

UNHCR Evaluation Management Response	
Evaluation title:	Evaluation of UNHCR Prevention of, and Response to, SGBV in Brazil focusing on the Population of Concern from Venezuela.
UNHCR evaluation reference:	ES/2019/04
Entity that commissioned the evaluation:	Evaluation Service
Date of Management Response:	20 January; Updated June 2021

General comments on the evaluation:	The evaluation process has been a very positive learning experience for the operation. The recommendations contained therein provided a significant contribution for the development of a Protection Strategic Priorities for the operation, of which SGBV is a central component. The Protection Strategic Priorities was endorsed by the Americas Bureau in December, 2020 and is enclosed to this document as a reference. Given the broad and comprehensive nature of the recommendations, a phased and multi-year approach will be required to make meaningful and sustainable changes in the operation, as described in the following text.
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RECOMMENDATION 1: Area to develop (A): “Institutionalize” SGBV within UNHCR Brazil Office through a clear strategy and dedicated resources	Establish an SGBV strategy, allocate specific SGBV budget lines and invest in SGBV expertise and training <ul style="list-style-type: none"> • Develop a participatory SGBV strategy (short, medium and long term) with all units and including the Americas Bureau, which would define priorities on how SGBV can be integrated comprehensively across offices. • Adopt a national and participatory SOP for SGBV prevention and response to guide UNHCR staff and partners in addressing this issue. Integrate SGBV specialists with knowledge and experience in SGBV on emergency context with decision power in the operation. • Allocate specific resources for SGBV activities matching the increasing needs of SGBV protection • Strengthen the M&E system for SGBV, in the aim to measure the impact of SGBV interventions. • Ensure SGBV training for all UNHCR staff, IPs and OPs. High Priority		
	Management response: x Agree <input checked="" type="checkbox"/> Partially agree <input type="checkbox"/> Disagree		
Reasons (if partially agree or disagree):			
Unit or function responsible:	UNHCR Brazil Office		
Top line planned actions	Update January 2021	Progress	
		Status	Comments
Establish a SGBV strategy	UNHCR Brazil developed a strategy entitled “2020 Protection Strategic Priorities” (December 2019) to define the short- and medium-term	Completed	

		<p>protection objectives for the entire operation. Central to this document is objective No. 3 “Identify groups or individuals at heightened risk, especially SGBV/CP/LGBTI cases, and enhance their access to protection interventions and assistance, through a differentiated approach to protection based on Age, Gender, and Diversity.”</p> <p>This objective is supported by 15 enabling actions, organized in a sequential manner in 2 different priority levels, which should form the bases for each field office to elaborate its internal yearly Protection and GBV action plan.</p> <p>Link to the Strategy:</p>		
	Allocate specific SGBV budget	The current 2021 budget for GBV is \$348,363 USD covering programmatic activities, partners and staff, out of a total of budget of \$20,408,867 USD (covering OPS + ABOD + staff), which represents 1.7% of the total budget.	Completed	
	Allocate specific resources for GBV activities	<p>The Office continued to enhance GBV expertise in the operation. An IRC Deployee (GBV Specialist) supported the office for 11 months (until 31 March, 2020). A local GBV specialist was hired (2019- 2020), and the operation created a GBV associate (UNOPS) post which was launched in October, 2020 and then re-launched as an International UNV in January, 2021. The International UNV was hired and will start in July 2021.</p> <p>Additionally, in the first semester of 2021, the Operation secured an increase in its OL budget of 35,000 USD as part of the Safe from the Start initiative supported by the PRM. Projects in all field offices are going to benefit from these additional resources throughout 2021. In Belém, a psychosocial worker has been hired through partner Aldeias Infantis. In Brasília and São Paulo, the same partner is hiring one GBV specialist each. In Roraima, two case managers are being hired by partner AVSI. In Manaus, the project Corte Solidário has been extended to develop CBP and CwC activities through partner Instituto Mana, where LGBTI and trans PoCs share their stories and provide haircuts free of charge to other persons of concern.</p>	Ongoing	
	Adopt a national and participatory SOP	<p>As part of the elaboration of a national and participatory SOP for SGBV prevention and response, a first detailed service mapping of SGBV/CP services in the State of Roraima (SOBV and FU Pacaraima) was conducted through the identification of case management agencies. The same mapping of SGBV/CP services was drafted for the city of Manaus (FO Manaus).</p> <p>The office collected information on protection trends and identified gaps and needs, and revised SOPs and referral pathways accordingly.</p>	Ongoing	

		The office completed a SGBV/Child Protection Diagnostic/Assessment report on risks and types, and existing case and information management practices. The report, focused on situational analysis (diagnostic) and UNHCR and partners' capacities (assessment).		
	Strengthen the M&E system for SGBV	See under update recommendation 3	Ongoing	
	Ensure GBV training for UNHCR staff and partners	The operation organized mandatory trainings on Community-based Protection (CBP), Sexual and Gender-based Violence (SGBV) and Protection from Sexual Exploitation and Abuse and Sexual Harassment (PSEAH) for staff and partners, including Government authorities, international and national NGOs, UN sister agencies and community-based organizations. All-staff trainings scheduled in Boa Vista, Pacaraima, Sao Paulo and Brasilia were canceled due to the COVID-19 emergency. However, online training sessions were organized for CBP/SGBV/PSEA focal points in those locations.	Completed	

