

# Annual Results Report

**2024**

**Guatemala**

## Acknowledgements

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### **Note:**

The baseline values presented in this document reflect previous year's progress when available. If such data is not available, strategy baseline values are used instead.

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# Section 1: Context and Overview

## 1.1 Changes to the Operational Context

A year after the new President was elected, several reforms have been carried out, but challenges remain, including widespread inequality between men and women, economic disparities, insecurity and violence. The economy has shown an approximate growth rate of 3.7% in 2024, but inflation and economic inequality remain pressing issues. Humanitarian needs have increased, with 5.3 million people requiring assistance due to food insecurity and displacement exacerbated by environmental shocks.

Guatemala remained a country of destination, origin, return, and transit. The demographics of refugees and displaced people have shifted, driven by worsening conditions in neighboring countries. These changes have significantly affected UNHCR's operations, requiring adaptation to the increasing number of displaced people and the evolving security and political landscape. The number of Guatemalans deported (76,800) from Mexico and the United States of America decreased by 3.5% compared to 2023, and UNHCR has been identifying those with protection needs. The number of asylum-seekers reached a historical figure of 1,874 due to the implementation of the Quality Assurance Initiative and the decentralization efforts. The Guatemalan government actively participated in the Quito Process and the Cartagena +40 process, demonstrating its commitment to regional cooperation and the protection of forcibly displaced and stateless people. Guatemala also contributed to the global refugee agenda and advocates for the needs of refugees in the Executive Committee of the High Commissioner's Programme.

UNHCR's advocacy with the government successfully initiated discussions on internal displacement due to violence and other related causes. UNHCR included a set of EGRIS questions in the Government's National Survey on Living Conditions. Preliminary results show a figure of 575,000 internally displaced people due to violence and around 700,000 due to extreme weather events in Guatemala.

## 1.2. Progress Against the Desired Impact

### 1. Impact Area: Attaining Favorable Protection Environments

**All people under UNHCR’s mandate have safe and effective access to protection systems, asylum and justice.**

Population Type	Indicator	
	Baseline	Actual (2024)
<b>1.1 Proportion of people seeking international protection who are able to access asylum procedures</b>		
Refugees and Asylum-seekers	99.45%	100.00%
<b>1.2 Proportion of people who are able to move freely within the country of habitual residence</b>		
Refugees and Asylum-seekers	100.00%	100.00%

In coordination with key state actors, UNHCR identified and assisted people with international protection needs, ensuring access to territory and protection services, and preventing instances of refoulement. UNHCR's supported Centers for Migrants and Refugees (CAPMIRs) assisted and provided information on asylum in Guatemala to 28,575 people, coordinating with communities, municipalities, government, and NGOs to better serve populations with specific protection needs such as survivors of violence, unaccompanied and separated children, and people of diverse gender identity and sexual orientation.

The mobile units operated by the Ombudsperson’s Office played a crucial role in monitoring access to territory, asylum, and protection services, and identifying human rights violations.

UNHCR responded effectively to the displacement of 600 individuals from Mexico to Guatemala by complementing government-led assistance and ensuring non-refoulement, access to documentation, and asylum.

As a result of the government's commitment to strengthening the asylum system and the assistance provided by UNHCR and its partners, in 2024, 1,875 new asylum applications and 315 newly recognized refugees were registered, compared to 1,255 asylum applications and 293 recognized refugees in 2023. Access to asylum was improved through missions aimed at decentralizing asylum procedures, allowing for registration, interviews, and documentation to be completed in a single step. This benefited 223 asylum-seekers, representing 12% of the yearly applications.

Refugees and asylum-seekers accessed identity documents issued by the National Civil Registry and employment permits, facilitating their integration. UNHCR partners provided legal assistance to 239 refugees, ensuring access to temporary residence.

In coordination with state counterparts, UNHCR promptly identified Guatemalan returnees with protection needs and referred them to protection services for humanitarian assistance. Out of a total of 76,767 returnees, 20.4% were identified as having protection needs.

### 2. Impact Area: Realizing Rights in Safe Environments

**People under UNHCR’s mandate enjoy fundamental rights and meet their basic and specific protection needs in a safe environment.**

Population Type	Indicator	
	Baseline	Actual (2024)
<b>2.2 Proportion of people residing in physically safe and secure settlements with access to basic facilities</b>		
Others of Concern	10.32%	5.16%
Refugees and Asylum-seekers	3.88%	13.81%
<b>2.3 Proportion of people with access to health services</b>		
Refugees and Asylum-seekers	95.89%	97.18%

In 2024, UNHCR provided direct support to cover basic needs to asylum-seekers, refugees, and forcibly displaced people, but also provided access to health services and shelter. According to the Humanitarian Needs Response Plan, more than 185,000 people needed temporary shelter in Guatemala.

The National Shelter Network, comprised of 13 shelters, assisted over 76,000 individuals with accommodation, food and emergency mental health interventions. Average stay length increased from 6 nights in 2023 to 10 nights in 2024. Four shelters directly supported by UNHCR built additional roofed areas, increased access to drinking water, and installed solar panels to improve their capacities.

Direct support to cover basic needs provided by UNHCR remained crucial in improving living conditions and reducing negative coping mechanisms for asylum-seekers, refugees, and at-risk Guatemalans, with a total of 5,920 beneficiaries. This support was especially vital for survivors of violence, people of diverse gender identity and sexual orientation, and people with disabilities or medical conditions. This direct support for basic needs was complemented by broader protection interventions that facilitate integration and access to services through proper documentation and enhanced capacities of service providers.

UNHCR enhanced access to public health for asylum-seekers and refugees through partnerships with the Ministry of Health and private health providers offering low-cost services. The CAPMiRs provided emergency health care, municipalities actively promoted the inclusion of asylum-seekers and refugees in health services through health fairs and local health centers or hospitals. An MoU with Universidad del Valle provided for safe spaces in the CAPMiR for rapid HIV testing in Guatemala City, and education and referral pathways were offered through their Regional HIV Programme.

### 3. Impact Area: Empowering Communities and Achieving Gender Equality

**People under UNHCR's mandate of different ages, gender and diversity are active and productive members in empowered communities, and live violence free lives.**

Population Type	Indicator	
	Baseline	Actual (2024)
<b>3.1 Proportion of people who have the right to decent work</b>		
Refugees and Asylum-seekers	100.00%	94.46%
<b>3.2a Proportion of children and young people enrolled in primary education</b>		
Others of Concern	52.05%	65.81%
Refugees and Asylum-seekers	48.67%	100.00%
<b>3.2b Proportion of children and young people enrolled in secondary education</b>		
Others of Concern	33.96%	28.22%
Refugees and Asylum-seekers	30.00%	55.21%
<b>3.3 Proportion of people feeling safe walking alone in their neighbourhood after dark</b>		
Others of Concern	14.29%	57.25%
Refugees and Asylum-seekers	44.06%	51.90%

UNHCR made significant progress in its localization strategy by working directly with community organizations. 24 community structures, including women's groups, refugee-led organizations, Indigenous people, and people of diverse gender identity and sexual orientations, enhanced their knowledge on rights, organizational foundations, and leadership, helping them find effective responses and solutions. One such group, Jóvenes por el Cambio, recognized globally by UNHCR for promoting equality between men and women, signed a grant agreement with UNHCR, joined the network of youth organizations in Latin America and the Caribbean, and participated in Cartagena 40+ and the Future Summit.

28 collective and grassroots organizations developed annual plans with UNHCR and partners, leading to more efficient activities, and empowerment of women and girls along with strategies for prevention of violence. Strengthened community structures demonstrated organizational and leadership skills in communicating with local authorities to find solutions. The collectives referred women and girls who survived violence to state protection mechanisms, thereby improving access to justice and rights.

With UNHCR's support, 1,072 government officials improved their capacities to respond to and advocate for populations at risk, including survivors of violence, women, children, and adolescents. UNHCR supported the UNIVET mobile project, protecting women and girls from violence in remote communities.

