

CwC/C4D Working Group Annual Report 2019

During 2019, the work of the Communication with Communities / Communication for Development ([CwC/C4D-R4V](#)) Working Group, co-led by UNICEF and IFRC, focused on its reactivation and implemented an online collaboration management mode, to meet the goals of its 2019 work plan, as follows:

Knowing the needs of the region for a better response

1. Regional Information and Communication Needs Assessment

The [Regional Information and Communication Needs Assessment](#) was one of the priorities of the Working Group. Its planning process started in June and its implementation took place in the third quarter of 2019.

This exercise aims to identify the preferred ways of communication, sources of information and information needs of refugees and migrants from Venezuela, as well as opportunities and challenges for partners, to better guide their work in 2019 and redefine the planning for 2020.

[Report and tools \(Spanish and English\)](#)

[Presentation \(Spanish\)](#)

[Press release \(Spanish and English\)](#)



Building messages to address the humanitarian emergency

3.3. Message bank

The regional message bank was designed as a tool that aims to provide updated information to refugees and migrants from Venezuela on different topics that are of their interest and need, including access to protection systems, risk prevention, access to asylum and regular entry and stay mechanisms (information on regularization), and available social services.

The development of updated information material on human mobility adapted to the needs of different population groups, including children and adolescents, people with special needs and indigenous groups, among others, was considered a priority during the construction of the tool.

During the second half of the year, the Working Group focused on the dissemination of the message bank across countries and populations targeted, in collaboration with other Working Groups and partners.

Harmonizing regional key information for a better action

3.4. Regionalize/harmonize informational materials aimed at refugees and migrants on the move

In a first stage, it was agreed to start regionalizing and harmonizing already existing materials such as “*Mapa – Rutas para la movilidad humana*” and “*Juego – La travesía*” with the support of UNICEF Country Offices: Colombia, Venezuela, Brazil, Ecuador, Peru, Bolivia, Chile, and Argentina.

Improving communication with communities

5.4. Regional training on CwC (2-day workshop)

A two-day [Communication with Communities \(CwC\) training](#) was conducted in May 2019 with 36 platforms and CwC focal points from countries involved in the Response for Venezuelans (R4V). The workshop included a review of the activities prioritized in the regional work plan to support the development and implementation of a CwC/C4D regional strategy. Among the activities prioritized, is the regional Information and Communication Needs Assessment previously mentioned.

Placing Communities at the Center of the Response to refugees and migrants from Venezuela

7.1. Elaborate a TOT on Accountability to Affected Populations (AAP).

More than 40 participants from 18 different UN agencies, NGOs and CSOs in Latin America and the Caribbean gathered to discuss and exchange experiences on Accountability to Affected Populations (AAP) during the [Regional Learning Workshop on AAP](#), aimed at National, Sub-Regional and Regional Interagency Groups and/or regional members of the R4V.

The CwC/C4D - R4V 2019 work plan identifies AAP as one of the areas to be strengthened, in compliance with the Grand Bargain, the Core Humanitarian Standard (CHS) on Quality and Accountability and the IASC Commitments.

As the main outcome of the workshop, the national and sub-regional teams drafted plans that will serve as inputs to implement AAP common mechanisms in 2020. The activity was led by UNICEF with the support of IOM, UNHCR, and WFP, and held in Bogota, Colombia from October 16 to 18, 2019.



Group photo: Regional Workshop on Accountability to Affected Populations (AAP) coordinated by UNICEF within the framework of the inter-agency coordination of R4V.

Fostering innovation to empower young refugees and migrants

9.2. Implement a multi-partner, multi-country U-Report “Uniendo Voces”:

[U-Report “Uniendo Voces”](#) is a user-friendly, cost-effective, anonymous regional interagency and coordinate accountability mechanism that provides refugees and migrants with access to information about their rights and the services available to them, as well as life-saving

information on topics of relevance, data collection, and opportunities to provide feedback and complaints.

A multi-partner/multi-country workshop was held in Bogota to design the prototype. A Regional Concept Note has been agreed and the digital dashboard has been set-up, featuring template infobots. Initial drafts for the SOPs have been shared with partners, including the Privacy and Data Protection Policy.

In 2020, Brasil will be leading the regional implementation showcasing how cooperation and the harnessing innovation can improve emergency response and help achieve even greater results for refugees and migrants.



Daniel, Venezuelan, explains the prototype his group made to his fellow Luis.

Special acknowledgment

The [CwC/C4D-R4V](#) Working Group, through its coordinators UNICEF and IFRC, especially recognizes the organizations that led and supported activities during 2019, as well as those that participated enthusiastically in the planning processes and periodic meetings: UNHCR, IOM, Plan International, WFP, UN Women, UNAIDS, and IADB.

Abstract

During 2019, The Communication with Communities / Communication for Development ([CwC/C4D-R4V](#)) Working Group, co-led by UNICEF and IFRC achieved the following results: a. Understanding better the needs of the region for a better response through a Regional Information and Communication Needs Assessment, b. Creating a Message Bank to address the humanitarian emergency by providing updated information to refugees and migrants from Venezuela, c. Harmonizing regional exiting materials for better action, d. Improving on accountability to affected populations by holding workshops with different UN agencies, NGOs and CSOs, d. Fostering innovation to empower young refugees and migrants by implementing an innovative tool, U-Report “Uniendo Voces”.

- [Regional Information and Communication Needs Assessment](#)
- [Message bank](#)
- [Communication with Communities \(CwC\) training](#)
- [Regional Learning Workshop on AAP](#)
- [U-Report “Uniendo Voces”](#)