RECOMMENDATION 2: Area to develop (B): Integrate SGBV programming across UNHCR Brazil units		Mainstream SGBV to all sectors. <ul style="list-style-type: none"> Decentralize and de-partition SGBV interventions from the Protection Unit to all relevant sectors; promote multifunctional teams. Discuss, share, systematize and document learning on SGBV in all units involved (field, communication, protection etc. Mainstream SGBV throughout the programme cycle into all sectors, in line with the IASC guidelines and using a participatory approach. High Priority		
Management response:		<input checked="" type="checkbox"/> Agree <input type="checkbox"/> Partially agree <input type="checkbox"/> Disagree		
Reasons (if partially agree or disagree):				
Unit or function responsible:		UNHCR Brazil All Units		
Top line planned actions		Update January 2021	Progress	
			Status	Comments
	Ensure mainstreaming of SGBV in the agenda of the Multi-Functional Team (MFT)	The process to decentralize and de-partition SGBV interventions from the Protection Unit to all relevant sectors is underway. GBV Focal Points were established/ confirmed in all Offices in February 2020. Multi-Functional Teams were set up in all offices, with clear terms of reference and periodic meetings in each location	Ongoing	
	Designate Focal Points on Gender Equality/SGBV/CP/LGBTI/AGD for each office, including standard ToRs to be tailored according to main priorities and opportunities at the local level.	SGBV focal point and Protection colleagues participated actively on programme cycle, including revision of PPAs and regular monitoring visits to partners, in order to guarantee that SGBV-related activities were being implemented by partners.	Completed	
	Training sectors and sub-sectors of IASC 2015 GBV Guidelines (Integrating GBV interventions in humanitarian action)	See under update recommendation 1	Completed	

RECOMMENDATION 3: Area to develop (C): Ensure protection capacity of all stakeholders and the ability to provide a tailored SGBV response		<p>Set up standardized and comprehensive SGBV case management and information management systems.</p> <ul style="list-style-type: none"> • Develop a national SOP for SGBV case management with unified procedures and tools that can guide UNHCR and partner staff in each stage of the case management process, in line with the Regional Safe Spaces Network Toolkit and IASC GBV Case Management Guidelines. • Set up an SGBV Information Management System for registration of cases, analysis of trends and information sharing. In addition, this is a tool for case referral to local services and other shelters. • Use an Information Management Systems available at UNCHR and not create a new one. • Once data is produced, set up a data analysis mechanism with the Gender-based Violence (GBV) Working Groups that include IPs, OPs, Government, NGOs, and the UN agencies to discuss and inform coordinated actions to improve SGBV prevention, mitigation and response. <p>Medium Priority</p>		
Management response:		<input checked="" type="checkbox"/> Agree <input type="checkbox"/> Partially agree <input type="checkbox"/> Disagree		
Reasons (if partially agree or disagree):				
Unit or function responsible:		UNHCR Brazil (Protection, Registration, Information Management)		
Top line planned actions		Update January 2021	Progress	
			Status	Comments
	Drafting of national SGBV Case Management SOPs which include an agreed Information Management System (IMS) and a Monitoring and Evaluation (M&E) plan	<p>See update recommendation 1.</p> <p>All offices provide input to the ProGres Case Management SOPs drafted in Brasilia. These will allow future ProGres v4 users on how to identify and record specific needs, and to use relevant reception, Protection, CBIs and other modules of ProGres v4,</p> <p>As part of the efforts to ensure protection capacity of all stakeholders and the ability to provide a tailored SGBV response, the Office developed a Strategy Note concerning the protection of refugees at a heightened risk in Brazil. Building upon on some good practices already in place in the operation, this note marked a shift in the focus of the protection work countrywide towards the incorporation of a protection risk framework (identification, assessment, rating and mitigation of risk) and the systematic use of the Heightened Risk Identification Tool. In line with the 2020 Strategic Priorities, the Note provides a unified and cohesive vision whereby</p>	Ongoing	

