UNHCR
The UN Refugee Agency

HUMAN MOBILITY IN CHILE 2023

Promoting the well-being and strengthening of communities

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For over 70 years, UNHCR has helped millions of people restart their lives. These include refugees, returnees, stateless persons, internally displaced people, and asylum seekers. Donors' and communities' work has been essential, helping to restore shattered pasts and build more promising futures.

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Printed in Santiago, Chile, August 2024

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PROLOGUE

We began 2023 with an unprecedented figure. **More than 108 million people have been forcibly displaced worldwide** due to violence, persecution, conflicts, and other public-order situations that severely violate their human rights. 1 **in every 74 people had been forced to flee their homes** with no certainty of ever returning. This situation is highly complex because of the massive wave of forced movements and the implications for thousands of individuals, families, and households seeking solutions and a place to begin a new life. At the same time, it continues to put more pressure on host countries, which, despite their good intentions to receive and protect refugees and migrants, are often overwhelmed by the demands on their reception and care capacities.

Yet the situation does not seem to be improving. Unfortunately, the global outlook is becoming more challenging as the planet resembles a pressure cooker from which new conflicts erupt, restricting people's rights and freedoms and making their lives unsustainable. **Furthermore, climate change has emerged as a significant driver of forced displacement in various parts of the world,** exacerbating multiple overlapping crises and creating conditions conducive to further displacement.

While the global scenario anticipates significant challenges, it offers multiple opportunities to build a more promising future. It allows us to understand human mobility as a global reality and the need to

open to new dialogues that will allow us to build consensus on how we envision our societies in the coming years. Including how to harness the unlimited potential of people forced to flee, particularly the abilities and skills of refugees, to enrich the countries that host them. For instance, through their participation in the labor market, which boosts the economy and employment; the collection of taxes and the provision of specialized jobs not covered by the national workforce; and the exchange of traditions and cultures, which enriches the society as a whole.

However, many challenges remain, particularly at the community level. They must be addressed through joint and **coordinated actions led by governments and supported by other relevant actors,** such as the United Nations System, to establish agreements, standards, and shared perspectives for all who wish to inhabit the same territory. Such efforts can help rebuild trust, eliminate existing prejudices, and provide opportunities for those seeking protection in third countries.

In this annual report, **we invite you to learn about some of the main activities that UNHCR carried out in Chile in 2023,** which complement the state response in the field of Human Mobility. These activities focused on promoting long-term solutions, building bridges of understanding, and fostering dialogues between communities for peaceful coexistence and social cohesion.

Finally, I would like to emphasize that these actions were only possible with the vital support of our donors. Your support and confidence are not just appreciated but integral to our mandate. Together, we provide a ray of hope and new opportunities for those forcibly displaced, making each of us a crucial part of this journey.

Karmen Sakhr
Regional Representative
Multi-Country Office, Argentina

INTRODUCTION

Without a doubt, **the surge in human mobility has presented numerous challenges,** exacerbating existing issues in countries worldwide, resulting in, for example, strains on public health and education systems and access to housing. Latin America and the Caribbean governments are also confronting these global challenges, and **Chile is no exception. having significant local impacts on municipal governments, the host communities themselves, and, of course, refugees and migrants.**

In this context, it is crucial to recognize that people forced to flee their countries for protection face numerous barriers to integration and becoming and feeling part of their host communities. This goes beyond securing employment, validating their diplomas or certificates, or getting a school plac-all significant and necessary. What is often overlooked is the opportunity for refugees to build trusting relationships with their host communities, which is essential for their quality of life, mental health, and the well-being of themselves and their families.

Recognizing this complex situation, **the National Office of UNHCR in Chile adjusted its strategic priorities for 2023, focusing on integrating and prioritizing the ties with host communities to strengthen bonds of empathy, peaceful coexistence, and trust among people living in the same territory.**

Our agency firmly believes that only by building bridges of dialogue and coexistence will it be possible to break down the invisible walls that often prevent refugees from accessing integration opportunities and even from contributing to host societies.

There are never winners in the discrimination equation: refugees are limited in their ability to use their potential and talents, while host communities lose a valuable opportunity to enrich their culture, increase human capital, or further mobilize the economy, among countless other contributions that are part of a country's development.

This translates into something as simple as saying that **our work during 2023 was aimed at promoting the well-being of individuals and communities,** enabling refugees to have a safe and dignified place to rebuild their lives while providing host communities with the tools and access to essential services needed to improve their quality of life.

This has only been possible thanks to the joint work with a wide range of actors, including national authorities, regional and local governments, coordination with other UN agencies, funds, and programs in Chile, **the tireless work of our partners, and, of course, the trust of our donors.** Your commitment and generosity drive our work for people in human mobility and their host communities in Chile. Thanks to your unconditional support, we can advance **our mission of promoting the integration, well-being, and dignity of those who need it most.** Your contribution allows us to carry out our projects and gives hope and opportunity to those who have had to leave their homes for safety and protection.

We sincerely appreciate your trust and hard work and look forward to your continued support as we work together for a more just, inclusive, and solid future for all. **Thank you for being part of our team!**

Rebeca Cenalmor-Rejas
Head of National Office
UNHCR Chile

CHAPTER

1

A Look at the Southern Cone:
Context and Regional Progress

In 2023, UNHCR continued to observe ongoing forced displacement throughout the subregion due to situations of generalized violence, persecution, and conflict. Forcibly displaced and stateless persons increased visibly, with people settling in **Argentina, Chile, Paraguay, and Uruguay**. According to preliminary figures, forcibly displaced and stateless persons in the subregion exceeded 758,000 (as of June 2023), with no significant returns to countries of origin such as Venezuela and/or Colombia. **In 2023, UNHCR and its partner agencies continued to work with national, regional, and local authorities to expand humanitarian efforts, protection, and durable solutions space for more than 90,000 people** through legal orientation and support in accessing their rights, psychosocial care, cash assistance, labor market insertion support and other interventions in support of the forcibly displaced population and their host communities.

Chile remained the leading destination for these people in the subregion, and **Uruguay** recorded the most significant percentage increase in new arrivals. In **Bolivia**, the flow of forcibly displaced persons increased, mainly due to Venezuelans in irregular transit.

The subregion experienced changes as new governments took office (in **Argentina** and Paraguay). In Argentina, a new government led by President Javier Milei took office and implemented economic and social measures to recover the economy. The annual inflation rate reached 211%, and the poverty rate was almost 50% in 2023, posing extreme challenges for the most vulnerable forcibly displaced people. In **Paraguay**, the elections resulted in the continuity of government policies under the Colorado Party, focusing on economic prosperity and national security, with the expectation of stable asylum and migration policies.

In **Argentina**, most refugees and migrants had access to the territory through the Southern Common Market (MERCOSUR) agreement based on nationality criteria. However, only a few other non-regional populations had access to the asylum system in the border areas. Russians and Ukrainians, who became a growing group in the country, had to obtain tourist visas before formalizing their asylum applications.

Paraguay and **Uruguay** maintained fair standards for access to their territories and asylum systems. **Uruguay** changed its migration policy for Cuban individuals. It shifted the issuance of visas from the Ministry of Foreign Affairs to the Ministry of the Interior, making access to the territory from Brazil more difficult for some people. The Government of Uruguay invested in taking a leadership role in multilateral forums. UNHCR encouraged using this momentum at the national level to increase asylum capacity and explore the possibility of a regularization campaign.

