Law.

Climate-induced displacement continued creating barriers to the search for durable solutions.

The protection module to identify and refer returnees with protection needs was successfully rolled out at the Returnee Reception Centre. Prospects for sustainable reintegration in the country, however, are limited.

Meaningfully engaging communities is a long-term process requiring time. Despite the increased perception of security in communities historically affected by gang violence, some people continued to lack the

confidence to actively engage in community processes.

Deterioration of mental health remained one of the major protection concerns affecting adolescents and youth. UNHCR prioritized mental health activities at the community level, despite the limited availability of mental health professionals in the country. UNHCR reoriented its strategy to prioritize solutions, but a shortfall in resources posed a substantial obstacle to ensuring sufficient protection levels while also scaling up solutions.

UNHCR supported the UN Country Team (UNCT) to coordinate efforts to accelerate solutions, but discussions with the Government did not translate into concrete outcomes. Opportunities for housing, land and property rights remained unfulfilled and require long-term planning with development actors.

1.4 Collaboration and Partnerships

UNHCR supported the government's participation in the 2023 Global Refugee Forum, where it made five new pledges to strengthen the asylum system, reduce statelessness, generate employment, attain durable solutions, and update data on forced displacement. As part of the Comprehensive Regional Protection and Solutions Framework (MIRPS), UNHCR worked with the Refugee Status Determination Commission (CODER), the Ministry of Foreign Affairs, and the General Directorate for Migration and Foreigners (DGME) to strengthen the asylum system.

UNHCR allied with the Directorate for the Reconstruction of Social Cohesion, and the Ministries of Education and Labour to reinforce mechanisms for the prevention of displacement and the creation of employment opportunities for vulnerable youth. UNHCR partnered with the Directorate for the Attention of Victims (DAV), the Institute for Women's Development (ISDEMU), the National Commission for Early Childhood, Children and Adolescents (CONAPINA), the Office of the Attorney General (PGR) and the Ombudsperson's Office (PDDH) for the strengthening of protection mechanisms for displaced population. UNHCR and the National Statistics Office of the National Reserve Bank implemented an agreement for the collection of data on displacement. UNHCR allied with the Diplomatic Institute of the Ministry of Foreign Affairs to enhance the proficiency of government officials on international protection for forcibly displaced, gender-based violence and child protection.

Collaboration with the UNCT and the Humanitarian Country Team enabled UNHCR to effectively respond to emerging crises. In 2023, UNHCR strengthened its leadership and co-leadership of the Protection, CCCM and Shelter Sectors, jointly with the General Directorate for Civil Protection, the National Directorate for Shelter and IOM.

Under the UN Peace Building Fund (PBF), UNHCR developed an inter-agency programme together with ILO and UNDP, for the empowering of youth and the development of opportunities in violence-affected communities.

Section 2: Results

2.1. Outcomes and Achievements

2. Outcome Area: Status Determination

Asylum-seekers have access to a fair and efficient refugee status determination procedure and have their asylum claims determined in a fair and timely manner.

Indicators	Population Type	Strategy Baseline	Target (2023)	Actual (2023)
2.1 Average processing time (in days) from registration to first instance asylum decision	Refugees and Asylum-seekers	100.00	30.00	413.00
2.2 Proportion of people undergoing asylum procedures who have access to legal representation	Refugees and Asylum-seekers	100.00%	100.00%	100.00%
2.3 Proportion of people undergoing asylum procedures who have access to an effective appeal mechanism after first instance rejection of their claim	Refugees and Asylum-seekers	100.00%	100.00%	100.00%

Progress Against the Desired Outcome

UNHCR supported the National Commission for Refugee Status Determination (CODER) to enhance asylum capacity. Efforts were focused on streamlining the asylum process, information management, and ensuring access to protection services for asylum-seekers and refugees.

In response to CODER's request, UNHCR supported the development of an inter-institutional operational Protocol. The Protocol outlines procedures to address the needs of asylum-seekers considering each institution's responsibilities. According to CODER, the Protocol constitutes a preliminary step before embarking on the amendment of the 2002 Law for Determining Refugee Status. Following UNHCR's advocacy and accompaniment, El Salvador pledged in the 2023 GRF to amend the 2002 Law.

To address the issue of capacity constraints at ports of entry, UNHCR supported the Ministry of Foreign Affairs with the delivery of awareness sessions on the right to seek asylum. Over 200 migration officials, municipal authorities, and other relevant actors working at seven border points received specialized training on international protection.

