



Mixed
Migration
Centre

URBAN MIXED MIGRATION BOGOTA CASE STUDY

MMC Briefing Paper, November 2020



“We suffer from a lack of happiness, which would mean being able to work with dignity and obtain resources, and to be able to help our parents and our families that we left behind in Venezuela. Unfortunately, the little we earn goes into rent, public utilities, and some food. Without being able to help our loved ones back home. Very rarely, when a sacrifice is made, something [remittances] is sent. So, we do not have the opportunity to be with our families and we also do not have the opportunity to help them. We experience profound sadness.”

Venezuelan male respondent, 24 years old, Bogota

Acknowledgements

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About this report

This publication was produced with the financial support of the European Union Civil Protection and Humanitarian Aid (ECHO)

This report is a contribution to the MMC's vision that migration policies, responses and public debate are based on credible evidence, nuanced understanding of mixed migration, placing human rights and protection of all people on the move at the centre. More specifically, it contributes to the second strategic objective of the MMC, which is to contribute to evidence-based and better-informed migration policies and debates.

After a brief overview of the current mixed migration dynamics in Bogota and the national migration policy framework, this case study seek to explore mixed migration dynamics from three complementary thematic lenses: 1) Bogota as a city of opportunities; 2) Bogota as a city of risks and 3) Bogota during the COVID-19 pandemic.

Besides the case study included in this report, MMC has carried out similar urban case studies in Bamako, Kuala Lumpur, Nairobi and Tunis. The research methods, data sources and analysis structure have been aligned across all case studies, to allow the reader to draw comparisons between the specific situation of refugees and migrants across cities.

The other case studies can be found here:

[Urban case study in Nairobi](#)

[Urban case study in Bamako](#)

[Urban case study in Kuala Lumpur](#)

[Urban case study in Tunis](#)

Also, the 2020 edition of the MMC annual report, the Mixed Migration Review, is dedicated to the theme of urban migration and can be found here:

[Mixed Migration Review 2020](#)

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About MMC

The MMC is a global network consisting of seven regional hubs (Asia, East Africa & Yemen, Europe, Middle East, North Africa, West Africa and Latin America & Caribbean) and a central unit in Geneva. The MMC is a leading source of independent and high-quality data, research, analysis and expertise on mixed migration.

The MMC aims to increase understanding of mixed migration, to positively impact global and regional migration policies, to inform evidence-based protection responses for people on the move and to stimulate forward thinking in public and policy debates on mixed migration. The MMC's overarching focus is on human rights and protection for all people on the move.

The MMC is part of, and governed by, the Danish Refugee Council (DRC). While its institutional link to DRC ensures MMC's work is grounded in operational reality, it acts as an independent source of data, research, analysis and policy development on mixed migration for policy makers, practitioners, journalists, and the broader humanitarian sector. The position of the MMC does not necessarily reflect the position of DRC.

For more information on MMC visit our website:

www.mixedmigration.org



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Glossary

ANIF	Asociación Nacional de Instituciones Financieras (National Association of Financial Institutions)
CCB	Cámara de Comercio de Bogotá (Bogotá Chamber of Commerce)
CIAM	Centro Integral de Atención al Migrante (Integral Migrant Attention Center)
GIFMM	Grupo Interagencial sobre Flujos Migratorios Mixtos (Inter-agency Group for Mixed Migration Flows)
GBV	Gender-Based Violence
IDPs	Internally Displaced Persons
IOM	International Organization for Migration
KII	Key Informant Interviews
MMC LAC	Mixed Migration Centre for Latin America and the Caribbean
PEP	Permiso Especial de Permanencia (Special Stay Permit)
PEPFF	Permiso Especial para el Fomento de la Formalización (Special Stay Permit for the Promotion of Formalization)
SDIS	Secretaría Distrital de Integración Social (Secretary of Social Integration)
SMEs	Small and Medium Enterprises
UNHCR	Office of the United Nations High Commissioner for Refugees

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Key findings

Migration dynamics in the Bogotá Metropolitan Area

- Bogotá is both a transit hub and a final destination for refugees and migrants. People on the move in the city include refugees and migrants with an intention to stay (well-established in the city), stationary migrants (who stay a few months and ultimately decide to move onwards), and persons in transit.
- Spatial and economic factors have an influence on refugees' and migrants' decision-making regarding the neighbourhood they settle in. They usually do not live and work in the same area, but many choose to live in areas which are better connected to work opportunities.
- Despite generally having a medium-high educational level, half of all Venezuelans in Bogotá have a low socio-economic status.

Migration policy landscape

- The response to Venezuelan migration, to date, has been largely humanitarian in nature. Authorities are however starting to develop an incipient long-term vision, strategies and plans on the issue.
- A draft immigration bill is currently being debated in the Senate, but the process has been criticized as lacking participation from civil society.
- Bogotá lacks a public policy specifically designed to integrate and protect the refugee and migrant population.

Bogotá, a city of opportunities

- Migration is generally considered an opportunity for the Bogotá Metropolitan Area. However, this does not necessarily translate into local authorities seeing Venezuelan refugees and migrants as potential agents of development and designing integration policies accordingly.
- Bogotá is the biggest job market in Colombia, including both formal and informal job opportunities, and this is the main factor behind refugees' and migrants' decision to choose the Bogotá Metropolitan Area as their destination.
- The city has one small migrant shelter and one migrant care center, which provide services and programs to newcomers. A center providing services to vulnerable people also attends to people on the move. In addition, the city has developed a response plan to meet their initial basic needs.

Bogotá, a risky city

- Venezuelan refugees and migrants face a range of risks in the Bogotá Metropolitan Area, some of them associated to their immigration status. The main risks include robberies, discrimination, labour exploitation, and gender-based violence.
- Experts and refugee and migrant respondents tend to emphasize socioeconomic risks faced by refugees and migrants in Bogotá over risks associated with violence and aggression.
- Despite the existence of some public welfare and assistance programs for refugees and migrants in the city, most Venezuelans are unaware of these services and how to access them. Additionally, access to many services is limited to those with a regular status.

Bogotá, migration and COVID-19

- The COVID-19 pandemic had – and is still having – a strong adverse impact on Venezuelans, especially those working in the informal sector, leading them to lose their source of livelihood.
- Loss of income often translates into loss of housing. In April 2020, the government issued a nation-wide decree to temporarily suspend all evictions. This was the only public policy from which (some) Venezuelans – alongside Colombians – benefited. The success of such policy in practice has however been limited. Destitution and homelessness compelled many Venezuelans to return home.
- Venezuelan refugees and migrants were ineligible for the relief program designed by the local government aimed at supporting vulnerable families during COVID-19 pandemic.

BOGOTÁ



1. Introduction

Bogotá is the capital city of Colombia, the Bogotá Metropolitan Area being one of the biggest urban areas of Latin America with almost 10 million inhabitants.¹ While it hosts the largest presence of Venezuelan refugees and migrants in the country – 347,178 according to official estimates – the available data on Bogotá as a host city is limited.²

Bogotá, a city of opportunities

The first purpose of this case study is to explore mixed migration trends and dynamics in the Bogotá Metropolitan Area and the factors behind Venezuelan refugees' and migrants' decision to choose this area as their destination. Bogotá is seen by many Venezuelans as a city with good economic prospects. This case study also seeks to identify local public policies aimed at effectively integrating Venezuelan refugees and migrants in the city as well as identifying programs and services available to fulfill their needs.

Bogotá, a risky city

Furthermore, this case study seeks to highlight risks faced by Venezuelans in the city and neighbouring municipalities, specifically focusing on groups with specific protection needs such as children and youth, elderly, people with disabilities, women head of household and other groups granted special protection in Colombia's constitutional jurisprudence.³ It also investigates specific locations within the city where refugees and migrants are most exposed to protection incidents and human rights violations, the main protection risks encountered in the city, likely perpetrators, and local-level policies that exacerbate or mitigate existing protection threats.

Impacts of COVID-19 in Bogotá

Finally, this case study covers the effects of local COVID-19 restrictions on Venezuelan refugees' and migrants' work, their daily lives, their migration journeys, and their access to emergency relief implemented by local and national authorities.

2. Methodology

A mixed-methods approach was used for this case study, specifically a convergent parallel design, in which both quantitative and qualitative data were collected at about the same time, but data was analyzed independently. Once this phase was completed, results were then merged for comparison, revealing convergences and/or divergences between the two types of data. Several methods were employed to gather data, including desk research, questionnaires, and interviews.

