

World Vision 

TWO YEARS ON:

HOPE

in the Midst of Heartache



Venezuela Crisis Response Report 2019-2020



This report was produced by Chris Huber on behalf of the Venezuela response team at World Vision International in collaboration with World Vision field offices.

We would like to thank colleagues and staff members from field offices: Monica Rumbos, Dayli Martinez, Rosenberg Parra, Mayerly Sanchez, Gabriela Becerra, Gabriela Benitez, Fabrizio Guzmán, Jose Ignacio Peralta Barria, Mary Cruz Gutierrez Portugal, Jenny Escobar, Claudia Zevallos Huaman, Carlos Ortíz, Catty Lopes, Paola Bello and Luis Corzo. We are thankful for the assistance and support from our World Vision LAC and Venezuela regional response colleagues Mishelle Mitchell, Jose Tovar, Paula Martes and Golda Ibarra.

Editing: Kristy Glaspie, Chris Huber and Fabiola Rueda

Design: Fernando Otarola

© 2020 WorldVision International. All rights reserved. No portion of this publication may be reproduced in any form, except for brief excerpts in reviews, without prior permission of the publisher. For further information about this publication please contact: [chris\\_huber@wvi.org](mailto:chris_huber@wvi.org). World Vision is a Christian relief, development, and advocacy organisation dedicated to working with children, families, and communities to overcome poverty and injustice. Inspired by our Christian values, we are dedicated to working with the world's most vulnerable people. We serve all people regardless of religion, race, ethnicity, or gender.

Child and adult safeguarding considerations: All photos and stories were taken and used with informed consent.

Cover photo: ©2020 World Vision/By Chris Huber

# Table of contents

- Leaders' message . . . . . 4
- Venezuela crisis response countries . . . . . 6
- Regional overview report . . . . . 8
  
- Venezuela . . . . . 10
- A big family with big challenges . . . . . 12
- Our work with the church . . . . . 14
- Our work with the church in Venezuela . . . . . 14
- Integral design for sustainable development . . . . . 15
  
- Colombia . . . . . 16
- Carlos on the move in Cucuta . . . . . 18
  
- Peru . . . . . 20
- Peruvians and venezuelans form friendships through Lima feeding centers . . . . . 22
  
- Brazil . . . . . 26
- Project "Ven, tú puedes" . . . . . 28
  
- Ecuador . . . . . 30
  
- Chile . . . . . 32
  
- Bolivia . . . . . 34
  
- Regional response gaps and needs . . . . . 35
- Lessons learned . . . . . 36
- Road ahead / recommendations . . . . . 38
- Partners / acknowledgements . . . . . 39

# Leaders' Message

The COVID-19 pandemic is ravaging the world physically, emotionally, and economically. And Latin America has been hit particularly hard. Migrant and refugee populations are feeling it the worst—especially the children among them. Hunger and hardship reign as living conditions deteriorate for millions of families.

As of November 2020, nearly 5.5 million Venezuelans have fled the country seeking food, work, protection, and a more stable life. And about 7 million people inside Venezuela need humanitarian assistance. A recent World Vision survey of Venezuelan children in seven countries revealed that one in three of them goes to bed hungry. For those living in Brazil, Bolivia, Colombia, Ecuador, Peru, Chile and Venezuela, a lack of food and basic hygiene supplies, the fear of being evicted, and the absence of education is their everyday reality. We believe that restoring hope to the most vulnerable is the key to reversing this tragic trend of poverty and heartache brought on by societal collapse and a global pandemic.

Our multi-country response to the Venezuela crisis, Hope Without Borders, has brought hope to more than 455,000 Venezuelans and host-community residents since January 2019. Over the past two years, more than 115 World Vision staff and countless partners, community leaders, and volunteers expanded our response from one to six host countries and registered and grew our presence in Venezuela. The global response remains one of the least-funded crises in the world—\$648 million (U.S.) received of \$1.4 billion required. For our part, World Vision has managed to nearly triple our budget from about \$12 Million in 2019 to almost \$34 million in 2020.

This report is testimony of the effectiveness of collaboration to ease the burden for and bring hope to those suffering most in this crisis. It is also proof of the overwhelming needs still at hand. The backbone of our work in Venezuela is the collaboration with Faith-Based Organizations (FBOs). In the midst of institutional failure, churches and other FBOs act as lifelines close to the needs of the most vulnerable.

Well-intentioned efforts to help struggling families endure this double crisis and break out of the cycle of poverty must be met with serious funding commitments by donors, private and public alike. As you read the following pages highlighting two years of impact by World Vision's Venezuela Crisis Response, we hope you will be moved to walk with us to continue to bring hope to the most vulnerable children and families caught up in the Venezuela crisis.



**Joao Diniz,**  
Regional Leader  
World Vision Latin America



**Fabiano Franz,**  
Director World Vision's Venezuela  
Migrant and Refugee Crisis Response



# WORLD VISION VENEZUELA CRISIS RESPONSE COUNTRIES

Response sector highlights  
by country **2019 and 2020**



**Venezuela** | | |

---

|

**Colombia** | | |

---

| | |

**Ecuador** | | | |

**Peru** | | |

---

|

**Bolivia** | |

**Brazil** | | |

---

|

**Chile** | | | |

---

|


- Protection
- Health
- Livelihoods
- Shelter
- Water, Sanitation and Hygiene (WASH)
- Education
- Non food Items
- Cash
- Inclusion
- Nutrition