Through UNHCR's support, CODER and NRC assisted 219 new asylum-seekers in accessing free legal assistance, psychosocial support, and referrals to protection services. The number of individuals seeking asylum in El Salvador increased by 263% between 2022 and 2023 (from 83 in 2022 to 219 new asylum-seekers in 2023).

In line with UNHCR's recommendations, guidelines on protection and solutions for asylum-seekers, refugees, and stateless people were included in the Human Mobility Policy developed by the Ministry of Foreign Affairs.

UNHCR supported the systematization of CODER's asylum files ensuring accurate and updated statistics and identifying procedural obstacles. In collaboration with the government's Innovation Secretariat, CODER and UNHCR started working on a project to digitalize the asylum registration system, which will be completed in 2024.

3. Outcome Area: Protection Policy and Law

Rights of internally displaced people are recognized and guaranteed in the national legal framework and public policies.

Progress Against the Desired Outcome

UNHCR supported national institutions with staffing, training, and tools to enhance the identification of individuals with protection needs and access to specialized services to internally displaced people, individuals with international protection needs, returnees with protection needs and people at risk of displacement.

As part of the institutional capacity-building strategy, over 200 public servants received training in international protection, internal displacement, child protection, GBV and coordination. UNHCR supported the Ombudsperson's Office (PDDH) protection monitoring on IDPs. UNHCR financed 40 technical positions in several public institutions. These, compounded with coordinated work with partner organizations, allowed 3,650 people to access legal, psychological, education and shelter services. An important achievement was the commitment of El Salvador to ratify the 1961 Convention on the Reduction of Statelessness.

Progress was made in the collection and analysis of data for both IDPs and refugees. UNHCR worked with the National Statistics Office collecting data on internal displacement. UNHCR completed the Results Monitoring Survey (RMS) for refugees, asylum-seekers, and for IDPs. All these efforts will help to inform public policy and protection responses.

UNHCR provided technical assistance and funding to the Ombudsperson's Office (PDDH) to conduct protection monitoring of internal displacement. Through 1,886 surveys, PDDH identified the main challenges and protection gaps, many of them derived from the legal framework and scarce resources. The monitoring served as the basis for an annual report analyzing gaps in the institutional response and made recommendations to strengthen public policies. Additionally, UNHCR's protection team conducted protection monitoring at the borders to identify the protection challenges faced by people on the move.

UNHCR supported the development and implementation of DAV's protection module for Salvadorans returned from Mexico and the United States. The module provided crucial information about reasons for displacement and updated statistics on returnees with protection needs to inform responses.

4. Outcome Area: Gender-based Violence

Gender-based violence survivors have adequate and timely access to specialized services, and communities are actively engaged in prevention, risk mitigation activities.

Indicators	Population Type	Strategy Baseline	Target (2023)	Actual (2023)
4.1 Proportion of people who know where to access available GBV services	IDPs	Unknown	100.00%	87.09%
4.1 Proportion of people who know where to access available GBV services	Refugees and Asylum-seekers	22.22%	71.00%	40.63%
4.3 Proportion of survivors who are satisfied with GBV case management services	IDPs	Unknown	100.00%	100.00%
4.3 Proportion of survivors who are satisfied with GBV case management services	Others of Concern	Unknown	100.00%	100.00%
4.3 Proportion of survivors who are satisfied with GBV case management services	Refugees and Asylum-seekers	Unknown	100.00%	100.00%

Progress Against the Desired Outcome

UNHCR implemented a new 2023-26 strategy to prevent and mitigate risks of gender-based violence (GBV) and respond to forcibly displaced GBV survivors. The strategy was designed to provide survivors with adequate and timely access to quality national services and programmes and to reduce GBV risks, in coordination with the National Institute for Women's Development (ISDEMU), the Women's Attorney General Office (PGR Mujer), a woman-led organization and new partner ORMUSA, and grassroots LGBTIQ+ organizations (COMCAVIS TRANS, DIKÉ and ASPIDH). To provide evidence-based data and inform tailored responses, UNHCR and ISDEMU finalized the study on violence against women as a trigger of forced displacement. This nationwide study highlights gaps, good practices, and recommendations aimed at strengthening the national protection system and bolstering institutional capacities. UNHCR and its four specialized GBV partners trained almost 1,700 civil servants of nine public institutions, improving coordination in the provision of GBV services and safe referral pathways.

