

Migration MPTF
ANNUAL/FINAL PROGRESS REPORT

PROJECT INFORMATION	
Joint Programme Title:	Capacity building of local governments in Santiago (Chile) and Mexico City to strengthen the socioeconomic integration of migrants and refugees through access to decent work, sustainable livelihoods, and social dialogue.
Country(ies)/Region (or indicate if a global initiative):	Chile and Mexico, Latin America
Project Identification Number:	124740 – 124741 (ATLAS number)
Convening UN Organization:	International Labour Organization (ILO)
PUNO(s) (PUNOs):	United Nations High Commissioner for Refugees (UNHCR) International Organization for Migration (IOM)
Key Partners: <i>(include Implementing Partner)</i>	Chile: Ministry of Labour and Social Protection; Municipality of Santiago; Central Unitaria de Trabajadores (Workers' Union); Confederación de la Producción y el Comercio (Production and Trade Confederation); Vicaría Pastoral Social (Vicariate of the Social Pastoral). Mexico: Mayors and municipalities of Mexico City; Secretariat of Labour and Employment Promotion (STyFE); Secretariat of Inclusion and Social Welfare (SIBISO); employer's organizations and trade unions.
Project Period (Start – End Dates):	November 2020 – February 2023
Reporting Period:	November 2020 – February 2023
Total Approved Migration MPTF Budget: <i>(breakdown by PUNO)</i>	ILO: 700,850 IOM: 500,760 UNHCR: 500,760 Total: 1,702,370
Total Funds Received to Date: <i>(breakdown by PUNO)</i>	ILO: 700,850 IOM: 500,760 UNHCR: 500,760 Total: 1,702,370
Report Submission Date:	31 st of March 2023
Report Prepared by: <i>(Name, title, email)</i>	Technical teams ILO, UNHCR and IOM

Executive Summary

The Joint Programme (JP) sought to promote the **socioeconomic integration of migrants**, refugees and asylum seekers in Mexico City and Santiago de Chile, through decent work and a sustainable livelihood approach.

Its specific objectives were threefold, namely, 1) Strengthen (a) public policies and programmes and (b) services offered by governmental and non-governmental actors at the city level in the areas of access to employment, entrepreneurship and social protection, (including recognition and certification of skills); 2) Promote social dialogue among governmental -including local authorities- and social partners in order to facilitate migrants' and refugees' integration in the labour market; 3) Facilitate South-South and City-to-City exchange of practices on successful public policies and programmes, and on services offered by governmental and non-governmental actors at the city level, that contribute to socio-economic integration of human mobility population, especially women.

Key results (Chile):

- Development and operationalization of the Migrant and Refugee Route for the Municipality of Santiago to strengthen their services, capacities, and inclusive approach.
- Publication of the “Manual of the Migrant and Refugee Route” in Spanish and English to provide orientation for the replication of Migration MPTF initiatives to local governments worldwide.
- 273 municipal officials in the Metropolitan Region completed interculturality trainings.
- Individually adapted workshops for municipal officials on the new migration legislation and related changes in procedures.
- 238 people from local governments and civil society organizations on a regional and global level accessed the course “Interculturality, Gender, and Labour Migration for Local Governments” on E-Campus
- 208 people, including 169 migrants and refugees, had access to the certification of labour competencies.
- 43 entrepreneurs were certified in “Start and Improve Your Business (SIYB)”, out of which 20 migrant entrepreneurs received start-up capital and mentorship by a CSO incubator.
- A website was developed to showcase the small businesses from the entrepreneurship programme and grow the network by included more small businesses nationwide.
- The Central Unitaria de Trabajadores (worker’s organization) created a website about labour rights tailored to the needs of migrants and refugees and 10 short videos that explain related subjects and will be provided to public institutions.
- 130 children, adolescents and their families participated in socio-sports activities focused on the prevention of child labour and the development of socio-emotional skills. 30% of them were migrants.
- Development of resources for migrants and refugees about available municipal services.
- Implementation of the local Migration Governance Indicators at the Municipality of Santiago.

Key results (Mexico):

- Resource Center for Migrants and Refugees institutionalized, through the development of the Standardized Operations Procedures (SOP), implemented by Mexico City Government.
- Inclusive approaches for people on the move applied to the employment and social protection programmes and services of Mexico City Government.
- 1,048 people on the move had access to training and certification of labour competencies.

- 267 job seekers attended the job fair for labour inclusion organized for the first time with a focus on people on the move and sexual diversity.
- 115 people on the move received targeted entrepreneurship services, including 69 women, 11 youth (under 29 years old) and 14 people with disabilities.
- 13 strategic stakeholders sensitized on the socioeconomic integration of people on the move, through awareness-raising and building capacities activities, reaching 122 civil servants and 310 employers.
- Tailor-made training-certification strategy based on the local labour demand needs launched, as a joint pilot project for the professional integration of people on the move under decent work criterion.
- Migration governance indicators (MGI) adapted to Mexico City context and validated by the local government.
- Interactive map of services for people on the move in Mexico City edited in digital format, to be available in strategic areas that provide direct attention to the target population.
- Laboratory of innovation and good practices in migration governance established with seven local governments from Argentina, Brazil, Colombia, and Mexico.
- Good practices for integration of migrant, refugees and asylum seekers in Latin America systematized and presented in an interactive map developed, launched and made available to the public.
- More than 7.7 million people reached by 2 communication campaigns about socioeconomic integration of people on the move and more than 19,000 interactions on the dedicated information webpage.

Binational key results

- Four technical exchanges of knowledge and policy practices for the socio-economic integration of people on the move organized between the Municipality of Santiago and the government of Mexico City.
- One regional technical exchange about good practices in local migration governance between cities in 5 different countries.
- Development of a methodological guide on Good Practices in Human Mobility & Socio-Labour Integration in Spanish and English.
- Good practices for integration of migrant, refugees and asylum seekers in Latin America systematized and presented in an interactive map developed, launched, and made available to the public.

Outcome 1 aimed to improve employment and social protection programmes and services with a livelihood approach. The initiatives include reinforcing existing institutional capacities, providing training, organizing job fairs with a special focus on migrant women, and establishing fellowship programmes for labour competencies certification. PUNOs in both countries collaborated with UN agencies and state institutions to implement these initiatives. Additionally, a network of migrant and refugee workers and entrepreneurs was established.

In this regard, firstly, institutional assessments were conducted in Santiago and Mexico City, resulting in the reinforcement and enhancement of existing capacities and employment and social intervention programmes and services provided by local authorities. To improve services directed at migrants and refugees, both cities developed documents for public officials, which are intended as a guide for municipal officials and/or public servants to improve the flow of attention to migrant and refugee population, articulating and coordinating services in such a way as to facilitate access to them.

Secondly, complementary training on Age, Gender, and Diversity (AGD) was provided and remains accessible as an officially recognised certification for Santiago's municipal officials. The course was also made publicly available

as "Interculturality, Gender and Labour Migration for Local Governments" on IOM's E-Campus platform. Public servants were additionally provided with technical assistance and capacity building activities from several public institutions, along with the dissemination of programmes and public services.

Thirdly, a needs assessment to identify the professional profiles to be certified was completed in both countries. PUNOs also collaborated with UN agencies and State institution to organize job fairs that provide a special focus on migrant women. Additionally, a fellowship programme to access the certification of labour competencies for several job profiles was established and accompanied by a specialized organization to mentor candidates during the process and provide labour intermediation services. PUNOs in Chile have also supported the certification of primary caregivers through additional leverage funding.

Finally, both countries implemented entrepreneurship programmes, which included training, fairs, networking and financial support. PUNOs in Chile designed and completed an entrepreneurship and social mobility programme in collaboration with a civil society implementing partner. The programme focused on women, migrants, and socio-economically vulnerable persons, and built upon the SYIB methodology. Furthermore, a virtual platform to showcase the small businesses was created and the programme ended with a fair to further support visibility. PUNOs in Mexico implemented a comprehensive training and orientation programme on cooperatives and solidarity enterprise management for public officials, which will be reoccurring. The training of trainers (ToT) methodology "Think.COOP for refugees and members of host communities" was launched worldwide with STyFE. Finally, a network of migrant and refugee workers and entrepreneurs was established in association with a non-governmental organization.

This Outcome had a particular focus on SDG 8, promoting socio-labour inclusion and decent work while also contributing to SDG 5 by emphasizing services for migrant women and other vulnerable groups.

Outcome 2 was implemented to enhance social dialogue to improve stakeholder sensitizing. In both countries, different spaces for dialogues with key actors were created to increase opportunities for the socio-economic inclusion of migrants and refugees. In Mexico, PUNOS launched a call for a tripartite dialogue under the Decent Work Programme for Mexico City on potential strategies for inclusion of migrants, refugees, and asylum-seekers during the Forum "Labour Equality and Non-Discrimination". Furthermore, a dialogue inspired by tripartism was implemented with representatives of the government of Mexico City (SIBISO and STyFE), the National Union of Workers, INTRARE and the Iberoamerican University to identify the main challenges for the labour inclusion of migrants and refugees living in Mexico City. A set of recommendations was also prepared by IOM to strengthen the labour inclusion, including some proposals for lines of action and links between actors from different sectors and levels.

In Chile, PUNOS worked closely with the Worker's Union (Central Unitaria de Trabajadores, CUT) and the Production and Trade Confederation (CPC) to implement job fairs and an online platform about labour rights called "Ruta del Migrante", which is specifically directed at migrants and refugees. In addition, the Workers' Union developed audiovisual material about migration and labour rights to be shown in public institutions with a high attendance rate of the target population.

Training and workshops were conducted to sensitize stakeholders in both countries. PUNOs in Mexico carried out an awareness-raising workshop on human mobility and labour inclusion with employers' representatives. In Chile, a further training on interculturality was taught to municipal officials in Santiago. For further education and in preparation for the entrepreneurship programme, fellowships for certifications of teachers (ToT) of the Start and

Improve Your Business (SIYB) course were granted to the Municipality of Santiago and civil society implementing partner, the Vicarage of the Social Pastoral.

Lastly, PUNO's in Chile, in coordination with the Municipality of Santiago and CSO, supported integration activities for migrant and Chilean children over the summer holidays.

This Outcome primarily focused on SDG 8, promoting the involvement of different stakeholders in the socio-economic inclusion of migrants and refugees, and SDG 4 to promote lifelong learning opportunities for all

Outcome 3 was implemented with the objective of strengthening bilateral South-South cooperation. Firstly, Mexico and Chile organized a series of technical exchanges between tripartite actors in both countries about various relevant subjects within the thematic area of the JP, such as legal frameworks, socio-labour integration with a gender perspective, the role of workers unions and employer's organizations, and the importance of collaboration between local government and civil society. The series ended with a live-streamed regional exchange about migration governance where the cities of São Paulo, Medellín, Buenos Aires, Santiago and Mexico City exchanged their experiences based on the results of the Local Migration Governance Indicators (MGI). This regional exchange was moderated by the global MGI team and attended by the Resident Coordinators, Heads of the PUNOs, and the Mayors Migration Council.

Secondly, the best practices and challenges that were shared during these sessions, as well as other documented best practices in the region, were all systematized and compiled in a methodological guide for socio-labour inclusion with a human rights perspective.

Finally, PUNOs in Chile brought this Outcome and the Project to a close with a high-level in-person event at ILO in Santiago, where Manual of the Migrant and Refugee Route was formally presented. The event opportunity to disseminate the accomplishments and products of the Migration MPTF project and highlight the importance of national and international cooperation to strengthen socio-labour integration of migrants and refugees, as it involved the participation of IOM's Director General, the Senior Regional Advisor, the Director Regional for South America, the Director General's Special Envoy for the Regional Response to the Venezuela Situation, the United Nations Resident Coordinator in Chile and Heads of the three PUNOs, the Director of the National Service for Migration, the Mayor of Santiago, the President of the Chilean Association of Municipalities, representatives of regional and local governments, the Workers' Union (CUT) and and the Production and Trade Confederation (CPC), as well as ambassadors from several MPTF donor countries.

Equally, PUNOs in Mexico hosted a hybrid event to present the SOP Protocol and project results – together with the Chilean project team. The event was attended by direct beneficiaries, that gave testimonies, diplomats in Mexico, including a representative of the Chilean embassy, Mexico City Government, worker's and employer's organizations, PUNO's authorities and strategic implementation partners.

This Outcome especially focused on SDG 17 to revitalize global (and regional) partnerships, as well as contributing to SDG 8 by promoting socio-labour inclusion in exchanges, events, and publications. Due to mainstreaming gender (SDG 5) and vulnerable groups into the subjects that were being discussed between countries.

Finally, the Joint Programme is aligned with both UNSDCF. Specifically, in Mexico the JP contributed to Outcome 1: By 2025, the Mexican State has a comprehensive strategy for social development, reduce multidimensional poverty and

inequality, with an integrated approach to human rights, gender, interculturality, life cycle and territory, which incorporates redistributive mechanisms without leaving anyone behind. - Outcome 2: By 2025, the population in conditions of greatest vulnerability fully exercises their rights to health, education, culture, housing, food, social protection and care, and access to quality universal services. Outcome 3: By 2025, the Mexican State plans and implements, with territorial, population and human rights and gender perspectives, inclusive strategies to generate shared prosperity that reduce inequality and poverty. Outcome 5: By 2025, the Mexican State has decent work programs to address the labour market needs, including institutional strengthening, job training, formalization, women's economic participation, protection of rights, social mobility and labour justice.

In Chile, the project is linked to the Strategic Priority 2 - Economic Development: Chile has a diversified productive matrix, with institutions, rules and policies that promote sustainable and inclusive development, based on innovation and intersectoral coordination, with an emphasis on the educational and productive system; and to the Direct effect No. 3 on Economic Development: "By 2022, reduce economic integration gaps, particularly those affecting women, youth, the elderly, indigenous peoples, rural population, persons with disabilities, and migrants."

End-of Project Progress

1. Summary and Context

The overall objective of the joint project was to enhance migrant and refugee workers' access to decent work and sustainable livelihoods by ensuring their employability, and access to employment opportunities and social protection programmes implemented in Mexico City and Santiago. To that end, the project designed and supported interventions that strengthen and articulate city services in both countries/cities to provide an adequate response to populations on the move who were facing increased vulnerability. It aimed to create public-private synergies by engaging social partners and strengthening social dialogue. Finally, by developing city-to-city networks on migrant and refugee integration practices, a new cooperation and exchange platform on the topics has been initiated.

Context in Chile

According to official estimates (as of December 31, 2021), Chile hosts 1.482.390 foreigners: 31% are from Venezuela, 61,6% live in the Metropolitan Region of Santiago, 49,8% are women and 55,2% are 20-39 years old.¹ Despite official border closures until December 2021, Chile is continuing to see a constant rise in irregular entries, especially at the Northern Border with Bolivia.² This is mostly due to the continuous arrival of Venezuelan population in the country.³

¹ <https://serviciomigraciones.cl/estadisticasmigratorias/estimacionesdeextranjeros/>

² <https://www.migracionenchile.cl/visas-e-ingresos/> OIM. 2021. Encuesta de la Migración Venezolana en Chile – DTM Ronda N5°:9. Available at: <https://dtm.iom.int/reports/chile-%E2%80%94-monitoreo-de-flujo-de-poblaci%C3%B3n-venezolana-5->

³ <https://www.migracionenchile.cl/onu-refuerza-apoyo-en-norte-de-chile-ante-creciente-llegada-de-venezolanos/>

The increasing numbers of migrants in the north of Chile have been accompanied by protests with an anti-migrant and xenophobic narrative.⁴ A tendency that can be observed in the north and the rest of the country. The demographic of newly arriving migrants shifted from individuals to families and towards lower income groups.⁵ Consequently, the arrival of migrant families in a situation of poverty, who continue their travels from the north to Santiago, has led to a rise in homeless families, a pressing concern that was brought to the attention of the project team by the Director of the Social Development Department and various authorities and professionals of the Municipality of Santiago. Therefore, the protection of those families and the provision of humanitarian assistance have been a constant area of priority for the Office for Migrants of the Municipality. It is noteworthy that Santiago continued to be the city that hosts the most foreigners in Chile with a total number of 226.103 migrants, which accounts for half of its population.⁶

It is worth noting that the UN system has been working coordinated to support the Chilean government and the social actors on the human mobility response through different initiatives. Led by an ad-hoc interagency group, these initiatives focus on areas such as housing, protection, health, decent work, inclusion, and education.

