

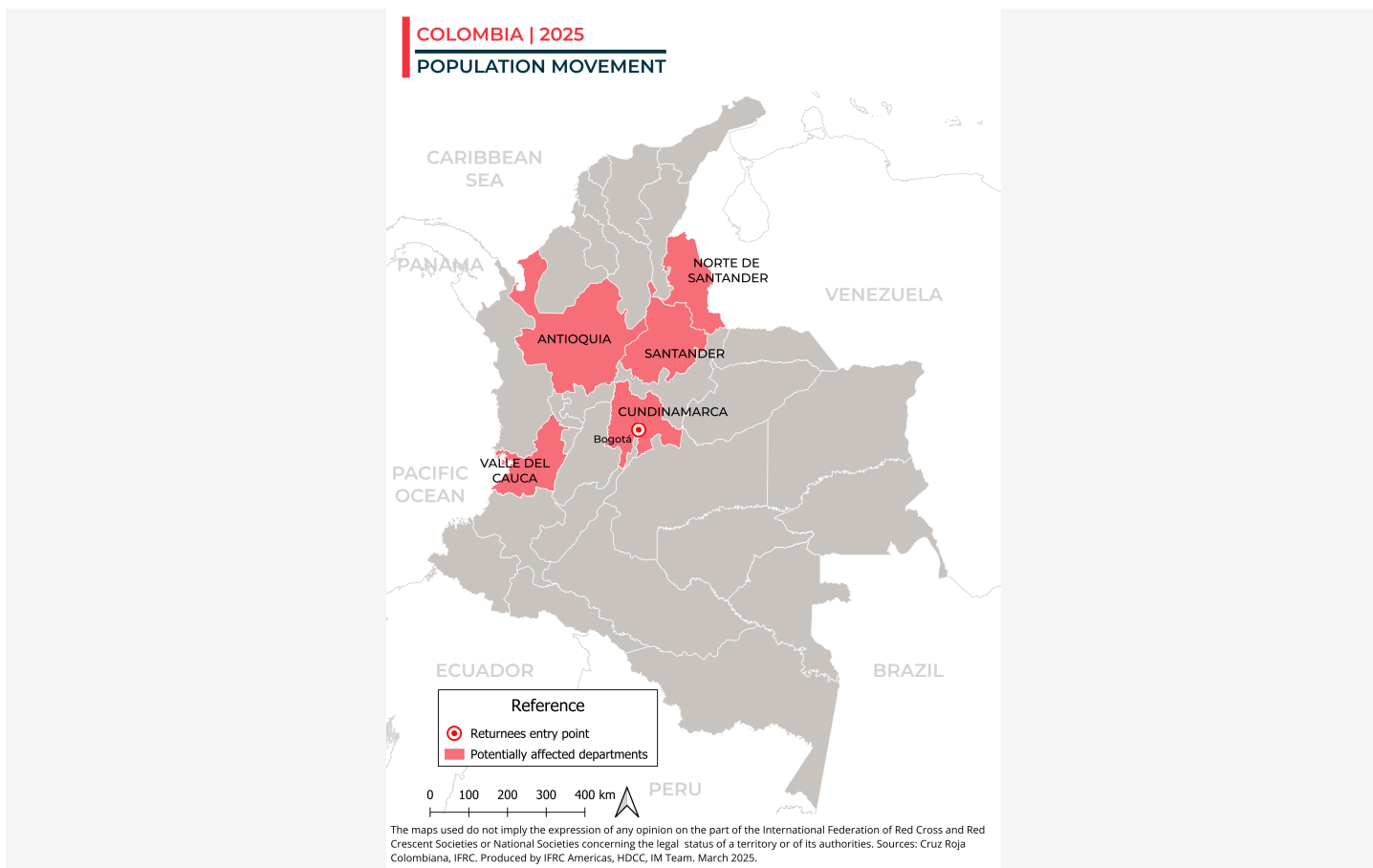


Attention to national migrants deported. February, 2025.

