



**HIAS**

Welcome the stranger.  
Protect the refugee.

2022-2023 Overview  
**HIAS COLOMBIA**

# **HIAS Colombia**

## **Overview 2022-2023**



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Protect the refugee.**

**HIAS Colombia 2022**

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## Our History

From our beginnings in the 1880s in a storefront on the Lower East Side of Manhattan providing food and shelter to Jews fleeing antisemitism in Eastern Europe, to our work nearly 140 years later providing social, emotional, legal, and advocacy support to those in need around the world, HIAS has served as a pivotal force for displaced people for generations. Indeed, HIAS began its work even before the world had a legal concept of a “refugee.”

Having helped more than 4.5 million refugees and immigrants escape persecution, HIAS is uniquely qualified to address the modern refugee situation, which has become a global humanitarian crisis. After over 100 years of serving Jews fleeing persecution around the globe, HIAS, starting in the 2000s, expanded its work in the U.S. to include assistance to non-Jewish refugees devastated by the aftermath of conflicts in Afghanistan, Bosnia, Bulgaria, Czechoslovakia, Ethiopia, Haiti, Hungary, Iran, Morocco, Poland, Romania, Tunisia, Vietnam, and the successor states to the former Soviet Union.

HIAS began a new chapter in 2002 when it established operations in Kenya to provide protection to refugees from African countries plagued by conflict, to advocate on their behalf, and to resettle the most vulnerable. Soon after, we began work in Latin America, serving people displaced by conflict in several countries. Currently HIAS works in 16 countries including Aruba, Austria, Belgium, Chad, Colombia, Costa Rica, Ecuador, Greece, Guyana, Israel, Kenya, Mexico, Panama, Peru, United States, and Venezuela. As the only global Jewish organization whose mission is to assist refugees wherever they are, HIAS continues to protect, empower, and resettle refugees of all faiths and ethnicities from around the world.



## Vision, Mission, and Values

### Vision

HIAS stands for a world in which refugees find welcome, safety, and opportunity.

### Mission

Drawing on our Jewish values and history, HIAS provides vital services to refugees and asylum seekers around the world and advocates for their fundamental rights so they can rebuild their lives.

### Values

Impassioned by our mission, we bring the lessons of HIAS' history and Jewish ethics and experience to our commitment to serve refugees and other displaced persons of concern around the world through the following values:

#### Welcome • Acogimiento • Hospitalité • הכנסת אורחים (Hachnasat Orchim)

We **Welcome** the Stranger

#### Justice • Justicia • Justice • צדק (Tzedek)

We Pursue **Justice**

#### Empathy • Empatía • Empathie • חסד (Chesed)

We Approach our Clients with **Empathy**

#### Partnership • Compañerismo • Coopération • חברותא (Chevruta)

We Believe in Changing the World through **Partnership**

#### Courage • Coraje • Courage • אומץ (Ometz)

We Act with **Courage** to Build a Better World

#### Resilience • Resiliencia • Résilience • רוח (Ruach)

We Adapt and Thrive, Continuously Demonstrating our **Resilience**





**Photos:** Glenna Gordon; Michael Datikash

## Our Impact

Around the world, HIAS makes tangible changes in the lives of refugees and other forcibly displaced people, advancing their legal, social, and economic rights. Our experience and technical expertise, as well as our integration of international best practices, allows for our work to have real and sustained impact. We partner with government agencies and other humanitarian organizations to reach the greatest number of those in need. The core areas where we work include:

1. Legal Protection
2. Gender-Based Violence Response and Risk Reduction
3. Community-based Mental Health and Psychosocial Support
4. Economic Inclusion

### Legal Protection

Refugees and other people forcibly displaced from home are fleeing persecution and violence. They need to be able to safely cross borders into countries where their lives are not at risk. Once over the border, they need information and legal representation to secure legal status and access their rights. Without that status, refugees are forced to live on the margins of society, sometimes for generations, without access to healthcare, education, dignified work, or safe shelter. HIAS begins by educating refugees about their rights, then secures protection by engaging in advocacy, legal representation, and strategic litigation, and working with government authorities.