Humanitarian assistance in different modalities (such as direct access to emergency shelters

and especially cash assistance) improved the living conditions of people forced to flee and stateless persons, especially new arrivals. **In 2023, according to UNHCR's post-distribution monitoring exercise, 99% of those who received cash assistance from UNHCR reported an improvement in their living conditions, while 82% were able to stabilize their housing conditions and expected to remain there for more than six months.** The most vulnerable forcibly displaced people could meet their food, shelter, hygiene, and medical care needs with assistance.

In **Argentina**, 82% of those assisted could open a bank account thanks to UNHCR's cash assistance, and those who could not open an account were mainly due to documentation barriers. In **Bolivia**, 85% spent the cash in local shops or markets, demonstrating the multiplier effect of cash assistance in host communities, promoting peaceful coexistence, and reducing xenophobia. In **Paraguay**, negative coping strategies (such as reducing spending on hygiene items, not paying rent, or selling productive assets) were reduced by 11% compared to 2022. Four percent of beneficiaries had to resort to extreme coping strategies, a factor that was decreased by 5% compared to the 2022 results. In **Uruguay**, 44% of the population (14% more than in 2022) had access to social protection systems, mainly health and education, while 55% could open a bank account, facilitating their financial inclusion.

When deciding where to settle, forcibly displaced persons reported that access to documentation was a crucial factor in determining whether to stay in the country, so it was vital for them to have access to legal status through the migration framework or the asylum system. The socioeconomic environment remained relatively stable in Argentina, Bolivia, Paraguay, and Uruguay. Only in the case of **Argentina**, due to the polarization of the economic debate during the presidential election campaign and the measures taken immediately after the elections, did those forced to flee report concerns about the country's financial situation.

In **Uruguay**, the government undertook a process to develop a National Plan for the Integration of Refugees and Migrants. This policy has been widely consulted with civil society, the United Nations, the private sector, and academia. It has resulted in a set of objectives that promote the empowerment of the population to become self-sufficient.

Finally, it should be noted that during the Global Refugee Forum (GRF), **Chile, Argentina, Uruguay, and Paraguay** made concrete and significant commitments to including and adopting public policies to stabilize and effectively integrate displaced persons in their respective countries. Most pledges will require significant intergovernmental coordination and often international cooperation funding to become a reality.

UNHCR and partners' main assistance figures in the Southern Cone

Argentina

Number of people who received assistance

1.443 Protection services (legal assistance, gender-based violence, and child protection)

1.067 Cash-based Interventions

878 Non-food items, including basic emergency supplies

1.594 Integration (employment, self-employment, financial inclusion)

292 Shelter

Bolivia

Number of people who received assistance

6.114 Protection services (legal assistance, gender-based violence, and child protection)

1.579 Cash-based Interventions

1.948 Non-food items, including basic emergency supplies

872 Integration (employment, self-employment, financial inclusion)

2.764 Shelter

Paraguay

Number of people who received assistance

127 Protection services (legal assistance, gender-based violence, and child protection)

983 Cash-based Interventions

1.164 Non-food items, including basic emergency supplies

321 Integration (employment, self-employment, financial inclusion)

Uruguay

Number of people who received assistance

1.953 Integration (employment, self-employment, financial inclusion)

2.855 Protection services (legal assistance, gender-based violence, and child protection)

607 Cash-based Interventions

646 Non-food items, including basic emergency supplies

Chile

Number of people who received assistance

3.864 Integration (employment, self-employment, financial inclusion)

17.431 Protection services (legal assistance, gender-based violence, and child protection) For Chile, this includes children represented by the Nationality Project and others who receive information relevant to the prevention of statelessness

6.903 Shelter

7.089 Cash-based Interventions

350 Non-food items, including basic emergency supplies

CHAPTER 2

Human Mobility in Chile:
Needs and Opportunities for People Forced to Flee

One of the most significant displacement crises in recent years is the **situation in Venezuela.** More than 7.7 million people have left their country of origin, and some 6.5 million remain in Latin America and the Caribbean. This is **one of the most significant humanitarian coordination and response challenges the region has faced in recent history.**

However, this **is not the first time Chile has opened its doors to people forced to flee**. The country has become home to more than 1.6 million foreigners, including Colombian, Haitian, Palestinian, Syrian, Afghan, and Ukrainian **refugees and asylum seekers, who see the country as a safe place to rebuild their lives.** With their arrival, protection and integration needs are evident, and so are the legal gaps for the full enjoyment of their rights and access to the goods and services of the State, especially for those in an irregular situation.

Many of them continue to face obstacles in safely accessing the territory, regularizing their legal status, gaining access to international protection mechanisms and/or complementary protection and humanitarian visas, entering the formal labor market, securing adequate housing, receiving health care, integrating into their communities, and to establish support networks in the country. **This is despite the efforts of governmental institutions at the national, regional, and local levels, as well as the complementary efforts of UNHCR within the United Nations system** and other international humanitarian and civil society organizations that seek to support their integration in the country.

The above takes place in a complex social context with high rates of discrimination and xenophobia. The public discourse is centered on security, with criminality often linked to the presence of foreign populations. This has led to adopting more restrictive measures, resulting in a limited humanitarian and protection space for displaced persons. Consequently, it is not surprising, though still concerning, to find results such as those from the survey conducted by the Centro de Estudios Públicos (CEP), published in November 2023, which indicates that 69% of Chileans believe that migration increases crime rates, and 42% think that the entry of foreigners wanting to reside in Chile should be prohibited. Additionally, 71% of Venezuelans—the largest foreign community in Chile—surveyed by the Interagency Coordination Platform for Refugees and Migrants from Venezuela (R4V) stated that they do not participate in community spaces in their regions.

Nevertheless, **Chile continues to offer significant economic opportunities for those who wish to remain in the country, as long as they are in a regular status or manage to regularize their legal situation.** There are unmet needs in the formal labor market, which requires **foreign labor force, representing 11% of the national**

workforce, and is needed to continue to drive the development of various industries and sectors. This represents a significant development opportunity for the country, communities, and refugees already in Chile or continuing to arrive, many of whom (31.1%) participate informally in the labor market. However, this exposes them to situations of risk and insecurity, such as gender-based violence, labor exploitation, human trafficking, or insufficient income.

Given the opportunity, refugees can make countless contributions to Chile. After being forced to flee their homes, people can rebuild their lives with dignity through tools and mechanisms that allow them to integrate socio-economically into their communities. To this end, **Chile needs a common and holistic approach to human mobility.**

There are also multiple spaces for national, regional, and local governments to work hand in hand with the private sector, academia, civil society organizations, refugee organizations, and humanitarian and development actors to strengthen public programs and policies. This collaboration can promote comprehensive solutions for people forced to flee that help reduce gaps, minimize future protection risks, and integrate them into their environment, creating bonds of peaceful coexistence and social cohesion with the Chilean population that has hosted them. **These efforts are significant in line with the international commitments that the country has undertaken to protect and promote human rights and the achievement of the Sustainable Development Goals**, which are now more than ever vital to building a peaceful, just, and inclusive society.

CHAPTER

3

Main Milestones of UNHCR Chile's Work in 2023

In 2023, UNHCR and its partner organizations focused on strengthening community networks and promoting the empowerment and local integration of people needing international protection.

This is achieved by promoting activities that focus on providing opportunities for entrepreneurship and job placement, supporting intercultural initiatives and community spaces, and sponsoring activities of women's, sports, and diversity organizations without neglecting advocacy to ensure access to the territory, humanitarian assistance at the border or the prevention of statelessness. It also promotes journalistic coverage of human mobility, focusing on human rights.