		refugees at a heightened risk lie at the center of the operation's protection efforts to ensure that key protection processes (i.e. use of HRIT, case management, registration, individual counselling/referrals and community-based protection) are fully aligned and implemented in a mutually reinforcing manner to address the various levels of risk present among persons of concern. This tool will also support in the prioritization of interventions.		
	Validation of Information Sharing Protocol (ISP) on SGBV data between UNHCR and partners with whom SGBV information is shared	See previous action; the ProGRES 4 management system enables a coherent and harmonized case management system, including the harmonization of selected data points and data sets, Information Sharing Protocols, and coordinated reporting.	Completed	
	Increase use of progres V.4 among all UNHCR offices and case management partners, including partners disbursing CBI	UNHCR built capacities on ProGRES v4 Protection Modules (Legal and Physical Protection, Sexual and Gender-based Violence and Child Protection) via specific training in all Offices. During the first semester of 2021, field office São Paulo trained implementing partners on the use of the LPP Module and the rollout is starting on June 28, 2021. During the second semester of 2021, more field offices are training partners to roll-out the protection modules of ProGRES and increase reliability of information and indicators.	Ongoing	
3.3	Trainings on Protection module ProGRES V4 including SGBV and CP modules)	UNHCR's Case Management Support Team provided support to partner's case management teams, to facilitate harmonized case management practices for SGBV, CP, and other protection cases. UNHCR organized regular workshops for the Case Management Teams of its implementing partners on relevant principles, standards, and tools, with a view to harmonize protection case and information management practices for protection cases, including SGBV, CP, and vulnerable LGBTI cases. During the second semester of 2021, field offices are training partners to roll-out the protection modules of ProGRES, and increase reliability of information and indicators.	Ongoing	
3.4	Implementation of RSSN case and information management tools at UNHCR and partners	Thematic case management sessions were organized, and information on RSSN and the Safe from the Start initiative were also disseminated. To facilitate interagency referrals and transfers, the use of R4V Interagency Referral Form was progressively mainstreamed in 2019 and it is being used by implementing and operational partners.	Ongoing	

RECOMMENDATION 4: Area to develop (D): Reach the most vulnerable POCs out of shelters		<p>Develop and implement a mass information strategy that can raise the awareness of POC out of shelters about their rights, relevant services available as well as reporting mechanisms.</p> <ul style="list-style-type: none"> • In consultation with the community, identify the most suitable tools, platforms and locations to convey key messages to POC, especially those out of shelter and internally relocated. The information provided needs to exceed the scope of the Maria da Penha law and include guidance for survivors of rape, sexual assaults, survival sex, early marriage, among others. • Adapt information materials to the different audiences, taking into account age, gender and diversity. • Expand the numbers of Outreach Volunteers and the locations, and train them to identify SGBV cases and provide information about services available. • Conduct regular consultation with POC out of shelters to ensure their participation in the design of SGBV protection interventions. <p>High Priority</p>		
Management response:		<input checked="" type="checkbox"/> Agree <input type="checkbox"/> Partially agree <input type="checkbox"/> Disagree		
Reasons (if partially agree or disagree):				
Unit or function responsible:		UNHCR Brazil (Protection, Communication/PI)		
Top line planned actions		Update January 2021	Progress	
			Status	Comments
	Roll-out of Community-Based Protection action plan	<p>A national strategy on Communicating with Communities (CwC) was elaborated to strengthen communication with persons of concern during the COVID-19 pandemic.</p> <p>All field offices established or enhanced remote CwC interventions in social media for persons of concern, including partners, outreach volunteers and remote guidance through UNHCR's protection lines. Regular informative messages on GBV were shared on the functioning of services during quarantine, including information concerning services for survivors of SGBV. During the second semester of 2021, a key internal relocation partner will benefit from two GBV specialized social workers who will support efforts to convey key messages in an AGD approach with POC internally relocated in the cities of Brasilia, Sao Paulo, Rio de Janeiro, Juiz de Fora and Porto Alegre, as well as POC out of shelter in the communities of Sao Sebastiao, Brasilia and Interlagos, Sao Paulo.</p>	Ongoing	

	Translation of SGBV/PSEA global web pages for the Brazil website	Specific tabs for GBV-related information were created in the help.unhcr.org in Portuguese, Spanish, French and Arabic.	Completed	
	PI Strategy on Protection for visibility without harm (includes SGBV global media guidelines)	The Office created a WhatsApp group with focal points in spontaneous settlements to disseminate key messages to the population and to hear their needs, specially related to SGBV matters. GBV-related information, including key messages and information on support services and networks in various cities, were shared with PoC living in the South-Southeast of the country through the help.unhcr.org platform and through WhatsApp groups.	Completed	
	Community-based, AGD-compliant IEC campaign (includes LGBTI and indigenous) on SGBV	<p>Offices increased the number of Outreach Volunteers (OVs). In Boa Vista, OVs reached more than 400 women engaged in survival sex in Boa Vista to raise awareness about rights in Brazil and provide guidance for assistance. In Manaus, the team of OVs is composed by volunteers from different AGD profiles, counting with elderly, LGBTI, Indigenous and persons of concern from different nationalities. Manaus also has a running CBP project called Corte Solidário, funded by Safe from the Start Initiative, where LGBTI and trans PoCs share their stories and provide haircuts free of charge to other persons of concern.</p> <p>In coordination with partners, in 2020 OVs received training and update sessions on how to respond and identify GBV incidents in the context of social distancing, including on-going update of the functionality of services for SGBV survivors. In 2021, OVs keep sharing reliable information on available services for survivors. During IDAHOT, OVs also shared UNHCR's CWC materials and public services for the LGBTI population in the city. As part of the peaceful coexistence component of the project, the OVs mapped local projects for receiving support by UNHCR and Cáritas Manaus to enhance their capacity. Among the projects identified and selected for receiving the support, the CAARE (Casa de Acolhimento e Amparo Refletindo Esperança) is a project that focused on women survivors of domestic violence, including host population, refugees and migrants. The project's main objective is to assist survivors, promoting the empowerment and support for survivors to achieve self-reliance through initiatives like professional training courses. Currently, the visits and identification of the project's needs have been completed. It is expected that in the second semester of the year, the implementing partner Cáritas Manaus will deliver materials to optimize and ensure the expansion of the initiative.</p> <p>In Brasilia, two consultants focused on GBV and LGBTI supported a partner that provides temporary shelter to Venezuelan POC relocated to Brasilia,</p>	Completed	