The Secretariat of Social Welfare (SBS), with UNHCR support, provided legal and emergency mental health interventions to at-risk children and adolescents in five safe spaces (Casa Joven). In two youth centers (Mixco and Amatitlán), 1,071 Guatemalan children and adolescents received mental health, social work, and extracurricular education services. The Municipal Women's Directorates in 13 municipalities, along with CAIM in Izabal and CAIMUS in Peten and Chiquimula, enhanced their capacities to support survivors locally.

## 4. Impact Area: Securing Solutions

**People under UNHCR's mandate become self-reliant and achieve local integration and those at risk and with specific protection needs have access to resettlement and complementary pathways.**

Indicator		
Population Type	Baseline	Actual (2024)
4.1 Number of refugees who voluntarily return in safety and dignity to their country of origin		
Refugees and Asylum-seekers	0	0
4.2a Number of people who departed on resettlement		
Others of Concern	2,157	5,014
Refugees and Asylum-seekers	143	193
4.3b Number of refugees for whom residency status is granted or confirmed		
Refugees and Asylum-seekers	293	315

UNHCR strengthened partnerships with the government, private sector, and academia to encourage financial inclusion and enhance self-reliance for refugees and asylum-seekers through employment and entrepreneurship pathways. Coordination with local governments has enhanced their capacity to serve asylum-seekers, refugees, and Guatemalans at risk, promoting labor inclusion and empowering their integration into the local community.

Collaboration with financial service providers enabled 91 refugees and asylum-seekers to open bank accounts, while others received microcredit through a development NGO. Additionally, 242 people received financial inclusion training and support, promoting savings and increasing financial stability.

UNHCR, with the Ministry of Labour and livelihoods partners, assisted 211 people in obtaining work permits to access formal employment opportunities, marking a 57% increase from 2023.

In 2024, 621 refugees received five-year temporary residence. Adults also received residence permits and the Personal Identification Document for Foreign Residents, which contains a Unique Identification Code (CUI) required for accessing healthcare, education, and social services. Refugees are eligible to apply for permanent residence five years after receiving the temporary residence document.

Throughout 2024, UNHCR enhanced its identification mechanism for Guatemalans at risk and third-country nationals needing international protection through a holistic protection approach and strong field presence. In 2024, 10,996 people were processed for third-country solutions, with 20% having urgent protection needs, compared to 4,831 individuals in 2023. Departures doubled, reaching 5,207 people in 2024 (2,300 in 2023).

Active participation of authorities from 19 Cities of Solidarity signatories increased the inclusion of 65,740 refugees and forcibly displaced individuals in programs like livelihoods training and essential services such as education and healthcare.

## 1.3 Challenges to Achieving Impacts

Access to the refugee protection system and justice is challenged by complex bureaucratic and administrative practices. Weak infrastructure restricts government presence in the capital, further limiting access. Additionally, a constrained budget creates dependence on UNHCR.

High unemployment rates pose a challenge for refugees and asylum-seekers in accessing the labor market and integrating locally with limited informal sector opportunities. Violence against women and girls persists due to societal normalization and limited support systems. Cultural norms, accessibility issues, and security risks constrain efforts to enhance community strengthening interventions for integration and peaceful coexistence. Health programs struggle with high staff turnover and limited resources. Local organizations face capacity and funding limitations, affecting consistent support. Technological barriers and varying digital literacy levels complicate efforts to improve digital literacy among community leaders.

Refugees and asylum-seekers face significant challenges in meeting basic needs, including housing, food, and essential services. Discriminatory practices contribute to inflated prices, straining financial resilience. Rising inflation has led to a 3.5% increase in the cost of the minimum expenditure basket, exacerbating these difficulties.

In response, UNHCR continues to strengthen the capacities of state institutions, partners, communities, and affected populations. Overcoming technological barriers remains a priority with tailored training and support aimed at improving digital literacy among community leaders. It is essential to ensure that complaint and feedback mechanisms remain accessible, responsive, and inclusive in order to adapt to the evolving needs of the population served.

## 1.4 Collaboration and Partnerships

UNHCR collaborated with the Ministry of Foreign Affairs to develop the National Action Plan within the Comprehensive Regional Framework for Protection and Solutions (MIRPS), aiming to strengthen protection and inclusion mechanisms for refugees, asylum-seekers, and Guatemalans at risk. Two strategic mobile programs were expanded: UNIVETs, coordinated by SVET, serve as community-based violence prevention mechanisms, while PDH Móvil, implemented with the Office of the Ombudsperson, provides on-the-ground protection services.



The II National Conference on Solidarity Cities expanded the number of Solidarity Cities from nine in 2023 to 19, demonstrating increased local government commitment to refugee inclusion. UNHCR played a crucial role in the Protection Sector, addressing the needs and risks faced by refugees, asylum-seekers, and forcibly displaced persons. The National Protection Network, composed of national and international NGOs and supported by UNHCR, remained a vital protection space, enhancing coordinated responses.

In 2023, UNHCR initiated creation of a strategy for case identification and referral with two universities operating legal aid clinics to ensure individuals seeking international protection have access to essential information, assistance, and free legal representation.

UNHCR developed strong partnerships with various embassies and donor focal points, including KOICA and JICA. An MoU with JICA is under review after a joint field visit to Izabal and Petén. As a result of the advocacy with development actors, JICA funded training in Japan for the Guatemalan Red Cross on medical assistance during disasters, useful for our CAPMiRs. KOICA funded an officer to lead the Livelihoods Unit, and the Government of the Republic of Korea contributed to UNHCR in Guatemala. Additionally, UNHCR signed an MoU with the University of Seville to hire interns, resulting in two interns from Spain supporting advocacy and community activities in Guatemala.

## Section 2: Results

### 2.1. Outcomes and Achievements

#### 1. Outcome Area: Access to Territory, Reg. and Documentation

Enhanced government capacities ensure access to territory and documentation, reduce risk of refoulement and facilitate access to services.

##### Core Outcome Indicators

Population Type	Indicator		
	Baseline	Target (2024)	Actual (2024)
<b>1.1 Proportion of refugees and asylum seekers registered on an individual basis</b>			
Refugees and Asylum-seekers	100.00%	100.00%	100.00%
<b>1.2 Proportion of children under 5 years of age whose births have been registered with a civil authority</b>			
Others of Concern	100.00%	100.00%	96.58%
Refugees and Asylum-seekers	94.20%	100.00%	96.94%
<b>1.3 Proportion of people with legally recognized identity documents or credentials</b>			
Others of Concern	100.00%	100.00%	99.61%
Refugees and Asylum-seekers	97.98%	100.00%	98.81%

##### Core Output Indicators

Indicator	
Population Type	Actual (2024)
<b>01.1.1 Number of people registered on an individual basis</b>	
Refugees and Asylum-seekers	1,268
<b>01.2.1 Number of people supported to obtain civil status, identity or legal status documentation</b>	
Refugees and Asylum-seekers	239

### Progress Against the Desired Outcome

The CAPMIRs were important for identifying individuals with international protection needs. In 2024, 28,575 people benefited from humanitarian aid, emergency health services, psychosocial support, and legal guidance on asylum and protection services available in Guatemala. State authorities are present at the CAPMIRs to provide services and coordinate with local protection networks. Mobile units operated by UNHCR partners extend the CAPMIRs' services to remote areas. Additionally, CAPMIRs collaborate with other significant mobile initiatives like the Mobile PDH and UNIVETs.

In response to the displacement of around 600 individuals from Mexico to Huehuetenango in Guatemala due to violence, UNHCR assessed international protection needs and worked closely with local authorities to identify both immediate and long-term solutions. Migration authorities granted all individuals a stay permit and 73 of them applied for asylum in Guatemala.

The presence of UNHCR and its implementing partners provided information and orientation at the Returnee Centers for 5,930 Guatemalans, as well as phone calls so returnees could contact family or friends. These interventions helped assess international protection needs and refer people to protection services.

