

Annual Results Report

2023

Guatemala

Acknowledgements

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- 4.1 - Lessons Learned and Future Outlook

Section 1: Context and Overview

1.1 Changes to the Operational Context

Guatemala remained a country of destination, origin, return and transit, with the highest numbers of people entering the country in 2023. Fifty-two per cent were Venezuelans, followed by Hondurans (37%), and Ecuadorians (3%). Women comprised the majority of mixed movements (62%), and most were travelling with family or friends (78%). The United States was the primary destination for a large majority of individuals in transit (94%). Violence was often cited as the motive for fleeing (40%) demonstrating international protection needs.

People in mixed movements stayed longer in Guatemala than in previous years to await remittances and work informally to finance their travel. This increased tension with authorities and host communities impacted the assistance of partners and the government. The number of Guatemalan returnees from Mexico and the United States decreased by 13% in comparison with 2022. The number of asylum-seekers reached a historical figure of 1,255 due to the implementation of the Quality Assurance Initiative.

Inequality remained a serious challenge as 55% of the population lives in poverty and the informal economy represents 49% of GDP resulting in widespread food insecurity and child malnutrition.

The Safe Mobility Initiative, launched in June 2023, was successfully implemented due to coordinated internal efforts and effective liaison with government authorities, PRM, UNHCR, and IOM.

These changes required the operation to constantly adapt to new scenarios and indicate what to expect in 2024. UNHCR advocacy efforts with the government succeeded in opening the door to initial conversations regarding internal displacement, allowing UNHCR to train government officials and propose initial steps towards a more formal assessment. As the number of refugees and asylum-seekers in the country is expected to increase in the upcoming years, this will require more resource mobilization efforts to address the new reality.

1.2. Progress Against the Desired Impact

1. Impact Area: Attaining Favorable Protection Environments

All people UNHCR serves have safe access to protection systems for asylum and justice.

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%	99.45%
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%

Access to territory and asylum was facilitated for people in mixed movements through UNHCR's advocacy, training, and protection activities with public institutions, municipalities and civil society organizations, as well as through legal orientation provided to people in mixed movements, asylum-seekers and refugees. Increased awareness and improved protection responses for forcibly displaced people were strengthened through periodic capacity building on access to territory, international protection and national refugee law provided to a wider range of actors such as migration authorities and the Ombudsperson's Office. Access to documentation was improved for asylum-seekers and refugees through training to government agents and other important entities on the legitimacy of the refugee identity document (DPIE) and advocacy for access to rights and services. Temporary residence for 86 refugees was facilitated through legal support and fee coverage.

The Centres for Migrants and Refugees (CAPMiRs) located in border areas and high transit routes consolidated as a key protection space to provide humanitarian assistance and identify international protection needs. These five CAPMiRs provided assistance and orientation to 25,800 people and boosted UNHCR's relevance at the local level, particularly during massive mixed flows due to the response and coordination capacity of UNHCR and its partners. Likewise, UNHCR and partner presence in returnee centres in Tecun Uman and Guatemala City facilitated our engagement with Guatemalan returnees. The Quality Assurance Initiative (QAI) improved asylum access resulting in 1,255 asylum requests in 2023. It also increased the capacity of the National Refugee Commission (CONARE) to issue recommendations and conduct decentralization pilots in the field. UNHCR also successfully advocated for the inclusion of refugees and asylum-seekers in the new Migration Policy which will translate into effective protection responses from the government.

2. Impact Area: Realizing Rights in Safe Environments

People UNHCR serves enjoy fundamental rights and meet their basic and specific protection needs in a safe environment.

Indicators	Population Type	Strategy Baseline	Actual (2023)
2.2 Proportion of people residing in physically safe and secure settlements with access to basic facilities	Others of Concern	Unknown	10.32%
2.2 Proportion of people residing in physically safe and secure settlements with access to basic facilities	Refugees and Asylum-seekers	Unknown	3.88%
2.3 Proportion of people with access to health services	Refugees and Asylum-seekers	Unknown	95.89%

Monitoring reports on mixed movements indicated that shelter solutions are among the primary needs of people in transit. Consultations with asylum-seekers underscore the importance of addressing shelter needs as the absence of adequate accommodation, especially for those newly arrived, significantly

increased protection risks, particularly when families are forced to seek refuge in unsafe environments. Therefore, ensuring the availability of official and safe shelters was crucial. UNHCR strengthened the capacities of 15 shelters strategically located in border and high transit areas to address the needs of people in mixed movements, refugees, asylum-seekers, and Guatemalans at risk. This was carried out in coordination with the National Protection Network composed of NGOs working on human mobility, which allowed them to enhance their capacity to coordinate actions and establish standardized procedures, with UNHCR's technical assistance.

This network of local shelters ensured a safe environment and guaranteed minimum humanitarian standards in the provision not only of accommodation and food but also through psychosocial services and has contributed to the identification and referral of cases with protection needs.

3. Impact Area: Empowering Communities and Achieving Gender Equality

People UNHCR serves of different ages, gender and diversity are active and productive members in empowered communities, and live violence free lives.

Indicators	Population Type	Strategy Baseline	Actual (2023)
3.1 Proportion of people who have the right to decent work	Refugees and Asylum-seekers	100.00%	100.00%
3.2a Proportion of children and young people enrolled in primary education	Others of Concern	82.73%	52.05%
3.2a Proportion of children and young people enrolled in primary education	Refugees and Asylum-seekers	Unknown	48.67%
3.2b Proportion of children and young people enrolled in secondary education	Others of Concern	Unknown	33.96%
3.2b Proportion of children and young people enrolled in secondary education	Refugees and Asylum-seekers	Unknown	30.00%
3.3 Proportion of people feeling safe walking alone in their neighbourhood after dark	Others of Concern	Unknown	14.29%
3.3 Proportion of people feeling safe walking alone in their neighbourhood after dark	Refugees and Asylum-seekers	Unknown	44.06%

In 2022, UNHCR was mainstreaming a community-based approach in all its interventions and managed to define specific priorities for direct community empowerment. In 2023, UNHCR consolidated the community-based approach, prioritizing 24 community structures integrating 666 community leaders from 50 communities. Through participatory assessments, the communities identified risks and barriers to access to rights that will be reflected in community work plans, which will allow mitigation and response with the support of UNHCR, and advocacy with authorities. The identification of protection risks in the communities and effective referral of cases with protection needs was improved through training in rights and access to services, information materials and feedback tools distributed through various channels.

The number of women participating in community-based protection activities in 2023 was 14,792 out of 21,050, and the number of women in leadership roles in community structures supported by UNHCR and partners was 435 out of 666. UNHCR strengthened strategic alliances and support to government entities related to gender violence prevention and child protection, such as the Secretariat against Sexual Violence, Exploitation and Trafficking in Persons -SVET-, the Secretariat of Social Welfare and the Attorney General's Office -PGN-, crucial for the prevention and protection of vulnerable populations.

