

Annual Progress Report 2022

Migration MPTF ANNUAL/FINAL PROGRESS REPORT

PROJECT INFORMATION	
Joint Program 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 Labor 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 Labor 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 (Vicarage of the Social Pastoral). Mexico: Mayors and municipalities of Mexico City; Secretariat of Labor and Employment Promotion (STyFE); Secretariat of Inclusion and Social Welfare (SIBISO); employer's organizations and trade unions.
Project Period (Start – End Dates):	November 2020 – November 2022
Reporting Period:	March 2021 – February 2022
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:	February 28, 2022
Report Prepared by: <i>(Name, title, email)</i>	Technical teams ILO, UNHCR and IOM

Executive Summary

Key achievements so far

Over the course of the past year, the JP consolidated alliances with various stakeholders at different levels and provided evidence-based diagnostics of the situation of migrants and refugees as well as identifying barriers to socio-economic integration. This allowed the design and establishment of the Migrant and Refugee Route in Santiago and the Migrant and Refugee Resource Center in Mexico City. Through a whole-of-society approach, the JP used participatory methods that actively involve the local migrant population, guarantee ownership of local actors as well as sustainability of interventions. Furthermore, the JP has adopted a gender and human right based perspective in their implementation and has modified their results framework to better reflect these perspectives.

Outputs

In this phase of implementation, the project achieved the systematization and detailed analysis of public programmes and services for population in situation of mobility in the State of Mexico City. It included tripartite dialogue, in the framework of the Mexico City Decent Work Programme, on possible strategies for the inclusion of migrant workers, refugees and asylum-seekers. Equally, the project successfully completed the assessment of migrant's needs and experience concerning inclusion in the labour market, an analysis 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.

The JP has adopted a whole-of-society approach for the design of the Migrant and Refugee Route (MRR) and the Migrant and Refugee Resource Center (MRRC), which involves the target population, civil society organizations, worker's and employer's organizations and a variety of relevant actors and institutions in their designs. The design of the Migrant and Refugee Route is currently being completed. Towards implementation, the development of a Manual and training for public officials involved in the process will be conducted.

As specific needs of the migrant population are being identified, additional initiatives arise, such as skills recognition and certification of competencies. For example, for women working as primary caregivers, additional funding was obtained so that their competencies as caregivers were recognized in the labour market through the process of certification. The JP was able to leverage extra funding for this process and 39 women were evaluated to be certified, which would allow them to access employment and better working conditions.

Furthermore, the JP – in partnership with other institutions – organized a job fair with a special focus on migrant women. 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.

The development of Standardized Operations Procedures (SOP) for the comprehensive attention of persons in context of mobility in Mexico is ongoing. This instrument will be a tool implemented by the SIBISO to increase its response capacity and improve its attention to these populations based on the identification of the needs of each person according to their own characteristics.

Project Team

The vacant positions at ILO and IOM were filled during the first semester of 2021. The new Project Coordinator at ILO in Mexico started in July 2021 and IOM recruited two Project Assistants – one in Chile and one in Mexico – who started their new roles in May and June 2021 respectively. Both Project Assistant positions are 100% destined to the implementation of the project and fully funded with project allocations. A new focal point at UNHCR in Mexico joined the project in early February. UNHCR is currently recruiting a Project Assistant to be entirely focused on the project implementation in the State of Mexico City.

Communications

The communication teams of the three agencies and the Resident Coordinator's Office finalized the communication strategy for the JP. The strategy establishes 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 this strategy, a design portfolio for the JP 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.¹

In addition to the above mentioned, PUNOs continuously published press releases about the JP on their websites and social media networks. Furthermore, IOM Chile re-allocated 7,000 USD to create a communications budget for specific project activities. This budget will guarantee the continued production of audio-visual material, like pictures and testimonials, as well as translations of relevant documents.

PUNOs in the State of Mexico City are developing a communication campaign in association with the local government to disseminate information about programs and services at city level and messages against discrimination and xenophobia.

Partnerships

The binational project launch was held virtually on April 7th, 2021, with the participation of Silvia Rucks, UN Resident Coordinator in Chile, Peter Grohmann, UN Resident Coordinator in Mexico, and Regional Directors of ILO, IOM and UNHCR. Several authorities participated in the event, including the members of the Chilean Steering Committee and representatives of the government in the State of Mexico City.

PUNOs organized a technical meeting between CONOCER and ChileValora². PUNOs presented the project and both entities agreed to work together on its implementation, fostering international cooperation.

PUNOs prepared an implementation agreement with the Secretariat of Inclusion and Social Welfare (SIBISO) and the Secretariat of Labor and Employment Promotion (STYFE), currently under legal review.

¹ Please find the communication material and templates here:

https://drive.google.com/drive/folders/14DNpd4X0mSFU_bOsoKJtjikFO8J93mTk

² ChileValora is the Commission of the National Certification System of Labor Competencies and CONOCER is the National Council for Standardization and Certification of Labor Competencies in Mexico.

PUNOs partnered with the local government decentralized dependency specialized in preventing and eliminating discrimination, known as “Council to Prevent and Eliminate Discrimination in Mexico City” (COPRED, for its acronym in Spanish). Through the support of COPRED, PUNOs linked with private companies that are members of the Great Agreement for the equal treatment in the State of 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 companies allowed PUNOs to understand recruitment needs (to later adapt training and certification actions to those specific requirements). PUNOs developed the same approach with the national chamber of freight transport (CANACAR, for its acronym in Spanish).

A public-private partnership (PPP), between Iniciativa Ciudadana and the local office of the ILO in Mexico, is currently under internal review. Iniciativa Ciudadana is a not-for-profit civil society organization, 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 with 15 employees. Iniciativa Ciudadana has proven experience in implementing similar activities with the United Nations agencies such as UNDP and UNHCR, as well as international cooperation partners and agencies for development such as the EU and the German Organization for International Cooperation (GIZ). This collaboration would aim to foster 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 would also bring sustainability to the achievements of the project investments, after its conclusion.

Annual Progress

1. Summary and Context

The overall objective of the joint project is to improve migrant workers and refugees’ access to decent work and sustainable livelihoods by ensuring their employability, and access to employment opportunities and social protection programs implemented in Mexico City and Santiago. To that end, the project designed and is currently supporting interventions that strengthen and articulate city services in both cities to provide an adequate response to populations on the move who are facing increased vulnerability. It aims to create public-private synergies by engaging social actors 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 will be developed.

