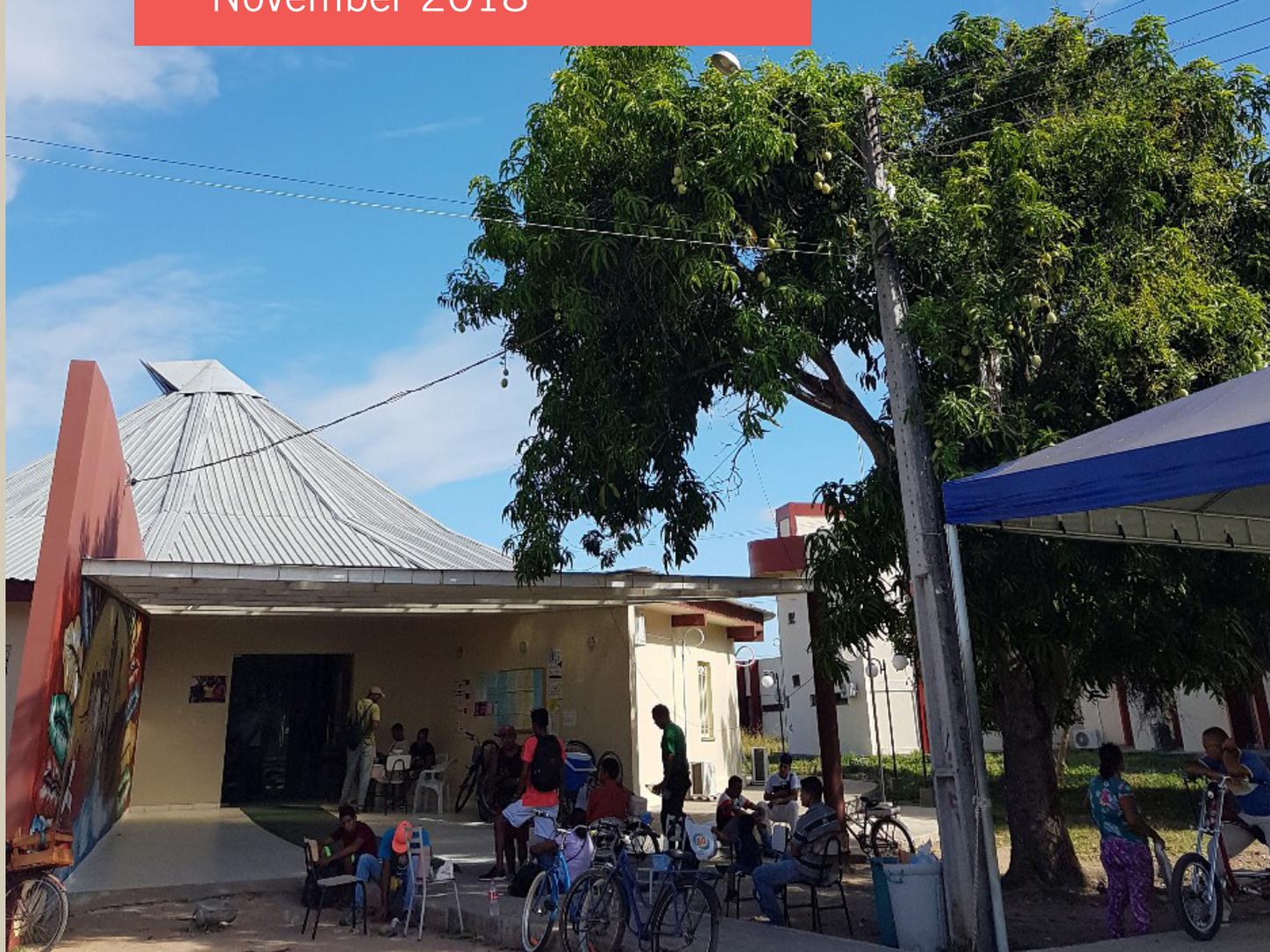


BRAZIL

Information Needs Assessment

Venezuelan Migration in
Northern Brazil

November 2018



UNHCR
ACNUR

Agência da ONU para Refugiados



União Europeia

REACH

Informing
more effective
humanitarian action

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About REACH

REACH is a joint initiative of two international non-governmental organizations - ACTED and IMPACT Initiatives - and the UN Operational Satellite Applications Programme (UNOSAT). REACH's mission is to strengthen evidence-based decision making by aid actors through efficient data collection, management and analysis before, during and after an emergency. By doing so, REACH contributes to ensuring that communities affected by emergencies receive the support they need. All REACH activities are conducted in support to and within the framework of inter-agency aid coordination mechanisms. For more information please visit our website: www.reach-initiative.org. You can contact us directly at: geneva@reach-initiative.org and follow us on Twitter @REACH_info.

SUMMARY

In 2015, an economic, political and social crisis started in Venezuela, progressively leading to one of the largest current migration flows in the world. By November 2018, approximately 3 million people had left Venezuela, mostly towards neighbouring South American countries.¹ In Brazil, nearly 117,000 Venezuelans have sought asylum or residency mainly in Roraima and Amazonas states.² In this context, a partnership between the Brazilian Federal and Local Governments, the Brazilian Armed Forces, UN agencies, Non-Governmental Organizations (NGOs) and Civil Society Organizations has been established in response to the unprecedented humanitarian needs linked with the rapid influx of migrants and asylum seekers into northern Brazil.

After crossing the border into Brazil, Venezuelan migrants and asylum seekers often find themselves in a new environment with distinct legislation, culture and language, which makes receiving essential information about their rights of great importance to their ability to meet their basic needs. Since May 2018, REACH has conducted a number of assessments in Brazil, with findings indicating an overall lack of precise and reliable information about legal rights amongst migrants and asylum seekers, potentially exposing them to increased risks of exploitation (i.e. violations of labour rights) and marginalisation, as well as impact on access to basic services such as education, healthcare and shelter. In support of the United Nations High Commissioner for Refugees (UNHCR) and partners, REACH conducted this information needs assessment with the objective of evaluating the current information sources, main information needs and preferred information channels for Venezuelan migrants and asylum seekers in Roraima state and Manaus city, in order to assist humanitarian actors with improving communication with communities.

Boa Vista, other towns within Roraima state and Manaus city were (specifically) chosen due to the high concentration of Venezuelans in those areas.³ A mixed data collection methodology was applied to gather both quantitative and qualitative information. From 1 October to 7 November 2018, 660 heads of households (representing 3,366 individuals) were interviewed and 19 Focus Group Discussions (FGDs) with 130 participants were conducted across the assessed areas. Since the assessment was conducted in a limited geographical area and with specific population groups – people living in Boa Vista rented/shared/owned accommodation, Boa Vista vulnerable shelters, Boa Vista formal shelters, Pacaraima neighbourhoods, other Roraima towns and Manaus City neighbourhoods, findings can only be generalized, with a 95% level of confidence and 10% margin of error, to these localities and groups, and not to other areas of Brazil, nor to managed shelters in Manaus and Pacaraima.

Key Findings

Overall, approximately **75% of migrants and asylum seekers relied on informal information sources**, in some cases leading to misunderstandings, and consequently to frustration as reported by interviewees and FGD participants. Participants reported that word of mouth from other Venezuelans and Brazilians and, for some topics, unofficial social media were the main reported channels in which information could be misinterpreted, leading to a general lack of precise knowledge on the different topics assessed. Only a small proportion (approximately 20%) of migrants and asylum seekers reported receiving reliable information from Religious Institutions, NGOs, UN Agencies and the Brazilian Federal Police, demonstrating that the reach of the communication channels adopted by these actors remained limited.

According to FGD participants, migrants and asylum seekers rely on informal channels not due to the fact that they considered them trustworthy, but rather as a result of the perception that **official and reliable information was difficult to find and was not reaching their communities**. Some participants noted frustration about having to rely on informal channels, which reportedly requires resources and at times leads to frustration and a sense of hopelessness due to misinformation or miscommunication. On the other hand, participants who had knowledge about where to seek support also reported frustration about having contacted humanitarian actors who could not provide the requested assistance.

¹ UNHCR, 8 November 2018.

² Brazilian Federal Police, 4 December 2018.

³ Other towns in Roraima include Amajari, Cantá, Mucajaí, Iracema, Caracarái, Rorainópolis, Alto Alegre, Bonfim, São Luiz do Anauá, São João da Baliza and Caroebe.

In general, migrants and asylum seekers reported a desire for an **increase in the quantity and quality of communication channels from official sources in order to improve the reliability of information** and access to official mechanisms for protecting their legal rights. When asked which sources they considered the most reliable, FGD participants cited UN Agencies, NGOs and Religious Institutions. However, these reportedly trustworthy sources were considered centralised and limited to specific groups and catchment areas. **As alternatives to improve reliable information dissemination, FGD participants suggested the implementation of decentralized information centres in their communities, especially those outside Boa Vista, the identification of community focal points trained by humanitarian organizations, regular community lectures from representatives of these organizations, dissemination through official social media groups, and the implementation of an online information platform and more printed materials, particularly in Spanish.** A preference for receiving information directly from humanitarian representatives reaching out to them was pronounced over more “impersonal” channels such as leaflets, posters and through online platforms. This potentially represents their desire for a *community based approach*, to provide information services in local areas, providing reliable information without the need to access centralised information networks.

As a consequence of the centralised information system observed during the period of data collection, there were, for example, ongoing information needs regarding legal registration as **nearly four out of five households (77%) either were unaware of or only partially knew the differences between the registration types.**⁴ Migrants and asylum seekers were at **increased protection risk as three-quarters of households (74%) did not know how to access legal support in case their rights were violated** and there was an overall lack of precise and reliable information on how to access livelihood opportunities (and knowledge about labour rights) and basic services such as education, healthcare, shelter and humanitarian assistance. 76% of households reported having at least one member working, mainly in informal odd jobs, though 89% of them reported having at least one member looking for a better opportunity and **71% reported being unaware of their labour rights. Overall, 55% of school age children were not attending school and 26% of households were in need of healthcare but were unable to access it by the time of data collection.** The vast majority of migrants and asylum seekers were living outside formal shelters (74%) and in need of humanitarian assistance, since two thirds of households reported not having received any assistance (i.e. food, non-food items and cash-based interventions) in the 30 days prior to the interview.

FGD participants reported across geographic areas that **all sub-groups of Venezuelan migrants and asylum seekers (i.e. women, indigenous persons, elderly, etc.) face similar levels of difficulty in obtaining reliable information, though some participants mentioned specific characteristics that added additional barriers to certain groups:** the elderly—due to limited independence and language barrier; indigenous populations—due to language barrier and educational level; women with small children—due to difficulties in finding caretakers to allow them more mobility in searching for livelihoods opportunities and assistance; the homeless—due to discrimination and general lack of resources and assistance available; and people without access to internet, which reportedly limits search and communication possibilities.

The level of knowledge about specific topics varied geographically between assessed areas and also between different population groups within Boa Vista. For instance, more than half of the households interviewed in other Roraima towns (55%), Boa Vista vulnerable shelters (54%) and Boa Vista formal shelters (53%) did not know the differences between the legal registration types available (i.e. temporary residency and asylum request), while in Manaus and Pacaraima the proportion was 38% and 33% respectively. Lack of knowledge on where to seek support in case of rights violation was high, especially among households in Boa Vista vulnerable shelters (83%), Boa Vista formal shelters (81%), other Roraima towns (80%) and Boa Vista rented/owned/shared accommodation (79%); in Manaus it was 65% and Pacaraima 60%. Regarding the lack of knowledge about labour rights, Boa Vista vulnerable shelters, other Roraima towns and Boa Vista formal shelters presented the highest levels (87%, 80% and 78%, respectively) with Pacaraima presenting the lower but still considerably high proportion (64%). Overall, migrants and asylum seekers living in Roraima state’s countryside and in Boa Vista vulnerable and formal shelters were the population groups with least knowledge about most of the topics assessed.

⁴ Venezuelans can officially request asylum (thus being considered asylum seekers) or a residency permit (economic migrants), with each option entailing different “benefits” and responsibilities).

Findings of this information needs assessment have shown a **general lack of reliable and precise information** about different topics that are directly linked to Venezuelan migrants' and asylum seekers' basic rights, despite efforts from all humanitarian actors involved in the crisis response.