The following are some of the main activities conducted throughout the year along these lines:

1. Promoting Financial Inclusion and Livelihoods

Financial inclusion and livelihoods are crucial for enhancing economic self-sufficiency and enabling refugees to contribute to the country's economic development. Therefore, studies and seminars were conducted to generate reliable information and data to support advocacy efforts and strengthen concrete initiatives for banking and access to microcredits for refugees and migrants.

In addition, **UNHCR promoted the development of an innovative microcredit program for people needing international protection through an alliance with "Fondo Esperanza" and the Vicariate of Social Pastoral.** The people reached by this project could access financing to expand their pastry-making, manicuring, and hairdressing businesses.

The **"Santiago Cocina"** project has supported **more than one hundred refugees, migrants, and host communities in developing their gastronomic businesses since 2020.** This initiative, implemented by the Corporation for the Development of Santiago (CORDESAN) in collaboration with the Subdirectorate for Local Economic Development of the Municipality of Santiago and funded by UNHCR, accompanied 23 new participants in its 2023 edition. The

participants received an equipped kitchen, clothing, kitchen utensils, and personalized training and advice from a nutritionist and business consultant on brand positioning. As a result, **more than 44 businesses were formalized and expanded.**

The Vicariate of Social Pastoral, with the support of the Undersecretariat of Labor, **promoted access to decent work and labor rights** through the "Mercado Inclusivo" or Inclusive Market web platform. This platform aims to promote the socio-economic inclusion of individuals in human mobility and their host communities by **providing resources to improve employability and generate independent income.**

The platform also features a digital catalog of entrepreneurships that promote products and services offered by refugees and migrants. In 2023, the platform featured more than 40 businesses in gastronomy, holistic aesthetics, baking, decoration, fashion, and furniture. In addition, the site provides direct links to specialized job search platforms and information on programs that support job placement.

In parallel, **support was provided to validate qualifications and certification of work skills for 169 individuals in human mobility.** This was

part of the MPTF Migrations project, an inter-agency initiative coordinated by UNHCR, the International Organization for Migration (IOM), and the International Labor Organization (ILO) financed by the Multi-Partner Trust Fund for Migration. The project strengthened participants' ability to access the labor market by certifying their skills in gastronomy and commerce. This initiative was implemented in partnership with ChileValora and the Municipality of Santiago.

On the other hand, 145 **doctors of different nationalities were helped to prepare for the Unified National Examination of Medical Knowledge (EUNACOM)**, which, once passed, will enable them to work in the public health sector. This project, developed by the Vicariate of Social Pastoral and supported by the UNHCR, also provided financial assistance to 50 doctors to cover the cost of the theoretical exam.

Additionally, with the **support of the Vicariate of Social Pastoral, two actions were carried out to promote the learning of Spanish among refugees and asylum seekers from Afghanistan, Russia, Ukraine, Belarus, Cameroon, and Jamaica.** Through these courses, more than 20 people have progressed through the levels (A1, A2, B1, and B2) offered by the Pontifical Catholic University. Furthermore, in collaboration **with the Department of Social Action (DAS)** of the Ministry of the Interior, UNHCR provided 75 tablets to facilitate access to online language courses.

Finally, seven Connectivity Centers were opened in Arica, Iquique, Valparaíso, Santiago, and Temuco in partnership with the NGO CDI Chile. **These centers aim to provide refugees, migrants, and host communities access to information and communication technologies.** These spaces aim to improve the socio-economic inclusion and employability of people in human mobility by developing digital skills. Each center has computers with Internet access, enabling users to complete various digital procedures, participate in online training courses, create resumes, and scan and print documents, among other functions.

The Center for Migration Studies of the University of Talca (CEMI), in collaboration with UNHCR, published a report on 'Access to Financial Products and Services of the Refugee and Migrant Population in Chile,' with the participation of more than 1,100 foreigners. Among its main findings, the report highlights that **90.5% of foreigners in Chile have encountered barriers in accessing financial products.**

2. Creating Favorable and Inclusive Environments

During 2023, **several initiatives were carried out to counteract the narratives rooted in discrimination and xenophobia.** These initiatives focused on promoting the cultural, gastronomic, and sporting richness and the developmental benefits that integration brings the country. For this reason, we highlight three activities that sought to foster a more inclusive environment by combating misinformation, stigmatization, and disseminating stereotypes about refugees in mobility.

On the one hand, the **Journalism Without Labels Project,** organized by the United Nations system under the leadership of UNHCR and the Journalism Career of the School of Government and Communications of the Central University of Chile, with the support of the National Press Association, provided **tools and knowledge to journalists and editors through a training course aimed at covering news related to forced displacement and human mobility from a rights-based perspective.**

On the other hand, the flavors of Afghan, Ukrainian, Palestinian, Peruvian, Colombian, Venezuelan, and of course, Chilean cuisine are just some of the origins that inspired the recipes in the book **'Mi Mesa es tu Mesa II, el Sabor de Compartir.'** This initiative, by the UNHCR and the Fundación Gastronomía Social and supported by the National Youth Institute, **aims to promote the healthy coexistence of different cultures and nationalities within communities and to present**

gastronomy as a tool for social change to create more inclusive, respectful, and empathetic spaces. The book features 12 multicultural recipes selected through an open competition in which participants combined Chilean flavors with ingredients or dishes from other parts of the world. The winners had the opportunity to prepare their recipes with renowned chefs such as Flaminia Sacco, Ignacio Ovalle, Kurt Schmidt, Camila Moreno, Matías Panigatti, and Camila Fiol.

"We are witnessing an unprecedented global refugee crisis, with millions of people forced to leave behind their families, friends, and customs. With this, humanity must reflect on the causes and take action to build connections and construct bridges. One of the most beautiful ways to do this is through gastronomy. What is the taste of your story? What does your culture taste like? When we share and explore each other's stories over a meal, our encounters taste better and multiply."

Finally, **as part of the preparations for the Santiago 2023 Pan American Games, the #LaCamisetaporChile campaign was launched to highlight the athletic contributions of foreign communities in Chile. This initiative presented the stories of athletes who, although born in other countries, have lived in Chile for years and have chosen to compete under the Chilean flag. They bring their talent, effort, and professionalism to the communities hosting them.** Led by UNHCR and supported by the Chilean Olympic Committee and the National Youth Institute, the campaign highlighted Ukrainian karate player Anastasiia Velozo, Chilean-Venezuelan mountaineer Alejandra Contreras, and Venezuelan wrestlers Virginia Jimenez and Eduardo Bernal. The campaign promoted non-discrimination, inclusion, and empathy through sport, demonstrating how refugees and migrants can enrich their host countries when allowed to develop their talents.

EDUARDO BERNAL (Venezuelan wrestler): “It’s been a long road, but I have my sights set on the objective. I want to compete and bring joy to this beautiful country. I also want to be a part of Chilean history so that when my career as an athlete is over, I can continue contributing knowledge to future generations”.

ANASTASIIA VELOZO (Ukrainian karateka): “Being Chilean is a pride for me; it is a wonderful country with a different and beautiful culture, with wonderful nature, and just for that reason, I am already proud (...) For me, it is a pride to represent this flag and wear Team Chile’s uniform.”

3. Strengthening Community-Based Protection

Community-based protection creates conditions for ensuring safety, integration, and peaceful coexistence. It is at the heart of our agency's work, so in 2023, we are investing in strengthening the community protection capacities of the team, our partner agencies, **and the refugee-led organizations we work with.**

As a result of this exercise, **and in close collaboration with the "Fundación Deporte Libre," two squares in the municipalities of Santiago and Estación Central have been transformed to promote peaceful coexistence through sports,** following a participatory process in which the community was actively involved in the design of this initiative. As part of this project, these spaces now provide safe meeting places where children and adolescents can participate in sports workshops. At the same time, caregivers and community organizations attend other workshops on different topics.