Context

Despite official border closures until December 2021, Chile is continuing to see a rise in irregular entries at the Northern Border with Bolivia.³ This is mostly due to the continuous arrival of Venezuelan migrants in the country.⁴ The increasing number of stranded migrants in the north of Chile has been accompanied by protests with an anti-migrant and xenophobic narrative. A tendency that can also be observed in the media and at a national level. The demographic of newly arriving migrants has been shifting from individuals to families and towards lower income

³ <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-marzo-2021>

⁴ <https://www.migracionenchile.cl/onu-refuerza-apoyo-en-norte-de-chile-ante-creciente-llegada-de-venezolanos/>

groups.⁵ Consequently, the arrival of migrant families in a situation of poverty in Santiago has led to a rise in homeless families, a concern that was brought to the attention of the project team by the Director of the Social Development Department in the Municipality of Santiago. The issue is being addressed by UN agencies (see point 4 of the report).

The implementation of the project takes place at 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 will take office in March 2022. Among the priorities of the new governmental program is the adoption of the Global Compact for Safe and Orderly Migration (GCM hereinafter).⁶

The new Migration Law was enacted on April 11th, 2021, and the National Migration Service, which replaces the former Migration Department, has been created. On Saturday, February 12th, 2022, the new regulations to define the National Migration Policy were published.⁷

In the light of a consistent rise in Chile's migrant population, who face significant barriers to socioeconomic integration due to their mainly irregular migration status, and the changes in national migration policy, it is imperative to continue to strengthen local migration governance and access to clearly articulated Labor intermediation services in municipalities. In this sense, the JP is continuing to include 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.

Despite the pandemic, the migratory phenomenon is increasing in the Mexican corridor. The most significant fact is the entry of Haitian citizens at the southern border since the second quarter of 2021. Individuals and families come mostly from Brazil and Chile, where they left years ago. It is not uncommon that children have Brazilian or Chilean citizenship. This unexpected situation challenges the local and national reception capacity.

The National Institute of Migration (INM) reported that 147,033 migrants transited through national territory between January 1 and August 31, 2021, a figure that represents three times the amount registered during the same time period in 2020.⁸ Mexico's geographic location and the fact that it has more employment opportunities compared to its neighbour countries in the North of Central America led to an increase of refugees and migrants arriving in Mexico as their destination country, rather than passing through Mexico as a country of transit. According to the Mexican Commission for Refugee Assistance (COMAR), 131,448 persons applied for asylum in 2021 - 18,959 applications were received in the State of Mexico City's Office between January and December 2021. The asylum-seekers from Haiti are 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.⁹

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 Plan de Gobierno, Apruebo Dignidad: 91. Available at:

[https://s3.amazonaws.com/cdn.boricpresidente.cl/web/programa/Plan+de+gobierno+AD+2022-2026+\(2\).pdf](https://s3.amazonaws.com/cdn.boricpresidente.cl/web/programa/Plan+de+gobierno+AD+2022-2026+(2).pdf)

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

⁸ Instituto Nacional de Migración. 2021. "Boletín Mensual de Estadísticas Migratorias". Available at: [Boletin_2021.pdf \(politicamigratoria.gob.mx\)](https://politicamigratoria.gob.mx)

⁹ Comisión Mexicana de Ayuda a Refugiados, [Solicitudes-Datos al cierre de Diciembre 2021](https://comisionmexicana.org.mx/boletines/Solicitudes-Datos-al-cierre-de-Diciembre-2021).



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 Labor and Employment Promotion were appointed in early September. These changes have slowed down the collaborative work with the two major local counterparts, as there was uncertainty about the continuation of the focal points.

Finally, the pre-election silence, that started on February 4th and will finish on April 10th, 2022, limits the participation of public officials, including in virtual events, such as online seminars, and communication activities. Nevertheless, it does not affect the technical work with local governmental partners.

Project Revision

In the light of the ongoing COVID-19 pandemic and the advanced implementation of the JP, the project team has 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 remove all funds that were previously attributed to travel and redistribute those funds toward the implementation of project activities. This exercise resulted in additional fund allocation to fellowships for certification processes and entrepreneurship programs as well as the improvement of Labor intermediation services.

Furthermore, a consultancy to develop a monitoring plan has been completed. This consultancy ensured that cross-cutting issues such as gender equality, a human rights-based approach and results-based management are reflected in the monitoring strategy.

2. Results

Outcome 1: Santiago and Mexico City enhance employment and social protection programs 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.

Significant progress has been made in Outcome 1. Institutional assessments have been completed in both cities and work on the Migrant and Refugee Route (MRR) and the Migrant and Refugee Resource Center (MRRC) is in progress. A complementary training on Age Gender and Diversity (AGD hereinafter) directed at public officials has been provided and will be made accessible for further implementation (1.1).

As a preparation for the certification of Labor competencies, a needs assessment to identify the professional profiles that will be certified is currently in progress in both countries. PUNOs in Chile have also supported the certification of primary caregivers through additional leverage funding, which will be completed in March, and job fairs with a special focus on migrant women (1.2). Furthermore, PUNOs in Mexico initiated work on a business concertation strategy for the equitable hiring of foreign workers in the State of Mexico City (1.2) and completed an assessment on the specific needs of refugees and asylum-seekers to develop referral pathways (1.3).

PUNOs in Chile have received a concept note from an implementation partner for an entrepreneurship and social mobility program, which will focus on women, migrants, and socio- economically vulnerable persons, and builds upon the SYIB methodology and the previously completed scholarships (1.4). Implementation will initiate shortly.

PUNOs in Mexico implemented a comprehensive training and orientation program on cooperatives and solidarity enterprise management for public officials, which will be reoccurring. Meanwhile, the selection of beneficiaries and providers for the “Social Program for the Promotion, Establishment and Strengthening of Social and Solidarity-based Enterprises” is in progress.

Output 1.1 The Migrant and Refugees Route (Chile) and Migrant and Refugee Resource Center (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 basis for the Migrant and Refugees Route (MRR), an institutional assessment of the public services offered by the Municipality of Santiago was carried out in the first semester of 2021 (activities 1.1.1, 1.1.2, 1.1.3).¹⁰ In addition, all services in the Municipality of Santiago that are relevant for the migrant and refugee population were mapped.¹¹

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 labor 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.¹² The first survey (see annex 1.1) 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 how to have one's professional qualifications recognised 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.

The second survey (see annex 1.2) 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.

The third survey (see annex 1.3) 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 Labor rights in the private sector and they call for better articulation between the private sector and state institutions like the Municipal Offices for Labor Intermediation (OMIL). The latter was included in the survey and received positive feedback from companies that had worked with Municipal Offices in the past.

The assessment confirmed that the activities of the JP are very relevant to the current situation and the data has been strongly considered in the development of the Migrant and Refugee Route, which is currently in progress. The results indicated a demand for information on migration legislation and Labor 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 Labor competencies, and a high demand for supporting entrepreneurship.