# Regional Overview Report

## RESPONSE ACHIEVEMENTS

January 2019 to December 2020

**562,290**  People reached with some form of assistance, including 258,838 children

**285,253**  People reached with food security and nutrition assistance or livelihoods training

**105,576**  People received multipurpose cash transfers

**73,184**  People reached with protection services

**45,796**  Children and educators reached with education services

**27,289**  People reached with Water, Sanitation and Hygiene services

**16,469**  People provided inclusion services

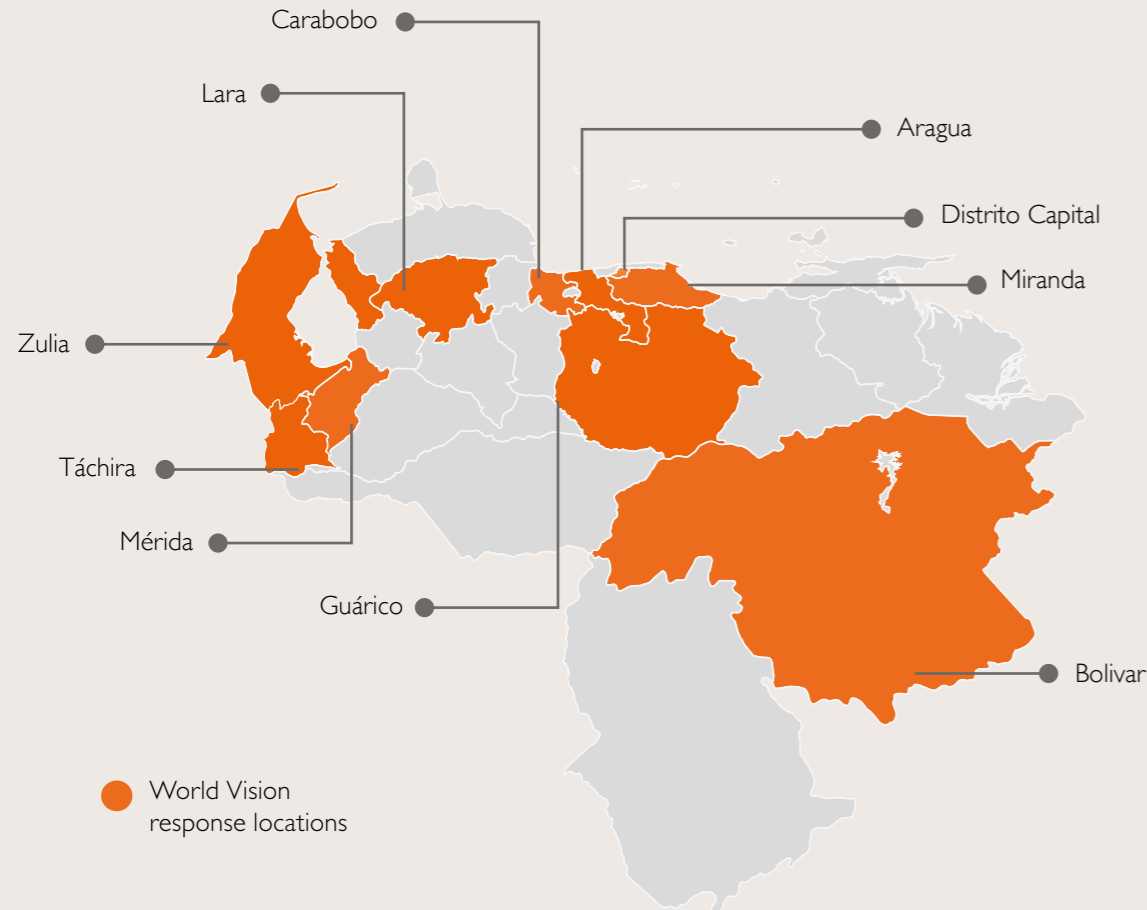
**3,090**  People reached with non food items

**285**  People provided with shelter

# Venezuela Report

## RESPONSE ACHIEVEMENTS

January 2019 to December 2020



From serving thousands of hot meals to children through a handful of FBOs to providing hundreds of families in five states with cash to buy what they need most, we were able to do a lot with relatively little in 2019 and 2020. We started 2019 with a budget of just \$250,000 for our entire national response. As our national network of churches and FBOs grew, so did our presence and our impact. We had about \$1.3 million (U.S.) to work with in 2020. That allowed us to expand our WASH work, build capacity among all of our implementing partners, and reach more families with food and multipurpose cash pilot programs. Now, as we begin 2021, we are unleashing a brand-new, \$4.1 million cash and nutrition program that will benefit 16,000 Venezuelan families throughout the country. Here are the highlights from our first year working in Venezuela (November 2019-November 2020).

6,187



people reached with some form of assistance, including 2,809 children

3,896



People received multipurpose cash transfers

2,239



Families reached with food and nutrition assistance

1,955



People received water, sanitation, and hygiene services

1,445



People received protection assistance

52



People in need of shelter

## Finance

Budget End FY19

**\$250,000**  
(U.S.)



Budget End FY20

**\$5,417,903**  
(U.S.)

# A big family with big challenges

Johana, a 35-year-old single mother, lives in Miranda state, Venezuela. Three of her young daughters help her carry water for the household while she cares for her youngest children. She is the head of the family with seven children and one grandson.

Johana supports her family through income she obtains from sporadic house cleaning and the modest allowance she receives from the father of her youngest daughter. It's not enough to make ends meet.

Johana is stuck between the need to care for her big family and provide an income so they can survive. The COVID-19 quarantine makes it impossible for her to work, and her job is not in high demand. The situation is complicated by having to deal with the anxiety of the children in a small space that measures approximately five by eight meters.

The lack of water in the area is another problem to overcome. Due to her health condition, Johana cannot carry water. It is her young children who have to walk back and forth each day to gather water in plastic containers from a local water source.

**"THEY GO TO A NEIGHBOR'S HOUSE THAT IS CLOSE BY WHERE THE WATER COMES," SAYS JOHANA.**

Despite adversity, this mother tries to do things right. She also helps her kids with homework, which is sent via text message.

**"IT IS DEFICIENT BECAUSE OF THE LACK OF INTERNET SERVICE," SAYS JOHANA.**

© 2020 World Vision/By Edward Scholtz



## Teen pregnancy and malnutrition

Rosneibe, 1, is the son of Iroska, 16, Johana's second daughter. He was diagnosed with severe malnutrition during a medical health check-up in May. Johana was pleased by the attention he received.

**"I REALLY LIKED THAT THE DOCTOR CHECKED ALL OVER THE PLACE, THINGS PEDIATRICIANS DID BEFORE, BUT NOT ANYMORE," SAYS JOHANA.**

Later, Rosneibe was referred to the only hospital in the city. But he could not get an appointment because COVID-19 cases are the only ones being treated. After waiting in uncertainty, Johana felt desperate when her grandson did not receive the necessary care. The little boy has had eight strong seizures. It remains to be known if his malnutrition condition is related to neurological episodes. However, the lack of equipment in hospitals and of money to pay for the different examinations that are required has not made it possible to reach a definitive diagnosis.

**"I'M GOING CRAZY BECAUSE I WANT THAT CHILD TO SEE A NEUROLOGIST TO FIND OUT THE REASON FOR THE SEIZURES," JOHANA SAYS DESPERATELY THROUGH TEARS.**

The double crisis of the economic collapse and coronavirus pandemic is reducing the quality of life for Johana, her family, and millions of Venezuelans.

Her grandson's situation is not the only health problems the family is facing. Johana also suffers ailments related to problems with one of her kidneys. She hasn't received a diagnosis because she can't afford medical tests.

## A little help brings health and hope

The three monthly \$30 (U.S.) cash transfers she received through World Vision and a church partner not named for security purposes have helped her invest in food, diapers, and medicine. Rosneibe has begun to recover from his severe malnutrition. This gives a little hope to the family.

Johana has gratitude and sadness. Gratitude for having received help from World Vision and the church. Sad because she is not sure what the future holds. But she remains expectant about the medical diagnosis, the future of her children, and the end of the quarantine.