UNHCR achieved access to services and improved knowledge on rights through the newly created network of 65 community-based health volunteers. They extended UNHCR's outreach to remote areas to provide health referrals, psychological first aid, and disseminate information on protection services and organize peaceful coexistence activities with the Guatemalan Red Cross. Furthermore, 21,050 (14,792 female, 6,219 male and 39 non-binary) people participated in activities to promote peaceful coexistence, prevent violence and generate spaces for interaction between communities.

4. Impact Area: Securing Solutions

People UNHCR serves become self-reliant and achieve local integration and those at risk and with specific protection needs have access to resettlement and complementary pathways.

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	Unknown	0
4.2a Number of people who departed on resettlement	Others of Concern	1,211	2,157
4.2a Number of people who departed on resettlement	Refugees and Asylum-seekers	80	143
4.3b Number of refugees for whom residency status is granted or confirmed	Refugees and Asylum-seekers	150	293

UNHCR maintains partnerships with public and private actors and academia to facilitate market-based employment opportunities and create sustainable self-employment for refugees and asylum seekers. This allowed 75% of participants in economic inclusion programmes to increase self-reliance through market-based employment and self-employment.

UNHCR has increased the refugee population's access to financial services, vocational and technical training, education, social security, work permits, and tax numbers. Refugees and asylum seekers know their economic rights as well as the requirements and public and private institutions that guarantee them. UNCHR has collaborated with nine local governments and adopted a community-based approach to support vulnerable populations. This approach has helped to strengthen the capacity of local governments to serve refugees and asylum seekers more comprehensively. As a result, refugees and asylum seekers have been empowered, and their integration into the local community has been promoted.

Resettlement continued to be an effective protection tool. During the first half of 2023, 4,665 Guatemalans, 53 Salvadorans, 44 Nicaraguans, and 41 Hondurans were submitted for resettlement to the United States, Australia, and Canada. UNHCR adapted its procedures with the launch of the Safe Mobility Programme in June 2023. Resettlement submissions nearly doubled in 2023, resulting in 4,846 individuals submitted to resettlement countries (4,742 to the United States). 54% were submitted under Legal and Physical Protection needs, 23% under Women at Risk, 21% under Survivor of Violence and Torture, and 2% under Children at Risk. 24% of cases were submitted as urgent due to pressing protection needs that often require shelter to save their lives. Resettlement cases require psychological support, which is provided by partners. Gender-based violence survivors' services were limited and available only in cities.

1.3 Challenges to Achieving Impacts

Identification of cases with international protection needs was hindered by irregular entries through unofficial border locations and smuggler networks, mistrust of authorities, and security risks in border areas.

CAPMiRs continue to be key protection spaces complemented by mobile initiatives to reach remote areas. National protection systems had limited capacities, presence, and resources to provide effective protection for forcibly displaced people. Furthermore, there were several barriers to effective protection such as discrimination and xenophobia, deep-rooted violence against women, children, and the LGBTIQ+ population. Forcibly displaced communities and communities at risk of displacement face violence, weak institutional presence, and barriers to access to services.

The country's high unemployment rates and fierce competition for informal jobs and entrepreneurship

prevented refugees and asylum-seekers from entering the formal labour market. The inflation rate estimated at 8% in 2023 affected the transfer value of cash assistance.

UNHCR will continue providing technical assistance to the national government and municipalities to establish sustainable protection and livelihood processes. The continuity of the community-based protection approach, including the diversification of communication channels, is also essential for the protection of individuals and communities.

UNHCR will support PRM advocacy with the new administration to include other nationalities.

1.4 Collaboration and Partnerships

UNHCR led the drafting of the Protection Analysis Update with the protection needs of people in human mobility in the Humanitarian Needs Overview and Humanitarian Response Plan. UNHCR provided several protection workshops to the humanitarian country team and Inter-Cluster Coordination Group, consolidating its role as protection leader in the humanitarian response. UNHCR included specific risks for women and children in human mobility in joint mapping of services for gender-based violence survivors and children at risk.

UNHCR strengthened the implementation of the Comprehensive Refugee Response Framework with relevant initiatives by each member of the National Technical Team towards the inclusion of refugees and asylum seekers. UNHCR also agreed with the Technical Institute for Training and Productivity (INTECAP) to include asylum-seekers and refugees in training and certification of technical skills to facilitate their employability. Guatemala presented 12 pledges during the Global Refugee Forum related to access to territory, labour inclusion, protection and long-term solutions and the UNCT also presented a common pledge.

UNHCR presented the protection response for forcibly displaced people affected by climate change in the 2nd National Forum on Climate Change and Migration presented by the working group on climate change led by the Ministry of External Relations.

UNHCR co-led the Camp Coordination Sector which supported the government institution overseeing shelters in developing the national Collective Temporary Shelter Management manual, including relevant protection standards. The Sector also supported the HNO and HRP, including the shelter needs of people in human mobility. Sectoral support to government and other institutions enhanced technical capacities and included minimum humanitarian standards and the centrality of protection.

In Izabal, UNHCR coordinated its construction of a safe house for GBV survivors with USAID that provided necessary furniture and equipment.

Section 2: Results

2.1. Outcomes and Achievements

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

Government's technical, operational and infrastructure capacities are enhanced to ensure access to territory and documentation to reduce risk of refoulement and facilitate access to services.

Indicators	Population Type	Strategy Baseline	Target (2023)	Actual (2023)
1.1 Proportion of refugees and asylum seekers registered on an individual basis	Refugees and Asylum-seekers	100.00%	100.00%	100.00%
1.2 Proportion of children under 5 years of age whose births have been registered with a civil authority	Others of Concern	97.78%	100.00%	100.00%
1.2 Proportion of children under 5 years of age whose births have been registered with a civil authority	Refugees and Asylum-seekers	Unknown	100.00%	94.20%
1.3 Proportion of people with legally recognized identity documents or credentials	Others of Concern	100.00%	100.00%	100.00%
1.3 Proportion of people with legally recognized identity documents or credentials	Refugees and Asylum-seekers	100.00%	100.00%	97.98%

Progress Against the Desired Outcome

UNHCR improved access to territory and identification of people with international protection needs through protection by presence, timely information, capacity-building activities, border monitoring, expanded communication and outreach strategies and effective coordination with relevant state institutions and partners. These initiatives also increased the visibility of UNHCR interventions and consolidated UNHCR's mandate in the context of mixed movements.

UNHCR conducted training sessions on international protection, access to territory, and identification of people with protection needs to 2,268 individuals, including authorities and civil society organizations. The operation strengthened the identification and referral of asylum-seekers and raised awareness of a broader range of actors in their roles to promote the inclusion of refugees and displaced people. UNHCR and partners provided orientation and humanitarian assistance to 175,000 people through the CAPMiRs which attended 26,000 people, 15 shelters in strategic locations, community-based protection programmes and mobile units that reached remote areas.

