

# Annual Results Report

**2024**

**El Salvador**

## 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

Improved security context, a decrease in crime rates, and a national focus on economic growth have significantly reduced gang-related violence. These advancements have also created opportunities to operate in previously inaccessible communities and to strengthen support for local solutions addressing the reduced number of internally displaced persons (IDPs) and the increasing number of returnees.

A public opinion survey by the Central American University's Institute of Public Opinion (IUDOP) found that 67.7% of respondents believed the security situation had improved compared to 2023. Additionally, only 1.7% of respondents identified crime as the country's primary challenge—a significant decrease from 45% in May 2022. The 2024 Results Monitoring Survey also found that 95% of IDPs and 80% of refugees reported feeling safe walking alone in their neighbourhoods. The official figure of IDPs in El Salvador stands at 71,500 people as determined by the government's 2018 survey. Recent trends in anecdotal evidence and unofficial data appear to show a decrease in new displacement in recent years. However, some individuals still experience displacement due to factors such as gender-based violence and extreme weather-related disasters, which disproportionately affect marginalized communities. Besides, persistent impacts of displacement, such as trauma, require enhanced responses.

El Salvador also hosts 400 refugees and asylum-seekers, a relatively small but growing number. In 2024, the number of asylum-seekers seeking protection more than tripled compared to 2022. Additionally, El Salvador received 15,000 returnees in 2024, a 12.3% increase from the previous year. Of the total, 1,200 individuals cited insecurity as their primary reason for leaving the country, which also prevents them from returning to their habitual residence.

In this context, UNHCR reinforced the engagement with communities and authorities in El Salvador to boost local integration and other solutions. Collaboration underpinned multiple partnerships forged to pilot impact-driven initiatives towards sustainable livelihoods, peaceful coexistence and strengthened communities working together to prevent displacement.

## 1.2. Progress Against the Desired Impact

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

**Forcibly displaced people fully enjoy their rights and equal access to effective protection systems.**

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	100.00%	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%

Forcibly displaced people in El Salvador experienced greater recognition of their rights and improved access to protection. Strengthened coordination among government institutions, civil society organizations, UN agencies, and academia led to more inclusive environments, ensuring that asylum-seekers, refugees, internally displaced persons, and returnees could access the services and protection they deserve.

Asylum-seekers were able to access territory and the asylum procedure, received legal assistance and were able to access a more coordinated reception system led by the government. They were accompanied throughout the process by UNHCR and its partners, enabling them to begin rebuilding their lives in the country with access to education, shelter, healthcare, and humanitarian assistance.

Significant progress was made to enhance the national asylum system, advancing efforts toward fairer and more efficient procedures. UNHCR and CODER conducted a quality assessment of the current asylum procedure and are looking into changes to enhance screening and triage, as well as digital solutions to enhance case management. Increased and more specialized training for key frontline officials and service providers improved the identification and referral of those in need of protection, ensuring that more individuals could seek asylum in El Salvador. Additionally, the implementation of an inter-agency regional monitoring system on mixed movements provided a better understanding of displacement trends, people's needs, and protection gaps.

Legal and institutional advancements, including efforts to strengthen the national protection framework and human resources, laid the groundwork for a system where forcibly displaced individuals can fully exercise their rights. Also, forcibly displaced people encounter better informed authorities and coordinated responses due to capacity building and awareness sessions along with strengthened referral pathways.

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

**Forcibly displaced people meet their basic needs.**

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>		
IDPs	Unknown	67.83%
Others of Concern	Unknown	10.93%
Refugees and Asylum-seekers	17.78%	17.78%
<b>2.3 Proportion of people with access to health services</b>		
Refugees and Asylum-seekers	96.36%	96.36%

The situation of forcibly displaced populations in El Salvador revealed opportunities and persistent challenges in accessing services and meeting basic needs. Over 90% of refugees accessed health services, but only 17.78% lived in physically safe shelter with basic facilities, consistent in 2023 and 2024.

UNHCR and partners provided specialized case management services, information and counseling in safe environments, including mobile teams reaching remote areas. Expanded outreach efforts ensured forcibly displaced individuals received reliable information on available services, building trust in public services.

The dignity and well-being of forcibly displaced individuals remained central to the coordinated response led by the Humanitarian Country Team. Those impacted by disasters and prolonged displacement received timely humanitarian support through collaboration between UNHCR and public institutions.

Academic surveys from the Central American University show increased public trust in institutions working with UNHCR. Distrust in the Attorney General's Office dropped from 14.8% in 2019 to 7.2% in 2024, and in the Ombudsperson's Office from 15.4% to 12.4%. UNHCR's 2024 Results Monitoring Survey found that 85% of displaced respondents expressed no intention of returning to their place of origin. People with vulnerabilities accessing specialized services showed greater independence and resilience. UNHCR's participatory assessments found 88% of respondents felt at least somewhat safe in their communities. Additionally, 70% of displaced respondents indicated they knew how to access basic services, while 86% knew where to find security and safe shelter.

UNHCR's partnership with the Directorate for Attention to Victims, the Attorney General's Office, and the Civil Protection Directorate were key in integrating forcibly displaced individuals into national protection programmes. Targeted training initiatives strengthened national protection systems, improving coordination and response efforts.

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

**Forcibly displaced people are empowered, informed and are meaningful actors of their own protection and solutions.**

Population Type	Indicator	
	Baseline	Actual (2024)
<b>3.1 Proportion of people who have the right to decent work</b>		
Refugees and Asylum-seekers	33.63%	32.38%
<b>3.2a Proportion of children and young people enrolled in primary education</b>		
IDPs	118.97%	100.00%
Refugees and Asylum-seekers	83.33%	83.33%
<b>3.2b Proportion of children and young people enrolled in secondary education</b>		
IDPs	21.43%	76.17%
Refugees and Asylum-seekers	66.67%	66.67%
<b>3.3 Proportion of people feeling safe walking alone in their neighbourhood after dark</b>		
IDPs	Unknown	42.62%
Others of Concern	Unknown	55.54%
Refugees and Asylum-seekers	80.30%	80.30%

The improved security context in 2024 allowed for expanded engagement in communities historically affected by violence. 80% of refugees expressed feeling safe walking alone in their neighbourhoods; the

rate among IDPs rose to almost 95%.

