

## Mobile Community and Protection outreach activities

People in transit through Guatemala tend to use hard-to-reach areas and non-official border crossings to avoid detection. The use of such routes increases vulnerability and heightens protection risks especially, the risk of being trafficked and smuggled as well as, the risk of exploitation and gender-based violence. There is limited presence of organizations and institutions that provide humanitarian assistance and support along these routes.

In response to these challenges, since 2019 and as part of our community-based protection strategy, UNHCR in Guatemala provides mobile services in the most remote areas, seeking to improve access to information, counselling and orientation on rights and services. A major component of this intervention is the coordination with national authorities and organizations to strengthen presence in the field, enabling systems to better identify and respond to people with specific protection needs, and access to the legal and justice systems



### ■ TYPES OF MOBILE UNITS

#### PROCÚMOVIL

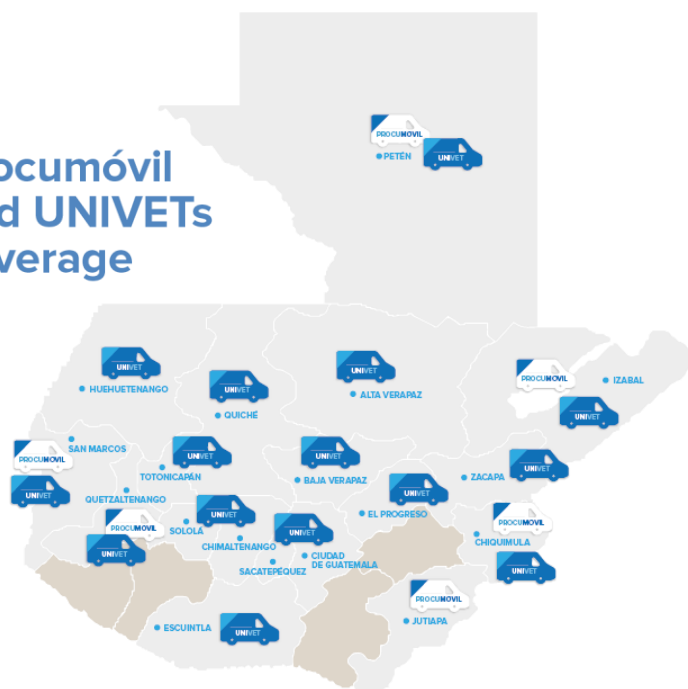
- Started in 2019
- Partner: Ombudsperson Office
- 6 mobile units
- Covering 6 departments
- 1 Coordinator at national level
- 1 Caseworker and Driver in each unit
- 3,262 people in transit informed about their rights in 2021

#### UNIVETs

- Started in 2021
- Partner: Office Against Sexual Violence, Exploitation and Trafficking in Persons (SVET)
- 6 mobile units
- Covering 17 prioritized departments, with a possible coverage extension to 22 departments.
- 1 Coordinator at national level
- 1 Caseworker and Driver in each unit



### Procumóvil and UNIVETs coverage



- In 2019, UNHCR and the Ombudsperson Office started the implementation of a mobile model project called “ProcuMóvil” to offer information services as well referrals for protection response to needs of the most vulnerable persons on the move.
- The first Procumóvil was deployed in Petén and later expanded to other key departments and border points for people in transit such as Izabal, Jutiapa, Chiquimula, San Marcos and Huehuetenango in the context of COVID-19 in 2020, when humanitarian actors had limited access to remote areas. In 2021 3,262 people have been informed about their rights along the migration route and they have identified of cases at risk of *refoulement* and provide assistance to access the due procedure of the asylum system.