		<p>including in producing a reference guide for LGBTI POC which will soon be published and will provide information on services for GBV survivors and those at risk.</p> <p>The Office also began the identification and engagement of Outreach Volunteers in the States of Sao Paulo (men and women), Rio Janeiro (women) and Minas Gerais (LGBTI) as part of the GBV/CBP prevention and response strategy to be continued throughout 2021.</p> <p>Working relations with active LGBTI organizations were strengthened including through the establishment of new partnerships which will enhance access of PoCs to specialized services.</p>		
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RECOMMENDATION 5: Area to develop (D): Reach the most vulnerable POCs out of shelters		Extend and strengthened Safe Space Network (RSSN). <ul style="list-style-type: none"> • Develop and implement a clear protection monitoring and outreach strategy including all receiving cities in the relocation programme; map relevant services for SGBV survivors and POC at risk. Based on that develop referral pathways and reinforce links with local protection networks. • Create a community-based protection fund to support grassroots NGOs and community projects (replicating similar models implemented by UNHCR in Ecuador, Lebanon and Turkey). • Develop peer-to-peer information channel and support network by helping the creation of a curated platform managed by Venezuelans (using WhatsApp or other tools used by PoCs). High Priority		
Management response:		<input checked="" type="checkbox"/> Agree <input type="checkbox"/> Partially agree <input type="checkbox"/> Disagree		
Reasons (if partially agree or disagree):				
Unit or function responsible:		UNHCR Brazil All Units		
Top line planned actions		Update January 2021	Progress	
			Status	Comments
	Mapping of existing community-based organizations	<p>The operation enhanced dissemination of Regional Safe Spaces Network (RSSN) and its SGBV/CP case and information management in emergencies tools and standards, such as the RSSN Toolkit and the PSEA/SH Regional Toolkit.</p> <p>Dedicated workshops targeted State institutions, UN agencies, national and international NGO, and CBO with an active role in the identification, referral and case management of SGBV, CP, SEA, and LGBTI cases in forced displacement. The workshops allowed for promotion of UNHCR's Protection core standards, operational guidance, policies and strategies.</p> <p>The RSSN Toolkit has been translated to Portuguese to facilitate access to IASC-based standards to the Local Protection Network. Project activities included dedicated SGBV/CP case managers and Outreach Volunteers (OVs), strengthening of existing Safe Spaces, and capacity building.</p>	Ongoing	
	Conduct regular trainings of Outreach Volunteers (OVs) in SGBV	See update Recommendation 4.	Ongoing	

RECOMMENDATION 6: Area to develop (E): Promote local integration of PoCs at risk of SGBV		Mainstreaming SGBV in durable solutions <ul style="list-style-type: none"> Extend the facilitation of livelihoods support and durable solutions to survivors and persons at risk of SGBV in partnership with local networks (e.g.: vocational training, university programs, connect PoCs with potential employers). Expand the coordination between durable solutions and protection units to better monitor and tailor CBI and relocations interventions. In the framework of the internal relocation programme, map and select carefully the shelters that are apt to receive LGBTIs and that can mobilize public and civil society entities to support their local integration, making sure to relocate this population only to those ones. In the selection of POC for the internal relocation programme, maintain family unity at all times, as separation can increase their exposure to SGBV <p>High Priority</p>		
Management response:		<input checked="" type="checkbox"/> Agree <input type="checkbox"/> Partially agree <input type="checkbox"/> Disagree		
Reasons (if partially agree or disagree):				
Unit or function responsible:		UNHCR Brazil (Protection, Livelihoods, CBIs)		
Top line planned actions		Update January 2021	Progress	
			Status	Comments
	Protection colleagues to refer cases to CBI partners.	<p>Partners' case managers are advised to actively focus on livelihoods and social assistance as an integral part of the SGBV multisectoral response to guarantee the mental health and psycho-social support needs of survivors.</p> <p>GBV survivors or at-risk individuals were prioritized for shelters in destination cities with a stronger capacity to mobilize public and civil society entities to support their local integration, such as with partners Aldeias Infantis in Sao Paulo and SJMR in Belo Horizonte,</p>	Ongoing	
	Review the CBI SOPs and expand the part related to CBIs for SGBV survivors and persons at risk of SGBV	<p>Survivors and persons at risk of GBV continued to be prioritized in livelihoods and durable solutions interventions implemented through, including vocational trainings, access to employment and CBI. In Boa Vista, three different projects were implemented with encouraging results: In 2020, the project "Transforming Lives" (<i>Transformando Vidas</i>) managed by partner SJMR led to 5 trans women to be hired by a local company. So far, partner SJMR reached more than 200 women and LGBTI persons in empowerment projects, and more than 400 reached through services of prevention and response to GBV.</p>	Ongoing	

