

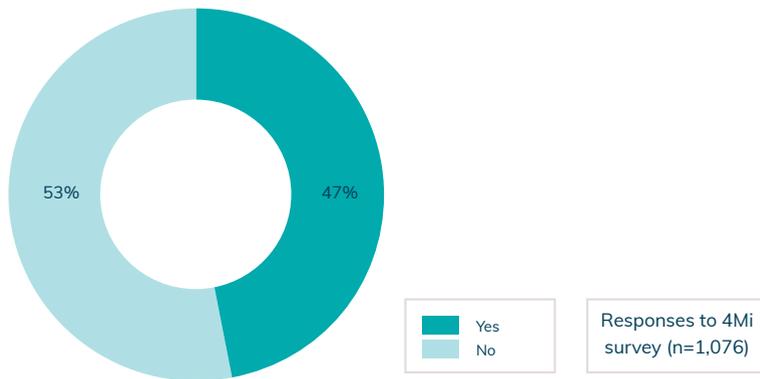
Access to assistance for Venezuelans on the move

This snapshot focuses on access to assistance for Venezuelan refugees and migrants along the route from Venezuela to Colombia and Peru and/or after arriving at their destination city.¹ The analysis is based on 1,076 interviews conducted between 9 November 2019 and 15 March 2020: 896 in Colombia and 180 in Peru. 60% of respondents were women and 40% men. The average age was 32.8 years old.

47% of respondents received assistance along the route

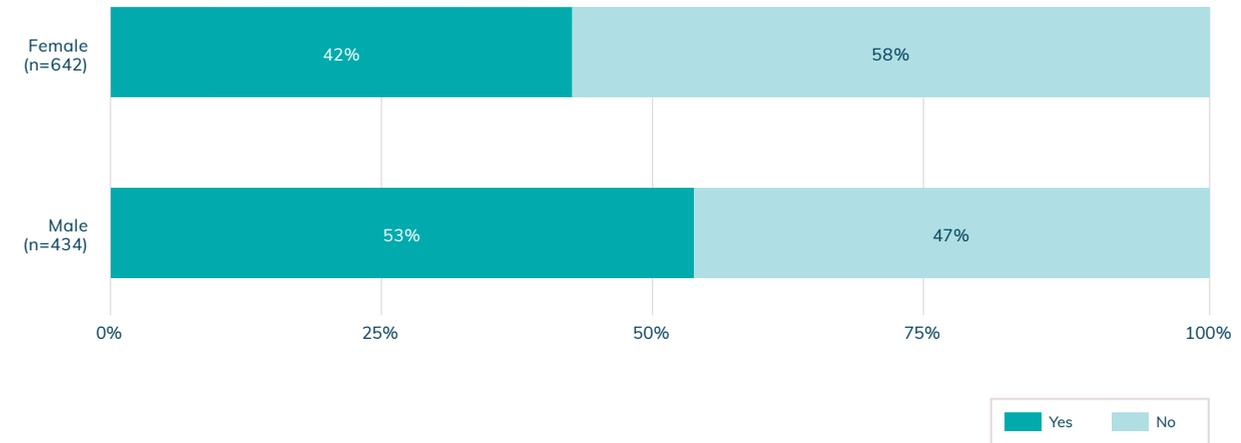
As Figure 1 shows, 47% of respondents reported having received assistance along the way. It should be noted that 4Mi monitors most frequently recruit interviewees at assistance distribution points, NGO premises and other institutional locations in Colombia and Peru. The percentage of persons who received assistance among the general migrant and refugee population is likely to be lower.

Figure 1. Did you receive assistance along the way?



Access to assistance has not been reported evenly by men and women: while 53% of men indicated having received assistance, the percentage for women only reaches 42% (see Figure 2).