### Gender-Based Violence Response and Risk Reduction

Compounded by rampant gender inequality, forced migration and displacement quickly erode the limited protections women, girls, and LGBTQ populations have, even in times of stability. HIAS is driven by their voices and needs, working to empower them and engage the whole community to reduce the risk of gender-based violence. We raise awareness so survivors know where and how to get help after experiencing violence. We train advocates and support existing services so that no survivor—regardless of age, sexual orientation, or gender identity—suffers alone. We help communities begin the kind of transformative work

that leads to longer-term change. We stay connected to and raise our collective voice alongside those of displaced women, girls, and LGBTQ populations globally.

### Community-Based Mental Health and Psychosocial Support

Violence, conflict, and displacement disrupt relationships and daily life, break down existing support systems, and have a devastating impact on mental health, overall wellbeing, and recovery. A supportive environment is essential to healing and recovery for refugees and other people forcibly displaced from their homes. One of the best ways to build a supportive environment is to strengthen existing relationships, networks, and practices which promote mental health and well-being and allow communities to cope and heal. We facilitate community support groups and psychological support from both lay and professional providers and ensure access to services for more intensive mental health support. Crucially, we sustain our efforts by building the psychosocial competence of HIAS personnel and stakeholders to respond to the acute distress of forcibly displaced persons.

### Economic Inclusion

When refugees and forcibly displaced people arrive in countries of asylum, they often need to adapt their skills to earn sustainable and safe livelihoods. HIAS supports refugees on their road to self-reliance, helping them to find programs focused on poverty eradication, employment, entrepreneurship, and financial services. We advocate for the rights of both refugees and local host communities to access dignified, sustainable, and safe work, alongside economic development.

### Emergency Response

In 2021, with the support of a transformational grant from MacKenzie Scott, HIAS embarked on an exciting new initiative to strengthen our global capacity to respond quickly to new humanitarian emergencies. HIAS' Emergency Department will work closely with country offices to create emergency preparedness plans and provide guidance to adapt core programs to emergency contexts. HIAS will also train a cadre of staff with specialized skills able to deploy quickly during emergencies for assessments, response activities, donor engagement, external communication, and advocacy. Through this multiyear initiative, HIAS will build the skills, systems, and organizational culture needed for effective coordination and response to emergencies.

## Accountability to Affected Populations

HIAS' Accountability to Affected Populations (AAP) Framework ensures the inclusion of refugees, other forcibly displaced people, and vulnerable host communities throughout the program cycle. Informed by the Core Humanitarian Standards and the principle of "Do No Harm," the framework pillars are: communication and transparency; feedback and response; participation and inclusion; and learning and adaptation.

HIAS ensures that program design is based on evidence from needs assessments, including the annual UNHCR participatory needs assessment, and consultation with affected communities. HIAS shares information about its accountability commitments and available

services in all country offices. HIAS proactively invites affected people to provide feedback on planned and ongoing activities through context-appropriate, accessible channels, ensuring that all affected people can voice feedback, recommendations, and concerns safely and equitably. HIAS uses feedback received to adapt ongoing programs and shape the design and implementation of future programming.

## Governance, Structure, and Policies

Globally, HIAS employs more than 1,300 staff in 16 countries, with headquarters in Silver Spring, Maryland (U.S.).

HIAS' Board of Directors is made up of 22 members, including 10 women. It meets at least four times a year. The Board has three officers and operates with six active committees that meet regularly. Board members bring a wide range of professional and business experience to their service, including law, finance, education, and non-profit and refugee advocacy leadership.

HIAS staff are subject to a robust Code of Conduct and set of internal policies, including PSEA, Non-Discrimination and Anti-Harassment, Conflict of Interest, Privacy, Whistleblowing, Security and Emergency Preparedness, Information Security, Data Breach, Finance and Accounting, as well as others relating to procurement, travel, and reimbursements.



In October of 2021, participants from the Villa Esperanza community with HIAS staffmember Christian Burbano, working together to create a community proposal that will help to improve the conditions of their settlement.  
**Photo:** HIAS Colombia



## Context for Vulnerable Refugees and Migrants in Colombia



The Latin America and the Caribbean (LAC) Region continues to face intersecting forced displacement crises, including in Venezuela, Colombia, Northern Central America, and Nicaragua. The COVID-19 pandemic has only worsened the economic and social hardships faced by both displaced populations and those hosting them. The more than 18 million people displaced in the region have fled violence, insecurity, persecution, and human rights violations. This number accounts for 20% of all global displacement. HIAS' comprehensive regional response meets the urgent needs of refugees, asylum seekers, and other forcibly

displaced people in Aruba, Colombia, Costa Rica, Ecuador, Guyana, Mexico, Panama, Peru, and Venezuela.