Quantitative data

MMC's Mixed Migration Monitoring Mechanism Initiative (4Mi) core survey provides primary quantitative data on mixed migration dynamics, including individual profiles, migration drivers, intentions and aspirations, conditions and means of travel, smuggling dynamics, and destination choices. In this case study, data from the 4Mi core survey (hereinafter referred to as "4Mi data") is used to shed light on protection incidents that 4Mi respondents indicate took place in Bogotá during the period November 2019-March 2020, as well as on those reportedly responsible for them.

Table 1: Quantitative data collection overview

Data collection instrument	Fieldwork	Target groups	Number of respondents
4Mi core survey	November 2019-March 2020	Venezuelan refugees and migrants in Colombia and Peru	23 (56,5% men, 43,5% women)
4Mi COVID-19 survey – Phase 1	April – June 2020	Venezuelan refugees and migrants in Bogotá	204 (28% men, 72% women)
4Mi COVID-19 survey – Phase 2	July – August 9 th 2020	Venezuelan refugees and migrants in Bogotá	61 (39% men, 61% women)

1 DANE (2020a) Resultados Censo Nacional de Población y Vivienda 2018 as cited in [Observatorio de la Región Bogotá-Cundinamarca](#).

2 GIFMM (2020) [GIFMM Colombia: Venezolans in Colombia- July 2020](#).

3 The Constitutional Court identifies children, adolescents, the elderly, people with disabilities, pregnant women, female breadwinning households, internally displaced persons, and people in extreme poverty as groups granted special protection. See: Constitutional Court (2017) [Sentencia T-293 de 2017](#).

Starting in April 2020, the 4Mi core survey was adapted to include a focus on the effects of the COVID-19 pandemic. The first phase of the COVID-related survey (April to June) looked at the immediate impact of the pandemic on refugees and migrants, with respondents being asked about their awareness of the virus and how to protect themselves, access to health services, needs and assistance received, as well as the impact of COVID-19 on their livelihoods and migration journeys. The second phase (July to date) looks at the more medium/longer term impacts of the pandemic on mixed migration dynamics, namely on migration drivers, smuggling, protection risks and intended destinations. In this case study, data from the 4Mi COVID-19 survey (hereinafter referred to as the “4Mi COVID data”) is used to gauge how refugees and migrants in Bogotá have been affected by the pandemic and government response measures.

What is the Mixed Migration Monitoring Mechanism Initiative (4Mi)?

Set up in 2014, 4Mi is a unique network of field monitors situated along frequently used routes and in major migratory hubs. It aims to offer a regular, standardized, quantitative and globalized, system of collecting primary data on mixed migration. 4Mi predominantly uses a closed question survey to invite respondents to anonymously self-report on a wide range of issues that results in extensive data relating to individual profiles, migration drivers, means and conditions of movement, the smuggling economy, aspirations and destination choices. 4Mi data allow MMC and its partners to inform migration policies, debates, and protection responses for people on the move through the production of high-quality quantitative analysis grounded in evidence.

Both surveys (4Mi core and 4Mi COVID) follow the same sampling scheme, which includes refugees and migrants who are 18 years old or above and who have been in Colombia for less than two years at the time of interview. Given the moderate sample sizes and non-randomized nature of sampling, the findings from the quantitative data should be treated with caution.

Qualitative data

In addition to the quantitative information, MMC conducted qualitative in-depth interviews with two groups of key informants: (i) 15 interviews with mixed migration actors (experts from the academia, the public and private sector, international organizations, NGOs and think-tanks - see Annex 1); and (ii) 11 interviews with refugees and migrants in Bogotá.

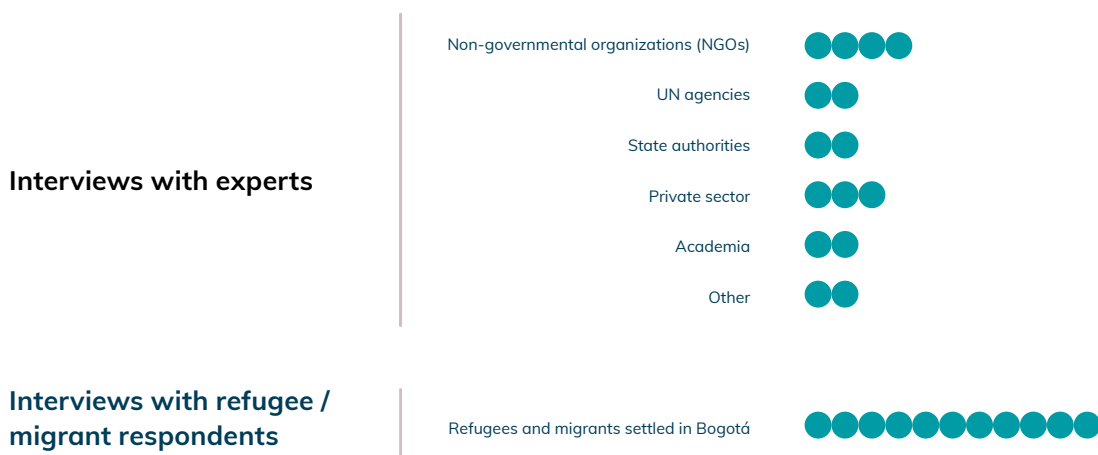
Secondary sources

Secondary sources were referred to, primarily to provide information on migratory dynamics in Bogotá and Colombia, Colombian government policy, and response to the COVID-19 pandemic. These included media reports, government documents, gray literature and publications from NGOs and international organizations.

Limitations and ethics

Several limitations to the data are worth noting. As the 4Mi sampling process was not randomized, the survey responses do not represent the entire refugee and migrant population in the city of Bogotá. Additionally, the responses of participants in the 4Mi survey cannot be independently verified, and response bias may be a factor. Nonetheless, the findings from the survey can provide important insights into the current situation refugees and migrants are facing in Bogotá. For Key Informant Interviews (KII), informed consent and anonymity were communicated clearly with participants before, during, and after the interviews; a few interviews were self-administered. When requested, information has been verified with participants prior to publishing and carefully anonymized.

Figure 1: Qualitative data collection overview



3. Migration dynamics in the Bogotá Metropolitan Area

The city of Bogotá is estimated to have a population of 7.743.955 inhabitants as of September 2020, equivalent to 15% of Colombia's population. The population of the Bogotá Metropolitan Area reaches 9.685.309 people, or 19% of the country's population.⁴ Bogotá is divided into 20 localidades (boroughs). In 2019, the city's economy reached the highest growth rate since the end of 2015, but estimates indicate that for 2020 it will contract between 4,2 % and 8,0%, due to COVID-19.⁵ Bogotá represents the largest labor market in Colombia, covering about 19% of those employed nation-wide.⁶ Despite this, the city faces important challenges in business formalization, as well as for its unemployment (23,6%⁷) and informality (46,7%⁸) rate. Microenterprises and SMEs account for approximately 97.9% of the city's economic fabric.⁹

With regard to insecurity, homicide rate per 100,000 people was 13,9% in 2019; this rate was higher across some boroughs (Bosa, Fontibón and Rafael Uribe Uribe).¹⁰ As of April 2020, the sexual violence rate was 24,2 per 100,000 among the female population of Bogotá.¹¹ Also, femicides represent 8,7% of the overall homicide rates in the city.¹² Another important indicator to consider is the city's housing deficit: according to the latest census, 14,1% households suffer from overcrowding and live in poor-quality housing.¹³ This ultimately reflects the housing situation of most refugees and migrants living in Bogotá.

Venezuelan refugees and migrants live throughout the Bogotá Metropolitan Area. There is, however, a higher concentration in the southwestern part of the city (Bosa, Ciudad Bolívar and Kennedy), the borough of Suba, and the municipality of Soacha.