As a result, 268,500 people from host communities, those forcibly displaced or at risk of displacement, refugees, asylum-seekers, and returnees with protection needs in El Salvador participated in activities as information sessions, participatory assessments, peaceful coexistence projects, and cultural, sports, and recreational events held in public areas including the community centres CUBO, a UNHCR-supported and Government-led initiative.

People in 43 communities across 13 municipalities in 6 departments engaged in local actions that fostered participation, dialogue and drove community-led solutions in coalition with UNHCR. Participants gained knowledge and skills to identify protection risks and promote access to rights and services to prevent future displacements.

People accessed reliable information, and over 17,000 people reached UNHCR to share comments through UNHCR’s “A Tu Lado en Línea” ChatBot and physical and online complaints and suggestions boxes. They guided UNHCR actions with and for communities. Also, 90 volunteers participated in UNHCR’s nationwide outreach programme and led a participatory assessment cycle that involved 1,204 people.

Forcibly displaced and at-risk communities took ownership of 56 initiatives implemented with UNHCR funding. Community initiatives enabled local leaders’ autonomy to seek solutions to their needs and contributed to building local structures in areas previously excluded from participatory processes, such as La Campanera. These efforts strengthened protection networks, improved access to rights and services, reduced vulnerability, and contribute to peaceful coexistence. Cañaverales a community in San Vicente, successfully secured additional funding, demonstrating UNHCR catalytic role in communities.

## 4. Impact Area: Securing Solutions

**Forcibly displaced people find solutions to their situation and become self-reliant, while also contributing to the development and resilience of their communities.**

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	839	1,033
4.3b Number of refugees for whom residency status is granted or confirmed		
Refugees and Asylum-seekers	0	13

El Salvador’s context was favourable for expanding opportunities for local integration and the transformation of communities historically affected by violence and forced displacement. Alliances facilitated by UNHCR with national institutions, partners, and over 200 private companies (51 in 2023, 62 in 2024), developed greater solutions for those impacted by forced displacement.

Collaboration with the Ministry of Labour and Social Welfare enabled forcibly displaced individuals to access the formal labour market, despite historical discrimination faced by residents from stigmatised areas. Around 958 people (1070 in 2023), including those forcibly displaced, at risk of displacement, refugees, asylum-seekers, and returnees in need of protection, advanced toward self-reliance through access to tailored livelihoods and economic integration programmes.

In four communities historically affected by violence, over 65,000 residents have strengthened local ties as a result of revitalization efforts in areas previously under gang control. The creation of safe spaces where children can play, businesses can thrive, and neighbours can gather has contributed to the healing of psychological wounds caused by decades of violence. These initiatives have also fostered a greater sense

of belonging, encouraging dialogue and collective action as part of a critical process toward lasting local solutions.

Access to formal education was instrumental in improving self-sufficiency prospects. Sixty-seven individuals at heightened risk obtained primary and secondary certifications, and ten former refugees acquired Salvadoran citizenship through a coordinated effort between authorities and UNHCR.

Nearly 2,800 individuals were submitted for resettlement consideration through in-country processing facilitated by UNHCR with over half of them being women and girls survivors of violence. Over 1,030 people successfully departed to resettlement countries marking, a 2% increase compared to 2023 and securing durable solutions for those in need.

## 1.3 Challenges to Achieving Impacts

Reductions in crime contribute to a growing sense of security in areas historically affected by gang violence. Nevertheless, many people continue to struggle with a lack of confidence in participating in community initiatives and decision-making processes. This barrier stems from deep-seated fears and historical trauma that require a longer-term process to build trust.

Violence against women and girls remains prevalent and highlighting the limitations of national services, exacerbated by cuts that hinder the response to displaced survivors. If available, disaggregated official data may help to adapt responses to evolving needs and profiles.

Deteriorated mental health remains a critical challenge, especially among adolescents and youth. Overcoming it requires a sustained commitment by authorities and development actors to legal reforms and dedicated programmes, that can yield a lasting impact.

Limited livelihood opportunities and reliance on temporary solutions constrained the scope of comprehensive case management. Structural factors, labour market distortions, and regulatory rigidities shape economic inclusion in El Salvador. The concentration of employment in the San Salvador Metropolitan Area limit opportunities outside this area. The gap between reservation wages and the country's wage structure—driven by remittances and the prevalence of low-skilled jobs—discourages investment in higher education. Restrictions in hiring schemes affect individuals with caregiving responsibilities or those pursuing education, while the lack of work permits for people in need of international protection limits opportunities.

The Humanitarian Country Team struggled with limited resources and funds and without a comprehensive contingency plan.

## 1.4 Collaboration and Partnerships

Following the GRF and Comprehensive Regional Protection and Solutions Framework (MIRPS) Plan, UNHCR collaborated with the Refugee Status Determination Commission (CODER), Ministry of Foreign Affairs, and General Directorate for Migration and Foreigners to strengthen asylum.

Alliances with the Directorate for the Reconstruction of Social Cohesion and the Ministries of Labour and



Education promoted opportunities for youth.

UNHCR partnered with the Directorate for the Attention to Victims (DAV), Institute for Women's Development (ISDEMU), National Commission for Early Childhood, Children and Adolescents (CONAPINA), Attorney General's Office (PGR), and Ombudsperson's Office (PDDH) to enhance protection.

UNHCR allied with the Diplomatic Institute of the Ministry of Foreign Affairs and the General Directorate for Migrants and Foreigners to train officials on international protection.

UNHCR collaborated with the UNCT and the HCT to respond to crises caused by rainfall and earthquakes. UNHCR led and co-led the Protection, CCCM, and Shelter Sectors, with the General Directorate for Civil Protection, National Directorate for Shelter, and IOM. The Global Shelter Sector supported UNHCR to design an inter-agency mapping tool.

UNHCR implemented with ILO and UNDP the UN Peace Building Fund project "At Once" to enhance the capacities of youth, communities, and institutions in violence-affected areas. Youth leaders developed communication skills at the Universidad Jose Matias Delgado.