Additionally, UNHCR and partners conducted continuous monitoring missions and surveys to assess flow trends and protection needs of forcibly displaced people in border and high transit areas, allowing the operation to highlight the protection dimension of the human mobility context in Guatemala and to adjust its programmes to better respond to the identified needs of the population.

The comprehensive case management strategy resulted in the registration in proGres of 1,541 people with international protection needs and 7,381 Guatemalans at risk. Improved capacities of UNHCR and partners in the field resulted in efficient protection screening, identification of protection needs, and referral of cases to partners and protection services. UNHCR and partners achieved the roll-out and systematic use of proGres v4 through ongoing capacity-building and data quality monitoring. Based on the previous identification of legal and protection gaps, advocacy and capacity-building activities were conducted with relevant stakeholders to ensure access to rights and services for asylum-seekers and refugees.

While all asylum-seekers have a provisional permanency status (EPP) following their first interview with the Refugee Status Recognition Department (DRER), few were getting the individual identification document (DPI-E) due to a long administrative process, short-term validity (30 days) and lack of recognition and acceptance. UNHCR and its legal partner advocated with institutions and raised awareness among asylum-seekers and refugees to obtain this document. Finally, 86 recognized refugees received their Temporary Residency and 59 obtained their personal identification document for domiciled foreigners (DPI de Extranjero Domiciliado) ensuring their legal inclusion.

2. Outcome Area: Status Determination

Government has effective registration and refugee status determination (RSD) procedures in place to ensure access to fair and efficient asylum procedures according to international standards.

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	667.00	490.00	450.00
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

The quality assurance initiative (QAI), a review program conducted by UNHCR with the Department of Refugee Status Recognition (DRER) within the Guatemalan Migration Institute (IGM) to ensure fairness and efficiency of refugee status determination (RSD), improved capacity of the asylum eligibility team and National Commission for Refugees (CONARE). While there was a historical peak of 1,255 asylum applications in 2023 (from 962 in 2022), CONARE avoided backlogs that regularly occurred in previous years by doubling its case processing rate from 2022. The QAI also resulted in a positive recommendation rate of 80% in 2023, up from 60% in 2022.

The embedded UNHCR RSD Officer in the Refugee Status Recognition Department of the Guatemalan Migration Institute coordinated with the asylum authorities to overcome gaps identified in the 2022 diagnosis. A training and capacity-building programme tailored to each unit of the DRER resulted in improved technical skills for registering, interviewing and assessing cases. UNHCR supported the development of country-of-origin information (COI) reports for Honduras, Nicaragua and Venezuela, which simplified the RSD process. The RSD Officer developed units that specialized in cases of individual nationalities ensuring expertise and efficiency.

UNHCR also supported the Refugee Department with human resources and rent of facilities. Information related to RSD is constantly provided at the field level through videos, brochures and billboards located at the CAPMiRs, shelters and partners' offices.

A DRER decentralization pilot conducted missions to Esquipulas, Petén, Tecun Uman, and Huehuetenango. The pilot unified registration, eligibility interviews, and documentation into one stage thereby reducing the process from 15 days to 1 day and granting prompt access to documentation. These brigades succeeded in processing and documenting 75 asylum-seekers in 12 days, resulting in a governmental commitment to the formal decentralization of RSD procedures in 2024 starting in Esquipulas.

3. Outcome Area: Protection Policy and Law

National legal framework, public policies, administrative and judiciary practices are in accordance with human rights, international protection and forced displacement standards.

Progress Against the Desired Outcome

UNHCR provided technical advice for the new Migration Policy, ensuring its alignment with the Global Compact on Refugees and the inclusion of asylum-seekers, refugees, and people with international protection needs in mixed flows in the strategic guidelines and specific objectives that the Guatemalan government aims to achieve for the protection and assistance of population on the move.

Advocacy with relevant authorities allowed refugees and asylum-seekers to access driver's licenses, issue police records, obtain a tax identification number and open bank accounts. Refugees were also able to obtain temporary residence. Other initiatives are pending approval of the relevant authorities, such as an identification code in the DPI-E enabling registration of asylum-seekers and refugees in the national civil registry and the Guatemalan Social Security Institute.

UNHCR and its legal partner provided legal assistance to 1,147 asylum-seekers and refugees to facilitate access to asylum and to documentation and services. Guidelines were developed with the legal partner to prioritize the most vulnerable cases for logistical assistance while ensuring timely information is provided to all asylum-seekers.

To facilitate access to justice in civil, labour, and family matters for asylum-seekers and refugees, UNHCR continued training the legal clinics of the San Carlos University and the Rafael Landívar University on international protection. UNHCR expects to start a formal legal orientation programme on access to asylum with the legal clinics in Guatemala City, Izabal, Petén, and Huehuetenango.

UNHCR provided technical assistance to the National Protection Network to improve civil society organizations' capacity to identify protection gaps, advocate for people in need of international protection and provide coordinated responses. UNHCR provided technical support in the elaboration of the Network's Strategic Plan 2024-2028. UNHCR technical, logistical, and material support to Municipal and Departmental Protection and Human Mobility Working Groups resulted in coordinated work, capacity building of member organizations in international protection, and interagency contingency planning.

Advocacy efforts on internal displacement resulted in training for national and local authorities and an initial study carried out by the Ministry of Foreign Affairs, with UNHCR support. This opened space to further discuss internal displacement with the new government to highlight the importance of formally assessing this issue.

4. Outcome Area: Gender-based Violence

Gender-based violence affecting people UNHCR serves is prevented and, when it occurs, receives a comprehensive response in a timely, effective and safe manner.

Indicators	Population Type	Strategy Baseline	Target (2023)	Actual (2023)
4.1 Proportion of people who know where to access available GBV services	Others of Concern	Unknown	91.00%	33.33%
4.1 Proportion of people who know where to access available GBV services	Refugees and Asylum-seekers	Unknown	90.00%	22.16%
4.3 Proportion of survivors who are satisfied with GBV case management services	Others of Concern	Unknown	85.00%	100.00%
4.3 Proportion of survivors who are satisfied with GBV case management services	Refugees and Asylum-seekers	85.71%	86.00%	88.46%

Progress Against the Desired Outcome

UNHCR supported mobile units (UNIVETS) for mitigating the risks of gender violence with the Secretariat Against Sexual Violence, Exploitation and Human Trafficking (SVET). The program reached 69,000 people in vulnerable and remote communities in 62 municipalities. UNHCR provided the mobile units and supported their operation with staff, equipment, capacity building, and communication materials.

UNHCR also strengthened GBV prevention through community-based interventions promoting the meaningful participation of women and girls, promotion of gender equality and new masculinities in communities where UNHCR and its partner La Alianza have a presence.