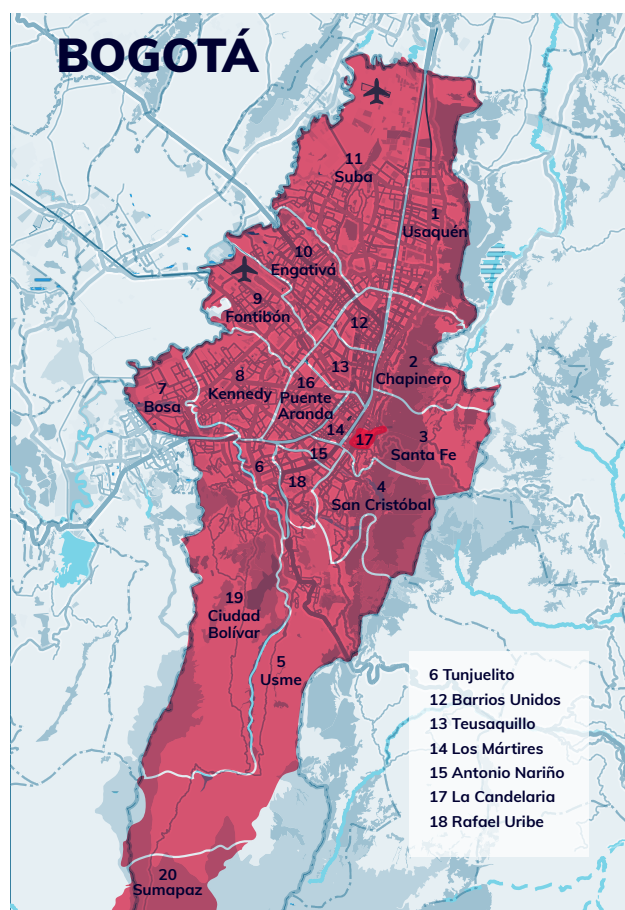
Bogotá, both a transit hub and a final destination

KII conducted for this case study indicate that the city of Bogotá is both a transit hub and a final destination for refugees and migrants, as well as for Colombian returnees and IDPs. Although information regarding Venezuelans in the city is scarce, key informants (KI) identify three profiles: those who are well-established in

the city (intention to stay), those who are passing by (in transit), and those who stay a few months in the city and ultimately decide to move onwards (stationary).

Spatial and economic factors have an influence on the decision-making of Venezuelans regarding the neighbourhood they settle in. According to KI, these are mainly low-income neighbourhoods with easy access to low-cost living arrangements (pay on a day-to-day basis, temporary housing, and few or no restrictions on approval) and close to income opportunities (near the city-center).

Figure 2. Map of the Bogotá Metropolitan Area



4 DANE (2018a) [Proyecciones de población nacional para el periodo 2018-2070 con base en el CNPV 2018](#).
5 Secretaría Distrital de Hacienda (2020) Plan plurianual de inversiones del Plan de Desarrollo Distrital 2020-2024 as cited in Bogotá Cómo Vamos (2020) [Informe de Calidad de Vida](#) p. 221.
6 Cámara de Comercio de Bogotá- CCB (2020) [Economía dinámica, incluyente e innovadora: mercado laboral](#).
7 Bogotá Cómo Vamos. Op Cit., p. 27.
8 Cámara de Comercio de Bogotá-CCB (n.d.) [Economía dinámica, incluyente e innovadora. Observatorio de la Región Bogotá-Cundinamarca](#).
9 CCB (2019) [Clima de los Negocios en Bogotá 2017-2018](#), p. 10.
10 This rate is relatively low, compared to other capital cities in the region such as Caracas (76%), Ciudad de Guatemala (42,5%) and San Salvador (35,3%). See Insight Crime (2020) [Informe balance de homicidios en las capitales de América Latina en 2019](#).
11 Observatorio de Mujeres y Equidad de Género de Bogotá (2020) [Tasa de mujeres víctimas de violencia según grupos de edad, por cada 100.000 mujeres](#).
12 Observatorio de Mujeres y Equidad de Género de Bogotá (2020) [Porcentaje de femicidios en Bogotá D.C.](#)
13 DANE (2020b). [Boletín técnico déficit habitacional](#), p. 3.

Key characteristics of the refugee and migrant population

According to the latest official data, there are 347,178 Venezuelans in Bogotá of which 206,473 hold a Special Stay Permit (PEP),¹⁴ meaning that 59% of refugees and migrants that live in Bogotá would have a regular status. Data collected by the Danish Refugee Council (DRC) in the city, however, paints a different picture: only 18,8% of Venezuelans interviewed in Bogotá by DRC held a PEP.¹⁵ According to KI, the real number of Venezuelans in Bogotá – especially those in irregular status – is likely much higher than official estimates, which would explain the difference between the mentioned PEP figures.

Venezuelan refugees and migrants in Bogotá generally have a medium-high educational level: more than half of respondents in the latest national census have completed secondary school and 24,3% reported having completed a university education.¹⁶ As for employment, the census indicated that 40% of Venezuelans residing in Bogotá had a (formal or informal) job, followed by 38% that had a job but reported unpaid wages, and 9% that was seeking a paid job opportunity, among others.¹⁷ Half of refugees and migrants in Bogotá have a low socioeconomic status (strata 1 and 2).¹⁸

4. Migration policy landscape

Colombia's migration bill is underway

Colombia does not have a comprehensive legal framework on migration: relevant standards are currently scattered across several decrees and policy documents called CONPES (acronym for National Council for Economic and Social Policy). A draft immigration bill aiming at filling this gap is currently being debated in the Senate.²² The drafting process has however been criticized as civil society and the refugee and migrant population have not been included in consultations. A joint document was submitted to Congress by a group of civil society organizations, putting forward minimum standards for the bill to be in line with international law and good practice.¹⁹

The main option for Venezuelans in Colombia to regularize their status is the Special Stay Permit (PEP for its acronym in Spanish). Legal requirements however make it difficult for many Venezuelans to obtain it. An additional measure introduced in 2020, to regularize the situation of Venezuelans irregularly present in the country, was the creation of the Special Stay Permit for the Promotion of Formality (PEPFF for its acronym in Spanish), which allows irregular migrants who have a job offer to remain temporarily in the country. However, according to KII, very few Venezuelans have a PEPFF either because employers are unaware of the permit, show no interest in requesting it, or the prospective employers are discouraged by the bureaucratic process.

Besides, KI also noted that this permit is only available in the formal sector. According to a recent study, no company had made use of this permit.²⁰ A D.C. based think tank recently stated that Colombia implemented a “patchwork of temporary protections”²¹, instead of measures for permanent residency.

Colombia ratified the 1951 Convention relating to the Status of Refugees and its 1967 Protocol. In 1984, Colombia also signed the Cartagena Declaration on Refugees, a regional treaty that expands the criteria on who should be granted protection beyond what is stated in the UN Refugee Convention and enacted domestic law accordingly.²² Despite this, only a very small number of Venezuelans have sought asylum in Colombia: 425 have been recognized as refugees and 8,824 applications are pending.²³ Reasons behind this include lack of information on the procedure among Venezuelans but also the scarce prospects of a positive outcome for the applications.

A local-level integration policy is overdue

Bogotá lacks a local policy to integrate and protect Venezuelan refugees and migrants in the city. KII emphasized that, overall, the city has an unripe view on migration and its potential for economic development and that very little attention is paid to migration in the current public development policy. Assistance has been primarily humanitarian in nature and has been provided

14 GIFMM (2020), op. cit.

15 Danish Refugee Council (DRC) Colombia, [Monitoreo de protección Colombia: enero-marzo 2020](#).

16 DANE (2018) Censo Nacional de Población y Vivienda, as cited in Profamilia (2020) [Desigualdades en salud de la población migrante y refugiada venezolana en Colombia](#), p. 26. The census covered all households living in Bogotá, regardless of nationality and immigration status. It did not however include homeless people and people living in daily accommodation (paga diarios), meaning its results are not representative of the entire refugee and migrant population in the city.

17 DANE (2018) Op Cit.

18 Proyecto Migración Venezuela (2020a) [¿Más integrados de lo que creemos? Migración venezolana en Bogotá y municipios vecinos](#), p.4.

19 Dejusticia (2020) [Colombia necesita una política migratoria con enfoque en derechos humanos](#)

20 ANDI (2020a) [Inclusión Laboral de Migrantes: Una apuesta del sector privado](#).

21 Bitterly, J. (2020) [“Venezuelan Migrants Left in the Lurch as COVID-19 Stalls from Regional Reforms”](#).

22 Cancillería de Colombia (2020) [Recognition of Refugee Status](#)

23 RV4 (2020) [RMRP 2020 Dashboard](#).

mostly by humanitarian actors and, to a lesser extent, legal aid clinics. In general, KI concur that migration, at a local level, is still mainly seen as a burden and a problem. The local government has adopted its own development plan, which only includes six programs targeted at refugees and migrants, to be carried out between 2020-2024. Four out of these six programs focus on

migrant children, with three being inclusive educational programs.²⁴ When this study was conducted, a meeting between the Secretary of Social Inclusion (SDIS) and the Secretary of Economic Development was yet to be held to discuss the action plan for the upcoming years, according to local authorities.