The project was implemented during a historical political juncture in Chile which included the municipal and presidential elections, both of which resulted in a significant shift of leadership priorities. The new local government of the Municipality of Santiago has responded positively to PUNO's presentation of the JP and implementation was able to resume in August 2021, after a short transition period. The newly elected president took office in March 2022.

A new Migration Law was enacted on April 11th, 2021, which included an institutional change in migration governance with the creation of the National Migration Service (in Spanish, Servicio Nacional de Migraciones, SERMIG) replacing the former Migration Department, and introducing a less centralized structure. On February 12, 2022, the regulation for implementing the law 21.325 was published.⁷ In June 2022, the Minister of Interior and Public Security officially initiated a participatory process of formulating the National Migration Policy through a participatory methodology.⁸

During the second semester, the United Nations Agencies collaborated on the dialogues for the design of the National Migration Policy. The social actors involved on the MPTF participated in this process. The National Migration Policy will be launched in 2023.

In the light of a consistent rise in Chile's migrant population in the last decade, it was crucial to strengthen local migration governance and access to clearly articulated labour intermediation and employability services in municipalities. In this sense, the JP included these challenges in its strategies and the design of its initiatives to provide adequate responses and strong frameworks for future replication in other local contexts.

⁴ <https://www.nbcnews.com/news/latino/venezuelan-migrants-chile-face-fiery-anti-immigration-protests-rcna2358>

⁵ OIM. 2021. Encuesta de la Migración Venezolana en Chile – DTM Ronda N5°:13. Available at:

<https://dtm.iom.int/reports/chile-%E2%80%94-monitoreo-de-flujo-de-poblaci%C3%B3n-venezolana-5-marzo-2021>

⁶ <https://serviciomigraciones.cl/poblacion-extranjera-residente-en-chile-llego-a-1-482-390-personas-en-2021-un-15-mas-que-en-2020/>

⁷ Available at: <https://www.diariooficial.interior.gob.cl/publicaciones/2022/02/12/43177/01/2086865.pdf>

⁸ More information available at: <https://www.interior.gob.cl/sin-categoria/2022/06/14/conoce-sobre-el-proceso-de-formulacion-de-la-politica-de-migracion/>

Context in Mexico

Mexico occupies a strategic position, as a country of origin, destination, transit and return. That is particularly due to its immense levels of emigration, both historically and today. Mexico is the second country of origin of migrants in the world after India (2020). It is estimated that there were 11.19 million Mexican migrants living in different countries, some 10.85 millions of them (97%) in the United States of America - USA (2020). Emigration from Mexico to the USA is a deep-rooted transnational dynamic based on strong economic, social and family ties and as a product of persistent differences in the level of development between the two countries. In this context, it is important to highlight the rates of return from the USA to Mexico, creating new challenges for the inclusion of this population in the country.

Due to its geographical position, the country also experiences some of the highest levels of migration and mobility in transit compared to other countries. Despite the pandemic, the migratory phenomenon increased in the Mexican corridor. The most significant fact was the entry of Haitian citizens at the southern border since the second quarter of 2021. Individuals and families came mostly from Brazil and Chile, where they left several years prior. It was not uncommon that children had Brazilian or Chilean citizenship. This situation challenged the local and national capacity to receive people on the move.

Mexico has also played a growing role as a destination country of international migrants in recent years. Flows of migrants transiting Mexico have increased significantly in 2021 and 2022. 444,439 events of people with irregular migratory status were registered in 2022⁹, representing an increase of 44 percent compared to the same period of 2021¹⁰ (309,692 registered events) and the highest figures recorded in history. The nationalities most represented in these mixed flows were from Central America (El Salvador, Guatemala, and Honduras).

According to the Mexican Commission for Refugee Assistance (COMAR for its acronym in Spanish), 131,448 persons applied for asylum in 2021 - 18,959 applications were received in Mexico City Office between January and December 2021. The asylum-seekers from Haiti were the most represented nationality among the persons, who have expressed the intention to remain and seek international protection in Mexico, with 51,827 applications for asylum.¹¹

The deterioration of socio-economic and political conditions in Nicaragua and Cuba has also led to an increase in the number of people who have left these countries to move north through Mexico, with 4,825 events of Nicaraguans and 4,147 events of Cubans in an irregular migratory situation registered by the Mexican migration authority during 2022.¹²

On the political side, legislative and local elections were held in Mexico on June 6th, 2021. Consequently, a new Secretary of Inclusion and Social Welfare and a new Secretary of Labour and Employment Promotion in Mexico

⁹ Instituto Nacional de Migración. 2022. "Boletín Mensual de Estadísticas Migratorias". Available at http://www.politicamigratoria.gob.mx/work/models/PoliticaMigratoria/CEM/Estadisticas/Boletines_Estadisticos/2022/Boletin_2022.pdf

¹⁰ Instituto Nacional de Migración. 2021. "Boletín Mensual de Estadísticas Migratorias". Available at <http://www.politicamigratoria.gob.mx/es/PoliticaMigratoria/CuadrosBOLETIN?Anual=2021>

¹¹ Comisión Mexicana de Ayuda a Refugiados, [Solicitudes-Datos al cierre de Diciembre 2022](#)

¹² Instituto Nacional de Migración. 2022. "Boletín Mensual de Estadísticas Migratorias". Available at http://www.politicamigratoria.gob.mx/work/models/PoliticaMigratoria/CEM/Estadisticas/Boletines_Estadisticos/2022/Boletin_2022.pdf

City were appointed in early September that year. These changes slowed down the collaborative work with the two major local counterparts, as there was uncertainty about the continuation of the project focal points/interlocutors in the government. In the case of the Secretariat of Labour and Employment Promotion (STyFE for its acronym in Spanish), five different focal points were changed since August 2021.

The pre-election communication slow down, that started on February 4th and finished on April 10th, 2022, also limited the active participation of civil servants, including in virtual events, such as online seminars and communication activities. Nevertheless, it did not affect the technical work with local governmental partners.

Due to the various policy measures taken by the Government of the USA under the Title 42 and the launch of the “Humanitarian Parole” programme at the end of 2022, there were large increases in mixed movements of Venezuelans citizens in Mexican territory, resulting from large expulsions at the USA/Mexico border and in transit to the USA. The immediate effect of those changing policies and subsequent shifts in movements heightened the vulnerability of refugees and migrants. The high number of expulsions caused shelters in the North, South and Center of Mexico to exceed their capacity, leading people (including families) to live on the streets or in improvised camps and exposing them to situations of increased vulnerability and insecurity, as well as heightened risk of human trafficking. This situation required an immediate and coordinated response from United Nations (UN) agencies and civil society organizations (CSO) to respond to the humanitarian emergency. To this end, the project technical team proposed a joint meeting between Mexico City Government, PUNOs and the Resident Coordinator to share the concern for the situation of Venezuelans citizens and the urgent need for accommodation spaces. Considering that one of the principal counterparts of the project was the Secretariat of Inclusion and Social Welfare (SIBISO for its acronym in Spanish), project actions could have been affected by the lack of an adequate response to this humanitarian emergency.

2. Results

The activities developed in the areas of institutional strengthening of public services at the local level, promotion of social dialogue, support for the certification of labour competencies and entrepreneurship, and technical cooperation exchanges, contributed to the achievement of the general objective of the project. The set of these actions, based on the whole-of-society approach, resulted in an improvement in the governance of the migrations at the local level, where the articulation of public-private actors is essential to address the diverse and urgent needs of migrants and refugees, especially those in vulnerable situations.

Outcome 1: Santiago and Mexico City enhance employment and social protection programmes and services, develop livelihood approaches, which are inclusive of migrant workers, refugees, and asylum-seekers, and particularly to women, youth, and persons with disabilities.

Institutional assessments were completed in both cities. Santiago and Mexico City reinforced existing institutional capacities and enhanced employment and social intervention programmes and services provided by local authorities. Both cities developed documents for civil servants to systemize and improve services directed at migrants and refugees. A complementary training on Age, Gender and Diversity (AGD hereinafter) aimed at civil servants was provided and remains accessible for further implementation. Additionally, the course “Interculturality, Gender and Labour Migration for Local Governments” was made publicly available on E-Campus, IOM’s e-learning platform. (1.1)

As preparation for the certification of labour competencies, a needs assessment to identify the professional profiles to be certified was completed in both countries. PUNOs in Chile have also supported the certification of primary caregivers through additional leverage funding, which was completed with a certification ceremony on August 30th, 2022. PUNOs also collaborated with UN agencies and State institution to organize job fairs that provide a special focus on migrant women. Additionally, a fellowship programme to access the certification of labour competencies for several job profiles was established and accompanied by a specialized organization to support candidates during the process and improve their chances of finding employment (1.2).

Mexico City Government civil servants were trained, technical assistance was provided, and dissemination of programmes and public services were given. (1.2). Also, capacity building activities for municipal officials from several public institutions were provided. Furthermore, PUNOs in Mexico successfully organized a business concertation strategy for the fair recruitment of foreign workers in Mexico City. At the same time, an assessment on the specific needs of refugees and asylum-seekers to develop referral pathways was completed. (1.3)

PUNOs in Chile designed and completed an entrepreneurship and social mobility programme in collaboration with a civil society implementing partner. The programme focused on women, migrants, and socio- economically vulnerable persons, and built upon the SYIB methodology. Fellowships for the course as well as additional start capital for selected business ideas were granted. Furthermore, a virtual platform to showcase the small businesses was created and the programme ended with a fair to further support visibility (1.4).

PUNOs in Mexico implemented a comprehensive training and orientation programme on cooperatives and solidarity enterprise management for civil servants, which will be recurring. The training of trainers (ToT) methodology “Think.COOP for refugees and members of host communities” was thus launched worldwide with STyFE. Finally, a network of migrant and refugee workers and entrepreneurs was established in association with the non-governmental organization (NGO) INTRARE (1.4).

Output 1.1 The Migrant and Refugees Route (Chile) and Migrant and Refugee Resource Centre (Mexico) are established, provide social services and assistance with focus on Age, Gender and Diversity (AGD) and multiculturalism to migrant workers, refugees, and asylum-seekers.

Chile

As a preliminary phase to develop the Migrant and Refugee Route, the project successfully completed an assessment of migrant’s needs and experience concerning inclusion in the labour market, an analysis and mapping of the public services available to migrants and refugees in the Municipality of Santiago, and the profile of the companies with employment potential for migrants in the Metropolitan Region (activities 1.1.1, 1.1.2, 1.1.3)¹³.

¹³ Please refer to Annex 1 – Output 1.1. - Chile – Assessment – Final Report and find the map of public services here: <https://datalabdashboards.shinyapps.io/MMPTF/>

The first part of the assessment of the services available to migrants and refugees in the Municipality of Santiago was completed as planned at the end of June 2021. The report includes valuable data about the main barriers and challenges for migrants and refugees who wish to access services and information about socioeconomic inclusion, such as labour intermediation services of the municipality (37.5%), services for the certification of professional qualifications (30.7%), and further training (28.7%). The data was collected via personalized interviews with 33 different actors of relevant institutions, in focus groups, and via three different surveys.¹⁴

The first survey was aimed at migrants who reside in the Municipality of Santiago and showed that 55.9% of the participating migrants completed professional training in their country of origin, however, 75.1% are not working in their professions in Chile. The results of the assessment emphasize the need for information about the recognition of professional qualifications and that an improved joint structure of the available services is required. Approximately 38% of the working migrant population in the Municipality of Santiago depends on their private networks to find employment. This survey was completed by 401 migrants.¹⁵

The second survey was also aimed at migrants, but it was extended to the whole of the Metropolitan Region. Results revealed that the main barriers to formal employment are the migration status and the validation of certificates. The results also showed that 75% of the participants would be interested in commencing entrepreneurial activities, a percentage mainly composed by Venezuelans with higher level education.¹⁶

The third survey was directed at companies and has shown that most of the migrants who were employed by the participating companies were previously in possession of Chilean residency (55%). These findings coincide with previous results which highlights the restrictions in recruitment processes. In this context, it is also worth mentioning that 22% of the companies did not know that the Chilean government enacted a new migration law, while 63% were aware of the new legislation but did not know what the changes in regulation would be. We conclude that these results confirm the need for training on migration legislation and Labour rights in the private sector and they call for better articulation between the private sector and state institutions like the Municipal Offices for Labour Intermediation (OMIL). The latter was included in the survey and received positive feedback from companies that had worked with Municipal Offices in the past.¹⁷

According to this assessment, activities planned by the JP were relevant to the local situation and the data have been strongly considered in the development of the Migrant and Refugee Route (activity 1.1.4). The results indicated a demand for information on migration legislation and labour rights directed at migrants and the private sector to create better opportunities for formal employment. The assessment also underlined the need for accessible certification of labour competencies, and a high demand for supporting entrepreneurship.

¹⁴ For more information on the survey results, please visit the results dashboard: <https://public.tableau.com/app/profile/artool/viz/OITMigrantes/Historia1>

¹⁵ Please refer to Annex Outcome 1 – Output 1.1. - Chile – Socio-labor inclusion of migrants_Santiago Survey Results

¹⁶ Please refer to Annex Outcome 1 - Output 1.1. - Chile - Assessment - Socio-labor inclusion of migrants_Metropolitan Region Survey Results

¹⁷ Please refer to Annex Outcome 1 – Output 1.1. - Chile – Private Sector Survey Results

Based on this assessment, a series of workshops gathered representatives of different Municipality departments, civil society organizations and the private sector. The workshops focused on different thematic areas, e.g. mechanisms to define employability profiles of beneficiaries, the design and functionality of Labour integration services for migrants and refugees, internal and external derivation, how to strengthen articulation with external actors, strategies to improve access to information about municipal services and other relevant information about integration into the labour market, as well as further training for public officials to improve municipal services for migrants and refugees, internal derivation and work flows, as well as knowledge of migration legislation – in the public and the private sector. The outcomes of these workshops were compiled and conceptualized in the design of the Migrant and Refugee Route.

As a result, a manual of the Migrant and Refugee Route (in digital and printed format) and a report about the pilot application in the Municipality of Santiago were developed. The report for the Municipality of Santiago provides guidelines about the implementation of the Route, including a strategy for further training of municipal staff (activities 1.1.5 y 1.1.7). The municipal departments, which were involved in developing the Migrant and Refugee Route, have been implementing a new flow chart for more efficient derivation of migrants that access the municipality in search for social services or employment support. Consequently, collaboration between different municipal services and the results of services have improved, and alleviated the bottle neck that was created at the Office for Migration (activity 1.1.8)¹⁸. Furthermore, the MPTF project team, in coordination with the municipality, developed a brochure that introduces municipal offices and their roles, with the objective to facilitate access to information about the available support and direct the migrant and refugee population to the according offices.

The Manual of the Migrant and Refugee Route, on the other hand, systematizes this experience in Santiago and, therefore, provides information for other municipalities to replicate the good practices and read about lessons learned in Santiago. It offers orientations to strengthen municipal capacities and initiatives for the socio-economic integration of migrants and refugees in different local contexts. Please find information about the launch of the manual in Outcome 3.¹⁹

Please find more detailed information about the previously mentioned course on Interculturality and AGD (1.1.6) in Outcome 1.2., because these were two joint activities.