¹⁰ Please refer to annex 1 for the final report of the assessment

¹¹ To access the map of the services for migrants, please refer to this link: [MMPTF - Proyecto Migrantes \(shinyapps.io\)](https://shinyapps.io/MMPTF-ProyectoMigrantes/)

¹² For more information on the survey results, please visit the results dashboard: [MMPTF - Proyecto Migrantes](https://shinyapps.io/MMPTF-ProyectoMigrantes/). Please note, these results are not public yet.

After presenting the reports to the Municipality of Santiago, the technical team in Chile moved forward with the introduction of a proposal for the design of the Migrant and Refugee Route (activity 1.1.4). For continuity and efficiency, the same consultancy was hired to contribute their expertise to the development of the MRR. Based on the above-mentioned assessment, the strategy included a series of workshops with 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 Labor 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 Labor market, as well as further training for public officials to strengthen municipal services for migrants and refugees, work flows, and knowledge of migration legislation – in the public and the private sector. The outcomes of these workshops will be compiled and conceptualized in the design of the Migrant and Refugee Route, which is expected to be completed by March 2022.¹³

Prior to running the pilot project of the MRR in the Municipality of Santiago (activity 1.1.8), a Manual and a strategy for training of municipal officials will be developed to systematize the implementation of the MRR and make the Route available for replication in other Municipalities. A consultancy has been employed for the development of the Manual and the design and implementation of the training sessions. The document will also serve as a compilation of best practices, which will contribute to evidence-based policy making that can be adapted to different local contexts and municipal structures to strengthen services provided to migrants and refugees at a local level, and act as a springboard to form city-to-city networks at a national level.

Complementary to the assessments and design of the MRR, a course in “Intercultural Communication, ‘Age, Gender and Diversity (AGD)’” was developed and implemented in a pilot program in the Municipality of Santiago (activities 1.1.6 & 1.2.1).¹⁴ The offer to participate in the training was met with enthusiasm by municipal officials, resulting in 411 applications to take part in the pilot program. 70 participants were selected internally, out of which 53 completed the self-taught online course (see Annex 3.2 for the certificates), which is available on the Municipality’s internal training website and officially recognized by their Human Resources Department. The Municipality is planning to continue certifying current and new public officials to satisfy the high demand for the training and strategically implement the thematic areas covered in the course into the Municipality long-term. The inauguration of the training¹⁵ was celebrated on November 2nd in the Hall of Honour (Salón de Honor) in the City Hall (Palacio Consistorial) with the participation of Mayor Irací Hassler, other municipal authorities, Rebeca Celnamor, Head of Office at ACNUR Chile, and Félix Martínez, Program Coordinator at IOM Chile.¹⁶ Patricia Roa, Program Officer at ILO, gave a presentation about the challenges of Labor migration, which was the first out of three master classes that form part of the course curriculum. Due to COVID restrictions, the other two presentations were held virtually on the 10th and 16th of November, each with the attendance of more than 50 of the course participants.

Furthermore, the course is currently being uploaded to IOM’s open training platform E-Campus, where it will be accessible to other municipalities. It is imperative for the project initiatives to be sustainable and available for implementation beyond the current project scope.

As an unexpected and positive outcome of the project, the Mayor of Lo Espejo Municipality formally requested to provide the course “Intercultural Communication, ‘Age, Gender and Diversity (AGD)’” to their public officials to increase awareness and improve the services delivered to the migrant population. This resulted in a line of work, to be developed during 2022, with another Municipality.

¹³ Please refer to annex 2 for further information on the systematization and design of the MRR

¹⁴ Please refer to annex 3 and 3.1 for the final report of the training implementation

¹⁵ Please find the invitation in Annex 3.3

¹⁶ Please find the note published by the Municipality of Santiago [here](#) and the note published by IOM Chile [here](#)

Mexico

As a basis for the Migrant and Refugee Resource Center in the State of Mexico City, an institutional assessment of the Labor and social inclusiveness of these populations in programs and services offered by Mexico City Government was carried out between May and October 2021 (activity 1.1.1).¹⁷ This document is based on an analysis of the rules of operation of the social programs implemented by the SIBISO, STYFE, Secretariat of Education, Science, Technology and Innovation and the Secretariat of Health. The information was systematized in a matrix that includes for each program: social problems, beneficiary population, area of attention, objectives, access requirements, rights guaranteed and promoted for people in human mobility, as well as the populations to which the support and services are directed. It showed that Mexico City Government has a regulatory framework that promotes the implementation of public policies and programs aimed at favouring the social and Labor inclusion of migrant and refugee people. Good practices are also identified in the light of the recommendations and agendas that civil society organizations in the State of Mexico City have made to guarantee respect for the human and Labor rights of migrant and refugee people. Voices of beneficiaries from Mexico City government programs and services are also included to reinterpret good practices based on their experiences, difficulties and perspectives on their own Labor and social inclusion process. Finally, this assessment outlines possible areas of opportunity to respond to the needs of migrant and refugee populations in a comprehensive manner. It prioritizes the need to place the issue of mobility and migration on the agenda of local government. Therefore, it emphasizes that government policies and actions require a humanitarian perspective, as it is necessary that the actions promoted to protect people seek to maintain human dignity within a framework of rights.

All the above would require joining forces, generating networks and linking actions between local government, civil society organizations, companies and international organizations, as well as generating efficient instruments and strategies for administrative simplification. In line with this problem, it is important that public servants develop a set of intercultural competencies that foster respect for diversity, as well as tolerance, communication, empathy, and flexibility. Recommendations insist on the relevance of generating statistics with an adequate level of disaggregation to make the profiles, demands and needs of people in mobility more visible, as these are all necessary elements for proposing public policies and strategies for advocacy.

To this extend, PUNOs and STyFE agreed on the terms of reference (TORs) to design and develop the “interactive map for territorial dialogue on the supply and demand of public programs and services, employers and civil society organizations’ initiatives in favour of the Labor integration of people in human mobility in Mexico City” (activity 1.1.2).

A map of services in the State of Mexico City for refugees and migrants is currently available as physical and electronic material, and it shows the routes of the metro, Metrobus, and light train lines. This information is an outcome of collaborative work and includes data from various organizations and institutions in the location. Community kitchens, human rights, justice, childhood, health, LGBTI, International Organizations, sexual violence, Public Institutions, Women, and Civil Society Organizations are among the components.¹⁸

Further, through participatory consultation with governmental and non-governmental organizations (NGOs) who support migrants, refugees, and asylum-seekers, we are developing Standardized Operation Procedures (1.1.1, 1.1.2, 1.1.3) to define and establish the services available at the Migrant and Refugee Resource Center (MRRC) which is managed by the Secretariat of Inclusion and Social Welfare (SIBISO). This document is based on an analysis of the programs and services delivered by the Government of Mexico City.