UNHCR and ISDEMU strengthened the national protection system through the 126 Centre of Attention. The Centre includes a 24/7 free hotline, emergency assistance and remote psycho-legal assistance for survivors, including the platform 126 Sin Fronteras for Salvadoran GBV survivors in other countries. UNHCR also supported ISDEMU staff at the Returnee Reception Centre to provide information and orientation and services available for returnee women at risk. A total of 3,372 GBV survivors were assisted with emergency psychosocial and legal assistance. UNHCR designed a safe tool to register all assistance provided and a dashboard to visualize the results. The response to GBV survivors was also strengthened by ORMUSA at the four Support Spaces "By your side" with the provision of specialized services to 392 survivors in coordination with key institutions and civil society organizations. Over 1,100 LGBTIQ+ GBV survivors received specialized case management support, including safe accommodation, psychological and legal assistance and healthcare support by partners DIKÉ, ASPIDH and COMCAVIS TRANS.

UNHCR engaged with communities in the prevention of GBV by training 97 outreach volunteers and almost 50 local leaders on the types of gender-based violence, available specialized services, and referral mechanisms. UNHCR boosted participation of communities with community-based protection processes, including a three-month theatre workshop in coordination with Azoro Theatre and young people from 14 communities, engaged in GBV awareness and replicating it to more than 500 people around the country. Furthermore, UNHCR and ORMUSA piloted a participatory thematic GBV assessment in five prioritized communities with high levels of violence against women. The results informed community work plans for 2024.

5. Outcome Area: Child Protection

Forcibly displaced children are included in national child protection systems and have access to child friendly procedures and services, including best interest procedures.

Indicators	Population Type	Strategy Baseline	Target (2023)	Actual (2023)
5.1 Proportion of children at heightened risk who are supported by a Best Interests Procedure	IDPs	100.00%	100.00%	100.00%
5.2 Proportion of children who participate in community-based child protection programmes	IDPs	Unknown	70.00%	18.64%
5.2 Proportion of children who participate in community-based child protection programmes	Refugees and Asylum-seekers	64.71%	70.00%	41.18%
5.3 Proportion of unaccompanied and separated children who are in an alternative care arrangement	IDPs	Unknown	100.00%	0.00%
5.3 Proportion of unaccompanied and separated children who are in an alternative care arrangement	Refugees and Asylum-seekers	100.00%	100.00%	0.00%

Progress Against the Desired Outcome

UNHCR promoted the well-being of vulnerable girls, boys, and adolescents living in highly vulnerable and stigmatized communities formerly under gang control. UNHCR collaborated with the Government, UNICEF and child protection partners to reach children facing poverty, inequality, violence, and discrimination. A total of 1,498 children and adolescents received individual protection assistance.

UNHCR joined Territorial Activation Plan exercises led by the National Council for Early Childhood, Childhood, and Adolescence (CONAPINA), reaching five of the most stigmatized communities in the country previously under gang control. This alliance allowed UNHCR to identify the most urgent needs in vulnerable households. In collaboration with CONAPINA and the Attorney General's Office (PGR), UNHCR supported the provision of mental health services by furnishing a new psychosocial care centre for displaced children and adolescents or at risk of displacement. UNHCR partnered with CONAPINA's staff to reinforce their knowledge on specialized attention for displaced and returned children and adolescents.

UNHCR and the PGR successfully advocated with the Office of the First Lady to include the rights of forcibly displaced children and adolescents in the Grow Together Law, ensuring inclusion of displaced children and their families as one of the profiles to be prioritized. At the community level, UNHCR prioritized support to 12 Child Protection Boards and Local Committees for the Rights of the Child (CLDs). CLDs are multi-disciplinary teams working at the departmental level on the design and follow up of protection-oriented action plans for children at heightened risk. CONAPINA, through the Organization of the American States' MIRPS Fund, assisted 60 returnee children and their families with protection needs.

UNHCR and SOS Children's Villages partnered with the Diplomatic Institute Doctor José Gustavo Guerrero to deliver a four-month 80-hour course on forced displacement and children's rights to 72 government officials of the Child Protection National System. This course offered theoretical and practical training, featuring lectures by international and national experts on protection and the rights of internally displaced children.

UNHCR worked with PGR and CONAPINA for the processing and completion of 323 Best Interest Determination (BID) procedures for children and adolescents under resettlement consideration. To facilitate child-friendly interviews, UNHCR, UNICEF and partners developed interactive materials such as games, storybooks, and a play on forced displacement. These materials were highlighted as best practice in the region.