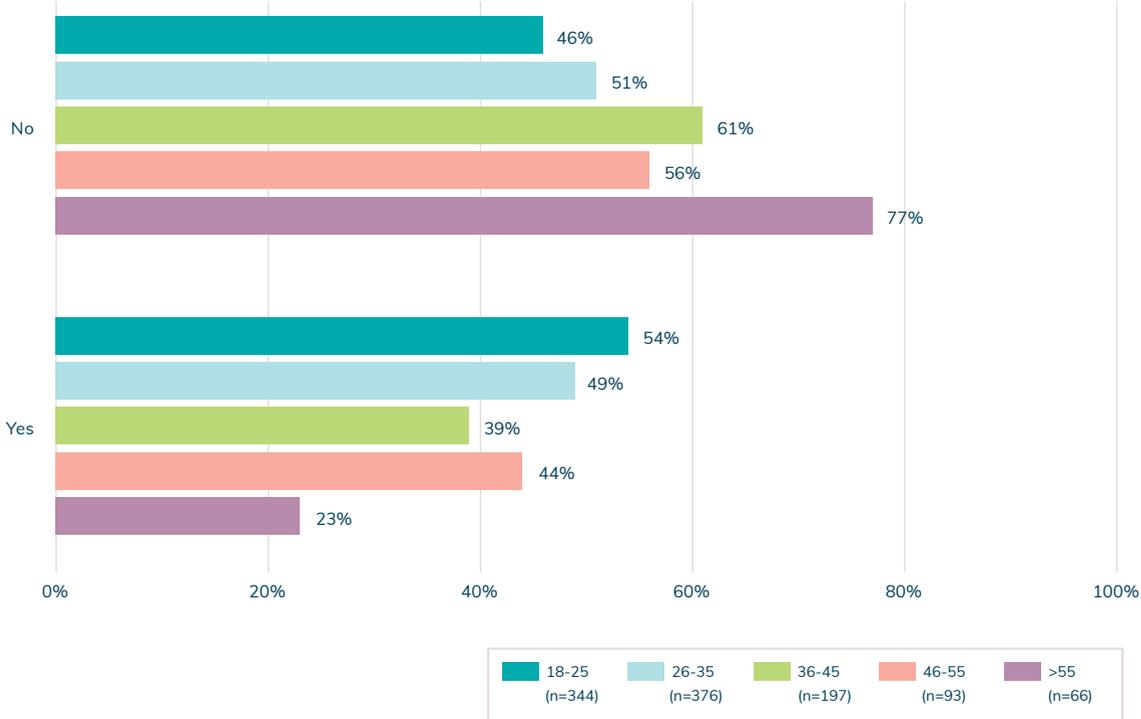
Figure 2. Access to assistance by sex



In the same way, younger respondents reported a much higher access to assistance than older ones: while 54% of interviewees between 18 and 25 said having received assistance, only 23% of those older than 55 did (see Figure 3).

¹ Interviews conducted in border cities tend to cover a higher portion of people in transit, while those carried out in cities like Bogotá, Barranquilla and Lima tend to include a higher portion of people planning to settle.