5. City of opportunities

Economic prospects, main driver to Bogotá

According to KI, the main factor behind refugees' and migrant's decision to choose the Bogotá Metropolitan Area as a destination is the search for livelihood opportunities, followed by having a family support system in the host city. The same factors also influence their neighbourhood choice. In addition, KI with humanitarian actors suggested that refugees and migrants also choose Bogotá because of its public welfare programs and services, as well as its experience as a host city for IDPs.

KI assert that the capital city is often associated with better employment opportunities, but this is not always true in practice. In fact, expectations have not been met, according to Venezuelans interviewed for this case study.

The majority, if not all, of the work that refugees and migrants carry out in Bogotá is unrelated to their areas of study or training. KI indicate that it is difficult to find both formal and informal work in the city. Migrants with regular status and proper documentation are better placed, but even them and locals face difficulties in finding a job (only 18% of residents consider it to be easy to find work).²⁵

“I think [PEP is] an obstacle. It generates instability. Today you have a job, but you do not know if you will have that job tomorrow. That is the issue with that [PEP] instability, discontinuity.”

(Male respondent, 36 years old)

Many Venezuelans, faced with a lack of employment opportunities, have undertaken an independent economic activity. Most find work opportunities through the migrant community. Outside of paid work, there are other ways in which refugees and migrants earn a living in Bogotá: mainly by recycling garbage and selling their belongings, which has increased during the COVID-19 pandemic, according to humanitarian actors interviewed for this case study.

KI with migration experts and humanitarian actors

pointed at sectors in the labour market in the Bogotá Metropolitan Area which are no longer attractive to residents and are being filled by refugees and migrants, including the services' sector (call center, construction, private security), agriculture and the industry sector (floral industry).

Most Venezuelans however have informal jobs and rely on uncontracted labour, mainly working as street food vendors, car wash workers, rappidteros (food-delivery couriers), in parking lots and for private security companies. Some earn income from street performance, street begging and as street peddlers. In general, Venezuelans are daily wage earners and receive 20,000-30,000 COP per day (less than 10.00 USD) for 12-hour to 16-hour shifts. In terms of wages, they are often paid less than their Colombian colleagues. Additionally, as informal workers, they enjoy no labour protection and have no access to social security.

There are gender-based differences in employment trends among Venezuelans. Women often work in the care economy as domestic workers, care providers for children, elderly, and people with disabilities or chronic illnesses. According to the KI, this economy is overlooked by labour and social policies. Some Venezuelan women also engage in survival sex, together with a smaller amount of men.²⁶

Is migration seen as an opportunity for the Bogotá Metropolitan Area?

The attitude of stakeholders toward the potential contribution of Venezuelan refugees and migrants to the economy, and more in general to the development, of the city varies across sectors. For the Bogotá Chamber of Commerce (CCB for its acronym in Spanish), the inclusion of migrants in the city and its economy is pivotal. They launched in 2019 a pilot program called “Productive Migration” aimed at stimulating new enterprises and strengthening them.²⁷ The National Business Association of Colombia (ANDI for its acronym in Spanish), on its part, designed a tool to promote the productive and labour

24 Concejo de Bogotá (2020) [Proyecto de Acuerdo No. 123 de 2020](#)

25 Bogotá Cómo Vamos (n.d.) [Encuesta de Percepción Ciudadana 2019](#), p. 24.

26 Fúquene, J.P. and Barrera J.A. (2020) [Migración y trabajo sexual masculino. El caso de hombres venezolanos en Bogotá \(2017-2018\)](#).

27 CCB (2019) [Migración Productiva](#).

integration of vulnerable groups²⁸, including refugees and migrants. There are also good practices in terms of refugee and migrant integration in the humanitarian sector.²⁹ For example, UNHCR, IOM, ACIDI-VOCA, FUPAD and CUSO International have designed economic integration schemes for this population.³⁰ As for local authorities, in 2018, the Secretary of Economic Development adopted two strategies for economic inclusion: one focusing on entrepreneurship and one on employment.³¹ By the end of September 2018, eight job fairs were held for Venezuelans. No further details could be found regarding the implementation and outcome of such strategies. Overall, however, the local government's response to migration has been focused on addressing their basic needs, rather than on labour market integration.

Socio-economic capital vs. socio-economic segregation

In terms of spatial and economic integration, KII indicate that there is no separation between the local population and Venezuelan communities in the city.³² On the other hand, however, they do agree that there is a low level of participation in leisure and recreational activities amongst refugees and migrants. A higher rate of participation was reported for the municipality of Soacha, but this might have to do with the fact that some Venezuelan respondents in Soacha live in a residential compound with sport and leisure facilities. Citizen and community participation are low, as well.

6. Bogotá as a risky city

Bogotá is relatively safe, if compared to other parts of Colombia. According to KII, however, Venezuelans face a range of risks in the city, some of them associated to their immigration status. The most frequent reported risks include:

Security

The most relevant security concerns in the areas where refugees and migrants live include the presence of criminal gangs, street robberies and drug trafficking. The presence of guerrilla dissident groups and/or other armed groups, additionally, implies a risk of child recruitment, affecting both Colombian and Venezuelan children.³³ The latest data of the National Institute of Legal Medicine also reveals an increase in Venezuelan homicide victims in the city since 2017.³⁴ A key informant identified being victim of hate crimes as a new protection risk for refugees and migrants in Bogotá.

According to 4Mi data, before the outbreak of COVID-19, the main risk that respondents faced in Bogotá was robbery, followed by physical violence and death. Criminal gangs were identified as the most likely perpetrators of these incidents and the locations where they occurred included Kennedy, Los Mártires and the municipality of Soacha.

Work-related risks

Venezuelans largely depend on precarious, informal jobs and often face exploitative practices: income insecurity; unpaid wages; job insecurity (uncontracted employment); labour exploitation (excessive working hours, pay lower than minimum wage and no rest breaks allowed). Additionally, KII also identified extortion payments, discrimination and xenophobia, as some of the work-related risks faced by Venezuelans.

The exposure to job insecurity and labour exploitation, to a certain degree, does not differ from the treatment that Colombians face in the workplace. According to a study carried out by CCB in 2018, most informal establishments in Bogotá had verbal contracts with their employees and paid them less than the minimum wage.³⁵

“A week ago, I was talking with a Venezuelan neighbour who had to quit her job, mainly because of the long hour shifts, from early in the morning until late at night...Do you know what she told me? ‘I would tell my supervisor I had to go to the bathroom because I had a stomachache. I would lie just to be able to sit down for a minute, even if it was in the bathroom’.”

(Male respondent, 24 years old)

28 ANDI (2020b) [Modelo de Empleo Inclusivo para Población Vulnerable](#).

29 For further information consult: Tent for Refugees (2020) [Guía para la contratación laboral de refugiados y migrantes venezolanos en la República de Colombia](#).

30 ANDI (2020a) Op Cit.

31 Secretaría de Integración Social (2018) [Alcalde Peñalosa anuncia atención integral a venezolanos migrantes en Bogotá](#).

32 See also: Proyecto Migración Venezuela (2020a) Op Cit.

33 Defensoría del Pueblo (2019a). [Alerta temprana 035-19](#).

34 Instituto Nacional de Medicina Legal (2019) [Lesiones fatales de ciudadanos venezolanos en Colombia](#).

35 CCB (2019) [Identificación y Caracterización de los negocios informales en cuatro zonas de Bogotá, D.C.](#)

Access to healthcare

Venezuelan refugees and migrants – including those with regular status – face limited access to healthcare services in Bogotá. 4Mi data matches the findings of qualitative interviews on this. Key barriers highlighted by KII to healthcare access include: irregular status; lack of health insurance; discrimination and xenophobia (denial of care by some healthcare providers); perceived stigma; fear of being reported to immigration authorities; and lack of knowledge of the law (regardless of immigration status, every person in the country has a right to access basic emergency healthcare). Not only are refugees and migrants unaware of their rights, but medical providers do not have clarity of the legal framework either.

Venezuelans have identified certain healthcare providers that treat refugees and migrants regardless of their status, although only for emergency services. KII indicate that children face little or no barriers in accessing emergency services, contrary to male adults and elderly refugees and migrants. Pregnant women, on the other hand, receive inadequate or no prenatal/postnatal care services according to a key informant. Venezuelan women and girls also enjoy very limited access to sexual and reproductive health services.

Faced with this situation, refugees and migrants have adopted alternative strategies: paying for a private doctor (for the few who can); self-medicating; remotely contacting doctors in Venezuela; waiting for medical volunteers who go every month to the neighbourhood; or simply hope they will not get ill. The most vulnerable groups in this situation include refugees and migrants living with HIV, syphilis, cancer, high-cost chronic illnesses, rare diseases, and migrants with medical conditions that require regular treatment.