Appeal: MDRCO030	Total DREF Allocation: CHF 76,878	Crisis Category: Yellow	Hazard: Population Movement
Glide Number: -	People Affected: 27,000 people	People Targeted: 2,500 people	People Assisted: 3,082 people
Event Onset: Slow	Operation Start Date: 27-03-2025	Operational End Date: 30-09-2025	Total Operating Timeframe: 6 months

Targeted Regions: **Bogota D.C**

Description of the Event



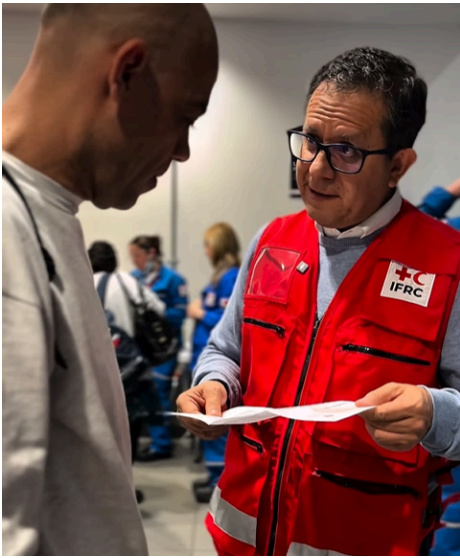
Mainly receptor departments. Source: NS Migration Strategy, 2025.

Provide any updates in the situation since the field report and explain what is expected to happen.

According to the dashboard developed by Migration Colombia, between 28 January and 6 March 2025, a total of 1,467 Colombians were deported on flights organized by the National Government in coordination with the Air Force, Migration Colombia, and the Foreign Ministry (1). These flights originated from the United States and Panama, arrived at airports in Bogotá and Medellín.

Deportations remained consistent throughout this period. The United States deported 201 people on 28 January, and 105 on 29 January. On 3 February, Panama deported 43 Colombians to Medellín. Additional flights from the United States followed on 3, 6, and 10 February, carrying 109, 91, and 109 deportees, respectively. On 13 February, two flights arrived: one from Panama with 35 people in Medellín and another from the United States with 107 in Bogotá. The United States continued deportations with flights on 18, 19, 20, and 25 February, carrying 107, 96, 109, and 105 deportees, respectively. Panama sent another flight on 28 February with 35 deportees. Finally, in March, the United States operated two more flights, on 4 and 6 March, with 110 and 105 deportees, bringing the total for the period to 1,467. These figures only account for coordinated flights with government oversight, meaning the actual number of deportations could be higher. Meanwhile, *El Tiempo* (2025) reported that approximately 1,000 Colombians were currently detained in the United States, awaiting deportation in the coming weeks (2)

With an average of 200 people returning weekly to Bogotá through coordinated flights between the Colombian and U.S. governments, the Colombian Ministry of Foreign Affairs estimated and subsequently confirmed an increase in deportations that exceeded available institutional capacities. During the analyzed period, the number of deportations showed a significant increase starting in June, rising from 636 cases in April and 593 in May to 733 in June, with a peak of 1,845 in July, followed by 1,280 returned individuals in August. Although these cases exceeded historical deportation records, as well as institutional capacities to respond to this sustained increase, the DREF operation did not transition into a response operation, as the planned early actions addressed the identified humanitarian needs at the reception point and strengthened the National Society's capacities to ensure continuity of the response as part of the planned exit strategy, in coordination with the National Society's operational teams.



IFRC Monitoring visit, November, 2025.



Registration for hosting service. July, 2025.



Restoring family links service. July, 2025



First flights reception. March, 2025.

Scope and Scale

Between April 3 and September 23, 2025, 26 deportation flights from the United States were handled, with a total of 3,082 people assisted by the Colombian Red Cross at El Dorado International Airport in Bogotá. On average, one flight was received per week, usually on Thursdays, with some exceptions on Tuesdays. The regularity of the flights demonstrated the continuity of the phenomenon of assisted deportations and the need to maintain institutional capacities for constant response, both in the reception phase and in the subsequent orientation phase.

The profile of returnees was heterogeneous, but with a male predominance of 74% compared to 26% women. This diversity was also reflected in their migration histories: some people had migrated recently, while others may have been living in the United States for more than a decade, with established family networks, stable life projects, and/or ongoing documentation processes. This range of trajectories determined different levels of vulnerability and needs at the time of return.

The most significant impacts were observed in mental health, emotional well-being, and socioeconomic stability. Many returnees arrived without support networks, with limited financial resources, and with difficulties accessing basic services or obtaining identity documents. In some cases, protection needs were also identified, especially among people with complex family histories or who were returning to contexts of violence or social exclusion.

Although Colombia has historically received deportation flights from the United States, during this period there was an increase in the frequency and complexity of cases, with greater demands for psychosocial support and personalized guidance. This behavior confirmed a sustained trend in the phenomenon and highlighted the importance of strengthening inter-institutional coordination and humanitarian preparedness, especially at points of arrival such as El Dorado International Airport.

The experience of this operation reaffirmed that caring for deportees requires not only immediate assistance, but also comprehensive protection, information, and community outreach measures that promote their safe and dignified reintegration.