UNHCR, Plan International and the Ministry of Education, Science and Technology implemented the continuing education programme for children and adolescents living in temporary protection shelters. As a result, 85 displaced children and adolescents continued their studies and obtained their academic certification.

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

Strengthened community structures promote inclusion and effective participation for the enjoyment of their rights.

Indicators	Population Type	Strategy Baseline	Target (2023)	Actual (2023)
7.3 Proportion of women participating in leadership/management structures	IDPs	58.81%	60.00%	57.14%
7.3 Proportion of women participating in leadership/management structures	Others of Concern	Unknown	75.00%	60.65%
7.3 Proportion of women participating in leadership/management structures	Refugees and Asylum-seekers	Unknown	50.00%	40.91%

7.1 Extent participation of displaced and stateless people across programme phases is supported.	IDPs	Extensive: ≥70 points	Extensive: ≥70 points	Extensive: ≥70 points
7.1 Extent participation of displaced and stateless people across programme phases is supported.	Others of Concern	Unknown	Extensive: ≥70 points	Extensive: ≥70 points
7.1 Extent participation of displaced and stateless people across programme phases is supported.	Refugees and Asylum-seekers	Extensive: ≥70 points	Extensive: ≥70 points	Moderate: 40-69 points

Progress Against the Desired Outcome

UNHCR amplified the voices of more than 100,000 forcibly displaced people and host communities ensuring their meaningful participation in decision-making processes and finding solutions.

UNHCR's community area-based approach focused on improving participatory processes to strengthen protection mechanisms and support networks of 56 community structures in 13 departments, including LGBTIQ+ groups, refugee and youth committees.

Communities became active agents and self-managers of their collective wellbeing, building their capacities in the prevention, mitigation, and response to forced displacement. The level of engagement of community leaders, groups and outreach volunteers reached more than 3,600 people, the vast majority women (67%), with a noticeable participation of youth (59%) and older people (9%).

Active community engagement strengthened social cohesion and promoted a sense of belonging and collective responsibility. Engaging participatory methods alongside age, gender and diversity approaches, empowered communities to prioritize activities according to their needs, designing actions plans, defining roles and the management of resources.

UNHCR and partners conducted more than 100 consultations with 1,564 forcibly displaced people, with 61% of women's participation. Communities took a leading role in facilitating their focus groups, showing great progress in achieving self-reliance and sustainability.

UNHCR strengthened the coordination with 10 municipalities to bridge the gaps with the communities and raise awareness on access to rights and services.

Alliances with national institutions like the Directorate for the Reconstruction of Social Cohesion and municipalities boosted the participation in 11 Urban Centres of Wellbeing and Opportunities (CUBO) and four Community Integration Centres (CIC). The number of participants reached 347,409, four times higher than in 2022. Additionally, more than 1,000 LGBTIQ+ people accessed COPITO, a community centre run by COMCAVIS TRANS. Other alliances with the National Council for the Inclusion of Persons with Disabilities (CONAIPD) and the National Comprehensive Council for Elderly People (CONAIPAM) strengthened the response to persons with disabilities and older people.

UNHCR supported the Supreme Court of Justice's network of more than 700 judicial facilitators trained on conflict resolution and legal orientation. UNHCR prioritized protection monitoring and risk mitigation of climate change-impacted areas by developing risk maps for the prevention, mitigation, and response to climate disasters, including the identification of geographical aspects, infrastructural needs, resources, and risk zones.

Overall, communities showed progress in taking ownership of their own processes, with the implementation of 52 community-led initiatives. This helped to build confidence, resilience and boost the capacities of 3,729 people as meaningful actors of their own protection and solutions.

8. Outcome Area: Well-Being and Basic Needs

Displaced people access efficient and effective national services and humanitarian responses.

Indicators	Population Type	Strategy Baseline	Target (2023)	Actual (2023)
8.1 Proportion of people that receive cash transfers and/or non-food items	IDPs	1.88%	5.00%	3.38%
8.1 Proportion of people that receive cash transfers and/or non-food items	Others of Concern	56.02%	2.00%	3.64%
8.1 Proportion of people that receive cash transfers and/or non-food items	Refugees and Asylum-seekers	88.27%	60.00%	46.56%
8.2 Proportion of people with primary reliance on clean (cooking) fuels and technology	Refugees and Asylum-seekers	83.33%	90.00%	82.96%

Progress Against the Desired Outcome

UNHCR strengthened comprehensive response mechanisms to protection needs. UNHCR fostered the capacity and knowledge of public institutions to improve access to public services by displaced people. UNHCR strengthened its leadership and co-leadership of the Protection, CCCM and Shelter Sectors, promoting a coordinated humanitarian response. Sectors revised their structures, with 59 participating organizations actively engaging in sectoral activities and conducting in-depth analysis. This facilitated tailored responses while minimizing duplications.