Although the 2016 peace accord between the government of Colombia and the Revolutionary Armed Forces of Colombia (FARC) formally ended the decades-long conflict, violence at the hands of non-state armed actors is ongoing. More than 400,000 people have been displaced since the agreement in 2016, in addition to millions of internally displaced persons (IDPs) still unable to return to their homes. Afro-Colombian and indigenous communities are particularly vulnerable, facing higher rates of violence and displacement, and human rights defenders face targeted attacks. Meanwhile, the Darién Gap wilderness region between Panama and Colombia is seeing an increase in migrants from Haiti, Venezuela, and Cuba as well as from Africa, Asia, and the Middle East attempting the perilous, days-long journey northward. Refugees and migrants trying to cross the Darién risk their lives in hazardous conditions and face sexual violence and other abuses during the journey.

Colombia hosts more than 1.8 million Venezuelans, which represents more than 35 percent of the estimated five million Venezuelan refugees and migrants in the region. Colombia shares a 2,200-kilometer border, seven formal border crossings, and hundreds of informal crossings with Venezuela. Refugees and migrants from Venezuela arrive in Colombia with significant needs for basic services and settle in host communities facing increasing vulnerabilities. Colombian refugees returning to Colombia after spending years in Venezuela also require support to successfully reintegrate into communities, which are often not the ones they fled.

Colombia is now among the first countries in the world to adopt a public policy of welcoming Venezuelan migrants at scale. In February 2021, Colombia's government announced that Temporary Protected Status (TPS) for Venezuelan migrants would be granted for a period of up to 10 years. This pathbreaking initiative by the government of Colombia offers Venezuelans legal immigration status and the right to work, as well as access to education, health, and other services. With the help of UNHCR and stakeholders like HIAS, nearly 90% of Venezuelan migrants in Colombia have been pre-registered for their

TPS documentation cards. However, gaps and challenges remain in finalizing registration, and TPS may not extend to newly arriving migrants in the future. Moreover, although Venezuelans may have the legal right to work, accessing livelihoods and economic security remains very difficult in the current economy. The Colombian government has also extended COVID-19 vaccination to Venezuelan refugees and migrants in the country, highlighting its commitment to public health and refugee protection.

The impact of the Venezuela situation and COVID-19 has driven up rates of gender-based violence (GBV) across Latin America and the Caribbean, outpacing the availability of services, particularly in border areas and among populations in transit. Across the region, there are insufficient numbers of trained staff, language barriers for indigenous survivors, and xenophobic and anti-LGBTQ attitudes that impact how survivors are treated when they seek services. Adolescent girls, especially those who are in early or forced marriages, are particularly at risk and have limited options for safe disclosure of any incidents of gender-based violence or access to support services. Regional humanitarian coordination platforms for Colombia and Venezuela all highlight the need for significant scaling of GBV resources including cross-border approaches and partnerships with women and refugee-led civil society and community-based organizations. During just the first two weeks of the initial COVID-19 lockdown in 2020, reports of violence against women increased by 250%, and calls to domestic violence hotlines increased by 153% in Colombia.

## HIAS Programs in Colombia

HIAS Colombia focuses on prevention and response to GBV, community-based mental health and psychosocial support, economic inclusion, and legal protection. Working closely with government institutions, partner organizations, the private sector, and refugee communities, HIAS Colombia promotes local integration and access to rights and services, serving Venezuelan refugees and migrants, Colombian returnees, and host communities. Since opening its offices in 2019, HIAS Colombia has served nearly 7,000 refugees. HIAS realizes people carry a diversity of experiences and intersecting identities requiring unique support and solutions. As such, HIAS takes a holistic approach to its interventions and offers integrated programming.