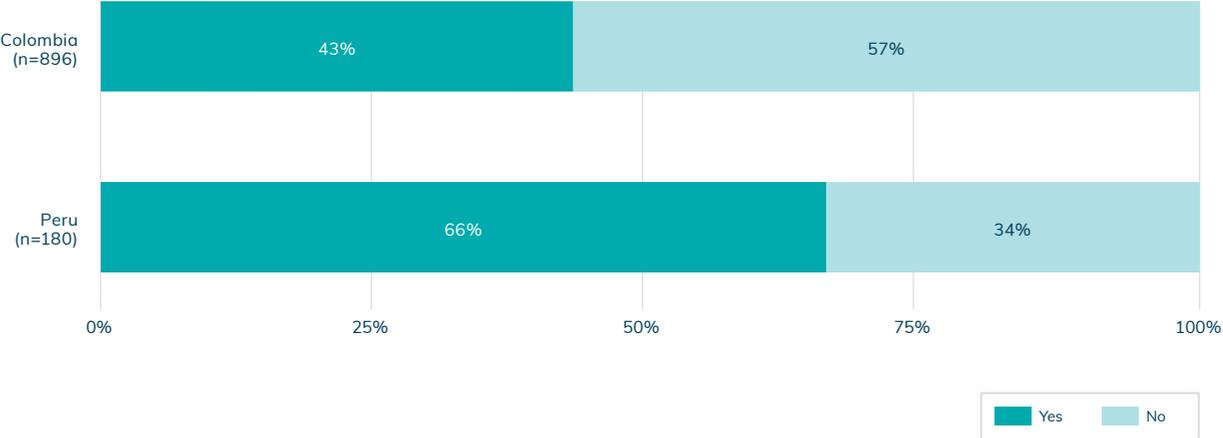
Figure 3. Access to assistance by age



Perceptions around the availability of assistance can vary greatly. A 47-year-old man interviewed in Bogotá, for instance, stated “we received a lot of support: food, shelter, even cars stopping to offer us money or give us rides”. A 24-year-old woman in Lima, on the other hand, said that “nothing is easy in a foreign country, one does not receive assistance like in Venezuela here. There are very few people helping. At least here in Lima I am receiving medical assistance for my pregnancy, in Quito they never attended to me”.

The percentage of migrants and refugees who reported having received assistance somewhere along the route was higher among respondents interviewed in Peru (66%) than among those surveyed in Colombia (43%). This might be because people interviewed in Peru have travelled a longer route and thus had a higher chance of receiving assistance at some point.

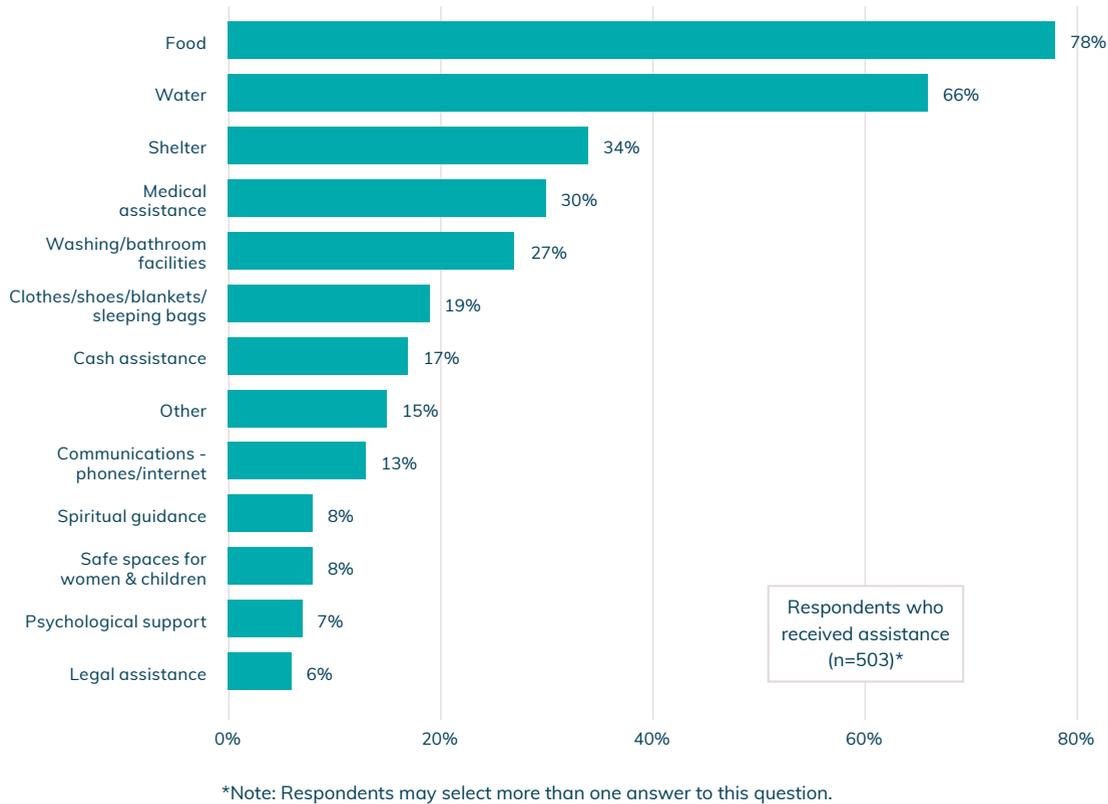
Figure 4. Access to assistance by country of interview



Basic humanitarian assistance (food, water) is the most commonly reported assistance received

The forms of assistance most commonly reported are emergency humanitarian assistance such as food (78% of respondents), water (66%), temporary shelter (34%), medical assistance (30%) and access to bathrooms and shower facilities (27%). Access to different types of assistance such as psychological support and legal assistance is reportedly much lower (7% and 6% respectively).

