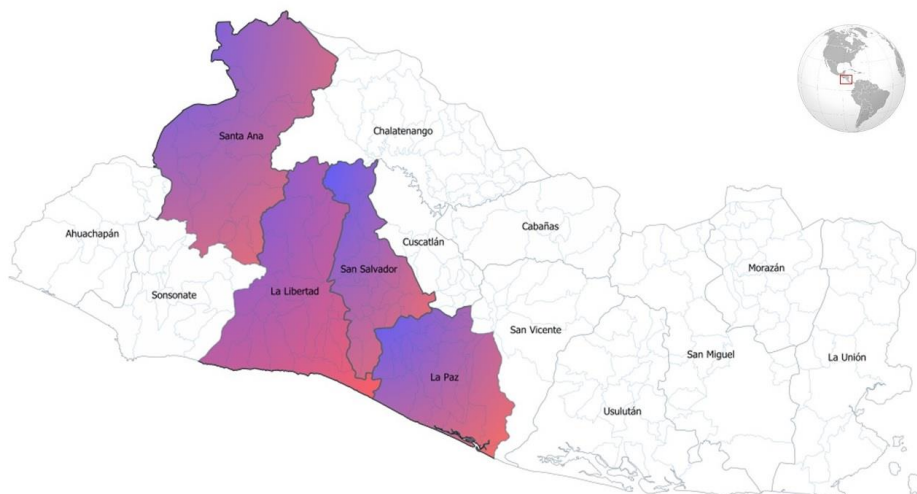


# Individual Case Management

**175 individual cases** managed by UNHCR. To respond to the COVID-19 movement restrictions, UNHCR established a helpline to maintain direct contact with persons of concern.

**10,150** persons were deported from the United States to El Salvador between January and December 2020; **4,642** of them since the beginning of quarantine measures in March.

UNHCR is appealing for **USD 19 million** to support **vulnerable people** in need of protection in El Salvador.



**DISPLACEMENT PATTERNS:**  
 The findings of the 2018 characterization study are reaffirmed with this result: The main departments of **origin** are at the same time, the main departments of **destination** of internally displaced persons.

Origin	Destination
San Salvador	San Salvador
La Libertad	La Libertad
Santa Ana	Santa Ana
La Paz	La Paz

## Context

The strong social control and **violence by criminal gangs** weakens community structures and participation in El Salvador. Among the main risks faced by communities in El Salvador are extortion and **threats to life**; physical violence and homicides; **sexual violence and feminicides**; **recruitment of children** and youth; **violence against LGBTIQ+** persons; lack of basic and adequate emergency assistance; lack of access to effective protection measures; and lack of livelihoods and durable solutions.

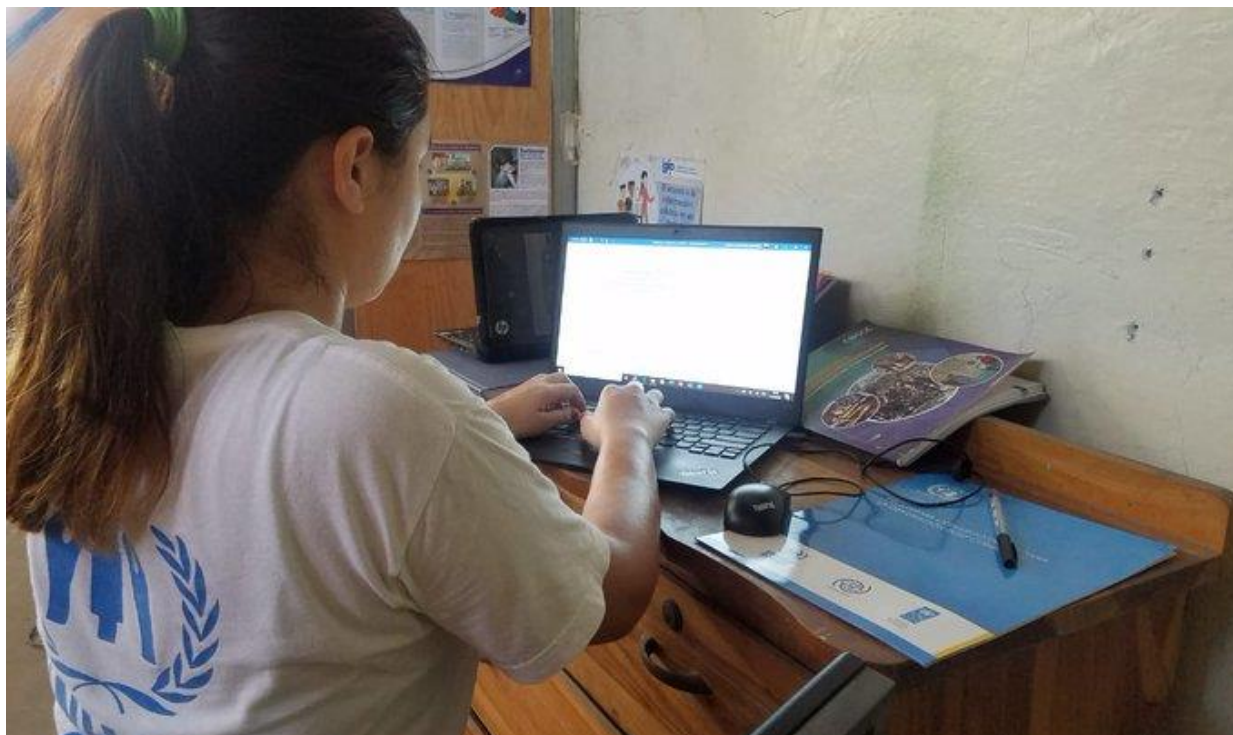
Many people deported to El Salvador after attempting to reach Mexico and the United States cannot reintegrate upon return into their places of origin because the reason for which they fled the country persist. Specific profiles of people with protection needs such as women and girls, unaccompanied and separated children (UASC), LGBTIQ+ people and youth face great danger if deported to El Salvador. In 2020, amidst a country-wide lockdown and restrictions due to the global emergency caused by the COVID-19 pandemic, four tropical storms hit El Salvador (Amanda, Cristóbal, Eta and Iota), causing catastrophic damage and loss of human life on a nationwide level.