UNHCR's partners improved their capacity to offer comprehensive quality services in temporary shelters, assisting approximately 800 individuals at high-risk, part of the in-country processing for resettlement, an increase of 95% people assisted compared to 2022. In coordination with the Ministry of Education, Science and Technology, 85 children hosted in temporary shelters received continued education services through enrolment management, transfers, and agreements for recovering missed academic periods with educational institutions. The provision of cash assistance to 6,609 people boosted people's resilience to find solutions.

UNHCR played a pivotal role in bolstering national disaster response mechanisms, providing support to the National Directorate and the National Technical Commission for Shelter. UNHCR built the capacity of over 300 national, state, and municipal level shelter focal points on integrating protection considerations into the disaster response. UNHCR delivered over 900 kits and over 52,000 non-food items to public institutions, strengthening their capacity to respond to emergencies. As a result, the organization played a pivotal role in bolstering the Government's resilience and capacity to effectively respond to disasters with agility and coordination.

Aligned with El Salvador's MIRPS commitments on including the establishment of specialized units for the response to internally displaced people, UNHCR enhanced the Government's provision of comprehensive protection services to people forced to flee. Four Support Spaces in a collaborative effort with the Directorate for Attention of Victims (DAV) assisted over 5,000 individuals at heightened risk. This comprehensive response enabled municipalities and partners to facilitate case management services and referrals to specialized service providers including psychological support, health care services, safe accommodation, and livelihood programmes.

UNHCR through the Comprehensive Centre for Emotional Intelligence (CIIE), World Vision and Doctors of the World provided mental health support at individual and collective levels to 3,304 people, including through sports and urban arts. The interventions empowered communities to adopt well-being practices and spearhead community-led initiatives, thereby enhancing social cohesion. Various initiatives spearheaded by communities supported by UNHCR led to 3,729 individuals benefiting from protection interventions.

13. Outcome Area: Self Reliance, Economic Inclusion and Livelihoods

Displaced people have access to decent/formal employment or self-employment and livelihood opportunities.

Indicators	Population Type	Strategy Baseline	Target (2023)	Actual (2023)
13.1. Proportion of people with an account at a bank or other financial institution or with a mobile-money-service provider	IDPs		60.00%	64.87%
13.1. Proportion of people with an account at a bank or other financial institution or with a mobile-money-service provider	Refugees and Asylum-seekers	44.44%	60.00%	27.37%
13.2. Proportion of people who self-report positive changes in their income compared to previous year	IDPs		33.00%	18.33%
13.2. Proportion of people who self-report positive changes in their income compared to previous year	Refugees and Asylum-seekers		33.00%	7.69%
13.3 Proportion of people (working age) who are unemployed	IDPs	6.04%	5.00%	6.04%
13.3 Proportion of people (working age) who are unemployed	Refugees and Asylum-seekers	2.78%	3.00%	7.37%

Progress Against the Desired Outcome

In 2023, 1,065 internally displaced people, people at risk of displacement, refugees, asylum-seekers, and returnees in need of protection accessed livelihood opportunities. UNHCR identified people's livelihood needs and, in coordination with the government and partners, implemented four active labour market programmes on formal job orientation and skill-matching, entrepreneurship training and seed capital, vocational educational training, and adult education considering age, gender, and diversity. Participants included 61% women, 7% LGBTIQ+, and 2.7% who reported disabilities.

Regarding formal employment, 378 people participated in market orientation workshops and 141 participants signed an apprenticeship contract through the My First Job programme. The Ministry of Labour provided job orientation workshops and skill-matching services, while UNHCR subsidized the first three months of the contracts. The Government showcased My First Job programme as good practice during the Comprehensive Regional Protection and Solutions Framework (MIRPS) exchange event in Costa Rica and at the 2023 Global Refugee Forum. In 2023, the Ministry of Labour incorporated internally displaced people into the vulnerable groups module of the national employment system.

The private sector actively participated in the socio-economic integration of people forcibly displaced, with 51 businesses providing decent employment opportunities and 26 expressing interest in joining UNHCR community activities.

Regarding self-employment, 476 people developed and strengthened their entrepreneurial and life-skills through the Súper Pilas programme, empowering them to boost their self-reliance. After four months of entrepreneurial training, 348 participants presented a business idea, from which 123 received seed capital and started-up their own businesses.