UNHCR and partners led training on GBV with authorities and communities resulting in the safe handling of disclosure and referral of cases. UNHCR and La Alianza worked with state authorities responsible for the prevention and response to gender-based violence, training 95 officials and 896 community leaders related to the capacities to support and refer cases according to the wishes of survivors.

UNHCR's partner LAMBDA provided legal advice, psychological care, and case management for 2,600 LGBTIQ+ people. Partner La Alianza provided comprehensive care for gender-based violence survivors. The two partners assisted 441 gender-based violence survivors, 113 of whom were LGBTIQ+. UNHCR field offices referred survivors to services of strategic partners and institutions such as Centres for Comprehensive Care for Women Survivors of Violence (CAIMUS), Fundación Sobrevivientes, and other organizations specialised in GBV for psychological care, legal assistance and shelter. UNHCR mapped existing services for survivors for the identification of protection gaps to reduce and/or eliminate barriers to accessing services for survivors.

UNHCR supported the Municipal Women's Directorate (DMM) in eight departments, strengthening case management capacity for women with protection needs through training on international protection, GBV, and Sexual and Reproductive Health. Community-based protection initiatives were closely coordinated with the DMMs reinforcing the leadership of the communities in their fight against GBV. In Izabal, UNHCR supported the DMM in the implementation of a safe house for GBV survivors at the Centre for Comprehensive Care for Women (CAIM), an attention centre built by UNHCR in coordination with USAID. In Huehuetenango, UNHCR supported DMM in conducting livelihoods and GBV prevention initiatives in remote locations. An internal Standard Operating Procedure was developed for adult survivors of GBV and another for children and adolescents, both complementing the general protection case management SOP to ensure that the approach provides appropriate attention and referrals.

UNHCR coordinated with other UN agencies and the World Bank to organize forums to analyze GBV risks for women and girls in human mobility, to map gaps in the institutional response, and plan coordinated actions to provide support.

5. Outcome Area: Child Protection

Forcibly displaced or unaccompanied children at risk have access to national child protection systems.

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	Others of Concern	97.78%	98.00%	71.34%
5.1 Proportion of children at heightened risk who are supported by a Best Interests Procedure	Refugees and Asylum-seekers	66.23%	68.00%	77.78%
5.2 Proportion of children who participate in community-based child protection programmes	Others of Concern	21.18%	25.00%	21.43%
5.2 Proportion of children who participate in community-based child protection programmes	Refugees and Asylum-seekers	24.26%	25.00%	34.72%
5.3 Proportion of unaccompanied and separated children who are in an alternative care arrangement	Others of Concern	Unknown	80.00%	99.51%
5.3 Proportion of unaccompanied and separated children who are in an alternative care arrangement	Refugees and Asylum-seekers	Unknown	80.00%	58.33%

Progress Against the Desired Outcome

UNHCR supported the national child protection system by strengthening the capacities of the Ombudsperson's Office (PGN) as the national child protection authority, and of the judicial branch implementation of the Best Interests Procedure (BIP) and legal representation of children in resettlement procedures. In 2022, PGN participated in the BID panel; however, in 2023 the national authority began taking an active role in the legal representation of those children before the courts. PGN legally represented 111 cases in 2023, to fulfil the best interest principle and achieve the most appropriate durable solution for children.

UNHCR increased the capacity of PGN through lawyers and psychologists, and technical support to develop case-by-case strategic litigation and capacity building and reinforcing coordination with the judicial authorities. This resulted in the improved quality of cases presented before the judges for the issuance of exit permits, thereby increasing positive decisions.

UNHCR and its partners conducted 53 capacity-building sessions on child protection and children's rights to 252 staff of stakeholders and government and 775 people from civil society compared to 2022 when UNHCR trained 572 people. 519 children and adolescents were referred to individual child protection services including best interest procedures and legal representation. In 2022, 126 children accessed best interest determination procedures and 35 children were referred to specialized child protection services.

UNHCR provided technical support to the Ombudsperson's Office, the Secretariat for Social Welfare, and the Guatemalan Migration Institute to develop a referral route to ensure care for unaccompanied and separated children in need of international protection following international protection standards.

UNHCR supported the Comprehensive Childcare Centre (CAI) in Santa Elena to support parents, children, and adolescents from the local community and in human mobility, through information and awareness-raising sessions on educational and daycare programmes offered at the CAI. This is a project that was initiated in 2022 with UNHCR's support. In other parts of the country, together with state actors, NGOs, and civil society, UNHCR carried out awareness workshops and public information activities, highlighting child protection needs in the context of human mobility and forced displacement.

UNHCR provided technical support to Municipal Child Protection working groups. Specific guidelines for child protection case management were developed, which were implemented at the end of the year and will continue to be reinforced through child protection mainstreaming next year.

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

People UNHCR serves are meaningful actors of their own protection and solutions, creating conditions for equal enjoyment of rights through representation in management, coordination and leadership structures.

Indicators	Population Type	Strategy Baseline	Target (2023)	Actual (2023)
7.3 Proportion of women participating in leadership/management structures	Others of Concern	Unknown	Unknown	74.86%
7.3 Proportion of women participating in leadership/management structures	Refugees and Asylum-seekers	Unknown	Unknown	58.33%
7.1 Extent participation of displaced and stateless people across programme phases is supported.	Others of Concern	Unknown	Moderate: 40-69 points	Moderate: 40-69 points
7.1 Extent participation of displaced and stateless people across programme phases is supported.	Refugees and Asylum-seekers	Unknown	Limited: ≤ 39 points	Moderate: 40-69 points

Progress Against the Desired Outcome

UNHCR worked with community members of 53 communities in 8 departments to strengthen leadership and increase the capacity to implement self-protection mechanisms. Empowerment of women and girls was a central component of community interventions. UNHCR and partner Asociación La Alianza conducted a pilot in Quetzaltenango and San Marcos to reduce gender inequalities by empowering and developing the capacities of women and girls. The project was featured in the Global 2023 Gender Equality Promising and Emerging Practices. In Izabal, UNHCR supported the Network of Protection Agents comprised of Garifuna and Q'eqchi' women who lead protection initiatives and advocate for women's equality with local authorities. UNHCR empowered youth participation with the support of four youth groups in three Departments (San Marcos, Petén, and Guatemala). UNHCR accompanied the San Marcos Youth Group "Jóvenes por el Cambio" which raises awareness on forced displacement and gender equality through sport. In Petén, UNHCR coordinated community-based protection (CBP) interventions with Fuerza Joven, a group that works in schools to educate students on climate change, political participation, and prevention of violence and bullying. UNHCR also supported the Casa Joven programme in Guatemala City which empowers young people from communities with high levels of violence.