¹⁷ Please refer to annexes 5, 4.1, and 4.2 for the documents of this assessment

¹⁸ [Mapa de Servicios para personas refugiadas y migrantes en Ciudad de Mexico/UNHCR Mexico](#)

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

Chile

As mentioned above, a training on Age, Gender and Diversity (AGD) has been developed (activity 1.1.6 & 1.2.1). The course is available online and self-taught, which means that it can be implemented as needed within the scope of the JP and beyond.

To strengthen Labor intermediation services and employability programs, 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 Labor and Social Welfare, the Ministry of Women and Gender Equity, the Production and Trade Confederation (CPC, hereinafter), the Regional Secretariat of Labor 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).

Due to COVID restrictions, the fair was held virtually from 6-10th of December except for the opening event, which was held in the Sheraton Hotel and transmitted via livestream. The event included a panel conducted by Verónica Garrido, Director of SENCE Metropolitan Region, and invitees Fernando Arab, Subsecretary of Labor, 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 panellists discussed relevant topics like inclusion, diversity, and best practices in the world of work.¹⁹

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. 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.²⁰ 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 Labor rights and migration from a gender perspective.²¹

As part of an effort to make the certification of Labor competencies more accessible, especially to migrant workers, PUNOs together with MPTF “Mujeres Emplea”, ChileValora (Nations System Commission for the Certification of Labor 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.²² An open event was held on the 7th of January at the technical institute INACAP to provide information about the certification process and assist the participants in their registration process (please refer to annex 6 and 6.1). The event was attended by 51 women (see annex 6.2). INACAP also provided equipped facilities for the evaluations, which took place on the 11th, 13th, 18th, 20th, 25th, 27th of January. 39 women were

¹⁹ The recording of the inauguration is available at: <https://www.youtube.com/watch?v=TQP7PhAddlg&t=32s>

²⁰ Please find the Final Report of the Women’s Employment Week in annex 5

²¹ The recording of the presentation is available at: https://www.youtube.com/watch?v=K3gQyfl_C5U

²² Please refer to annex 6.4 for a further information about the required competency profile

assessed to be certified (see annex 6.3), many of whom were grateful for the opportunity to have their work experience officially recognized, which they had not been able to do prior due to lack of resources and accessibility of the process. The graduation ceremony is expected to take place in March with the attendance of the Mayor of Santiago and Government authorities.

In 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.

Another main initiative that is focused on the certification of Labor competencies is currently in progress. A consultant has been hired to identify the Labor profiles that will be certified under the fellowship program. 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 will provide information to strategically design and plan the implementation of activities 1.2.2-1.2.5.²³

Mexico

As part of the development of the Standardized Operation Procedures (SOP) mentioned above, the activity includes training to the staff from the Secretariat of Inclusion and Social Welfare (1.2.2) about the application of the document and the different services and programs offered by the institutions of the government of Mexico City. Those trainings will be given by the consultant responsible for preparing the SOP.

Rules of operation of Labor intermediation services and active Labor market programs, published by the STyFE on 31st January in the Official Journal of Mexico City adequately and explicitly include the target population with a focus on the age, gender and diversities perspective: "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, LGBTQI+ 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". For this reason and to reach the next step for a more efficient Labor integration of migrant and refugee workers, PUNOs and STyFE agreed on the terms of reference (TORs) for "Development and implementation of a business concertation strategy for the equitable hiring of foreign workers residing in Mexico City", with particular attention on women, young people and people with disabilities (activities 1.2.1 and 1.2.3).²⁴

Regarding the definition of the mechanisms of STyFE and PUNOs to promote temporary open access of the target population to the certification and accreditation program in the form of scholarships (activity 1.2.4), the Institute for Job Training (ICAT), a decentralized organization of Mexico City Government, and the National Council for Standardization and Certification of Labor Competences (CONOCER) were selected thanks to their inclusive approach and recognition of their certifications on the Mexican Labor market. Prior to certification, and only when necessary, skills or upskilling training will be ensured by institutions' partners to increase the employability. Skills identifications are still on going with private companies 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).²⁵ In addition, PUNOs developed the same approach with the National Chamber of Freight Transport (CANACAR).²⁶ From the Labor supply side, SIBISO and PUNOs agreed on selecting beneficiaries among migrant and refugee people who received in 2021 the support of Mexico City social pilot for populations in mobility: "Acción social".

²³ Please refer to annexes 7 and 7.1 for the ToR and the selected consultancy proposal, respectively

²⁴ Please find the rules of operation in annex 8.

²⁵ Please find the questionnaire to assess the demand of private companies in annex 9.

²⁶ See annex 9.1 for an invitation to a virtual session with partners (CANACAR).

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

The State of Mexico City accepted the invitation to participate in the Migration Governance Indicators (MGI) (activity 1.3.1) to map the existing social protection and livelihood programs carried out by the government of the Mexico City²⁷. The MGI provide an all-encompassing conceptual framework to analyse local migration policies, identify best practices and opportunities for improvement, to strengthen the local government's capacities in the integration of the migrant population. The activity was launched in September and up to today, the final report is under stakeholder review.

As part of the protection of people on the move, there are civil society organizations that currently join forces with the United Nations system in Mexico and that, through a joint strategy and following international protection guidelines, collaborate in the link to social programs of the government of the State of Mexico City.

Part of this exercise includes advocacy work done collaboratively at various levels of government to promote the issue of migration and people on the move as beneficiaries of these programs. From a focus on access to rights such as health, education, identity, work, and access to justice, people's integration is promoted via engagement with multiple institutions, beginning with dialogue at the federal and later local levels.

These implementation organizations, such as "Sin Fronteras" and "Programa Casa Refugiados", have a direct approach to the comprehensive Human Rights system, and as part of this work, they have promoted reforms to provide the SIBISO with the attributions and faculties to act as the agency responsible for the issue of human mobility. As a partner organization, it has promoted the State of Mexico City as an intercultural city.

There are inter-institutional working groups comprised of civil society, organizations with an age, gender and diversities approach, including shelters, and government institutions that provide care to people in vulnerable situations, identifying their specific needs to provide an adequate care pathway. In this regard, these working groups have been critical in developing a referral route to meet these needs, as well as a mapping of available social programs.

As part of the need identification process in the fourth quarter of 2021, a participatory assessment was conducted with asylum-seekers and refugees in various areas of the State 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 access to formal employment. In this regard, and accordance with the project's objectives, it will be equally important to continue promoting advocacy to change the rules of operation of social programs so that people can access them regardless of immigration status, and as part of the project's advocacy and training of public officials.