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List of Acronyms

CBI	Cash-Based Intervention
CONARE	Comitê Nacional para Refugiados (Brazilian National Committee for Refugees)
FGD	Focus Group Discussion
NFI	Non-food Item
NGO	Non-Governmental Organization
SUS	Sistema Único de Saúde (Brazilian Health System)
UN	United Nations
UNHCR	United Nations High Commissioner for Refugees

Geographical Classifications

State	A federally-defined subnational division.
City	A densely populated area with residential, commercial and industrial macro areas
Town	An area formed of macro areas or neighbourhoods with a local government; smaller than a city.
Macro area	An officially defined division of a city or town composed of a collection of neighbourhoods.
Neighbourhood	A subdivision of a town or city with boundaries defined administratively or historically

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INTRODUCTION

In early 2015, social, economic and political crisis began in Venezuela, sparking significant regional migration across several South American countries. As of November 2018, 3 million Venezuelans have left their country of origin to seek asylum in neighbouring countries, mainly Colombia (estimated more than 1 million), Peru (500,000) and Ecuador (220,000).⁵ In Brazil, an estimated 117,000 Venezuelans have been registered either as asylum seekers or temporary residents (also referred to as migrants, after the expiry of their tourist visa) and most of them (96,000) were living in Roraima state (Pacaraima, Boa Vista and other towns) and in Manaus, capital of Amazonas state.⁶ The Northern region of Brazil is one of the least economically developed areas of the country and the rapid influx of migrants has posed difficulties to local authorities and service providers coping with the increased demand for essential services and shelter.

To support local, regional and federal authorities in the response to the migration crisis, the Brazilian Federal Government has signed agreements with UN Agencies, Non-Governmental Organizations and Civil Society Organizations, launching in March 2018 a Task Force called “Operação Acolhida” (“Welcome Operation”). The Task Force is coordinated by the Brazilian Armed Forces in collaboration with the office of the United Nations High Commissioner for Refugees (UNHCR) and was responsible for the construction of the formal shelters in Pacaraima and Boa Vista. It also provides logistics support, transport, food, health services and flights following the adoption of the “Interiorization Program”, in which registered migrants are voluntarily relocated to different regions of Brazil.

Although several communication channels and printed materials have been produced by the “Welcome Operation”, UNHCR and other humanitarian actors, findings of previous and ongoing assessments conducted by REACH indicate that Venezuelan migrants and asylum seekers have faced substantial challenges in obtaining essential information about their rights as asylum seekers and temporary residents of Brazil. They primarily accessed this information through informal channels, such as relatives and other social networks, and often reported that it was incomplete or misleading. Gaps surrounding essential information may potentially increase migrants’ and asylum seekers’ protection risks, may expose them to labour exploitation, as well as to difficulties in accessing basic services such as healthcare, education and shelter. In order to improve communication with communities and facilitate humanitarian programming, aid actors need granular information about the gaps of existing information channels, the affected populations’ primary information needs, and preferred channels of transmission.

REACH, in support of the United Nations High Commissioner for Refugees (UNHCR) and partners, conducted an information needs assessment with Venezuelan migrants and asylum seekers in Pacaraima, Boa Vista, other towns within Roraima state and Manaus.⁷ Research design began in June and data collection was carried out during the month of October 2018.

Along with providing a detailed explanation of the methodology, this report outlines the key findings regarding current information sources, main information needs and preferred information channels, particularly as they relate to:

- a) Assessed population;
- b) Legal assistance;
- c) Livelihood opportunities;
- d) Educational services;
- e) Health services;
- f) Shelter;
- g) Humanitarian assistance;
- h) Involvement in local community; and
- i) Communication with humanitarian actors.

⁵ UNHCR, 8 November 2018.

⁶ Brazilian Federal Police, 4 December 2018.

⁷ Other Roraima towns include Amajari, Cantá, Mucajaí, Iracema, Caracará, Rorainópolis, Alto Alegre, Bonfim, São Luiz do Anauá, São João da Baliza and Caroebe.

METHODOLOGY

A mixed methodology approach was used to obtain both qualitative and quantitative information. Quantitative data was collected through household interviews with each of the population groups outlined in Table 1. In this assessment, a household was defined as consisting of one household head and a number of individuals, both related and un-related, who lived together in a shared space and shared resources. In order to obtain representative findings of the population of interest, households were selected in the forementioned locations through a stratified random sampling method. Qualitative data collection included Focus Group Discussions (FGDs), which were conducted with representatives of each population group in different locations to better explore the dynamics of current knowledge and information needs. Throughout the research design, REACH collaborated closely with UNHCR to ensure that the assessment provided the information needs of relevant humanitarian stakeholders.

Prior to the start of data collection, both experienced enumerators and new staff were trained in data collection best-practices. A one-day training was conducted in Boa Vista, consisting in the review of the methodology, data collection tools and definitions of technical terms employed in the questionnaire and also aimed to pilot data collection.

Primary data collection took place between 1 October 2018 and 7 November 2018. Interviews were conducted in Spanish by mixed-gender teams of enumerators using the Kobo Toolbox on hand-held mobile devices when possible, or paper-based questionnaires in areas where open use of a mobile device would pose a security risk to enumerators. In total, 660 households were interviewed across Roraima state and Manaus, accounting for 3,366 individuals (Map 1).

Sampling strategy

The sampling strategy was a stratified random sample with strata representing households living in Boa Vista rented/owned/shared accommodation, Boa Vista vulnerable shelters, Boa Vista formal shelters, Pacaraima, other Roraima towns and Manaus city (differently from Boa Vista, population groups in these geographic areas were not divided by shelter type). The sample for each stratum was calculated to yield representative results of each group, with a 95% confidence level and 10% margin of error and, as part of data analysis, each stratum has been properly weighted using the SPSS software to produce comparable results.

Table 1: Estimated Venezuelan population in each population group

Population group	Estimated Venezuelan population	Households interviewed
Total	55,831	660
Boa Vista rented/owned/shared accommodation	25,000	103
Boa Vista vulnerable shelters	1,500	93
Boa Vista formal shelters	3,205	108
Pacaraima	5,000	101
Roraima towns	6,126	141
Manaus	15,000	114

Stratified sample within Boa Vista

In Boa Vista, the population of interest was divided in three separate groups, which according to previous REACH assessments, experience different levels of access to services, warranting particular attention to: 1) populations living in rented, shared, or owned houses/apartments in the host communities, 2) populations living in shelters

managed by humanitarian actors and 3) populations living in vulnerable shelter conditions including in tents, open air, public spaces, makeshift shelters and unfinished or heavily damaged buildings.

Selection of neighbourhoods for assessment

This assessment utilised a review of previous REACH assessments in determining areas with high concentration of Venezuelan migrants and asylum seekers in which to randomly sample residents. Neighbourhoods without observed populations of Venezuelans of concern were excluded and the remaining neighbourhoods were classified as “A”, “B” or “C”, corresponding to high, medium or low concentration of Venezuelan migrants and asylum seekers living among the host communities in rented or owned/shared accommodation. A total of 17 neighbourhoods were classified as “C”, 20 as “B” and 13 as “A” and the number of interviews to be carried out in each neighbourhood was subsequently calculated proportionally. Maps of each selected neighbourhood were printed and random points were marked. Enumerators then found the nearest household to the randomly selected point, inhabited by Venezuelan migrants and/or asylum seekers.

Upon arrival at each location, enumerators identified a person likely to know the local community and inquired about Venezuelan (migrants’ and asylum seekers’) households living in immediate proximity to the marked location. Where more than a household in a given location was to be interviewed, a snow ball methodology was applied, asking at the end of the interview about the next closest Venezuelan household.

Selection of formal shelters for assessment

At the time of data collection in Boa Vista, there were 6 formally managed shelters managed by UNHCR and partners: Jardim Floresta, Tancredo Neves, Pintolândia, Rondon 1, Nova Canaã and São Vicente. Other shelters were also in place but were either directly managed by the Brazilian Army (Latife Salomão and Santa Tereza) or considered a transit shelter (Rondon 2), therefore were not part of this assessment. Rondon 3, which was opened in the end of October 2018, was also not included in the sample.

Using previous REACH Brazil Site Profile Maps, 18 tents in each shelter were randomly selected to be interviewed and marked maps were shared with each enumerator. In case household members of a selected tent were not present at the time of the visit, the adjacent tent was interviewed. During this assessment, formal shelters in Boa Vista are acknowledged as ‘Boa Vista shelters’.

Selection of vulnerability areas for assessment

The selection of areas to collect data from populations living in vulnerable shelter conditions and the definition of the number of interviews per area were based on previous REACH Brazil Vulnerability Maps as a primary source. Areas were classified as having low, medium or high density of households living in vulnerable shelters and the number of interviews has been distributed proportionally between the identified areas. In this assessment the households are acknowledged as ‘Boa Vista vulnerability’.

In most of the cases, enumerators arrived at the specific location previously identified in the Vulnerability Map and found households still living there. However, due to the constant mobility of the vulnerable population, some previously identified locations were no longer occupied. In these situations, enumerators located the nearest group to the selected location, where there were people living in vulnerability without shelter.

Sampling strategy in Pacaraima

Selection of neighbourhoods for assessment

Using a preliminary review of previous REACH assessments in Pacaraima, neighbourhoods were classified according to the density of Venezuelan population living in each (as with Boa Vista, described above). The number of households sampled in each neighbourhood was then calculated based on the Venezuelan population density and random points were placed on maps that were then distributed to enumerators. Enumerators then located the nearest Venezuelan household to the randomly selected point.

Sampling strategy in other towns in Roraima state

Selection of towns for assessment

Previous REACH assessments in Roraima were primarily focused on Pacaraima and Boa Vista, however, reports of increasing numbers of Venezuelans living in other towns within the state has recently triggered humanitarian organisations to extend their services to these other areas. Secondary data about the estimated population of Venezuelans living in these towns was received from Caritas Roraima. In total, 11 towns were selected based on the reported populations of Venezuelans living there. Households were randomly selected across all of these towns, and results are generalisable to the rural towns overall, but not to individual towns.

When possible, a local key informant was contacted prior to the field visits and a snow ball strategy was used to reach other key informants. For towns in which it was not possible to identify a key informant in advance, upon arrival, teams would identify a church or public institution representative or another local person who might know where Venezuelan migrants' and asylum seekers' households were located. In this assessment, these rural towns are acknowledged as 'Roraima towns'.