Similarly, UNHCR supported the School for Women with Unlimited Potential project of the **women's organization "Transformando Vidas"** in Santiago, where 30 Venezuelan and Chilean women in high economic vulnerability graduated in massage therapy. Together with IOM, we

supported the “Mundialito” organized by the Venezuelan organization **“Amigos Migrantes Sin Fronteras”** in the city of Concepción. One hundred men of different nationalities participated in this soccer competition; a sporting event open to all families in the community.

Additionally, during special times of the year, such as Children’s Day and Christmas, we supported **FENAMIR** in celebrating Children’s Day for 300 children by providing unisex and environmentally friendly toys. We also assisted the **“Red de Apoyo Solidario”** with its Christmas activity by delivering healthy snacks to 200 refugee and migrant children in Santiago. Furthermore, we supported the **“Asociación Compromiso Migrante”** in organizing a Christmas lunch for 200 economically vulnerable people, especially mothers who are heads of households.

On the other hand, UNHCR supported the “Summer Kicking Ball School” organized by the NGO **“Agrupación Social y Cultural Venezolanos en la Araucanía.” This school developed theoretical and practical training workshops for 30 novice female kicking ball players from the age of 14, promoting healthy lifestyles, women’s leadership,** and self-esteem.

Finally, in 2023, the Centro Dises (Arica)

organization, with UNAIDS funding allocated to UNHCR, developed a **prevention and response project on HIV and other sexually transmitted infections (STIs) for people in human mobility.** The project developed a virtual information campaign; rapid testing and information outreach on public streets in coordination with local and regional health services; day and night outreach to deliver protection kits to sex workers; and safe spaces for accompaniment, guidance, education, and counseling on sexual health and HIV for people on the move in Arica, Antofagasta, and Santiago. These activities reached nearly 500 people in person, while the virtual information campaign had 60,000 views.

In parallel with these activities, seven quick impact projects have been developed in the northern macrozone of the country, particularly in the regions of Tarapacá (3), Antofagasta (2), and Arica and Parinacota (2), to strengthen the peaceful coexistence of communities through projects that allow all people, regardless of their profile and origin, to have access to improved services or community spaces. In this sense, the following efforts have been made to cover the primary needs of the community.

In the Tarapacá region, three projects were carried out in Colchane:

1) The donation of a vehicle to the community for the transportation of at least 400 older adults from the host community, facilitating their access to health centers and other facilities for various procedures, in addition to providing the opportunity to participate in activities where neighbors can share and socialize with their peers;

2) The transformation of the Rural General Clinic of the community through the creation of a vaccination area, a pediatric area, and a gynecological care area, in coordination with the Pan American Health Organization (PAHO-WHO) and the Ministry of Health, which, in addition to serving an average of 500 people per month, allows people to avoid traveling to the capital, Iquique, which is more than 200 kilometers away;

3) The infrastructure of the Aymar Warmi headquarters was significantly improved to strengthen women's access to entrepreneurship in rural contexts. This initiative supported 42 artisans in making and selling products that rescue local identity and make visible Aymara traditions and culture, empowering local communities.

In the Antofagasta region, two projects were carried out:

1) The donation of sports equipment for the implementation of baseball and softball workshops "We all bat," whose purpose is to strengthen peaceful coexistence in the Antofagasta Diamond Baseball Stadium;

2) The supply of industrial kitchens to three family residences for people experiencing homelessness that are part of the "Noche Digna" program of the Ministry of Social Development and the Family (MIDESOF). This project aims to improve the quality and service capacity of the three centers, which mainly house Venezuelan, Colombian, and Peruvian nationals and Chilean families.

In the region of Arica and Parinacota, two projects were carried out:

1) The improvement of the sports facilities (multi-pitch, galleries, and continuous areas) of the "Escuela América" to contribute and promote instances of peaceful coexistence and integration from a formative and sports approach for a school where 50% of its enrollment corresponds to foreign students, who also reside mainly in informal settlements near the establishment. To date, the project has continued to develop the children's sports skills in different disciplines and participation in championships. It has improved motivation, regular class attendance, and the student's sense of belonging after the end of the project.

2) The donation of a Mobile Clinic to the Municipality of Arica, which has three boxes for general medicine, dentistry, and gynecology, in addition to medical equipment and universal access, will bring benefits and coverage in municipal primary health care to refugees, migrants, and host communities in rural areas with difficult access.

In addition to the strategic lines and quick impact projects, the Chile Office worked during 2023 on two cross-cutting themes in our response:

1. Support in the prevention of statelessness

UNHCR Chile, in collaboration with the Jesuit Migrant Service and the Alberto Hurtado University Law Clinic, implemented the "Nationality Project." This initiative aimed to confirm the nationality of children born in Colombia to Venezuelan parents in secondary movements that arrived to Chile without obtaining a birth certificate, thus facing challenges in proving their identity.

Without confirmation of their Venezuelan nationality by descent or their Colombian nationality under "ius solis," they could not regularize their legal status in Chile through temporary residence for humanitarian reasons. The Nationality Project identified these cases and facilitated the necessary steps to obtain corrected birth certificates from Colombia, enabling these children to continue their regularization in Chile. In 2023, 62 children directly benefited from this project.

2. UNHCR Gender-Based Violence Prevention, Mitigation and Response Strategy

As part of the joint work with SernamEG, six shelters for women survivors of gender-based violence (GBV) were supported in Valparaíso and the Metropolitan region, including the shelter for women survivors of trafficking. The above is in line with UNHCR's strategy to prevent, mitigate, and respond to gender-based violence, which includes ensuring access to complete and timely information on services available to GBV survivors, as well as supporting safe spaces for disclosure and appropriate referrals. This is complemented by community work to strengthen local women's networks and strategic alliances with public institutions such as the Ministry of Women and Gender Equality and the National Service for Women and Gender Equality.

Furthermore, in 2023, six training sessions were conducted to strengthen the Protection against Sexual Exploitation and Abuse (PSEA) mechanism. These sessions were held for UNHCR partners and at the Lobito and Colchane reception centers, involving staff, civil society organizations, and suppliers. The objectives included raising awareness, providing practical tools to identify cases, implementing preventive actions, and enhancing reporting and complaint mechanisms. Additionally, four workshops focused on Gender-Based Violence (GBV) prevention and safe reporting were organized for refugee-led organizations offering counseling and information services. These workshops equipped the organizations and their teams with informational materials and guidelines on handling GBV disclosures and establishing effective referral mechanisms.

UNHCR will continue to provide the necessary technical support to advance its committed objectives, aligning with the Framework for Cooperation for Sustainable Development signed by the United Nations system with the Government of Chile and the commitments made by the State at the 2023 Global Refugee Forum, where it chaired the Working Group on Gender.

UNHCR
ACNUR
La Agencia de la ONU
para los Refugiados
Australian Aid
Canada
Irish Aid

Colomba

In 2023, the Environmental Committee of UNHCR Chile, with the support of the consulting firm Deuman, developed the “Close The Loop” project. The project aimed to integrate sustainability and circular economy principles into the supply activities of the National Office. Additionally, it created a guide of recommendations for sustainable procurement - the first of its kind in the region - which will assist other UNHCR operations in enhancing their sustainability efforts. As a final milestone in this project, a community activity was conducted to improve a community garden in La Pintana.