The Ministry of Housing, the Ministry of Justice, and UNHCR collaborated to revamp public spaces and transform communities affected by historical gang control. UNHCR and UN Habitat piloted joint actions to boost community governance, collective areas, and housing.

UNHCR kept partnership agreements with 11 national and international NGOs and engaged with multiple civil society actors. Alliances with universities, such as Jose Matías Delgado, ESEN, of the Evangelic University raised awareness on displacement.

## Section 2: Results

### 2.1. Outcomes and Achievements

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

Reception conditions are improved

##### 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	286
<b>01.2.1 Number of people supported to obtain civil status, identity or legal status documentation</b>	
Refugees and Asylum-seekers	286

#### 2. Outcome Area: Status Determination

Asylum-seekers have access to a fair and efficient refugee status determination procedure and have their asylum claims determined in a fair and timely manner.

##### 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	413.00	30.00	398.00
<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

The number of people seeking asylum in El Salvador has gradually increased in recent years placing additional demands on the Refugee Status Determination Commission (CODER). In 2024, 286 individuals sought asylum in El Salvador, a 30% increase compared to 2023. UNHCR worked with CODER to improve the efficiency and fairness of procedures. To support CODER in strengthening the efficiency and fairness of asylum procedures, UNHCR collaborated with authorities to assess the system, identify procedural challenges, and develop targeted solutions. As part of these efforts, UNHCR supported CODER in designing a new registration system to streamline processes while ensuring compliance with data protection and confidentiality standards. These improvements have contributed to progress in case admission and adjudication, with final decisions resuming after a significant slowdown in 2023. UNHCR worked closely with authorities and partners to establish and implement referral pathways enabling a more timely and effective response for persons in need of international protection.

To enhance knowledge and technical expertise on asylum-related matters among civil servants, UNHCR developed tailored training programmes in partnership with the Diplomatic Institute of the Ministry of Foreign Affairs. The first International Protection Diploma organized by UNHCR enrolled 35 public servants, academics, and civil society staff. Also, UNHCR and the Migration School, trained 75 officials to strengthen their understanding of the international and national legal framework as well as procedures for identifying and referring asylum-seekers.

UNHCR also worked with the Attorney General's Office (PGR) to enhance communication mechanisms with border agents, reinforcing the principle of non-refoulement. This initiative strengthened access to legal aid by asylum-seekers, improved coordination among protection actors, and supported the Government in meeting its international commitments.

Further collaboration with Government institutions and partners has bolstered protection efforts in the country. In coordination with UNICEF and WFP, UNHCR implemented a regional strategy to monitor the arrival of refugees and migrants to gain understanding of forced displacement trends. Agencies worked together to adapt these monitoring mechanisms to the local protection context, ensuring a more comprehensive and coordinated response.

### 3. Outcome Area: Protection Policy and Law

**Rights of forcibly displaced people are recognized and guaranteed in the national legal framework and public policies.**

#### 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)
<b>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</b>	
IDPs	Yes
Refugees and Asylum-seekers	Yes

## Progress Against the Desired Outcome

UNHCR sustained its support to strengthen the protection response by the Attorney General's Office (PGR), the Institute for Women's Development (ISDEMU), the Ombudsperson's Office (PDDH), and the Directorate for Attention to Victims (DAV) working at the Reception Centre for Returnees (GAMI) and the Support Spaces "By Your Side." Support was provided for accompaniment, financing of skilled staff, and training to identify protection needs. This ensured internally displaced persons, individuals with international protection needs, returnees with protection needs, and people at risk of displacement could avail themselves of specialized services.

The identification of those who left because of violence and need support to return in a safe manner was strengthened through the trainings to consolidate the implementation of DAV's protection module at GAMI.

UNHCR contributed to the development of the Comprehensive Policy on Migration and Foreigners to ensure the inclusion of actions to identify and address the needs of people in need of international protection, as well as returnees. The coordination of the comprehensive care to displaced children and their families improved significantly due to the development and dissemination of a protocol by the Attorney General's Office, with support from UNHCR.

The Ombudsperson's Office, with support from UNHCR, monitored internal displacement with a focus on disasters and environmental factors. The findings and recommendations from this research will guide the creation of policies to address disaster displacement.

## 4. Outcome Area: Gender-based Violence

**Gender-based violence survivors have adequate and timely access to specialized services, and communities are actively engaged in prevention and risk mitigation activities.**

### Core Outcome Indicators

Indicator			
Population Type	Baseline	Target (2024)	Actual (2024)
<b>4.1 Proportion of people who know where to access available GBV services</b>			
IDPs	87.09%	90.00%	89.16%
Others of Concern	Unknown	90.00%	76.57%
Refugees and Asylum-seekers	40.63%	71.00%	40.63%
<b>4.3 Proportion of survivors who are satisfied with GBV case management services</b>			
IDPs	100.00%	100.00%	100.00%
Others of Concern	100.00%	100.00%	99.84%
Refugees and Asylum-seekers	100.00%	100.00%	100.00%

### Core Output Indicators

Indicator	
Population Type	Actual (2024)
<b>04.1.1 Number of people who benefitted from specialized GBV programmes</b>	
IDPs	633
Others of Concern	5,781
Refugees and Asylum-seekers	17

## Progress Against the Desired Outcome

Over 5,400 survivors accessed information and safe and dignified specialized services through UNHCR and partners after incidents of violence.

With support from UNHCR, the Salvadoran Institute for the Development of Women (ISDEMU) established the "126 Attention Centre" helpline and placed specialized staff at the Reception Centre for Returnees (GAMI). ISDEMU's 24/7 free call centre provided 3,641 women with remote emergency assistance and psychosocial and/or legal support. At the GAMI, 618 returnee women received guidance and services through ISDEMU's presence.

Women-led grassroots organizations and NGOs partnered with UNHCR to provide immediate psychosocial support, legal guidance, to 1776 survivors of intimate partner and other forms of violence. Collaboration and referral mechanisms enabled their connection to national services and the pursuit of self-sufficiency and opportunities to recover and safely integrate. The decentralization of services and the availability of remote attention proved useful to reach people in the absence of sufficient local in-person services.