The Ombudsperson Office (PDH) continued the implementation of the "Mobile PDH" initiative, with UNHCR's support, by deploying 8 mobile units and a boat to key border departments in Guatemala, principally funded by PDH ensuring sustainability. The project monitored human rights violations and the state response towards people in human mobility, while bringing protection services closer to people. In 2024, 548 people received information and guidance on asylum procedures and access to services; 241 complaints were presented by the targeted population; 495 follow-up field visits were conducted; 2,350 civil society members and 260 public officials were trained on international protection, access to rights and services, and UNHCR's mandate.

UNHCR facilitated coordination meetings between asylum and migration authorities and the Ombudsperson Office to support the latter's role in identifying and assisting asylum-seekers at the airport. Through these agreements, the Ombudsperson's Office assisted 55 individuals from Sudan, Pakistan, Colombia, Peru, Afghanistan, and Brazil at the airport, ensuring access to the territory to those with international protection needs and providing information on the asylum process.

UNHCR and its implementing partner helped 550 refugees and asylum seekers obtain work permits and 239 to obtain their identity documents.

## 2. Outcome Area: Status Determination

**Government has effective registration and refugee status determination (RSD) procedures in place to ensure access to fair and efficient asylum procedures according to international standards.**

### Core Outcome Indicators

Indicator			
Population Type	Baseline	Target (2024)	Actual (2024)
<b>2.1 Average processing time (in days) from registration to first instance asylum decision</b>			
Refugees and Asylum-seekers	450.00	410.00	420.00
<b>2.2 Proportion of people undergoing asylum procedures who have access to legal representation</b>			
Refugees and Asylum-seekers	100.00%	100.00%	100.00%
<b>2.3 Proportion of people undergoing asylum procedures who have access to an effective appeal mechanism after first instance rejection of their claim</b>			
Refugees and Asylum-seekers	100.00%	100.00%	100.00%

### Core Output Indicators

Indicator	
Population Type	Actual (2024)
<b>02.1.1 UNHCR has provided capacity development support to strengthen the national status determination system(s), in accordance with international standards</b>	
Refugees and Asylum-seekers	Yes

## Progress Against the Desired Outcome

UNHCR supported the strengthening of the asylum system in Guatemala. By the end of 2024, 1,875 asylum claims were registered, primarily from Honduras, Venezuela, Nicaragua, and El Salvador, and 315 people were recognized as refugees. The government's efforts to decentralize and enhance the asylum system, along with UNHCR and partners' effective field presence, contributed to support refugee decision making, enabling those willing to stay to have meaningful access to protection. UNHCR partners counselled 53,289 individuals with information on asylum in Guatemala and assisted 1,180 in accessing the asylum system and documentation. Legal representation was provided to 79 cases during the appeal process.

The government's commitment towards decentralized asylum procedures was one of the major achievements. The Department for Refugee Status Determination (DRER), with UNHCR's support, conducted 10 field missions, registering, interviewing, and documenting 223 new asylum-seekers. Additionally, through UNHCR's advocacy, the government committed to opening two DRER field locations in Esquipulas and Quetzaltenango, set to start operating in 2025.

UNHCR provided technical assistance to DRER to implement mainstreaming and fast track procedures improving significantly efficiency and the quantity and quality of assessments by eligibility caseworkers, enhancing DRER and CONARE's productivity, and reducing backlog and waiting times. In 2024, DRER drafted 12 eligibility reports per month, compared to 4 in 2023, while the Refugee Commission (CONARE) reviewed 809 cases, compared to 666 in 2023. All pending asylum claims presented before 2024 have been resolved at the CONARE level.

As part of the digitalization initiatives, UNHCR's advocacy with IGM, specifically with DRER, has led to the development of terms of reference for a case management system. This system aims to optimize human resources and time by simplifying the registration process, improving interoperability among units (such as registration, interviewing, assessment, monitoring, recommendations, and decision-making), automating simple processes, and enhancing data quality and accountability.

While the system is being developed, DRER, with support from UNHCR, has implemented a plan to organize and digitize its case files. This initiative includes providing technical assistance and establishing specific protocols, resulting in the verification, scanning, and organization of nearly 500 files. UNHCR trained 40 DRER staff members during a 28-hour capacity-building induction while a specialized capacity-building programme was implemented for CONARE commissioners to enhance their decision-making process.

## 3. Outcome Area: Protection Policy and Law

**National legal framework, public policies, administrative and judiciary practices are in accordance with human rights, international protection and forced displacement standards.**

### Core Outcome Indicators

Population Type	Indicator		
	Baseline	Target (2024)	Actual (2024)
<b>3.1 Extent national legal framework is in line with the 1951 Convention and/or its 1967 Protocol</b>			
None	Broadly aligned	Broadly aligned	Broadly aligned
<b>3.2 Extent national legal framework is in line with the 1961 Convention on the Reduction of Statelessness</b>			
None	Broadly aligned	Broadly aligned	Broadly aligned

Core Output Indicators

Indicator	
Population Type	Actual (2024)
03.1.1 UNHCR has engaged in legislative and judicial processes to strengthen laws and policies for the protection of refugees, IDPs, returnees and stateless people and/or the reduction and prevention of statelessness	
Refugees and Asylum-seekers	Yes

Progress Against the Desired Outcome

Following strong advocacy from UNHCR, asylum authorities have agreed to update the regulations on asylum procedures. The proposed changes aim to streamline the asylum procedure by reducing bureaucratic inefficiencies. Key updates include delegating decision-making authority to ensure timely resolutions, establishing an appeal process for case review, and integrating registration, interview, and documentation stages into a single step. Additionally, the reforms call for improved follow-up for asylum-seekers and refugees, including provisions for reopening cases. These changes are currently being assessed by the Guatemalan Migration Institute and are expected to be implemented in 2025.

UNHCR, in collaboration with universities in Guatemala, expanded free and quality legal services for refugees and asylum-seekers through university legal clinics located in several departments. This initiative focuses on strengthening the capacities of students and professors to provide information and guidance on asylum and legally represent cases in civil, family, labour, and notary law procedures. As part of these efforts, a work plan was signed with Rafael Landívar University, leading to the training of 380 students in Huehuetenango on international protection. Additionally, in collaboration with San Carlos University of Guatemala in Izabal, 55 students from the legal aid clinic and 22 psychology students were trained to provide support services to the refugee population. As a result, four refugees were referred for mental health assistance, while in Huehuetenango, three individuals received legal follow-up on labor and family matters.

UNHCR supported the Human Rights Ombudsperson to enhance its response to displaced populations by including monitoring and indicators in its procedures and developing staff training and mechanisms for receiving complaints. This initiative integrated all affected populations and established coordinated actions internally and externally with various stakeholders.

With UNHCR's support, the Ministry of Education trained officials to include refugees and asylum-seekers in labour competency assessments, recognizing and certifying the skills of 36 individuals. The ministry also integrated refugee identification documents into its system, promoting innovation and inclusion. The Ministry of Labour and Social Welfare, supported by UNHCR, developed four social inclusion guides for companies integrating vulnerable populations, including refugees. These guides were shared with CentraRSE and will be implemented through training sessions in collaboration with the government, private sector, and UNHCR.

UNHCR, in collaboration with Banco Industrial, ensured access for refugees and asylum-seekers to open bank accounts and access other financial services using the Special Personal Identity Document (DPI-E). This milestone removes the barrier of requiring a passport to access banking services. Currently, refugees can open accounts in eight departments across the country leading to a more effective socio-economic inclusion.

The National Institute of Statistics (INE) presented the results of the National Survey on Living Conditions (ENCOVI) where UNHCR supported the inclusion of questions on internal displacement, showing an initial figure of 1,200,000 internally displaced Guatemalans due to violence and extreme-weather related disasters. UNHCR continued to engage with the INE to further assess these figures which will result in a joint report to be published in 2025.