CHAPTER

4

UNHCR Chile's Contributions in Figures

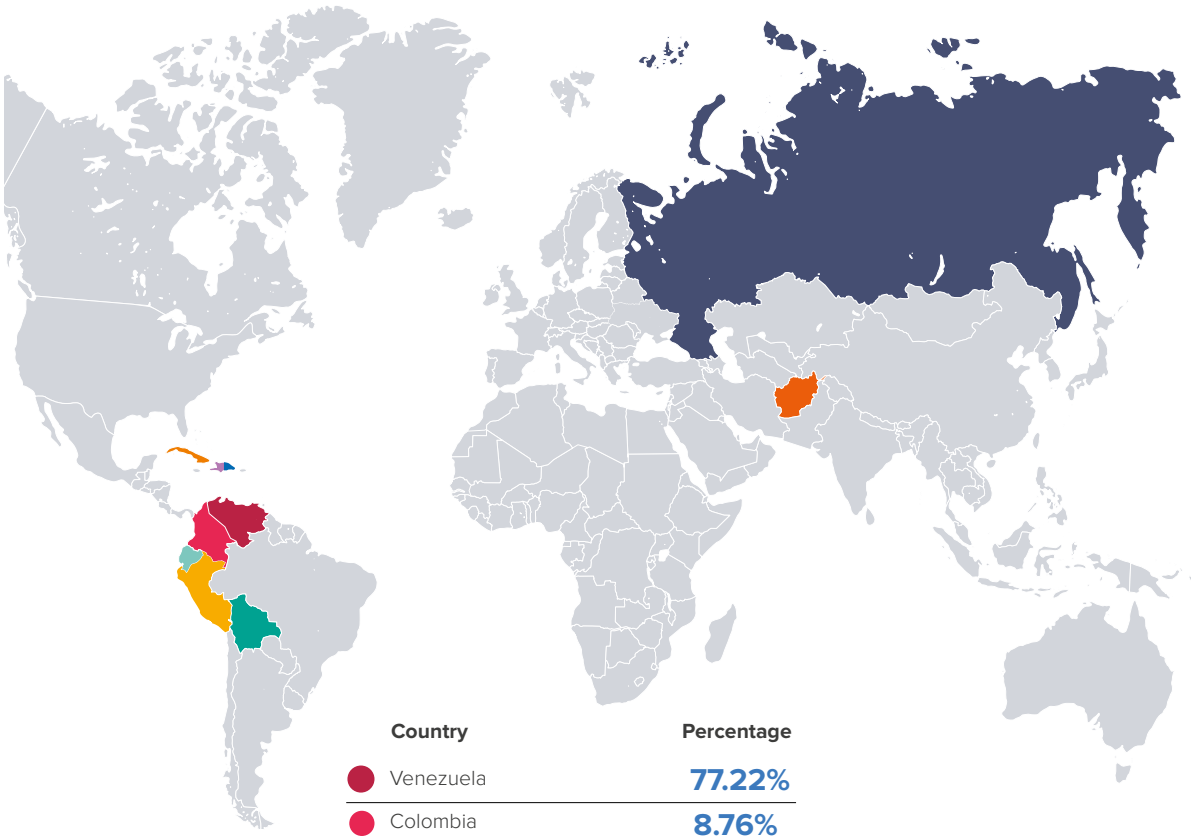
Total number of people receiving at least one assistance in 2023

65.367

1. NOCHL Figures

assistance	People reached
Shelter	6.903
Protection services	17.329
Nationality Project to Prevent Statelessness	62
People receiving information relevant to statelessness prevention	102
Integration and livelihood (employment, self-employment, financial inclusion, seed capital)	3.864
Cash-based Interventions	7.089
Mental health	243
Case management	13.910
Transit Centers in the Tarapaca Region	24.557
Peaceful coexistence	7.954
People reached through RRSS and events	223.000

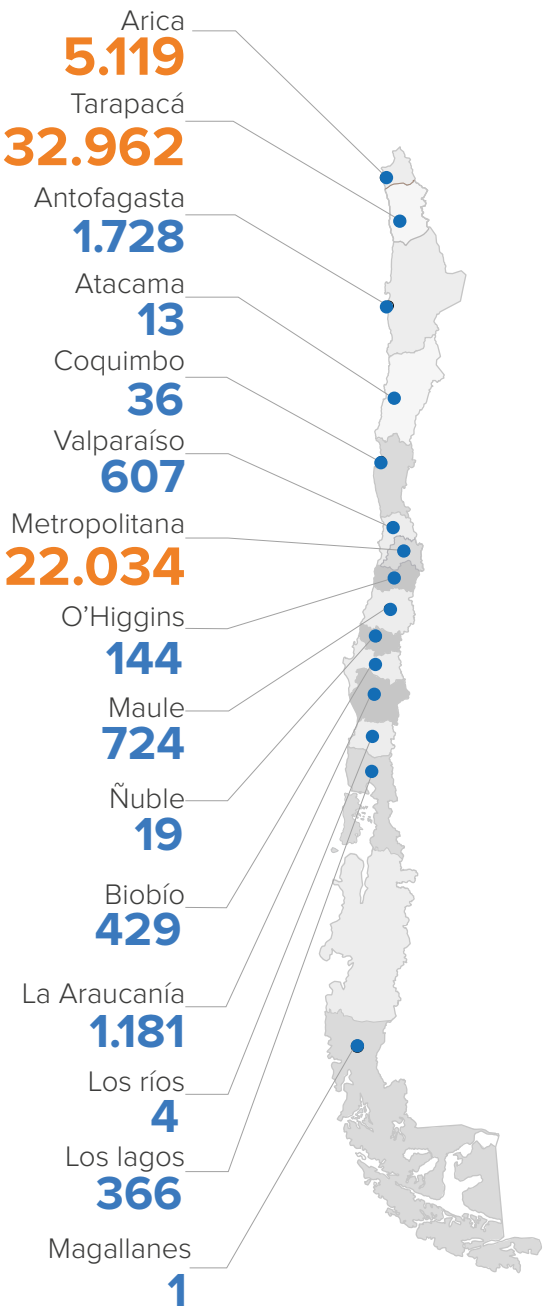
1. **People assisted by nationality**



Country	Percentage
Venezuela	77.22%
Colombia	8.76%
Bolivia	5.51%
Peru	3.29%
Haiti	1.56%
Ecuador	1.48%
Dominican Rep.	0.65%
Cuba	0.54%
Afghanistan	0.09%
Russia	0.04%