The provision of services supported by UNHCR adapted its responses thanks to the effective communication channels and feedback mechanisms in place. 99% of beneficiaries of specialized response services reported satisfaction with the services provided, according to UNHCR's feedback survey conducted by partners in 2024.

UNHCR promoted the creation of community networks with focus on self-care and psychological support, which showed potential to prevent violence and discrimination. UNHCR and ISDEMU launched an entrepreneurship programme aiming at breaking the cycle of violence against women, which linked psychosocial support to promotion of autonomy.

UNHCR's community outreach efforts have been instrumental in providing an adequate response and mitigating risks of violence against women and girls.

UNHCR trained, 600 outreach volunteers and judicial facilitators on safe referral procedures for incidents of violence against women and girls, which helped improving their ability to respond rapidly to survivors of discrimination and violence.

## 5. Outcome Area: Child Protection

**Forcibly displaced children are included in national child protection systems and have access to child friendly procedures and services, including best interest procedures.**

## 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>			
IDPs	100.00%	100.00%	100.00%
Refugees and Asylum-seekers	Unknown	100.00%	100.00%
<b>5.2 Proportion of children who participate in community-based child protection programmes</b>			
IDPs	18.64%	70.00%	35.06%
Others of Concern	Unknown	70.00%	37.44%
Refugees and Asylum-seekers	41.18%	70.00%	41.18%
<b>5.3 Proportion of unaccompanied and separated children who are in an alternative care arrangement</b>			
IDPs	0.00%	100.00%	100.00%
Others of Concern	Unknown	100.00%	100.00%
Refugees and Asylum-seekers	0.00%	100.00%	0.00%

## Core Output Indicators

Indicator	
Population Type	Actual (2024)
<b>05.1.1 Number of children and caregivers who received child protection services</b>	
IDPs	212
Others of Concern	2,918
Refugees and Asylum-seekers	11

## Progress Against the Desired Outcome

UNHCR partnered with the Technical Secretariat for External Financing (SETEFE) and the National Commission for the Protection of Children and Adolescents (CONAPINA) to strengthen the national child protection system and address the protection needs of children at risk.

UNHCR prioritized mental health support for children and families in the four communities suffering protracted effects of violence and displacement, namely La Campanera, Las Margaritas, Tutunichapa 1, and Tutunichapa 2. UNHCR built and equipped community spaces and trained psychologists in collaboration with CONAPINA to provide psychological support to 1,075 children and 72 families. This support helped children overcome trauma, regain social skills, and reintegrate into community life. Families also benefited from counseling, empowering them to offer better emotional support to their children.

UNHCR provided psychological and legal assistance, referrals to education and health services to prevent further harm and addressed protection needs to 148 girls and 118 boys out of a total of 517 individuals, 172% more than initially planned.

To improve coordination, identification, and referrals of children at risk, UNHCR trained 379 officials from the Ministry of Migration and the Attorney General's Office (PGR).

A special care room for adolescents was set up at the Office of the General Prosecutor's Office in Santa Tecla to strengthen institutional capacities and promote a child-focused approach in their interventions.

UNHCR promoted long-term solutions for children facing life-threatening situations. A total of 537 Best Interests Determination panels were conducted for children and adolescents (288 girls and 249 boys) to ensure the identification and assessment of their safety with caregivers and family members. As a result, 485 children successfully obtained passports and exit permits, enabling them to resettle in safer countries.

To ensure children felt heard and supported, UNHCR created a child-friendly space in its premises where interviews applied a child-friendly methodology. This space helped children feel more secure and less intimidated during the process.

Thanks to the strengthening of national protection systems, child protection initiatives led to transformative changes for children and families. The mental health of children who benefitted from these programmes improved and they were able to successfully reintegrate into their communities. These efforts fostered safer and more resilient communities, enabling children to recover from trauma and families to provide stable, secure environments.

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

**Strengthened community structures promote inclusion and effective participation for the enjoyment of their rights.**

### 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>			
IDPs	Extensive	Extensive	Extensive
Others of Concern	Extensive	Extensive	Extensive
Refugees and Asylum-seekers	Moderate	Extensive	Moderate
<b>7.2 Proportion of people who have access to safe feedback and response mechanisms</b>			
IDPs	Unknown	71.00%	26.30%
Others of Concern	Unknown	71.00%	29.55%
<b>7.3 Proportion of women participating in leadership/management structures</b>			
IDPs	57.14%	75.00%	67.27%
Others of Concern	60.65%	75.00%	64.18%
Refugees and Asylum-seekers	40.91%	75.00%	57.14%

### Core Output Indicators

Indicator	
Population Type	Actual (2024)
<b>07.1.1 Number of people consulted through Participatory Assessments</b>	
IDPs	41
Others of Concern	1,311
Refugees and Asylum-seekers	8
<b>07.2.1 Number of people who used UNHCR- supported feedback &amp; response mechanisms to voice their needs/ concerns/feedback</b>	
IDPs	8,768
Others of Concern	11,442

Refugees and Asylum-seekers	204
<b>07.3.1 Number of people who received protection services</b>	
IDPs	12,464
Others of Concern	35,067
Refugees and Asylum-seekers	330

## Progress Against the Desired Outcome

UNHCR strengthened participatory processes to strengthen protection and community engagement. Through its outreach programs, UNHCR reached 13,082 individuals, including community leaders, groups, and volunteers. Of these, 71% were women, 61% were youth, and 12% were older persons. Multiple groups—including women, youth, Indigenous peoples, persons with disabilities, and older persons—became active participants in safeguarding their communities. As their capacities in preventing, mitigating, and responding to forced displacement grew, they played an increasingly central role in managing their collective well-being.

To ensure that community voices informed protection strategies, UNHCR conducted 100 participatory assessments with 1,360 forcibly displaced individuals, including 978 women. These consultations amplified the perspectives of 43 priority communities and were carried out in coordination with 11 municipalities. By identifying key priorities and facilitating peer dialogue, communities contributed to shaping locally driven solutions.

Active community engagement played a pivotal role in strengthening social cohesion and fostering a sense of belonging and collective responsibility. Participatory methods engaged communities to prioritize activities based on their needs. They took ownership in designing action plans, defining roles, and managing resources.