Source Information

Source Name	Source Link
1. Migration flows 2024 by Migración Colombia	https://public.tableau.com/app/profile/migraci.n.colombia/viz/FlujosMigratorios-2024/Inicio
2. Migration flows 2025 by Migración Colombia	https://public.tableau.com/app/profile/migraci.n.colombia/viz/FlujosMigratorios-2025/Inicio
3. National Migration Strategy Tracking Dashboard	https://app.powerbi.com/view?r=eyJrIjoiYjQ0YjI3MWUtNjVmNS00ZDU1LWE0N2UtNGVmODBhNDQ4YTk4IiwidCI6ImEwZmJlMTkyLTYxZjAtNDk2Zi1iNjRhLTAwMThmMDg5M2ExNjI9&pageName=35d823540bf8cface31
4. Nearly 1,000 Colombians are ready to be deported from the U.S.	https://www.eltiempo.com/mundo/eeuu-y-canada/cerca-de-1-000-colombianos-estan-listos-para-ser-deportados-desde-estados-unidos-3425883

National Society Actions

Have the National Society conducted any intervention additionally to those part of this DREF Operation?	Yes
Please provide a brief description of those additional activities	<p>In January 2025, the National Society received a call from the Ministry of Foreign Affairs to assist with the reception of a flight carrying deportees. Before the DREF was approved and launched, an initial team of approximately 15 volunteers was formed and sent to El Dorado Airport to provide immediate assistance. At that time, without yet knowing the scale of the response, health services, Restoring Family Links (RFL), psychosocial support, hot drinks, food, accommodation support services were provided in coordination with the Cundinamarca and Bogotá Branch. These initial actions marked the starting point of this operation. In January and March, approximately 897 people were reached, prior to the launch of the response under the DREF.</p> <p>Once the operation was approved and the DREF was implemented, the National Society remained open to identifying new management opportunities that would strengthen the response. In this regard, thanks to the support of the IFRC and the efforts made by the NS Headquarters, a donation was secured from Skechers, which made it possible to include the delivery of footwear as an element to dignify the return process of the people assisted, delivered within the framework of the Humanitarian Store. It was identified that footwear was a clear necessity, as some people arrived without shoelaces or with shoes that had been given to them during their stay prior to deportation, which for them was a reminder of an experience they wanted to forget.</p> <p>In line with the cross-cutting CEA approach throughout the operation, the National Society implemented the "Welcome Letter" initiative, which consisted of delivering a letter written by a volunteer inspired by a message of encouragement and empathy towards returnees. This symbolic action, although not initially contemplated in the operation, contributed significantly to strengthening psychosocial support and the sense of dignity of the humanitarian response. Each letter was delivered together with a bracelet made by migrants reached from another livelihood programs of the NS, thus integrating different lines of intervention under the same humanitarian purpose.</p>



IFRC Network Actions Related To The Current Event

Secretariat	The IFRC Country Delegation in Colombia provides support to the Colombian Red Cross in finance, operations, PMER, internal coordination with in-country Movement partners and external coordination with the humanitarian country team. For this emergency, the IFRC team in Colombia supported the registration on the GO platform, as well as the formulation of this DREF and accompanied multiple flight arrivals
Participating National Societies	The participating National Societies present in the country—the American, German, Spanish, and Norwegian Red Cross—together with the Colombian Red Cross, convened a meeting of the Movement’s partners to define the lines of support and coordination within the response plan. The PNS present in the country expressed their interest in learning about the humanitarian needs that had arisen from the ongoing deportation process.

ICRC Actions Related To The Current Event

The ICRC supported the Restoring Family Links (RFL) service through the Peacebuilding and Institutional Doctrine team of the NS, who, from a programmatic integration perspective, were part of the volunteer team that assisted with services at the airport, strengthening the deployment of actions to restore family links. This service helped reconnect deported nationals with their families in Colombia. The ICRC promotes this pillar by financing the Colombian Red Cross focal point in RFL, which carried out the technical part of the operation.

Other Actors Actions Related To The Current Event

Government has requested international assistance	No
National authorities	<ul style="list-style-type: none"> - The Ministry of Foreign Affairs accompanied the arrival of the nationals and the coordination with the institutions. - The National Police provided a space for the care of minors and the respective medical care. - OPAIN guaranteed a space to provide humanitarian assistance and managed humanitarian transport for people without a support network in the city of Bogotá and with high levels of vulnerability and multiple affectation. - The Mayor's Office of Bogotá arranged the temporary accommodation service for nationals without a support network in the city of Bogotá, meanwhile, their return to the different cities of origin was achieved. - The Colombian Institute of Family Welfare (ICBF) assessed the minors who arrived on the flights and they delivered liquid welfare to the children. - The Ministry of Health of Bogotá arranged basic medical care. - The Ombudsman's Office received statements and referred cases to the Unit for Comprehensive Attention and Reparation to Victims in cases associated with the internal armed conflict.
UN or other actors	Given the decrease in funding by the United States Government to the United States Agency for International Development (USAID), the response of other actors were reduced, making it difficult to deliver humanitarian assistance, the presence of international cooperation and the services offered. Before this budget cut was known,



the Colombian Red Cross managed to articulate in a coordinated manner with partners such as UNHCR and IOM the accommodation services operated by implementing partners within the framework of current projects. This made it easier for the returned migrant population to have access to showers, food, lodging and toiletries.