***Some of the main nationalities assisted.**

2. **People assisted by region**



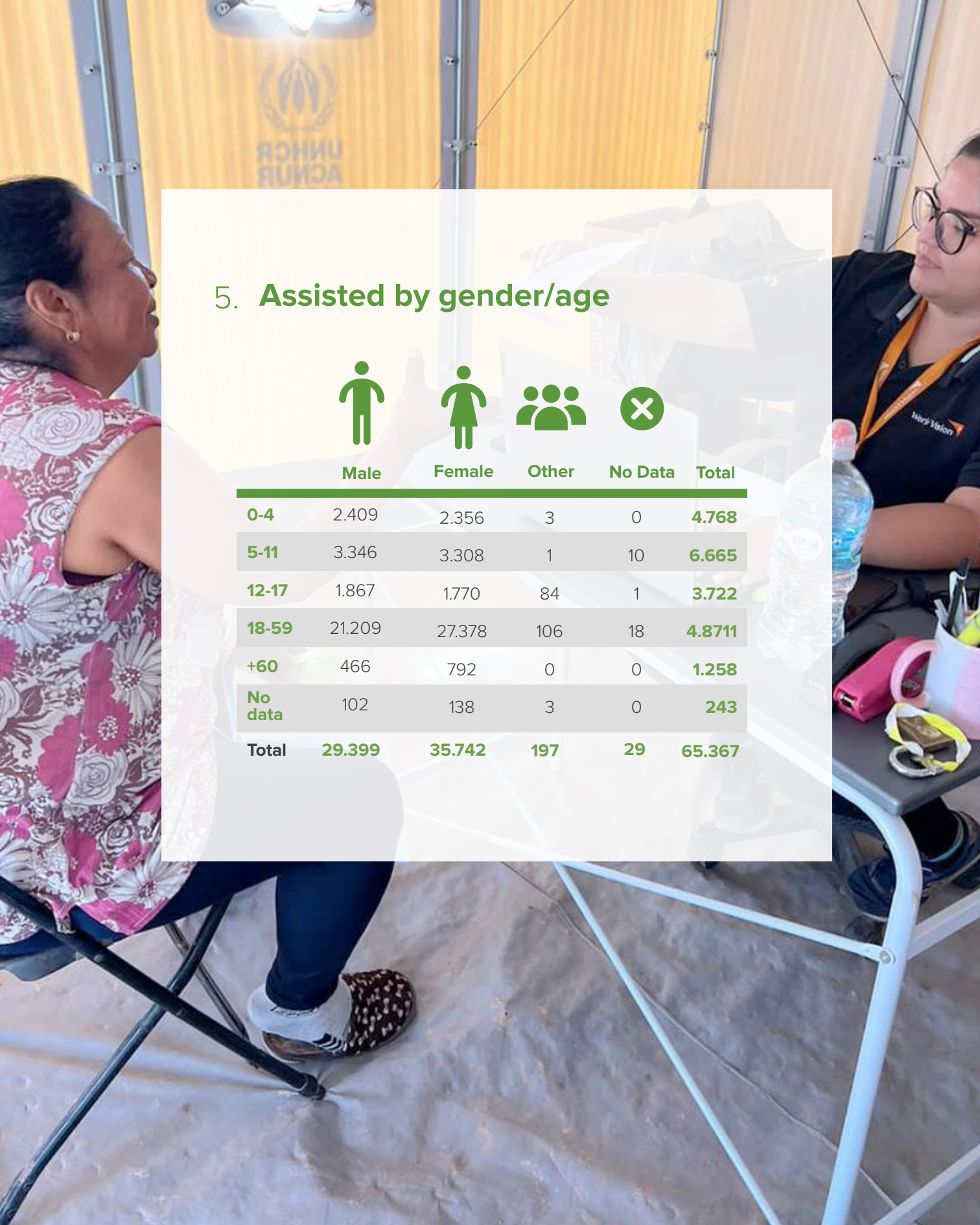
3. People assisted by implementing partner

Implementing partner	Total assisted (includes HC)
AGCID	24.557
Colectiva Manifiesta	208
CORDESAN	174
Deporte Libre Foundation (FDL)	1.561
Jesuit Service for Migrants (SJM)	17.298
Vicariate of Social Pastoral Care – Caritas (VPS)	12.241
World Vision International (WVI)	8.848
UNHCR Direct implementation registered in ProGres	480

ProGres: UNHCR Case Registration and Case Management Tool

4. Assisted by category

PROFILE	Total assisted
Individuals under UNHCR's statelessness mandate (HET)	31
Host communities (HC) and other people that do not apply to the categories above	25.782
Other People in Need of International Protection (OIP)	38.592
Refugees (REF)	111
Asylum-seekers (ASY)	851



5. Assisted by gender/age

	Male	Female	Other	No Data	Total
0-4	2.409	2.356	3	0	**4.768**
5-11	3.346	3.308	1	10	**6.665**
12-17	1.867	1.770	84	1	**3.722**
18-59	21.209	27.378	106	18	**4.8711**
+60	466	792	0	0	**1.258**
No data	102	138	3	0	**243**
Total	**29.399**	**35.742**	**197**	**29**	**65.367**

CHAPTER

5

Progress in Interinstitutional Coordination

A large part of UNHCR's work in Chile in 2023 was focused on creating spaces for dialogue and joint work with different actors of the State, the private sector, and civil society. These efforts were aimed at advocating for refugees' access to comprehensive solutions, accompanying and advising decision-making processes in the country, and proposing initiatives that recognize the importance of collective well-being for Chile's development. Several work areas have been carried out in this sense, as detailed below.

UNHCR provided technical and financial support to the Chilean authorities to improve coordination among the different actors and the impact on refugees, migrants, and host communities as part of Chile's Pro Tempore Chairmanship of the Quito Process in 2023.

Under the leadership of the Government of Chile, seven regional face-to-face meetings were held in different countries of the region, culminating in the adoption of the Final Declaration in Santiago, Chile.

Additionally, **UNHCR and the National Migration Service organized the First Meeting of Local Governments and Human Mobility in Santiago to address the challenges of local integration that have emerged in the territories.** This meeting brought together more than 50 municipalities and regional governments at the national level as well as representatives of local governments from Argentina, civil society organizations, and international agencies. The objective of the space was to share good practices and innovative experiences and identify everyday needs or challenges and specificities related to the local integration of refugees and people in the context of human mobility in the territories, as well as to gather ideas to promote peaceful coexistence and the well-being of communities that receive thousands of people in mobility contexts. In addition, the meeting allowed the strengthening of a working network to coordinate and share initiatives with a view to 2024.

In parallel, UNHCR maintained its **co-leadership** with IOM of the UN System **Working Group on Human Mobility and the Interagency Coordination Platform for the Response to Refugees and Migrants in Venezuela (R4V) during 2023.** This platform involves over 28 partner organizations, including UN agencies, international organizations, and civil society. Under the Human Mobility Group, efforts have focused on advocacy activities such as monitoring the National Policy on Migration and Foreigners, monitoring the legislative process of bills related to human mobility issues, and the constitutional process in matters related to asylum and nationality, among others, to ensure compliance with the international obligations assumed by the State of Chile in these areas.

Regarding R4V and the actions carried out by the Working Group for Refugees and Migrants (GTRM), the local branch of the National Platform in the Tarapacá region, their continuous work of the sectors and subsectors that comprise both bodies is notable. Coordination with

national authorities, especially with the Migration Department of the Ministry of Foreign Affairs and the Ministry of the Interior, under the leadership of the Presidential Delegation of Tarapacá, also stands out.