Figure 5. What kind of assistance did you receive?



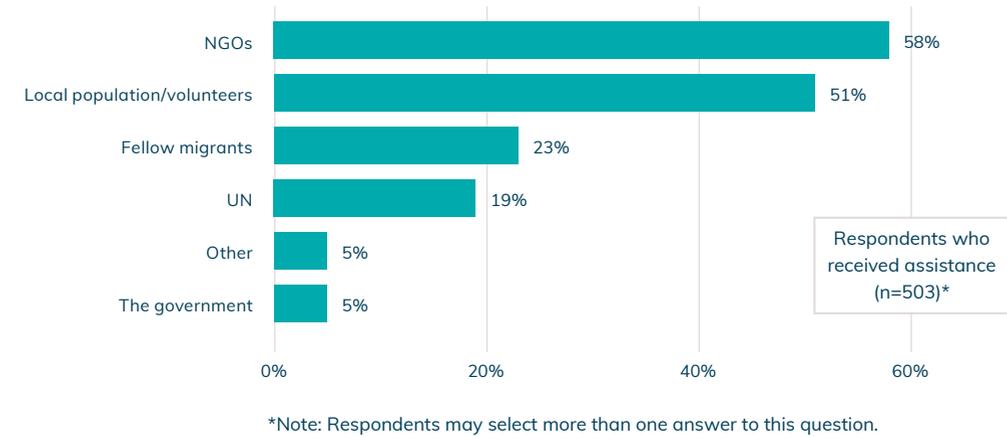
NGOs most frequently reported as providing assistance

As Figure 6 shows, most respondents (58%) indicated having received assistance from NGOs, followed by local population and volunteers (51%). The latter category covers a range of profiles, including churches, bus drivers, street sellers, local families, etc.

Around a quarter of the respondents (23%) reported having received assistance from fellow migrants and refugees, while 19% indicated UN agencies as assistance provider.² Only 5% of interviewees mentioned having received assistance from the government and other state authorities.

2 Many international and local NGOs receive funding from UN agencies for their assistance activities, but this information is not reflected in the survey data because migrants and refugees are often unaware of it.

Figure 6. Who did you receive assistance from?



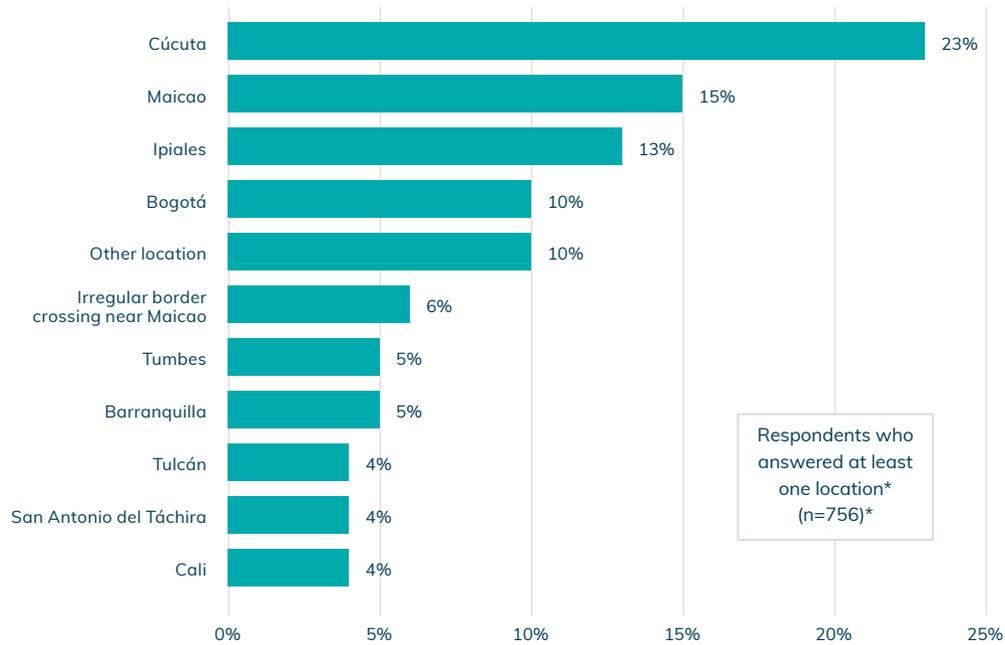
Assistance gaps in border cities and Bogotá