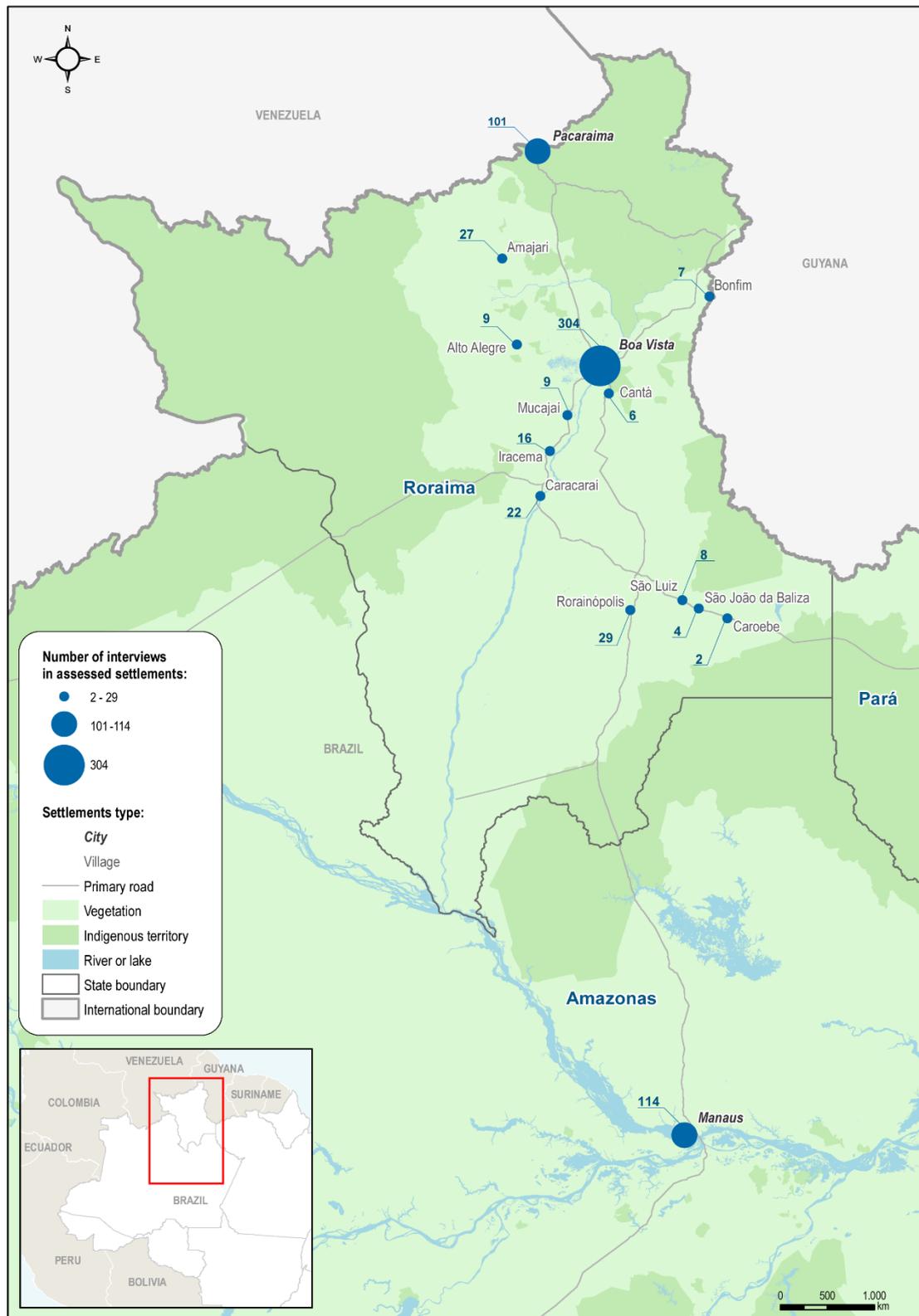
Sampling strategy in Manaus city

Selection of neighbourhoods for assessment

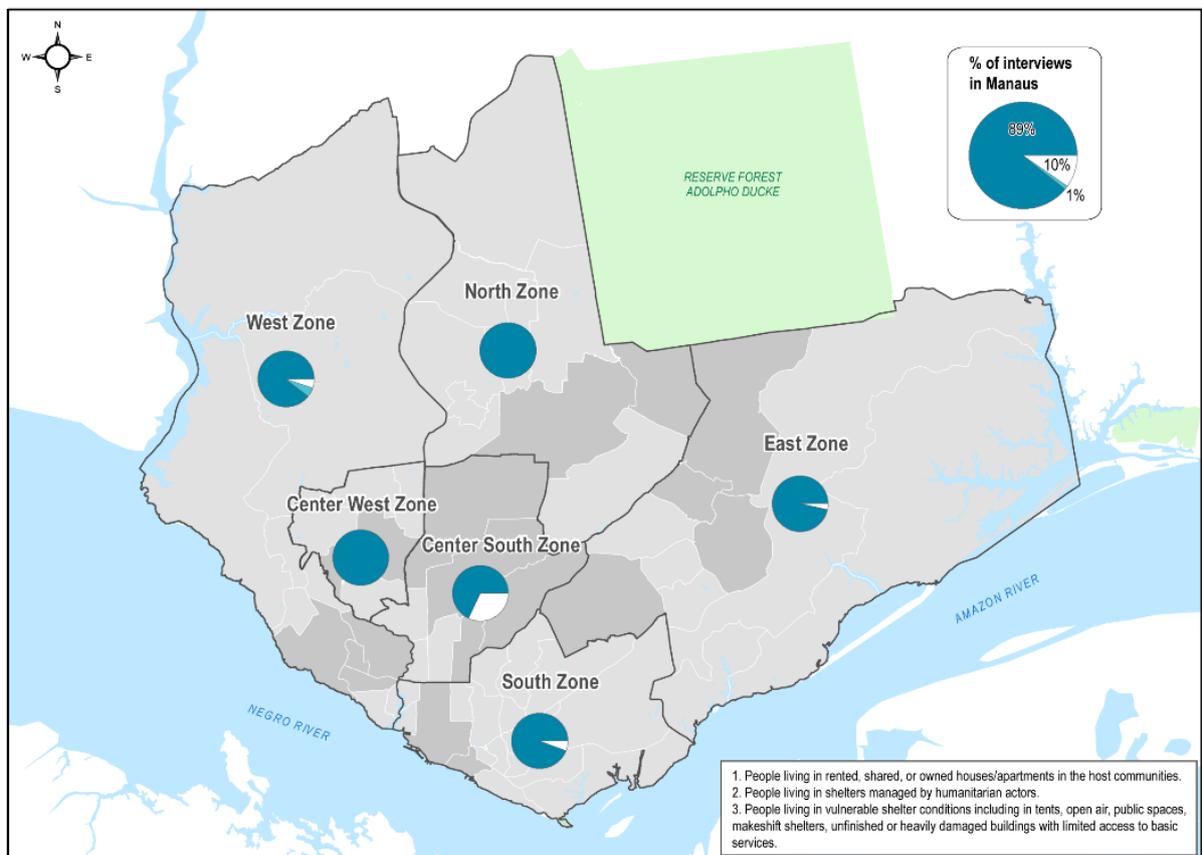
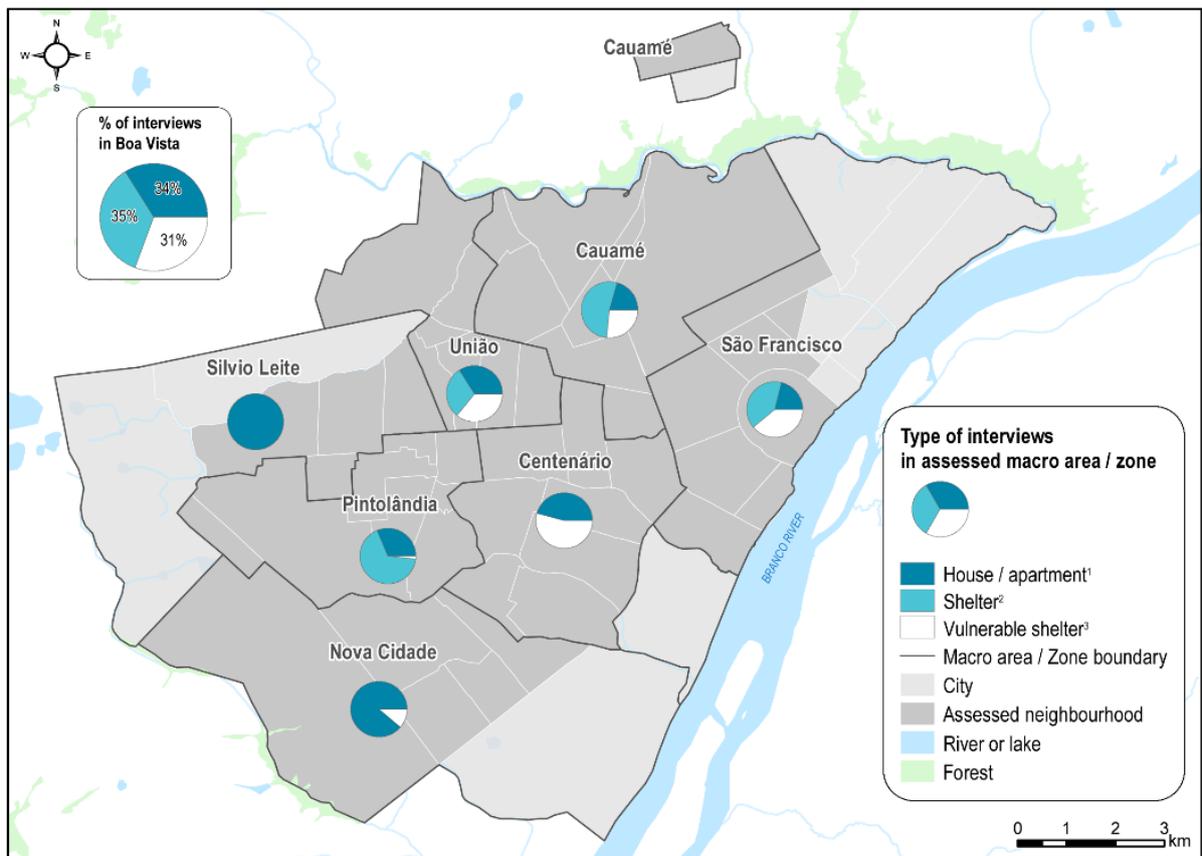
As REACH hadn't previously conducted an assessment in Manaus, secondary information about figures and location of Venezuelan migrants and asylum seekers was gathered from Caritas Manaus, UNHCR Manaus and local key informants. From the list of neighbourhoods in the city of Manaus, the respective estimated density of Venezuelan households was produced, and neighbourhoods were ranked similarly to Boa Vista and Pacaraima, using the secondary data provided by Caritas and UNHCR. As part of the secondary data collection, addresses of some key informants had been shared and, depending on the neighbourhood to be assessed, teams would first arrive at the designated address to interview the identified informant which would then indicate other Venezuelan households living within the same neighbourhood to be interviewed. Whenever key informants were not previously identified, enumerators arrived at a random point generated in the neighbourhood and attempted to identify the nearest location of Venezuelan households.

Due to the fact Manaus was already part of the "*Interiorization Program*" and the perceived high levels of criminal activities in some of its areas, special considerations should be noted about data collection there. First, upon the request of UNHCR Manaus, Venezuelan participants in the Brazilian government-run "*Interiorization Program*" were excluded from data collection due to internal monitoring of the needs of program participants. Second, due to a poor security context, certain areas required special precautions around data collection. In neighbourhoods and areas identified as high-risk by partners, interviews were conducted during the daylight hours only in pairs, avoiding isolated streets when possible.

Map 1: Assessed areas



Map 2: Boa Vista and Manaus assessed neighbourhoods and type of shelter



1. People living in rented, shared, or owned houses/apartments in the host communities.
 2. People living in shelters managed by humanitarian actors.
 3. People living in vulnerable shelter conditions including in tents, open air, public spaces, makeshift shelters, unfinished or heavily damaged buildings with limited access to basic services.

Focus Group Discussions sampling

FGD is a qualitative research method used to obtain more in-depth information about specific topics. For FGDs to be representative, REACH gathered between 6-8 mixed-gender participants with similar backgrounds or experiences, and arranged a facilitator to guide the discussion. In this assessment, FGDs were carried out to complement quantitative household interviews. In total, 19 FGDs took place across the assessed areas (annex 2) with 130 participants (67 women and 63 men). In order to cover as much diversity as possible, neighbourhoods, formal shelters and towns for conducting FGDs were selected on the basis of demographics, ethnic or geographical differences.

Limitations

Certain limitations through the data collection process should be considered as follows:

- Data collection was limited to the locations explicitly cited in this methodology section; the information needs of populations living in other areas of Brazil (ex. São Paulo) should not be inferred from the data presented.
- Although separate statistical samples for populations living in managed shelters, vulnerable shelter conditions and rented/owned/shared housing were collected for Boa Vista, due to the priorities of partners and logistical constraints, the same is not true for other areas assessed, therefore we cannot generalise results to, for example, managed shelters in Manaus or people living in vulnerable shelter conditions in Pacaraima. Rather, only the populations listed in Table 1 as well as overall trends are statistically representative.
- Data collection was mainly conducted during working hours (exception being interviews conducted with households living in vulnerable areas), therefore it is possible that heads of households that were not working were more likely to be interviewed, which might have increased the proportion of households that reported not having a job.
- Although respondents were assured that their responses do not have any bearing on their receipt of humanitarian assistance, findings are self-reported, potentially introducing some reporting bias amongst respondents.

FINDINGS

This section presents the main findings regarding information needs relating to legal assistance, livelihood opportunities, educational services, health services, shelter, humanitarian assistance, communication with humanitarian actors and involvement in the local community. The first sub-section provides an overview of the profile of the assessed population, including demographics, geographic distribution and shelter type. When applicable, the subsequent sections present the following details regarding some of the topics:

- Situation overview and main sources of information;
- Main information needs and barriers to accessing information;
- Trusted sources of information and preferred communication channels.