UNHCR conducted participatory assessments with 80 focus groups to ensure the participation of asylum-seekers, refugees and Guatemalans at risk in the design of interventions that affect them. Communication with Communities (CwC) was strengthened with changes to the Guatemala Help page including updated information, improved structure, simplified language, and multimedia resources. The Help page hosted 36,069 users, of which 33,365 were new. Chatbot reached 1,572 users. UNHCR printed materials and publications in diverse formats that addressed cross-cutting issues such as International Protection, Gender-Based Violence, Accountability to Affected People, Community-Based Protection, and the Safe Mobility Program. Materials were also printed in collaboration with other UN agencies (UNAIDS) and public institutions (SVET). Additionally, UNHCR launched an antifraud press campaign with advertisements on social media.

UNHCR engaged 70,000 people in gender-based violence prevention activities, and 1,734 people participated in specific activities for gender equality. 1,027 people were trained in Child Protection, 252 of which were authorities. Over 20,200 people participated in peaceful coexistence activities and 891 in community-based protection activities supported by UNHCR, including 121 state officials. Additionally, 14,115 people used the feedback mechanisms strengthened by UNHCR and partners in the different territories.

8. Outcome Area: Well-Being and Basic Needs

Food, water and basic services are available to people UNHCR serves in a safe environment.

Indicators	Population Type	Strategy Baseline	Target (2023)	Actual (2023)
8.1 Proportion of people that receive cash transfers and/or non-food items	Others of Concern	Unknown	20.00%	2.28%
8.1 Proportion of people that receive cash transfers and/or non-food items	Refugees and Asylum-seekers	Unknown	50.00%	24.64%
8.2 Proportion of people with primary reliance on clean (cooking) fuels and technology	Refugees and Asylum-seekers	83.09%	83.00%	84.79%

Progress Against the Desired Outcome

UNHCR assisted 4,226 individuals with in-kind assistance at the CAPMiRs, through its field offices and partners, including 3,760 hygiene kits and 466 food kits. Hygiene kits were designed to meet the essential

needs of women, men, and children in mixed movements. The kits were also distributed to support the government's response to emergencies related to climate change, such as the response to the impact of Tormenta Pilar in Izabal in November. UNHCR distributed core relief items in Esquipulas to attend to the high numbers of people in mixed movements that arrived between September and October, and in Huehuetenango to support a health centre providing attention to refugees.

CAPMIRs were also key for the distribution of water, while shelters provided food and WASH services for the most vulnerable cases.

UNHCR provided cash assistance to 4,127 asylum-seekers, refugees, and Guatemalans at risk in all 22 departments of Guatemala for basic needs including food and housing. Cash assistance focused on the most vulnerable population in covering their basic needs. 54% of receivers were women, 1% identified as LGBTIQ+ and 45% were men. According to the Post-Distribution Monitoring, participants reported their top five expenses as food, rent, utilities, health, and transportation. Compared to last year, 29% of receivers spent their assistance on hygiene products, a decrease from 58% in 2022 and 46% spent their assistance on rent, a decrease from 52% in 2022. This was explained by the increase in Guatemalans in the programme who had access to property or support networks, as well as deprioritization of hygiene products as COVID-19 was no longer perceived to be a threat.

9. Outcome Area: Sustainable Housing and Settlements

People UNHCR serves have access to adequate emergency shelter and safe housing.

Indicators	Population Type	Strategy Baseline	Target (2023)	Actual (2023)
9.1 Proportion of people living in habitable and affordable housing	Others of Concern	Unknown	56.00%	10.32%
9.1 Proportion of people living in habitable and affordable housing	Refugees and Asylum-seekers	Unknown	65.00%	2.32%
9.2 Proportion of people that have energy to ensure lighting	Refugees and Asylum-seekers	93.92%	95.00%	96.74%

Progress Against the Desired Outcome

UNHCR supported a network of 13 shelters in border and high transit areas that provided people in mixed movements with assistance and a safe space. In 2023, UNHCR and its partners provided shelter to 79,300 people: 77,577 were people in mixed movements, and 1,256 refugees and asylum-seekers. The Office assisted 467 Guatemalans at risk in the resettlement process and gender-based violence survivors with specialized shelter options. This represented an increase of 36% compared to 2022 when 58,485 people were provided with shelter (57,397 people in transit, 270 refugees and asylum seekers, and 818 Guatemalans at risk). The increase in shelter services provided to refugees and asylum seekers is due to the record of asylum claims in 2023. Shelter provided to Guatemalans at risk appears to have decreased from 2022 but increased as people stayed longer during their resettlement process. Individuals were also provided shelter support by covering rent and utilities through cash assistance.

UNHCR undertook seven initiatives to construct or improve shelter services and other community infrastructure, including a local health centre, three reception centres for displaced people (CAPMiRs), and one border point. These initiatives were carried out with local governments under the Cities of Solidarity initiative, benefiting about 148,065 individuals, including forcibly displaced people and host communities. In line with UNHCR's Strategic Framework on Climate Action, solar panels were installed in shelters to reduce electric costs and contribute to cleaner energy.

UNHCR also made infrastructure improvements in schools and supported health centres and education authorities at the local level with workshops, to facilitate access to education and healthcare for asylum seekers and refugees, while benefiting host communities.

10. Outcome Area: Healthy Lives

People UNHCR serves have access to health services.

Indicators	Population Type	Strategy Baseline	Target (2023)	Actual (2023)
10.1 Proportion of children aged 9 months to five years who have received measles vaccination	Refugees and Asylum-seekers	Unknown	84.00%	87.10%
10.2. Proportion of births attended by skilled health personnel	Refugees and Asylum-seekers	Unknown	98.00%	86.65%

Progress Against the Desired Outcome

Primary health services were mainly provided at the CAPMIRs by the Guatemalan Red Cross. In 2023, 22,000 people in mixed movements received health assistance, and psychosocial services were provided to 16,000 people, including children, at the CAPMIRs, shelters, and by specialized partners.

Asylum-seekers and refugees were generally able to access the public health system for primary health care, but some had trouble accessing services due to a lack of documents, discrimination, and costs of services, and the public health system suffered from shortages of medicine and equipment. UNHCR and its partners continuously monitored and advocated with relevant authorities to facilitate access to the health system and participate at the local level in networks with various public entities, civil society and the Ministry of Health and Social Assistance (MSPAS), in prevention, information and commemoration actions. People in mixed movements generally relied on primary health care provided by UNHCR and partners.

The need for mental health support increased in Guatemala due to the growth of protection incidents en route. UNHCR and partners provided services for the most vulnerable profiles, allowing them to receive emotional support, and to address trauma caused by violence in their country of origin and/or during their transit.

With the issuance of the Personal Identity Document (DPI-E) by the National Registry of Persons (RENAP), UNHCR successfully advocated with the Guatemalan Social Security Institute (IGSS) to include the ID in its registration system. This change will promote local and economic inclusion and resilience of asylum seekers and refugees registered at the IGSS who will be able to receive medical assistance and voluntary pensions and facilitates their access to formal employment.