HIAS Colombia provides community-based **mental health and psychosocial support (MHPSS)** services to Venezuelan refugees with culturally appropriate interventions that focus on increasing the resilience and addressing the needs of individuals, families, and communities through provision of targeted, evidence-based support, including referrals to specialized services when needed. HIAS Colombia also implements community-based psychosocial activities to promote positive coping and integration and builds capacity on basic psychosocial skills and psychological first aid among key stakeholders. HIAS Colombia trains community leaders to identify and respond to psychosocial needs and common protection issues within their communities. HIAS Colombia also works to adapt and build evidence around scalable psychological interventions through the implementation of research initiatives in partnership with key academic and humanitarian stakeholders (such as The New School for Social Research and USAID's Laser Pulse research initiative) and will disseminate and scale up resulting outcomes and good practices. HIAS Colombia's MHPSS

programming is designed and implemented in partnership with local communities and institutions to ensure sustainable impact.



HIAS Colombia's Junior Protection and Accommodation officer providing refreshments to beneficiaries at the home of their Airbnb host in Barranquilla. **Photo:** HIAS Colombia

HIAS Colombia is currently implementing **GBV response and risk reduction** programming with women and girls and LGBTQ Venezuelan refugees and migrants. In addition to providing GBV case management, HIAS Colombia staff work at the community level to identify, train, and support community members who work with and advocate for survivors of GBV. HIAS Colombia also helps both women and men develop skills and abilities to promote GBV risk reduction, including positive masculinity programming. HIAS is partnering with a local organization, *Hombres en Marcha*, in Pasto and Ipiales to strengthen community-based approaches to GBV prevention, including activities around positive masculinities. Thanks to a groundbreaking award from the U.S. State Department/PRM, HIAS is now implementing a regional GBV project in Colombia, Ecuador, and Peru in partnership with civil society and community-based organizations. The program is providing a cross-border continuum of care and support to survivors, building resiliencies, generating new learning, and reducing GBV risks faced by women, adolescent girls, and LGBTQ refugees. HIAS is enhancing the capacity of partners through trainings in each country and regional activities that bring partners together to learn from each other.

HIAS Colombia approaches **protection** programming as a crosscutting issue integrated across all programming. HIAS Colombia considers the specific protection needs and risks of clients and works to provide information and support on how to access services. To address the myriad protection risks stemming from a lack of shelter, HIAS Colombia provides temporary housing through our partnership with Airbnb's Open Homes program, prioritizing

families that just arrived in the country, GBV survivors, people with medical needs, and other vulnerable groups at risk of homelessness. HIAS Colombia is also an implementing partner for UNHCR's **resettlement** pilot, providing operational and logistical assistance as well as psychosocial support and legal aid to families during the resettlement process.

HIAS Colombia's **economic inclusion** programs include accelerated business incubation through HIAS' Entrepreneurship School with a Gender Lens in Barranquilla; digital and financial literacy; vocational training; and asset seed capital support. HIAS Colombia has developed and updated *The Employers' Guide to Hiring Refugees and Venezuelan Migrants in Colombia*, in partnership with the Tent Foundation, the Colombia Ministry of Labor, and UNHCR. All these programs are grounded in local partnerships and are designed with and responsive to the key needs for economic security highlighted by Venezuelan refugees and migrants themselves.

HIAS Colombia implements HIAS' global **Accountability to Affected Populations (AAP) Framework** and staff are trained on AAP principles and standard operating procedures. HIAS Colombia displays the Code of Conduct in each office location and shares information about its mission, programs, project objectives, and available services, as well as feedback and reporting mechanisms at each stage of project implementation. Through both written and verbal channels such as posters, flyers, and community meetings, HIAS Colombia shares this information in all office locations with all stakeholders. HIAS Colombia uses feedback and response mechanisms that are accessible and context appropriate, including a confidential email address, suggestion boxes, and face-to-face communication with staff for beneficiaries to submit complaints or provide comments and feedback in a confidential and secure way. HIAS Colombia proactively monitors these channels for the prevention and early detection of sexual exploitation and abuse.