Assessed Population Profile

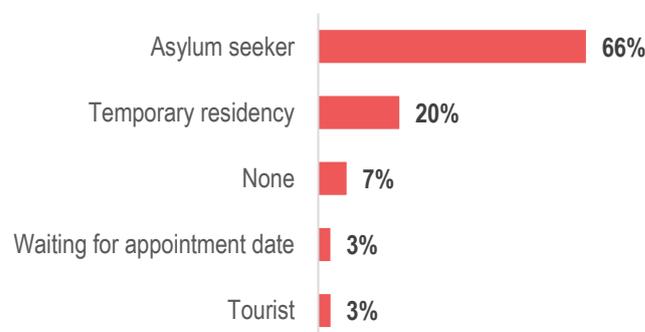
Geographic distribution and shelter type

The migrant and asylum seeker population density varied within cities, with neighbourhoods having more or less Venezuelan households depending on each macro area characteristics (e.g. rental price, infrastructure, proximity to main bus station, welcoming of the host community, presence of a formal shelter, etc.). In Boa Vista, the most populated neighbourhoods at the time of this assessment were 13 de Setembro, Caimbé, São Vicente, Cambará, Jardim Floresta and Doutor Silvio Botelho, and in Manaus the highest concentrations were found in Coroado, Cidade Nova, Centro, Flores, Praça 10 de Novembro and Tancredo Neves.

The size of households also varied between localities and population groups. Households in rented/owned/shared accommodation were larger in size and migrants and asylum seekers tended to live in overcrowded conditions in order to share rental costs. Overcrowding was also noted in vulnerable shelters, especially in open spaces and damaged buildings.⁸ To cope with the increased shelter needs, a new formal shelter, Rondon 3, was opened in October with capacity to accommodate approximately 1,000 individuals, though as previously noted it was not part of the scope of this study.

Demographically, the largest group of migrants and asylum seekers was between 18-59 years of age. The demographic characteristics also showed that the displaced Venezuelans in the surveyed areas were mostly males (57%), particularly among populations living in vulnerable shelter conditions in Boa Vista, where they accounted for 62% of the total displaced Venezuelan population. The gender gap is more prominent in the group of working age adults, suggesting that males of working age are more likely to flee Venezuela and live in more vulnerable conditions than females. Sixty-seven percent of households reported having children, with 42% of these concentrated in Boa Vista's formal shelters, and 39% in the city of Pacaraima.⁹ Formal shelters in Boa Vista had the largest displaced population between 0-5 years of age (26%).

Figure 1: Head of household registration status



⁸ REACH Brazil is regularly updating a Vulnerability Mapping in Boa Vista which provides more details about the vulnerable areas.

⁹ Children defined as individuals under 18 years of age.

Legal Assistance

This section outlines some of the sources of information and gaps relating to legal assistance (particularly registration and access to legal services) amongst Venezuelan migrants and asylum seekers. Both household surveys and FGDs demonstrate a lack of general knowledge about the steps of the procedure and where to seek legal assistance in Brazil.

Registration

As Table 2 illustrates, the majority of heads of households across the assessed sites reported to be either asylum seekers (66%) or temporary residents (20%). The greatest proportion of asylum seeker households was in Boa Vista's formal shelters (90%) and Manaus (79%), while the highest proportion of households with temporary resident status was in Pacaraima (38%).

Table 2: Registration type of Heads of Household disaggregated by geographical location

	Asylum seeker	Temporary residency	None	Have an appointment	Tourist
Boa vista rented/owned/shared	56%	26%	11%	4%	3%
Boa Vista formal shelters	90%	4%	6%	0%	0%
Boa Vista vulnerable shelters	61%	12%	12%	12%	3%
Roraima towns	72%	8%	5%	4%	11%
Manaus	79%	14%	3%	4%	1%
Pacaraima	53%	38%	6%	0%	3%
Overall	66%	20%	7%	3%	3%

Most of the heads of household reported either being unaware of (40%) or having partial information (37%) about the differences between registration types, processes, and prerequisites; and only 22% reported being fully aware of this information. This trend was confirmed by FGD participants, who noted in several focus groups not knowing the specific rights and duties associated with each registration type. Participants reported that a primary reason that Venezuelans more frequently register as asylum seekers is the lack of information about the different types of registration, informal influence from other Venezuelans and a lack of information about the required documents for applying for temporary residency. In Pacaraima, where higher proportions of respondents had temporary residence status, heads of household reported more sources of information, suggesting a correlation between improved information about registration and preference for temporary residence status. Indeed, previous REACH assessments have also found that many asylum seekers that were later informed about temporary residency were interested in changing their registration status.¹⁰ This was particularly due to the longer validity period (2 years rather than 1), along with the ability to travel back to Venezuela without requesting authorisation from CONARE (the Brazilian National Committee for Refugees), and improved access to livelihood opportunities as some employers reportedly prefer not to hire asylum seekers due to the uncertainty of their status.

Although the greatest proportion of households reported receiving information through verbal communication from other Venezuelans (56%), FGD participants regarded their most trusted information as UN agencies, NGOs and religious institutions and noted that the availability of direct information channels from these institutions (in person, online and/or through printed materials) is insufficient and as a result many Venezuelans rely on less trusted sources, such as verbal information from other Venezuelans. This is corroborated by the relatively low proportion of households who reported receiving information from UN Agencies (13%), NGOs (5%), and faith-based institutions (3%).

Regarding the primary information needs about registration, most FGD participants reported that they needed additional clarity about where to apply for registration as well as the differences, requirements, rights and responsibilities related to each registration type. Some participants were also interested in learning about mechanisms for changing their registration from asylum seeker to temporary resident. FGD participants reported

¹⁰ FGDs for Situation Overview report, October 2018.

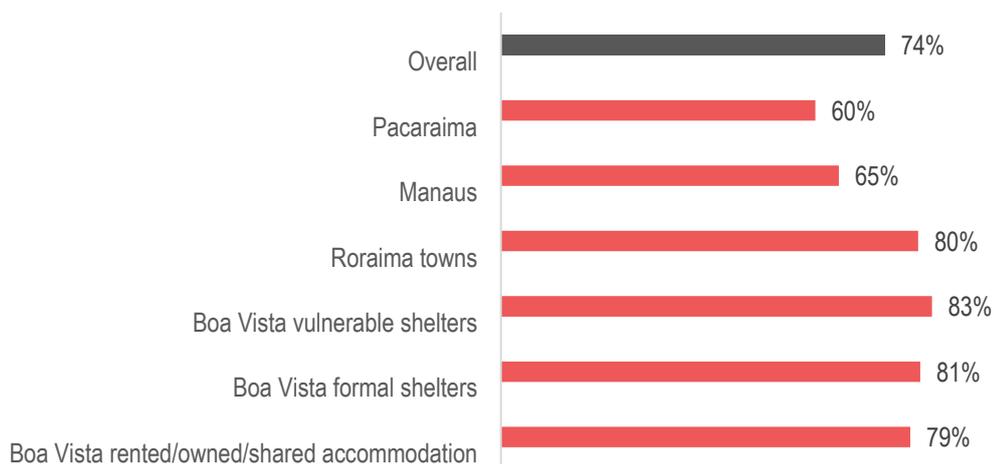
that the main barriers to accessing this information were the lack of a decentralised information centre, language, transport costs, discrimination, lack of clarity and long waiting times at the Federal Police offices. The groups that reportedly face the greatest barriers are newly arrived migrants and asylum seekers, those who do not speak Portuguese, indigenous populations and those lacking the financial resources to afford transportation.

In order to improve the access to trustworthy information, FGD participants suggested implementing decentralised information centres, producing more leaflets and posters, creating an online information platform, visits and lectures from UN and NGO representatives to their communities and increasing the dissemination of official information through social media.¹¹ In terms of preferred modalities for the dissemination of information on legal registration, the majority of FGD participants mentioned that they still prefer the manual registration process, either going directly to the Brazilian Federal Police or through a reference centre managed by UN Agencies and/or NGOs. Some participants would prefer to apply online or through mobile phones, but in general there was agreement that the manual process is more reliable and provides more proximity to the authorities, which contributes to the sense of being welcomed and better assisted. A number of FGD participants suggested that following the submission of documents a notification system by SMS, phone calls and/or email be implemented to inform about changes in appointments and application status, despite the notable limitation of only being available to households with access to telecommunications. Alternatively, more general notifications could be printed and posted in strategic sites (reference centres, shelters, bus station, churches, supermarkets, etc.).

Migrant Legal Rights

A significant proportion of heads of household reported lack of access to information about legal rights, with 74% reporting not knowing what to do if their rights are violated and 18% reporting partial knowledge. The highest proportion of households that reported not knowing where to seek legal recourse was in Boa Vista vulnerable shelter (83%), Boa Vista formal shelters (81%) and in other Roraima towns (80%). In Manaus, 65% reported lacking information. Heads of household that were asylum seekers were more likely to report lack of information about exercising legal rights (74%) than were heads with temporary residence status (64%), potentially indicating increased risk of exploitation. Of the 8% of respondents who reported knowing how to access their legal rights, they primarily cited UN Agencies, Federal Police and word of mouth from other Venezuelans as their primary information sources.

Figure 2: Proportion of heads of household reporting lack of information on where to seek legal assistance

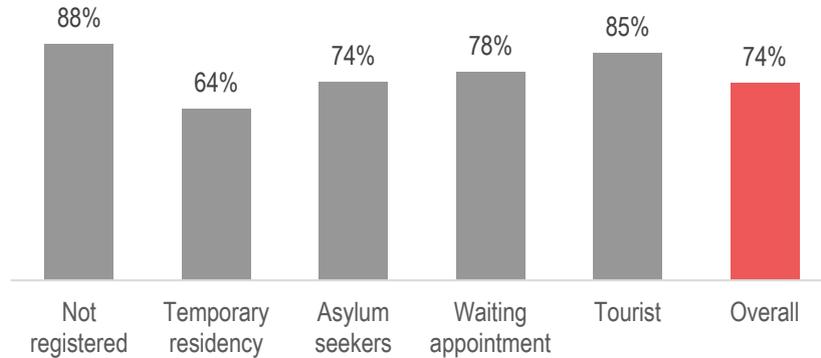


The most frequently reported additional information needs about migrant legal rights were regarded labour rights, rights to medical assistance, rights for accessing financial services (i.e. opening of bank accounts), educational and human rights. FGD participants noted that while access to information about legal rights is important, equally important is information about how and to whom to ask for support in case these rights are violated. Some FGD participants considered that elderly, uneducated and indigenous populations as the least likely to have sufficient

¹¹ Recently UNHCR launched the “HELP” online platform, mostly available in Spanish, but regular utilization of this platform has not been reported by participants in this assessment.

information about their legal rights, though other participants considered that all migrant groups had a similar level of difficulty in accessing this information. Some FGD participants who had tried to get legal support reported not receiving sufficient attention from authorities. In one case, a participant reported experiencing retaliation from their employer following filing a complaint about labour violations.

Figure 3: Proportion of households reporting lack of knowledge about legal rights by registration status



As with legal assistance, a relatively low proportion of households reported having information about what to do and where to go in case rights were violated (8%). In order to increase the level of information on this topic, FGD participants suggested an increase of official information dissemination in communities, identifying and building the capacity of local community focal points, lectures from UN Agencies and NGOs, wider distribution of leaflets, development of an online information platform and increasing dissemination of official information through social media. FGD participants mentioned being most comfortable with receiving information and seeking legal support from the Brazilian Federal Police, UN Agencies and NGOs.

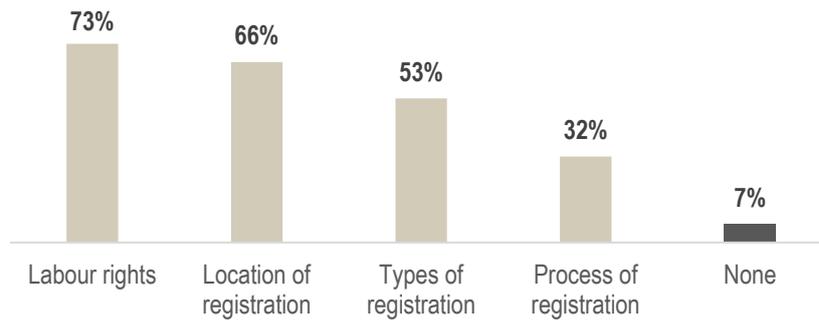
Labour rights

The majority of households either entirely lacked information about their labour rights in Brazil (74%) or had vague or incomplete information (18%). Migrants and asylum seekers in Boa Vista vulnerable shelter conditions and other Roraima towns had the highest proportion of households without information about labour rights (87% and 80% respectively). Working status appears to have limited effect on knowledge of labour rights, with similar proportions of households that had at least one member working in either formal or informal jobs reporting not knowing their rights (74%) as the overall population (also 74%). Respondents who had knowledge about Brazilian labour rights (8%) cited mainly word of mouth from Venezuelans or Brazilians as their main source of information. Relatively few respondents mentioned UN Agencies, Federal Police or the Labour Ministry as sources of information.