UNHCR coordinated with HIAS the workshop “The importance of caregiver care” aimed at officials and technical teams from UNHCR and government institutions: the Guatemalan Migration Institute (IGM), the Human Rights Ombudsperson’s Office (PDH) and the Attorney General’s Office (PGN), to provide a space to learn about self-care and its importance for individuals who provide direct assistance to vulnerable populations.

11. Outcome Area: Education

People UNHCR serves have access to primary and secondary education, as well as additional/higher/tertiary education, through the inclusion into the national education system.

Indicators	Population Type	Strategy Baseline	Target (2023)	Actual (2023)
11.1 Proportion of young people enrolled in tertiary and higher education	Refugees and Asylum-seekers	Unknown	Unknown	3.93%
11.2 Proportion of children and young people enrolled in the national education system	Refugees and Asylum-seekers	Unknown	76.00%	40.77%

Progress Against the Desired Outcome

Refugee and asylum-seeker children have legal access to education in Guatemala, but administrative barriers can impede access. UNHCR's partner assistance was effective in guaranteeing access in these cases. UNHCR advocated with the Ministry of Education (MINEDUC) for the dissemination to the local level of Ministerial Agreement 1753-2019 that regulates access to education for children in human mobility. UNHCR carried out training and awareness activities, particularly at the field level for public education officials, resulting in further understanding by the authorities on the current gaps, particularly the one related to the acceptance of the refugee identity document (DPIE) to facilitate registration at schools. Additional advances are pending the signature of the Memorandum of Understanding in 2024.

Schools were a key space for promoting gender equality, preventing gender-based violence, and reducing discrimination against refugees and asylum-seekers. In Izabal, partner Ak'tenamit worked with community school directors to promote access to education and livelihoods in indigenous communities and built offices for teachers to prepare lesson plans. UNHCR donated a mobile unit called Educamóvil to the Municipality of Guatemala for community activities implemented through library and educational resources, and specific courses in communities affected by violence with forcibly displaced populations. UNHCR supported mobile units for mitigating the risks of gender-based violence with the Secretariat Against Sexual Violence, Exploitation and Human Trafficking that work with schools in areas with high rates of violence for risk identification and gender violence prevention.

In 2023, 1769 Guatemalans at risk were enrolled in the educational system and 29 (3.83%) were studying at a third level or higher. 235 refugees and asylum seekers were enrolled in the education system and 9 (1.64%) were studying a third level or higher.

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

Decent market-based employment or self-employment are accessible to people UNHCR serves to generate income.

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	Others of Concern	45.43%	46.00%	65.87%
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	31.49%	31.00%	35.51%
13.2. Proportion of people who self-report positive changes in their income compared to previous year	Others of Concern	10.14%	10.00%	6.35%
13.2. Proportion of people who self-report positive changes in their income compared to previous year	Refugees and Asylum-seekers	16.94%	17.00%	9.92%
13.3 Proportion of people (working age) who are unemployed	Others of Concern	3.21%	3.00%	2.38%
13.3 Proportion of people (working age) who are unemployed	Refugees and Asylum-seekers	5.63%	6.00%	6.36%

Progress Against the Desired Outcome

UNHCR's livelihoods efforts ensured that 410 refugees and asylum-seekers (55% female, 43% male, 2% LGBTIQ+) had access to market-based employment and self-employment opportunities. Public institutions nationwide have included refugees and asylum-seekers in their existing livelihoods programs and private actors and academia have facilitated the inclusion of refugees in Guatemalan economic activity. UNHCR labour promotion resulted in 77 people hired by 61 Guatemalan private entities in 19 economic

sectors including food and beverages, hospitality and services. Through technical support in the use of the state's work permit obtaining platform, 134 refugees and asylum seekers have obtained work permits providing access to services of the Guatemalan Social Security Institution. A work-based learning program promoted by UNHCR, and its partners achieved participation of 20 companies nationwide resulting in 27 refugees and asylum seekers with strengthened work profiles.

UNHCR supported 92 people (65% female, 33% male and 2% LGBTIQ+) to start and/or strengthen their small businesses in the areas of trade (66%), services (22%) and production (12%). To help sustain their entrepreneurs, UNHCR and its partners strengthened business skills and capabilities through training workshops, business advice, and close monitoring.

UNHCR supported 274 people in obtaining certifications in technical or vocational skills through the Technical Institute for Training and Productivity -INTECAP-, the Ministry of Education -MINEDUC- (both institutions have adjusted their systems to allow the registration of refugees and asylum-seekers), and private training providers in areas including the food service industry, electricity, digital competencies, customer service, beauty, environment, and other fields, according to labor and productive market demand.

Through UNHCR advocacy with financial service providers, 64 refugees and asylum-seekers opened bank accounts and one refugee obtained a micro-productive loan with a microfinance institution (ProMujer) with which UNHCR had a MoU aimed at the inclusion of refugees and asylum-seekers through its socio-economic programs.

UNHCR's whole-society approach established agreements with over 59 stakeholders including government agencies at the national and local level, private sector partners, academia, financial service providers, and civil society organizations. These actors were sensitized and are key to promoting access of refugees and asylum seekers to economic opportunities identifying and addressing inclusion gaps in existing programs and services.

As a result of UNHCR efforts to achieve access of refugees and asylum seekers to market-based employment or self-employment opportunities, 75% of economic inclusion participants improved their ability to meet basic needs (measured by the Self-Reliance Index); 46% reported an increase in their income; and the remaining 54% had income but still need additional support to meet their basic needs.

15. Outcome Area: Resettlement and Complementary Pathways

The resettlement, Protection Transfer Arrangement (PTA) and complementary pathways programs are strengthened to effectively respond to people UNHCR serves with specific protection needs.

Indicators	Population Type	Strategy Baseline	Target (2023)	Actual (2023)
15.1 Number of refugees submitted by UNHCR for resettlement	Others of Concern	2,469	5,100	4,648
15.1 Number of refugees submitted by UNHCR for resettlement	Refugees and Asylum-seekers	271	150	183
15.2 Average processing time from resettlement submission to departure under normal priority	Others of Concern	298.00	240.00	265.00
15.2 Average processing time from resettlement submission to departure under normal priority	Refugees and Asylum-seekers	315.00	240.00	347.00
15.3 Number of people admitted through complementary pathways from the host country	Others of Concern	39	0	0
15.3 Number of people admitted through complementary pathways from the host country	Refugees and Asylum-seekers	0	0	0

Progress Against the Desired Outcome

UNHCR and partners identified 8,096 individuals as potential resettlement beneficiaries. A total of 8,720 applications were completed through the SMO portal (www.movilidadsegura.com) for 17,670 individuals. UNHCR screened 9,035 individuals to identify their protection needs since June 2023.