When asked whether there was any place along their migration route where they needed assistance but did not receive it, respondents mentioned a total of 95 different locations. 23% mentioned the city of Cúcuta, and 15% indicated Maicao. Both cities are located at the border between Venezuela and Colombia and have a strong presence of NGOs and UN agencies, but the high number of Venezuelans crossing into Colombia every day makes it difficult to provide assistance to everyone. Also, refugees and migrants increasingly settle in these locations, either by choice or due to a lack of alternatives. Third, both cities face high insecurity and robbery is prevalent³, leaving people on the move more vulnerable. Other frequently mentioned locations included Ipiales, at the border between Colombia and Ecuador (13% of respondents), Bogotá (10%) and irregular border crossings near Maicao (6%).⁴

3 MMC (2020) [Protection risks for Venezuelans on the move](#), p. 4.

4 Data collection locations – which include Cúcuta, Ipiales and Bogotá – might potentially create some bias in the locations reported when answering this question.

Figure 7. In which location did you most need assistance and did not receive it?



*Note: 95 locations mentioned.

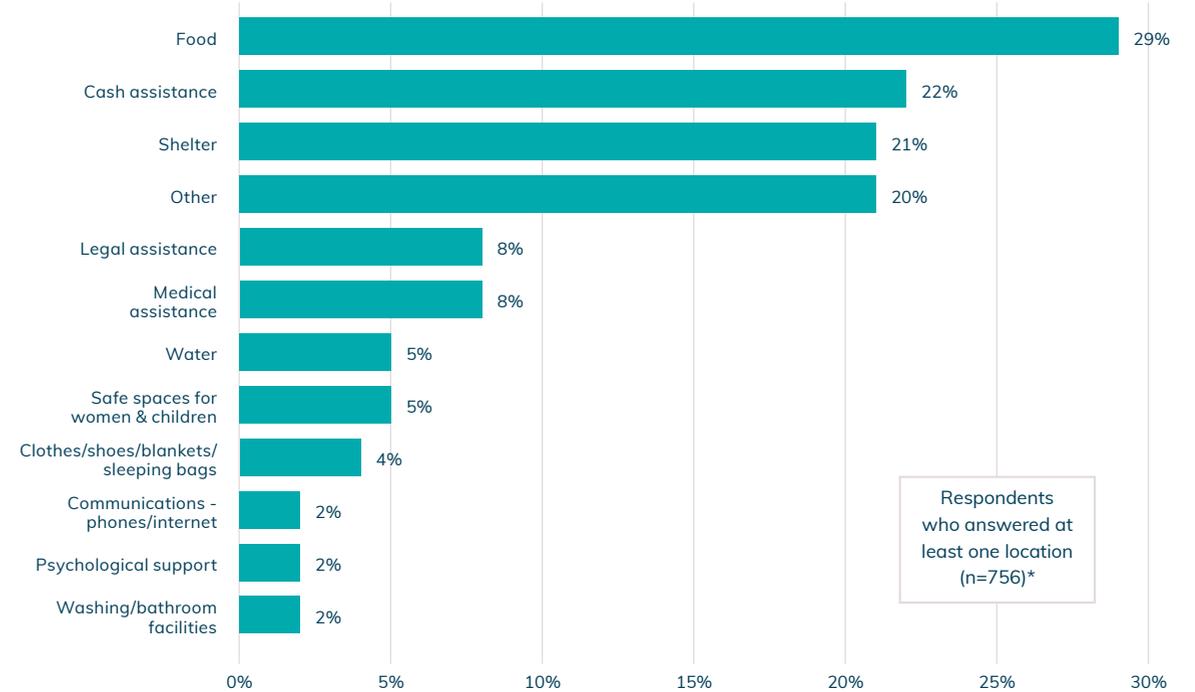
**Note: Respondents may select more than one answer to this question.