Some of the specific labour regulations that households reported not knowing were regular working hours, the minimum wage for different job categories, the entitled benefits package, regulations/rationales regarding income taxes, the official definition of work exploitation in Brazil and the legal basis of contract termination.

Similar to other information categories, FGD participants recommended disseminating information about labour rights through community-based information dissemination, the identification of community focal points, more lectures, increased distribution of leaflets from UN Agencies and NGOs and the creation of an online information platform and through official social media. Participants stressed the importance of communicating legal information in written form and in Spanish rather than verbally to avoid misunderstanding.

Figure 4: Most needed legal information as reported by households



Livelihood Opportunities

Overall, 24% of households had no employed household members and 89% reported that at least one member was looking for employment. Boa Vista formal shelters (31%) and Boa Vista vulnerable shelter populations (49%) had the highest rates of household unemployment. Of households with at least one employed member, the most common type of employment was informal employment without contract. This is potentially linked to the lack of information about legal rights and labour rights (71%), as well as where to report any violation of their rights, potentially creating increased risk of exploitation and rights violations amongst this population. Higher proportions of informal employment without a contract were reported in Manaus (75%), Boa Vista formal shelters (73%), and Boa Vista vulnerable shelter (72%). Amongst all employed household members, 25% were self-employed, and only 19% had a formal employment contract.

Figure 5: Overall employment status and employment seeking as reported by household

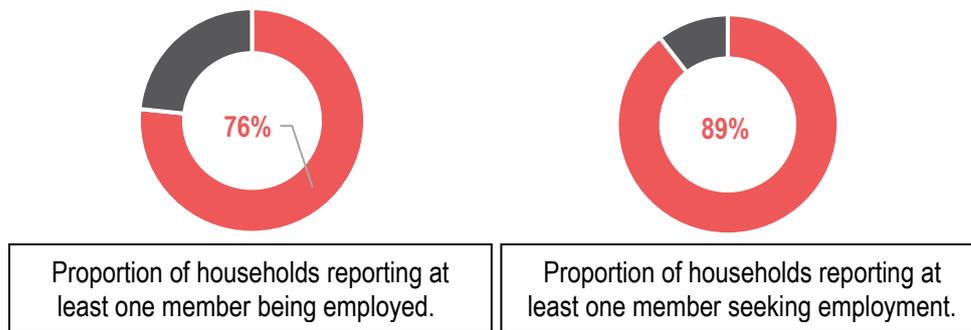


Table 3: Type of employment as reported by households¹²

	Informal - no contract	Self-employed	Formal - contract	Not sure
Boa Vista rented/owned/shared	53%	30%	20%	1%
Boa Vista formal shelters	73%	24%	6%	3%
Boa Vista vulnerable shelters	72%	26%	2%	0%
Roraima towns	58%	32%	16%	1%
Manaus	75%	10%	22%	0%
Pacaraima	62%	40%	12%	0%
Overall	61%	25%	19%	1%

¹² Some of the relative figures add up to more than 100% because of cases where there was more than 1 member of the assessed household working.

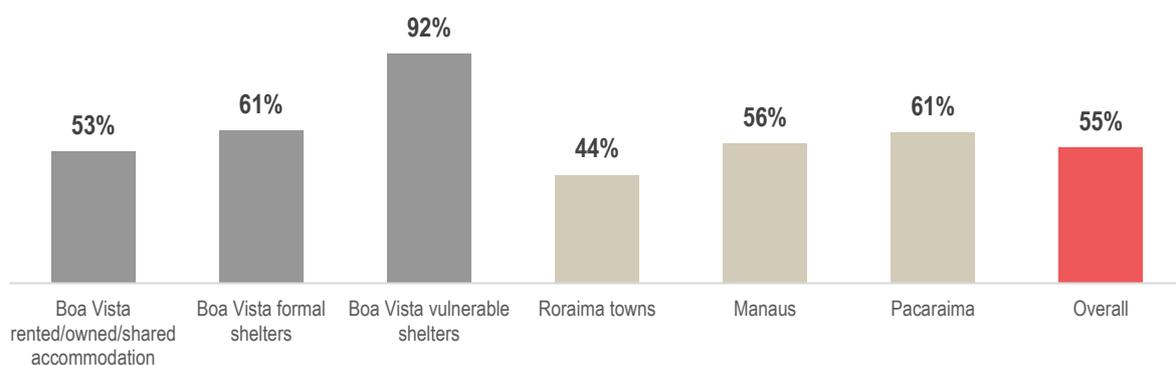
The main sources of information used to seek out livelihood opportunities were verbal guidance from Brazilians (46%) and Venezuelans (41%), and active searching door to door. FGD participants reported that other common strategies to acquire information about employment opportunities were social media (such as Facebook or WhatsApp), asking the employers of acquaintances and family members, and walking through the streets soliciting employment. Overall, UN Agencies and NGOs were cited by less than 1% of respondents as sources of information about livelihood opportunities.

FGD participants also listed the most reliable sources of information about livelihood opportunities as verbally from Brazilians or Venezuelans as well as door to door solicitation. However, participants mentioned that they use these sources not because they are the most trustworthy, but rather because they perceive not having other reliable sources available from the local government, UN Agencies and NGOs. Since informal sources of livelihood opportunities were the most reported, the perceived lack of official channels made it difficult to obtain information about job profiles, professional requirements, where to apply for a vacancy and how to obtain information about labour rights. Participants suggested that the best way to obtain information would be from formal sources such as employment centres, religious centres, government, UN or NGOs. They also reported wanting additional information about available vacancies, as well as the documentation needed for employment, professional profiles, labour rights and salaries. Participants encouraged a strategy adopted by some NGOs in which professional databases are organised and profiles are matched with vacancies offered by employers. Other preferred channels include announcements of vacancies in newspapers, social media, online and in posters published in strategic places.

Educational Services

At the time of data collection, 84% of assessed households had school-aged children, of which 45% attended school. The highest rates of children out of school were reported in Boa Vista vulnerable shelter conditions, in Pacaraima, and in Boa Vista formal shelters households. Households who accessed education services reported receiving the information about the available education services in the area mostly verbally from Brazilians (44%), or Venezuelans (37%), and from religious institutions (13%). In Boa Vista formal shelters, this information was more likely to be disseminated by NGOs (40%) and UN agencies (44%). Only 7% of respondents in Manaus and 2% in Roraima towns answered receiving this information from the Federal Police.

Figure 6: Proportion of households with school-aged children that are not attending school



The primary reported barriers to accessing educational services were lack of vacancies in schools, lack necessary documentation for enrolment, the need to wait for the next school year for registration and unclear information on how to enrol their children in Brazilian schools. In Pacaraima, nearly half (45%) of households reported the main barrier was lack of necessary documentation. FGD participants also mentioned language and discrimination as challenges to accessing educational services. Some Venezuelans reported being rejected by educational institutions based on the documents submitted being in another language than Portuguese – and the required fee for translation being prohibitively high. However, UNHCR has since addressed this issue.

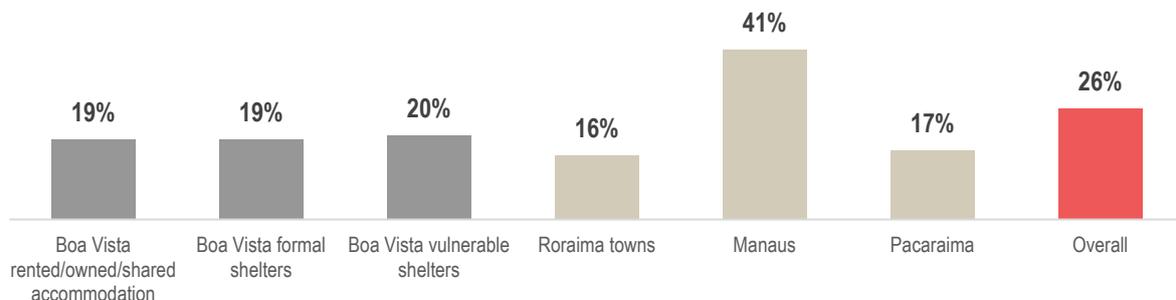
In order to fill information gaps, respondents suggested disseminating more details about the official documents required for school registration, the registration period, which schools have vacancies and where they are located.

Participants that left university studies were interested in information about how to continue their studies in Brazil and those who had already graduated requested more information about how to have their diplomas recognised by Brazilian institutions. According to respondents, the most trustworthy source of information would be directly from school representatives and alternatively from a decentralised information centre, community focal points, NGO representatives and official messages in social media.

Health Services

An additional difficulty that displaced Venezuelans reported facing across the assessed areas was access to health services. Overall, 26% of households had at least one member who needed healthcare but could not access it at the time of data collection. Manaus had the highest proportion of households unable to access healthcare (41%). The main reported barriers to accessing needed health services were lack of information about the available services, long waiting times, lack of capacity of the hospitals/health centres to cater to an increasing number of patients, and the language barrier. FGD participants noted that their main barriers were the lack of information, lack of documentation, language barriers, receiving insufficient medicines, and experiencing discrimination by service providers. The primary barrier reported by households in Manaus was lack of information (38%), while for Boa Vista formal shelters households it was long waiting times (43%).

Figure 7: Proportion of households that reported needing health services but could not access it

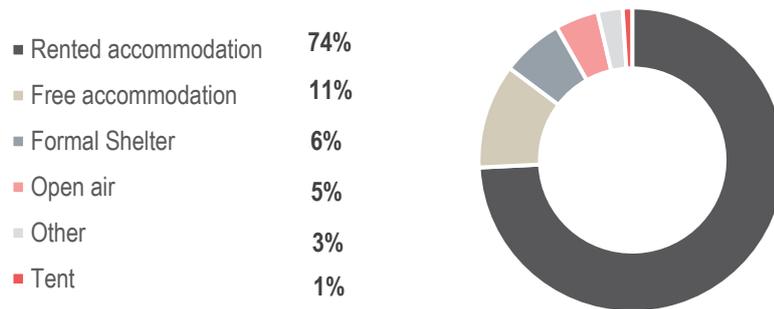


Overall the main sources of information about health services were obtained verbally from other Brazilians or Venezuelans, and directly from service providers. According to FGD participants, households have remaining information gaps regarding the functioning of Brazilian Health System (SUS), the specialised services available, where to find specialised services and how to deal with medical emergencies. Similar to educational services, participants reported that the most reliable source of health information would be directly from health service providers and alternatively from a decentralised information centre, community focal points, NGO representatives and official messages on social media. According to FGD participants, the distribution of written and reliable information in Spanish about the Brazilian healthcare system, as well as about the location of specialised services would be useful, such as the lack of information, lack of documentation, and discrimination.

Shelter

Across the assessed areas, the majority of households interviewed were living in rented/owned/shared accommodation (74%), or living in free accommodation made available either by the host community or local institutions (11%). However, 74% of the households living under vulnerable conditions (6% of the total number of households) are sheltered in open space areas with limited access to running water, electricity and sanitation. The proportion of households living in formal shelters in Boa Vista corresponded to 6% of the total number of Venezuelan households in the assessed region. Households reported obtaining information about accommodation mostly from the local host community (42%) and social media (38%). NGOs provided information to some of those living in rented/owned/shared accommodation in Boa Vista (12%) and Manaus (9%); Venezuelans also reported finding accommodation by walking the streets (8%), and through advertisements in the formal shelters of Boa Vista (35%).