## 4. Outcome Area: Gender-based Violence

**Gender-based violence affecting people under UNHCR's mandate is prevented and, when it occurs, receives a comprehensive response in a timely, effective and safe manner.**

### Core Outcome Indicators

Population Type	Indicator		
	Baseline	Target (2024)	Actual (2024)
<b>4.1 Proportion of people who know where to access available GBV services</b>			
Others of Concern	33.33%	40.00%	29.04%
Refugees and Asylum-seekers	22.16%	35.00%	32.38%
<b>4.3 Proportion of survivors who are satisfied with GBV case management services</b>			
Others of Concern	100.00%	100.00%	96.36%
Refugees and Asylum-seekers	88.46%	89.00%	88.52%

### Core Output Indicators

Population Type	Indicator
	Actual (2024)
<b>04.1.1 Number of people who benefitted from specialized GBV programmes</b>	
Others of Concern	198
Refugees and Asylum-seekers	73

## Progress Against the Desired Outcome

Violence against women and girls significantly impacts refugees and the Guatemalan population, particularly Indigenous women, displaced persons, people of diverse gender identity and sexual orientation, and people with disabilities. UNHCR is engaged in protecting women and girls from violence and strengthening protection for persons at heightened risk.

In collaboration with Lambda and the women's collective "Latimos Juntas," UNHCR empowered young women in Petén on rights to build a diverse community protection network. Emblematic dates were used to raise awareness about women's rights and equality between men and women, and new methodologies were developed, including guidelines on engaging men and boys to prevent violence against women and girls and working with people of diverse gender identity and sexual orientation. Internally, UNHCR enhanced its commitment to mitigating risks of violence and ensuring the safe disclosure of incidents, distributing prevention materials, and updating help.org with relevant information.

The UNIVETS mobile units, operated by the Secretariat Against Sexual Violence, Exploitation, and Human Trafficking (SVET), reached 90,000 individuals in vulnerable communities across 69 municipalities in Alta Verapaz, Chiquimula, Guatemala, Huehuetenango, Quetzaltenango, San Marcos, and Petén, with support from UNHCR in the form of vehicles, staff, equipment, and training. This initiative improved the provision and dissemination of information to prevent violence.

Schools continued to play a crucial role in advancing equality, preventing violence against women and girls, combating discrimination against refugees and asylum-seekers, and promoting peaceful coexistence. UNIVETS partnered with schools in regions with high levels of violence to implement violence prevention programmes.

UNHCR mapped both specialized and non-specialized services for responding to the needs of survivors of

violence, including legal assistance, mental health support, and safe spaces. Capacity-building efforts were strengthened, focusing on safe disclosure, referral pathways, and protection from sexual exploitation and abuse, in collaboration with state authorities and NGOs.

Training sessions conducted by UNHCR, and its partners led to enhanced identification of needs and referral of survivors to appropriate services. A total of 68 training sessions were delivered to 2,144 officials and 93,000 community members, improving their ability to prevent, identify, and refer cases. Additionally, La Alianza provided specialized services to 1,075 survivors, while Lambda supported 1,234 people of diverse gender identity and sexual orientation at risk of further violence.

## 5. Outcome Area: Child Protection

**Forcibly displaced or unaccompanied children at risk have access to national child protection systems.**

### Core Outcome Indicators

Population Type	Indicator		
	Baseline	Target (2024)	Actual (2024)
<b>5.1 Proportion of children at heightened risk who are supported by a Best Interests Procedure</b>			
Others of Concern	71.34%	100.00%	100.00%
Refugees and Asylum-seekers	77.78%	75.00%	40.30%
<b>5.2 Proportion of children who participate in community-based child protection programmes</b>			
Others of Concern	21.43%	22.00%	14.26%
Refugees and Asylum-seekers	34.72%	35.00%	29.26%
<b>5.3 Proportion of unaccompanied and separated children who are in an alternative care arrangement</b>			
Others of Concern	99.51%	90.00%	50.45%
Refugees and Asylum-seekers	58.33%	55.00%	40.00%

### Core Output Indicators

Population Type	Indicator
	Actual (2024)
<b>05.1.1 Number of children and caregivers who received child protection services</b>	
Others of Concern	736
Refugees and Asylum-seekers	178

## Progress Against the Desired Outcome

UNHCR supported children, families, and communities to prevent child protection risks, such as violence against children, family separation, child trafficking, recruitment activating community response mechanisms and improving accessibility to services. A child-friendly methodology and toolkits were adapted for participatory assessments and community interventions, resulting in 5,207 children (59% girls) participating in community activities, in 2023, 972 children participated, and 74 children in the assessments which used a play-based and participatory methodology adapted to the different community contexts, there is no data for 2023 because assessments were not conducted until 2024. Through this approach, they expressed their concerns, shared proposals, and identified the major risks they faced. As a result, key protection needs were identified, helping to target future interventions. In 2023, UNHCR trained 775 civil



society members and 252 government staff, totaling 1,027 individuals, on best interest procedures, child-friendly methodologies, communication techniques, and protection risks faced by children.

In 2024, the number of trained individuals increased significantly to 1,319, with 804 civil society members and 515 government staff receiving training. This represents a 28% overall increase compared to the previous year, highlighting UNHCR's strengthened efforts to build capacity within Guatemala's national child protection system. This initiative enhanced child protection services and improved the inclusion of children under UNHCR's mandate.

Capacity-building sessions with key stakeholders at the national and local levels improved the identification and referral of children at risk of violence, abuse, neglect and exploitation and strengthened case management. In 2023, UNHCR and its partners assisted and referred 437 children and caregivers to protection services, including Best Interest Procedures (BIP), safe spaces, sports, cultural activities, parenting initiatives, and psychosocial services. In contrast, in 2024, the number significantly increased to 3,507, representing an eightfold rise compared to the previous year. This substantial growth suggests an expansion of services, increased outreach, or a higher demand for protection interventions. Collaboration with the Attorney General's Office (PGN) increased its capacity in the implementation of best interests determination procedures by establishing improved legal and psychosocial services, leading to 410 court petitions and 114 positive resolutions in 2024. This partnership enabled durable solutions for 511 children and strengthened advocacy for child-centered interventions.

In December 2024, the Child Protection module in proGres was implemented to collect and manage data while ensuring the security and integrity of children's information. As part of this effort, the Best Interests Procedure (BIP) was reinforced to provide a structured approach to assessing and addressing the needs of children. A Standard Operating Procedure (SOP) was developed to guide application of the BIP in resettlement cases, defining roles, responsibilities, and protocols for case management, information storage, and confidentiality.

## 7. Outcome Area: Community Engagement and Women's Empowerment

**People under UNHCR's mandate are meaningful actors of their own protection and solutions, creating conditions for equal enjoyment of rights through representation in management, coordination and leadership structures.**

### Core Outcome Indicators

Population Type	Indicator		
	Baseline	Target (2024)	Actual (2024)
<b>7.1 Extent participation of displaced and stateless people across programme phases is supported.</b>			
Others of Concern	Moderate	Extensive	Moderate
Refugees and Asylum-seekers	Moderate	Extensive	Moderate
<b>7.3 Proportion of women participating in leadership/management structures</b>			
Others of Concern	74.86%	70.00%	75.72%
Refugees and Asylum-seekers	58.33%	50.00%	76.47%

### Core Output Indicators

Indicator	
Population Type	Actual (2024)
<b>07.1.1 Number of people consulted through Participatory Assessments</b>	
Host Community	147
Others of Concern	260
Refugees and Asylum-seekers	132



07.2.1 Number of people who used UNHCR- supported feedback & response mechanisms to voice their needs/ concerns/feedback	
Others of Concern	9,122
07.3.1 Number of people who received protection services	
Others of Concern	137,472
Refugees and Asylum-seekers	4,702

## Progress Against the Desired Outcome

Twenty-eight communities from eight departments enhanced leadership capacity and empowered women and girls. Participatory assessments identified protection risks, enabling the design of community work plans to prevent violence and improve access to rights. In partnership with Asociación La Alianza, UNHCR aimed to reduce inequalities by empowering women and girls in Quetzaltenango and San Marcos. The collective Jóvenes por el Cambio, with 70 youth members, actively promoted access to rights and addressed risks related to human mobility. The Guatemalan Red Cross trained 55 health volunteers in disaster response, first aid, and psychological first aid to replicate training in their communities. Lambda, in collaboration with Collective Latimos Juntas, promoted access to rights for diverse individuals, raised awareness to prevent social exclusion, and implemented participatory methodologies to create safe environments. Ak'Tenamit focused on enhancing access to education and economic opportunities within Indigenous communities, developing life skills for adulthood, promoting equality between women and men, and identifying risk points. These initiatives consolidated local community support networks with inclusive decision-making, access to rights and services, and effective communication.