The first community group of refugees and asylum-seekers in El Salvador gathered with help from UNHCR and partner FUNDASAL. The group planned work in 2024 on project management and the World Refugee Day.

In partnership with the General Directorate for Civil Protection, UNHCR helped establish 14 communal commissions in charge of developing the local response to extreme weather-related disasters. In the framework of this collaboration, 150 community representatives and 22 staff from UNHCR and partners were trained on first aid.

The Directorate for the Reconstruction of Social Cohesion and municipalities joined UNHCR to expand programmes in areas affected by the historical presence of gangs. A participatory process implemented with the Museum of Modern Art MARTE resulted in an open-air gallery, Graffitour, that explains the story of the community. UNHCR equipped a Community Integration Centre CIC in Ilobasco and worked with 12 Urban Centres of Wellbeing and Opportunities CUBO visited by 255,433 people in 2024. A UNHCR-supported safe community centre run by COMCAVIS received 2,600 visitors.

UNHCR in cooperation with the National Council for the Inclusion of Persons with Disabilities (CONAIPD) and the National Comprehensive Council for Elderly People (CONAIPAM) provided training to 650 members of the Supreme Court of Justice's judicial facilitators network on legal frameworks and protection mechanisms for forcibly displaced persons.

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

**Forcibly displaced people access efficient and effective national services and humanitarian responses.**



## 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>			
IDPs	3.38%	6.00%	4.41%
Others of Concern	3.64%	6.00%	4.82%
Refugees and Asylum-seekers	46.56%	100.00%	43.67%
<b>8.2 Proportion of people with primary reliance on clean (cooking) fuels and technology</b>			
IDPs		100.00%	96.90%
Refugees and Asylum-seekers	82.96%	90.00%	82.96%

## Core Output Indicators

Indicator	
Population Type	Actual (2024)
<b>08.1.1 Number of people who received cash assistance</b>	
IDPs	2,631
Others of Concern	3,715
Refugees and Asylum-seekers	171
<b>08.2.1 Number of people who received non-food items</b>	
IDPs	522
Others of Concern	1,798
Refugees and Asylum-seekers	5

## Progress Against the Desired Outcome

UNHCR provided robust support to public institutions to further access to essential services for forcibly displaced people and those at risk of displacement.

Through its leadership and co-leadership of the Protection, CCCM, and Shelter Sectors, UNHCR catalyzed action to improve the provision of services. This support contributed to a more effective response that included joint training, intersectoral needs assessments and the review of national guidelines, resulting in a more meaningful and timely access to essential services for affected populations. Thanks to UNHCR's interventions, forcibly displaced people had access to national services, including legal counselling, , psychological support, legal documentation, case management for women and girls survivors of violence, and continuous learning programs.

UNHCR assisted 1,799 people with core relief items to alleviate domestic shortages and living conditions damaged by floods and earthquakes. UNHCR bolstered public institutions and partners' responses by delivering hygiene and dignity kits that benefited 1,757 people. UNHCR's donation of 120 emergency tents to the General Directorate of Civil Protection and the Ministry of Housing allowed the Government to rapidly respond to emergencies and safeguarded the lives of people. This assistance improved living conditions during emergencies, mitigated protection risks by providing a safer and more dignified environment and ensured immediate protection and a secure space for essential activities.

UNHCR's "By Your Side" strategy progressed in collaboration with the Directorate for Attention of Victims

(DAV). In line with El Salvador's MIRPS commitments, 4,000 individuals forced to flee received specialized services such as mental health and psychosocial support, shelter, counseling, and legal assistance by UNHCR, partners and institutions. Information on available services reached 81,666 people nationwide through the work of roving teams and mobile units that reached isolated spots.

UNHCR provided life-saving support to 6,245 individuals, some 15% over the planned number, to secure immediate survival needs, such as food, shelter, and hygiene items or documents. The support enhanced their ability to overcome shocks and built resilience towards future solutions.

UNHCR and its partners safeguarded the lives, dignity, and well-being of 713 internally displaced people, returnees, asylum-seekers, and refugees in three safe shelters. These facilities provided comprehensive essential services such as food, healthcare, and educational continuity to those forced to flee.

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

**Forcibly displaced people have access to decent/formal employment or self-employment and livelihoods opportunities.**

### 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>			
IDPs	64.87%	75.00%	63.38%
Others of Concern		75.00%	61.52%
Refugees and Asylum-seekers	27.37%	60.00%	27.37%
<b>13.2. Proportion of people who self-report positive changes in their income compared to previous year</b>			
IDPs	18.33%	100.00%	94.49%
Others of Concern		33.00%	11.76%
Refugees and Asylum-seekers	7.69%	33.00%	7.69%

### Core Output Indicators

Population Type	Indicator
	Actual (2024)
<b>13.1.1 Number of people who benefitted from livelihoods and economic inclusion interventions</b>	
IDPs	388
Others of Concern	556
Refugees and Asylum-seekers	14

## Progress Against the Desired Outcome

In 2024, UNHCR assisted 958 internally displaced people, those at risk of displacement, refugees, and asylum-seekers (1070 in 2023) with livelihood opportunities to improve their self-sufficiency. A livelihood needs assessment conducted by UNHCR underpinned the implementation of four programmes implemented with public entities and partners on labour market activation, human capital accumulation, self-

employment, and academic levelling.

In the area of employability, 363 people (378 in 2023) received training in soft and employment skills which led to 139 formal apprenticeship contracts (140 in 2023) under the My First Job programme. The Ministry of Labour provided job counselling and matching, while UNHCR subsidized the first three months of the contracts. The Government highlighted the My First Job programme as good practice during the Annual MIRPS Meeting in Belize and the Cartagena +40 Ministerial Event in 2024. The private sector also was active in the socio-economic integration of displaced persons, and 62 companies offered decent employment opportunities.

Through the Super Pilas programme, 379 people (480 in 2023) received trainings in soft and entrepreneurial skills, which enhanced their self-sufficiency, especially in communities historically affected by violence. Entrepreneurship training guided participants to create life plans. Of the total, 369 participants developed business ideas and 173 (123 in 2023) received grants to kickstart. Thanks to the MIRPS Support Platform, ISDEMU and UNHCR provided 80 high-risk women with entrepreneurship training and psychosocial support, which resulted in 55 business plans and 25 initiatives funded with seed capital. In Santa Lucía, a community historically affected by violence in the Mejicanos district (San Salvador Norte) 25 entrepreneurs improved their business under the open-air art initiative Graffitour. Of them 22 received initial capital to launch or expand their small-scale startups.