Figure 8: Overall types of accommodation as reported by households



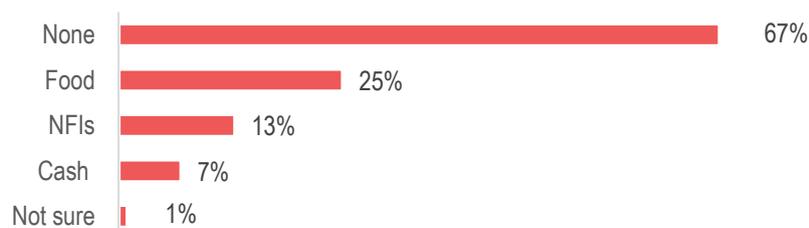
In Boa Vista and Manaus, 40% of households expressed interest in moving into a managed shelter, particularly those living in vulnerable conditions in Boa Vista (82%), but also households living in rented/owned/shared accommodation (40%). Additionally, households demonstrated interest in receiving more information about the Brazilian Government’s “Interiorization Program” (72%), which is a resettlement program for Venezuelans carried out by the Brazilian government, aiming at relieving the strain on the state of Roraima by voluntarily relocating them to other states.¹³

Among the listed barriers to accessing housing, FGD participants mentioned the high costs, increased discrimination and the fact that Brazilian landlords were requesting recommendations from other Brazilians to be able to trust the Venezuelan household. FGD participants explained that the reason for this new requirement were former negative experiences of landlords with Venezuelans that presented bad behaviour. Furthermore, reportedly, some landlords were also requesting the household to present a signed Brazilian Work Permit as a proof of receiving regular income. This was very difficult to demonstrate since many reportedly were working informally without a contract. Therefore, interviewees reported the primary need of information to be about local renting regulations, laws and official documentation requirements. Regarding access to formal shelters, it was mentioned during FGDs that when some participants tried to move in, they were later told there were no vacancies left without explanation. The selection criteria and official process of moving into managed shelters were cited as topics that needed more clarification.

Humanitarian Assistance

With regards to information about humanitarian assistance, this assessment focused on the delivery of food, non-food items (NFIs), and cash-based intervention (CBI) forms of humanitarian assistance. Approximately two thirds of assessed households (67%) reported not having received any assistance in the last 30 days. Households in Pacaraima (82%), Boa Vista rented/owned/shared accommodation (76%) and Manaus (70%) reported not having received any type of assistance during the 30 days prior to the survey. Households that reported receiving assistance cited word of mouth from Venezuelans and Brazilians, social media, local government and posters as the main sources from which they obtained the information necessary to access assistance.

Figure 9: Proportion of households that received assistance in the last 30 days - food, cash-based intervention (CBI) or Non-food items (NFI)



¹³ WOLA. Responding to an Exodus - Venezuela’s Migration and Refugee Crisis as Seen From the Colombian and Brazilian Borders, 2018. [Available Online.](#)

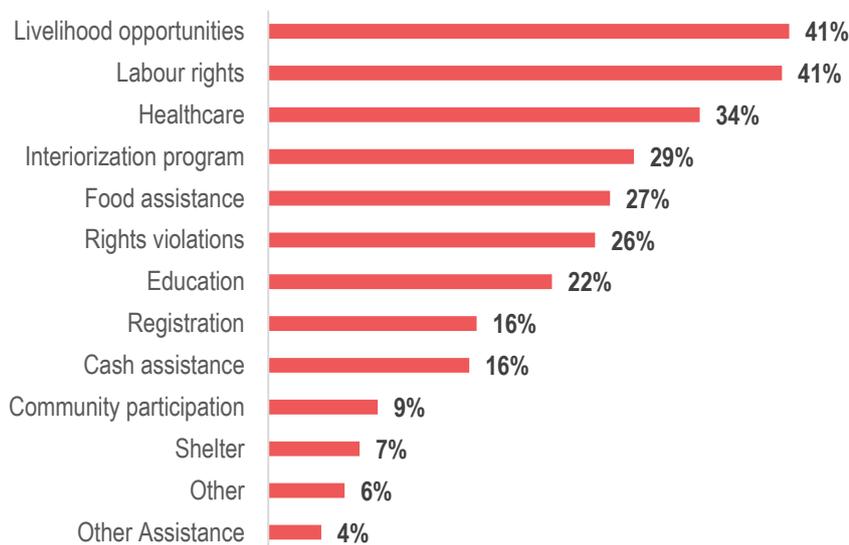
The demand for additional humanitarian assistance was high, as 80% of households reported needing assistance but not having access to it at the time of data collection. The population groups reporting the highest proportions of ongoing need were households in vulnerability areas in Boa Vista (90%), Pacaraima (85%) and in Boa Vista in rented/owned/shared accommodation (82%). However, proportions were not significantly lower in the other strata as 81% of respondents in Boa Vista formal shelters, 78% in Roraima towns and 75% Manaus also reported unaddressed humanitarian need. Respondents reported that the main barriers to accessing assistance were lack of information (59%), or lack of assistance available (24%). In Pacaraima and Manaus households were more likely to report lacking information (78% and 62% respectively). FGD participants noted that additional information is needed relating to the requirements for receiving humanitarian assistance, as well as the types provided, and which organisation is providing it.

The most trusted sources of information on humanitarian assistance were reported to be local information centres, humanitarian organisations, representatives of humanitarian organisations reaching out to the community, church leaders, and official leaflets and posters in key locations. Once informed about what organisation would provide the required assistance, participants also mentioned to prefer seeking details directly from the provider.

Communication with Humanitarian Actors

Accountability of aid actors to crisis affected populations as well as clear lines of communication between humanitarian actors and beneficiaries are currently key priorities of aid providers. During this assessment, FGD participants discussed their preferred communication channels with humanitarian actors in order to present suggestions and complaints. The majority of FGD participants noted being more comfortable talking directly to representatives of humanitarian organisations through formal or informal meetings or through a hotline, preferably in Spanish. Other alternatives noted by some participants were the use of suggestion boxes in key locations and the implementation of online feedback channels (e.g. discussion forums and chats). The three main topics in which migrants and asylum seekers noted needing more information at the time of data collection were livelihood opportunities, labour rights and healthcare.

Figure 10: More needed types of information as reported by households



In both household interviews and FGDs, participants emphasised the importance of direct and reliable information from humanitarian actors. Participants noted frustration with relying on informal sources, and suggested that meeting in person with official representatives who might provide precise information would be preferable. Such a *community based approach* in which migrants might feel more welcomed by organisations who are there to support them could potentially ease this reported frustration. To that end, FGD participants present a preference for a balance between formal and impersonal information dissemination (posters, leaflets, websites, social media, etc.)

and more informal and interactive dissemination (lectures, meetings, discussion forums, presence of community focal points or even hotlines).

Involvement in Local Community

Participation in host community activities provides the potential to contribute to peaceful coexistence and consequently can potentially improve the wellbeing of both migrants and asylum seekers as well as local community members. However, 67% of households reported not having any involvement in community activities, particularly households in Boa Vista vulnerable shelters (84%) and in Boa Vista rented/owned/shared accommodation (81%). Despite lack of current involvement, 84% of households had interest in receiving more information on how to get involved in local activities.

Of respondents who had involvement with the local community, the most frequently reported activity was attending church meetings and thematic cultural activities relating to national or regional holidays. Unlike findings about registration, education, healthcare, and humanitarian assistance, the most reported source of information about community activities was social media (30%), and the third was through verbal communication from Brazilians (22%).¹⁴ Households in Pacaraima (50%), rural towns (34%), and in Boa Vista’s rented/owned/shared accommodation were more likely to report relying on social media for information. Households in Boa Vista’s formal shelters and in Manaus relied more on verbal communication both from Brazilians and Venezuelans. In addition, participants in FGDs reported church and posters in strategic places as important sources of information.

Figure 11: Proportion of households that reported not participating in any host community activity

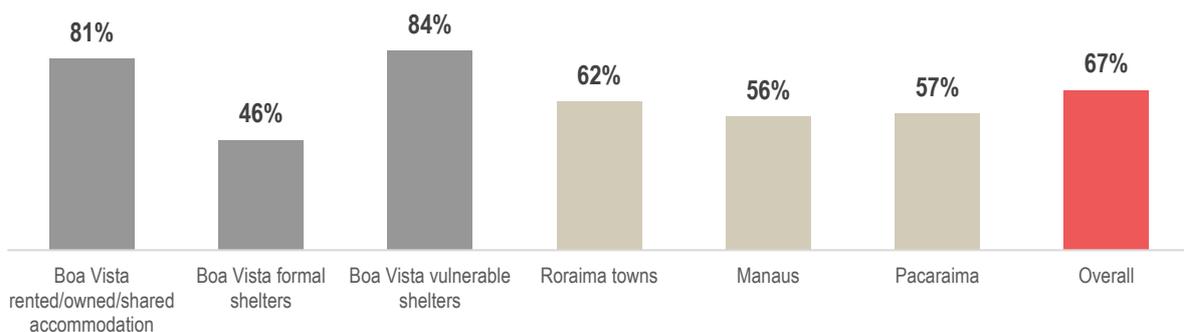
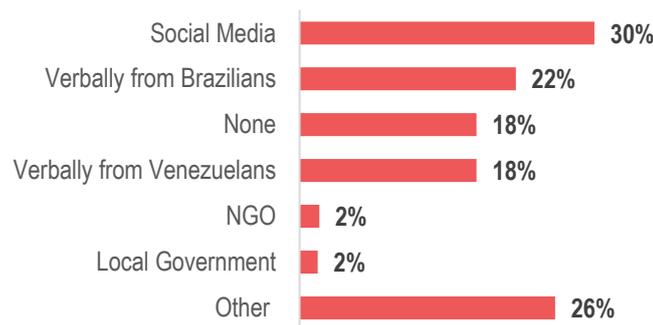


Figure 12: Main sources of information about community activities as reported by households



Primary reasons for not participating in the local community were lack of information and perception that no activities took place in that area. When events are organised, Venezuelan households reported that they would like to be informed about the type of activity, venue, date and who is the contact person(s). Preferred listed information channels were through church meetings, word of mouth from Brazilian neighbours, posters in strategic locations (i.e. supermarkets, schools and health centres, for instance) and cars with announcement sound systems.

¹⁴ The second source was “Other”, in which were grouped the answers “not sure”, “religious institutions”, “online”, “Federal Police”, “UN Agency” and “Advertisement”.

CONCLUSION

This assessment has provided an overview of gaps in essential information amongst Venezuelan migrants and asylum seekers living in Northern Brazil. The study covered Roraima state and Manaus, capital of Amazonas state, which is a relatively new destination for an increasing number of migrants. The analysis includes essential information about legal rights, official registration, labour rights, livelihood opportunities, access to health and educational services, as well as shelter, humanitarian assistance, communication with humanitarian actors and involvement in the local community. Without information on these key themes, populations are potentially put at greater risk of exploitation or inability to access their rights under Brazilian law.

Particularly notable were gaps in knowledge about Brazilian labour law and legal rights, including the maximum daily and weekly working hours, minimum wages and employers' duties. **This leaves migrant workers more prone to exploitation and rights violations.** Venezuelans living in Boa Vista's vulnerable shelter conditions and in Manaus reported the highest need for livelihood opportunities. **The vast majority of households mentioned that they preferred finding a job and being independent over reliance on external assistance.** A considerable number of skilled professionals were working odd jobs but were eager to find a better opportunity to regain their dignity.¹⁵ In order to increase access to livelihoods opportunities, participants requested more information about the "Interiorization Program", which supports migrants and asylum seekers in finding work in other regions of the country and encouraged the expansion of the "linkage" strategy already adopted by some local organisations (i.e. organising a professional database and link it with open job vacancies), which are potentially tangible ways to support them in finding better opportunities.

Information about how to access specialised health services was also one of the primary needs of the both the assessed households and FGD participants. Apart from long waiting times, lack of capacity to respond to an increasing demand, lack of documentation, distance and discrimination, in some cases lack of information about differences between the Venezuelan and Brazilian (SUS) Health Systems and medical guidelines also generated misunderstandings that were perceived as barriers. For instance, referral from a primary health centre to another specialised facility was perceived as health professionals not willing to assist the patient. In other cases, the different protocol on the frequency of pregnancy ultrasounds follow up was perceived as discrimination against pregnant migrants, since reportedly the frequency of this exam is higher in Venezuela.¹⁶ Having reliable information on how to access health services and the correct knowledge about how SUS works might improve migrants' health seeking behaviour and wellbeing.

The lack of information in some of the areas where humanitarian organisations are more active and have high concentrations of migrants, combined with the high humanitarian needs of respondents, make better combined campaigns of information as well as circulation of formal information regarding the requirements for receiving humanitarian assistance urgent.