UNHCR developed internal guidelines for protection of LGBTIQ+ individuals from violence and conducted awareness-raising activities for its staff. To promote equality between women and men, UNHCR enhanced its methodologies to foster the engagement of men and boys to reduce violence against women and girls, improve mental health, and cultivate healthier family and community relationships. Localization efforts were strengthened by implementing activities directly through community-based organizations such as Jóvenes Por el Cambio and Ak' Tenamit.

To enhance visibility, accountability, and support fundraising efforts, UNHCR developed tools like the Annual Fact Sheet on community-based protection (CBP), quarterly CBP Updates, and specific community profiles (Fichas Comunitarias) for each community process, highlighting objectives and key information. Understanding community strengthening as a process, the actions and interventions achieved throughout the year not only address immediate issues of violence and discrimination but also contribute to the construction of more inclusive, resilient, and equitable communities. Risks of violence are identified and mitigated, social inclusion is promoted, development and productivity opportunities are enhanced, equality of rights is advocated, and localization is strengthened. Directly, 1070 community members benefited, and indirectly, the inhabitants of those communities.

Communication with Communities (CwC) guidelines and materials were designed to improve outreach. The Guatemala help.unhcr.org/guatemela page was enhanced with updated information, an improved structure, simplified language, and multimedia resources attracting 51,000 users including 48,000 new visitors. UNHCR Guatemala also participated in the regional CwC Innovation Fund, focusing on strengthening the digital literacy of 62 community leaders to enhance their capacities and prevent digital fraud. Additionally, the complaint and feedback mechanism was updated, and the capacities of partners and field offices were strengthened to improve response channels and address feedback from the people UNHCR served.

## 8. Outcome Area: Well-Being and Basic Needs

**Food, water and basic services are available to people under UNHCR's mandate in a safe environment.**

## Core Outcome Indicators

Population Type	Indicator		
	Baseline	Target (2024)	Actual (2024)
<b>8.1 Proportion of people that receive cash transfers and/or non-food items</b>			
Others of Concern	2.28%	7.00%	6.10%
Refugees and Asylum-seekers	24.64%	40.00%	32.62%
<b>8.2 Proportion of people with primary reliance on clean (cooking) fuels and technology</b>			
Refugees and Asylum-seekers	84.79%	84.00%	81.19%

## Core Output Indicators

Population Type	Indicator
	Actual (2024)
<b>08.1.1 Number of people who received cash assistance</b>	
Others of Concern	4,768
Refugees and Asylum-seekers	1,433
<b>08.2.1 Number of people who received non-food items</b>	
Host Community	215
Others of Concern	4,263
Refugees and Asylum-seekers	101

## Progress Against the Desired Outcome

UNHCR provided subsistence support to 5,920 asylum-seekers, refugees, and at-risk Guatemalans across all 22 departments of Guatemala to cover survival needs such as food and housing. This assistance targeted the most vulnerable populations, with 57% of recipients being women and 43% men.

According to the 2024 Post-Distribution Monitoring, participants reported their top expenses as food, utilities, health, hygiene, and rent. Notably, 64% of participants were able to meet all or more than half of their basic needs, up from 37% in 2023. Over 95% of recipients reported moderate to significant improvements in their living conditions. Additionally, the percentage of participants resorting to extreme coping mechanisms to cover their basic needs decreased from 13% in 2023 to 3% in 2024.

Humanitarian assistance and access to basic needs were provided to over 28,000 people through the CAPMiRs. More than 3,700 individuals received hygiene kits, 1,534 received food kits, and 2,578 received other types of assistance, including access to potable water and showers. The CAPMiRs provide coordinated humanitarian assistance, including hygiene kits, food kits, and other types of aid, although a significant portion of the hygiene kits were donated through UNHCR. No food kits were delivered through UNHCR donations.

Hygiene kits are a crucial element in UNHCR's humanitarian assistance strategy. UNHCR, together with its partners, managed to deliver 4,625 hygiene kits to specific populations in 2024, with most of them being delivered directly at the CAPMiRs. This includes 363 kits to Guatemalans at risk, 215 to the host community, 3,942 to displaced populations, and 105 to asylum seekers and refugees.

## 9. Outcome Area: Sustainable Housing and Settlements

## People under UNHCR's mandate have access to adequate emergency shelter and safe housing.

### Core Outcome Indicators

Population Type	Indicator		
	Baseline	Target (2024)	Actual (2024)
<b>9.1 Proportion of people living in habitable and affordable housing</b>			
Others of Concern	10.32%	12.00%	42.90%
Refugees and Asylum-seekers	2.32%	5.00%	7.38%
<b>9.2 Proportion of people that have energy to ensure lighting</b>			
Refugees and Asylum-seekers	96.74%	97.00%	97.38%

### Core Output Indicators

Indicator	
Population Type	Actual (2024)
<b>09.1.1 Number of people who received shelter and housing assistance</b>	
Others of Concern	75,795
Refugees and Asylum-seekers	1,126

## Progress Against the Desired Outcome

In 2024, UNHCR supported a network of 13 shelters in strategic areas, providing accommodation, food, psychosocial assistance, and safe spaces to 76,921 people. Additionally, 606 at-risk Guatemalans, including LGBTIQ+ individuals and women and girls survivors of violence, received specialized shelter options. This represents a slight decrease of 3% compared to 2023 when 79,300 people were provided shelter. To address the ongoing need for shelter and alternative accommodation solutions, UNHCR coordinated with key actors and shelter providers, offering additional options, equipment, and technical advice.

Together with the National Protection Network, UNHCR developed the Standard Operating Procedure (SOP) for collective shelters to ensure care and protection minimum standards and international human rights norms. In 2024, a self-diagnostic assessment was conducted with shelter providers for the implementation of the SOP, followed by a capacity-building workshop. This workshop addressed identified needs, such as establishing evacuation routes in collaboration with the National Disaster Coordinator, addressing cases of violence against women and children, and creating action plans.

UNHCR completed eight community infrastructure projects including community and learning centers, school improvements, and water filters. These projects provided safe spaces for education, better learning environments, peaceful coexistence, and clean drinking water, benefiting 27,927 individuals including refugees, displaced people, and host communities. Community members participated in assessments, workshops, and implementation, promoting ownership and responsibility. Regular feedback with local stakeholders ensured cultural appropriateness and sustainability. This involvement addressed immediate needs and built local capacity and resilience for long-term impact.

UNHCR also supported infrastructure improvements in four collective shelters to ensure safer, sustainable, and comfortable environments. These efforts aligned with UNHCR's strategy for Climate Resilience, including the installation of solar energy panels and WASH systems.

## 10. Outcome Area: Healthy Lives

People under UNHCR's mandate have access to health services.

### Core Outcome Indicators

Indicator			
Population Type	Baseline	Target (2024)	Actual (2024)
<b>10.1 Proportion of children aged 9 months to five years who have received measles vaccination</b>			
Refugees and Asylum-seekers	87.10%	85.00%	76.92%
<b>10.2. Proportion of births attended by skilled health personnel</b>			
Refugees and Asylum-seekers	86.65%	90.00%	78.38%

### Core Output Indicators

Indicator	
Population Type	Actual (2024)
<b>10.1.1 Number of individual consultations in UNHCR supported health care services</b>	
Others of Concern	22,336
Refugees and Asylum-seekers	473
<b>10.2.1 Number of consultations in UNHCR supported mental health and psychosocial support services</b>	
Others of Concern	37,473
Refugees and Asylum-seekers	473

## Progress Against the Desired Outcome

Asylum-seekers and refugees have the right to access the public health system for primary health care, however, they face several obstacles, including discrimination, costs of services, and shortages of medicines, specialists and equipment. UNHCR and partners consistently advocated with the authorities to facilitate access to healthcare and strengthened local referral pathways in coordination with state actors, civil society and the Ministry of Health and Social Assistance (MSPAS). As a result, MSPAS provided health services including prevention activities, health fairs and inclusion in local referral routes in coordination with UNHCR and civil society.