Mexico

As a milestone for the Migrant and Refugee Resource Center in Mexico City, an institutional assessment of the labour and social inclusiveness of these populations in programmes and services offered by Mexico City Government was carried out between May and October 2021 (activity 1.1.1).²⁰ This document is based on an analysis of the rules of operation of the social programmes implemented by SIBISO, STyFE, the Secretariat of Education, Science, Technology and Innovation and the Secretariat of Health. The information was systematized in a matrix that included

¹⁸ Please find an example of a successful derivation process through the Migrant and Refugee Route in the Results Framework Matrix in the first indicator of Output 1.1. and in the corresponding list of derived persons in Annex Outcome 1 – Output 1.2. - Certifications of Labor Competencies – Fellowship Program – Beneficiaries_Migrant and Refugee Route

¹⁹ Please find the manuals and the brochure in Annex 1 – Output 1.1. - Chile – Migrant and Refugee Route

²⁰ Please refer to Annex Outcome 1 – Output 1.1 - Mexico – Assessment 1.1.1

for each programme: social problems, beneficiary population, area of attention, objectives, access requirements, guaranteed and promoted rights for people on the move, as well as the populations to which the support and services were directed. The results showed that Mexico City Government had a regulatory framework that promoted the implementation of public policies and programmes aimed at favoring the social and labour inclusion of people on the move. Good practices were also identified in the light of the recommendations and agendas that CSO in Mexico City had made to guarantee the respect of people on the move rights. Voices of beneficiaries from Mexico City government programmes and services were also included to reinterpret good practices based on their experiences, difficulties, and perspectives on their own socio-economic inclusion process. Finally, this assessment outlined possible areas of opportunity to respond to people on the move needs in a comprehensive manner. It prioritized the importance of placing the issue of mobility and migration on the local government agenda. Therefore, it emphasized that government policies and actions required a humanitarian perspective, as it appeared necessary that the actions promoted to protect people seek to maintain human dignity within a framework of rights.

All the above required joining forces, generating networks, and linking actions between local government, CSO, employers, workers, and international organizations, as well as generating efficient instruments and strategies for administrative simplification. In line with this problem, it was essential that civil servants develop a set of intercultural competencies that foster respect for diversity, as well as tolerance, communication, empathy, and flexibility. Recommendations insisted on the relevance of generating statistics with an adequate level of disaggregation to make the profiles, demands and needs of people on the move more visible, as these were all fundamental elements for designing public policies and support strategies. To this extend, educational and labour profiles of people on the move living in Mexico City were latter produced and resulted in an advocacy roadmap for their socio-economic inclusion at short-, medium- and long-term (output 1.2).

A map of services available in Mexico City for refugees and migrants (activity 1.1.2)²¹ was drawn, in digital support. It shows the different public access paths: metro, metrobus and light train lines. This informative tool is an outcome of collaborative work and includes data from various local CSO and institutions. Components are, *inter alia*, community kitchens, human rights, women employment, justice, childhood, health, LGBTI, international organizations, sexual violence, public institutions, and CSO. The distribution of this material was carried out in strategic areas in the city that provide direct attention to people on the move, such as shelters, CSO, and SIBISO single service hub.

Further, through participatory consultation with governmental organizations and NGO that supported people on the move, the PUNOs developed the Standardized Operation Procedures - SOP (1.1.1, 1.1.2, 1.1.3).²² Such protocol promotes and guarantees the rights of people on the move. This toolbox also facilitates their access to the programmes and services that Mexico City offers through the attention provided to this target population by the Sub-directorate of Migrants (SIBISO), through the single service hub.

Likewise, this SOP was developed with the purpose of providing civil servants with an action guide to expedite institutional processes for the attention of people on the move. This protocol is based on the first article of the United Mexican States Political Constitution and article 4 of the Political Constitution of Mexico City, which establish that all persons shall enjoy the human rights recognized in the Constitution and in international treaties to which the Mexican

21 Please refer to Annex Outcome 1 – Output 1.1 - Mexico - Map of services

22 Please refer to Annex Outcome 1 – Output 1.1 - "SOP" and "SOP capacity building"

State is a party. Similarly, it mandates all authorities, within the scope of their competencies, to promote, respect, protect and guarantee human rights in accordance with the principles of universality, interdependence, indivisibility, and progressivity. Consequently, the State must prevent, investigate, punish, and repair human rights violations.

In addition to the content of Mexico and Mexico City Constitutions, the protocol considers the norms contained in the Migration Law, the Interculturality Law, Attention to Migrants and Human Mobility Law and the Law to Prevent and Eliminate Discrimination in the Federal District. This document is based on the analysis of the programmes and services delivered by the Government of Mexico City (mentioned above).

PUNOs negotiated and signed a collaboration agreement with SIBISO and STYFE. This instrument with validity from January 2022 to January 2023 established each counterpart responsibilities, including technical assistance to strengthening Mexico City government programmes and services focused on people on the move (1.1.4.).²³

To enhance STyFE institutional capacities, a training and awareness-raising workshop was planned, prepared, and implemented focused on human rights, international protection, local integration, and the Mexico City Interculturality Law. The three-day workshop was attended by 26 officials from the different areas of STyFE that assist people on the move (1.1.7.).

To promote Interculturality Law, through the non-profit organization partner Sin Fronteras IAP, advocacy work was carried out through the creation and promotion of inclusive regulatory frameworks with a human rights approach. These interventions, known as Intercultural Forum, were carried out with different actors, such as: international human rights organizations, CSO, academia, civil servants, among others.

In 2022, in response to the migratory context, CSO with UN agencies created a Coordination and Dialogue Table of Mexico City, which suggested and recommended the establishment of several working tables focused on generating a coordinated response to the needs of people on the move: one of them was the under-table of local integration. From this moment on, the project strengthened the joint work network and promoted the under-table along with its main counterparts (activity 1.1.8) - SIBISO and STyFE - to establish a dialogue mechanism that allowed generating a complementary attention mechanism to the population on the move, through the main components of integration: education, employment, incidence, naturalization, financial services, and housing. Currently, the under-table is constituted by thirteen actors, including local government, CSO and UN agencies. Nine sessions have already been held, resulting in a comprehensive mechanism of local employability and education.

Considering the needs required to provide effective and comprehensive attention to people on the move in Mexico, the Sub-directorate of Migrants (SIBISO) single service hub was strengthened by PUNOs (activity 1.1.9), through a donation agreement in which computer equipment, modems to improve Internet connectivity and furniture were delivered.

The project also allowed for the construction of close collaboration mechanisms between local government and CSO. In September 2022, a paralegal from the non-profit organization Programa Casa Refugiados (PCR) provided legal orientation at SIBISO. The objective of this collaboration was to receive referrals from SIBISO on international

²³ Please refer to Annex Outcome 1 – Output 1.1. - Agreement

protection needs, access to the Mexican Commission for Refugee Assistance (COMAR for its acronym in Spanish) procedure and other migration regularization issues within the Secretariat facilities. Thirty cases were accompanied and twelve people attended a group workshop. During this time of collaboration between PCR and SIBISO, the difficulty of registering children of returning parents, migrants, applicants and refugees was detected. Therefore, the Secretariat promoted a meeting with the Director General of the Civil Registry of Mexico City and PCR to establish an effective route for access to birth registration. The organizations expressed their interest in continuing this collaboration beyond the established time of the project, because of this good practice of collaboration between institutions, and the creation of spaces for coordination with the aim of improving services for the people on the move.

To follow up on the actions undertaken to strengthen SIBISO, monitoring was carried out by the team of Accompaniment for Protection and Integration (EAPI) of the International Rescue Committee (IRC). The latter had a scheme of accompaniment to the people on the move, that led to detect needs and make referrals to programmes for local integration. The methodology implemented by the EAPI team was through home visits and telephone contact, in which they conducted an interview by KoBo Collect tool. It included questions about the type of assistance received in SIBISO and if people on the move were aware of the institution. In these cases, the EAPI team provided information about the Secretariat.

Output 1.2: Labour intermediation services, employability programmes, and certification of Labour competencies are strengthened and available to migrant workers, refugees, and asylum-seekers.

Chile

The implementation of the Migrant and Refugee Route also required to enhance municipal officials' knowledge and capacities on cross cultural communications, interculturality, gender mainstreaming and diversity. Therefore, a course on "Cross-cultural Communication, Age, Gender and Diversity (AGD)" was developed and implemented (activities 1.1.6 & 1.2.1), as a pilot programme in the Municipality of Santiago in the second semester of 2021.²⁴ The invitation to participate in the training was met with enthusiasm by municipal officials, resulting in 411 applications to take part in the pilot programme. 70 participants were selected internally, out of which 53 completed the self-taught online course, which was uploaded on the Municipality's internal training platform and officially recognized by their Human Resources Department. Through this internal platform, 132 additional municipal officials completed the course online.²⁵ In addition, the course has been uploaded to IOM's open training platform E-Campus, under the name "Interculturality, Gender and Labour Migration for Local Governments"²⁶, which makes it accessible for other municipalities. The course was published in April 2022 and announced via PUNOs' social media channels in Chile and Mexico, accompanied by a promotion video from the experience of the course implementation in the Municipality of Santiago²⁷. As of 31st of January 2023, 238 people – mostly public officials at municipalities – from sixteen different

24 Please find the note about the inauguration published by the Municipality of Santiago [here](#) and the note published by IOM Chile [here](#). A video about the program is available at:

https://www.youtube.com/watch?v=WsF9-KrRo4w&list=PLJp4hFvPqdTzKDECN-L_VBhBrkp3xgK&index=1

25 See Annex Outcome 1 – Output 1.2. - Chile – AGD Course_Municipality of Santiago

26 <https://www.ecampus.iom.int/enrol/index.php?id=642>

27 <https://www.youtube.com/watch?v=WsF9-KrRo4w>

countries in the Latin American region, from two European countries, and from one African country, have accessed the online course.²⁸

In the area of intermediation services and employability programmes, the JP joined forces with the project “Mujeres Emplea”, funded by the COVID-19 Response and Recovery Multi-Partner Trust Fund, and organized a job fair tailored to women and migrant women, especially those who are interested in employment in male dominated sectors. The online fair “Women’s Employment Week 2021” (Semana Empleo Mujer) was endorsed by the Ministry of Labour and Social Welfare, the Ministry of Women and Gender Equity, the Production and Trade Confederation (CPC, hereinafter), the Regional Secretariat of Labour and Social Welfare for the Metropolitan Region, the National Training and Employment Service (SENCE, hereinafter) United Nations Agencies involved in both MPTFs (ILO, IOM, UNHCR, UN Women, ECLAC and FAO) and the Office of the Resident Coordinator.

Due to COVID restrictions, the fair was held virtually from December 6-10, 2021, except for the opening event, which was held in the Sheraton Hotel in Santiago and transmitted via livestream.²⁹ The event included a panel conducted by Verónica Garrido, Director of SENCE Metropolitan Region, and invitees Fernando Arab, Subsecretary of Labour, María José Abud, Subsecretary of Women and Gender Equity, Ricardo Ruiz de Viñaspre, National Director at SENCE, Fernando Alvear Artaza, General Manager of the CPC, and María Inés Salamanca, Coordinator of UN Women in Chile. The panelists discussed relevant topics like inclusion, diversity, and best practices in the world of work.

The fair received a total of 13,085 visitors online out of which 99.5% were women and 17.5% were migrant women. 32 companies published 22,254 open vacancies resulting in 2,439 job applications.³⁰ In addition to the vacancies, the fair also included a series of presentations, mentoring sessions provided by women in leadership roles, the possibility for longer term job counselling through Fundación Emplea, funded by the MPTF Mujeres Emplea, and fellowships for diploma courses in social entrepreneurship, digital marketing, management and programming. 219 women signed up for the latter to receive further qualifications to enhance their professional competencies. It is worth noting that one of the presentations was delivered by Amalia Pereira, National Advisor for the Worker’s Union, Central Unitaria de Trabajadores (CUT, hereinafter), in charge of their Migrants and People with Disabilities Secretariat, on the topic of labour rights and migration from a gender perspective.³¹

As part of an effort to make the certification of labour competencies more accessible, especially to migrant women workers, PUNOs together with MPTF “Mujeres Emplea”, ChileValora (Nations System Commission for the Certification of Labour Competencies), the National Service for Older Persons (hereinafter SENAMA), the Municipality of Santiago, and the Technical University Federico Santa María provided the opportunity for women to get certified free of charge as a primary caregiver. An open event was held on January 7, 2022, at the technical institute INACAP to provide information about the certification process and assist the participants in their registration process. The event was attended by 51 women. INACAP also provided equipped facilities for the evaluations, which took place in the beginning of 2022. 33 out of the 39 people (20 were migrant women) passed the certification as primary caregivers. In

28 Please refer to Annex Outcome 1 - Output 1.2 - Chile - AGD Course_E-Campus

29 The recording of the inauguration is available at: <https://www.youtube.com/watch?v=TQP7PhAddig&t=32s>

30 Please find the Final Report of the Women’s Employment Week in Annex Outcome 1 – Output 1.2 - Chile - Final report_Women’s Employment Week

31 The recording of the presentation is available at: https://www.youtube.com/watch?v=K3gQyfl_C5U

the context of establishing alliances and in coordination with the MPTF Mujeres Emplea, the Government of Chile through SENCE and ChileValora offered to fully fund the costs of the certification process.³² The certificates were officially handed out by the Mayor of Santiago in a ceremony held in August 2022.³³ Additionally, the Municipality announced to be able to provide employment opportunities for four of the newly certified primary caregivers. This activity was fully supported by the Municipality of Santiago and her Mayor, since it aligned with the local public policy to strengthen the local system of care work, called “Santiago Te Cuida”.³⁴

Another main initiative in the certification of labour competencies started by hiring a consultancy to identify priority labour profiles to be certified under the fellowship programme. The consultancy includes a thorough assessment of market demand, professional profiles of migrant workers, the potential need for complementary training, additional support during the certification process, and mapping of the available Evaluation and Certification Centers accredited by ChileValora for the profiles that will be certified. This assessment provided further and more specific information to strategically design and plan the implementation of a certification process.³⁵

Following the assessment, the JP developed a programme to ensure access to the certification of labour competencies for 169 people in the areas of gastronomy and trade, in close coordination with SENCE, ChileValora, Fundación Emplea, the Municipality of Santiago and two selected certification centers. The collaboration with Fundación Emplea made it possible to offer mentoring and logistical support to participants in this fellowship programme, to personally accompany the candidates during the process, improve CVs and provide interview training. It is also worth mentioning that this programme included a handover of all necessary information about the certification process to municipal officials to enable them to continue these services. 88% of the participants were migrants or refugees and 78% were women. The certification ceremony will be held in due time (activities 1.2.2-1.2.5).³⁶

Mexico

As part of the development of the SOP in Mexico City mentioned above, the activity included training to SIBISO staff (1.2.2) about the application of the document and the different services and programmes offered by the institutions of Mexico City Government. Those trainings were given by the consultant responsible for preparing the SOP.

Following the institutional assessment of the labour and social inclusiveness of people on the move in programmes and services offered by Mexico City Government, rules of operation of labour intermediation services and active labour market programmes, published by STyFE in January 2022 (and consecutively in 2023) in the Official Journal of Mexico City adequately and explicitly included the target population with a focus on the age, gender and

32 Please refer to Annex Outcome 1 – Output 1.2. - Chile - Certification_Primary Caregivers

33 <https://www.munistgo.cl/municipalidad-de-santiago-sistema-de-naciones-unidas-en-chile-chilevalora-y-sence-certificaron-a-cuidadoras-y-cuidador-de-la-comuna/>

34 <https://www.munistgo.cl/municipio-de-santiago-realiza-lanzamiento-del-sistema-barrial-de-cuidados/>

35 Please refer to Annex Outcome 1 – Output 1.2 - Chile - Certification of Labor Competencies_Fellowship Program - Report_Labor Profiles

36 Please refer to Annex Outcome 1 – Output 1.2 - Chile - Certification of Labor Competencies_Fellowship Program

diversities perspective (1.2.1. and 1.2.3.): "Mexico City will guarantee priority attention for the full exercise of rights [...] in particular to citizens belonging to the following groups: women, young people, people with disabilities, LGBTIQ+ people, migrants and subjects of international protection, victims, homeless people, people residing in social welfare institutions, people of African descent and people of indigenous identity". So, it was decided to deepen the knowledge regarding people on the move residing in Mexico City. A PhD in Population Studies was charged to carry out a consultancy for the identification of their educational and labour profiles. The consultant also achieved a cross-check of the labour profiles with the current job offer in Mexico City. Finally, a short-, medium- and long-term advocacy roadmap for the labour integration of the population on the move was drafted and presented in a webinar held in February 2023 to Mexico Government, represented by the Sub-directorate of Migrants, employers' (CONCAMIN) and workers' (Confederation of Mexican Workers) organizations to receive their feedback and strengthen the proposals³⁷. Therecordi of the webinar is most viewed video of the ILO Office for Mexico Facebook page³⁸.