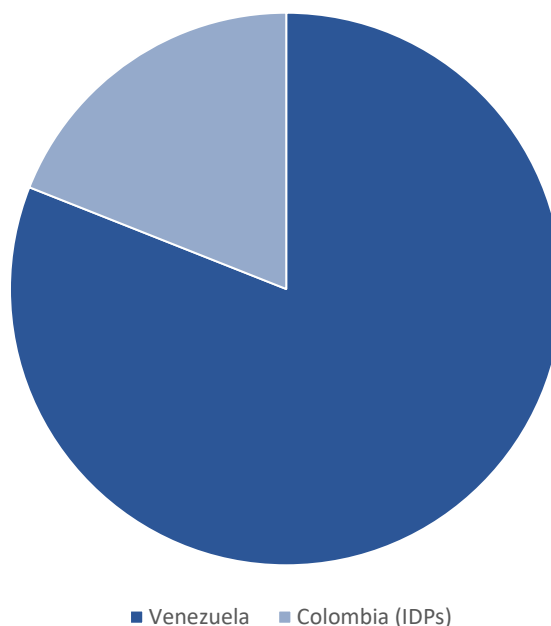
**Looking ahead with programs**, HIAS Colombia is assessing protection gaps and possible responses for refugees and migrants attempting to cross into Panama in the Darién Gap, in collaboration with the HIAS Panama team. HIAS Colombia also plans to bolster GBV programming in all locations and will continue to focus on building the capacity and willingness of local institutions to offer appropriate services to survivors. HIAS Colombia's experience throughout the pandemic has demonstrated how economic vulnerability heightens GBV risk, so we plan to establish an emergency fund for GBV survivors and integrate cash-based intervention. HIAS Colombia will also address the significant gaps in sexual and reproductive health services for survivors and those at risk of GBV, particularly adolescent girls. Going forward, HIAS Colombia will continue to expand its work on positive masculinities and is committed to sharing key learnings and knowledge from these programs with all stakeholders. This work will be aligned with HIAS Colombia's broader programming for women, girls, and LGBTQ persons to build a whole-of-community approach to GBV risk reduction. Building on the outcomes of research initiatives, we will seek new resources to expand successful MHPSS programs. HIAS Colombia would also like to expand the team's ability to offer MHPSS training and capacity building on issues that are priorities for affected communities and local stakeholders, such as psychological first aid.

HIAS Colombia also hopes to offer direct legal assistance and expand housing partnerships to augment current protection programming. HIAS Colombia seeks to advance new work



around economic inclusion and livelihoods, building on current models and expanding partnerships to include longer project timelines for greater impact. HIAS Colombia would like to adapt HIAS' Graduation Model and Social and Economic Support Program (SESP) to the Colombian context. HIAS Colombia also looks forward to opportunities to serve Colombian IDPs with comprehensive protection services given their continuing needs. In collaboration with HIAS' headquarters-based emergency department and the LAC regional office, HIAS Colombia will strengthen its capacity to respond to new emergencies.