“So I tell my wife and my family: ‘let’s pray to God that no one gets sick and whoever gets sick let’s try to see how we deal with the situation here at home, with some plants, herbs, because we are not going to be able to enter a medical facility. 0 government assistance awaits us there .”

(Male respondent, 47 years old)

Against this background, both the local (SDIS) and national (Ministry of Health) authorities remain optimistic about the extent to which Venezuelans are able to access healthcare, including irregular migrants. Authorities ground their position on the fact that 155.463 Venezuelans were assisted nation-wide between January and March 2020, together with 91.920 more between March 1st and April 30th, according to

the Ministry of Health.³⁶ Notwithstanding, the media continues to portray stories of Venezuelans who have not been able to access healthcare.

Xenophobia

Stigma and discrimination are perceived by Venezuelans in Bogotá in all spheres of life. KII mentioned that refugees and migrants experience greater discrimination here than in other cities. According to a study carried out by a media outlet, between January and June 2019 the press was the leading actor in negative coverage of Venezuelans, repeatedly emphasizing the nexus between migration and increased insecurity.³⁷

Venezuelans often suffer discrimination and harassment from neighbours and on the streets (especially informal street vendors and migrants forced to beg). According to a 2019 public opinion poll led by Bogotá Cómo Vamos, 54% of Bogotá inhabitants consider that refugee and migrant communities fail to comply with basic rules of coexistence; compared to results from 2017, there was an increase of 21 points. Additionally, only 7% of respondents consider they should benefit fully from the public welfare services and programs, compared to a 16%, in 2017.³⁸ According to local authorities, coexistence problems are more frequent in Ciudad Bolívar, Kennedy, San Cristóbal, and Suba.

Vulnerable groups

KII identified women, children, and LGBTI persons as population groups that are exposed to specific protection risks.

Children: Migrant and refugee children face protection risks including ill-treatment by parents, child sexual exploitation, forced recruitment by armed groups, and forced begging.

Women: according to KI, refugee and migrant women are exposed to several forms of gender-based violence (GBV) in the Bogotá Metropolitan Area, including: domestic violence; sexual violence (rape, sexual harassment, and sexual exploitation); emotional violence (psychological and verbal abuse) by partners, employer and ordinary citizens; economic violence (property damage); and human trafficking for sexual exploitation. Additionally, Venezuelan women and girls are also exposed to obstetric violence and denied access to sexual and reproductive health rights. The aforesaid forms of violence occur mostly on the streets or in public spaces. Some occur in the work environment (sexual harassment, psychological and verbal abuse), at home (physical violence) and at medical facilities (obstetric violence).

36 Proyecto Migración Venezuela (2020) [Embarazada y sin atención médica: denuncia de joven venezolana en Bogotá.](#)

37 Proyecto Migración Venezuela (2020) [Percepción en redes sociales sobre la migración desde Venezuela.](#)

38 A specific request was made to Bogotá Cómo Vamos regarding questions on Venezuelan migration in their yearly public opinion poll- Encuesta de Percepción Ciudadana 2019. Data for two questions was disaggregated by boroughs.

LGBTI persons: according to an early warning released by the Ombudsman's Office, in 2019 there were approximately 425 transgender women who engaged in prostitution and related activities in three boroughs (Santa Fe, Los Mártires y Puente Aranda) who were at increased risk of GBV due to their job; of these, 22,3% were foreign-born. The early warning mentions that Venezuelans constitute a large portion of the latter group.³⁹

KII with local authorities also mentioned the trafficking of Venezuelan LGBTI people for sexual exploitation as an additional protection risk.

Refugees and migrants afraid to report

In general, Venezuelans do not report the crimes and human rights violations they suffer because of their irregular status and the fear of being deported back to their country. Other reasons for not reporting these risks are fear of retaliation (including losing their job), lack of trust in the justice system and authorities (institutional violence and impunity), and lack of awareness of their rights. Not reporting however implies not receiving protection: in the case of GBV, in particular, lodging a complaint is a requirement in order to access immediate protection and support.

“No, I didn't go to the police because we were robbed down the street and when we were coming back up there were 5 police officers. They saw everything and did nothing. So no, why would we go to the police [to report]? There were 5 police officers and they were just bystanders.”

(Female respondent, 21 years old)

Some Venezuelans do report protection incidents to the local police, the Ombudsman Office (Defensoría del Pueblo), the Ministry of Labour, and the Local Government Office (Personería del Pueblo). Between March 20th and June 30th 2020, the Local Government Office received 2.293 complaints from Venezuelans; of these, 1.998 complaints were filed with the Delegate for the Defense and Protection of Human Rights.⁴⁰ Knowledge on whether complaints filed by refugees and migrants receive adequate response is limited, but some KI have mentioned they often receive discriminatory treatment by the police when reporting protection incidents.

Is Bogotá a welcoming city for refugees and migrants?

Bogotá's city government has a migrant response and assistance plan led by the SDIS, which has a specific

branch tasked with identifying, profiling, and integrating vulnerable groups. Humanitarian, psychosocial, and legal assistance is provided in a few locations in the city such as at the Center for Attention to Migrants (CIAM), SUPERCARDE Social, Maloka Center and Centro Abrazar. SDIS, under the current administration, has outlined specific objectives regarding the management of mixed migration flows in the city, namely: i) enlarge and tailor social welfare services for refugees and migrants; ii) promote strategic alliances and interinstitutional articulation and; iii) implement action plans for socioeconomic, cultural and community integration. This action-plan has a five-year timeframe (2020-2024), allocated \$8.956.000 COP (about 2.363 million dollars⁴¹) and expects to benefit 51.369 refugees and migrants.⁴²

The local government has also tailored protocols within different Secretaries to ensure refugees' and migrants' rights. For example, the Secretary for Women offers counselling and guidance to Venezuelan women victims of GBV (at the “Casas de Igualdad de Oportunidades en Bogotá”) and to female sex workers (at the “Casa de Todas”).⁴³ From the local public services and depending on their need's assessment, refugees and migrants are referred to other public welfare programs led by different SDIS offices (infancy, adolescence, adulthood, elderly, family and LGBTI) and local departments. Even though these programs and services are not designed specifically for refugees and migrants, they have been tailored to include this population.

Regardless of the above-mentioned initiatives, several KI however consider the response from the local government insufficient and ill-funded. Additionally, Venezuelan refugees and migrants, as beneficiaries of these programs and services, have not been consulted nor have participated in decision-making processes concerning them, according to KII.

Barriers to access local public welfare programs

Since its inception and as of August 2020, CIAM had assisted 13.620 refugees and migrants, equivalent to 4% of the total population of Venezuelans in the city.⁴⁴

One of the barriers to effectively access these services is their limited geographical presence. There is only one attention center, and it is not located in a borough with a high presence of refugees and migrants. In fact, one of the aims of the current local administration is to offer service points in each borough. Additionally, despite the availability of some public welfare programs and assistance to refugees and migrants in the city, for the most part, Venezuelans are unaware of these services, according to 4Mi data and KII. Nor are they aware of

39 Defensoría del Pueblo (2019b), [Alerta temprana 046-19](#), p. 7.

40 This data was provided by the Local Government Office during the interview.

41 Calculated with the exchange rate of September 22nd, 2020: 3,790 COP = \$1 USD

42 Alcaldía Mayor de Bogotá (2020) Ficha Estadística Básica de Inversión Distrital EBI-D.

43 Secretaría de Integración Social (2018) Op Cit.

44 Concejo de Bogotá (2020), Op Cit.

employment regulations, or of how the General System of Comprehensive Social Security works. Besides lack of information, immigration status is the second most important barrier in access to services. According to

SDIS, only regular migrants can benefit from these services. Thus, a considerable number of Venezuelans in the city are left excluded and to fend for themselves.