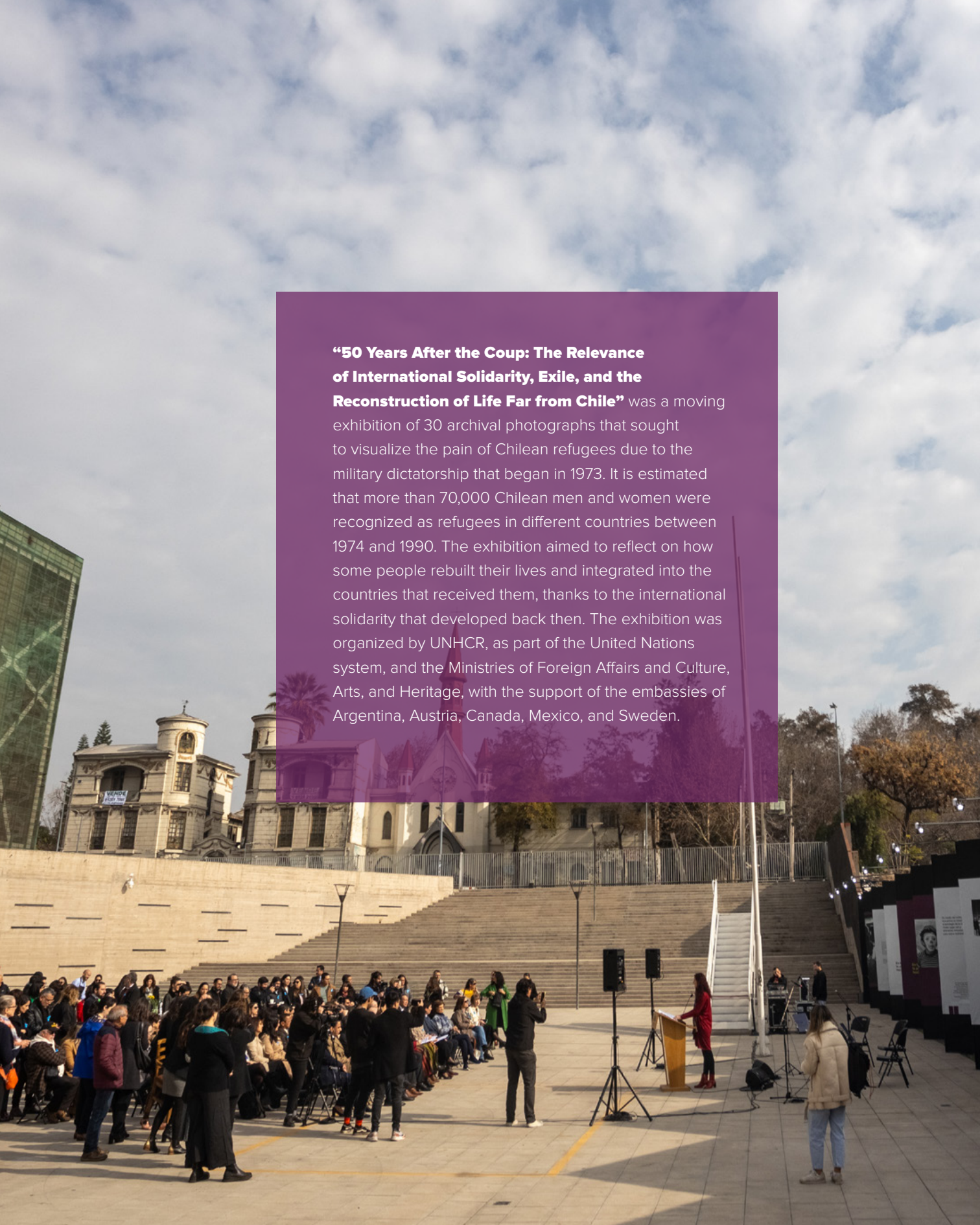
During the year, with the support of 21 Platform partners, **the first needs assessment of the Venezuelan population was conducted to identify the main gaps that refugees and migrants who wish to stay in the country face in their integration process.** In addition, more than 15 workshops and awareness-raising activities were carried out with the authorities and other humanitarian organizations. These activities included initiatives like the “Plaza de Servicio” in Alto Hospicio, **which brought public services**

closer to the refugee and migrant community. They also promoted the development of protocols for responding to gender-based violence in the Colchane and Lobito Temporary Facilities. They improved the identification of international protection needs to ensure the timely referral of cases to UNHCR partner agencies or competent authorities.

Finally, regarding the response in the temporary facilities, we also provided support for improving lighting and sanitation and **technical assistance to the staff hired in collaboration with the Chilean Agency for International Cooperation for Development (AGCID).** In addition, weekly attentions were provided to refugees and migrants in coordination with public institutions and organizations, partners, and United Nations agencies to provide health care, education for children, and legal assistance. Training was also provided to officials working in the facilities on human mobility issues, including certifying 19 Chilean police officers who now have better leadership skills and knowledge of international protection.

GRF

With the technical and financial support of the National Office, **the Government of Chile participated in the Global Refugee Forum**, undoubtedly the most important UNHCR event at the global level, and **presented 22 multisectoral commitments with a focus on age, gender, and diversity for the next four years.** Chile also joined the MERCOSUR multi-stakeholder commitment to strengthen asylum systems, as well as the group of global leaders, together with Germany, Australia, and the United Kingdom, promoting gender equality and the prevention of and response to gender-based violence (GBV) through a “Call to Action.” Finally, the Global Refugee Forum officially launched the Cartagena +40 process, which Chile will lead in 2024.

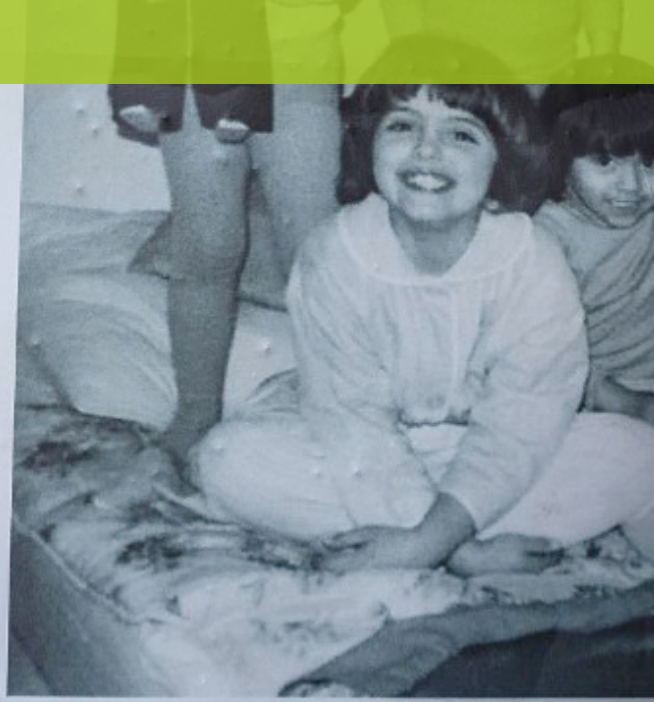


“50 Years After the Coup: The Relevance of International Solidarity, Exile, and the Reconstruction of Life Far from Chile” was a moving exhibition of 30 archival photographs that sought to visualize the pain of Chilean refugees due to the military dictatorship that began in 1973. It is estimated that more than 70,000 Chilean men and women were recognized as refugees in different countries between 1974 and 1990. The exhibition aimed to reflect on how some people rebuilt their lives and integrated into the countries that received them, thanks to the international solidarity that developed back then. The exhibition was organized by UNHCR, as part of the United Nations system, and the Ministries of Foreign Affairs and Culture, Arts, and Heritage, with the support of the embassies of Argentina, Austria, Canada, Mexico, and Sweden.

“The exhibition symbolizes what it means from a personal point of view, the moment when they had to leave, but also the emotion of recovering this history, which is so important for us to continue building just, democratic societies that respect the memory but also build towards the future.”

María José Torres Macho
United Nations Resident Coordinator in Chile

Una escena muy común en aquellos tiempos. Familias chilenas viviendo en una villa para personas refugiadas, transformándose en una sola gran familia, estrechando lazos de amistad. En la fotografía: Vicky Bown, Paula Ríos Mitzi Bown, Tania Morales. Repertorio personal de la familia Bown. Fines de los años 70s, Austria.



CHAPTER

6

Recognition of UNHCR Partners in 2023

Chilean Agency for International Development Cooperation (AGCID)

The work of the First Response Mechanism in Tarapacá was characterized by continuous improvement in 2023, with a particular emphasis on the team's stability, which facilitated effective coordination among different actors through constant training. This resulted in migrants and refugees having timely access to information relevant to their human mobility process and access to fundamental rights such as health and education services. The importance of services with a child perspective is also highlighted, including educational spaces, differentiated food for boys and girls, exclusive hygiene services, social and sports workshops, the creation of an immediate hearing room for unaccompanied or separated children and adolescents in Colchane, and priority transportation to primary health care for families with children and adolescents.