¹⁵ One of the main reasons for the difficulty in finding technical jobs is the high cost and bureaucracy to have their diploma recognized in Brazil.

¹⁶ As reported in a Women FGD for REACH Brazil Area Based Assessment, October 2018.

ANNEXES

Annex 1: Household and FGD Questionnaires

Household Questionnaire

Question	Instructions	Options
Hello, good morning / afternoon / evening. I am working with REACH, a Swiss organization that works in collaboration with UNHCR. We are here to assess the current information sources, main needs and preferred information channels of migrants and Venezuelan refugee claimants on protection and legal issues, access to employment opportunities, access to basic services and assistance, participation in the community and how to communicate with organizations. These data will help humanitarian organizations in their planning to improve their operations. This questionnaire will not result in direct assistance for you, but it will help organizations to know how they can best assist people.		
1.1 Enter enumerator name/code:	select one	Lilitza, Domingo, Eukaris, Heldrid, Oswaldo, Liseth, Maria, José, Gustavo, Juan Marcos, Ivan Gonzalez, Luis Lopez, Maira Martinez, Raul Perez, Yalibes Ramos, Yndira Vizcaino, Monica Víñoles, Other (specify)
1.1.a Write the name of the interviewer:	text	
1.2 Select community:	select one	Boa Vista, Pacaraima, Manaus, Other (specify)
1.2.a Specify the community:	text	
1.4 Is this a house/apartment, formal managed shelter, or vulnerable shelter type?	select one	House/apartment, Formal managed shelter, Vulnerable shelter type
2.1 What is the age of the respondent?	integer	
2.1.a How long have your household been living in Brazil (number of months)?	integer	
2.2 What is the gender of the respondent?	select one	Male, Female, Other (specify)
2.2.a Specify the gender of the respondent:	text	
2.3 What is the marital status of the respondent?	select one	Single, Married, Divorced, Widow/widower, Concubinage / Stable Union, Prefer not to say, Other (specify)
2.3.a Write your marital status:	text	
2.4 How many members are there in the household (including yourself)?		
i. Male 0-5	integer	
ii. Female 0-5	integer	
iii. Male 6-17	integer	
iv. Female 6-17	integer	
v. Male 18-59	integer	
vi. Female 18-59	integer	
vii. Male 60+	integer	
viii. Female 60+	integer	
2.6 What is your state of origin in Venezuela before coming to Brazil?	select one	Amazonas, Anzoátegui, Apure, Aragua, Barinas, Bolívar, Carabobo, Cojedes, Delta Amacuro, Dependencias Federales, Distrito Capital, Falcón, Guárico, Lara, Mérida, Miranda, Monagas, Nueva Esparta, Portuguesa, Sucre, Táchira, Trujillo, Vargas, Yaracuy, Zulia
2.6.a Are all the household members from the same state?	select one	Yes, No
2.6.b Which states are the other household members from?	text	
2.7 Why did you choose to live in this community?	select multiple	This community is a transit place only, Ease of travel from elsewhere, Social services specific to community, Opportunities for work, Opportunities for study, Family reunification, Language, Reunification with friends, People are welcoming to migrants, Safety and security, Other (specify), Prefer not to answer
2.7.a Specify why you chose to live in this community:	text	
3.1 What kind of registry do you have (if you have one) in Brazil?	select one	None, Tourist, I have an appointment for registration, Asylum, Refugee (approved by CONARE), Temporary residence, Other (specify), Not sure, Prefer not to say
3.1.1 Specify the type of registration status do you have here with the Brazilian Federal Police:	text	
3.1.a Do all the household members have the same registration status?	select one	Yes, No, do not know
3.1.b If no, what is the status of the other household members?	text	
None	integer	
Tourist	integer	
I have an appointment for registration	integer	
Asylum seeker	integer	

Refugee	integer	
Temporary residence	integer	
Other (specify)	integer	
Not sure	integer	
Prefer not to say	integer	
3.1.c Specify the status of the other household members:	text	
3.2 When did you obtain information on how to register the different types of available status?	select one	I still do not have this information, In Venezuela before coming to Brazil, Immediately after crossing the border, During travel to current location, In current location, within two weeks of arriving, In current location, later than two weeks after arriving, Not sure
3.3 In which location did you receive the information on registration?	select one	Pacaraima, Boa Vista, Other (specify)
3.3.a Write the name of the location where you received the registration information:	text	
3.4 From which sources did you obtain information on how to register and the different types of registration available?	select multiple	Brazilian Federal Police, UN Agency, NGO, Church / religious organisation, Word of mouth from other Venezuelans, Word of mouth from Brazilian host communities, Social media from known people (e.g. friends on Whatsapp), Social media from unknown people (e.g. Facebook posts), Other (specify), Not sure
3.4.a What type of information did you receive on how to register and the different types of registration available?	select multiple	Verbal, Leaflet or written publication, Online webpage, Other (specify)
3.4.b Specify the type of information that you received on how to register and the different types of registration available:	text	
3.5 Do you know the differences in processes and requirements between registering as an asylum seeker vs. for temporary residency?	select one	Yes, very clearly, More or less, No, Prefer not to say
3.6 Do you know where to access help in the case that your legal rights are violated?	select one	Yes, very clearly, More or less, No, Prefer not to say
3.7 From which sources did you obtain information on where you can go if your legal rights are violated?	select multiple	Brazilian Federal Police, UN Agency, NGO, Church / religious organisation, Word of mouth from other Venezuelans, Word of mouth from Brazilian host communities, Social media from known people (e.g. friends on Whatsapp), Social media from unknown people (e.g. Facebook posts), Other (specify), Not sure
3.7.a What type of information did you receive on how where you can go if your legal rights are violated?	select multiple	Verbal, Leaflet or written publication, Online webpage, Other (specify)
3.7.b Specify the sources from which you have obtained information about where you can go if your legal rights are violated:	text	
3.7.c Specify the type of information that you received on how where you can go if your legal rights are violated:	text	
3.8 Do you have information on your labour rights in Brazil?	select one	Yes, very clearly, More or less, No, Prefer not to say
3.9 From which sources did you obtain information on your labour rights?	select multiple	Brazilian Federal Police, UN Agency, NGO, Church / religious organisation, Word of mouth from other Venezuelans, Word of mouth from Brazilian host communities, Social media from known people (e.g. friends on Whatsapp), Social media from unknown people (e.g. Facebook posts), Other (specify), Not sure
3.9.a What type of information did you receive on how where you can go if your labour rights are violated?	select one	Verbal, Leaflet or written publication, Online webpage, Other (specify)
3.9.b Specify from which sources did you obtain information on your labour rights:	text	
3.9.c Specify the type of information that you received on how where you can go if your labour rights are violated:	text	
3.10 Do you currently need additional information on any of the following?	select multiple	How to register with the police, Different types of registration available, Where to go in case of rights violation, Labour rights, None (cannot be selected with any other option)
4.1 Are you or at least one of your household members currently in working?	select one	Yes, No, Not sure
4.1.a If yes, in what types of employment are household members working?	select multiple	Formal job (with contract), Informal job (without contract), Self-employed, Not sure
4.1.b If yes, how did you find out about the employment opportunity?	select multiple	Advertisement online, Physical advertisement, Local municipality, Word of mouth from other Venezuelans, Word of mouth from Brazilian host communities, Social media from known people (e.g. friends on Whatsapp), Social media from unknown people (e.g. Facebook posts), Brazilian Federal Police, UN Agency, NGO, Church / religious organisation, Other (specify), Not sure
4.1.c Specify how did you find out about the employment opportunity:	text	
4.2 Are you currently or any member of your household applying for a job?	select one	Yes, No, Not sure
4.2.a If yes, what sources of information are you using to find out about employment opportunities?	select multiple	Advertisement online, Physical advertisement, Local municipality, Word of mouth from other Venezuelans, Word of mouth from Brazilian host communities, Social media from known people (e.g. friends on Whatsapp), Social media from unknown people (e.g. Facebook posts), Brazilian Federal Police, UN Agency, NGO, Church / religious organisation, Other (specify), Not sure

4.2.b Specify the sources of information you are using to find out about employment opportunities:	text	
4.3 Do you or anyone in your household currently need information on livelihoods opportunities?	select one	Yes, No, Not sure
5.1 Do children in this household currently attend school?	select one	Yes, No, Not Sure, There are no children
5.1.a If no, why not?	select one	Schools are too far away, Schools have no vacancies, Lack of information on how to register for schools, Children don't want to go to school, Children are working, Lack of documentation, Other (specify), Not sure
5.1.b If yes, how did you find out about the education services in the area?	select multiple	Brazilian Federal Police, UN Agency, NGO, Church / religious organisation, Word of mouth from other Venezuelans, Word of mouth from Brazilian host communities, Social media from known people (e.g. friends on Whatsapp), Social media from unknown people (e.g. Facebook posts), Other (specify), Not sure
5.1.c Specify why not:	text	
5.1.d Specify how did you find out about the education services in the area:	text	
5.2 How do you obtain information about health services in the area?	select multiple	Brazilian Federal Police, UN Agency, NGO, Church / religious organisation, Word of mouth from other Venezuelans, Word of mouth from Brazilian host communities, Social media from known people (e.g. friends on Whatsapp), Social media from unknown people (e.g. Facebook posts), Other (specify), Not sure
5.2.a Specify how do you obtain information about health services in the area:	text	
5.3 Do you or someone in your household currently require a specific health service but to which you can not access?	select one	Yes, No, Prefer not answer
5.3.a If yes, why?	select one	Health services are too far away, Health services do not capacity, Health services are too expensive, Waiting time to access the health service is too long, Lack of information on health services, Lack of documentation, Other (specify), Not sure
5.3.b Specify why:	text	
5.4 What type of shelter does your household currently live in?	select one	Owned house/apartment, Rented house/apartment, Living for free in house/apartment, Managed shelter, Tent, Open air, Other (specify), Not sure
5.4.a Specify the type of shelter that your household currently live in:	text	
5.5 How did you obtain information about your current shelter?	select multiple	Brazilian Federal Police, UN Agency, NGO, Church / religious organisation, Word of mouth from other Venezuelans, Word of mouth from Brazilian host communities, Social media from known people (e.g. friends on Whatsapp), Social media from unknown people (e.g. Facebook posts), Advertisement online, Physical advertisements, Local municipality, Other (specify), Not sure
5.5.a Specify how did you obtain information about your current shelter:	text	
5.6 Are you interested in having information about how to go to a shelter (formal shelter) in Roraima?	select one	Yes, No, Not sure
5.7 Are you interested in having more information on the interiorisation programme?	select one	Yes, No, Not sure
6.1 Has your household received food, cash or assistance from NFI (non-food items) in the last month?	select multiple	No assistance (can't be selected with other options), Food, Cash, NFI, Not sure
6.1.a If yes, how did you find out about the sources of assistance?	select multiple	Brazilian Federal Police, UN Agency, NGO, Church / religious organisation, Word of mouth from other Venezuelans, Word of mouth from Brazilian host communities, Social media from known people (e.g. friends on Whatsapp), Social media from unknown people (e.g. Facebook posts), Advertisement online, Physical advertisements, Local municipality, Other (specify), Not sure
6.1.b Specify if your household has received any type of assistance in the last month:	text	
6.2 Do you think that you currently need food, cash or assistance from NFI (non-food items), but can not access?	select one	Yes, No, Not sure
6.2.a Why can not you access this assistance?	select one	Lack of information about assistance, Lack of available assistance, Perception that household does not qualify for assistance, Other (specify), Not sure
6.2.b Specify why:	text	
7.1 In what type of activity, if any, do you or members of your household participate in the local community?	select multiple	No participation, Attend leisure/cultural events in the local community, Attend church/religious organisation events in the local community, Attend/participate in university events, Attend/participate in school events, Volunteer with local organization, Other (specify), Not sure
7.1.a Specify the ways that the members of your household currently participate in the local community:	text	
7.2 From what sources do you inform yourself of the activities of the local community?	select multiple	Brazilian Federal Police, UN Agency, NGO, Church / religious organisation, Word of mouth from other Venezuelans, Word of mouth from Brazilian host communities, Social media from known people (e.g. friends on Whatsapp), Social media from unknown people (e.g. Facebook posts), Advertisement online, Physical advertisements, Local municipality, Other (specify), Not sure
7.2.a Specify how your household access information on participating in the local community:	text	
7.3 Are you interested in having more information about participation and events in the local community?	select one	Yes, No, Not sure

8.1 Based on what we have talked about, what are the three main types of information that your household currently needs about your situation in Brazil?	select multiple	Registration, Rights violation, Labour rights, Interiorization program, Livelihood opportunities, Education services, Health services, Shelter, Food assistance, Cash assistance, Other assistance, Participating in the local community, Other (specify)
8.1.a Specify what are currently the top three priority types of information that your household needs about your life/ situation in Brazil:	text	

FGD Questionnaire

1. INFORMACIÓN SOBRE REGISTRO, DERECHOS LEGALES Y PROTECCIÓN (25 MINUTOS)

1. ¿Ustedes piensan que los venezolanos tienen suficiente información sobre el proceso de documentación legal y cuáles son los diferentes tipos de registros que se debe realizar con la Policía Federal en Brasil?