7. Mixed migration and COVID-19

Policy responses to COVID-19 in Bogotá

On March 25th, in response to the COVID-19 pandemic, the local government introduced strict self-isolation rules that lasted until September 1st. It also implemented additional restrictions to freedom of movement for shorter periods of time, including: “pico y género” (freedom to leave the house and conduct activities on different days depending on gender), “pico y cédula” (same arrangement, but depending on the last number of one’s ID) and rotating lockdowns by boroughs. At the beginning of the pandemic, orders were issued at a national and local level to suspend evictions. This moratorium did prevent some landlords from evicting refugees and migrants from their homes, according to some KI, but not all. A KI indicated that 320 evictions were conducted between the months of March and June.⁴⁵ 4Mi COVID data likewise highlights the limits of the moratorium, as 42% of respondents interviewed between April and June reported having lost their housing. Once the order expired on June 30th, the situation reportedly worsened: shortly after, the press reported a group of Venezuelans evicted from their homes walking along a highway in the city;⁴⁶ the total number of evictions reported during the month of July rose to more than 1.000.⁴⁷

The local government also designed a relief program called “Bogotá Solidaria en Casa”, aimed at supporting vulnerable families. Specific requirements - such as regular immigration status and subsidized health coverage - had however to be met to be included in the program and, in practice, this made most Venezuelans ineligible. Additionally, according to refugees and migrants interviewed for this case study, information on how to request assistance and to whom is lacking, and relief distribution schemes, often did not reach the areas where they live.

Impact of COVID-19 restrictions for Venezuelan refugees and migrants

According to both 4Mi data analysis and KII, COVID-19 restrictions had a strong adverse economic and psychological impact on refugees and migrants in Bogotá. The pandemic impacted livelihoods, reduced their ability to cover basic needs and caused a surge in discrimination and xenophobia. Mandatory quarantine

also caused fear, distress, anxiety, and an emotional toll from being apart from their family back home.

“That scenario [the COVID-19 pandemic] has caused many things to change. For us Venezuelans it is more difficult because we do not receive help from other relatives nearby who say ‘I support you, I’ll help you. Do not worry, stay where you are.’”

(Male respondent, 53 years old)

Reduced livelihoods

4Mi COVID data indicates that the main repercussions that the pandemic had on the respondents’ day-to-day life included considerably reducing access to work, mentioned by 92% of respondents between April and June (phase 1). This, in turn, led to a loss of income among Venezuelan refugees and migrants. Overall, 94% of 4Mi respondents indicated having lost income due to coronavirus restrictions. Because of this loss of income, 86% of respondents interviewed between April and June were unable to afford basic goods and 53% were unable to pay remittances, as shown in Figure 3.

Data also shows that, at the beginning of the COVID-19 pandemic, refugees and migrants were dipping into their savings and the little money they had, to compensate for the loss of income and cover basic needs while in quarantine. Such savings, however, did not last for long: 71% of 4Mi respondents interviewed between July and August (phase 2) mentioned having fallen into increasing debt, including rent arrears, as shown in Figure 4. As a consequence, some Venezuelans resumed working before restrictions were lifted, to cover their needs. Others have been forced to beg on the streets.

Loss of housing

Furthermore, as showed in figure 3, 42% of 4Mi respondents reported having lost their homes between April and June due to loss of income. In fact, as mentioned earlier, despite the moratorium issued by the national and local government, evictions persisted according to Venezuelans interviewed for the case study as well as media reports.⁴⁸

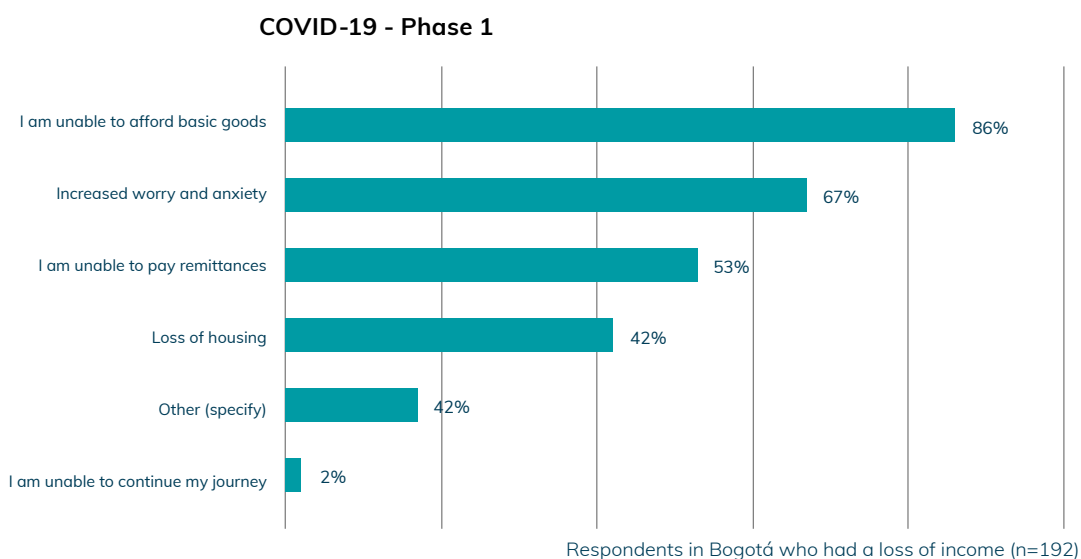
45 This data was provided by the Local Government Office during the interview.

46 Noticiero Digital (2020) [Venezolanos fueron desalojados de sus casa en Bogotá tras culminación del decreto que los protegía.](#)

47 Proyecto Migración Venezuela (2020) [Vuelven los desalojos a migrantes: en julio ya irían más de 1.000](#)

48 Daza, F.L. (2020) [Tremendo desalojo en inquilinatos y ‘pagadarios’ en el centro de Bogotá.](#)

Figure 3: What impact has the loss of income had (phase 1)?



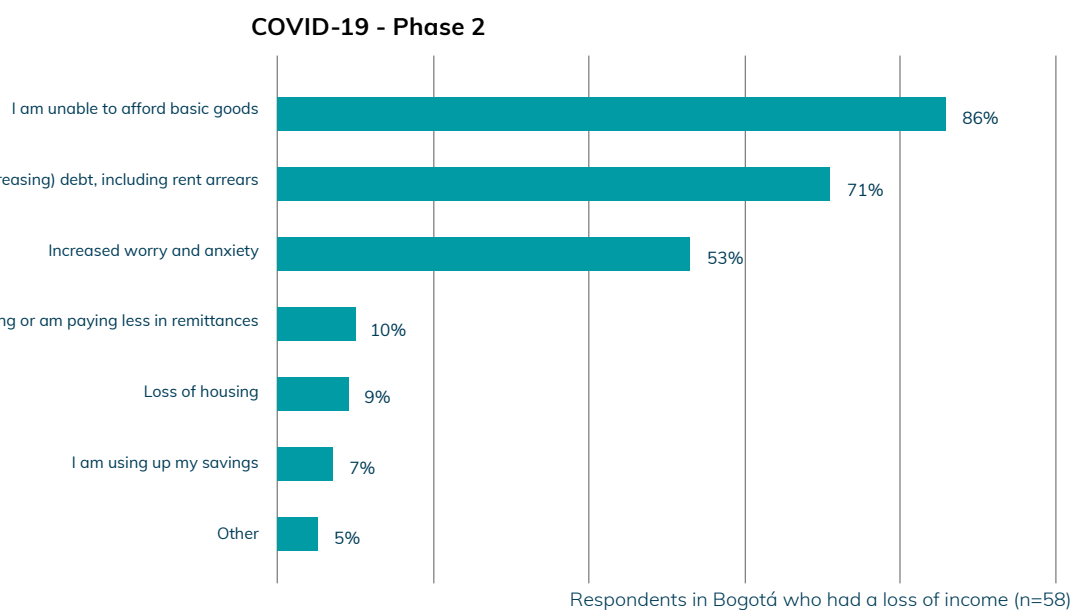
* Note: Respondents may select more than one answer to this question

KII indicated that some landlords even cut-off basic services to pressure refugees and migrants to resume rent payments or illegally seized their belongings as compensation. However, this percentage dropped to 9% between July and August. KII mentioned that, in some cases, Venezuelans managed to reach flexible payment agreements with their landlords, or started sharing accommodation with friends, family members or fellow migrants to share costs.