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

²⁷ Please refer to annex 10 for the acceptance letter.

Chile

ILO granted two fellowships for certification in the Start and Improve Your Business (SYIB) methodology, which helps entrepreneurs to build and strengthen their businesses through four training packages: Generate Your Business Idea (GYB), Improve Your Business (IYB), and Expand Your Business (EYB). These scholarships were granted to the Municipality of Santiago and to the Vicarage of the Social Pastoral (activity 2.2.5).

After their certification, the two professionals who were awarded the scholarships became trainers and dictated five workshops on the SYOB methodology through the Vicarage of the Social Pastoral. Four of those workshops were on the “Generate your Business Idea”, which is intended for people who would like to start a business, and who, through the training, develop a concrete business idea ready for implementation. Another one included the “Start your Business”, 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 workshops, out of which 44 were migrants (32 women and 12 men).²⁸

Building upon these fellowships and partnerships, PUNOs have received a draft for a concept note from the Vicarage of the Social Pastoral for the implementation of an entrepreneurship and social mobility program (activities 1.4.1-1.4.3), which will include training, funding, accompaniment, and an online selling platform to support aspiring entrepreneurs in developing their business ideas. The program proposal obtained additional external funding and will focus on women, youth, persons with disabilities, and socio- economically vulnerable persons. It is important to mention that this program follows a sustainable approach, which is achieved by teaching and incorporating the SYIB methodology, an agreement with the Catholic University Silva Henríquez and several organizations that will serve as incubators and connect the participants to an extensive support network for entrepreneurs.

A collaboration alliance has been established with the Relink Project, a Chilean Labor retraining platform, developed by SOFOFA, SENCE, and the IDB. Within this framework, we are developing a retraining pilot for migrants in the STEM area. After completing a digital skill bootcamp, employment opportunities will be offered. Through the Employment Office, the Municipality identified 10 people that fit the profile for Relink. After they were contacted to be included in the program, 6 people decided to initiate the process.

Mexico

Think.Coop, a comprehensive training and orientation program on cooperatives and solidarity enterprise management was delivered in early December during four days to STYFE public servants in charge of this topic. As beneficiaries have shown keen interest and active participation, Start.Coop, part II of the training and orientation program, with a deeper focus on accompanying cooperatives and solidarity enterprises, is planned for the second quarter 2022 (activity 1.4.2).²⁹

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 Program for the Promotion, Establishment and Strengthening of Social and Solidarity-based Enterprises (activities 1.4.1, 1.4.3., 1.4.4., 1.4.5.). It was also agreed that trainings and a continuous support to entrepreneurs will be provided by an external specialized institution. To this extend and to understand better the local, four providers were interviewed.

²⁸ Please refer to annex 11 and 11.1 for the lists of participants, annex 11.2 for the SYIB workshop evaluation, and annexes 11.3-11.7 for all workshop invitations

²⁹ Please find in annex 12 and 12.1 the Think.Coop guides for the training and facilitators, respectively

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

PUNOs in Mexico have called for a tripartite dialogue under the Decent Work Program for the State of Mexico City and ToRs for an advocacy route for Labor integration of people in human mobility have been finalized. (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 is developing an online platform on labor rights directed at migrants and refugees, which is expected to launch in March. Further informative material, talks, and workshops will be planned now that the regulations of the new migration law have been published (2.2).

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

A call for a tripartite dialogue under the Decent Work Program for Mexico City to sustain a special dialogue on potential strategies for inclusion of migrant, refugee and asylum-seekers (activity 2.1.1.) has been made during the Forum "Labor 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 Labor Equality and Non-Discrimination" (annex 13) 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".

The institutional assessment of the Labor and social inclusivity of migrant, refugee and asylum-seeker populations in programs and services offered by Mexico City Government, carried out between May and October 2021, contains a brief report on inclusivity of migrant, refugee and asylum-seeker workers in the Decent Work Program specific strategies and agreements (activity 2.1.3.). To increase its inclusivity, the report recommends ensuring mechanisms for the implementation of the Program and making people in human mobility visible as a target population. Particularly, it recommends "to align the Decent Work Program 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 reach this purpose, STyFE and PUNOs agreed on the TORs to elaborate an advocacy route for Labor integration of people in human mobility in the short and long term in Mexico City.

Output 2.2: Labor 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 in the project as part of the Steering Committee and as implementing partners. During January 26, 2022, a tripartite meeting was held to inform of the progress on the Migrant and Refugee Route and include their inputs in the design of the MRR.

The CPC has expressed their concern for women's Labor participation rate which declined significantly during the pandemic. For the period May-July 2020 was 41,3% (while during the same period in 2019 reached more than

50%).³⁰ Therefore, the focus of CPC has been on supporting the reintegration of women into the Labor market, including migrant women. In this sense, their involvement in the development of the “Women’s Employment Week 2021” was key.

CUT is designing a webpage aimed at migrants and refugees and it will focus on Labor rights (activity 2.2.2). It is expected to launch the website in March 2022.³¹ Additionally, 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 presentation of the JP.³²

The National Migration Service participated in the workshop for the design of the Migrant and Refugee Route held with the private sector (Activity 2.2.1). During the workshop, they provided orientation on hiring practices and presented the initiative “Compromiso Migrante”.³³

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

The local Migration Governance Indicators are in progress in both cities. PUNOs are planning to coordinate an exchange of best practices between both participating local governments after the results have been published.

Further exchanges among relevant actors are planned for 2022 to discuss best practices and lessons learned. It is expected to work with the Mayors Migration Council during this year.

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 have 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.³⁴ The framework has already been applied at national level in Chile. While the State of Mexico City is the 5th local government to participate in the MGI, the Municipality of Santiago is pioneering in Chile. IOM Mexico launched the MGI on the 27th of September 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.

IOM Chile and Mexico are planning a meeting between participating representatives of both municipalities after completion of the MGI process, to provide the opportunity to share experiences and best practices and discuss responses and approaches in the different local contexts. IOM Chile has hired a consultant to accompany the MGI

³⁰ Instituto Nacional de Estadísticas (INE. (2020). Boletín Estadístico: empleo trimestral. Edición nº 262 / 28 de agosto de 2020 Recuperado [de https://www.ine.cl/docs/default-source/ocupacion-y-desocupacion/boletines/2020/pa%C3%ADs/bolet%C3%ADn-empleo-nacional-trimestre-m%C3%B3vil-mayo-junio-julio-2020.pdf](https://www.ine.cl/docs/default-source/ocupacion-y-desocupacion/boletines/2020/pa%C3%ADs/bolet%C3%ADn-empleo-nacional-trimestre-m%C3%B3vil-mayo-junio-julio-2020.pdf)

³¹ For the website design, please refer to annex 14 and the following link: <https://development.carlospalmab.com/rutamigrantes/> Please note, that the website development has not yet been finalized and is not yet publicly available.