- 1.1. ¿Qué dificultades, si las hay, enfrentan los venezolanos para encontrar información sobre el proceso de documentación legal y los tipos de registro?
- 1.2. ¿Hay algunos grupos que enfrentan más dificultades para encontrar información sobre el proceso de documentación legal? Si los hay ¿cuál o cuáles?
- 1.3. ¿Qué tipo de información, si la hay, necesitan los venezolanos sobre el proceso de documentación legal?

2. ¿Cuál piensan ustedes que es la mejor manera de recibir información sobre el proceso de documentación legal a realizar con la Policía Federal en Brasil, y por qué?

- 2.1. ¿En cuáles fuentes de información los venezolanos confían más? ¿Por qué consideran que esas son más confiables que otras? *En el grupo, colocar por orden de prioridad las fuentes más usadas. La respuesta debe ser específica. p.ej. incluir nombres de páginas en Facebook, Gobierno brasileño, periódico, Whatsapp, Instagram, ONG, OLX, a través de otros venezolanos, brasileros, iglesias, etc. Suministrar historias o anécdotas si las hay.*
- 2.2. ¿Cuál considera usted que es la mejor manera de recibir esta información? ¿Dónde y cuándo?
- 2.3. ¿Cómo los venezolanos prefieren recibir esta información? P.ej. volantes, material impreso, folletos, en sitios de web?
- 2.4. ¿Cómo las personas pueden o prefieren realizar su proceso de solicitud de documentación legal? P. ej. Si quieren manualmente, por internet, tener aplicaciones en sus teléfonos, otros.
- 2.5. ¿Si surge un inconveniente (retraso) con su proceso de solicitud de documentación legal, por cuál vía o de qué manera desearía ser notificado?

3. ¿Usted piensa que los venezolanos tienen suficiente información sobre sus derechos legales en Brasil?

- 3.1. ¿Hay algunos grupos que enfrentan más dificultades para encontrar información sobre sus derechos legales en Brasil? Si los hay, ¿cuál o cuáles?
- 3.2. ¿Por lo general, qué información tienen los venezolanos sobre cómo y a dónde pueden acudir si sus derechos son violados?
- 3.3. ¿Por lo general, qué información tienen los venezolanos saben cómo y dónde pueden conseguir información sobre sus derechos de laborales (trabajo)?
- 3.4. ¿Qué tipo de información, si la hay, necesitan los venezolanos sobre sus derechos legales en Brasil?

4. ¿Cuál considera usted es la mejor manera de recibir o buscar información sobre sus derechos legales en Brasil?

- 4.1. ¿Cómo prefieren recibir o buscar esta información? P.ej. recibir material impreso, folletos, buscar en sitios de web, tener aplicaciones en sus teléfonos.
- 4.2. ¿Cómo y a qué organismo o institución oficial usted preferiría comunicarse o acudir en caso de que sus derechos hayan sido violados? Preguntar primero a las mujeres y luego a los hombres.

2. INFORMACIÓN SOBRE ACCESO A TRABAJO (15 MINUTOS)

5. ¿Cuál considera usted es la mejor manera de recibir o buscar información sobre cómo conseguir trabajo en la región?

- 5.1. ¿Cuáles fuentes de información usan más los venezolanos para buscar trabajo (ofertas de empleo)? ¿Por qué consideran que esas fuentes son más confiables que otras? *En el grupo, colocar por orden de prioridad las fuentes más usadas. La respuesta debe ser específica. p.ej. incluir nombres de páginas en Facebook, Gobierno brasileño, periódico, Whatsapp, Instagram, ONG, OLX, a través de otros venezolanos, brasileros, iglesias, etc. Suministrar historias o anécdotas si las hay.*
- 5.2. ¿Cómo prefieren los venezolanos recibir o buscar información sobre oportunidades de trabajo? Especificar- p.ej. de quién, cuáles sitios si los hay.
- 5.3. ¿Qué tipo de información, si la hay, necesitan los venezolanos sobre cómo conseguir trabajo en Brasil? Especificar.

3. INFORMACIÓN SOBRE ACCESO A SERVICIOS ESENCIALES (20 MINUTOS)

6. **¿Cuál considera usted es la mejor manera de recibir o buscar información sobre los servicios de salud y educación en la región?**
- 6.1. ¿Cuáles fuentes de información los venezolanos usan más para informarse sobre los servicios de salud y educación? ¿Por qué consideran que esas fuentes son más confiables que otras?
En el grupo, colocar por orden de prioridad las fuentes más usadas. La respuesta debe ser específica. p.ej. incluir nombres de páginas en Facebook, Gobierno brasileño, periódico, Whatsapp, Instagram, ONG, OLX, a través de otros venezolanos, brasileños, iglesias, etc. Suministrar historias o anécdotas si las hay. ¿Cómo prefieren los venezolanos recibir o buscar información sobre los servicios de salud y educación?
7. **¿Cuáles dificultades, si las hay, enfrentan los venezolanos cuando buscan información sobre los servicios de educación?**
- 7.1. ¿Piensan que la gente tiene información suficiente sobre los servicios de educación?
- 7.2. ¿Qué tipo de información, si la hay, necesitan los venezolanos sobre los servicios de educación en Brasil?
8. **¿Cuáles dificultades, si las hay, enfrentan los venezolanos cuando buscan información sobre los servicios de salud?**
- 8.1. ¿Piensan que la gente tiene información suficiente sobre los servicios de salud?
- 8.2. ¿Qué tipo de información, si la hay, necesita la gente sobre los servicios de salud en Brasil?
9. **¿Cuáles dificultades, si las hay, enfrenta la gente cuando buscan información sobre el acceso a oportunidades de alquiler de viviendas o de moradía en abrigos?**
- 9.1. ¿Piensan que la gente tiene información suficiente de cómo conseguir y alquilar viviendas?
- 9.2. ¿Piensan que la gente tiene información suficiente sobre cómo conseguir un cupo en un abrigo?
- 9.3. ¿Qué tipo de información, si la hay, necesita la gente sobre cómo conseguir alquileres de viviendas o cupo en los abrigos en Brasil?

4. INFORMACIÓN SOBRE ACCESO A AYUDA/ASISTENCIA (10 MINUTOS)

10. **¿Cuál considera usted es la mejor manera de recibir o buscar información sobre ayuda/asistencia?**
- 10.1. ¿Cuáles fuentes de información los venezolanos usan más para informarse sobre ayuda/asistencia? ¿Por qué consideran que esas fuentes son más confiables que otras?
En el grupo, colocar por orden de prioridad las fuentes más usadas. La respuesta debe ser específica. p.ej. incluir nombres de páginas en Facebook, Gobierno brasileño, periódico, Whatsapp, Instagram, ONG, OLX, a través de otros venezolanos, brasileños, iglesias, etc. Suministrar historias o anécdotas si las hay.
- 10.2. ¿Cómo prefiere la gente recibir o buscar información sobre ayuda/asistencia? Especificar- p.ej. de quién, cuáles sitios si los hay.
- 10.3. ¿Qué tipo de información, si la hay, la gente necesita sobre cómo conseguir ayuda/asistencia en Brasil?

5. INFORMACIÓN SOBRE COMO PARTICIPAR EN LA COMUNIDAD (10 MINUTOS)

11. **¿Cuál considera usted es la mejor manera de recibir o buscar información sobre cómo participar e interactuar con la comunidad?**
- 11.1. ¿Cuáles fuentes de información los venezolanos usan más para informarse sobre cómo participar en la comunidad? ¿Por qué consideran que esas fuentes son más confiables que otras?
En el grupo, colocar por orden de prioridad las fuentes más usadas. La respuesta debe ser específica. p.ej. incluir nombres de páginas en Facebook, Gobierno brasileño, periódico, Whatsapp, Instagram, ONG, OLX, a través de otros venezolanos, brasileños, iglesias, etc. Suministrar historias o anécdotas si las hay. ¿Qué tipo de información, si la hay, necesitan los venezolanos sobre cómo participar e interactuar con la comunidad?
- 11.2. ¿Cómo prefiere la gente recibir o buscar información sobre cómo participar e interactuar con la comunidad? Especificar. p.ej. de quién, cuáles sitios si los hay.
- 11.3. ¿Qué tipo de información, si la hay, necesitan los venezolanos sobre cómo participar e interactuar con la comunidad?

6. PREFERENCIAS PARA COMUNICARSE CON LAS ORGANIZACIONES (10 MINUTOS)

12. **¿Cómo preferirían ustedes comunicarse o sugerir ideas a las organizaciones humanitarias sobre sus necesidades y problemas?**

12.1. ¿Cómo preferirían ustedes sugerir ideas o expresar sus quejas de manera anónima a las organizaciones sobre sus servicios?

CONCLUSIÓN

Agradecemos que hayan compartido sus opiniones y experiencias con nosotros.

Annex 2: List of Assessed Neighbourhoods and Towns

Neighbourhoods	Sample collected	Neighbourhoods	Sample collected
Boa Vista	304	Boa Vista	304
Said Salomão	1	Centenário	12
Jardim Equatorial	3	Asa Branca	8
Dos Estados	12	Jóquei Clube	2
Jardim Floresta	19	Cambará	20
Caranã	2	Nova Canaã	3
Cauamé	7	Santa Luzia	2
Jardim Caranã	1	Pintolândia	6
União	4	Doutor Sílvio Botelho	20
Tancredo Neves	6	Olímpico	2
Piscicultura	1	Jardim Tropical	2
Caimbé	28	Professora Araceli Souto Maior	1
Buritis	10	Operário	2
Jardim Primavera	4	Bela Vista	3
Santa Teresa	14	Raiar do Sol	2
31 de Março	2	Nova Cidade	1
Centro	1	Senador Hélio Campos	1
São Francisco	2	Liberdade	3
Mecejana	4	Monte das Oliveiras	1
São Vicente	25		
Calungá	1		
13 de Setembro	43		
Pricumã	10		
Cidade Satélite	2		
Doutor Sílvio Leite	3		
Alvorada	2		
Doutor Airton Rocha	1		
São Bento	1		
Cinturão Verde	4		

Neighbourhoods	Sample collected	Towns	Sample collected	Neighbourhoods	Sample collected
Manaus	114		141	Pacaraima	101
Adrianópolis	1	Alto Alegre	9	Vila Velha	19
Aleixo	7	Amajari	27	Suapi	13
Alvorada	6	Bonfim	7	Jardim Florestal	3
Centro	13	Cantá	6	Da Balança	6
Cidade de Deus	3	Caracarái	22	Ilzo Montenegro	24
Cidade Nova	14	Caroebe	2	Das Orquídeas	12
Compensa	6	Iracema	16	Vila Nova	24
Coroado	17	Mucajai	11		
Educandos	5	Rorainópolis	29		
Flores	9	São João da Baliza	4		
Gilberto Mestrinho	2	São Luiz do Anauá	8		
Jorge Teixeira	2				
Praça 10 de Novembro	8				
Santo Antônio	5				
São Jorge	7				
Tancredo Neves	8				
Vila da Prata	1				

Annex 3: List of FGDs

FGD conducted
Boa Vista rented/owned/shared accommodation
31 de Março
Centro
Operário
Pintolândia
Boa Vista vulnerable shelter
13 de Setembro (2)
Caimbé
Boa Vista formal shelter
Jardim Floresta
Pintolândia
Tancredo Neves
Pacaraima
Vila Nova
Suapi
Jardim Florestal
Other Roraima towns
Amajari
Mucajá
Rorainópolis