**Graph 1: Populations Served in 2021**

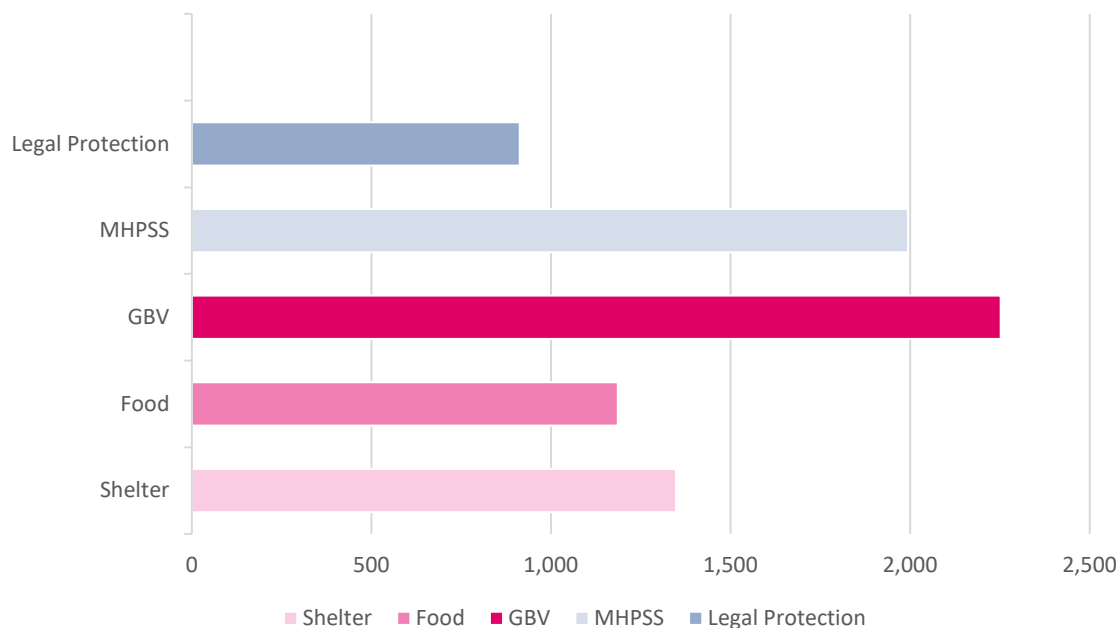


## Coordination: Partners & Peer Networks

HIAS Colombia works closely with the government of Colombia as well as UNCHR and its partners and will continue to collaborate with international NGOs, local organizations, the private sector, and other key stakeholders supporting Venezuelan refugees. HIAS Colombia participates in national and regional humanitarian coordination working groups, shares programming data and assessments, and coordinates responses to gaps and emerging needs. HIAS Colombia is a member of the coordination platform for refugees and migrants from Venezuela (R4V). At the regional level, HIAS co-chairs the protection working group of R4V with UNHCR, and co-leads the GBV sub-working group with United Nations Population Fund and Save the Children. HIAS also has a regional technical agreement with UNICEF focused on adolescent girls and GBV. In Colombia, HIAS is a member of the national Inter-Agency Group on Mixed Migratory Flows (GIFMM), a coordination body for displacement-focused response organizations. At the GIFMM national level, HIAS Colombia participates in the health, protection, local integration, and GBV sub-clusters. In the GIFMM coordination

group for the Caribbean region, HIAS participates in the protection, GBV, health, and economic inclusion and integration clusters. Given new programming in the southwest region of Colombia, HIAS Colombia has also joined the Nariño and Valle del Cauca GIFMM chapters and the local humanitarian cluster in Cauca.

**Graph 3: People Reached by Program Area in 2021**



Going forward, HIAS Colombia will also focus on strengthening partnerships with local organizations and community leaders to deepen and sustain impact. HIAS Colombia has prioritized partnerships with local institutions and community-based organizations and civil society groups and will continue this approach in all new programming locations.

## Operational Support for Programs

As HIAS' programs expand to meet new global needs, HIAS remains committed to delivering the highest quality of services to those it seeks to support and empower. To enable country teams to succeed and thrive, HIAS will invest new operational resources in our programs, processes, and people.

The HIAS Colombia team is comprised of 71 people in seven locations, and this will expand to additional locations as the program grows. The Country Director leads a Senior Management Team made up of key senior staff. Each HIAS Colombia staff member abides by HIAS' Code of Conduct and other policies and procedures in line with global best practices. All staff members have completed trainings on **Protection from Sexual Exploitation and Abuse (PSEA)**. These trainings are updated and repeated regularly to

ensure both prevention and response to any reported incidents of SEA. HIAS applies a gender lens when analyzing, planning, and making decisions across all its operations, to ensure the safety, security, and wellbeing of the entire organization's staff.



Refugees from Colombia and Venezuela in the Les Ferias community participating in an intercultural workshop to strengthen social ties and prevent xenophobia. The workshop addressed issues associated with prejudices about cultural differences, customs adopted from displacement, and how those experiences build resilience. **Photo:** HIAS Colombia

HIAS invests in the skills and capacity of staff worldwide, supporting a wide range of local, national, regional, and international trainings for staff. HIAS ensures that international staff have diversity, equity, inclusion, and justice (DEIJ) training. Going forward, HIAS Colombia will be mapping its staff training and capacity building needs against programmatic objectives. HIAS Colombia is currently planning for professional development opportunities across the team as it grows.

To promote **staff wellbeing**, HIAS has a global contract with the Konterra Group, which provides support both for work-related issues and for personal reasons. The goal of these efforts is to enhance program outcomes as well as improve staff satisfaction, retention, and wellbeing across the country team. HIAS is also committed to developing an effective, sustainable **safety and security** risk management system that is in line with our values and mission and

our organizational duty of care. In Colombia, this means strengthening existing tools and policies such as the acceptance strategy and continually updating the overall Colombia safety and security management plan. HIAS Colombia's security coordinator and the regional and headquarters-based Safety and Security Department work together with the Country Director and program teams to ensure that the measures in place enable programming while cultivating organization-wide compliance. HIAS Colombia will continue to monitor the security climate in all high-risk locations and respond accordingly to changes in the security climate in areas where HIAS has operations and programming. For all new offices a security assessment will be carried out to identify potential gaps and take measures to address them.