UNHCR's Creating Opportunities initiative helped 149 young people (161 in 2023) to gain human capital through vocational technical training courses certified by the National Institute for Training INCAF. Upon completion of the courses, participants complemented their knowledge to create, expand, and sustain small businesses with training in an ILO methodology.

Through the Bridging the Gap initiative, 67 adults at heightened risk (51 in 2023) regained access to formal education abandoned during childhood. Of them, 51 individuals participated in flexible education modalities, and 16 engaged in literacy processes. To facilitate participation, UNHCR provided comprehensive support to cover basic needs, laptops to attend sessions and submit homework, psychosocial accompaniment and tutoring to prepare for primary and secondary certification exams.

## 15. Outcome Area: Resettlement and Complementary Pathways

**People at heightened risk are identified, referred, submitted, and processed for solutions in another country through strengthened and efficient mechanisms.**

### Core Outcome Indicators

Indicator			
Population Type	Baseline	Target (2024)	Actual (2024)
<b>15.1 Number of refugees submitted by UNHCR for resettlement</b>			
Others of Concern	1,683	4,755	2,797

### Core Output Indicators

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

## Progress Against the Desired Outcome

UNHCR and its partners identified 4,151 people and referred 2,797 people for resettlement. Of the 2,797 individuals submitted for resettlement consideration, 57% were women. Nearly 70% of the submissions were survivors of domestic violence and other forms of violence. During 2024, 1,033 people departed El Salvador to find lasting, dignified solutions in resettlement countries.

UNHCR reached those in need of resettlement through outreach activities, the call centre, four Support Spaces “By Your Side,” State institutions, and local organisations. The scope of the resettlement programme in El Salvador in 2024 showed a consistent expansion, in line with the regional trend, that grew from 400 people in 2021, to 1,093 in 2022, to 1,680 in 2023, and then to 2,744 in 2024. This process allowed individuals to present their protection situations to resettlement countries, preventing them from undertaking dangerous journeys.

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

**Forcibly displaced people access programmes advancing solutions to displacement.**

### 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>			
IDPs		66.00%	28.69%
Refugees and Asylum-seekers	25.96%	66.00%	25.96%
<b>16.2 Proportion of people covered by national social protection systems</b>			
IDPs		100.00%	78.43%
Refugees and Asylum-seekers	23.70%	66.00%	23.70%

### 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>	
IDPs	Partially
Refugees and Asylum-seekers	Limited
<b>16.2.1 Number of people supported by UNHCR to acquire nationality, permanent residency status or to access naturalization procedures</b>	
Refugees and Asylum-seekers	10

## Progress Against the Desired Outcome

UNHCR expanded access to nationality for refugees, and expanded community-level integration activities

to advance solutions to displacement.

Coordinated efforts between CODER, MJSP, DGME, PGR and UNHCR allowed ten refugees (7 in 2023) to access nationality in El Salvador.

“ReVive Tu Espacio” initiative revamped public spaces previously controlled by gangs. Community involvement allowed for low-investment, high-impact actions that promoted local integration and helped to rebuild bonds and trust in communities historically affected by violence.

Twenty community infrastructure projects benefited 65,000 residents in Santa Lucia, Tutunichapa, La Campanera, and Las Margaritas, including seven sports facilities, six recreational areas, two livelihood-related initiatives, and enhanced street solar lighting and solid waste management.

Working with local municipalities, the Ministry of Housing, and the Ministry of Justice, UNHCR supported the transformation of spaces previously controlled by criminal groups into valuable community assets. The installation of 35 solar lamps in community-prioritised areas enhanced security, particularly for women and children. Rehabilitation efforts included 15 murals in areas formerly used by gangs to mark territorial control, replacing symbols of violence with expressions of community identity. This transformation improved living conditions while fostering youth engagement and economic opportunities.

Community engagement remains central with UNHCR supporting the formation of seven local committees, mostly comprised of women and youth, ensuring interventions are aligned with residents' needs. This inclusive approach strengthened governance structures and increased trust between communities and local institutions, contributing to a more resilient and self-reliant population.

A strategic alliance between UNHCR, the Ministry of Housing, and UN-Habitat resulted in the façade improvement in 100 damaged dwellings in violence-affected areas of La Campanera. By December 2024, six potential beneficiary families were identified for housing improvements to facilitate their return to the communities they fled. The programme also identified 15 families settled in areas at high risk due to the degradation of the environment and disasters who require relocation.

All interventions integrated into a comprehensive model to accelerate durable solutions at the community level by promoting social cohesion, community participation and economic inclusion. This model addresses structural barriers, strengthens local economic and social dynamics, and fosters collaboration among a wide range of actors including governmental institutions and development. Its adaptable framework makes this model replicable in other communities previously affected by violence, ultimately fostering long-term stability and resilience.

## Other Core Output Indicators

Population Type	Actual (2024)
<b>06.1.1 Number of people who received legal assistance</b>	
IDPs	56
Others of Concern	218
Refugees and Asylum-seekers	291
<b>09.1.1 Number of people who received shelter and housing assistance</b>	
IDPs	934
Others of Concern	161
Refugees and Asylum-seekers	190
<b>10.1.1 Number of individual consultations in UNHCR supported health care services</b>	
IDPs	799
Others of Concern	1,421

Refugees and Asylum-seekers	150
<b>10.2.1 Number of consultations in UNHCR supported mental health and psychosocial support services</b>	
IDPs	1,271
Others of Concern	2,544
Refugees and Asylum-seekers	164
<b>11.1.1 Number of people who benefitted from education programming</b>	
IDPs	101
Others of Concern	43
Refugees and Asylum-seekers	44
<b>14.1.1 Number of people who received counselling and/or information on voluntary repatriation</b>	
Refugees and Asylum-seekers	0

## 2.2. Age, Gender and Diversity

To ensure all people accessing UNHCR services enjoy their rights and participate in decisions affecting their lives, UNHCR implemented various mechanisms to adapt its actions to the needs of various populations. UNHCR maintained multiple communication channels, including toll-free helpline, anonymous online form, suggestion boxes in key locations, and internet-enabled tablets in shelters and attention centres. Communication channels reached 16,000 people of all ages.