UNHCR and its partner Guatemalan Red Cross (CRG) provided emergency health services at the CAPMIRs. In 2024, 22,809 people, including asylum-seekers, refugees, internally displaced, and host communities, received health assistance. Mental health services were provided to 38,698 individuals. Health fairs, organized in coordination with the Ministry of Health, public entities, UNHCR's field offices, and civil society, benefited approximately 2,000 people.

UNHCR collaborated with the private sector to open the private health care system to asylum-seekers, refugees, host communities, and Guatemalans at risk. At the end of 2024, five cases were identified and referred to organizations, including Asociación Pro Bienestar de la Familia de Guatemala (APROFAM) and Centro Moore for specialized surgery for children and adolescents with chronic diseases. APROFAM also organized a medical fair at the CAPMIR in Guatemala City to provide gynaecological services and general medical care, benefiting around 45 persons.

UNHCR and its partners Misioneros de San Carlos Scalabrinianos (MSCS), Lambda, and the Human Rights Office of the Archbishop of Guatemala (ODHAG), contributed to broader public health goals by

curbing the spread of HIV through prevention strategies, including access to health services, counselling, and mental health support.

UNHCR coordinated with the Regional HIV Program of the Health Studies Center at Universidad del Valle de Guatemala to provide prevention talks, rapid HIV testing, strengthen referral pathways for HIV cases in transit, and distribute informational materials. With CRG's support, UNHCR strengthened the network of community promoters in five field units, training 55 health promoters in first aid, disaster response, mental health first aid, self-esteem, and self-care. This initiative improved health outcomes, enhanced emotional well-being, and increased community response and resilience.

UNHCR promoted the mental health of staff and partners in coordination with HIAS and the Guatemalan Red Cross. 18 workshops focusing on caregiver self-care included participation of 200 officials from UNHCR, the Guatemalan Migration Institute (IGM), the Human Rights Ombudsperson's Office (PDH) and the Attorney General's Office (PGN).

## 11. Outcome Area: Education

**People under UNHCR's mandate have access to primary and secondary education, as well as additional/higher/tertiary education, through the inclusion into the national education system.**

### Core Outcome Indicators

Indicator			
Population Type	Baseline	Target (2024)	Actual (2024)
<b>11.2 Proportion of children and young people enrolled in the national education system</b>			
Refugees and Asylum-seekers	40.77%	68.00%	66.82%

### Core Output Indicators

Indicator	
Population Type	Actual (2024)
<b>11.1.1 Number of people who benefitted from education programming</b>	
Host Community	98
Others of Concern	181
Refugees and Asylum-seekers	62

## Progress Against the Desired Outcome

UNHCR advocated with Guatemala's Ministry of Education for the right to education for refugee children and ensure the recognition of the Special Personal Identity Document (DPI-E) for school registration. UNHCR trained 886 teachers, principals, and education officials, raising awareness about the rights of asylum-seekers and refugee children. UNHCR also engaged in advocacy with the National Registry of Persons (RENAP), resulting in an official communication to Departmental Education Directors to support the recognition of the DPI-E within the National Education System. Through UNHCR and partner assistance, along with the advocacy efforts mentioned, 292 asylum seekers, refugees, and others of concern, as well as 390 Guatemalans at risk (including 558 children and 124 adults), accessed education.

In Guatemala City, Izabal, San Marcos, Huehuetenango, Chiquimula, and Petén, 276 asylum-seekers, refugees, and Guatemalans, particularly women and young people, completed short courses, entrepreneurship training, workshops, and certifications in areas including bakery, blacksmithing, carpentry, gastronomy, hairstyling, tailoring, and agroecology. The training was provided with municipalities, the

Ministry of Education, Coursera, the Carlos Slim Foundation, the Ministry of Agriculture, INTECAP, and UNHCR's partner World Vision, significantly expanding socio-economic integration opportunities. Additionally, in Izabal, 45 youths from Ak'Tenamit completed a course on climate resilience, supported by CONRED and UNHCR.

In Tecún Umán, the STEAM program developed technical, cognitive, and socio-emotional skills in children aged 5 to 12 through hands-on, technology-based learning. The program benefited 20 children from refugee families and the host community in Ayutla.

To advance the inclusion of asylum-seekers and refugees in the national education system, five awareness activities were held at a local school in Tecun Uman, reaching 117 children and 14 educators. These events coincided with World Refugee Day, Children's Day, and International Women's Day to raise further awareness.

### 13. Outcome Area: Self Reliance, Economic Inclusion and Livelihoods

**Decent market-based employment or self-employment are accessible to people under UNHCR's mandate to generate income.**

#### Core Outcome Indicators

Population Type	Indicator		
	Baseline	Target (2024)	Actual (2024)
<b>13.1. Proportion of people with an account at a bank or other financial institution or with a mobile-money-service provider</b>			
Others of Concern	65.87%	65.00%	63.04%
Refugees and Asylum-seekers	35.51%	42.00%	41.90%
<b>13.2. Proportion of people who self-report positive changes in their income compared to previous year</b>			
Others of Concern	6.35%	14.00%	12.96%
Refugees and Asylum-seekers	9.92%	17.00%	9.05%

#### Core Output Indicators

Indicator	
Population Type	Actual (2024)
<b>13.1.1 Number of people who benefitted from livelihoods and economic inclusion interventions</b>	
Others of Concern	34
Refugees and Asylum-seekers	547

### Progress Against the Desired Outcome

In 2024, UNHCR built and strengthened partnerships with the government, private sector, financial services providers, civil society, and academia to promote refugees' economic inclusion and self-reliance. A total of 547 refugees and asylum-seekers benefited from UNHCR's livelihood and economic inclusion support, which included access to market-based employment and self-employment opportunities.

UNHCR's labor inclusion efforts and advocacy with the private sector led to 88 people being hired by 51 Guatemalan companies nationwide, in hospitality, restaurants, customer service, bakery and pastry, hardware stores, and other sectors. Additionally, UNHCR strengthened the self-reliance of refugees and asylum-seekers by supporting 127 people in starting or strengthening their small businesses in trade (71%),

services (19%), and production (10%).

UNHCR further enhanced the economic inclusion of refugees and asylum-seekers by facilitating access to technical and vocational skills certification. In partnership with the National Technical Institute for Training and Productivity (INTECAP) and the Ministry of Education, 435 people obtained their certifications with the support of UNHCR.

In 2024, 550 asylum-seekers and refugees obtained their work permits through the platform established by the Ministry of Labor, facilitating access to formal employment. Among them, 211 people were supported by UNHCR in their access to work permits.

In partnership with financial service providers, UNHCR supported 285 people in gaining access to financial services, including bank accounts, financial inclusion training, and microcredit, to strengthen the financial inclusion of refugees.

UNHCR provided technical support to the Ministry of Labor for publishing and disseminating guidelines for labor inclusion for diverse groups, promoting economic opportunities and access to employment for refugees, asylum-seekers, persons with disabilities, women and youth, and people at risk.

UNHCR's livelihood programs and advocacy efforts have improved the ability of refugees and asylum-seekers to meet their basic needs. Among the participants in its economic inclusion initiatives, 64% reported an increase in their income. Specifically, 49% of those on the employability route and 53% of those on the entrepreneurship route experienced income growth.