³² Presentation of the JP and sensitization about the inclusion of migrant workers in CUT’s radio channel: <https://cut.cl/cutchile/2021/04/12/aromas-colores-sabores-proyecto-bi-nacional-chile-mexico-para-la-integracion-de-la-migracion/>

³³ “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.

³⁴ Please find the acceptance letter from the Municipality of Santiago in annex 15



process and then systematize the results of the encounter (activity 3.1.3).³⁵ This exchange will initiate regional outreach for a dialogue about migration governance and give both participating municipalities access to a widespread MGI network.

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

As planned, resources will be generated during the JP implementation in 2022.

³⁵ Please find the ToR for the consultancy in annex 15.1

Results Reporting Framework ³⁶							
INDICATORS		Baseline	Results achieved for the reporting period (only provide data for the specified year)			Cumulative Results <i>Note: For Y1 report, this will be the same; For Y2 report, it will be Y1+Y2; and for Y3 report, it will be Y1+Y2+Y3</i>	Notes
			Y1	Y2	Y3		
OUTCOME 1	Santiago and Mexico City enhance employment and social protection programs 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 1a	Number of programs inclusive to migrant workers, refugees, and asylum-seekers in Santiago.	0	0	1		1	Certification of Labor competencies provided by the Municipality of Santiago, SENCE, and ChileValora. 39 women were evaluated to be certified. Means of verification: Evaluation Register (Annex 6.3)
Indicator 1b	Number of programs inclusive to migrant workers, refugees, and asylum-seekers in Mexico City.	0	0	4		4	Means of verification: According to the <i>systematization of social programs and inclusive services for the population in human mobility of the Government of Mexico City</i> (in annex 4.2), four social programs with inclusive approaches for the population in human mobility were registered in 2021: SIBISO (“City Hospitality and Human Mobility” and “Social Inclusion and Welfare Fund”) and STyFE (“Unemployment Insurance” and “Promotion of Decent Work”).

³⁶ Please find the revised results framework in annex 16

OUTPUT 1.1	The Migrant and Refugees Route (Chile) and Migrant and Refugee Resource Center (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.					
Indicator 1.1a	Number of services offered through the Migrant and Refugees Route to migrant workers, refugees, and asylum-seekers, diverse in gender, age, and disabilities in Santiago.	1	0	2		2 Number of departments involved in the design of the Migrant and Refugee Route (Office of Labor Intermediation and Office of Migrants). Means of verification: MRR Systematization of Design and Implementation (annex 2)
Indicator 1.1b	Number of services offered through Migrant and Refugee Resource Center to migrant workers, refugees, and asylum-seekers, diverse in gender, age, and disabilities in Mexico City.	0	0	27		27 The Secretary of Inclusion and Social Welfare offers services to TP and has a catalogue of 27 services, of which some are linked with STyFE for labor intermediation, CONOCER for skills certification and COMAR for refugees and asylum-seekers. Means of verification: According to the diagnostic of services offered by SIBISO.
OUTPUT 1.2	Labor intermediation services, employability programs, and certification of labor 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 labor intermediation services.	0	0	3,131		3,131 Chile: Number of migrant women who visited the Mujer Emplea job fair website. The total number amounted to 13,085 visits and 2,439 submitted job applications. Means of verification: Final Report Women’s Employment Week 2021 (annex 5). 10 people entered the relink job retraining process. Mexico: 631 migrant/refugee/asylum-seeker women and 612 migrant/refugee/asylum-seeker men used the labor

							intermediation services (“Bolsa de Trabajo”) between March 2021 and January 2022. Means of verification: Employment Support Programs Directorate, report of STyFE.
Indicator 1.2b	Number of migrant workers, refugees and asylum-seekers that use employability programs.	0	0	528		528	Chile: 36 migrant women signed up for mentorships and diploma courses out of a total of 294 participants (Chile). Means of verification: Final Report Women’s Employment Week 2021 (annex 5). Mexico: 492 people received support through the “Social Action of Emergency Support to Migrants, Refugees and Internally Displaced Persons who were affected by the COVID-19 pandemic” program, that was implemented in 2021 by STyFE. Means of verification: Employment Support Programs Directorate, report of STyFE.
Indicator 1.2c	Number of migrant workers, refugees and asylum-seekers that access to certification of labor competencies.	0	0	32		32	Chile: 20 migrant women participated in the certification process for primary care givers out of a total of 39 women. Means of verification: Evaluation Register (annex 6.3) Mexico: 5 migrant men and 7 migrant women participated in ICAT Mexico City courses between March 2021 and January 2022. Means of verification: ICAT Registration Card Statistical Information, report of STyFE.
OUTPUT 1.3	Referral pathways to social protection and livelihood programs and services of Mexico City government available for TP with specific needs.						
Indicator 1.3a	Number of programs and services for which referral pathways have been established.	0	0	0		0	The referral pathways to social protection and livelihood programs and services in Mexico City is currently being developed through Standardized Operation Procedures.

OUTPUT 1.4	Entrepreneurship services and programs targeting migrants, refugees and particularly women, youth, and people with disabilities (PWDs) are strengthened.					
Indicator 1.4a	Number of migrants and refugees that received targeted entrepreneur services, disaggregated by sex/age.	0	0	44	44	Chile: Number of migrants who participated in the SYIB workshops to promote entrepreneurship. 32 women and 12 men. Means of verification: Attendance register GYB Workshops (annex 11) and Application Register SYIB Workshop (annex 11.1)
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	0	13	13	The stakeholders are the following: Chile: Municipality of Santiago, CUT, CPC, SENCE, Vicarage of the Social Pastoral, ChileValora, Mexico: SIBISO, STyFE, COPRED, CANACAR, Iniciativa Ciudadana A.C., Programa Casa Refugiados, Sin Fronteras.
OUTPUT 2.1 (ONLY MEXICO)	Labor migration and integration of refugees and asylum-seekers has been mainstreamed in the (tripartite) Decent Work Program of Mexico City (DWP).					
Indicator 2.1a	Percentage of inclusivity in Decent Work Program of Mexico City.	0	0	0	0	Means of verification: According to the <i>institutional assessment of the Labor and social inclusivity of migrant, refugee and asylum-seeker populations in programs and services offered by Mexico City Government</i> (in annex 4.1), it is important “to align the <i>Decent Work Program</i> with <i>Mexico City Constitution</i> , specifically with article 11, to ensure the recognition and visibility of people in human mobility as part of the target population”.
OUTPUT 2.2 (ONLY CHILE)	Labor rights, trade unions, entrepreneurship and migration law are known and understood by migrant workers, refugees, and asylum-seekers through the enhancement of social dialogue.					
Indicator 2.2a	Number of migrant workers, refugees, and asylum-seekers (disaggregated by sex/gender) who improved their knowledge in labor rights	0	0	123	123	Chile: Number of visits to the web page that shows the video of the talk on "Labor rights and migration with a gender perspective": https://youtu.be/K3gQyfl_C5U Means of verification: web page statistics