My First Job and Súper Pilas programmes were both part of the Peacebuilding Fund initiative ¡De Una! which seeks to empower communities and provide them with tools to prevent violence, promote social cohesion, and improve access to opportunities for youth and communities.

With the Creating Opportunities programme, 161 youths engaged in vocational educational training covering client service, administration, and auto repairs—skills in high demand within the labor market. These courses are certified by the Salvadoran Institute for Professional Training (INSAFORP). At the end of the courses, participants received training on the ILO's methodology for creating, expanding, and sustaining small-scale businesses.

UNHCR partnered with three LGBTIQ+ organizations to implement the Bridging the Gap programme, which allowed 51 trans people gain access to formal education through the adult education modalities. Participants received three months of financial assistance, equipment, psychosocial support, and tutorship to prepare for primary and high school exams.

15. Outcome Area: Resettlement and Complementary Pathways

People at heightened risk are identified, referred, submitted, and processed for third country solutions through strengthened and efficient mechanisms

Indicators	Population Type	Strategy Baseline	Target (2023)	Actual (2023)
15.1 Number of refugees submitted by UNHCR for resettlement	Others of Concern	1,101	1,680	1,683
15.2 Average processing time from resettlement submission to departure under normal priority	Others of Concern	327.00	376.00	314.00

Progress Against the Desired Outcome

UNHCR successfully fulfilled the 2023 resettlement submission quotas. The operation submitted 1,683 people for consideration by resettlement countries in 2023. This comprised 1,602 people submitted to the United States and 81 people submitted to Canada. During 2023, 839 people departed El Salvador to find lasting, dignified solutions in resettlement countries. Since the programme began in 2016, 2,254 people have successfully departed on resettlement.

In El Salvador, UNHCR implements a hybrid programme that includes in-country processing (ICP) of forcibly displaced Salvadorans, whereby people at heightened risk travel to Costa Rica to await final adjudication by resettlement countries. The United States and Canada currently participate as receiving countries, with Uruguay, Brazil, and Australia having made important contributions in prior years.

The regional trend of resettlement expansion in recent years continued through 2023. UNHCR's quota grew from 400 people in 2021, to 1,093 people in 2022, and then to 1,680 people in 2023.

To meet the increased quota, UNHCR screened 3,754 people to evaluate resettlement needs in 2023. UNHCR frontline staff working in the field, call centre staff and protection workforce identified people for referral. Holistic protection and solutions referral pathways incorporate State institutions and other partners.

2.2. Age, Gender and Diversity

The engagement of women, youth, older individuals, and LGBTIQ+ persons increased by nearly half compared to the previous year, reaching almost 18,000 people in 2023. Over 3,600 leaders and outreach volunteers, predominantly women (67%), took part in leadership programs. UNHCR and its partners conducted inclusive consultations with over 1,500 forcibly displaced or at risk of displacement people spanning various ages, genders, and backgrounds. Notably, within this group, 59% were from marginalized backgrounds and at-risk profiles, including LGBTIQ+ persons, older people and youth, thereby ensuring a robust representation of diverse voices.

UNHCR identified new collaboration opportunities with the National Council for Persons with Disabilities

(CONAIPD) and the National Council for Comprehensive Attention to Older People (CONAIPAM) to ensure an inclusive protection response to persons with disabilities and older people. Both organizations conducted workshops for more than 100 outreach volunteers and humanitarian actors and provided technical assistance to ensure accessibility at the Support Spaces, safe shelters, and sports infrastructures. UNHCR prioritized learning, cultural, recreational and sports activities with children, youth, women, and older people with the support of specialized partners.

UNHCR and COMCAVIS TRANS facilitated 15 workshops reaching over 400 service providers to prevent discrimination and advocate for the rights of LGBTIQ+ people. Four communication campaigns raised awareness on the risks of displacement and violence faced by LGBTIQ+ people in the framework of International Women's Day, International Day against Homophobia, Biphobia and Transphobia (IDAHOBIT), Pride Day and 16 days of activism against gender-based violence. To ensure no one was left behind, 51 trans women participated in the Bridging the Gap programme which provides access to formal education to adults who have not finished their studies.