Respondents who answered at least one location* (n=756)*

As for the type of assistance gaps, most migrants and refugees interviewed indicated food (29% of respondents who indicated unmet needs), cash assistance (22%) and shelter (21%), followed by legal and medical assistance (both at 8%). The low percentage of people indicating legal assistance needs might be linked to a lack of knowledge on their part as well as the level of vulnerability and unmet basic needs. Additionally, as Figure 8 shows, 20% of respondents mentioned types of assistance that did not match pre-determined answer options. Of these, the majority (41 out of 150 answers) referred to transportation.

Assistance gaps vary slightly by sex. While women reported a higher need for cash assistance (18%) compared with men (15%), 18% of men indicated a need for shelter compared to 15% of women. Women also reported higher medical assistance needs than men (8% vs 4%)⁵, while men mentioned more frequently a need for transportation and employment (24 and 16 mentions respectively). Older respondents (over 55) mentioned a much higher need for food assistance than any other age group (36% of interviewees aged over 55 who indicated unmet needs). Respondents aged between 46 and 55 reported much higher unmet needs for medical assistance (18%) than other age groups.

Figure 8. What were you most in need of and did not receive?



*Note: Respondents may select more than one answer to this question.

Respondents who answered at least one location (n=756)*

5 All percentages mentioned in this paragraph refer to the total number of men and women who reported having unmet assistance needs.

Different needs in different locations

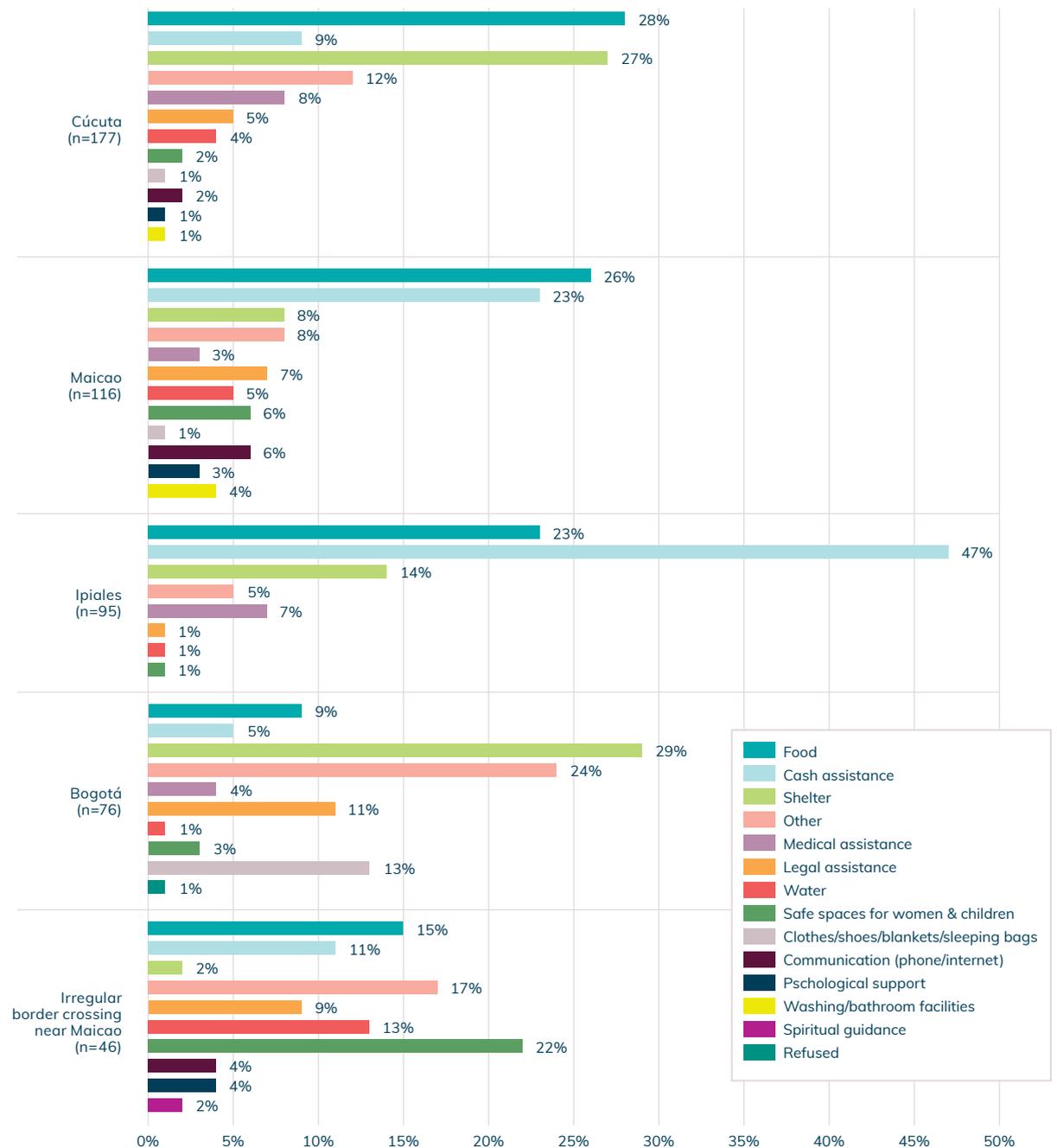
The type of assistance indicated as needed and not received varied depending on the location (see Figure 9). Examining the five most frequently mentioned locations, a need for shelter was frequently mentioned in Bogotá (29%), Cúcuta (27%) and, to a lesser extent, Ipiales (14%), while it was rarely indicated for Maicao. A need for food assistance was often indicated for Cúcuta (28%), Maicao (26%) and Ipiales (23%) but less often for Bogotá (9%).