**"I HAVE TO GO FORWARD AND TRUST GOD," SHE SAYS. "I DO NOT HAVE ANY OTHER OPTION."**

## Our work with the church

We believe that all people are made in the image of God. We are called to help uphold, restore, and honor the dignity, value, and identity of every human being. Because of this calling, we work with others who share our common values of compassion, love, and mercy and commitment to the well-being of children and the poor.

Faith leaders are uniquely placed to protect and meet the needs of the most vulnerable in their communities. Their reach, particularly in fragile contexts, is often further than non governmental organizations and even governments. They have profoundly deep, trusted relationships and links with their communities and often dictate which behaviors are prescribed or prohibited. With their widespread influence, they can motivate changes in thinking, foster dialogue, set priorities for their communities, ensure increasing competency in their congregations to meet community needs, and mobilize their congregations to do so. Faith leaders are essential for community transformation and are key partners in our work: they are gatekeepers, endorsers, and translators of development projects.

The church is instrumental in tackling the root causes of poverty and injustice and is an effective driver of transformational change in communities, leading to sustained improvements in child well-being.

As World Vision, we are committed to work humbly and openly and seek positive relationships with the church in all its diverse expressions at local, national, and global levels in order to contribute to the fulfillment of fullness of life for the world's most vulnerable children. Our role is not to replace the role of the church, but to work alongside the church on behalf of children and the poor.

## Our work with the church in Venezuela

In Venezuela, a majority Christian country, we work primarily through local churches and FBOs. Since our work inside Venezuela began in late 2019, we have worked closely with pastors and community leaders to form the Hope Without Borders Church Network, a national grass-roots movement of churches and FBOs, to bring help and hope to the most vulnerable children and families and restore their God-given dignity.

The assistance we provide through these partnerships addresses key areas of need, such as health and nutrition, food security, and water, sanitation and hygiene. Protecting the most vulnerable children is at the heart of our work with the church and FBOs in Venezuela. Motivated by Jesus' words in John 10:10, we seek to provide assistance that leads children to experience life in all its fullness.

We aren't just executing a strategy through churches and FBOs. Our partnerships go deep. Local church and organization leaders know the needs, of their communities better than anyone else. Our training and program resources empower Venezuelan leaders and volunteers to gain new skills, meet people's physical and spiritual needs and affect their own communities for good. This collaboration builds credibility for World Vision and the church in the eyes of the government and the people we serve.

Partnership with the Hope Without Borders Church Network goes beyond capacity building. It's all about relationships. The network consists of nearly 1,500 members representing diverse expressions of the church from all 23 states and the capital district of Caracas. The network structure allows us to respond quickly when emergencies hit, such as the Sept. 10, 2020, floods in Aragua

state. It also binds and unites the church to counter the devastating effects of the double economic and COVID-19 crises on vulnerable Venezuelan families. At the local and international level, weary pastors, FBO leaders, World Vision staff, and struggling families are connecting in new ways to encourage and support one another in these deeply trying times.

## Integral Design for Sustainable Development

World Vision's programming model is informed by and in accordance with the United Nations Regional Response Plan and guided by our own response plan for the Venezuela crisis. Partnering with churches, FBOs and faith leaders is essential to reaching the most vulnerable and enacting lasting change at the family level.

Our work focuses key programming through church and FBO partners in Venezuela. Our primary areas of focus are food security and nutrition, multi-purpose cash transfers, and WASH. We provide food kits to stave hunger and malnutrition. We provide monthly cash transfers for five months to give families the freedom to purchase the things they need most, including food and other household necessities. We also provide clean drinking water, purification tablets, water containers, and hygiene kits to people who lack access to clean water sources and hygienic facilities.

Because of the sensitive context and logistical challenges in the country, we depend on three strategic partners to implement our response there—one local organization and two FBOs. The Hope Without Borders Church Network is growing and building capacity for technical implementation. In the process, they are helping us scale our response. We also work through about a dozen other local organizations throughout the country.

“

The Scripture of Matthew 25 invites us to discover Christ among the most vulnerable. Of all the people whose stories have broken my heart, one recent encounter with a little girl hit me particularly hard. We were distributing food and toys to families affected by flooding in Aragua state. The little girl approached us with her family to receive the various donations. She looked confused as she looked at the food on one side and the toys at the other. She thought she could choose only one thing or the other. When her turn came, she hastily said, “I prefer food.” This moment illustrates the tragedy of the harsh reality my fellow Venezuelans live day to day. The innocent girl quickly learned she could take both the food and the toys! But this moment also serves as a call to serve the millions of children who should not only have the right to eat, but to play and live with dignity. My work is hard, but it is exciting and full of hope.

**I AM JOYFUL TO PARTICIPATE WITH WORLD VISION IN ALLEVIATING PEOPLE'S SUFFERING AND WITNESSING LIFE TRANSFORMATION AMONG SO MANY. WE ARE AGENTS OF HOPE”**