Are there major coordination mechanism in place?

The Interagency Group on Mixed Migratory Flows – GIFMM carried out an exhaustive monitoring of the migratory context in the face of the arrival of the returned migrant population that has been deported from the United States. This allowed to know the humanitarian needs and the impact on the different regions of the country and the possible trends of this dynamic.

Regarding the coordination for the response to returned migrants, the Ministry of Foreign Affairs, Migration Colombia and the Colombian Air Force were in charge of coordinating actions to assist this population, through the established protocol, with the participation of different public and private entities and in conjunction with the Colombian Red Cross.

The Ministry of Foreign Affairs articulated a response on the ground, for the attention of nationals. This allowed the non-duplication of actions, the strengthening of the line of integration and stabilization, complementarity in care and a safe referral for protection cases.

Needs (Gaps) Identified



Shelter Housing And Settlements

In some specific cases, there was a need to support people who arrive at points far from their places of origin, making it difficult for them to access support networks and immediate refuge. Lack of financial resources prevents them from continuing their journey or accessing temporary accommodation, exposing them to street situations and precarious living conditions. Likewise, the lack of safe reception spaces leaves many people without a decent place to spend the night. In addition, the absence of support mechanisms for family reunification limits the possibility that they can be reunited with their loved ones safely and quickly.



Livelihoods And Basic Needs

It was evident that access to basic foodstuffs was a major limitation in the process of receiving deportees.



Multi purpose cash grants

There has been evidence of a lack of access to humanitarian transport, which prevents deportees from moving from the cities of return to their places of origin or safe reception points. The absence of economic resources for their mobilization leaves many people without viable options to continue their journey safely, increasing the risk of being stranded in these cities and exposing themselves to street conditions, exploitation or insecurity. The situation is even more critical for those who do not have support networks in the city of arrival, which aggravates their vulnerability and makes family reunification difficult. In addition, the lack of assistance in conditional cash transfers for humanitarian transport increases exposure to the dangers of en-route migration, including human trafficking, violence and exploitation.

Additionally, it was required to guarantee humanitarian transport with accompaniment under a protection approach, and through an established protocol, ensuring that the humanitarian response does not cause action with harm and that people arrive at reception sites that protect their integrity. To this end, it was necessary to validate their reliable support networks to ensure the safety and well-being of those receiving assistance.



Health

Primary health care

It was critical to provide medical care to returnees to treat conditions arising from the trip, such as dehydration, fatigue, and respiratory



infections, which can compromise their well-being. It was also necessary to ensure the proper management of physical injuries and ensure immediate access to health services. The availability of pharmacological treatments was essential to treat urgent medical conditions, as well as timely referral to specialized services in cases where this was required.

Mental health

It was necessary to pay attention to the high levels of stress, anxiety and emotional effects derived from the deportation process, as well as psychosocial support in the face of family separation and the uncertainty of return. The creation of safe spaces for emotional expression and the implementation of psychological first aid were required. In addition, it was essential to guarantee a differential approach that responds to the particularities of each case.



Water, Sanitation And Hygiene

It was necessary to guarantee access to drinking water for consumption and hygiene, especially for those people who do not have a stable place to stay. In addition, the absence of basic hygiene supplies and the lack of adequate toilets and showers leave many people without access to safe and dignified facilities for their personal hygiene. It has been identified that, upon arrival, the nationals do not bring laces on their shoes and bring their belongings between sacks and tarpaulins that make them easily identifiable. That is why it was necessary to have shoelaces and tote bags that they can obtain upon arrival at the airport, as part of the elements of the Humanitarian Store Strategy.



Protection, Gender And Inclusion

The need to guarantee communication for returnees, due to family separation during the deportation process was identified to facilitate contact with their support networks. Likewise, the installation of free connectivity points that allow access to the internet and the making of essential calls was required. Inquiries were also raised about support networks and services available to people who are returning to Colombia under deported status.