A need for cash assistance was much more frequently indicated for Ipiales (47%) than any other location. Several elements might explain this: first, migrants and refugees deplete their financial resources on their journey across Colombia, before reaching Ipiales, on the southern border; second, according to 4Mi monitors, many respondents knew that one NGO was providing cash-based assistance for rent in the city and hoped to access the program; additionally, an increasing number of migrants and refugees is settling in Ipiales but the city offers limited economic opportunities.

The other city for which a need for cash assistance was often mentioned was Maicao (23% of respondents). This might be caused by high insecurity and the prevalence of robbery in the city.

Lastly, the type of assistance reportedly needed in Bogotá differs from other locations. In particular, while the perceived need for food and cash assistance among respondents is low (9% and 5% respectively), the percentage of “other” answers is high (24%) and refers mainly to access to employment. This is in line with Bogotá being the main destination city for Venezuelans in Colombia⁶. As many refugees and migrants plan to stay in Bogotá for a longer time, they need to find a source of income. At the same time, the type of needs indicated for the irregular border crossings near Maicao mostly focus on safety and security.

Figure 9. Type of assistance needed in most frequently mentioned locations?



⁶ According to official estimates, out of the 1,771,237 Venezuelans present in Colombia as of 31 December 2019, 352,431 settled in Bogotá. Migración Colombia, Venezolanos en Colombia – Corte a 31 de diciembre de 2019, 2020.



The Mixed Migration Monitoring Mechanism Initiative (4Mi) is the Mixed Migration Centre's flagship primary data collection system, an innovative approach that helps fill knowledge gaps, and inform policy and response regarding the nature of mixed migratory movements and the protection risks for refugees and migrants on the move. 4Mi field monitors are currently collecting data through direct interviews with refugees and migrants in West Africa, East Africa and Yemen, North Africa, Asia, Europe and Latin America.

Sample sizes are clearly indicated and represent a limited section of those on the move. The findings derived from the surveyed sample should not be used to make any inferences about the total population. See more 4Mi analysis and details on methodology at www.mixedmigration.org/4mi

This document covers humanitarian aid activities implemented with the financial assistance of the European Union. The views expressed herein should not be taken, in any way, to reflect the official opinion of the European Union, and the European Commission is not responsible for any use that may be made of the information it contains.