		<p>“Empowering Refugee Women” benefitted 70 women, out of whom 59 graduated and 20 were internally relocated to other cities along with their family members in 2020. The 6th cohort of the Project started in June 2021 in Boa Vista, Roraima, supported by partner AVSI and Senac.</p> <p>“<i>El mundo a su manera</i>” (“The World in their Own Way”) implemented by the Salvation Army in 2020, targeted 20 women and LGBTI individuals engaging in negative coping mechanism through a 3 months training of empowerment and rebuilding of their live plan, as well as CBI for family planning and development of small income generating initiatives.</p> <p>In Manaus, income generation initiatives focused on persons of concern in situation of vulnerability in 2020. Projects implemented with partners benefitted 25 indigenous women at a heightened risk of GBV by providing input and materials for the manufacture of handicraft, as well as the purchase of equipment for 5 LGBTI Venezuelans. In 2021, through UNHCR's PPA with Museu a Casa do Objeto Brasileiro, indigenous women in shelters received support to enhance the production and commercialization of handicrafts. In March, A Casa Museu do Objeto Brasileiro resumed in-person activities interrupted due to the pandemic, following all prevention protocols. Since then, the project delivered raw materials and led nine workshops/meetings to improve the quality of Warao handicrafts. Due to the reduced number of indigenous persons living in shelters, it is expected that the project will be expanded to cover indigenous women outside shelters during the second semester of 2021. Currently, there are 14 indigenous women engaged in the initiative.</p> <p>Through Safe From the Start funding for the Solidary Haircut project, UNHCR's partner Instituto Mana will be able to continue supporting LGBTI persons of concern at risk who are volunteers of the project, while beneficiaries receive reliable information on protection and rights during haircuts activities, including prevention and response to GBV and services available for GBV survivors. Currently, the PPA amendment is being finalized, and it is expected that the next edition of the Solidary Haircut will take place in the first week of July.</p>		
	Review the livelihoods strategy to ensure prioritization of SGBV cases for livelihoods interventions	Review ongoing	Ongoing	

RECOMMENDATION 7: Area to develop (F): Build partnerships across locations to address SGBV prevention and response		Extend, strengthen and capacitate partners to support PoCs protection needs. <ul style="list-style-type: none"> Diversify partners selection though criteria that include SGBV, LGBTI and indigenous experience Ensure that SGBV objectives are integrated in all PPAs and consistent to the work done by the partners; provide capacity building to ensure quality standards of the SGBV response. Promote the coordination of partners by fostering “one-stop-shops” where survivors and persons at risk of SGBV can access holistic assistance through multi-sectoral services. <p>Medium Priority</p>		
Management response:		<input checked="" type="checkbox"/> Agree <input type="checkbox"/> Partially agree <input type="checkbox"/> Disagree		
Reasons (if partially agree or disagree):				
Unit or function responsible:		UNCR Brazil All Units, Implementing Partners (IPs), Operational Partners (OPs)		
Top line planned actions		Update January 2021	Progress	
			Status	Comments
	Include mandatory reporting on SGBV activities indicators in PPAs	<p>Technical consultancies of GBV/LGBTI specialized organizations were launched under the PPAs with Caritas Sao Paulo, Caritas Rio de Janeiro, and Aldeais Infantis in Brasília in order to diversify capacities amongst partners and strengthen both specialized services for PoCs.</p> <p>The team in Boa Vista continued implementing capacity building initiatives with the Jesuit Service to better respond to the SGBV response, with regular meetings and joint coordination of the activities, as well as increased monitoring of the response of cases along with partners.</p> <p>In Pacaraima, training sessions were conducted jointly with UNFPA for Outreach Volunteers and implementing partners about GBV to enable them to disseminate GBV-related information in the Spontaneous Settlements of Pacaraima, as well as provide support in the identification and referral of GBV cases.</p> <p>GBV indicators are also part of the R4V platform mandatory reporting requirements.</p>	Ongoing	
	Draft a standard TORs template for Protection staff at IPs with SGBV responsibilities	Specific resources were allocated, for GBV activities under the PPAs with Caritas São Paulo and Caritas Rio de Janeiro, including (i) GBV capacity building of PoC; (ii) strengthening partners’ staff capacity on GBV and on	Ongoing	