Regarding the definition of the mechanisms of STyFE and PUNOs to promote temporary open access of the target population to the certification and accreditation programme in the form of scholarships (activity 1.2.4)³⁹, the Institute for Job Training (ICAT for its initials in Spanish), a decentralized organization of Mexico City Government, and the National Council for Standardization and Certification of Labour Competences (CONOCER for its initials in Spanish) were selected thanks to their inclusive approach and recognition of their certifications on the Mexican labour market. Created in 2014, ICAT mission is to guarantee people living in Mexico City access to training and certification in labour competencies that meet the specific needs of employers, with an innovative and relevant range of services that favour the link to the local productive apparatus and allow trainees to effectively exercise their right to decent work. For the first time in Mexico City, a demand-driven skills training and certification strategy was implemented with the specific objective of providing formal job opportunities in the hospitality and construction industries for people on the move. This inclusive partnership pilot project contributed also to addressing local labour market needs, including institutional strengthening, women economic participation, protection rights and social mobility. Prior to certification, skills or upskilling trainings were ensured by institutions partners to increase trainees' employability. From the labour supply side, SIBISO and PUNOs agreed on selecting beneficiaries among people on the move who received in 2021 the support of Mexico City social pilot for populations in mobility: "Acción social". The biggest challenge was to ensure broad participation of beneficiaries. Therefore, a modification of the training offer and an extension of the dates were operated. Finally, 319 people, including 178 women (56% of the total beneficiaries), participated in this first demand-driven training and certification model for migrant workers in Mexico City.

Through the UNHCR partner PCR, guidance and counselling workshops were held for migrants, applicants for refugee status, refugees and beneficiaries of complementary protection in Mexico City on access to formal employment, as well as providing financial support for technical training and skills certification. 547 supports were delivered in 2021 and 217 in 2022.

37 Please refer to Annex Outcome 1 – Output 1.2 - Mexico - Advocacy roadmap for the labour integration of the people in mobility residing in CDMX

38 [Webinar: Ruta de incidencia para la integración sociolaboral de las personas en condición de movilidad que residen en la Ciudad de México. Proyecto... | By OIT México y Cuba | Facebook](#)

39 Please refer to Annex Outcome 1 – Output 1.2. - Mexico – Grant Agreement signed and pictures

In 2022, in association with the Government of Mexico City, IOM implemented the communication campaign “Yo Miro: Migration with Respect and Opportunities” (1.2.5) which reached more than 7.6 million people and aimed at promoting the socioeconomic integration of people immersed in different mobility processes in Mexico City. This campaign sought to link migrants, refugees, asylum seekers and returnees with government institutions, so that they had access to various alternatives that allowed them, among other rights, to obtain decent, safe and dignified work. The campaign included the development of four animated videos, two testimony videos, two informative brochures, two informative infographics, one illustrated story and two informative posters. Those materials were disseminated from August 2022 to January 2023 through social networks, government offices and city bus stops.⁴⁰

This campaign also contributed to guaranteeing the full exercise of the human rights of people on the move and to sensitize local population about the delicate situations they face due to hate speech, discriminatory and xenophobic actions, which limit their integration to host societies. With #YoMIRO, PUNOs, SIBISO, STyFE and COPRED reiterated their shared interest in contributing to the integration and development of people on the move in the Mexican capital, directing concrete efforts to build more inclusive communities where anyone could see opportunities for integration, support, respect and improving their quality of life.

Considering the two communication campaigns promoted by IOM and UNHCR (mentioned above and below), ILO produced two fact sheets: *Employment and Migration. Mexico City 2022* and *Employment, gender and migration. Mexico 2022*. The dissemination material for the first job fair on labour inclusion ever organized in Mexico City with a focus on people and sexual diversity, organized on 24 June 2022, was also financed. PUNOs suggested the event and accompanied the STyFE and SIBISO in its organization as it was new for local authorities. 267 jobseekers participated in the event (113 women and 154 men) and 53 were directly hired (17 women and 36 men), representing 20% of the participants. They were able to attend eight awareness-raising sessions and technical sessions to prepare a *résumé* and conduct job interviews proposed by two CSO and a private staffing company. Seventy-five companies were present, offering 1,625 vacancies. Fifteen CSO also participated with stands. After the event, PUNOs shared findings and recommendations to Mexico City Government organizers to strengthen the next job fairs on social inclusion. Finally, a communications consultant planned, developed and published continuously content related to the implementation of the MPTF project, making labour migration the most broadcast topic on the ILO social media activity in Mexico. Between April 2022 and February 2023, 32% (78 posts, equivalent to one publication every four days) of ILO Office for Mexico social media posts disseminated information about the Migration MPTF JP.⁴¹

Output 1.3: Referral pathways to social protection and livelihood programmes and services of Mexico City government available for target population with specific needs

Mexico City accepted the invitation to participate in the MGI (activity 1.3.1) to map the existing social protection and livelihood programmes carried out by the local government. The MGI provided an all-encompassing conceptual framework to analyse local migration policies, identify best practices and opportunities for improvement,

40 Please find the communication campaign in Annex Outcome 1 – Output 1.2. - Communication campaign and: <https://mexico.iom.int/es/yomiro-migracion-con-respeto-y-oportunidades>

41 Please find the related documents in Annex Outcome 1 – Output 1.3. - Folder “Job Fair”

strengthen the local government capacities in the integration of the migrant population. The activity was launched in September 2021 and the final document was presented in February 2023. The document is available in Spanish and English.⁴² The same activity was simultaneously carried out in Santiago de Chile (under activity 3.1.3), not only to use IOM's tool to support both local governments in migration governance, but also to prepare for technical exchanges between the two cities and on a regional level with other cities who have implemented the MGI.

The MGI profile of Mexico City was developed through the analysis of eighty indicators which were categorized in six key themes: Rights of Migrants; Whole of Government Approach; Partnerships; Socioeconomic Well-being of Migrants; Human Mobility in Contexts of Crisis; Safe, Orderly and Regular Migration. This profile developed a comprehensive analysis of Mexico City migratory policies and identified key good practices and areas of opportunity. For example, some of the key challenges identified by this profile were the lack of access to migrants with irregular migratory status to housing (given that the programmes to access credit for housing are linked to a regular migratory status); little collaboration of the Mexico City Government with the private sector to implement programmes related to migration, and the lack of studies at the local level to identify migrant workers' labour market needs.

As part of the protection of people on the move, there were CSO that joined forces with the United Nations system in Mexico City and that, through a joint strategy and following international protection guidelines, collaborated with Mexico City social programmes. Part of this exercise included advocacy work, done collaboratively at various levels of government to promote the inclusion of people on the move as beneficiaries of these programmes. From a focus on access to rights, such as health, education, identity, work and access to justice, people's integration was promoted via the engagement with multiple institutions, beginning with dialogues at the federal and later local levels.

These implementing organizations, such as "Sin Fronteras" and "PCR, had a direct approach to the comprehensive Human Rights system. As part of their work, they promote reforms to provide SIBISO with the attributions and faculties to act as the agency responsible for the issue of human mobility. As a partner organization, the Secretariat promoted Mexico City as an intercultural city.

There were inter-institutional working groups comprised of CSO with an age, gender and diversities approach, including shelters, and government institutions that provided protection to people in vulnerable situations, identifying their specific needs to address an adequate care pathway. In this regard, these working groups were critical in developing the referral route to meet these needs, as well as a mapping of available social programmes.

As part of this need identification process in the fourth quarter of 2021, a participatory assessment was conducted with asylum-seekers and refugees in various areas of Mexico City to gain a better understanding of the groups and profiles, their specific needs, and direct information on the public services to which they have had access and with which they have had difficulties. Among these issues were the difficulties in obtaining documentation such as the RFC (a tax identification number, which is issued by the Mexican Tax Administrative Service) and the CURP (a unique code which identifies all Mexican citizens and residents), which would facilitate their integration and allow access to formal employment. In this regard, and in accordance with the project objectives, it was equally important

42 Please find the publications in Annex Outcome 1 - Output 1.3. and at: <https://www.migrationdataportal.org/overviews/mgi/mexico-mexico-city#0>

to keep promoting advocacy to change the rules of operation of social programmes, as STyFE did, so that people could access them, and as part of the project advocacy and training of civil servants.

The UNHCR Communication with Communities team designed a communication campaign on the services and rights of migrants, asylum seekers, refugees, beneficiaries of complementary protection and internally displaced persons in Mexico City, as part of the follow-up to the current campaign led by IOM (mentioned above). It was carried out with the objective of guiding people on the path to access and exercise their rights. The reach of the digital campaign through digital media in late February 2023 was through the Facebook page "[Trust El Jaguar](#)", specialized in providing useful information to people in mobility. More than 106,000 people have seen the publications and more than 19,000 have interacted. Through [UNHCR Mexico Twitter account](#), more than a thousand people have seen the publications. Finally, the [UNHCR website "Help"](#), where all the materials are compiled, has been visited more than 600 times. As part of this campaign there is also an informative video in Spanish and another one in Creole, as well as a passport of rights and services available in both languages, to advise people in human mobility.

Finally, in December 2022, IOM conducted a capacity building workshop for more than 36 officials from Mexico City Government, which included the Secretariat of Women, Commission for Attention to Victims, Secretariat of Health, STyFE and SIBISO, around raising awareness of the importance of people on the move for the development of the city, international human rights, local legal framework on human mobility and no-discrimination, financial inclusion and professional behavior with people in human mobility in contexts of vulnerability (activity 1.3.4).⁴³

Output 1.4: Entrepreneurship services and programmes targeting migrants, refugees and particularly women, youth, and people with disabilities (PWDs) are strengthened.

Chile

After being certified as trainers (activity 2.2.5), one person from the Municipality of Santiago and one from the Vicarage of the Social Pastoral gave five virtual workshops on the SIYB methodology with the support of the Vicarage of the Social Pastoral in 2021. Four of those workshops were on the "Generate your Business Idea" (GYB), which is intended for people who would like to start a business, and who, through the training, develop a finalized business idea for implementation. Another one included the "Start your Business" (SYB), aimed at potential entrepreneurs who want to start a small business and already have a concrete business idea. In total, 88 people participated in these five workshops, out of which 44 were migrants (32 women and 12 men).⁴⁴

Following this successful experience, with the support of the project team, the Vicarage of the Social Pastoral developed a new entrepreneurship and social mobility programme (in Spanish, "Emprende Hoy") in 2022 (activities 1.4.1-1.4.3) during which a total of 43 participants (40 migrants including 34 women) were certified in the SIYB methodology. The programme was launched on April 12th, 2022. The participants attended SIYB training and complementary workshops on entrepreneurship. They developed their business ideas and were given the opportunity to apply to start-up capital as part of the programme (\$2,000 USD approx.). Out of the 34 people who applied, 20

43 See Annex Output 1 – Output 1.3. - Training

44 See Annex Outcome 1 – Output 1.4 - Chile - SIYB Workshops

entrepreneurs were selected after pitching their business idea to an evaluation committee that was conformed of project stakeholders with expertise in small businesses, such as the Vicarage of the Social Pastoral, CUT, CPC, Fundación Emplea and representatives of the United Nations System. The evaluation event took place on August 25th, 2022, after which the selected business ideas received financial support and technical advice to set up their businesses.⁴⁵

All participants were invited to receive an official certificate in a ceremony on November 25, 2022. The ceremony counted with the presence of the Vicar and the Executive Secretary of the Vicarage of the Social Pastoral Caritas, the Deputy Director of Gender Equality, Sexual Diversity and Inclusion from the Municipality of Santiago, IOM Chile's Chief of Mission, a representative of ILO South Cone, and Fundación Emmanuel, who congratulated all participants for their achievement to have finalized the entrepreneurship programme "Emprende Hoy" and were successfully continuing to grow their businesses.⁴⁶

Furthermore, UNHCR– with support from Migration MPTF funding – developed a virtual platform "Mercado Inclusivo" (Inclusive Market) where the small businesses can present their work to improve outreach and sales as well as creating and strengthening networks between entrepreneurs in Chile.⁴⁷

On January 28, 2023, in the context of the programme "Emprende Hoy", the Vicarage of the Social Pastoral organized a fair for entrepreneurs and institutions that offer services to migrants and refugees (in Spanish, "Feria de Servicios y Emprendimientos") with the participation of 33 entrepreneurs and representatives of UNHCR, ILO, IOM, UN Women and two civil society organizations (Compromiso Migrante and Corporación Dolores Sopeña).⁴⁸

Mexico

Think.Coop, a four-day comprehensive ILO training and orientation programme on cooperatives and solidarity enterprise management was delivered in early December 2021 to STyFE facilitators in charge of the active labour market programme "Mexico City Social Economy". As they had shown keen interest and active participation, the *Think.COOP methodology for refugees and host community members* was world premiered with the facilitators of the "Mexico City 2022 Social Economy" programme (15-19 August 2022). This new manual was adapted to the local context. Civil servants were also trained in the *Start.COOP* methodology. The activities were used to clarify the legal provisions allowing the participation of displaced people in cooperatives (activities 1.4.2. and 1.4.3.).

45 Please refer to Annex Outcome 1 – Output 1.4 - Chile - Evaluation Event Start-up Capital_Pitch Business Ideas The video about the "Emprende Hoy" program is available at:
https://www.youtube.com/watch?v=j1hWkLhhoAA&list=PLJp4hfFvrPqdTzKDECN-L_VBhBrkp3xgK&index=2
<https://www.vicaria.cl/veinte-emprendimientos-se-veran-beneficiados-con-fondo-concursable-de-proyecto-emprende-hoy--1241.html>

46 Please refer to Annex Outcome 1 – Output 1.4 - Chile - Certification Event_Entrepreneurship Program
<https://www.vicaria.cl/finalizo-programa-emprende-hoy-una-oportunidad-de-inclusion-laboral-para-personas-migrantes-refugiadas-y-chilenas--1270.html>

47 <https://mercadoinclusivo.cl/quienes-somos/>
<https://www.vicaria.cl/plataforma-virtual-mercado-inclusivo-brinda-oportunidades-para-el-emprendimiento-de-personas-migrantes-y-refugiadas-1266.html>

48 See Annex Outcome 1 - Output 1.4 - Chile - Entrepreneurship Fair_28-01-23

Regarding the support to migrant, refugee and asylum-seeker workers to develop their solidarity business prototypes, STyFE and PUNOs agreed on selecting primarily beneficiaries of the Social Programme for the Promotion, Establishment and Strengthening of Social and Solidarity-based Enterprises (activities 1.4.1., 1.4.4., 1.4.5., 1.4.6.). It was also agreed that training and support to entrepreneurs will be provided by an external specialized institution. To this extend, a benchmarking of the supply of programmes for the development and strengthening of entrepreneurship made it possible to compare the approaches, pedagogical methodologies, and costs of various actors in the sector, including Fundación Pro Empleo, Impact Hub, Make Sense, Pilares, Tecnológico de Monterrey, Victoria 147. Fundación Compromiso stood out for including access to the opportunities in a digital economy through the development of digital skills for the insertion and labour progress of entrepreneurs without access to training opportunities. Potrero Digital academic response was also the most complete, as it contemplated a holistic learning network (technical skills, socio-emotional skills and digital English) focused on digital labour inclusion. From a methodological point of view, the existence of a Potrero Digital impact report was appreciated, with outcome metrics derived from a clear and complete theory of change (inputs, activities, outputs, outcomes, short-, medium- and long-term impact): sustained employment in the short/medium-term (gender, market expansion, sustainability, digital transformation). Considering the duration of the training (324 hours) and the number of beneficiaries, Fundación Compromiso economic proposal was competitive (USD 1.24 per hour of training and per beneficiary). So, Potrero Digital 2.0 digital trade school carried out training activities in digital and socio-emotional skills for ninety migrant entrepreneurs residing in Mexico City. The activities contemplated were related to technical skills (community management, advertising, data analytics), socio-productive skills (socio-emotional skills; entrepreneurship and business plan; financial education) and digital English. These skills strengthened the development of migrant entrepreneurs, through the sustainability of these in the formal economy, the expansion of the market and the transition from manual work to digital trades. In the long-term, it is expected to contribute to the digital transformation of micro, small and medium enterprises that make up the value chain of Mexico City economy, the development of the digital economy ecosystem and the improvement of the quality of employment and income of own and family productive entrepreneurs in the formal labour market. The online modality facilitated the participation of caregivers, mainly women entrepreneurs, who did not have childcare options during their training.⁴⁹

In December 2022, IOM and the NGO INTRARE signed an implementation agreement with the objective of establishing a network of displaced people looking for jobs or to be entrepreneurs. The "Network of entrepreneurial migrant workers and refugees" (activity 1.4.6.) was established in January 2023, as a network for migrants and refugees in Mexico City and the State of Mexico with the objective of promoting businesses and entrepreneurs. It also aimed to facilitate the access to information on procedures and job vacancies that comply with ILO decent work standards and Mexican legislation. The network has had a growth rate of more than 200% participation since its launch in January.