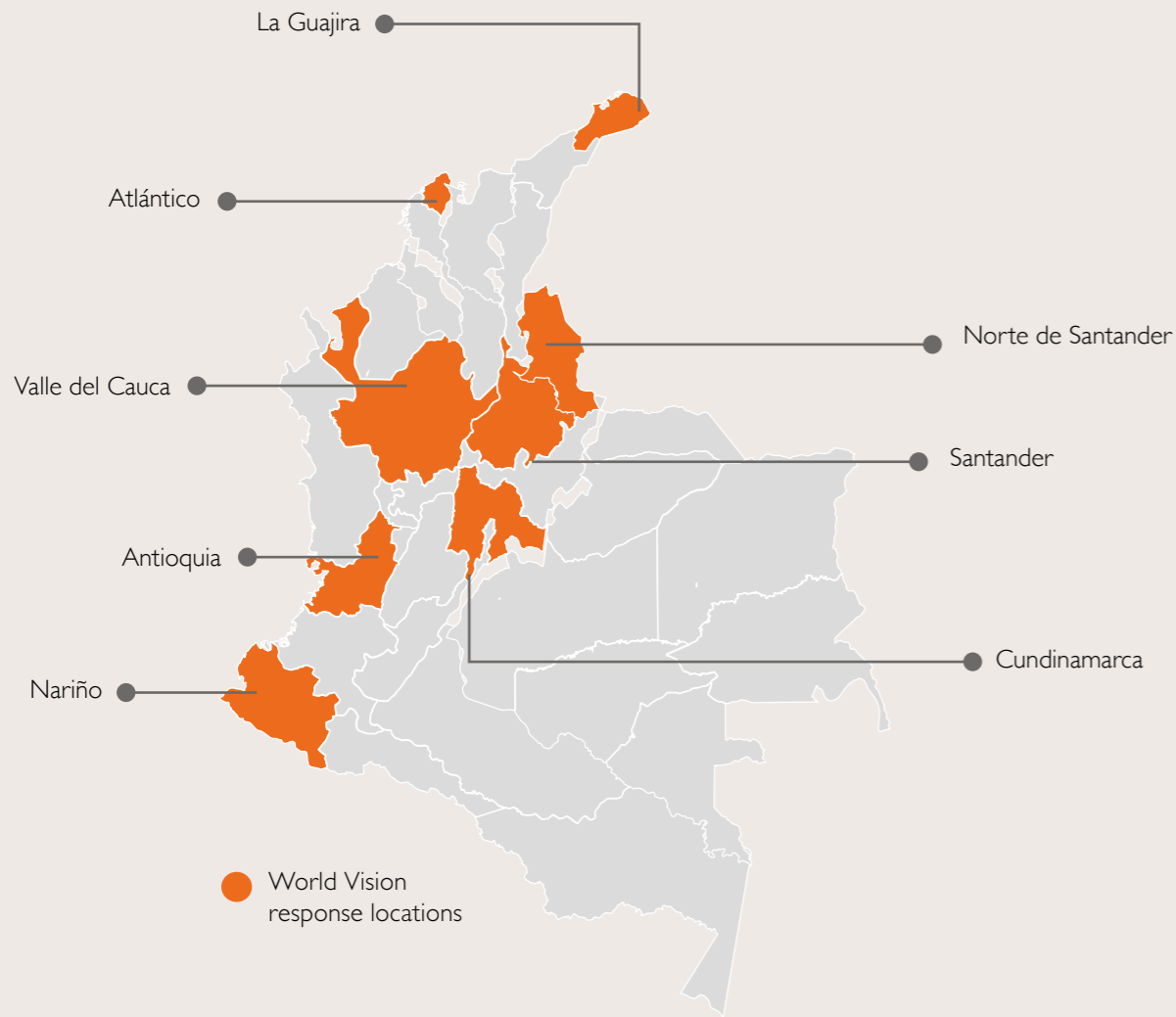
**Pastor Jose Piñero,**  
National coordinator, Hope Without Borders Church Network, Venezuela



# Colombia Report


## RESPONSE ACHIEVEMENTS

January 2019 to December 2020



## Finance



385,400  people reached with some form of assistance, including **141,608 children**

255,589  Families reached with food and nutrition assistance

52,060  People received multipurpose cash transfers

32,915  People received protection assistance

22,059  Children and their families received education assistance

21,400  People received WASH services

1,191  People reached with inclusion and livelihoods services

70  People in need of shelter



This crisis is very personal to me, as Venezuela was my home for 12 years as a child. The sheer magnitude of the crisis struck me during my 2019 visit to Colombia's border with Venezuela. I watched streams of dads, moms, and children leaving the place they loved to try to start over somewhere else. One couple in particular inspired me deeply with their faith and dependence on the Lord. In a World Vision-supported feeding center in Cúcuta, I encountered pastor Luis and his wife, Heidi, who were eager to share with me a miracle of God. The only work this childless couple could find was guarding a vacant lot, where they also slept. One night, as rain poured down, they were on their knees praying and crying out to God. The Lord answered, assuring them they would bring provisions and love to many people. They didn't know how this could be, because they had nothing. But then a feeding center was set up on their vacant lot. Instead of being displaced again, they became employed, cooking for other refugees like themselves – including the kids who call Heidi "Mama." God made good on His promises!

**WHILE CONDITIONS ARE EVEN WORSE NOW FOR MIGRANTS AND REFUGEES DUE TO THE COVID-19 PANDEMIC, I OFTEN THINK OF HEIDI AND LUIS AND PRAY TO GOD TO BRING ANOTHER MIRACLE FOR VENEZUELA.**

**Edgar Sandoval, Sr.,**  
President, World Vision United States

## Carlos on the move in Cúcuta

It's June 2019 in Cúcuta, Colombia. Carlos just turned 20 and was so proud when his mom, Naidiu, announced it to the group of visitors who had just arrived to their humble home. Carlos lives with some mental and physical disabilities, so he doesn't talk much. But that doesn't mean he's not the life of the household. He came to Colombia in late 2018 with his mom, dad, and two brothers because their economic situation had changed drastically for the worse in Venezuela.

Sometimes they could eat only one meal per day. Carlos' wheelchair was deteriorating and made it difficult for him to get around without someone's help.

"He felt pain and discomfort," Naidiu says. "It was hard to see him in that situation."

One day, Naidiu connected with Yeritza, a World Vision development officer, through a friend. That connection led the struggling family to receive food vouchers to stay afloat for a few months. But because Yeritza referred Carlos for medical treatment, he also ended up receiving a new, custom-built wheelchair.

The family lives on a paved street that Carlos loves to cruise around on, his mom says. Now he can come and go as he pleases, without waiting for someone to push him. This has brought a lot of joy to everyone in the family.



© 2019 World Vision/By Chris Huber

# Peru Report

## RESPONSE ACHIEVEMENTS

January 2019 to December 2020



## Finance

Funds spent **FY19**

**\$1,880,127**  
(U.S.)



Funds spent **FY20**

**\$9,716,591**  
(U.S.)

60,131



people reached with some form of assistance, including **21,217 children**

44,722



People received multipurpose cash transfers

8,890



People provided with food and nutrition

4,425



People received protection assistance

1,092



People reached with inclusion services

683



People received WASH services

200



People reached with non food items

100



Families reached with food and nutrition assistance

63



Children and their families received education assistance

# Peruvians and Venezuelans form friendships through Lima feeding centers

By Chris Huber

Rómulo Herrera was badly beaten, but he didn't know how he could pay for the medical care that would help him heal. In November 2019, the 30-year-old Venezuelan immigrant living in Peru had just been in a traffic accident with his motor taxi in north Lima. The other driver blamed him because he was Venezuelan and then beat him, Rómulo says.

He had just recently begun volunteering in the kitchen at the Esperanza de Jesus II feeding center, which is supported by World Vision and USAID. He was out of money, new to the country, and unsure how he would get care so he could start working again.

But that is when Tania Morales, a Peruvian and the center's founder, came to help him. She gave him money and referred him to a doctor.

**"THERE ARE NOT MANY PEOPLE LIKE HER," RÓMULO SAYS. "SOMETIMES PEOPLE WANT TO HIT YOU, MISTREAT YOU, EVEN KILL YOU BECAUSE YOU ARE VENEZUELAN. BUT THANKS TO HER SUPPORT, I AM HERE TODAY."**

This is just one example of the good that comes when donors like USAID provide resources to organizations like World Vision to empower local service organizations like the Esperanza de Jesus II feeding center in north Lima.