## 15. Outcome Area: Resettlement and Complementary Pathways

**Resettlement, in-country processing and complementary pathways programmes are strengthened to effectively respond to people under UNHCR's mandate with specific protection needs.**

### Core Outcome Indicators

Indicator			
Population Type	Baseline	Target (2024)	Actual (2024)
15.1 Number of refugees submitted by UNHCR for resettlement			
Others of Concern	4,648	11,000	10,667
Refugees and Asylum-seekers	183	150	329

### Core Output Indicators

Indicator	
Population Type	Actual (2024)
15.1.1 Country issues machine-readable travel documents	
Refugees and Asylum-seekers	Yes

## Progress Against the Desired Outcome

In 2024, UNHCR referred 4,149 cases (10,996 individuals) from El Salvador, Honduras, Nicaragua and Guatemala for resettlement. About 20% of these cases required urgent processing due to immediate threats and persecution. Approximately, 60% of these cases were referred under the legal and physical protection needs category, 21% involved survivors of violence and torture, and 18% concerned women and



girls at risk. Notably, 57% of the resettled refugee population from Guatemala were women.

Efforts to streamline resettlement processes, including the use of abridged refugee referral forms and the Identification-Based Methodology, along with expedited case processing by the International Organization for Migration (IOM), facilitated quicker adjudication and departures of resettlement cases.

In September, 236 individuals from Nicaragua at heightened risk were registered, interviewed, and assisted by UNHCR and IOM, with accommodation, transportation, orientation, psychosocial, and medical support. These cases were closely supported and assessed for different pathways, including resettlement to the United States of America, asylum in Guatemala, and relocation to other third countries.

## 16. Outcome Area: Integration and other Local Solutions

**The government at national and local level increases its capacity to include people under UNHCR’s mandate in social policies and programmes.**

### Core Outcome Indicators

Population Type	Indicator		
	Baseline	Target (2024)	Actual (2024)
<b>16.1 Proportion of people with secure tenure rights to housing and/or land</b>			
Refugees and Asylum-seekers	4.01%	10.00%	12.86%
<b>16.2 Proportion of people covered by national social protection systems</b>			
Refugees and Asylum-seekers	56.43%	62.00%	61.90%

### Core Output Indicators

Indicator	
Population Type	Actual (2024)
<b>16.1.1. Government Social protection system is inclusive of forcibly displaced and stateless people</b>	
Refugees and Asylum-seekers	Partially

## Progress Against the Desired Outcome

With the 11 newly established Cities of Solidarity in Izabal, Chiquimula, and Jutiapa, UNHCR has continued to strengthen its whole-society approach. Cities of Solidarity included refugees and asylum-seekers in numerous municipal initiatives that improved access to education, healthcare, livelihoods and local integration. Through the City of Solidarity in Santa Catarina Mita, UNHCR helped strengthen economic empowerment of refugees, asylum-seekers, and Guatemalan people by supporting the establishment of a sewing workshop. Refugees and asylum-seekers were included in mobile education outreach in Guatemala City, job training programs in numerous municipalities, as well as access to computer laboratories. In the Solidarity Cities of Asunción Mita, Esquipulas, Quetzaltenango, and Guatemala City, UNHCR has helped to strengthen local government’s capacity in organizing entrepreneurship fairs in a more sustainable manner through the donation of mobile equipment and refugees and asylum seekers’ inclusion to marketing opportunity of these municipalities has increased.

In 2024, UNHCR took the initiative to enhance local integration through innovation. A total of 13 children and 27 adolescents in Ayutla and San Marcos received training for fostering creativity, innovation, and critical thinking. In addition, UNHCR in collaboration with the Technical Institute for Training and Productivity (INTECAP) has trained 37 people in green jobs, a training process in environmental management and conservation (theoretical/practical) was implemented in Izabal, Peten and Guatemala City, adapted to the



needs of the different stakeholders working in environmental conservation and the sustainable management of natural resources in Guatemala. The programme aimed to promote and facilitate employment opportunities in the private and public sector. UNHCR’s initiative to promote innovation in partnership with the INTECAP and the Ministry of Education, has supported facilitating access of 435 refugees and asylum seekers to technical and vocational skills certifications.

In partnership with the Universidad del Valle, UNHCR has established two programs with students exploring careers in design and innovation. As a result, refugee entrepreneurs were supported in developing their brand, package design, and were provided with mobile stands to be used for fairs designed and produced by students involved.

Other Core Output Indicators

Population Type	Actual (2024)
06.1.1 Number of people who received legal assistance	
Refugees and Asylum-seekers	1,180

2.2. Age, Gender and Diversity

UNHCR Guatemala organized an Age, Gender, and Diversity (AGD) Multifunctional Team to ensure a coordinated approach across different areas. With the guide on engaging men and boys to prevent violence against women and girls, UNHCR directly impacted the lives of 50 students and 50 teachers from Ak'Tenamit. These teachers will implement the orientation and awareness process on the topic to 700 students, contributing to the transformation of violent stereotypes into positive and equitable models in their lives and those of their families.

Inclusion, cultural sensitivity, and addressing protection risks were reinforced by developing internal guidelines to combat discrimination and prejudice. The analysis of risks for ethnic groups was strengthened to improve responses, incorporating all population categories in proGres for better data referencing. Accountability and data analysis for evidence-based planning were improved through protection monitoring and participatory diagnostics; Community strengthening was enhanced through the Innovation Fund on digital literacy, improving technical capacity and preventing digital fraud.

The representation and leadership of women within the operation were promoted, with 58.8% of the team being women. Additionally, 57% of subsistence support and 59% of livelihood beneficiaries were women who accessed financial resources, crucial for their economic autonomy and well-being, contributing to the sustainable development of their families.

The office improved referral mechanisms for women and girls survivors of violence to access services by developing the proGres guidelines on protection from violence, preparing for their implementation in 2025.

## Section 3: Resources

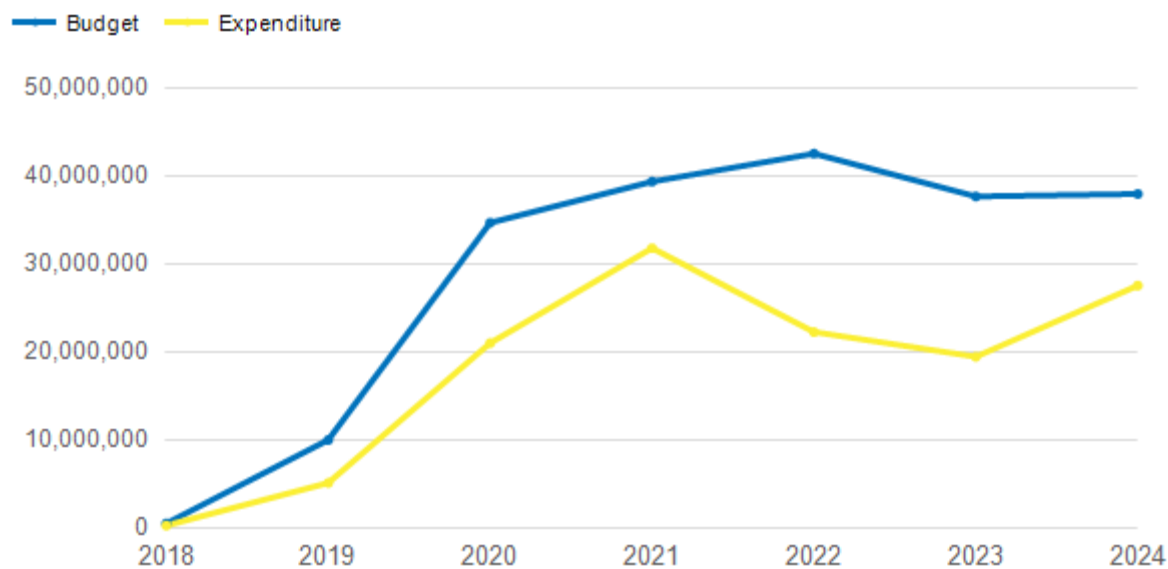
### 3.1 Financial Data

(Financial figures in USD)