A total of 4,846 individuals (4,665 Guatemalans at risk and 181 third-country nationals) with international protection needs were submitted to resettlement countries, almost twice the number of individuals submitted the previous year. UNHCR submitted a total of 3,652 individuals for resettlement to the United States alone since the launch of the SMO initiative in June 2023.

The number of departures also increased considerably compared to the previous year, with 2,332 people departing in 2023 (2,269 to the United States).

Following the launch of the SMO initiative and to comply with the increased resettlement quota, several internal and external processes were reviewed and simplified. These include the standard operating procedure (SOP) related to case identification and management, the legal analysis included in the Resettlement Registration Form-RRF (adoption of abridged RRF), humanitarian assistance, cash assistance, and shelter. Refined coordination amongst key strategic stakeholders, including IOM, U.S. Citizenship and Immigration Services (USCIS), the Bureau of Population, Refugees, and Migration (PRM) and implementing partners ensured quicker resettlement processing and more efficient case management. The average processing time for resettlement cases from submission to departure decreased from 12 to 6 months since the launch of the SMO initiative.

Furthermore, to respond to the greater needs of the SMO initiative, additional protection, resettlement, registration, and child protection staff were hired in June and July of 2023.

16. Outcome Area: Integration and other Local Solutions

The government at national and local level increases its capacity to include people UNHCR serves in social policies and programs.

Indicators	Population Type	Strategy Baseline	Target (2023)	Actual (2023)
16.1 Proportion of people with secure tenure rights to housing and/or land	Refugees and Asylum-seekers	Unknown	30.00%	4.01%
16.2 Proportion of people covered by national social protection systems	Refugees and Asylum-seekers	Unknown	28.00%	56.43%

Progress Against the Desired Outcome

UNHCR has established seven Cities of Solidarity located in Flores and San Benito in Peten; Puerto Barrios and Livingston in Izabal; Esquipulas in Chiquimula; Guatemala City and Villa Nueva, in Guatemala. There were also two Departments of Solidarity: Quetzaltenango and Huehuetenango.

The Cities of Solidarity Model served the population in mixed movements, asylum-seekers and refugees as well as the host communities, and promoted their inclusion and peaceful coexistence. Flagship projects at the local level had a meaningful impact in 2023: i) the Childcare Centres, or CAIs, run by the Social Welfare Secretariat (SBS) that served over 40 children between 0 and 6 years and thus facilitating the integration into the local labor market for refugees; ii) the Municipal Clinic in San Benito that delivered quality medical services to over 600 patients monthly, including refugees and asylum-seekers; iii) the Ambulancha (boat ambulance) in Livingston that facilitated transportation of patients (particularly pregnant women) from remote areas to the local hospital for emergency care; iv) the Mobile Workshop School of the Municipality of Guatemala benefited more than 700 refugees and asylum-seekers directly through technical training courses and employment opportunities; v) the legal and psychosocial services provided by municipal Women's and Children's Directorates that have strengthened local protection responses, including the CAIM (Centre for Attention to Women survivors of GBV) in Puerto Barrios that is starting to function as a

specialized shelter.

UNHCR also promoted the integration and protection of refugees and asylum-seekers by coordinating with the municipalities for commemorative events on important dates such as World Refugee Day, International Women's Day, and the 16 Days of Activisms Against Gender-Based Violence, among others.

2.2. Age, Gender and Diversity

UNHCR Guatemala convened a Multifunctional Team of key technical areas to strengthen compliance with the Age, Gender and Diversity policy. As a result, the operation increased inclusive programming, diversification in registration, collection of data and reporting according to age, gender, and diversity to identify specific risks by population group. These commitments were also conveyed to UNHCR's funded partners.

Differential work methodologies were developed by the population group to strengthen participation and inclusion. Consultations with all population groups were included in participatory assessments and the analysis tool made it possible to include specific proposals in the prioritization of programmes for 2024. Channels and materials for communication with communities were diversified to increase the outreach for all population groups. Translation of materials to indigenous languages will be prioritized for 2024, as will the use of community radios and spots on social networks. Feedback and response mechanisms were strengthened throughout the operation and with implementing partners.

UNHCR's female staff represented 54%, receivers of cash assistance were 50% women, and livelihood beneficiaries were 55%. In addition, more than 1200 women and girls (1734 total number) participated in initiatives of gender equality supported by UNHCR, and more than 14,700 (of 21,050) in peaceful coexistence activities.

UNHCR developed an internal annex to the Case Management SOP on GBV's response, and in 2024, strengthening the institutional response will be prioritized.

Section 3: Resources

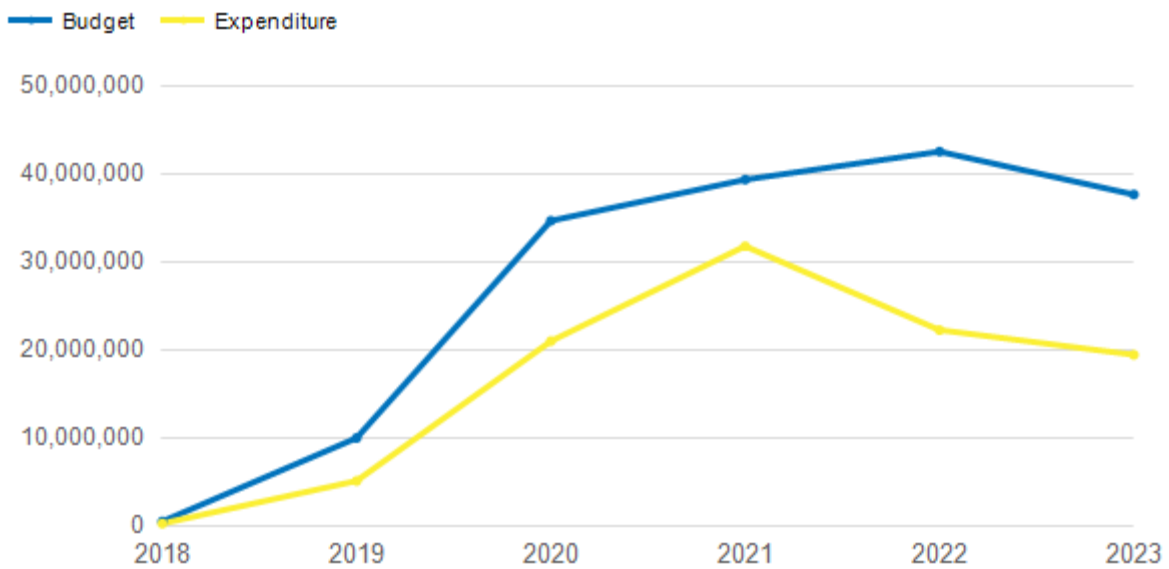
3.1 Financial Data

(Financial figures in USD)