Indicator 2.2b	Number of migrant workers, refugees, and asylum-seekers (disaggregated by sex/gender) who improved their knowledge in trade.	0	0	0	0	
Indicator 2.2C	Number of migrant workers, refugees, and asylum-seekers (disaggregated by sex/gender) who improved their knowledge in Chilean migration law.	0	0	0	0	Work on this activity must be delayed until the publication of the regulations of the new Chilean Migration Law is completed.
OUTCOME 3	Santiago and Mexico City engage in strengthening bilateral South-South cooperation.					
Indicator 3a	Number of bilateral cooperation initiatives between Santiago and Mexico City rated as “successful”.	0	0	0	0	
OUTPUT 3.1 (ONLY MEXICO)	Santiago and Mexico City’s tripartite actors and civil society engage in technical exchanges of best practices.					

Indicator 3.1a	Number of best practices developed based on the exchanges between the tripartite actors and civil society of the two cities.	0	0	0	0	
OUTPUT 3.2	Resources to generate south-south city to city partnerships and permanent exchanges are developed.					
Indicator 3.2a	Number of resources and permanent exchanges developed in the framework of South-South cooperation.	0	0	1	1	Meeting between ChileValora and CONOCER.

3. Partnerships

Chile

After presenting the project to the new administration of the Municipality of Santiago at the beginning of August, PUNOs initiated bi-weekly meetings with focal points in the municipality to provide updates, validate workplans, design strategies for upcoming initiatives, and coordinate the implementation of activities.

As mentioned above, ILO's constituents have been actively involved in the project as members of the Steering Committee and as implementing partners.

The design of the Migrant and Refugee Route has adopted a whole-of-society approach. The appraisal conducted involved the development of three surveys - two aimed at the migrant population and one at companies - focus groups with migrants and with public officials from the Municipality, and interviews with key actors, such as ILO's constituents. The design of the MRR included 7 different workshops, aimed to generate a participatory work plan to promote coordination between municipal services, territorial actors, private sector companies, and civil society organizations.

The MRR workshop held with NGOs was attended by both migrant organizations and civil society institutions that serve, accompany, and guide migrants (Federation of the National Board of Migrants and Refugees, INCAMI, Fré Foundation, Jesuit Migrant Service, Vicarage of the Social Pastoral, National Coordinator of Migrants, Red Migrante Foundation). On behalf of the Municipality, representatives of the Office of Migrants, OMIL, Department for Community Development (DIDECO) and the Deputy Director of Gender, Diversity and Inclusion attended. The participants agreed to work jointly on the following challenges: 1) the generation of effective referral mechanisms, 2) the design of a local migration policy with a human rights and gender approach, 3) awareness and training of host communities, 4) generation of work plans in schools with a high presence of migrant and refugee students, 5) training on the implications of the new Immigration Law, 6) generation of coordination mechanisms with the National Migration Service, 7) promotion of job fairs or migration guidance (please refer to annex 2 for a summary of the workshop).

The workshops were a valuable contribution to the design of the MRR, and provided the opportunity for people and institutions, who are involved in the labor inclusion of migrants, to connect and create linkages for further collaborations. Moreover, a tripartite meeting was held to update ILO's constituents on the progress and incorporate their comments into the design of the MRR.

Mexico

After presenting the project to the new secretaries of SIBISO and STyFE, both secretariats and PUNOs agreed to sign an implementation agreement. The document is currently under legal review.

PUNOs partnered with the council to prevent and eliminate discrimination in Mexico City (COPRED for its acronym in Spanish), a local government decentralized dependency, which works against discrimination and xenophobia.

PUNOs partnered with Mexico City Human Rights Commission, an autonomous organization which works for human rights in Mexico City.



Through the support of COPRED, PUNOs linked with private companies that are members of the Great Agreement for the equal treatment in Mexico City (an initiative from COPRED which affects a total of 100,000 workers of the private sector in Mexico City).

A public-private partnership (PPP), between Iniciativa Ciudadana and the local office of the ILO in Mexico, is currently under internal review. This collaboration would aim to foster 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 would also bring sustainability to the achievements of the project investments, after its conclusion.

4. Cross-Cutting Issues

The JP follows a gender-responsive approach as issues and needs pertaining women are systematically included in the design of all activities. For example:

- The training for municipal officials on interculturality and AGD specifically includes a module on a gender perspective in migration and the inclusion of migrant women in the labour market in addition to areas of inclusion widely understood. 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 part of the migrant and general population.
- The activities conducted during 2021 have been focused specifically 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 addition, activities have been oriented to contribute to equality and non-discrimination as evidenced in the results shown above and the participatory nature of activities which allowed a whole-of-society approach. In this vein, participation and inclusion are 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 both countries where activities are being implemented.

Part of the decision to revise the Monitoring and Evaluation strategy and results matrix 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.

Finally, within the framework of the joint work that the PUNOs are carrying out with the municipality of Santiago, as well as the Response for Venezuela Platform (R4V), a working group especially focused on the situation of Venezuelan children and adolescents who have arrived in Santiago was formed at the beginning of 2021. Based on the specific work areas of each agency, a response plan was developed to protect the rights of children from families in precarious situations, who on many occasions could not access basic rights such as food, education, health etc. UNICEF also participated in this initiative.

5. Innovation, Good Practices and Lessons Learned

Chile

The management of the project has involved establishing alliances and partnerships to ensure a whole-of-society approach in its development. An important collaboration has been the decision to implement activities jointly with the MPTF Mujeres Emplea. As a positive outcome of this collaborative work, it is worth mentioning the leverage of additional funding for both projects. The Chilean Government, through ChileValora and SENCE, has supported and funded the certification of women as primary caretakers in four municipalities, including Santiago and three other municipalities covered by MPTF Mujeres Emplea. Furthermore, this implies that 7 UN Agencies are working 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.

The scholarships provided to Vicarage of the Social Pastoral and to the Municipality of Santiago to certify one member of each institution in the Start and Improve Your Business methodology worked as a catalyst. The two certified professionals, with the support of the Vicarage, dictated five workshops on the SYIB methodology, expanding opportunities for entrepreneurs. ILO Program Officer, Patricia Roa, participated in the graduation ceremony. Moreover, a project has been developed to scale the SYIB methodology into a program which will be funded by the MPTF and with additional external funding. It is expected to start in April 2022.