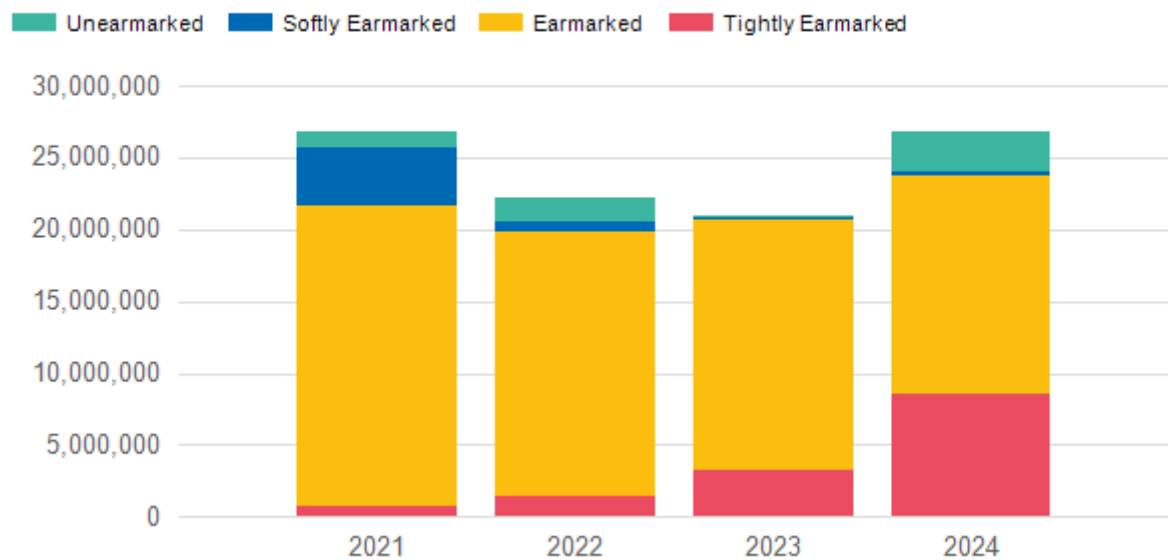
Impact Area	Final Budget	Funds Available	Funds Available as % of Budget	Expenditure	Expenditure as % of Funds Available
IA1: Protect	8,124,377	6,926,102	85.25%	6,926,102	100.00%
IA2: Assist	8,183,753	6,764,657	82.66%	6,764,657	100.00%
IA3: Empower	5,392,574	3,612,631	66.99%	3,612,631	100.00%
IA4: Solve	16,192,939	10,197,446	62.97%	10,197,446	100.00%
All Impact Areas		24,858			
<b>Total</b>	<b>37,893,643</b>	<b>27,525,694</b>	<b>72.64%</b>	<b>27,500,836</b>	<b>99.91%</b>

Outcome Area	Final Budget	Funds Available	Funds Available as % of Budget	Expenditure	Expenditure as % of Funds Available
OA1: Access/Doc	4,280,748	3,807,122	88.94%	3,807,122	100.00%
OA2: Status	1,900,246	1,272,809	66.98%	1,272,809	100.00%
OA3: Policy/Law	1,943,383	1,846,170	95.00%	1,846,170	100.00%
OA4: GBV	2,633,249	1,180,460	44.83%	1,180,460	100.00%
OA5: Children	1,389,873	887,735	63.87%	887,735	100.00%
OA7: Community	2,759,325	2,432,171	88.14%	2,432,171	100.00%
OA8: Well-being	1,951,328	1,717,063	87.99%	1,717,063	100.00%
OA9: Housing	2,399,778	2,276,186	94.85%	2,276,186	100.00%
OA10: Health	1,451,038	1,259,759	86.82%	1,259,759	100.00%
OA11: Education	991,736	623,913	62.91%	623,913	100.00%
OA13: Livelihood	3,493,978	1,418,902	40.61%	1,418,902	100.00%
OA15: Resettle	10,867,610	7,762,405	71.43%	7,762,405	100.00%
OA16: Integrate	1,831,351	1,016,139	55.49%	1,016,139	100.00%
All Outcome Areas		24,858			
<b>Total</b>	<b>37,893,642</b>	<b>27,525,694</b>	<b>72.64%</b>	<b>27,500,836</b>	<b>99.91%</b>

Budget and Expenditure Trend



Contributions Trend by Type



### 3.2. Resources Overview

In Guatemala, UNHCR's total financial requirements remained unmet despite additional contributions from donors. USD 27.14 million in funds were available, covering 72% of the required funding, leaving a 28% gap underfunded. Despite contributions from key donors such as the United States of America, the Republic of Korea, Canada, Spain, the European Union, and Italy, critical needs remain underfunded. In this context, the operation prioritized interventions to guarantee the protection and essential needs of refugees, asylum-seekers, and Guatemalans at risk of displacement. Given the remaining financial gap, the operation established a resource mobilization strategy focused on maintaining close relationships with traditional donors and development actors, actively fundraising from five main countries, and diversifying

funds by engaging with the private sector in Guatemala and abroad. Key actions included presenting 10 proposals to various donors, holding bilateral meetings, and conducting workshops to showcase UNHCR's work in Guatemala.

Given the funding impacts, UNHCR focused on high-impact, sustainable interventions. This included supporting and building the capacity of the Department of Refugee Status Determination's (DRER) asylum system and key government institutions like the Human Rights Ombudsperson's Office and the National Protection System. In coordination with municipalities, mainly already part of the Cities of Solidarity Initiative, UNHCR provided essential infrastructure in host communities near border points, strengthened temporary shelters, responded to extreme-weather related disasters and large displaced populations, and enhanced prevention and response mechanisms for violence against women and girls.

In 2024, several key donors significantly contributed to strengthening humanitarian responses and improving systems in Guatemala. AECID funded a joint initiative with Lambda, creating a safe space for people of diverse gender identity and sexual orientation and supporting the Guatemalan Red Cross' health community promoters. Canada played a crucial role in enhancing the Guatemalan asylum system, partnering with UNHCR and the government to improve processes and services for asylum-seekers. The European Union provided vital funding for the Protection Cluster, bolstering protection efforts for populations most in need in Guatemala.

Furthermore, the Peacebuilding Fund supported peacebuilding activities under the Cities of Solidarity Initiative, promoting community resilience and stability in areas impacted by conflict and displacement. Earmarked funding to Guatemala in 2024 has been crucial, enabling timely support for key initiatives. However, flexible funding has been paramount, allowing for more adaptive and responsive interventions, such as legal, mental health, and shelter support for refugees, asylum-seekers, host communities and Guatemalans at risk of displacement.

## Section 4: Lessons Learned and Future Outlook

### 4.1 Lessons Learned and Future Outlook

Effective engagement with the new government has been crucial to ensuring the impact and sustainability of UNHCR's interventions. Through constant coordination, information sharing, and monitoring, new collaboration opportunities have emerged, and previous projects have been consolidated to meet the needs of refugees and forcibly displaced persons.

UNHCR's protection and area-based approach has strengthened its role in state-run responses. The CAPMiRs, along with partner mobile units like the PDH móviles and UNIVETS, have been key protection and coordination spaces, enhancing the state response and positioning UNHCR as a trusted ally. Coordination with relevant authorities to support Mexican nationals seeking international protection in Huehuetenango showcased UNHCR's ability to provide immediate and effective responses. The availability of relief items and local registered providers was essential to the success of this response.

Developing local partnerships and resource mobilization strategies has engaged more key actors at the country level. Keeping donors and stakeholders informed has been crucial for strengthening external engagement and involving donors beyond financial contributions. Additionally, forging partnerships with the private sector is vital for addressing upcoming challenges, bringing forth efficient, innovative solutions and technology.

The consolidation of the Cities of Solidarity Initiative, with nine new signatories (totaling 19), and a national event to exchange best practices, enhanced local coordination and capacity building. Peaceful coexistence and community initiatives have promoted the integration of refugees and asylum-seekers, especially when contributing to the host community.

UNHCR Guatemala will continue to prioritize government engagement, enhance information management, and develop partnerships to respond to a dynamic context, where deportations and internal displacement of Guatemalans are likely to become operational priorities.



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