Within the framework of this network, in January 2023, the "Entrepreneurship for People in Mobility" course was taught by IOM, based on the Manual for Migrant Entrepreneurship, in which, through seven training modules, the beneficiaries developed a business model, legal and financing strategy, as well as marketing and post-sale processes to boost their ventures. This is in recognition of the important role of entrepreneurs in detonating the benefits of human mobility for personal development and the communities of origin and destination.

49 Please find all related documents in Annex 1 – Output 1.4. - Mexico – Entrepreneurship program

As a last product of this collaboration agreement with INTRARE, the "Mercadito de Personas en Movilidad" was implemented jointly. Twenty-five entrepreneurship of people of Venezuelan, Colombian, Cuban, Salvadoran, Afghan and Mexican nationality participated and more than 150 people assisted to the market. In addition, training workshops were given for the attendees about the existing services to access a formal job and the conditions of migratory stay with permission to work. This event also had the participation of Mexico City Secretary of Labour. STyFE disseminated its services for people on the move. PCR and "Mi Valedor" also participated to share information about their social programmes and services to social and labour reintegration.⁵⁰

Outcome 2: Enhanced social dialogue to improve stakeholder sensitizing to guarantee adequate service delivery.

PUNOs in Mexico called for a tripartite dialogue under the Decent Work Programme for Mexico City and organized several capacity building activities with employers (2.1.).

PUNOs in Chile have worked closely with Worker's Union (Central Unitaria de Trabajadores, CUT) and the Production and Trade Confederation (CPC). The latter has been involved in the implementation of job fairs, while the former has developed an online platform about labour rights, which is directed at migrants and refugees, as well as 10 educational videos. The website was launched in April 2022.

Additionally, further training on interculturality, directed at municipal officials, was developed and has already been replicated in another municipality in the Metropolitan Region. Certified trainers from the ToT programme will continue to do so within and outside of the Municipality of Santiago. Meanwhile, the online self-taught training developed in 2021 was uploaded to IOM's public teaching platform E-Campus and is now accessible internationally.

Lastly, PUNO's in Chile in coordination with the Municipality of Santiago and CSO supported integration activities for migrant and Chilean children over the summer holidays.

Output 2.1: Labour migration and integration of refugees and asylum-seekers have been mainstreamed in the (tripartite) Decent Work Programme for Mexico City.

Mexico

A call for a tripartite dialogue under the Decent Work Programme for Mexico City on potential strategies for inclusion of migrant, refugee, and asylum-seekers (activity 2.1.1.) was launched during the Forum "Labour Equality and Non-Discrimination", organized by Mexico City Economic, Social and Environmental Council on 27 October 2021. This event concluded by the signature of the "Pact for Labour Equality and Non-Discrimination"⁵¹ by COPRED, Mexico City Chamber of Commerce, Services and Tourism, the National Chamber of Restaurants and Seasoned Food Industry, the National Chamber of the Housing Development and Promotion Industry, among others. They compromised to "implement effective actions and practices to prevent and eradicate discrimination in Mexico City workspaces". In addition, a legal study was carried out on the implications of Mexico possible ratification of the ILO Migration for

50 Please see Annex Outcome 1 – Output 1.4. - Mexico - Network

51 Please refer to Annex Outcome 2 – Output 2.1 (Mexico) - Pact for Labor Equality and Non-Discrimination signed

Employment (Revised) Convention, 1949 (C97) and the Migrant Workers (Supplementary Provisions) Convention, 1975 (C143).⁵²

In December 2022, a dialogue inspired by tripartism was implemented by IOM with representatives of the government of Mexico City (SIBISO and STyFE), the National Union of Workers, INTRARE and the Universidad Iberoamericana to identify the main challenges for the labour inclusion of people on the move that reside in Mexico City.⁵³ Participants also looked forward to ways for collaboration to promote labour inclusion from the government, academia, CSO and workers organizations. This dialogue was developed under the scope of the Global Compact for Migration guiding principles related to whole-of-government and whole-of-society approaches, as well as the tripartite spirit of ILO (activity 2.1.1).

The institutional assessment of the labour and social integration of people on the move in programmes and services offered by Mexico City Government, carried out between May and October 2021, contained a brief report on inclusivity of migrant, refugee and asylum-seeker workers in the Decent Work Programme specific strategies and agreements (activity 2.1.2.).⁵⁴ To increase its inclusivity, the report recommended ensuring mechanisms for the implementation of the programme and making displaced people visible as a target population. Particularly, it recommended "to align the Decent Work Programme with Mexico City Constitution, specifically article 11, to ensure the recognition and visibility of people in human mobility as part of the target population. As this is an innovative policy proposal, it is necessary that the strategies that are developed to boost employment promote the inclusion of the target population as part of the priority attention groups, thus advancing in mechanisms with an intercultural approach". To this extend, as already mentioned, rules of operation of labour intermediation services and active labour market programmes, published by the STyFE in 2022 and 2023 in the Official Journal of Mexico City adequately and explicitly included the target population with a focus on the age, gender and diversity perspectives.

In January 2023, a set of recommendations was prepared by IOM to strengthen the labour inclusion of people on the move and included some proposals for lines of action and links between actors from different sectors and levels. This set of recommendations was created based on the information developed over the course of the project implementation. These recommendations covered a wide range of thematic areas such as multistakeholder coordination, migratory governance, new technologies and intersectoral dialogue, differential approach, regularization of the migratory status of displaced people in Mexico and systems of monitoring of the labour market at local level (activity 2.1.2).⁵⁵

In September 2022, 310 representatives of employers participated in an awareness-raising workshop on human mobility and labour inclusion. Information was offered about the importance of the labour value added by human mobility for companies, conditions of migratory stay with permission to work, RFC processing, financial inclusion, among others. The Migration National Institute representation in Mexico City participated in a session and

52 Please see Annex Outcome 2 – Output 2.1 (Mexico) - Legal study

53 Please see Annex Outcome 2 – Output 2.1. (Mexico) - Tripartite Dialogue

54 Please see Annex Outcome 2 – Output 2.1. (Mexico) - Report on social inclusion_opportunities, challenges and good practices

55 Please see Annex Outcome 2 – Output 2.1. (Mexico) - Recommendations

presented the necessary immigration documentation for people to work in Mexico, as well as the Employer Registration Certificate (activity 2.1.4).⁵⁶

Finally, audiovisual material was developed (18 videos and 2 cartoons) to raise awareness of the diverse contributions and potential of displaced people in the Mexico City labour market: salaried employment, cooperatives, entrepreneurship (activity 2.1.4.).⁵⁷

Output 2.2: Labour rights, trade unions, entrepreneurship and migration law are known and understood by migrant workers, refugees, and asylum-seekers through the enhancement of social dialogue.

Chile

ILO's constituents, CPC and CUT have been actively involved throughout the joint project, both as part of the Steering Committee and as implementing partners.

It is noteworthy that the CPC expressed their concern for women's labour participation rate which declined significantly during the pandemic. For the period May-July 2020 it was 41,3% (while during the same period in 2019 it reached more than 50%). Therefore, the focus of CPC had been on supporting the reintegration of women into the labour market, including migrant and refugee women. In this sense, their involvement in the development of the "Women's Employment Week 2021" was key. On the other hand, CUT has been actively participating in sensitization activities, such as the previously mentioned talk at the Women's Employment Week and by using their own communication channels for further sensitization and visibility of the JP.

As a key implementing partner, CUT successfully launched a new webpage to provide migrants and refugees with access to information about labour rights and other relevant subjects concerning the world of work, called in Spanish "Ruta del Migrante".⁵⁸ The launch took place on April 29, 2022, with the attendance of authorities and representatives of the PUNOs, the Municipality of Santiago and civil society organizations (CSO). In addition, this workers' union organization developed audiovisual material about migration and labour rights, namely, 10 capsules (in Spanish and subtitled in creole) focusing on the following topics: employment contract; how to hire foreigners; migration; labour rights of migrant workers; risk prevention; health and security at work; freedom of association; labour rights and trade union rights; abuse and harassment at work; maternity and paternity rights.⁵⁹

In the first semester of 2022, the newly established National Migration Service actively participated in the workshop for the design of the Migrant and Refugee Route held with the private sector (attendance of 15 private companies). During the workshop, this entity provided orientation on hiring practices and presented the initiative

56 See Annex Outcome 2 – Output 2.1. (Mexico) - Sensitizing

57 Please find the audio-visual material here: <https://drive.google.com/drive/folders/1kQtrZF0typqV1BvMVjEDJpjOMcb7R1IB>

58 <https://cut.cl/rutadelmigrante/>

59 Please find all related material in Annex Outcome 2 – Output 2.2. (Chile) - CUT

“Compromiso Migrante”⁶⁰ On November 24, 2022, the Civil Registry and Identification Service (in Spanish, "Servicio de Registro Civil e Identificación") facilitated a training for 20 municipal officials in Santiago, which focused on previously identified questions about receiving IDs and the corresponding identification numbers (in Spanish, “Rol Unico Nacional (RUN)”) under the new Migration Law.⁶¹ To continue the line of training for municipal officials that was initiated by the Migration MPTF project, the Municipality has planned further workshops on labour rights, entrepreneurship and migration law after project closure.

Moreover, in the second semester of 2022, a new training on interculturality (in Spanish, Curso Con-Vivir Bien y Desafíos Interculturales) has been taught to 41 municipal officials in Santiago. The interactive in-person training teaches participants about different concepts, displacement from a migrant’s perspective, challenges of inclusion and how to overcome these challenges. The course provides public officials with specific tools for their work. To ensure sustainability of this initiative, a training of 17 trainers was organized and in January 2023, those new trainers facilitated the replication of the course for 20 municipal officials and will continue to do so. Upon request, the training has already been replicated in another municipality in the Metropolitan Region, the Municipality La Reina, on February 20th for 17 of their municipal officials (1.2.1). Furthermore, the training was included in the curriculum of an IOM initiative outside of the Migration MPTF project scope: The school for community leaders in migration matters (in Spanish, Escuela de formación de gestores(as) comunitarios para asuntos migratorios). The session about interculturality was attended by representatives of local governments, the private sector, civil society organizations, and community groups. The training as well as the Migration MPTF raised a lot of interest among the participants in replicating more of these initiatives.⁶²

As a further educational initiative and in preparation for the entrepreneurship programme (Output 1.4.), four fellowships for certifications of teachers (ToT) of the Start and Improve Your Business (SIYB) course (in Spanish, “Inicie y Mejore su Negocio”- IMESUN) were granted to the Municipality of Santiago and civil society implementing partner the Vicarage of the Social Pastoral. SIYB is a management-training programme with a focus on developing or improving small businesses to create employment opportunities with substantial business plans, particularly in developing economies. The programme is structured as four separate training packages, Generate Your Business Idea (GYB), Start Your Business (SYB), Improve Your Business (IYB), and Expand Your Business (EYB), which are designed to respond to the progressive stages of business development (2.2.5).⁶³

Additionally, regular coordination meetings with the Municipality of Santiago showed a considerable need to prioritize inclusive activities for children during the summer vacation. The project team, therefore, planned a series of

⁶⁰ “Compromiso Migrante” is a recognition from the Chilean State to those institutions, companies and labor unions that stand out due to inclusion, intercultural focus and non-discrimination in their internal composition, management, and relation with the environment. This initiative is coordinated by the Labor Inspection and the National Migration Service and sponsored by IOM and ILO. More information available at:

<https://serviciomigraciones.cl/compromisomigrante/#:~:text=El%20Compromiso%20Migrante%20es%20un,no%20discriminaci%C3%B3n%20e n%20su%20composici%C3%B3n>

⁶¹ Refer to Annex Outcome 2 – Output 2.2. (Chile) - Civil Registry_Training

⁶² Please refer to Annex Outcome 2 – Output 2.2. (Chile) - Interculturality Training - Replications

⁶³ Please see Annex Outcome 2 – Output 2.2. (Chile) - SIYB Workshops

The ILO, Start and Improve Your Business (SIYB), Implementation Guide, is available at https://www.ilo.org/wcmsp5/groups/public/---ed_emp/--emp_ent/---ifp_seed/documents/publication/wcms_315262.pdf

sport events, during January and February 2023, to give Chilean and migrant children a space to play, interact and learn about social inclusion and children's rights in a playful way. One of the activities was co-implemented with the Ministry of Labour and Social Protection, in connection with a public campaign for the prevention of child labour exploitation⁶⁴, while other activities were led by an organization that specializes in the development of socioemotional skills and integration of migrant children in schools and the communities through sport activities.⁶⁵

Outcome 3: Santiago and Mexico City engage in strengthened bilateral South-South cooperation.

PUNOs coordinated eight exchanges of good practices between both participating governments, also with six additional local governments in the region and the national government of El Salvador, to discuss shared challenges, lessons learned and to identify key areas of opportunity, as well as developing new proposals of action through innovation methodologies.

Furthermore, good practices were systematized on a regional level and a methodological guide for socio-labour inclusion with a human rights perspective was developed based on the beforementioned exchanges.

Output 3.1: Santiago and Mexico City's tripartite actors and civil society engage in technical exchanges of best practices.

Local authorities in both cities formally accepted the invitation to participate in the Migration Governance Indicators (MGI), an IOM framework to analyse the status quo of migration governance on either national or local level and to identify best practices as well as areas with potential for further development. The framework has already been applied at national level in Chile and the Municipality of Santiago is pioneering in its implementation on a local level. IOM Mexico launched the MGI on the 27th of September 2021 and Chile followed on the 4th of January 2022. Both meetings were held virtually with the attendance of the MGI team in Geneva and representatives of the municipality departments that had been assigned to the MGIs by the Municipality. After a multi-sectorial meeting in Santiago on August 18, 2022, the MGI for the Municipality of Santiago was officially published on January 10th, 2023.⁶⁶ On this occasion, the Subdirector for Gender Equality, Diversity and Inclusion presented the results followed by an action plan to work on the areas with potential for improvement and IOM Chile's Chief of Mission handed the printed publication over to representatives of the Municipality of Santiago.⁶⁷ With the presence of various officials from other municipalities in the Metropolitan Region, this tool for evidence-based approach to migration governance sparked a lot of interest and is already being replicated in the Municipality of Arica in Chile.