Section 3: Resources

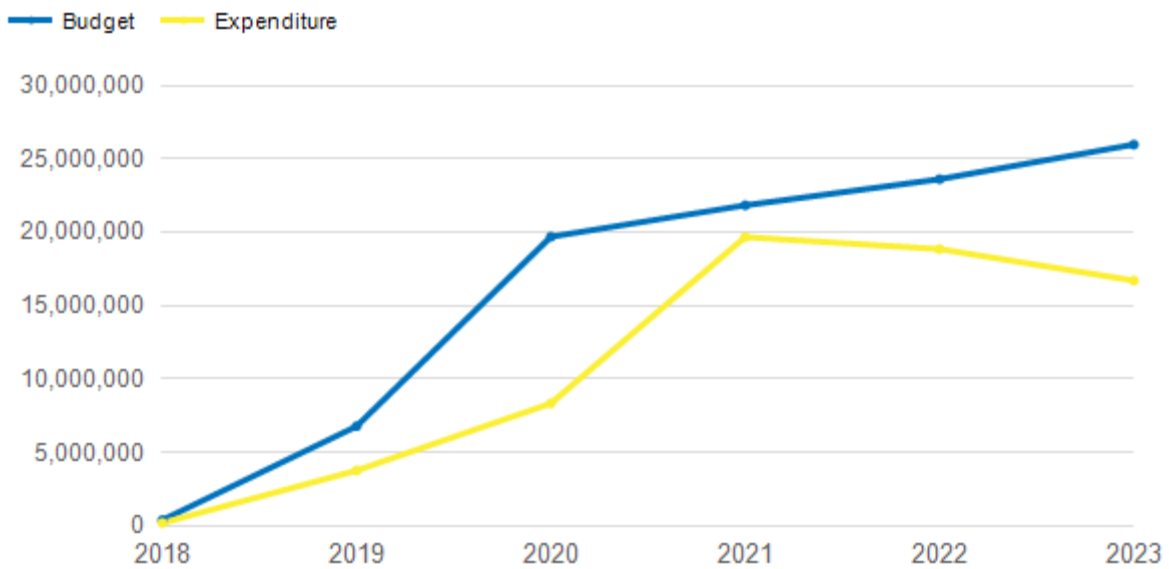
3.1 Financial Data

(Financial figures in USD)

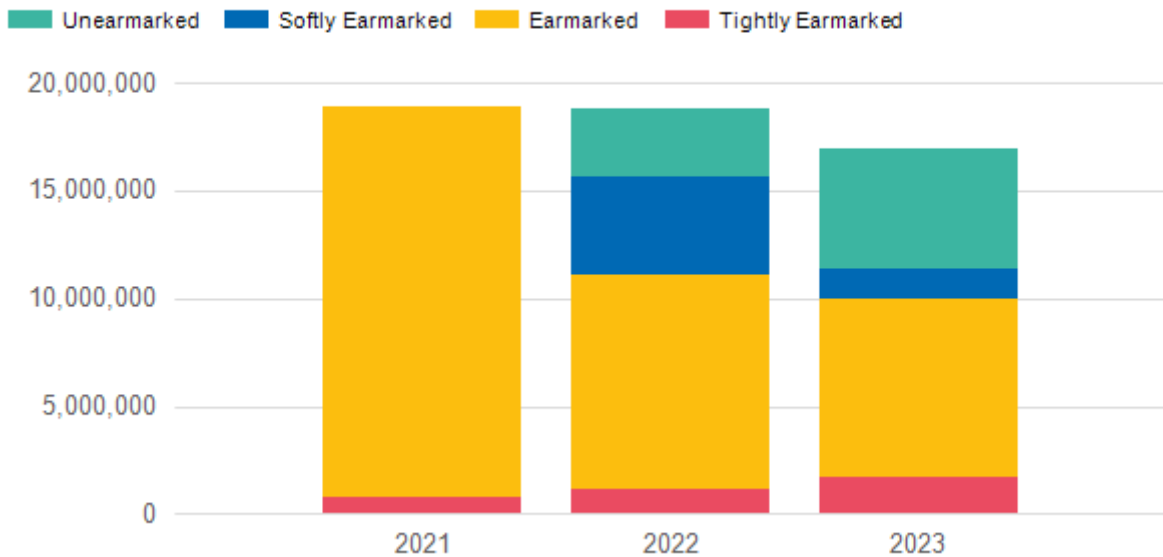
Impact Area	Final Budget	Funds Available	Funds Available as % of Budget	Expenditure	Expenditure as % of Funds Available
IA1: Protect	3,656,180	1,417,074	38.76%	1,417,074	100.00%
IA2: Assist	11,436,887	7,931,255	69.35%	7,931,255	100.00%
IA3: Empower	5,039,803	3,635,006	72.13%	3,635,006	100.00%
IA4: Solve	5,835,021	3,716,448	63.69%	3,716,448	100.00%
All Impact Areas		340,321			
Total	25,967,891	17,040,102	65.62%	16,699,782	98.00%