HIAS staff leading an ice-breaker activity during a Mental Health Workshop in the settlement of Villa Esperanza in September of 2021. **Photo:** HIAS Colombia

Globally, HIAS is rolling out a **Digital Transformation Strategy** to ensure that participants' personal information is digitally secured and protected. The strategy will also create one universal source of information and collaboration; ensure all organizational knowledge is standardized, digitized, organized, and discoverable; ensure data around inputs, outcomes, and impact is readily accessible; help employees collaborate on gathering and building resources on this information platform; and easily share and leverage data from partners and affiliates. HIAS will be providing annual refresher training to all country offices on IT tools and procedures.

With support from headquarters (including the regional office), HIAS Colombia will also continue to review and strengthen procedures and tools related to data and reporting as well as finance and compliance, in line with donor requirements and international standards. HIAS Colombia will work with headquarters to establish an Enterprise Resource Planning (ERP) system. The ERP will improve alignment of operations, finance, programs, and human resources, allowing for more efficient and cost-effective country operations.



## Donors and Development

HIAS is committed to growing and diversifying its donor base in each country of operation. With support from the LAC regional office and headquarters, HIAS Colombia is developing a resource mobilization strategy to sustain, increase, and diversify funding sources. HIAS Colombia gratefully acknowledges support from the U.S. State Department/PRM, USAID, UNHCR, and Airbnb. HIAS Colombia will continue to build its capacity and reputation as an organization well positioned to respond to complex and growing needs related to GBV, as well as address other gaps across the humanitarian response with creative, collaborative, and evidence-driven solutions. HIAS Colombia plans to build on the foundation and research done through partnerships with UNHCR and USAID to scale up tested methodologies and successful collaborations. Airbnb's ongoing partnership with HIAS Colombia to provide housing for vulnerable clients is one example of a successful partnership with the private sector that could inspire leadership from other companies. HIAS Colombia would like to scale this program as part of an integrated protection response given the growing needs for emergency housing, and will continue to explore possible partnerships to allow for expansion into new locations and offer resources for basic needs including food baskets.

Recognizing the critically important need to address the epidemic of GBV in the region, HIAS Colombia also looks forward to sharing progress and impact through the U.S. State Department/PRM-funded GBV regional program and hopes other donors will adopt this innovative funding mechanism to better address the scale of the GBV crisis in the region.



HIAS staff delivering an informative talk about GBV with IOM, the Social Ministry, and UNHCR in June of 2021.  
**Photo:** HIAS Colombia

HIAS Colombia is also exploring other pathways including economic development assistance to promote more sustainable long-term solutions for Venezuelan refugees, as well as host communities and IDPs in Colombia. Moving forward, HIAS Colombia will deepen its collaboration with current funders and build partnerships with new institutional and individual donors, including proposing complementary project areas like livelihoods programming with a focus on gender and inclusion and GBV programming targeting adolescents. HIAS Colombia will also continue to look for opportunities to partner directly with local organizations and promote their access to international funding and support.

## Communication, Policy, and Advocacy

HIAS Colombia's advocacy targets decision-makers across the country and region to advance protection and rights for refugees, asylum seekers, IDPs, and host communities in Colombia. The aim is to comprehensively address protection gaps and implement long-term changes through policy, funding, and services. Current advocacy priorities include addressing significant gaps in the GBV response, especially for Venezuelan refugees; highlighting mental health needs of displaced communities; and addressing xenophobia against Venezuelans, at the community and institutional levels. HIAS Colombia leverages its participation in coordination spaces like the GIFMM to advance advocacy on all these issues. HIAS Colombia will strengthen these efforts in the coming year with a dedicated advocacy and communications strategy including targets and intended outcomes.

To communicate with clients as well as advance advocacy goals, HIAS Colombia is currently using Instagram and Twitter, with more dedicated channels for clients through WhatsApp groups. HIAS Colombia also developed a communications campaign using different media to inform key communities and create awareness of GBV risks and available services. Going forward, HIAS Colombia plans to strengthen its approach to communicating through social media to ensure we reach our target audience. Regionally, HIAS will work to ensure that people traveling across Latin America are aware of HIAS services and locations and other available resources across different countries through digital and other information tools.

**Cover Photo:** HIAS Colombia  
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