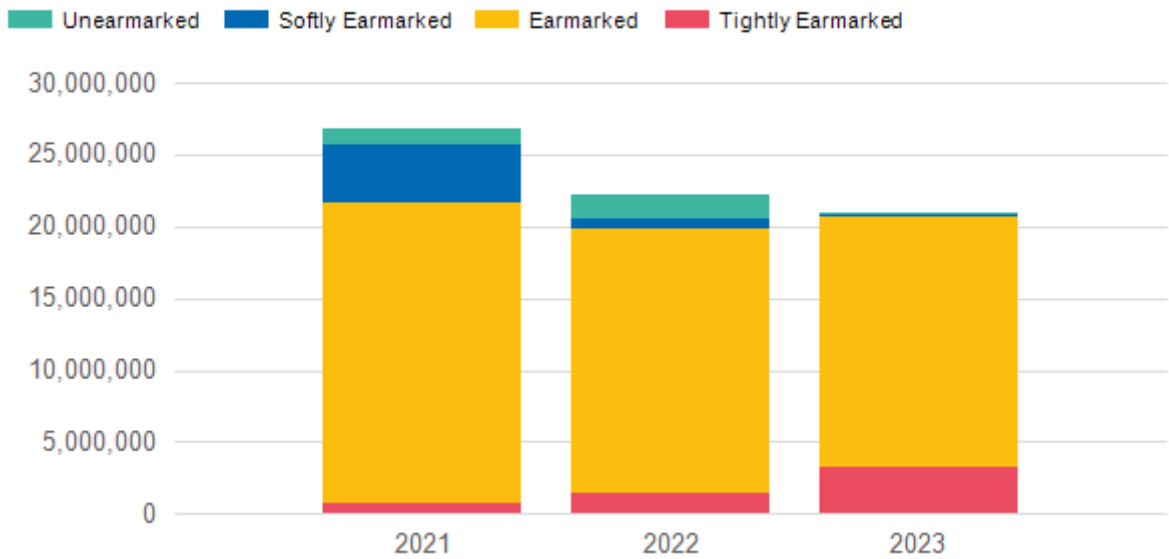
Impact Area	Final Budget	Funds Available	Funds Available as % of Budget	Expenditure	Expenditure as % of Funds Available
IA1: Protect	9,302,653	5,973,385	64.21%	5,973,385	100.00%
IA2: Assist	9,502,653	5,154,508	54.24%	5,154,508	100.00%
IA3: Empower	6,027,244	2,735,183	45.38%	2,735,183	100.00%
IA4: Solve	12,778,009	5,549,352	43.43%	5,549,352	100.00%
All Impact Areas		1,657,610			
Total	37,610,558	21,070,037	56.02%	19,412,427	92.13%

Outcome Area	Final Budget	Funds Available	Funds Available as % of Budget	Expenditure	Expenditure as % of Funds Available
OA1: Access/Doc	4,618,826	2,921,409	63.25%	2,921,409	100.00%
OA2: Status	2,149,413	1,365,559	63.53%	1,365,559	100.00%
OA3: Policy/Law	2,534,413	1,686,417	66.54%	1,686,417	100.00%
OA4: GBV	3,013,622	1,636,367	54.30%	1,228,758	75.09%
OA5: Children	1,390,530	660,974	47.53%	660,974	100.00%
OA7: Community	3,013,622	1,506,425	49.99%	1,506,425	100.00%
OA8: Well-being	4,130,534	1,255,531	30.40%	1,255,531	100.00%
OA9: Housing	1,690,530	1,596,613	94.44%	1,596,613	100.00%
OA10: Health	1,355,530	905,337	66.79%	905,337	100.00%
OA11: Education	935,529	736,053	78.68%	736,053	100.00%
OA13: Livelihood	5,259,648	1,675,496	31.86%	1,675,496	100.00%
OA15: Resettle	5,746,038	3,309,769	57.60%	3,309,769	100.00%
OA16: Integrate	1,772,323	564,087	31.83%	564,087	100.00%
All Outcome Areas		1,250,000			
Total	37,610,558	21,070,037	56.02%	19,412,427	92.13%

Budget and Expenditure Trend



Contributions Trend by Type



3.2. Resources Overview

In Guatemala, the generous contributions from donors remained stable compared to the previous year, albeit UNHCR's total financial requirements continued to be unmet. In this context, the operation had to prioritize key interventions to guarantee the protection and essential needs of refugees, asylum-seekers, people in mixed movements, and Guatemalans at risk. Actions such as individual shelter solutions and emergency response activities remained underfunded.

Taking into account the limited resources available and the political context in an electoral year, UNHCR prioritized high-impact actions in selected locations, such as the Cities of Solidarity initiative; interventions at border locations and with communities with high rates of violence as well as the strengthening of key state

institutions; the provision of basic humanitarian assistance, protection services and prioritized durable solutions. The office also guaranteed the age, gender and diversity approach and sustainable use of resources and clean environment in shelters and the CAPMiRs.

The operation ensured the continuity of the resettlement program and its related assistance requirements to comply with its commitments, as well as the women and girls' empowerment and safe environment projects thanks to strengthened donor engagement.

Looking ahead, increased funding in 2024 will be crucial for the Operation to sustain its support for government-led initiatives, such as improving the refugee status determination system and strengthening the formal recognition of internal displacement. Additionally, donor support will play an instrumental role in providing essential humanitarian assistance to the displaced population in Guatemala due to heightened mixed movements.

Section 4: Lessons Learned and Future Outlook

4.1 Lessons Learned and Future Outlook

UNHCR's protection and area-based approach consolidated our presence in the field. The CAPMiRs were key protection and coordination spaces that enabled UNHCR to highlight the international protection needs of people in mixed movements and positioned the Office as a trusted ally for the state institutions at the national and local levels. UNHCR managed to maintain its engagement with national and local authorities despite the tensions and changes caused by the electoral year. Early engagement with newly appointed authorities and commitment renewals with the ones that stayed were key to ensuring the continuity of our interventions.

Although some advocacy interventions took a long time to crystalize, UNHCR managed to take advantage of crucial opportunities such as positioning the issue of internal displacement in the government's agenda and reinforcing Guatemala's role in the Comprehensive Regional Protection and Solutions Framework, MIRPS.

In 2023, UNHCR showed great adaptability to effectively respond to increased mixed flows and to changing government priorities, without compromising its mandate. The Safe Mobility Office initiative was successful by adapting the identification and referral system of resettlement cases and providing clear information to our counterparts and beneficiaries of the programme.

In 2024 UNHCR will build on the advances of continuing to strengthen presence and partners' presence in the CAPMiRs and complement its services with mobile units managed by partners and those under state institutions such as the Secretariat against Violence, Exploitation and Trafficking and the Ombudsperson's Office. UNHCR will engage with key local actors for a more efficient and timely response in mixed movements.



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