		<p>the work with LGBTI PoC; (iii) developing an updated booklet on GBV for PoCs in Sao Paulo; and (iv) case management of LGBTI PoC survivors of GBV living in Sao Paulo.</p> <p>GBV objectives were integrated in the PPAs of all reference centers supported by UNHCR in the South-Southeast and GBV capacity building of partners' staff was promoted to move forward in ensuring quality standards of the GBV response. Similarly, the R4V Support Spaces project continued to move forward, including the identification and engagement of "one-stop shops" in the South-Southeast relevant to ensure multi-sectoral support to at risk individuals, including GBV survivors.</p>		
	Ensure completion of Result-based management (RBM) for IPs coordinators	<p>Programme Unit Brazil on a regular basis discusses project implementation with all national implementing partners through a results based management approach throughout the operations cycle. More structured capacity-building with IPs will be organized during the second semester of 2021.</p>	Ongoing	

RECOMMENDATION 8: Area to develop (F): Build partnerships across locations to address SGBV prevention and response		Support SGBV public service providers. <ul style="list-style-type: none"> Continue the implementation of the Regional Safe Space Network and work with other UN agencies and the government in sensitization, training and allocation of government resources to improve quality, availability and responsiveness of the services to SGBV survivors. In particular, support capacity development of the Delegacias Especiais de Atencao a la Mulher (DEAMs) identified as institution with most gaps, in locations with a large number of POCs (Roraima and Manaus) to attend Venezuelan SGBV survivors. 		
Management response:		<input checked="" type="checkbox"/> Agree <input type="checkbox"/> Partially agree <input type="checkbox"/> Disagree		
Reasons (if partially agree or disagree):				
Unit or function responsible:		UNHCR Brazil (Protection, Donor Relations), UN Agencies, Operational Partners (OPs)		
Top line planned actions		Update January 2021	Progress	
			Status	Comments
	Drafting of an Advocacy and Fundraising Plan to obtain resources to strengthen the Local Protection Network services (State actors, civil society organizations and host community)	<p>The operation, together with our partners, has progressively reached out to the Local Protection Networks of public services to engage them in the humanitarian response, yet these networks are still insufficiently equipped to address the protection concerns of refugees and migrants, and are not sufficiently familiar with international refugee law and standards and principled humanitarian action.</p> <p>In 2021, more than 447 civil servants from local governments in different States have received training on GBV prevention and response.</p>	Completed	
	Include the GBV sub-sector members in systematic capacity building opportunities (ex. RSSN Workshops)	In Boa Vista, closer interaction with the <i>Delegacias Especiais de Atencao a la Mulher</i> (DEAMs) and the State Coordination for Public Policies for Women (including Casa da Mulher Brasileira, Abrigo de Maria) led to the improvement of referral pathways, and joint training for public actors. The Office also strengthened the “Quarantine without Violence” campaign coordinated by the State Coordination for Public Policies for Women, with UNHCR’s direct participation and donation of materials. In Sao Paulo, the Office began with the implementation of a strategy to strengthen key-public services relevant to GBV prevention and response (especially CREAS, CRAS).	Completed	

RECOMMENDATION 9: Area to develop (G): Tailor SGBV interventions to populations with specific needs		Address SGBV issues taking into account Age, Gender and Diversity. <ul style="list-style-type: none"> • Build the capacity of UNHCR staff and partners on the differentiated approaches required to address SGBV affecting women, men, girls, boys, LGBTI, persons with disabilities (PWD) and indigenous population. • Recruit a Child Protection Specialist that can support the operation in the development and implementation of a Child Protection strategy • In the framework of the internal relocation programme, ensure that relevant information about the specific needs of POCs is communicated to the receiving municipalities prior to their departure, in order to ensure adequate reception conditions. To preserve confidentiality, UNHCR can seek the informed consent of the concerned POCs. • Consolidate a formal procedure for the internal relocation of POC facing physical protection risks and make a more extensive use of this important protection mechanism. High Priority		
Management response:		<input checked="" type="checkbox"/> Agree <input type="checkbox"/> Partially agree <input type="checkbox"/> Disagree		
Reasons (if partially agree or disagree):				
Unit or function responsible:		UNHCR Brazil All Units		
Top line planned actions		Update January 2021	Progress	
			Status	Comments
	Ensure completion of AGD/CBP/SGBV/CP/LGBTI/PSEA/CoC trainings in Learn and Connect from UNHCR and IPs staff	See update under Recommendation 1-3	Completed	
	Draft standard TORs with clear objectives for SGBV/CP/LGBTI/PSEA /indigenous Focal Points	The operation continued to adopt a differentiated approach to protection based on Age, Gender, and Diversity considerations. Trainings and awareness-raising sessions on GBV and LGBTI issues were organized in Boa Vista, Pacaraima and Sao Paulo for persons of concern and staff from partners. SOPs for registration, shelter allocation, and internal relocation contain references to specific needs and call for the prioritization of those individuals at a heightened risk.	Ongoing	
	Establish a standard distribution list to ensure flow of communication amongst AGD/CBP/CWC/U-report and SGBV/CP colleagues	See update under Recommendation 4	Ongoing	