Access to services and assistance

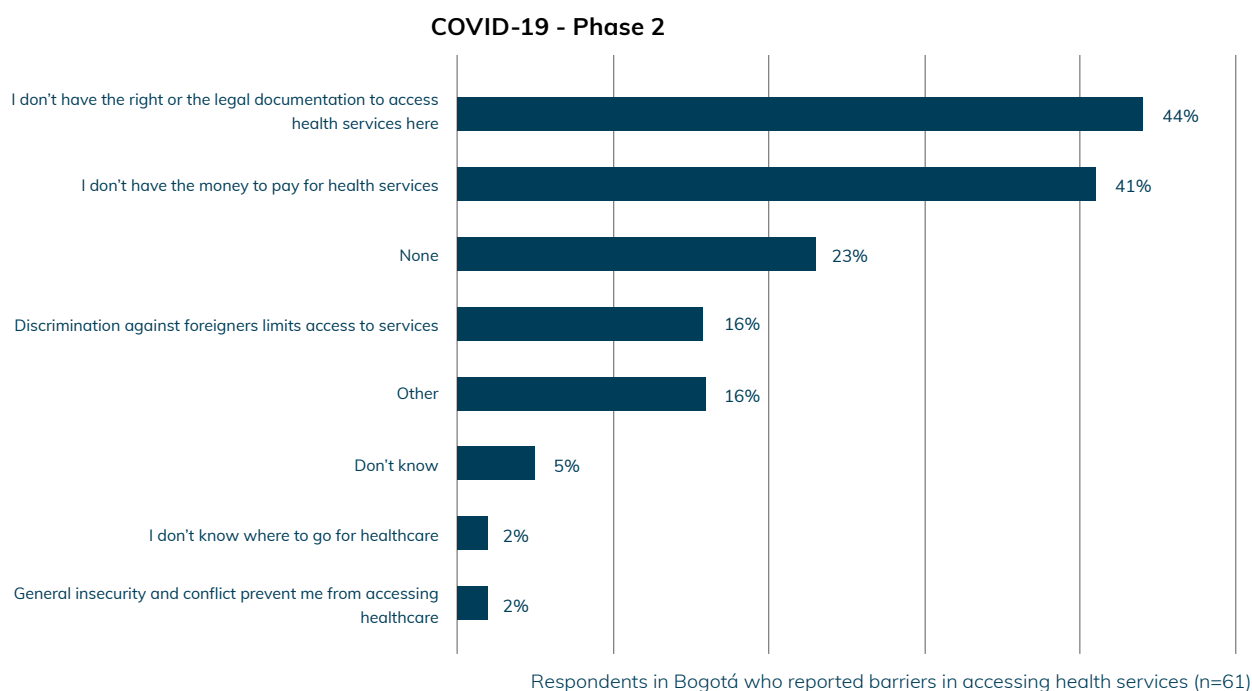
33% of respondents to the 4Mi COVID survey implemented between April and June reported that, if they were presented with COVID-related symptoms and needed healthcare, they would not be able to access health services. This percentage increased to 62% among the respondents who answered the survey during the months of July and August.

Figure 4: What impact has the loss of income had (phase 2)?



* Note: Respondents may select more than one answer to this question

Figure 5: What are the barriers to accessing health services?



Respondents highlighted a variety of barriers they face in accessing healthcare amid the pandemic: lack of financial resources to pay for health services (44%); lack of legal documentation necessary to access health services (41%); and discrimination against foreigners that limits access to services (16%), among others (see figure 5)

When asked if they had needed extra assistance since the pandemic started, between 88% (Phase 1) and 90% (Phase 2) of 4Mi respondents answered affirmatively. Regarding the type of assistance they required, respondents mainly mentioned basic needs (food, water, shelter) and cash. Between 46% (Phase 1) and 33% (Phase 2) of 4Mi respondents did not know who they could seek help or support from, indicating a widespread lack of knowledge of available relief programs and how to access them. KII confirmed that most Venezuelans are unaware of any mechanism or procedure to request and obtain assistance.

Since the COVID-19 outbreak began, only about 31% of 4Mi respondents have received additional assistance compared to before the crisis. Mostly, this consisted of coverage of basic needs (food, water, shelter) and cash. NGOs were indicated by respondents as the main assistance provider, followed by the authorities and local population/community organizations. Also, the refugees and migrants interviewed for the case study confirmed that type of assistance provided by the authorities and its reach have been limited.

Between April and July, SDIS provided legal aid and counselling to 917 refugees and migrants at CIAM, which corresponds to less than 1% of Venezuelans with regular status residing in Bogotá. Local authorities also provided assistance to 74 migrant children at Centro Abrazar.⁴⁹ In the interview conducted for this study, SDIS acknowledged that the administration has not developed programs or services for irregular migrants, meaning that they were excluded from assistance mechanisms.

At the same time, KII also reported a resurgence of solidarity and mutual assistance between the local community and the refugee and migrant population, as well as among Venezuelans, amid the pandemic.

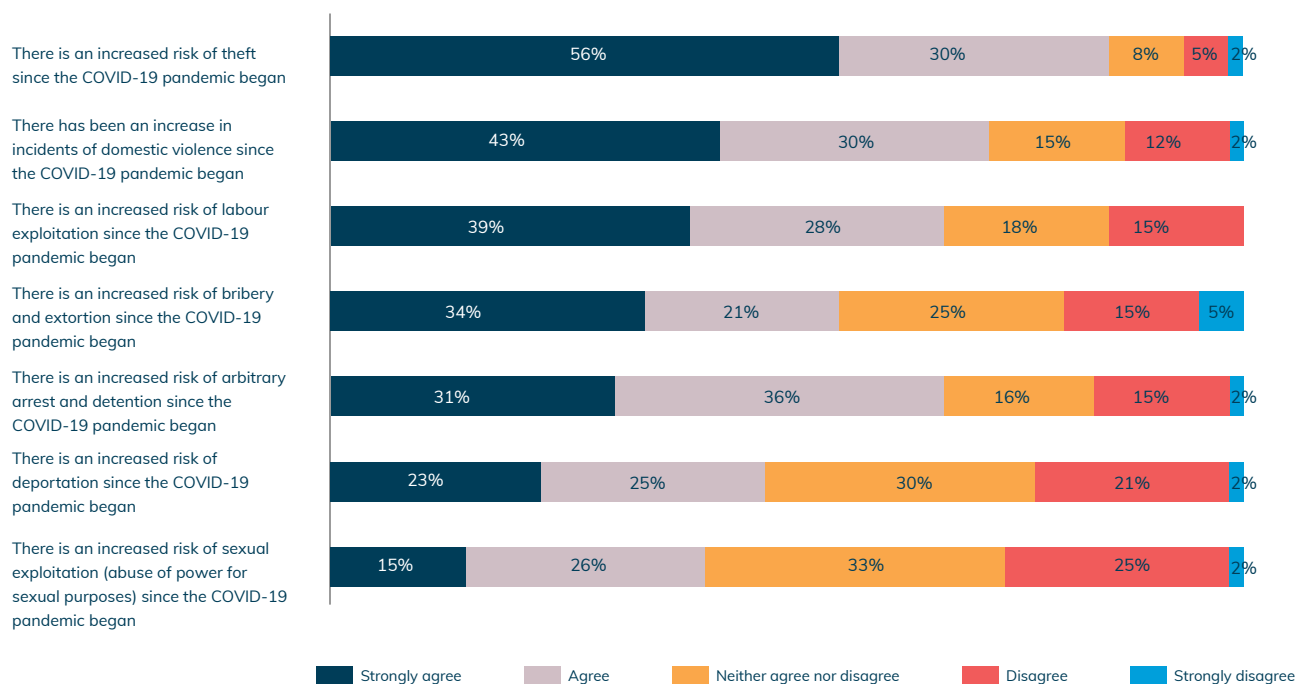
Protection risks and new dynamics amid the pandemic

Since the outbreak of COVID-19, respondents to the 4Mi survey also consider there was an increase in other protection risks, including theft, domestic violence, labour exploitation, bribery and extortion, and arbitrary arrest, as can be seen in figure 6. Job loss due to COVID-19 restrictions created a heightened risk of theft and labour exploitation. Self-isolation and quarantine measures caused an increase in domestic violence, not limited to refugees and migrants.⁵⁰ Mandatory quarantine caused fear of arbitrary arrest, detention and deportation for those who could not comply, as also confirmed by KII.

49 Secretaría de Integración Social (2020) [Integración Social prosigue su apoyo a migrantes venezolanos en la ciudad.](#)

50 Alcaldía de Bogotá (2020) [Se atendieron más de 27 mil denuncias por violencia intrafamiliar en Bogotá.](#)

Figure 6: Variations in protection risks amid the COVID-19 pandemic



Additionally, according to KI, prolonged suspension of government offices negatively impacted procedures to renew residence permits, which contributed to hindering access to services and public welfare programs. Some of these programs and services shifted to functioning through digital platforms and/or being delivered at home, which makes the likelihood that they will adequately reach refugees and migrants quite remote.