Between July 2019 and February 2020, World Vision Peru and Care Peru helped 27 feeding centers make 151,200 hot meals to feed 8,567 people and provided USD\$ 2 million (U.S.) in cash transfers to 26,682 Venezuelans and Peruvians through the "Reduciendo la vulnerabilidad de los migrantes y refugiados venezolanos en Perú" project.

World Vision managed 21 of the feeding centers, located in Lima, Tumbes, and Trujillo. In addition to food supplies, World Vision also provided training



and learning materials to 330 feeding center leaders and volunteers. In total, the USAID-funded project reached 35,579 people.

**"THIS PROJECT HAS BEEN REALLY INTERESTING BECAUSE IT HAS IMPROVED THEIR QUALITY OF LIFE," SAYS TANIA, WHO HAS RUN FEEDING CENTERS IN NORTH LIMA FOR MORE THAN 30 YEARS. "MANY OF THEM HAVE BEEN ABLE TO EVEN BUY THEIR OWN STREET CARTS TO SELL HOTDOGS, POTATOES, VENEZUELAN EMPANADAS. I COLLABORATE WITH THEM BECAUSE IT MOTIVATES THEM TO PRESS ON."**

## Meeting short-term needs for long-term impact

The project allowed the centers to go beyond caring for vulnerable Venezuelans' immediate physical needs. This project caused regular Peruvians and Venezuelans to form lifelong friendships and gain understanding of each others' cultures. These communal bonds prove that loving your neighbor is a better response to crisis than the xenophobia and negativity that has become so prevalent throughout the countries hosting the nearly 5.5 million migrants and refugees who have left a crumbling Venezuela since 2016.

Karlyn Merchán, 34, from Venezuela, counts on Tania and the team at Esperanza de Jesus feeding center, too. She lives here alone with her 6-month-old baby, Karolyne, and struggles to pay the bills and feed the two of them.

**"TO BE ABLE COUNT ON HELP, AS A MOTHER, AND TO BE ABLE TO FIND AND MEET WITH PERUVIANS AND VENEZUELANOS ... IT MAKES EACH DAY A LITTLE EASIER," KARLYN SAYS. "YOU HAVE PEOPLE TO TALK WITH, GOOD FOOD, GOOD SERVICE—IT HELPS YOU OUT."**

Like most beneficiaries, Karlyn comes to the center each day to carry out her lunch in containers. The line forms around noon, and the kitchen staff begin filling containers and the day's dish—usually a balanced portion of carbs, protein, fruit or vegetable, with juice to wash it down. The atmosphere in the kitchen is focused but welcoming and happy.

**"YOU SEE PERUVIANS HELPING THE VENEZUELANOS, AND BECAUSE MRS. TANIA INCLUDES US ALL, EVERY DAY IT'S A DIFFERENT PERSON'S TURN TO HELP IN THE KITCHEN," SAYS KARLYN. "SO YOU BECOME A PARTICIPANT IN THE PROJECT. IT'S NOT LIKE YOU COME AND GET YOUR FOOD AND LEAVE."**

Karlyn speaks for many others when she says the feeding center helps save them time and money, too.

**"I TAKE THAT TIME AND MONEY AND DEDICATE IT TO MY DAUGHTER—FOR HER DIAPERS AND OTHER THINGS," SHE SAYS. "AND THE TIME IS ALSO FOR HER. TIME I WOULD SPEND COOKING AND MAKING LUNCH—I SAVE THAT HERE (AT THE FEEDING CENTER) AND CAN THEN DEDICATE MORE TIME TO HER."**

The feeding center program also has brought dignity to those benefiting from the service.

Rómulo came to Peru from Venezuela in August 2019. Back home he used to cook. So when his neighbor invited him to come eat at Esperanza de Jesus II, he and Tania hit it off when she mentioned their need for help in the kitchen. They taught each other how to create dishes from each country.

**"I STARTED WORKING, AND IT WAS REALLY NEAT," RÓMULO SAYS. "I TAUGHT THEM A LOT— HOW TO MAKE TYPICAL VENEZUELAN DISHES, PABELLÓN, LOTS OF DIFFERENT DISHES."**



© 2019 World Vision/By Chris Huber

## A heart for serving the most vulnerable

A licensed lawyer, Tania, 51, is always looking for ways to help her community through food or through helping them realize their goals and dreams. When World Vision asked her to participate in the USAID feeding program, she was immediately interested, she says.

**“THAT’S WHAT I’M ALL ABOUT... HELPING.... HELPING OUR NEIGHBORS AND SERVING,” SAYS TANIA, WHO BEGAN FEEDING FELLOW PERUVIANS WHO SETTLED IN LIMA AFTER FLEEING THE VIOLENT SHINING PATH MOVEMENT IN THE 1980S AND 90S.**

This USAID project was her first time working with an NGO, but she also wanted to work more closely with Venezuelans to get to know them better.

**“PEOPLE GOSSIP AND SAY A LOT ABOUT THEM, BUT WHEN YOU ACTUALLY MEET THEM, GET TO KNOW THEM, AND WORK WITH THEM IN PERSON, YOU FIND OUT PEOPLE ARE WRONG,” TANIA SAYS. “WE NEED TO HELP END ALL THE DISCRIMINATION THEY ARE SUFFERING. THEY DON’T HAVE JOBS, THEIR KIDS HAVE NEEDS, AND THANKS TO THIS PROJECT FROM WORLD VISION, THEIR QUALITY OF LIFE IS IMPROVING.”**

Rómulo, Tania, and Karlyn attest to the power of one person opening their door to the stranger in need.

**“FEW PEOPLE ARE WILLING TO OPEN THE DOOR FOR VENEZUELAN, ” RÓMULO SAYS. “SO I REALLY WANT TO SAY THANK YOU TO THE PEOPLE AT WORLD VISION, WHO DID OPEN A DOOR FOR US HERE. MY COUNTRY IS IN CRISIS, AND HOPEFULLY SOMEDAY IT WILL GET BETTER. WE NEVER THOUGHT THIS WOULD HAPPEN. SO I’M SO THANKFUL FOR THE PEOPLE FROM THE UNITED STATES THAT HAVE SUPPORTED US THROUGH THIS.”**

## A future with friends

Looking to the future, Tania says she hopes the project will be renewed. But they will carry on because the need continues in the community. She and her volunteers will continue teaching women how to prepare different foods and how to start a business with just 5 soles (about \$1.40 (U.S.)).

**“THIS CUTS THEIR DEPENDENCY AND REDUCES VIOLENCE AGAINST WOMEN,” TANIA SAYS. “IT’S A REALLY IMPORTANT PART OF OUR ORGANIZATION BECAUSE THERE IS A LOT OF VIOLENCE IN OUR NEIGHBORHOOD. WE HELP WOMEN REALIZE THEY MATTER. AND WE WILL CONTINUE DOING THIS UNTIL WE CAN’T GO ON ANYMORE.”**

While the struggle continues for Karlyn and baby Karolyne, they now have a good friend to walk with.