RECOMMENDATION 10: Area to develop (H): Maximize the impact of collaboration on SGBV		Strengthen mechanisms of coordination and joined SGBV planning and programming with UN partners. <ul style="list-style-type: none"> Design a clear strategy based on the assessment of needs and best the division of labour between the UN Agencies (UNHCR, UNICEF, UNWOMEN, and UNFPA) for SGBV programming for the VENSIT. Expand interagency cooperation throughout the humanitarian corridor established by the relocation programme and support the creation of Gender WGs with the participation of the UN, the government and CSO in the main cities to coordinate actions and improve SGBV preventions, mitigation and response. Each WG needs to have an action plan that defines clear responsibilities and monitoring strategies. Country, by strengthening the coordination with all the civil institutions that are part of Operacao Acolhida at Brasilia level. A national Protection Working Group could be established to improve the response in States other than Roraima. High Priority		
Management response:		<input checked="" type="checkbox"/> Agree <input type="checkbox"/> Partially agree <input type="checkbox"/> Disagree		
Reasons (if partially agree or disagree):				
Unit or function responsible:		UNHCR Brazil, UNFPA, UN Women		
Top line planned actions		Update January 2021	Progress	
			Status	Comments
	Ensure systematic reporting of RSSN activities in RMRP and enhanced promotion of RSSN through the R4V Platform in Brazil	<p>Main GBV coordination platforms:</p> <p>At Brasilia level, the national Gender-based Violence (GBV) Sub-Sector (R4V) is co-led by UNFPA and UN Women, which reports to the national Protection Sector, co-led by UNHCR and Jesuit Service for Refugees and Migrants (SJMR).</p> <p>In Roraima, the Gender-based Violence (GBV) Working Group (R4V) is co-led by UNHCR and UNFPA, which reports to the Local Protection Working Group, co-led by UNHCR and the Ministry of Citizenship (MoC), under the umbrella of Operação Acolhida (OA) - Força-Tarefa Logística Humanitária.</p> <p>Within the Protection sector, besides co-leading the Protection Working Group with the MoC and the Indigenous Sub-Working Group with FUNAI, UNHCR actively attends the Child Protection, and Human Trafficking Sub-</p>	Ongoing	

		<p>Sectors. In Roraima and Amazonas, Working and Sub-Working Groups, linked with the R4V, are arranged.</p> <p>The newly established PSEASH Network in Brazil:</p> <p>In locations where UNHCR is present (Manaus, Sao Paulo, Belém), SGBV issues are either discussed within: 1) Established Protection Working Groups, linked to OA/R4V, led by UNHCR and other agencies and counting with the support of the Local Protection Network, which led to the adoption of a local Interagency SOP for SGBV and Child Protection cases; 2) Existing State and/or City Councils, Committees, Forums or Working Groups for Migrants and Refugees, including those built to support the relocation program within Brazil; or 3) are gradually being discussed through emerging coordination structures within the Local Protection Network with the support of UNHCR and other agencies. In these contexts, UNHCR also regularly attends and advocates for issues of SGBV in forced displacement in relevant fora of the Local Protection Network where SGBV and asylum/migration issues are discussed, and counts with a very high level of coordination and partnership with local authorities, grounded in its longstanding presence in the country.</p> <p>At the UN Country Team level, the Office actively participates in the UN working group on Gender, Race and Ethnicity (led by UN Women) and provided confidential inputs to the CEDAW reporting exercise.</p>		
	Draft a National Memorandum of Understanding (MoU) with UNFPA on SGBV	Pending		
	Finalize a National Memorandum of Understanding (MoU) with UNICEF on Child Protection	Pending		

<p>RECOMMENDATION 11:</p> <p>Area to develop (I): Strengthen accountability to affected populations</p>	<p>Strengthen POCs participation and feedback mechanisms.</p> <ul style="list-style-type: none"> Promote the creation of an inter-agency community based reporting mechanism to enable persons of concern to report SEA and other incidents of misconduct in a safe and confidential manner.
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		<ul style="list-style-type: none">Conduct regular monitoring of shelters in all the locations that are receiving Venezuelan refugees. During these visits UNHCR shall allocate an adequate amount of time to the interaction with POC so to hear from them their concerns on existing risks, challenges and protection gaps.Promote the use of satisfaction questionnaires as a feedback mechanism for POCs that have been benefiting from SGBV prevention or response interventions. <p>Medium Priority</p>		
Management response:		x Agree <input type="checkbox"/> Partially agree <input type="checkbox"/> Disagree		
Reasons (if partially agree or disagree):				
Unit or function responsible:		UNHCR Brazil All Units		
Top line planned actions		Update January 2021	Progress	
			Status	Comments
11.1	Ensure regular PSEA/SH and CoC trainings for UNHCR staff, IPs, OPs and OVs/CCs	See update recommendations 1-5	Ongoing	
11.2	Raise awareness about SEA in the communities, including through trainings and information campaigns, and ensure that individuals are aware of their rights and how to report SEA incidents.	See update recommendations 1-5 A PSEA national focal point conducted mandatory training sessions on PSEA with all implementing partners who are currently reviewing their feedback and complaint mechanisms in order to comply with the minimum standards set forth in UNHCR’s SOP for the implementation of complaint/feedback mechanisms. UNHCR, along with other actors, organized information sessions on the work of the agencies within the Operação Acolhida, along with an awareness-raising session on Prevention of Sexual Exploitation, Abuse, and Harassment (PSEAH). The activities were attended by representatives of the military contingent and introduced the United Nations' zero-tolerance policy applied to all members of the humanitarian response. The sessions are held regularly according to the arrivals of the new military contingents.	Completed	
11.3	Create or enhance inter-agency community-based complaint and feedback mechanisms to report information, fraud, sexual abuse and exploitation (PSEA) in all areas of intervention,	In consultation with the Bureau, the Office prepared a SOP for a community-based complaint and feedback mechanism for the entire operation. UNHCR offices conducted regular visits and protection assessments in the shelters to ensure a space for listening and receiving feedback from persons	Completed	