For people in need of international protection, it is essential to highlight the availability of tools and care flows to ensure a timely response by the case management team. These tools were developed in collaboration with organizations such as UNHCR and the Jesuit Migrant Service, which specialize in legal orientation and direct assistance to people in situations of human mobility. Furthermore, the link with the Tarapacá Regional Directorate of SERMIG has been consolidated, allowing for prioritized, coordinated, and timely care for those in the community of response devices in Lobito and Colchane.

agcidChile
Cooperación Chilena para el Desarrollo
MINISTERIO DE RELACIONES EXTERIORES

Deporte Libre (a non-profit foundation)

The project “Promotion of Peaceful Coexistence and Social Fabric through Sport” aims to contribute to community strengthening for both people in situations of human mobility and the host community. It promotes peaceful coexistence through the socio-sporting development of children and adolescents, linking them with their caregivers, organizations, and key community actors. In 2023, the project was implemented in the Metropolitan Region, In Estación Central, Plaza Orompello and Parque Escalada Los Silos in Santiago.

Additionally, we are working on a model of community linkage through three lines of action:

- Conducting socio-sport workshops with children and adolescents between the ages of 5 and 13.
- Offering workshops to caregivers to strengthen their transversal skills.
- Implementing action lines with community organizations and leaders to promote the articulation of networks.

The work of “Deporte Libre” has a gender focus in the socio-sport workshops, aiming to reduce the gap in access to sports disciplines for girls and adolescents. Gender equity is promoted within the groups and the work team, providing reference points for girls. In addition, the Foundation strengthens the social fabric and sense of community through participatory activities, including co-designing safe public spaces for children to play and exercise and promoting these spaces and physical activity among the community and local organizations.

FUNDACIÓN DEPORTELIBRE

Jesuit Migrant Service (SJM)

During the year, offices were opened in the regions of Valparaíso, Biobío, and Los Lagos to serve a more significant number of refugees and migrants and maintain a constant presence for developing various programs by the Jesuit Migrant Service. Therefore, in addition to responding to the urgent needs of refugees and migrants, this year we continued to work for a more humane, welcoming, and intercultural society. In this area, 5,428 people participated in training and awareness-raising activities in 2023, including in schools, companies, and public institutions.

At the end of 2023, the seminar “Refugees and Venezuelan Migration in Colombia: Challenges for the Chilean Reality” was held. We had the presence of Juan Francisco Espinosa, former Director General of Migration Colombia, who was responsible for implementing the Temporary Protection Statute for Venezuelans, significantly reducing the number of people in an irregular situation.

Servicio Jesuita a Migrantes

Vicariate of Social Pastoral

The Vicariate of Social Pastoral Caritas of the Archdiocese of Santiago implements the Integral Network of Accompaniment for the Refugee Population and those in Need of International Protection. The objective is to accompany and promote the local integration processes of refugees and migrants in Chile, providing humanitarian aid, guidance, mental health and psychosocial support, and developing social work tools. The network has played a crucial role in the local integration processes of people in need of international protection, offering emergency responses and promoting autonomy, particularly among the Venezuelan community, which represents the majority of beneficiaries.

These interventions have a broad and diverse human impact, significantly improving the quality of life and social cohesion of refugees and migrants while enriching local communities with new skills and cultures. Specific assistance the network provides includes emergency housing and rental subsidies, case management for local integration with psychosocial interventions, promotion of employability through training, validation of studies, certification of competencies, and mental health support. These initiatives address immediate needs, promote sustainable socioeconomic integration, and foster an inclusive, mutually respectful environment between refugees and the host community.

Arzobispado de Santiago
Vicaría de Pastoral Social Caritas

World Vision

In 2023, several significant achievements stand out. We impacted 8,848 people by providing protection and responding to their specific needs through counseling, guidance, referrals to intersectoral networks, and humanitarian assistance. Among these, 6,843 people received economic assistance through cash-based interventions to cover their basic needs. Additionally, we provided emergency shelter to 60 people affected by the crisis on the Peru-Chile border in coordination with other sectors.

Furthermore, we highlight our work with 190 women heads of households who participated in entrepreneurship and local integration courses. Beyond the knowledge gained, 75 received livelihood grants of US$550 to strengthen their businesses. These initiatives span a variety of activities, from the sale of cleaning and bakery products to clothing and beauty services, contributing to the diversification and strengthening of the entrepreneurial community. This effort has opened a new avenue for empowering the refugee and migrant population to integrate into the local community effectively.

Acknowledgement of UNHCR Chile's donors in 2023

Spanish Agency for International Development Cooperation (AECID)

For Spanish Cooperation, Latin America and the Caribbean are examples of a middle-income region with significant capacities but also facing growing fragility, including structural inequality. This inequality affects the population's ability to withstand and recover from crises (resilience) and fully exercise their rights. Therefore, the region requires support through cooperation for sustainable development and international humanitarian action in specific contexts, such as those arising from migratory movements. Increased risk factors, including the impact of the COVID-19 pandemic, have reinforced the commitment of the Spanish Cooperation.

In line with Spanish Cooperation's Humanitarian Action Strategy 2019-2026, it is crucial that AECID maintains its focus on the region to highlight existing humanitarian needs and strengthen the preparedness and response capacities of the countries themselves. Moreover, given the region's middle-income status and ongoing development and peace interventions in priority humanitarian contexts, there is increasing value in strengthening the link between development cooperation efforts and humanitarian action. This approach can address current vulnerabilities while promoting the creation of more resilient communities. To achieve this, it is necessary to strengthen the analysis and capacity at headquarters and in the field to take advantage of the opportunities offered by implementing interventions with a linked approach.

European Civil Protection and Humanitarian Aid Operations (ECHO)

The humanitarian situation in Latin America and the Caribbean is characterized by overlapping problems of conflict, socio-economic crises, and natural disasters, leading to forced displacement and other humanitarian crises. Many fleeing individuals are highly vulnerable, facing perilous conditions during their journeys and an uncertain future.

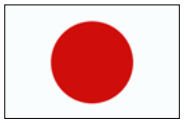
The European Union, through its European Civil Protection and Humanitarian Aid Operations (ECHO), remains committed to providing ongoing assistance and protection to those in need. In Chile, we have collaborated with UNHCR to support the refugee population by ensuring access to emergency shelter, safety, and legal advice on their rights, offering them opportunities for a better life.

The Bureau of Population, Refugees, and Migration (PRM) of the United States of America

The United States has a long-standing policy of protecting refugees and migrants who need it, regardless of where they are. Some refugees and migrants may need support or assistance because of the situations they fled or their individual vulnerabilities. All people on the move - whether refugees, asylum seekers, or migrants seeking improved livelihoods or family reunification - deserve safety from exploitation, violence, and abuse, including human trafficking.

We stand with UNHCR Chile in promoting safe, lawful, orderly, and humane pathways to migration, while recognizing and protecting the most at-risk refugees and migrants, including women and girls, children and adolescents, and other vulnerable populations. That is why, we are dedicated to providing humanitarian assistance that supports the health, well-being, and inherent dignity of all migrants across Latin America.

We are also grateful for the indispensable and generous support of our donors to the Chile Country Office, as well as those who have contributed to UNHCR´s programmes through flexible funding:



Private Donors

Joint United Nations Programme on HIV/AIDS (UNAIDS)

UNHCR
ACNUR

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