**“LIFE HAS BEEN REALLY DIFFICULT, BUT “TANIA” OPENED A DOOR FOR US—THE FEEDING CENTER,” KARLYN SAYS. “AND WHEREVER I SEE HER, I KNOW I HAVE A TRUE FRIEND, A PERUVIAN FRIEND WHO HELPED ME AND SO MANY.”**

Rómulo hopes he can pass this along to his neighbors when he returns to Venezuela someday.

**“SOMEDAY I’LL GO BACK TO MY COUNTRY, AND MY KIDS WILL GROW UP,” RÓMULO SAYS. “I’LL TELL THEM ABOUT WHAT I LIVED THROUGH AND WHAT I LEARNED IN PERU. I DIDN’T KNOW I WOULD FIND A COMMUNITY LIKE THIS— THAT I’D BE HERE WORKING AND WELL. I’VE LEARNED A LOT, AND I’LL ALWAYS HAVE A STORY TO TELL WHEN I GO BACK TO VENEZUELA. NO MATTER WHO WE ARE OR WHERE WE ARE FROM, PEOPLE HAVE TO WORK TOGETHER AND CARE FOR ONE ANOTHER.”**



# Brazil Report

## RESPONSE ACHIEVEMENTS

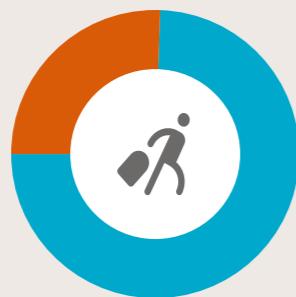
January 2019 to December 2020



## Finance

Funds spent **FY19**

**\$680,960**  
(U.S.)



Funds spent **FY20**

**\$1,970,649**  
(U.S.)

73,708



people reached with some form of assistance, including **31,864 children**

26,774



People received protection assistance

23,068



Children and their families received education assistance

19,260



People reached with inclusion and livelihoods services

3,513



People received WASH services

1,000



Families reached with food and nutrition assistance

93



People received multipurpose cash transfers

# Project “Ven, Tú Puedes”

provides Portuguese and Brazilian sign-language courses, job placement and business and skills training to help Venezuelans integrate well

By Cattleya Lopes

More than 260,000 Venezuelans currently live in Brazil. After leaving their country of origin, and often leaving their families, refugees and migrants from Venezuela cross the border carrying in their luggage the dream of restarting their lives in a new place.

In addition to the vulnerability of the migration context itself, many of these Venezuelans face the challenge of physical limitations, such as deafness. How do they migrate to a new country and still readapt to a new non oral communication?

Thinking about how to integrate Venezuelans in the deaf community and enable them to enter the workforce, World Vision has partnered with Pastoral do Surdo and Federal University of Roraima (UFRR) to offer a Libras course (Brazilian sign language) in the northern state of Roraima.

We pioneered this initiative as part of the Venezuela crisis response. It is part of the training series offered by the Ven, Tú Puedes! (“Yes, You Can”) project. The project’s goal is employability and entrepreneurship for Venezuelan refugees and migrants and is supported by the United States government’s Bureau of Population, Refugees, and Migration. The project aims to provide livelihoods assistance and increase the family income of Venezuelans from 18 to 35 years old living in Boa Vista, Manaus, and São Paulo.

There are a lot of challenges finding sustainable solutions for deaf migrants because sign language is not universal, and migrants arrive in Brazil knowing the sign language of Venezuela LSV, but not that of Libras, used by the deaf in the country, says Thaisy Bentes, coordinator of the Letras Libras course at UFRR.

**“THE PARTNERSHIP WITH WORLD VISION BRINGS THIS CHANGE, OFFERING A COURSE WHERE DEAF VENEZUELANAS CAN COMMUNICATE BETTER TO GET A JOB AND PERFORM WORK ACTIVITIES EFFICIENTLY. LIBRAS AS A HOST LANGUAGE SERVES TO INTEGRATE VENEZUELAN REFUGEES AND MIGRANTS INTO THE DEAF COMMUNITY IN BRAZIL, WHICH IS FORMED NOT ONLY BY THE PEOPLE LIVING WITH HEARING IMPAIRMENT, BUT ALSO BY FAMILY MEMBERS, INTERPRETERS, AND MANY OTHERS IN THEIR COMMUNITIES. THE LIBRAS COURSE OFFERED THROUGH THE “VEN, TÚ PUEDES!” PROJECT IS A FACTOR OF EMPOWERMENT AND INTEGRATION,” THAISY SAYS.**

In July and August 2020, 340 Venezuelan migrants and refugees participated in online professional classes and trainings, among these, 20 deaf migrants received the Libras training.

“

**I’LL NEVER FORGET MY MOMENT WITH A BOY NAMED MIGUEL AT A FEEDING CENTER IN CARACAS IN MARCH 2020. I AM FROM BRAZIL SO I NOTICED THE BRAZILIAN SOCCER TEAM SHIRT HE WAS WEARING. MIGUEL LIVES WITH A DISABILITY.** But his caretakers were really encouraged that he was improving and getting stronger, in large part because of the food he was receiving at the feeding center. Watching Miguel and listening to him and his caretakers made me think about my own children and how privileged we are to be healthy, well-fed and living a stable life. It also made me feel angry about the injustice and situation in Venezuela. Miguel should have access to good health care and all the other basics, but he doesn’t. In that moment, I prayed in my heart that we could continue to grow our program to reach more kids like Miguel.