Children and adolescents accessed a child-friendly feedback tool. UNHCR adapted a safe interview room for best interests procedures for children to ensure the availability of an appropriate and safe space.

Aiming for inclusive participation in decision-making, UNHCR conducted 101 participatory assessments with 1,360 individuals with different profiles and backgrounds in prioritised communities. UNHCR worked with 14 youth networks and committees who met at two youth forums. UNHCR supported specialised institutions such as the Department for Older Persons at the Ombudsperson's Office (PDDH) to develop informative material on their rights and collaborated with the National Comprehensive Council for Older People (CONAIPAM) and the National Council for the Inclusion of Persons with Disabilities (CONAIPD). Activities included the delivery of 123 hygiene kits to older people living in stigmatized and historically violent communities. Support extended to the celebration of Older Persons Day, when UNHCR delivered hygiene kits and food supply for 60 older persons in vulnerability. UNHCR Outreach Volunteers underwent capacity building sessions on how to work with persons with disabilities.

Durable solutions strategy considered specific groups for access without restriction to services. Women and other people at heightened risk of violence received 76% of the support. The office implemented projects addressing situations of violence with the Salvadoran Institute for the Development of Women (ISDEMU) and other allies.

## Section 3: Resources

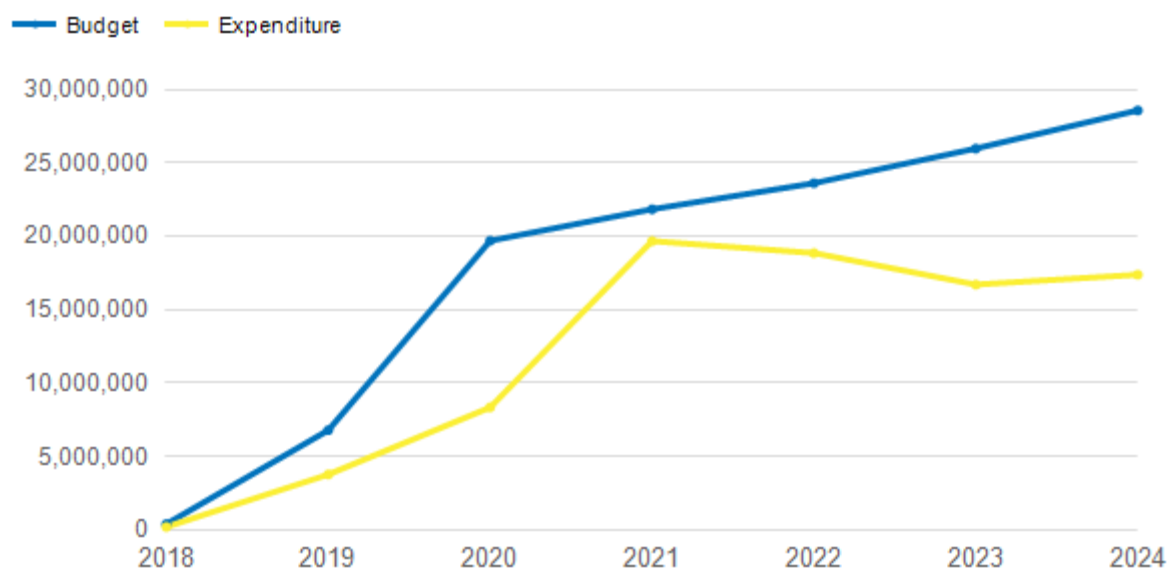
### 3.1 Financial Data

(Financial figures in USD)

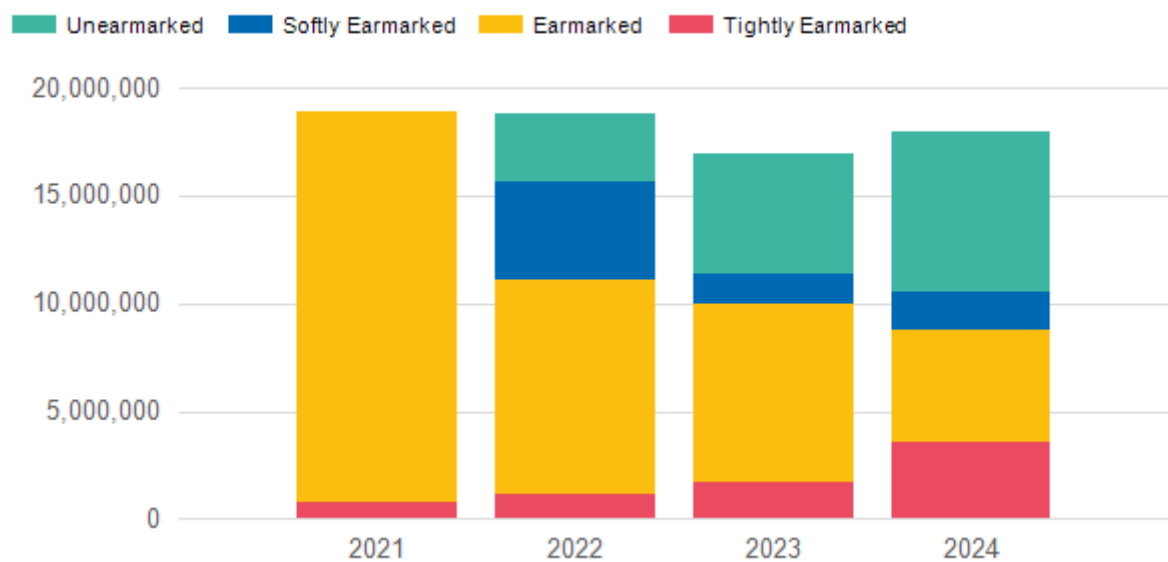
Impact Area	Final Budget	Funds Available	Funds Available as % of Budget	Expenditure	Expenditure as % of Funds Available
IA1: Protect	3,212,001	990,266	30.83%	990,266	100.00%
IA2: Assist	10,697,620	7,696,627	71.95%	7,696,627	100.00%
IA3: Empower	5,440,319	3,453,624	63.48%	3,453,624	100.00%
IA4: Solve	9,214,740	5,233,429	56.79%	5,233,429	100.00%
All Impact Areas		574,058			
<b>Total</b>	<b>28,564,680</b>	<b>17,948,003</b>	<b>62.83%</b>	<b>17,373,945</b>	<b>96.80%</b>