Additionally, the implementation of local MGIs gave both participating municipalities access to a widespread MGI network and contributed to initiating regional exchanges about good practices and lessons learned in local migration governance. The first of such exchanges was an online panel on the 12th of January, where local government from

64 Please see the summary video here: shorturl.at/cltA4

65 Please find further information and pictures in Annex Outcome 2 – Output 2.2. (Chile) - Childrens' sport events_January-February 2023

66 <https://www.migrationdataportal.org/node/5831#0>

67 Please find related documents and pictures in Annex Outcome 3 – Output 3.1. - Migration Governance Indicators_Chile

Santiago de Chile, Mexico City, Medellin (Colombia), São Paulo (Brazil) and Buenos Aires (Argentina) participated.⁶⁸ Resident Coordinators and the heads of PUNOs in both countries initiated the virtual event, while the Mayors Migration Council gave the closing remarks. The event was streamed live with simultaneous translation into English and Portuguese. The recordings are available in all three languages on YouTube.⁶⁹

The beforementioned event was the last of a series of **technical exchanges**⁷⁰ between different counterparts in Mexico City and Santiago that were held in 2022 (either online or hybrid), namely:

- June 1, 2022: Legal domestic framework and regulations for human mobility
- June 30, 2022: Practices and challenges of socio-labour integration with a gender perspective
- August 17, 2022: Labour integration according to workers' and employers' organizations
- September 28, 2022: Local governments - working in synergy with civil society organizations.

In some instances, officials of both local governments expressed interest in continuing the conversation through direct channels, exchanged contact information, and initiated bilateral exchanges.

In addition, a technical exchange between representatives of the Government of El Salvador, SIBISO and ICAT took place in June 2022 (activity 3.1.4.). Following the visit and to reinforce this south-south commitment, 5% of the grants for the school in digital skills 2.0 Potrero Digital were proposed to Salvadorian entrepreneurs (5 other percent for Chilean entrepreneurs).⁷¹

Output 3.2: Resources to generate south-south city to city partnerships and permanent exchanges are developed.

Based on the experience of the participation of MGI and the technical exchanges, the JP developed a series of relevant resources to promote south-south city to city partnerships and permanent exchanges.

In January 2023, the project team in Mexico implemented the first "Laboratory of Innovation and Good Practices in Local Migration Governance" with the participation of local governments from Mexico, Brazil, Colombia, and Argentina. Each participating local government used innovative methodologies to rethink and generate new proposals for innovative public policies with the aim of reducing the barriers to the socioeconomic inclusion of people on the move in their cities. In addition, the local governments proposed the creation of a coordination mechanism between the participating local governments to share information and good practices in local migration governance (activity 3.2.1.).

During 2022, a systematization of good practices in public policies and civil society initiatives for the integration of people on the move in different cities of Latin America was developed, based on primary research at local level,

68 Please find the concept note, PPTs, recording and pictures in Annex Outcome 3 – Output 3.1. - Technical Exchanges – 5. Local Migration Governance and MGI

69 See IOM Chile's YouTube channel, Playlist MPTF Migraciones:
https://www.youtube.com/watch?v=ERSo38uSAbU&list=PLJp4hfFvrPqdTzKDECN-L_VBhBrkp3xgK&index=4

70 Please refer to Annex Outcome 3 – Output 3.1. - Technical Exchanges

71 See Annex Outcome 3 – Output 3.1

which was conducted through a compilation of published research papers and policy documents available online and in academic libraries.⁷² Then, the pre-selected good practices were classified, prioritized and visualized in an interactive map. This tool illustrated the key components of the practice, its location and the documents that served as source of information for its mapping and classification (activity 3.2.2. and 3.2.3.).⁷³

In addition to the database, a methodological guide has been developed based on the experiences carried out in Mexico and Chile. The guide "Human mobility, socio-labour integration, and local governments: a guide to formulating public policies from a human rights focus" introduces essential human rights concepts and a variety of good practices for diverse kinds of approaches to migration governance that may be replicated in different local contexts (activity 3.2.4.). The document is available in Spanish and English and includes an infographic to summarize the findings and facilitate distribution, as well as a design for short comics that can be used to explain specific situations and the necessary steps or to spread awareness about certain issues.⁷⁴

Complementary to the above-mentioned exchange on the 12th of January 2023 related to local migration governance, the JP hired a consultancy to systematize 12 municipal initiatives in the area of labour integration of people on the move. This work was developed in collaboration with the Directorate for Labour Development of the Municipality of Santiago with the objective to promote their initiatives, reach the target audience, and inform about projects that may involve incubators to fully support the participants - especially migrants and refugees - along the way, like it was the case for the entrepreneurship programme "Emprende Hoy". The result of this collaboration was a virtual brochure that briefly and effectively introduces the different labour inclusion projects of the Directorate and will be distributed online, which has proven to be an efficient way to support knowledge exchange.

The Manual of the Migrant and Refugee Route was launched on January 25, 2023, at the occasion of an in-person seminar and closing event of the Migration MPTF project in Chile.⁷⁵ The event was attended by international guests, such as IOM's Director General, António Vitorini, Senior Regional Advisor, Alejandro Guidi, Director Regional for South America, Marcelo Pisani, Director General's Special Envoy for the Regional Response to the Venezuela Situation, Diego Beltrand, United Nations' Resident Coordinator in Chile, María José Torres, Director of the National Service for Migration, Eduardo Luis Thayer, Mayor of Santiago, Irací Hassler, Director of the Country Office for the South Cone of Latin America at ILO, Fabio Bertranou, Chief of Mission of IOM Chile, Richard Velázquez, Head of the UNHCR National Office in Chile, Rebeca Celnamor, President of the Chilean Association of Municipalities, Carolina Leitao, the Ministry of International Relations, several ambassadors of Migration MPTF donor countries, representatives of regional governments and municipalities in Chile, and representatives of CUT and CPC, as well as other invitees. The event was attended by approximately 100 people in total and was very well received.

72 Please refer to Annex Outcome 3 – Output 3.2. - Good Practices in Latin America

73 Please find the map at:

<https://iom.maps.arcgis.com/apps/webappviewer/index.html?id=53a552036f224ab8a9efea6c6e443f23>

74 Please find the guide in Spanish and English, as well as the infographic in Annex Outcome 3 – Output 3.2.

75 Please refer to Annex Outcome 3 – Output 3.2 - Seminar and Project Closure_Chile_25 January 2023
The recordings of the event are available at: https://www.youtube.com/watch?v=ERSo38uSAbU&list=PLJp4hffvrPqdTzKDECN-L_VBhBrkp3xgK&index=4

Additionally, the event was live streamed with simultaneous translation into English and sign language to reach all invited parties and interested municipalities on a global level. The Manual has since been translated into English and is available online⁷⁶. Furthermore, due to high demand, more copies were printed and sent out to IOM staff that works with municipalities and regional governments in different Chilean regions.

As the binational closing event, both country teams participated in a hybrid meeting to present the results of the JP.⁷⁷ This instance was also the in-person closing event of the JP in Mexico City, organized in the Memory and Tolerance Museum. The MGI profile of Mexico City, the Protocol for SOP the human and technical strengthening of the Sub-directorate of Migrants (SIBISO) were presented. The event was attended by direct beneficiaries, that gave testimonies, diplomates in Mexico, including a representative of the Chilian embassy, Mexico City Government and PUNOs authorities and strategic implementing partners.

76 available at [UN Chile](#) and [IOM Chile](#)

77 Please refer to Annex Outcome 3 – Output 3.2 - Binational-Mexico Project Closure_8 February 2023

Results Reporting Framework						
INDICATORS	Base line	Results achieved for the reporting period (only provide data for the specified year)			Cumulative Results	Notes
		Y1	Y2	Y3		
OUTCOME 1	Santiago and Mexico City enhance employment and social protection programmes and services as well as develop livelihood approaches which are inclusive of migrant workers, refugees, and asylum seekers, and particularly to women, the youth, and persons with disabilities.					
Indicator 1C (CHL) Percentage of programmes and services of the Municipality of Santiago of employment and social protection that apply inclusive approaches for migrant workers, refugees and asylum seekers.	15%	15%	30%	50%	50%	<u>Target:</u> 50 % <u>Means of Verification:</u> Municipality Reports on services available in Santiago + Assessment Report and Mapping drafted in 2021 by DataLab about services + Minutes of periodic meetings between the Municipality of Santiago and technical team of MPTF + content of brochures + Final report Migrant and Refugee Route Municipality of Santiago + certifications of interculturality trainings <u>Notes:</u> Two departments were closely involved in the design of the Migrant and Refugee Route (Office of Labour Intermediation and Office of Migrants) + More than 9 departments professionals (185), who are certified in the interculturality trainings + Approx. 14 departments participated in the MGI process + a new branch “Casa Igualdad” (House of Equality) was created, which offers a variety of services
Indicator 1D (MEX) Percentage of employment and social protection programmes and services of the Government of Mexico City that apply inclusive approaches for migrant	65%	65%	100%	100%	100%	<u>Target:</u> 82% <u>Means of verification:</u> According to the <i>systematization of social programmes and inclusive services for the population in human mobility of the Government of Mexico City</i> for the first year. According to the <u>rules of operations (ROP)</u> of the Secretariat of Labour (STyFE for its acronym in Spanish) intermediation service and labour market active programmes for the second and third

workers, refugees and asylum seekers.						year - 2022 and 2023 - in annex Outcome 1 – Output 1.1 Mexico, 1.1.1., 1.1.2., and 1.2.3.
OUTPUT 1.1	The Migrant and Refugee Route (Chile) and Migrant and Refugee Resource Center (Mexico) are established, provide social services and assistance with a focus on Age, Gender and Diversity (AGD) and multiculturalism to migrant workers, refugees, and asylum seekers.					
Indicator 1.1C (CHL) Institutionalization of the Migrant and Refugee Route that offers inclusive services to migrant workers, refugees and asylum seekers, with diversity of gender, age and disabilities in Santiago.	No	No	In progress	Yes	Yes	<u>Target:</u> Yes <u>Means of Verification:</u> Report about the Migrant and Refugee Route for the Municipality of Santiago + Minutes of periodic meetings between the Municipality of Santiago and technical team of MPTF + List of beneficiaries of the Migrant and Refugee Route (record of 37 people (33 migrants, 29 women) who accessed certification of labour competencies because services of the Municipality of Santiago followed the Migrant and Refugee Route)
Indicator 1.1D (MEX) Institutionalization of the Resource Center for Migrants and Refugees that offers inclusive services to migrant workers, refugees and asylum seekers with diversity of gender, age and disabilities in Mexico City.	No	No	In progress	Yes	Yes	<u>Target:</u> Yes <u>Means of verification:</u> According to the diagnostic of services offered by SIBISO registered in the SOP. The Secretary of Inclusion and Social Welfare offers services to target population and has a catalogue of 27 services, of which some are linked with STyFE for labour intermediation, (including ICAT for skills certification), civil society organizations and COMAR for people in contexts of mobility.
Indicator 1.1E (CHL) Number of tools for inclusivity incorporated by the services and programmes that are part of the Migrant and	0.00	0.00	0.00	7.00	7.00	<u>Target:</u> 2.00 <u>Means of Verification:</u> Manual Migrant and Refugee Route, Report Migrant and Refugee Route Santiago, brochures of municipal services, attendance lists of interculturality course and trainings + periodic meetings between the Municipality of Santiago and the Migration MPTF project team (coordination of information

Refugee Route.						material, activities, and replications of trainings after project closure) <u>Notes:</u> Tools used in the Municipality of Santiago, mainly by the Subdirectorate for Gender Equality, Sexual Diversity and Inclusion, the Office for Migrants, the Office of Labour Intermediation and the Directorate of Community Development, as well as the new branch “House of Equality” (Casa de Igualdad)
Indicator 1.1F (MEX) Number of tools for inclusivity incorporated by the services and programmes that are part of the Resource Center for Migrants and Refugees.	0.00	0.00	5.00	0.00	5.00	<u>Target:</u> 4.00 <u>Means of Verification:</u> Standardized Operation Procedures, attendance lists of the three-day workshop regarding human rights, international protection, local integration, and the Mexico City Interculturality Law. Attendance list of the training to SIBISO staff about the application of the SOP and the different services and programmes offered by the local government. The attendance list of the capacity building workshop for officials from Mexico City Government, which included the Secretariat of Women, Commission for Attention to Victims, Secretariat of Health, STyFE and SIBISO and the training and orientation programme on cooperatives and solidarity enterprise management delivered to STyFE facilitators in charge of the active labour market programme “Mexico City Social Economy”. Note: The workshops provided tools for officials from Mexico City Government to incorporate an inclusivity approach in their daily activities linked to offer programme and services to people in mobility situation.
OUTPUT 1.2	Labour intermediation services, employability programmes and certification of labour competencies are strengthened and available to migrant workers, refugees and asylum seekers					
Indicator 1.2A Number of migrant workers, refugees and asylum seekers that use labour intermediation	0.00	348	3,131	416	3,895	<u>Target:</u> 2,000 <u>Means of Verification:</u> Final Report of “Women’s Employment Week 2021” job fair (“Semana Empleo Mujer”) + Final Report Certification of Labour Competencies_Fundación Emplea

services.						<p><u>Notes CHL:</u> In 2021: 13,085 online visitors, including 2,278 migrant women accessed the online fair. 32 companies published 22,254 open vacancies resulting in 2,439 job applications. In addition, 36 migrant women signed up for mentorships and diploma courses out of a total of 294 participants.</p> <p>10 people entered the relink job retraining process.</p> <p>In 2022-2023, 169 beneficiaries (149 migrants and refugees) received labour intermediation services by Fundación Emplea, complementary to the evaluation of labour competencies.</p> <p><u>Notes MEX:</u> 631 migrant/refugee/asylum-seeker women and 612 migrant/refugee/asylum-seeker men used the labour intermediation services (“Bolsa de Trabajo”) between March 2021 and January 2022.</p> <p><u>Means of Verification:</u> Employment Support Programmes Directorate, report of the Secretariat of Labour.</p>
Indicator 1.2C Number of migrant workers, refugees and asylum seekers that access certification of labour competencies.	0.00	0.00	442	775	1,217	<p><u>Target:</u> 190</p> <p><u>Means of Verification CHL:</u> Report of Universidad Técnica Federico Santa Maria + Final Report Certification of Labour Competencies_Fundación Emplea (includes the reported numbers from certification centers Capital Group and Bureau Veritas)</p> <p><u>Notes CHL:</u> out of total of 39 women evaluated to be certified, 20 women were migrants and refugees (Mujeres Emplea) + 169 people (Chilean, migrants and refugees) were given access to the evaluation for the certification of labour competencies (Fundación Emplea + ChileValora). 88% (149) of the participants were migrants or refugees and 78% were women.</p> <p><u>Means of Verification MEX:</u> Records of Mexico City Job Training Institute (1.2.4.), narrative report of Fundación Compromiso (1.4.4.), records of UNHCR in Mexico.</p>
Indicator 1.2D	0.00	0.00	0.00	94.2%	94.2%	<u>Target:</u> 50%

Percentage of migrant workers, refugees and asylum seekers reporting that they are satisfied with the labour intermediation services.						<p><u>Means of Verification:</u> Results of satisfaction questionnaire about the labour intermediation services provided by Fundación Emplea throughout the competency assessment and certification process</p> <p><u>Notes CHL:</u> satisfaction rate of the questionnaires submitted by migrants and refugees.</p> <p><u>Notes MEX:</u> Not measured</p>
Indicator 1.2E Percentage of migrant workers, refugees and asylum seekers reporting that they are satisfied with the employability programmes.	0.00	0.00	0.00	93.3%	93.3%	<p><u>Target:</u> 50%</p> <p><u>Means of Verification:</u> Results of satisfaction questionnaires completed by beneficiaries of the certification of labour competencies for primary caregivers in Santiago and beneficiaries of the certification process in coordination with ChileValora and Fundación Emplea</p> <p><u>Notes CHL:</u> satisfaction rate of the questionnaires submitted by migrants and refugees: Primary caregivers (only Santiago): 93.23%; other certified profiles: 93.46%</p> <p><u>Notes MEX:</u> Not measured</p>
OUTPUT 1.3 (MEX)	Referral pathways to social protection and livelihood programmes and services of Mexico City government are available for TP with specific needs.					
Indicator 1.3B (MEX) Number of programmes and services that have protocols or technical guides on operational referral routes in relation to total services.	0.00	0.00	1.00	0.00	1.00	<p><u>Target:</u> 1.00</p> <p><u>Means of verification:</u> Standardized Operation Procedures</p> <p><u>Notes:</u> The referral pathways to social protection and livelihood programmes and services in Mexico City is currently being developed through Standardized Operation Procedures Protocol.</p> <p>SIBISO offers services to target population and has a catalogue of 27 services, of which some are linked with STyFE for labour intermediation, (including the Institute for job training – ICAT for its acronym in Spanish - for skills certification), civil society organizations and the Mexican Commission for Refugee Aid (COMAR for its acronym in Spanish) for people in context of mobility.</p>