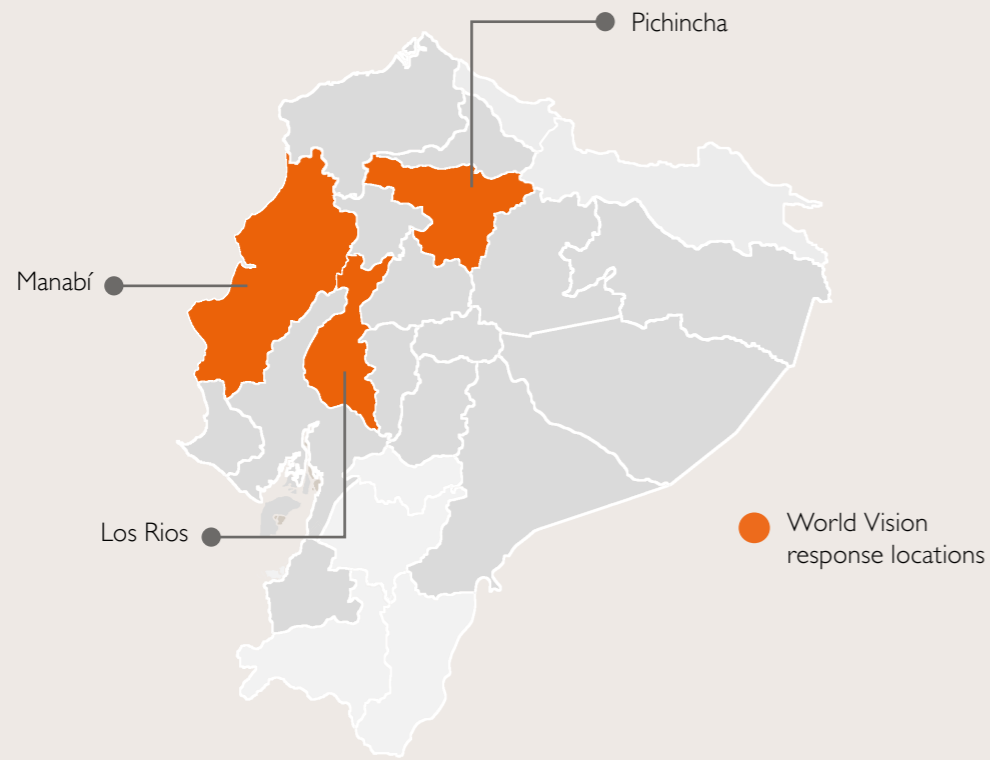
**Fabiano Franz,**  
Director, World Vision’s Venezuela migrant and refugee crisis response



# Ecuador Report

## RESPONSE ACHIEVEMENTS

January 2019 to December 2020



16,433



people reached with some form of assistance, including **7,591 children**

13,468



People provided with food and nutrition

4,320



People received multipurpose cash transfers

754



People received WASH services

80



Children and their families received education assistance

## Finance

Funds spent **FY19**

**\$933,419**  
(U.S.)



Funds spent **FY20**

**\$1,341,608**  
(U.S.)



I am originally from Anzoategui state, Venezuela, but currently live in Bogota, Colombia. So this crisis is personal to me. Venezuela and its people are experiencing the deterioration of society in all areas. But I firmly believe that this is going to change. I joined the humanitarian response to the Venezuela crisis to be part of the solution and bring hope to my fellow Venezuelans. My involvement with World Vision's response team has strengthened my resolve and commitment for my people. Seeing Venezuelan migrant and refugee families walking along the highway here in Colombia affects me to my core. They walk hundreds of kilometers searching for a place to land, often with total uncertainty. And I am reminded of their pain and plight every time I make eye contact with a mother on the street. When she asks for food, money, or a place to stay, it cuts me deeply and am further driven to help ease her burden.

**I AM GRATEFUL AND PRIVILEGED TO CARRY THE RESPONSIBILITY TO SERVE MY PEOPLE THROUGH WORLD VISION'S RESPONSE TO THE VENEZUELA CRISIS. I HOPE TO RETURN TO MY COUNTRY TO HELP REBUILD IT.**

**Carmen Garcia,**  
country coordinator, World Vision Venezuela



# Chile Report

## RESPONSE ACHIEVEMENTS

January 2019 to December 2020



## Finance

Funds spent **FY19**

**\$109,090**  
(U.S.)



Funds spent **FY20**

**\$525,913**  
(U.S.)

18,989



people reached with some form of assistance, including **9,489 children**

8,907



People received protection assistance

4,058



People provided with food and nutrition

2,674



People received multipurpose cash transfers

1,611



People reached with non food items

939



People received WASH services

526



Children and their families received education assistance

215

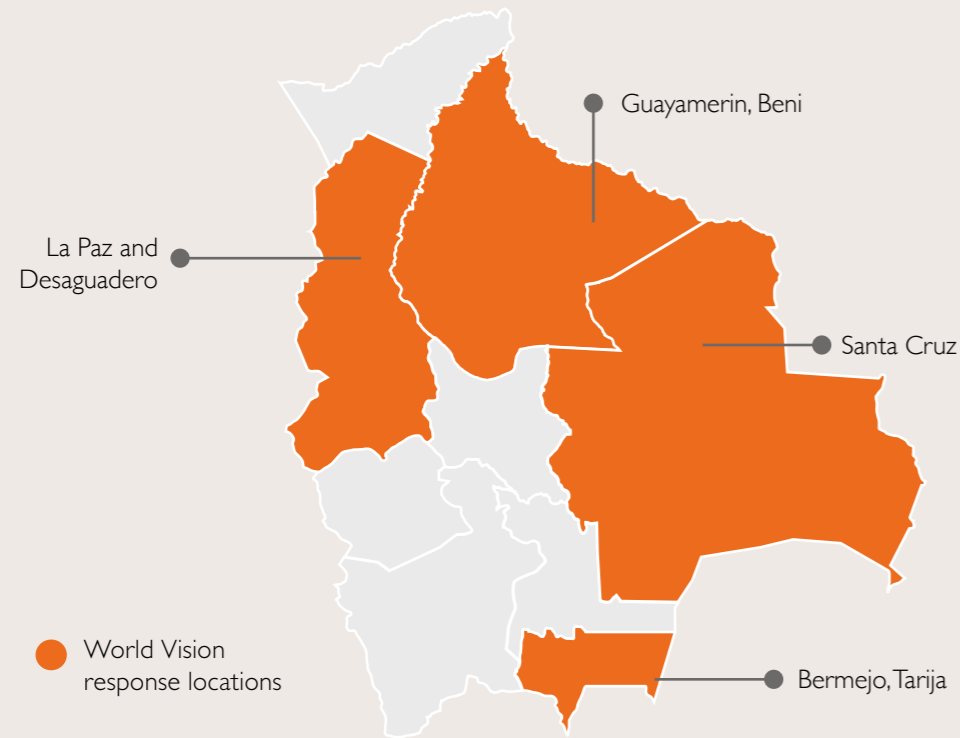


People in need of shelter

# Bolivia Report

## RESPONSE ACHIEVEMENTS

January 2019 to December 2020



## Finance

Funds Spent **FY19**

**\$262,816**  
(U.S.)



Funds Spent **FY20**

**\$160,709**  
(U.S.)



I WORKED FOR WORLD VISION COLOMBIA FOR ABOUT 29 YEARS AND SPENT MY LAST 5 YEARS WITH THEM AS NATIONAL DIRECTOR. PERSONALLY, I AM IMPACTED BY THE EFFECTS OF THIS CRISIS ON WOMEN. I MET DOÑA MARIA, WHO ARRIVED IN CÚCUTA (BORDER WITH COLOMBIA) PREGNANT WITH HER THIRD CHILD. She had her other two children with her and was just trying to survive. She sold her hair to be able to eat and was transporting gallons of gasoline over the border to sell in Colombia. World Vision helped her enroll her children in a good school at the border, where they continue their studies. She also found more reliable ways to generate income and has received food assistance through our work with the World Food Program. People like Maria and her children are the driving force for our humanitarian response.