Returns to Venezuela

One new trend arose because of the COVID-19 pandemic: the return of Venezuelans to their country of origin. KI mention that, despite knowing the situation they face back in Venezuela, refugees and migrants state that at least back home they have a roof over their heads and family members to help them cope. Between April and June, 13% of 4Mi respondents indicated having decided to return home due to the crisis. However, this percentage rose to 31% between July and August. This trend was confirmed by other sources, according to which 90,000 Venezuelans, equivalent to 4% of Venezuelan refugees and migrants who had settled in Colombia since the beginning of the crisis, have returned to Venezuela.⁵¹ Data provided by the Interagency Group for Mixed Migration Flows (GIFMM for its acronym in Spanish)

indicates a decrease of Venezuelans in the city of Bogotá, between March and June, from 357.586 to 343.169.⁵² KII indicate that returns did not happen in compliance with international standards and exposed Venezuelans to risks for their life and integrity.

51 Sánchez, K. (2020) [“El 96 % de los migrantes venezolanos sigue en Colombia por “ dramática situación “ en su país”](#).

52 This data was provided by the DRC Protection Team in Bogotá.

8 Conclusions and recommendations

Conclusions

The Bogotá Metropolitan Area is the main host city for Venezuelans in Colombia. Some of them plan to stay for the long term, some are in transit towards another location, while others are undecided. Although no uniform socio-economic profile can be drawn for the entire population of Venezuelans in the city, findings suggest that a significant number of them live in poor neighbourhoods. Factors such as low-cost housing, income opportunities, and presence of a family network are important determinants for choosing to settle in these neighbourhoods.

Bogotá is largely seen as a city of opportunities by refugees and migrants. Interviews with key informants suggest it is a non-segregated city: there are no differences between refugees, migrants, and locals regarding where they reside or where they work. Finding employment in the city is however difficult for regular migrants and even harder for those with an irregular immigration status. This is also the result of a lack of national and local policies aimed at integrating refugees and migrants.

Venezuelans experience a range of risks in the city, including discrimination, harassment, and xenophobia, often associated with nationality and irregular immigration status. For example, some hostels and residences deny access to Venezuelans, as do certain healthcare providers. Venezuelans without proper documentation face greater job insecurity and labour exploitation, compared to locals and regular migrants. Altogether, however, having a regular status does not exempt Venezuelans from facing protection risks, in particular robberies and GBV.

COVID-19 has had an adverse economic and psychological impact on Venezuelan refugees and migrants in Bogotá. According to 4Mi data, more than 90% of respondents lost their daily income due to the pandemic. Some were not able to abide by social distancing rules or even self-isolation as they had to find a way to earn a living. Local authorities did not develop specific programs or services for refugees and migrants during the pandemic. Only some Venezuelans with regular status could partially benefit from local relief programs, because they were already registered in official databases and applied for assistance. Faced with distress and lacking adequate support, some saw no other option than to return home.

Recommendations

Findings in this case study lead to the following sector-specific recommendations:

National government

1. Implement the objectives and actions of the Global Compact for Migration (GCM), adopted by Colombia, in consultations with civil society and migrant organizations. The GCM also offers a blueprint for targeted responses to COVID-19 for people on the move. For example, access to health care should be available for all - irrespective of migration status; maintaining “firewalls” between immigration enforcement and access to services; releasing migrants from immigration detention; extending work and residency permits; regularizing status; eliminating discrimination and promoting evidence-based public discourse on migration.⁵³
2. Strengthen access to services for Venezuelans, including access to justice.
3. Disseminate information to increase refugees’ and migrants’ awareness of their rights and assistance available to them.
4. Promote the economic inclusion of Venezuelan refugees and migrants. Employers are often unaware of the legal framework, mechanisms, and benefits of including refugees and migrants into their workforce. At the same time, prevent and curb exploitative labour practices involving them.
5. Adopt strategies to improve access to bank accounts and/or app-based savings accounts (such as Daviplata or Nequi) for Venezuelans.

Humanitarian sector

1. Strengthen legal assistance for refugees and migrants to prevent human rights violations and guarantee access to justice.
2. Conduct advocacy activities aimed at improving the response provided by national and local authorities to the needs of the refugee and migrant population in the Bogotá Metropolitan area and its prospects for local integration.
3. Complement emergency response programming with activities that focus on development and the socioeconomic integration of Venezuelans in the city.

Local authorities

1. Conduct joint data collection efforts to develop a sociodemographic profile of Venezuelan refugee and migrant communities in the Bogotá Metropolitan Area, as well as identifying local narratives and dynamics, together with the private and the humanitarian sector.
2. Include Venezuelan refugees and migrants in relevant decision-making processes.
3. Expand public welfare programs and/or design new ones to include Venezuelans with irregular status.
4. Conduct joint data collection efforts to match refugees’ and migrants’ skills with economic and job opportunities.
5. Ensure that the national and local legal and policy frameworks are understood and respected by public and private entities, including healthcare providers and employers.
6. Strengthen the response to all forms of gender-based violence affecting Venezuelan women and girls, with special attention to domestic violence and sexual exploitation.
7. Organize initiatives against xenophobia and raise awareness of refugee and migrant rights through community-based sources, such as medios comunitarios (community media) and Juntas de Acción Comunal (Community Action Board).
8. Conduct a housing needs assessment and create an action plan to improve access to adequate housing for refugees and migrants.

53 For more detailed findings and recommendations on the relevance and use of the GCM in the COVID-19 response see Mixed Migration Centre (2020), [COVID-19 and the Global Compact for Migration. Is a Compact born in a crisis born again in the whirlwinds of three global crises](#); and United Nations Network on Migration (2020), [The Global Compact for Migration \(GCM\): Well Governed Migration as an Essential Element of Effective COVID-19 Response](#).

Annex - Interviews conducted

Table 2: Refugee and Migrants Interviews

#	Sex	Age range	Borough
1	Female	18 - 25 years	Santa Fe
2	Male	18 - 25 years	Usme
3	Female	26 - 35 years	Ciudad Bolívar
4	Male	36 - 45 years	Los Mártires
5	Male	26 - 35 years	Santa Fe
6	Female	36 - 45 years	Candelaria
7	Female	26 - 35 years	Soacha
8	Male	26 - 35 years	Soacha
9	Male	26 - 35 years	Suba
10	Female	18 - 25 years	San Cristóbal
11	Male	36 - 45 years	Los Mártires

Table 3: Key Informant Interviews

#	Sector	Organization	Key informant position
1	Academia	Universidad de los Andes	Carolina Moreno, Director of the Center for Migration Studies
2		Universidad Nacional de Colombia	Camila Esguerra, Researcher at the Interdisciplinary Gender Studies Group
3	Humanitarian	UNHCR	Jaime Castañeda, Head of Bogotá Field Unit
4		UNHCR	Andrea Ariza, Lead Protection Officer Bogotá
5		Danish Refugee Council (DRC)	Marta Castro, Protection Manager Bogotá
6		Fundación Panamericana para el Desarrollo (FUPAD)	Carlos Alberto Parra, Economic Inclusion Specialist
7		Women's Link Worldwide	Ana Margarita González, Senior Counsel
8		Colombian Red Cross	Fabián Cárdenas, Red Cross for Bogotá and Cundinamarca Mixed Migration Flows and Human Mobility Coordinator
9	Independent	Paula Escobar	Migration expert
10	Public	Alcaldía Distrital – Secretaría de Integración Social	Jeimy Andrea Pachón, Subdirector of Identification, Profiling, and Integration
11		Personería de Bogotá	Patricia Villegas Puentes Delegate for the Defense and Promotion of Human Rights*
12	Private	Bogotá Cómo Vamos	Felipe Bogotá, Director
13		Bogotá Chamber of Commerce	Cristina Vélez, Vice President of Public Private Partnerships*
14		National Business Association of Colombia (ANDI)	Catalina Martínez, Director of ANDI Foundation*
15	Think Tank	Dejusticia	Lucía Ramírez, Research Coordinator in Migration and Venezuela



The MMC is a global network consisting of seven regional hubs and a central unit in Geneva engaged in data collection, research, analysis and policy development on mixed migration. The MMC is a leading source for independent and high-quality data, research, analysis and expertise on mixed migration. The MMC aims to increase understanding of mixed migration, to positively impact global and regional migration policies, to inform evidence-based protection responses for people on the move and to stimulate forward thinking in public and policy debates on mixed migration. The MMC's overarching focus is on human rights and protection for all people on the move.

The MMC is part of and governed by the Danish Refugee Council (DRC). Global and regional MMC teams are based in Amman, Copenhagen, Dakar, Geneva, Nairobi, Tunis, Bogota and Bangkok.

For more information visit:
Mixedmigration.org