Additionally, a line of work on migration and inclusion has been established between PUNOs and the World Bank. Considering the work of the World Bank with municipalities in Chile, the World Bank was involved early in the project. This collaboration has 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.

Mexico

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

To further ensure the sustainability of project achievements, particularly in evolving contexts still tainted by the COVID-19 pandemic, a public-private partnership (PPP), between Iniciativa Ciudadana and the local office of the ILO in Mexico, is currently under internal review. This collaboration would aim to foster 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.

6. Challenges Encountered and Measures Taken

Chile

On May 15th and 16th 2021 municipal elections took place in Chile and resulted in a change of government in the Municipality of Santiago. The new administration was sworn in on the 28th of June. 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 the 2nd of August 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 aligned with the new administration's priorities and was, therefore, well received.

The change of government in the Municipality of Santiago also brought about a 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, an important focal point for the project. Secondly, a new Sub-Directorate for Gender Equality, Sexual Diversity and Inclusion was created, which shifted the main focal point of the JP from the Head of the Office for Women to the Head of the new Sub-Directorate. 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 do not put the achievement of the project objectives at risk.

Mexico

Legislative and local elections were held in Mexico on 6 June 2021. As a consequence, a new Secretary of Inclusion and Social Welfare and Secretary of Labor and Employment Promotion were appointed in early September. These changes have slowed down the collaborative work with the two major local counterparts, as there was uncertainty about the continuation of the focal points. Indeed, the focal point in the STYFE changed twice between August and November 2021 and lacked for more than a month until late November.

Due to the ongoing COVID-19 pandemic, PUNOs have made the final call to erase the travel budget to eliminate any barriers tied to travel restrictions and to comply with safety measures. The Risk Management Plan had foreseen the COVID-19 pandemic as an ongoing problem, which meant that activities at risk can be adapted to take place virtually, rather than in person. This change will mainly affect activities in Outcome 3. Consequently, a budget revision of the JP was submitted to the Steering Committee, which included the required redistribution of UNDG category 5 "Travel" to other categories.

Finally, when working with local governments their daily activities involve constant dedication to various issues related to the needs of the population residing in their territory. 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. Nevertheless, the JP activities are on track considering the work plan.

7. Contributions to the SDGs

As per additional request, we hereby include the three most relevant target SDGs for this JP together with the approximate contribution (%) of the overall budget towards each SDG:

SDG 4 - Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all: 40%

SDG 5 - Achieve gender equality and empower all women and girls: 20%

SDG 8 - Promote inclusive and sustainable economic growth, employment, and decent work for all: 40%

Conclusion and Next Steps

Over the past year, PUNOs, with the support of the RC, worked on the development of the MRR and the MRRC, as well as on establishing alliances and partnerships, which enabled valuable connections for the inclusion of the migrant and refugee population. Following the whole-of-society approach, PUNOs involved a variety of actors in different stages of project implementation. During this year, we hope to consolidate established alliances to achieve the Outcomes of the JP. To this effect, PUNOs will work on the implementation of the MRR, the strengthening of capacities of local actors, workers' and employers' organizations, and in two projects that will directly benefit the migrant and refugee population and the receiving communities: scholarships for the certification of Labor competencies and the entrepreneurship program.

After a substantial renewal in Mexico City Government, the signature of the implementation agreement between STYFE and the PUNOs will reaffirm the compromise of both Secretariats in executing commonly the activities that have been carefully prepared between March 2021 and February 2022 by PUNOs, and - when necessary - adapted to the evolving context. To this extend, the budget revision would allow the full implementation of the project during the following months in a quality and timely manner.

ANNEX

1. Annex 1_Final Report_Assessment_CL
 - a. Annex 1.1_Survey Results_Migrant Population Santiago_CL
 - b. Annex 1.2_Survey Results_Migrant Population Metropolitan Region_CL
 - c. Annex 1.3_Survey Results_Companies_CL
2. Annex 2_MRR_Sistematization of Design and Implementation_CL
3. Annex 3_Final Report_AGD Training_CL
 - a. Annex 3.1_Final Report Annex_AGD Training_CL
 - b. Annex 3.2_Certificates_AGD Training_CL
 - c. Annex 3.3_Invitation Inauguration AGD Training_CL
4. Annex 4_Assessment of Social and Labor Inclusion_MX
 - a. Annex 4.1_Presentation_Assessment of Social and Labor Inclusion_MX
 - b. Annex 4.2_Report_Systematization of Social Programs and Services_MX
5. Annex 5_Final Report_Women's Employment Week 2021_CL
6. Annex 6_Invitation Open Call_Certification Caregivers_CL
 - a. Annex 6.1_Program Open Call_Certification Caregivers_CL
 - b. Annex 6.2 Attendance Open Call Caregiver Certification CL
 - c. Annex 6.3 Evaluation Register Certification Caregivers CL
 - d. Annex 6.4_Competency Profile_Caregivers_CL
7. Annex 7_ToR Consultancy_Profiles Certification Fellowships_CL
 - a. Annex 7.1_Consultancy Proposal_Certification Fellowships_CL
8. Annex 8_Rules of Operation_STyFE_MX
9. Annex 9_Questionnaire_Demand Assessment Private Companies_MX
 - a. Annex 9.1_Invitation_CANACAR_MX
10. Annex 10_Acceptance Letter Local MGI CDMX_MX
11. Annex 11_Attendance Register_GYB Workshops_CL
 - a. Annex 11.1_Application Register_SYIB Workshop_CL
 - b. Annex 11.2_Results Evaluation Questionnaire_SYIB Workshop_CL
 - c. Annex 11.3_Invitation GYB Workshop 1_CL
 - d. Annex 11.4_Invitation GYB Workshop 2_CL
 - e. Annex 11.5_Invitation GYB Workshop 3_CL
 - f. Annex 11.6_Invitation GYB Workshop 4_CL
 - g. Annex 11.7_Invitation SYIB Workshop_CL
12. Annex 12_Think.Coop Training Guide_MX
 - a. Annex.13.1_Think.Coop Facilitator Guide_MX
13. Annex 13_Pact for Labor Equality and Non-Discrimination_MX
14. Annex 14_Website Design CUT_CL
15. Annex 15_Acceptance Letter Local MGI_CL
 - a. Annex 15.1_ToR Consultancy Local MGI_CL
16. Annex 16_Revised Results Framework
17. Annex 17_Communication Statistics_Social Media Posts
18. Annex 18_Social Media Posts_Partners