**Martha Yaneth Rodriguez,**  
national director, World Vision Brazil

## Regional response gaps and needs

### Gaps

- Increase in xenophobia toward the Venezuelan migrant and refugee population
- High rates of unemployment and informal employment in the Venezuelan population that leads to not being able to meet basic needs
- Restrictions during the COVID-19 pandemic has had a negative impact on economic income for people who work in the informal sector. This has led to evictions from their homes for not complying with the rental quotas. This has resulted in more than 100,000 Venezuelans returning to their home country.
- We anticipate massive flows of people back into Venezuela, given the reopening of the border between Colombia and Venezuela. This poses another challenge for local authorities and for international cooperation because of limited capacity to respond to a greater number of returnees.

### Needs

- According to an evaluation by Group for Mixed Migration Flows (GIFMM in its Spanish acronym), the three main needs perceived by households in Colombia are: food (91%), housing support, i.e., help to pay rent (67%), and access to employment or livelihoods (54%).
- Access to public services and socioeconomic integration that allow Venezuelans formal inclusion in society.

1,442



people reached with some form of assistance, including **736 children**

1,279



People reached with non food items

163



People received protection assistance

# Lessons learned

## LESSON 1

### Maximizing our impact:

The Venezuela Crisis is one of the most underfunded responses, regionally and inside Venezuela. WorldVision's approach is to leverage existing resources to maximize the impact using internal resources and partnering with other organizations. This includes the collaboration from support offices. WorldVision United States and WorldVision Canada seconded experts in areas like cash, programming, and communications to help create the fundamentals of the response. For example, Elizabeth Araniva (WorldVision Canada) worked with all field offices to create cash capabilities and conduct market assessments. She is currently leading the inter-agency CASH working group for programming in Venezuela. Her support leveraged more than \$21.2M (U.S.) since our response began.

## LESSON 2

### New challenges, new capabilities

Our work in this unprecedented crisis has provided a huge opportunity to strengthen our humanitarian response capacity in Latin America. This emergency forced teams to adapt skill sets and workflows from development-centered approaches to humanitarian-centered approaches. We have extensive experience working with the most vulnerable populations around the world. The refugee and migrant response challenged us to adapt to entirely new types of vulnerabilities. Here are a few examples: the work on cultural inclusion and job preparation in Brazil, adaptation of Youth Ready and livelihoods projects in Peru, and the Integrated Protection Center in Chile. Over the past two years, WorldVision has improved and increased our capacity in areas including protection, scaling up program reach, developing anti-xenophobia campaigns, and integrating regional monitoring systems to help report contribution to U.N. platforms such as R4V. In addition to Colombia, we were able to expand operations the border areas of Brazil, Chile, and Peru to reach people with extreme vulnerabilities. The existing programming in urban areas of Peru and Colombia, for example, helped to scale the response.

## LESSON 3

### A new country, building the foundation

WorldVision started operations in Venezuela in late 2019. The church and faith-based organizations have been critical partners as we laid the foundation for a meaningful response there. The first organization that helped WorldVision register and set up operations was the Consejo Evangélico de Venezuela (CEV), they helped contact churches and facilitated the first meeting with churches and FBOs to discuss the needs and vulnerabilities in Venezuela. World Vision Venezuela started and continues working with the support of partners and is building greater humanitarian response capacity among local churches and FBOs. Today the offices have been able to leverage \$4.1M (U.S.) to reach 16,800 people through programs in food security, nutrition, protection, WASH, non food items, food distribution, and capacity building. We continue working with local partners to expand our capacity and strengthen local organizations for greater impact.



## LESSON 4

### Reaching the most vulnerable with churches and FBOs

FBOs organizations and churches are critical partners across the regional response. From Brazil to Colombia, Peru to Venezuela, partnering with local churches allowed World Vision to work in new geographic areas. As a result, this grew our reach and established high standards through adoption of humanitarian principles and standards among those local churches and organizations. Faith-based partners are critical. They create local trust, provide safe spaces, and re-instill hope for their communities. Centro Cristiano, in Cúcuta, Colombia, for example, has played a key role in coordinating Child-Friendly Spaces, cash-transfer delivery support, logistics, and beneficiary identification and monitoring. With their support, we were able to reach 385,400 people in Colombia.

## LESSON 5

### Implementation through partners

The response increased World Vision capacity to work in partnership with local governments and local organizations. In host countries consortia have been key to scaling operations, especially in cash transfers. Our entire operation in Venezuela is implemented through partners. This strengthens local capacities and fosters more intimate and sustainable engagement with children and their families.

## LESSON 6

### Influencing global agenda

We commit to elevate the voices of the thousands of refugees and migrants and those struggling in Venezuela—the most vulnerable children caught up in this crisis—to the national, regional, and global agendas. Over the past two years, our response focused on issues such as xenophobia, child protection, and economic social integration. World Vision also has been able to share the reality of the most vulnerable people affected by the Venezuela Crisis among key external audiences. “Between A Rock and a Hard Place” is a study that provided a view of the vulnerabilities and protection needs of migrant children and their families at the beginning of the COVID-19 pandemic. In November 2020, we were able to do a follow up and the report, “A Double-Edged Sword,” confirmed our fears of a rapid and dangerous deterioration of the situation, that thousands of children in Venezuela are facing life-threatening and future-crushing conditions.

### LOOKING TO THE FUTURE

As our leaders noted in the opening page, this report is clear testimony to the tireless work of staff, volunteers, and partners, and the compassionate generosity of donors to bring help and hope to the most vulnerable people caught up in Latin America’s greatest humanitarian crisis in a generation. It is also a testament to the effectiveness of collaboration to ease the burden for and bring hope to those suffering most in this crisis. And it also reveals the overwhelming needs still at hand. As we look to 2021 and beyond, World Vision and our partners continue to innovate through building broader local capacity, further leveraging existing development infrastructure and fundraising tools, and creating greater efficiencies to scale and strengthen our regional response.

## DONORS AND PARTNERS



Countless individuals, families, foundations whose gifts have made **World Vision’s work possible**

## SUPPORT OFFICES

World Vision  
United States

World Vision  
United Kingdom

World Vision  
Japan

World Vision  
Germany

World Vision  
Korea

World Vision  
Canada



## CONTACT INFORMATION

### Venezuela Crisis Response

Fabiano Franz | [fabiano\\_franz@wvi.org](mailto:fabiano_franz@wvi.org)  
Response director

Chris Huber | [chris\\_huber@wvi.org](mailto:chris_huber@wvi.org)  
Response communications manager