Outcome Area	Final Budget	Funds Available	Funds Available as % of Budget	Expenditure	Expenditure as % of Funds Available
OA1: Access/Doc		115		115	100.00%
OA2: Status	1,435,113	453,322	31.59%	453,322	100.00%
OA3: Policy/Law	1,776,888	536,829	30.21%	536,829	100.00%
OA4: GBV	2,381,025	1,477,427	62.05%	1,477,427	100.00%
OA5: Children	1,812,319	444,832	24.54%	444,832	100.00%
OA7: Community	5,440,319	3,453,624	63.48%	3,453,624	100.00%
OA8: Well-being	6,504,275	5,774,367	88.78%	5,774,367	100.00%
OA13: Livelihood	3,235,154	1,308,923	40.46%	1,308,923	100.00%
OA15: Resettle	3,086,856	2,792,346	90.46%	2,792,346	100.00%
OA16: Integrate	2,892,730	1,132,160	39.14%	1,132,160	100.00%
All Outcome Areas		574,058			
<b>Total</b>	<b>28,564,680</b>	<b>17,948,003</b>	<b>62.83%</b>	<b>17,373,945</b>	<b>96.80%</b>

Budget and Expenditure Trend



Contributions Trend by Type



### 3.2. Resources Overview

By year-end, UNHCR met 59% of its budgeted needs, requiring the prioritisation of protection and solutions initiatives for affected populations. Only households at heightened risk received subsistence support to meet survival needs. As funds were insufficient, 30% temporary shelter needs remained uncovered. Almost 1,000 people accessed livelihoods and employment opportunities; needs, nevertheless, doubled that number.

As access to communities improved, protection services for children and their caregivers showed increasing demand. Limited funds, however, caused UNHCR only provided attention to some 3,100 people of over



6,400 planned.

Field presence was possible through UNHCR-supported multi-actor Support Spaces and roving teams in mobile units that reached all departments. The consolidated UNHCR tollfree helpline and several communication campaigns enhanced access to UNHCR services nationwide. Without the same level of funds, a reduction in the presence in remote areas will limit access to information to those at dire need, as population in poverty, or lacking digital access or knowledge.

The Office postponed the expansion of mental health services provided by the Comprehensive Centre for Emotional Intelligence (CIIE). Their group activities in communities, nevertheless, supported awareness and self-care. With limited funds, individual mental health attention reached only 127 people instead of 300 planned.

Collaboration with partners and outreach volunteers helped consolidate a solid footprint nationwide. The alliance with some 700 Judicial Facilitators of the Constitutional Court and youth networks catalyses actions and broadened its scope.

In line with its multi-year strategy for 2023-2026, UNHCR remained active in interagency efforts. Joint work with UNICEF and WFP increased presence in remote, border areas to monitor the situation of people crossing, albeit intermittently. Ongoing alliances with UNDP, ILO, and IOM strengthened efforts to consolidate peace. Partnering with UN Habitat, UNHCR piloted solutions to displacement with a settlement approach in La Campanera. With UNHCR as co-lead, the Shelter Sector mapped needs with support by the Global Shelter Sector.

The Office increased efforts for solutions in communities historically affected by violence. Flexible funding allowed UNHCR to support community-led initiatives in areas formerly under the control of gangs. Unearmarked funds enabled UNHCR to swiftly respond to climate-related disasters that aggravated the situation of the forcibly displaced population.

UNHCR secured the support of a Development Specialist. Advocacy efforts with the World Bank and the Inter-American Development Bank facilitated engagement and collaboration in nationally owned programmes for development and opportunities.

Coordinated work with private actors, such as the Modern Art Museum MARTE, the Universidad José Matías Delgado, and the Fundación Rafael Meza Ayau, catalysed in community participation. Partnerships expanded the impact of actions with limited or no cost and proved useful as budget contracts. Partnering with the private allowed UNHCR to launch a community-led sports for protection initiative in 2025 and 2026.

Collaboration with companies engaged in My First Job and with universities showed potential for growth in 2025. Alliances will remain vital for UNHCR to secure resources to sustain and advance local solutions. Maintaining sufficient capacity for emergency responses in case of disasters, heavy rains and draughts will require added efforts due to financial restrictions.

## Section 4: Lessons Learned and Future Outlook

### 4.1 Lessons Learned and Future Outlook

UNHCR adapted its strategies to a dynamic environment, using needs-based planning for localized community engagement. Efficient feedback mechanisms and participatory decision-making enabled adjustments and new opportunities. Strengthening community structures and grassroots organizations helped identify individuals at risk individuals, while collaboration with multiple actors ensured a balanced, needs-sensitive response.

Dialogue with public institutions advanced local protection and solutions, with institutions assuming more responsibility, including dedicated staff. Efforts to formalize institutional commitments strengthened sustainable interventions, and engagement with development actors bridged humanitarian, peace, and development impacts.

Community outreach and structured processes enhanced participation and social cohesion. Local ownership of initiatives allowed responsible disengagement in consolidated areas, enabling UNHCR to shift focus to new intervention zones.

Piloted alliances encompassing communities, Government, development, UN, civil society, academia, private actors, local institutions, expanded alternatives to achieve outcomes despite uncertainty on resources. Building trust and fostering collaboration among key stakeholders remain crucial for effectiveness.

UNHCR's communications efforts raised awareness of available services and fostered engagement with communities. Online campaigns allowed to counter disinformation and results will inform future communication strategies. If severe drastic reductions happened, the experience in 2024 shows the opportunities in partnering with UN, NGOs, the academia and other private actors to widen the scope of outreach efforts.



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