Outcome Area	Final Budget	Funds Available	Funds Available as % of Budget	Expenditure	Expenditure as % of Funds Available
OA2: Status	1,744,703	941,696	53.97%	941,696	100.00%
OA3: Policy/Law	1,911,477	475,378	24.87%	475,378	100.00%
OA4: GBV	2,182,149	1,907,176	87.40%	1,566,855	82.16%
OA5: Children	1,841,075	657,607	35.72%	657,607	100.00%
OA7: Community	5,039,803	3,635,006	72.13%	3,635,006	100.00%
OA8: Well-being	7,413,662	5,706,793	76.98%	5,706,793	100.00%
OA13: Livelihood	2,685,673	2,012,520	74.94%	2,012,520	100.00%
OA15: Resettle	3,149,348	1,703,928	54.10%	1,703,928	100.00%
Total	25,967,891	17,040,102	65.62%	16,699,782	98.00%

Budget and Expenditure Trend



Contributions Trend by Type



3.2. Resources Overview

With 65% of the budgetary needs met, UNHCR was compelled to prioritize essential protection and solutions initiatives. Only households at heightened risk received assistance in cash to cover basic needs and employment programmes reached limited numbers of displaced people. UNHCR postponed the expansion with roving teams of mental health services provided by the Comprehensive Centre for Emotional Intelligence (CIEE). The presence in remote or border areas to monitor mixed movements was intermittent. Funding gaps hampered efforts to advance solutions to displacement and to embark on humanitarian, development, and peace initiatives (triple nexus initiatives).

UNHCR utilized flexible funding to expand outreach through the Supreme Court's network of Judicial Facilitators and in alliance with national authorities on elderly people and persons with disabilities. Unearmarked funds allowed UNHCR to swiftly respond to natural disasters that aggravated the situation of the population forcibly displaced. As numbers of asylum-seekers increased during 2023, UNHCR contributed to the improvement of facilities for the national asylum institution.

The provision of support through the four Support Spaces and Mobile Units remained essential as resources were insufficient to establish new field presences. The consolidation of a UNHCR toll-free call centre proved crucial in enhancing people's access to UNHCR services.

In line with its multi-year strategy for 2023-2026, UNHCR sought financial support from new donors. Under the UN Sustainable Development Framework, UNHCR actively sought interagency pooled funds and boosted alliances with UNDP and ILO. Collaboration with companies engaged in My First Job and with universities showed potential for further engagement.

In 2024, it's vital for UNHCR to secure financial support to initiatives to advance solutions to displacement. Donors' collaboration remains crucial for delivering urgent humanitarian aid to displaced people, including those in mixed movements. The response to climate change effects on displacement will require more funds.

Section 4: Lessons Learned and Future Outlook

4.1 Lessons Learned and Future Outlook

UNHCR's strategic reorientation allowed the operation to adapt to the changing environment and respond to humanitarian needs and opportunities for solutions. UNHCR's early presence in communities previously under gang control helped advance solutions and boost UNHCR's prevention approach. UNHCR's field presence, community-based interventions, and ability to build strong relationships with authorities and civil society bolstered its leadership role to advocate for the centrality of protection. Working with people at risk of displacement was critical to enhance displacement prevention and, as part of the multi-year strategy, should underpin the development of a Route-Based Approach.

The transfer of UNHCR-sponsored civil servants deployed in public institutions from a partner contract to a bilateral agreement with the Government was successful. The transition helped advance institutional strengthening through direct collaboration with government counterparts. In 2024, UNHCR will apply this modality to all the agreements with public institutions.

The Office enhanced the efficiency and accuracy of information and data collection by leveraging innovative tools such as SIVAR+, OSMOSSYS, and Power BI dashboards. UNHCR will need to sustain investments to maximize the potential of digital tools for systematic data and protection analysis.

The communication campaign "A tu Lado" launched at the beginning of 2023 allowed UNHCR to share key messages with broad audiences and to enhance outreach with the delivery of accessible and high-quality materials. The campaign used social media and traditional communication channels to reach an unprecedented and massive audience of some four million people for two months. The results and lessons learned through the campaign informed the communications plan for the second half of the year and helped define 2024's communication priorities with a better cost-result ratio.



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