OUTPUT 1.4	Entrepreneurship services and programmes targeting migrants, refugees and particularly women, youth, and people with disabilities (PWDs) are strengthened.					
<p>Indicator 1.4A Number of migrants and refugees that received targeted entrepreneur services, disaggregated by sex/age.</p>	0.00	0.00	44	248	292	<p><u>Target:</u> 400 <u>Means of Verification:</u> CHL: Reports of the entrepreneurship programme “Emprende Hoy” (attendance open presentations, SYIB courses, and certificates) + Final Report of the entrepreneurship fair + Inclusive Market website statistics MEX: Narrative report of Fundación Compromiso (1.4.4.) and "Mercadito de Personas en Movilidad" organized through collaboration agreement with INTRARE</p> <p><u>Notes CHL:</u> in 2021, 44 migrants (32 women and 12 men) participated in SYIB workshops to promote entrepreneurs. In 2022, 40 migrants (34 women and 6 men), which accounted for 87.5% of the total number of participants, completed the SYIB course and 20 obtained start capital for their business. 38 people participated in the open presentations about how to develop a business idea. 43 entrepreneurs are represented on the Inclusive Market website Entrepreneurship fair: 70 (86.3% women); 33 participated in entrepreneurship programme. A detailed disaggregation by age and sex is available in the reports mentioned. <u>Notes MEX:</u> 90 entrepreneurs on the move residing in Mexico City that participated, including 69 women, 11 youth (under 29 years old) and 14 people with disabilities.</p>
<p>Indicator 1.4B Percentage of migrant workers, refugees and asylum seekers reporting</p>	0.00	0.00	0.00	90%	90%	<p><u>Target:</u> 50% <u>Means of Verification:</u> CHL: Satisfaction questionnaires final report entrepreneurship programme "Emprende Hoy" (100%)</p>

that they are satisfied with entrepreneurship support services and programmes, disaggregated by sex/age/nationality.						MEX: Narrative report of Fundación Compromiso (1.4.4.) (80%)
OUTCOME 2	Enhanced social dialogue to improve stakeholder sensitizing to guarantee adequate service delivery.					
Indicator 2A Number of stakeholders sensitized and delivering adequate service.	0.00	0.00	13.00	6.00	19.00	<u>Target:</u> 6.00 <u>Means of Verification:</u> Reports of awareness-raising activities. <u>Notes CHL:</u> Municipality of Santiago, CUT, CPC, SENCE, ChileValora, Vicarage of the Social Pastoral, Fundación Emplea, Directorate of Communal Development of the Municipality La Reina, Registro Civil <u>Notes MEX:</u> SIBISO, STyFE, COPRED, CANACAR, Iniciativa Ciudadana A.C., Programa Casa Refugiados, Sin Fronteras, Secretariat of Women, Commission for Attention of Victims, Secretariat of Health, INTRARE
OUTPUT 2.1 (MEX)	Labour migration and integration of refugees and asylum seekers has been mainstreamed in the (tripartite) Decent Work Programme of Mexico City.					
Indicator 2.1B Number of joint actions around labour migration and integration of refugees and asylum seekers into the Decent Work programme in Mexico City.	0.00	0.00	1.00	1.00	2.00	<u>Target:</u> 1.00 <u>Means of Verification:</u> Grant agreement of the pilot project of inclusive alliance for the development of a comprehensive strategy for labour market insertion under decent work criteria for migrants and refugees Dialogue inspired by tripartism took place with representatives of the government of Mexico City (SIBISO and STyFE), the National Union of Workers, INTRARE (NGO) and the Universidad Iberoamericana to identify the main challenges for the labour inclusion of people on the move that reside in Mexico City (Annex Outcome 2 – Output 2.1. (Mexico) - Dialogue with a whole-of-society approach). <u>Notes:</u> Training for the decent employment of migrant workers according to the needs of the labour market in Mexico City (1.2.4.)

OUTPUT 2.2 (CHL)	Labour rights, trade unions, entrepreneurship and migration law are known and understood by migrants' workers, refugees, and asylum seekers through the enhancement of social dialogue.					
Indicator 2.2D Number of materials and documents with an inclusive approach generated jointly by the three agencies within the framework of the project.	0.00	0.00	1.00	7.00	8.00	<u>Target:</u> 4.00 <u>Means of Verification:</u> Final Report about pilot courses + Flyer about municipal services <u>Notes CHL:</u> Design of Pilot Course on AGD and Intercultural Communication, Age, Gender and Diversity and intercultural + Design of Course on Con Vivir Bien y Desafios Interculturales + Flyer about municipal services for migrants and refugees + DIDEL; report MuniStgo and Manual Migrant and Refugee Route; website CUT + videos, comic (historieta); guía; videos MPTF (cuidadoras, AGD, emprende hoy, feria animación)
Indicator 2.2E Number of downloads by different users of published materials on labour rights, trade and Chilean immigration legislation.	0.00	0.00	123	1,298	1,421	<u>Target:</u> 100 <u>Means of Verification:</u> CUT website statistics (pending) + UN Chile website + recordings and videos on PUNOS' YouTube channels <u>Notes CHL:</u> 147 visits to the web page that shows the video of the talk on "labour rights and migration with a gender perspective" + 393 views of the recorded technical exchanges, events, and other videos + 106 downloads of the manual + 250 MGI copies and 525 copies of the Manual (both reprinted due to high demand).
OUTCOME 3	Santiago and Mexico City engage in strengthening bilateral South-South cooperation.					
Indicator 3B Number of joint actions between the Municipality of Santiago and the government of Mexico City to exchange good practices for the socio-economic integration of migrants and refugees.	0.00	0.00	0.00	5.00	5.00	<u>Target:</u> 2.00 <u>Means of Verification:</u> Recording of 5 Technical Exchange of knowledge and policy practices between both cities held in 2022 and 2023 and lists of participants + Press Release and Joint Statements of MPTF <u>Notes CHL+MEX:</u> 5 internal online technical exchanges about socio-economic integration

OUTPUT 3.1	Santiago and Mexico City's tripartite actors and civil society engage in technical exchanges of best practices.					
<p>Indicator 3.1A</p> <p>Number of best practices developed based on the exchanges between the tripartite actors and civil society of the two cities.</p>	0.00	0.00	1.00	27.00	28.00	<p><u>Target:</u> 3.00</p> <p><u>Means of Verification:</u> Systematization of the four technical exchanges and the regional exchange + methodological guide (activity 3.2.4)</p> <p>Project documents and stakeholder reports</p> <p><u>Notes CHL+MEX:</u> Project best practices: Laboratory of Innovation and Good Practices in Local Migration Governance; Migrant Route; Mercado Inclusivo; technical local and regional exchanges about local migration governance; entrepreneur networks and collaboration with civil society as incubators; interculturality trainings for public officials; trainings from various institutions for municipal officials; strategies to inform the target population about available services.</p> <p>19 additional best practices (national and local) are reported in the methodological guide that was developed based on the binational and regional technical exchanges</p>
OUTPUT 3.2	Resources to generate south-south city to city partnerships and permanent exchanges are developed.					
<p>Indicator 3.2A</p> <p>Number of resources and permanent exchanges developed in the framework of South-South cooperation.</p>	0.00	1.00	2.00	9.00	12.00	<p><u>Target:</u> 2.00</p> <p><u>Means of Verification:</u> Recording of regional exchange + country statistics E-Campus + Meeting minutes and presentations + migrationdataportal + published material (hard copies, UN Chile and PUNOs' websites)</p> <p><u>Notes CHL+MEX:</u> Meeting between ChileValora and CONOCER; first regional exchange about local migration governance between São Paulo, Medellin, Buenos Aires, Santiago and Mexico City can be included in future MGI processes + access of both local governments to the global MGI network; local MGI profiles in Spanish and English; Systematization and database of good practices for the integration of people in situations of mobility in different cities of Latin America; Manual of the Migrant and</p>

						Refugee Route in English and Spanish; Guide for formulating public policies from a human rights perspective in English and Spanish;
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3. Partnerships

Since the joint project applied a people-centered, whole-of-government and whole-of-society approach, it required the close coordination of various governmental institutions, both at central and local levels, and other key stakeholders. In both countries, the intervention model was based on existing local programs, therefore, the respective local governments strategically and actively participated in the achievement of objectives and guaranteed the sustainability of results in the future.

Chile

In Chile, the members of the Steering Committee were representatives of three PUNOs, Resident Coordinator’s Office, Ministry of Labor and Social Protection, Labor’s Directorate (in Spanish, “Dirección del Trabajo”), the National Migration Service (in Spanish, “Servicio Nacional de Migraciones”), Municipality of Santiago, Central Unitaria de Trabajadores (CUT, workers’ union), Confederación de la Producción y del Comercio (CPC, Production and Trade Federation) and the Vicarage of the Social Pastoral Caritas. ILO’s constituents have been actively involved in the project as members of the Steering Committee and as implementing partners.

Throughout the implementation of the project, PUNOs held bi-weekly meetings (either online or on-site) with focal points in the Municipality of Santiago to provide updates, validate workplans, design strategies for upcoming initiatives, and coordinate the implementation of activities. These meetings contributed to increase “ownership” of the project by municipal stakeholders, to identify new and urgent priorities and challenges, to adjust the project to changing local context as well as and to enhance mutual knowledge, understanding and connections among municipal officials and the PUNOs’ technical team.

Implementation Agreements			
Name & Type of Partner	Type of implementation agreement (please specify if any MOU or agreement was formally entered)	Relevant outcome and/or output; PUNO counterpart	Financial value (if any)
Governmental stakeholders			
Secretariat of Labor (STyFE)	Collaboration Agreement	Outcomes 1, 2 and 3	None
Secretariat of Inclusion and Social Welfare (SIBISO)		ILO, IOM, UNHCR	

Institute of Job Training (ICAT)	Grant Agreement	Outcome 1 (output 1.2.4.) ILO	MXN 1,000,154.00 (MPTF – ILO)
Non-governmental stakeholders			
<i>Name of partner</i> <i>Type of partner</i>	Vicarage of the Social Pastoral Caritas Implementing partner	Outcome 1 (output 1.4), IOM counterpart	\$34.280.000 Chilean pesos (MPTF - IOM) \$3.400.000 Chilean pesos (UNHCR) \$15.000.000 Chilean pesos (Emmanuel Foundation)
<i>Central Unitaria de Trabajadores</i>	Grant Agreement	Outcome 2	\$2,500 USD (MPTF-ILO)
Fundación Compromiso CSO	Grant Agreement	Outcome 1 (out 1.4.4.) ILO	USD 36,000.00 (MPTF – ILO)
INTRARE CSO	Implementation Agreement	Outcome 1 (output 1.4.6.) IOM	MXN 77,400.00 (MPTF – IOM)

Mexico

Local government partners

STyFE and SIBISO signed with PUNOs a collaboration agreement with validity from January 2022 to January 2023, in which the responsibilities of the parties were established in relation to the activities that were carried out jointly within the framework of the project.

The Council to Prevent and Eliminate Discrimination in Mexico City (COPRED for its acronym in Spanish), the local government's decentralized dependency specialized in preventing and eliminating discrimination, partnered with PUNOs. Through the support of COPRED, PUNOs linked with private

employers that are members of the Great Agreement for the equal treatment in Mexico City (which affects a total of 100,000 workers of the private sector in Mexico City). On the one hand, PUNOs sensitized businesses to the opportunities that labor migration brings to them. On the other hand, productive dialogues with employers allowed PUNOs to understand recruitment needs. The latter contributed to adapt training and certification to the specific requirements of Mexico City employers. PUNOs developed the same approach with the national chamber of freight transport (CANACAR for its acronym in Spanish).

The Mexico City Human Rights Commission, an autonomous organization which works locally for human rights protection, also partnered with PUNOs.

CSO partners

A partnership between Iniciativa Ciudadana and ILO Mexico was established in October 2021. Iniciativa Ciudadana is a not-for-profit CSO, that seeks to facilitate and promote processes of dialogue and construction of agreements between various actors in society, both nationally and internationally. It is based in Mexico City and currently employs 15 people. Iniciativa Ciudadana has proven experience in implementing similar activities with UN agencies such as UNDP and UNHCR, as well as international cooperation partners and agencies for development such as the EU. This collaboration fostered the socio-economic integration of vulnerable youth in Mexico City, especially migrants, refugees, and asylum-seekers, by working together to promote access to decent work, sustainable livelihoods and social protection. The collaboration also brought sustainability to the achievements of the project investments, after its conclusion.

Programa Casa Refugiados (PCR), a non-profit organization partner of UNHCR, which promotes the rights of displaced people with emphasis on supporting their integration, carried out activities of education, access to certification and accreditation, school programs and vocational training. Likewise, through the PCR legal team, SIBISO single service hub was enhanced on international protection for displaced people. Complementing this work, monitoring to strengthen the single service hub was carried out by the International Rescue Committee, an international NGO that provides humanitarian assistance and supports integration processes of migrants and refugees.

Another UNHCR partner, Sin Fronteras, carried out advocacy and activities related to the Interculturality Law, through training, events, forums, and participation in working groups.

An implementation agreement between the Work Incubator for Refugees and Returnees A.C. (INTRARE for its initials in Spanish) and IOM Mexico was signed in December 2022 with the objective to develop a network for migrants and refugees in Mexico City with a focus on jobs seekers or potential entrepreneurs, and through fund transfer. This implementation agreement also included the development of a virtual entrepreneurship capacity building of two weeks for people in the context of human mobility, based on IOM's guidance on entrepreneurship. This implementation agreement concluded with an event in which migrant entrepreneurs were able to sell their products and access information about the employment opportunities and services offered by STyFE, the National

Employment Service, IOM, UNHCR and CSO. 25 entrepreneurs and more than 150 visitors participated in the *Mercadito* of migrants and refugees.

4. Cross-Cutting Issues

The JP followed a gender-responsive approach as issues and needs pertaining women have been systematically included in the design, implementation, and evaluation of all activities, as reflected below:

- Most of the beneficiaries and participants of activities implemented by the JP were female workers or/and entrepreneurs.
- The training for municipal officials on interculturality and AGD specifically included a module on a gender perspective in migration and the inclusion of migrant women in the labor market in addition to widely known areas of inclusion. The approach is also reflected in the course's bibliography, which includes readings on topics such as migrant women, gender violence, and LGBTQI+ persons. The goal is to help public officials understand the systemic issues behind gender identity to provide better assistance to this group of the migrant and general population.
- The activities specifically focused on the inclusion of migrant and refugee women in the world of work. The decision to collaborate with the MPTF "Mujeres Emplea" contributed to this goal in Chile.
- The participation of caregivers in the entrepreneurship training, mainly female entrepreneurs (76% of the participants), who did not have access to childcare, was fostered by the online modality.⁴⁸

In addition, activities have been designed to contribute to equality and non-discrimination, as evidenced in the results shown above (e.g., first job fair for labor inclusion with a focus on migrants and refugees and sexual diversity organized in Mexico City) and the participatory nature of activities which allowed a whole-of-society approach. In this sense, participation and inclusion were key drivers of the project in the context of the rule of law, as the Migrant and Refugee Route as well as the Migrant and Refugee Resource Center are embedded in institutional mechanisms in Chile and Mexico.