- The project is aimed to ensure more effective human rights monitoring in key areas of entry, transit and destination of persons of concern, as well as providing access to host communities to denounce human rights violations. Since 2020, a total of 237 complaints have been received by the mobile units.
- The Office Against Sexual Violence, Exploitation and Trafficking in Persons (SVET in Spanish) and UNHCR started a partnership through the Vice President in 2020. The Office was created in 2009 through the enactment of the Law Against Sexual Violence, Exploitation and Trafficking in Persons (Decree No.9-009), which mandates the Office with overseeing policymaking, planning and implementing functions in the fields of GBV, SEA, trafficking in persons and smuggling of migrants.
- With the views of strengthening SVET's response capacity and territorial reach, UNHCR is funding a pilot project called UNIVETs (Unidades Móviles contra la Violencia Sexual y Trata de Personas in Spanish). In May 2021, units were donated to start the activities, covering the departments in communities with higher numbers of displacement, including transit and return migration. Most of these communities also have high levels of violence and include, among others, the departments of Quetzaltenango, Huehuetenango, San Marcos, and Quiché.
- In line with the strategy to provide a rapid response to sexual and gender-based violence and SEA, the mobile units allow for an increased geographic coverage, enhancing the provision and dissemination of information and referrals to appropriate services. Likewise, the intervention entails a prevention component, as it aims at engaging local actors and community leaders in assisting with the implementation of the program, namely through the identification and referral of cases, when applicable and upon informed consent.
- It is projected that the 6 mobile units will be able to attend approximately 20 persons per day, representing 2,250 persons on a monthly basis. Over the next 4 months, the UNIVETs plan to reach approximately 9,000 persons of concern through the informative activities planned, further aiming at providing capacity building and training sessions to approximately 300 actors from local government institutions. SVET projects to identify and ensure referral and follow-up for 100 extremely vulnerable cases before the end of the year (victims of attempted femicide and rape).

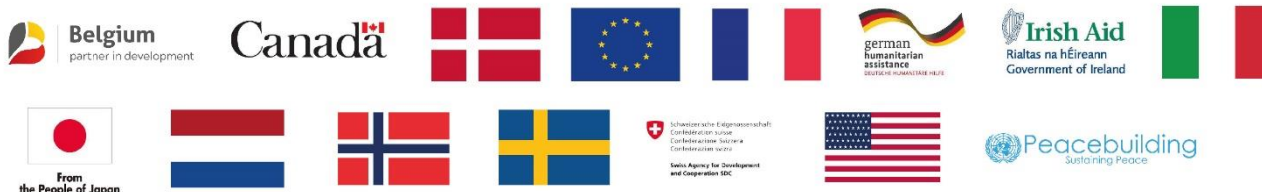
## REFUGIO DE LA NIÑEZ

- In 2016, UNHCR and Refugio de la Niñez in Guatemala started a partnership agreement to strengthen services to persons of concern with international protection needs within the mixed migration flows in Central America.
- Refugio de la Niñez has increased its response capacity by dispatching 2 mobile units in Petén and Izabal departments respectively. The mobile units aim providing and disseminating information on rights and available services, as well as facilitating referrals to appropriate services when applicable and upon informed consent.
- In addition to the mobile units, Refugio de la Niñez executes multiple projects, in response to improving reception conditions, reducing the risks of GBV and strengthening the response capacity for GBV survivors and persons at risk of GBV, strengthening services to unaccompanied and separated children, as well as being a partner actively engaged in the response framework of the Protection Transfer Agreement (PTA). The overall program aims to reach approximately 12,970 persons of concern throughout the country.

## CRUZ ROJA GUATEMALTECA

- In 2017, UNHCR and the Red Cross in Guatemala started a partnership agreement to respond to the mixed migration flows originating mainly from the migrant caravans in Central America. Originally focusing on the department of Petén, the largest region in the country, to date the project has expanded to other five departments across the northern region, reaching approximately 23,000 persons of concern. Through the provision of medical services in much needed areas, persons of concern receive information on their rights and available services, including referrals to different organizations.
- The main area of intervention within the partnership's framework is to provide humanitarian assistance, namely ambulatory care and outpatient care to persons of concern along the migratory routes.
- Recently, the Red Cross has increased the overall response capacity by using a mobile unit, which is a part of a different project. The vehicle has been equipped with structure to provide pre-hospital care along highways, transit zones, including areas where the caravans displace. Nonetheless, in the Headquarters of Red Cross, persons of interest are also able to find secondary healthcare.

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