	including shelters, Support Spaces and community centers, following existing UNHCR internal policy, while ensuring wide dissemination of these mechanisms among POCs (brochures, etc.).	of concern, identifying risk and protection incidents with the community. Since the beginning of the COVID-19 pandemic, the office increased regular remote monitoring of civil society shelters, providing protection support and referrals when necessary.		
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RECOMMENDATION 12: Area to develop (I): Strengthen accountability to affected populations		Implement community-based interventions to address gender inequalities in Roraima shelters. <ul style="list-style-type: none"> Given the fact that many of the shelters of Roraima receive POC for several weeks before they can continue their journey down south, UNHCR and partners can take advantage of their stay to sensitize men, women, girls and boys about gender equality mid-term behavioral change transformation methodologies could also be adopted, including “Engaging Men in Accountable Practices (EMAP)”, “Start, Awareness, Support, Action (SASA!)” and Journeys of Transformation. In indigenous population shelters stronger efforts should be made to challenge early marriage. Participatory methodologies can be used to raise the awareness of the community about Brazilian legal framework against this harmful traditional practice and the negative consequences that this form of SGBV has on the girl child, her family and community. Medium Priority		
Management response:		<input checked="" type="checkbox"/> Agree <input type="checkbox"/> Partially agree <input type="checkbox"/> Disagree		
Reasons (if partially agree or disagree):				
Unit or function responsible:		UNHCR Brazil (Protection, Programme)		
Top line planned actions		Update January 2021	Progress	
			Status	Comments
	Promote SGBV Prevention activities by UNHCR and IPs during the year (16 days of activism campaign, Information and Communication (IEC) materials, regular social media content, etc.)	<p>There are varying degrees of engagement with communities throughout the operation, with the targeting/prioritization of communities happening on <i>ad hoc</i> basis and with outreach volunteers as the most frequently used mechanism to engage with communities.</p> <p>With the introduction of the Strategy Note on the HRIT (see recommendation 3 above), the Office recognizes that CBP is central to the operation and will be undertaken as the preferred means of engagement with persons of concern through a more sustained, structured and predictable manner and on the basis of an action plan developed by every office in the country, in close coordination with local protection networks. As reported above, the 2020 Participatory Assessments were design to pave the way to enhance community-based interventions in selected locations.</p> <p>In Boa Vista, the Office continued to work with women and men groups inside the shelters to discuss gender equality and GBV prevention and response. UNHCR also reached out to populations outside of shelters</p>	Completed	

		<p>through the “Brave is not Violent” campaign. In Pacaraima, PoCs are provided information and sensitized about SGBV topics and denunciation mechanisms inside the shelter, including indigenous women. A joint document was produced by UNHCR, UN Women and UNFPA to support Casa da Mulher Brasileira in Boa Vista, a one-stop-shop for victims and women at risk of GBV. The material is available in Portuguese, Spanish and Warao.</p> <p>Instituto Mana and UNHCR keep carrying regular visits and meetings with indigenous people living inside shelters. Due to a large number of indigenous persons of concern living outside shelters, Instituto Mana and UNHCR also enhanced regular monitoring to the families, providing reliable information and monitoring such families in order to identify and risk or protection incidents, including GBV cases. In this sense, UNHCR and its partners, Instituto Mana, also keep regular monitoring and support for LGBTI population living in self-managed houses in the city, as well as providing technical guidance and assistance to shelters with the LGBTI population, such as Casa Miga (exclusive to LGBTI persons) and Coroado shelter (non-indigenous shelter).</p> <p>Joint action on sexual and reproductive health and rights (SRHR) and gender-based violence (GBV) against indigenous girls in Manaus: UNHCR, UNFPA and Instituto Mana completed a series of three meetings with indigenous adolescent girls living in downtown Manaus. The initiative aimed to promote Sexual and Reproductive Health Education and mechanisms for the prevention and identification of GBV risks/cases. The meetings were endorsed by community members. New sessions with teenagers in other regions of the city are being scheduled.</p>		
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