During the implementation period, the Monitoring and Evaluation strategy and results matrix were revised. One contributing factor for this decision was to ensure adequate representation of cross-cutting principles in the indicators and data recollection. The consultancy focused strongly on the inclusion of a human rights approach, gender equality, and intersectionality.

Within the framework of the joint work that the PUNOs were carrying out with the Municipality of Santiago and the Response for Venezuela Platform (R4V), a working group was formed at the beginning of 2021 to focus especially on Venezuelan children and adolescents arriving in Santiago. Based on the specific work areas of each agency, a response plan was developed to protect the rights of children in families in precarious situations, who, on many occasions, could not access basic rights such as food, education, health etc. UNICEF was one of the UN agencies who participated in this initiative.

Moreover, during the Summer 2022-2023, the Joint Program organized a summer sport school in Santiago aligned with the child-sensitive approach. Over the period of a month, the organization Fútbol Más, combined sport with workshops for children about the development of socioemotional skills in

intercultural contexts. 67 children participated in the summer school, and 30% of them were migrants (Haiti, Perú, Brazil, Venezuela). Additionally, they also conducted workshops on positive parenting with the parents or caregivers of the children that participated in the summer school. The objective of these workshops was to promote safe and affectionate bonds, which strengthen communication and the protection of the rights and dignity of children.

Furthermore, together with the Ministry of Labor and Social Protection, the JP developed a public campaign for the prevention of child labor exploitation. This was carried out in a one-day event in which national athletes played different sports with children from the Santiago municipality. XX of children participated in the activity, out of which XX were migrants.

Both activities contributed to advancing children's rights and needs, while also fostering social cohesion among different nationalities.

In line with the Agenda 2030, the JP achieved to increase the coverage of employment and social protection services for migrants, refugees and asylum seekers, promote their incorporation to the labor market and benefit women and their dependents (such as children, elderly, and people with a disability), thus effectively contributing to achieving Sustainable Development Goals (SDG) 1 (end poverty in all its forms), 5 (achieve gender equality and empower all women and girls) and 8 (decent work and economic growth).

5. Innovation, Good Practices and Lessons Learned

Chile

The joint project did not advocate for new priority areas for local governments, but rather contributed to build up upon existing programs and initiatives that were already prioritized by authorities. The management of the project has involved establishing alliances and partnerships to ensure a whole-of-society approach in its development. Consequently, the program sought to enhance alliances with stable and permanent national institutions, such as SENCE (in Spanish, "Servicio Nacional de Capacitación y Empleo") and ChileValora for the certification of labor competency programs, as well as to generate connections between local public institutions and non-governmental organizations that already provided services to target populations.

Another important collaboration has been the decision to implement activities jointly with the MPTF Mujeres Emplea, which was funded by the COVID-19 Response and Recovery Multi-Partner Trust Fund. As a positive outcome of this collaborative work, it is worth mentioning the leverage additional funding for both projects. The Chilean Government, through ChileValora and SENCE, supported and funded the certification of women as primary caregivers in four municipalities, including Santiago and three other municipalities covered by MPTF Mujeres Emplea. Furthermore, this implies that seven UN entities (ILO, IOM, UNHCR, FAO, UN Women, ECLAC and the Resident Coordinator's Office) worked together to achieve the goals of both programs. The collaborative work within the UN offers a good practice to implement in other UN Country Teams and it is an example of what can be achieved working as ONE UN and guarantee

sustainability of interventions. This strategic alliance has also been a way to prove the practical value-added of United Nations in an upper middle-income country, like Chile.

The four scholarships provided to the Vicarage of the Social Pastoral Caritas and to the Municipality of Santiago, to certify four professionals in the Start and Improve Your Business (SIYB) Methodology, worked as a catalyst. Afterwards, a project was developed to scale the SYIB methodology into a program with five workshops on the SYIB methodology, funded by the MPTF and with additional external funding, followed by a newly designed entrepreneurship and social mobility program, called “Emprende Hoy”.

Additionally, a line of work on migration and inclusion has been established between PUNOs and the World Bank. Considering the previous work of the World Bank with municipalities in Chile, it was involved early in the project. This collaboration resulted in a broader work plan for 2022 on the inclusion of migrant population aiming to replicate the experience of the MRR in other municipalities. In this sense, PUNOs and the World Bank design the project “Venezuelan Refugees and Migrants in Chile: Access to Local Services in Employment and Employability through a Gender Lens” based on the experience of the MRR. This project was presented to the Humanitarian- Development-Peacebuilding Partnership (HDPP) through the Resident Coordinator Office to seek additional funding to scale up the MRR.

At the outset of the Joint Program, the communication team of the three agencies and the Resident Coordinator’s Office elaborated a communication strategy. The strategy established baselines for the implementation of communication campaigns, such as clear objectives, target audiences, key messages, tools, main communication channels, and indicators for monitoring and evaluation. Following the definition of the communication strategy, a design portfolio for was developed and a basic kit with communication material, including backgrounds for virtual meetings, templates for invitations and social media, and templates for PowerPoint presentations.

Additionally, a set of short videos for social media was created (with testimonials from migrants) and an explanatory animated video was produced to present the project.⁷⁸ In addition, PUNOs continuously published press releases about the JP on their websites and social media networks and produced various social media videos about specific interventions of the joint program, as detailed in annexes. The implementation of the communication strategy has been imperative to ensure visibility and to create a recognized “trademark” of MPTF in both countries.

Finally, the permanent and active support of the Office of the Resident Coordinator contributed to the achievements of goals of the JP and increased visibility and political support to events organized by the JP.

Regarding the exit strategy and sustainability plan, in Chile, several of the activities and programs conducted with the funds of the project will be replicated with other sources of funding due to their

⁷⁸ Communication material and template available at: https://drive.google.com/drive/folders/14DNpd4X0mSFU_bOsoKJtjiKFO8J93mTk

success and impact. The program “Emprende Hoy”, which was implemented by the Vicarage of the Social Pastoral Caritas will have its 2023 version called “Emprendamos Hoy”. This program seeks to reach more than 50 entrepreneurs, including migrants, refugees, and people from the local community. Moreover, the “Sports day” to prevent child labor will be replicated by the Ministry of Labor and Social Protection in regions outside Santiago.

In terms of training, we are still providing the course on intercultural challenges at the local level (Course Con-Vivir Bien y Desafíos Interculturales) to other Municipalities that are requesting it. The instructors of the course are certified public officials from the Municipality of Santiago.

Copies of the Manual of the Migrant and Refugee Route will be delivered to the Chilean Association of Municipalities for their distribution at the national level. This will be framed in a broad collaboration with the Association to provide technical assistance to achieve Agenda 2030 at the local level.

Furthermore, ILO in Santiago is collaborating with ILO Argentina to promote south-south cooperation at the local level in the framework of the project “Lazos”.

With respect to the Municipality of Santiago, in line with the objectives of the joint Program, the Municipality opened the House of Equality “Casa Igualdad” in March 2023, which will be a new municipal space focusing on care work with an integral approach. This new branch has been included to receive project products, which will help positioning it and other municipal areas as a trustworthy and efficient ways to access services for migrants and refugees.

Finally, a proposal to seek funds for scaling up the activities of the JP into other regions of Chile, together with UNDP.

Mexico

In terms of business engagement, the link with employers that are members of the Great Agreement for Equal Treatment in Mexico City, covering 100,000 workers of the private sector in that city, was key in identifying recruitment needs. In this vein, training and certification have been adapted to specific requirements through productive dialogues with employers to foster the employability of the target population and increase their labor inclusion opportunities. This example of demand-driven training and certification is beneficial to host communities as well as reducing the uncertainty of recruiting a new workforce. This is a good practice worth promoting and disseminating.

To further ensure the sustainability of project achievements, the partnership with Iniciativa Ciudadana fostered the socio-economic integration of vulnerable youth in Mexico City, especially on the move, by working together to promote access to decent work, sustainable livelihoods, and social protection.

The systematization of good practices, developed by OIM in 2022, for the integration of people in human mobility in different cities of Latin America, is based first in research of good practices at local level, conducted through a review of the already existing research papers and policy documents available

in online sources and academic libraries. Then, the pre-selected good practices were classified, prioritized, and shown in an interactive map. This innovative tool illustrates the key components of good practice, its location and the documents that serve as source of information for its mapping and classification.

The first "Laboratory of Innovation and Good Practices in Local Migration Governance", implemented by the Mexican project team in January 2023, counted with the participation of seven local governments from Argentina (Buenos Aires), Brazil (Esteio and Guarulhos), Colombia (Medellín) and Mexico (Chihuahua, Nuevo León, and Mexico City). Each participating local government used innovation methodologies to rethink and generate new proposals for innovative public policies with the aim of reducing the barriers to the socioeconomic inclusion of displaced people. In addition, the local governments proposed the creation of a coordination mechanism between them to share information and good practices in local migration governance and started to design such instruments.

Finally, this JP is, according to the Office of the Resident Coordinator in Mexico, a very good practice, and an example of inter-agency work. This has led to sustainable results with the implementing partners. The ongoing support of the Office of the Resident Coordinator contributed to the achievement of objectives and increased the visibility and dissemination of these results (United Nations Information Centre). The joint work of the agencies complemented their expertise and as a result had a greater impact, such as the communication campaigns that reached more than 7.7 million people and generated more than 19,000 interactions on the specialized information webpage. Another concrete result is the job fair for labor inclusion organized for the first time with a focus on displaced persons and sexual diversity, that benefited 267 job seekers.

6. Challenges Encountered and Measures Taken

As foreseen in the risk plan, the COVID-19 pandemic had a significant impact on the Joint Project until mid-2022, causing delays in implementation and required a revision of the workplan. Some events needed to be adapted to be held virtually and activities redesigned and adapted to the time frame. Accordingly, the JP team submitted a budget revision for the approval of the Fund Management Unit and the Steering Committee. The revision was mainly motivated by the need to reassign funds that were previously attributed to travel and, consequently, redistribute those funds toward other implementation aspects of project activities. This exercise resulted in additional fund allocation to fellowships for certification processes and entrepreneurship programs, as well as strengthening efforts to improve labor intermediation services. In addition, PUNOs were granted a three month no-cost extension due to the experienced delays.

Chile

In May 2021, municipal elections were held in Chile and resulted in a change of government in the Municipality of Santiago. The new administration was sworn in on June 28, 2021. PUNOs and the Office of the Resident Coordinator organized a virtual meeting to present the JP to the new Mayor, Irací Hassler, and municipal authorities on August 2, 2021. The project was presented by Fabio Bertranou, Director of ILO Office for the Southern Cone, with the presence of authorities of all PUNOs. According to

the Risk Management Plan, PUNOs had been reinforcing the importance of this project with the local authorities and strengthened institutional connections. The JP also aligned with the new administration's priorities and was generally well received.

The change of government in the Municipality of Santiago also brought about a significant structural change within the administration and new focal points for the JP. Firstly, a new Head of the Office for Migrants was assigned in November 2021, which is an important focal point for the project. Secondly, in January 2022, a new Sub-Directorate for Gender Equality, Sexual Diversity and Inclusion (in Spanish, "Subdirección de Igualdad de Género, Diversidad Sexual e Inclusión") was created⁷⁹, which shifted the main focal point of the Joint Program from the Head of the Office for Women to the Head of the new Sub-Directorate. The new Sub-Directorate coordinates the Department for Women and Gender Equality, the Department for Sexual Diversity and the Department for Inclusion and Interculturality, which supervised the municipal Office for Migrants. The Municipality and PUNOs assured a smooth transition process by including the new focal points early on in meetings and planning processes. Nevertheless, these changes led to some delays in activities but did not put the achievement of the project objectives at risk.

The development of the Migrant and Refugee Route applied an inter-sectorial and participatory approach and required an active collaboration of municipal officials. Nonetheless, due to competing priorities for municipal officials and local context requirements, the development of the Migrant and Refugee Route suffered minor delays. By implementing bi-weekly coordination meetings between the technical project team and their counterparts in the Municipality, significant progress could be made, and various actors were involved in operationalizing the Migrant and Refugee Route.

Mexico

The two main challenges faced during the project implementation in Mexico were the political-administrative instability and the recurrent humanitarian emergencies.

Legislative and local elections were held in Mexico on 6th June 2021. Consequently, a new Secretary of Inclusion and Social Welfare and a new Secretary of Labor and Employment Promotion were appointed in early September 2021. These changes slowed down the collaborative work with the two major local counterparts, as there was uncertainty about the continuation of the focal points/direct interlocutors. Indeed, the focal point in the Secretariat of Labor changed five times between July 2021 and January 2023 (equivalent to a new interlocutor every four months).

⁷⁹ More information available at: <https://www.munistgo.cl/concejo-municipal-de-santiago-aprueba-la-creacion-de-la-subdireccion-de-igualdad-de-genero-diversidad-sexual-e-inclusion/#:~:text=Este%20mi%C3%A9rcoles%2026%2C%20el%20Concejo,una%20institucionalidad%20de%20este%20tipo;https://www.munistgo.cl/municipalidad-de-santiago-inaugura-subdireccion-de-igualdad-de-genero-diversidad-sexual-e-inclusion-y-anuncia-actividades-por-el-mes-de-la-mujer/;https://www.munistgo.cl/direccion-de-desarrollo-comunitario-2/>

The local government's daily activities involve constant dedication to various issues related to the needs of the population. In this context, the priorities may vary in relation to the contingency that arises from addressing these issues. Thus, sometimes coordination with counterparts can be complex. In those cases, PUNOs adapted their accompaniment to adjust the workplan and keep the implementation activities on track. As already mentioned above in the context part, one of the most demanding situations was the humanitarian consequences of the measures taken by the U.S. Government under Title 42 and the launching of "Humanitarian Parole" in 2022. To enhance Mexico City Government response to the project, spaces for dialogue were created to reinforce the JP's added value to the socioeconomic integration of displaced people, the importance of the collaboration agreement for local capacity building, and the joint work with CSO for an effective coordinated answer.

Conclusion and Next Steps

Through the successful implementation of the JP with gender and human rights-based perspectives, PUNOs, with the support of the Offices of the Resident Coordinators, established strong and durable alliances and partnerships, which generated valuable impact for the economic and social inclusion of the migrant and refugee population in Santiago de Chile and Mexico City.

Following the whole-of-society approach and whole-of-government approach, PUNOs involved a variety of actors in various stages of project implementation. Existing local services and programs for labor inclusion were articulated and strengthened in both cities. Direct interventions benefited migrants, asylum seekers and refugees, as well as host communities. Permanent participation in the design, implementation, and evaluation of the project by workers' and employers' organizations contributed to its success and guaranteed sustainability of outcomes, since this approach became part of the institutional work these organizations carry out at the local level. The south-south and city-to-city cooperation on socioeconomic integration of people in the context of human mobility has been strongly promoted.

Furthermore, the joint project has been implemented in a quality and timely manner, despite the consequences of the COVID-19 pandemic and administrative complexities due to humanitarian emergencies, as PUNOs continuously adapted the workplan to the evolving context.

The UN Agencies will continue to provide technical assistance to the Municipality of Santiago to improve the migration governance at the local level. The current goal is to scale up the project into other municipalities and regions in Chile. To achieve that goal, IOM, UNHCR and ILO, together with UNDP have design a proposal to secure funding, which was sent to the UN Human Security Fund.

Taking advantage of the capacity building received, Mexico City Government, through the Sub-directorate of Migrants, is now diversifying its attention pattern, seeking to reach people on the move who might not have come to the proposed services. In addition, as the Secretariat of Labor did ensure the inclusiveness on its rules of operations, the Secretariat of Inclusion and Social Welfare is planning to adopt the SOP into its rules of operations to formalize services delivery.

ANNEX

Please find a folder with all annexes structured by Outcome, Output and thematic activities in the following folder:

[Annexes_Final Narrative Project Report](#)

You will find stories from the field and testimonials enclosed in videos and press releases. Please refer to Annex “Links-Social Media Posts and others” for links to the published material.