## Protection and case management

UNHCR's case management contributes to strengthening state responses through services provided by strategic partners. UNHCR provides counselling and information on asylum procedures to persons with international protection needs. In January 2020, El Salvador approved the "Special Law for the Comprehensive Care and Protection of Persons in a Condition of Forced Internal Displacement", which received technical support from UNHCR. This law reaffirms the State's commitment to provide protection and humanitarian assistance to internally displaced persons within the scope of their jurisdiction.

## Risk profiles

Of the 175 cases managed by UNHCR in 2020, 70 involved internally displaced persons; 54 were persons at risk of displacement; 39 were deportees with protection needs; and 12 were asylum-seekers. In 93 of these cases, the person who made the contact was a woman. Furthermore, nine cases belonged to the LGBTIQ+ population and sought protection for reasons of discrimination / persecution based on sexual orientation and gender identity. Most of the people attended were unemployed.



During the COVID-19 lockdown UNHCR staff in El Salvador delivered support remotely to people forced to flee violence and persecution.

The main risk suffered by persons of concern to UNHCR were **threats** and violence. However, threats are usually accompanied by other risks. In many cases, the threat arises from not wanting or being able to pay the **extortion**, and consequently they suffer persecution. In the worst case, the threats can lead to murder attempts or murder of relatives or acquaintances. **Forced recruitment** is one of the **five main risks** that affect persons of concern, especially children and adolescents. The main **perpetrators** of violence continue to be **gangs**, mentioned in 131 cases, followed by violence by **partners/former partners** and **family members**.

## Protection mechanisms

**Fifty-seven per cent** of the persons assisted by UNHCR in 2020 did not approach state authorities to request support, while 32 per cent who did report mainly to the Attorney General Office, followed by the National Civil Police and the Ombudsperson's Office. In the remaining 11 per cent, this information is not available.

Regarding the follow-up and referral of cases, **33 people were referred to the Local Offices of Attention to Victims (OLAVs) of the National Directorate of Attention to Victims and Forced Migration (DNAVMF)**. In the category of "Others", 33 people were referred to different organizations as Servicio Social Pasionista (SPASS), Norwegian Refugee Council (NRC) and International Red Cross Committee (ICRC). Likewise, in some of the cases UNHCR had the opportunity to support internally displaced persons through multipurpose cash grants.

Meanwhile, 40 people saw internal relocation as a response, for which a strategic **alliance was established with the NRC, ICRC and SSPAS**. In a few cases, a specific protection mechanism was not required, since persons were provided with information about a specific service according to their needs, or received humanitarian assistance (supermarket vouchers), due to the economic impact by the implementation of the government measures to prevent COVID-19 infections.

In the context of the COVID-19 emergency, UNHCR and IOM **established coordination mechanisms for the identification and referral of deportees with protection needs** who were finishing their quarantine. During this period, 26 cases were attended under this profile, whose main needs were livelihoods, food and housing.

## UNHCR is thankful to the donors who provide funds to El Salvador:

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