As part of the implementation, the Colombian Red Cross team was attentive to identifying people who may have faced situations of vulnerability in their migration process, such as forced displacement, human trafficking, gender-based violence, and other forms of violence that may affect their integrity and rights. Taking into account that some people may have left Colombia in search of international protection, special attention was paid to identifying needs and thus strengthening orientation actions for the dissemination of access routes to protection services and safe return. Attention was also paid to institutional processes for the restitution of rights in order to facilitate processes of safe referral and referral of cases to appropriate assistance and protection mechanisms.

Operational Strategy

Overall objective of the operation

Through this DREF operation, the Colombian Red Cross planned to mitigate the risk of a humanitarian crisis that could be triggered by an unusual increase in the number of people deported. In this regard, anticipatory actions were implemented to provide assistance to 2,500 deportees during 6 months through primary health care, psychosocial care, WASH, delivery of hygiene items, food assistance, accommodation, cash vouchers for in-land transportation, information as aid and the protection of family links.

At the end of the operation, 3,082 people were reached, comprehensively covering their immediate needs and helping to preserve their dignity, well-being, and safety during the return process.

Operation strategy rationale

The Colombian Red Cross structured the anticipatory action phase into three activity blocks: readiness, pre-positioning for early actions, and early actions. These efforts aimed to strengthen the National Society's capacity to effectively meet the identified needs of deported persons. Additionally, a small portion of stock was also being pre-positioned for potential response needs. This prepositioning ensured that the National Society had the necessary materials to scale up the operation if required, preventing delays in timely assistance.

Readiness, pre-positioning, and early actions were implemented upon approval of this DREF Operation. These actions respond to the first trigger—already met—linked to changes in U.S. immigration policies that increased deportations and prompted a government request for humanitarian assistance from the Colombian Red Cross. The anticipatory actions phase focused on the following areas: Health, Shelter, Livelihoods and Basic Needs, Cash, PGI, WASH, CEA, and Migration, as outlined below:



HEALTH:

Readiness and Pre-positioning: The Colombian Red Cross ensured sufficient resources for early health interventions at El Dorado Airport in Bogotá. This included:

- Coordination for the setup of a designated physical space.
- Trained personnel identified to provide physical and psychological first aid.
- Acquisition of necessary medical supplies, including first aid kits.

These activities were based on assessments conducted by Colombian Red Cross teams supporting flight receptions and insights from local authorities. Additionally, as part of readiness efforts, a referral pathway was established with medical centers for specialized care when needed.

Early Actions: The plan included the provision of physical and psychological first aid services to an estimated 540 returnees through trained personnel and necessary medical supplies. Given the operational context, the activation activities were conducted for volunteers involved in assisting deportees to ensure their well-being and maintain effective service delivery.

SHELTER, HOUSING AND SETTLEMENTS:

As part of readiness and pre-positioning, the Colombian Red Cross coordinated access to temporary accommodation for deportees in need of shelter upon arrival. A prioritization and support roadmap were developed, focusing on families with children and those without support networks in Bogotá. To ensure service quality, trained personnel in the shelter, housing, and settlements sector were identified, and visits to temporary accommodation facilities conducted. Additionally, warm-up kits for children and adults and cloth bags with key self-care messages were pre-positioned based on identified needs.

During the early actions phase, the pre-positioned kits were distributed, and trained personnel supervised accommodation services following the established prioritization protocol. It was planned that deportees receive one night of lodging, with an early departure strategy limiting stays to a maximum of two days per person. Accommodation was arranged in hotels with pre-identified providers, ensuring a safe and dignified space for returnees.

LIVELIHOODS AND BASIC NEEDS:

As part of readiness and pre-positioning, the Colombian Red Cross was responsible for purchasing and managing of ready-to-eat food for returnees. This included the design of food assistance distribution protocol that established a safe, accessible, and convenient distribution point. The protocol also assessed and identified the most suitable food suppliers to ensure efficient distribution. During the early actions phase, the food assistance distribution protocol was activated, enabling the purchase and distribution of snacks at the National Society's designated point of care.

MULTIPURPOSE CASH:

As part of readiness and pre-positioning, the Colombian Red Cross developed a protocol and feasibility study for providing conditional cash assistance to support deportees' transportation to their city of origin. This included the development of agreements with transportation providers and defining the prioritization and support process for beneficiaries. During the early actions phase, a plan for Dignified Transport was activated, providing humanitarian transportation vouchers to at least 250 deportees, enabling their safe travel from Bogotá to other cities.

Protection, gender and inclusion (PGI):

The operational team articulated with the Peacebuilding and Institutional Doctrine area of the Colombian Red Cross for the activities of readiness and prepositioning. This allowed the development and purchase of necessary tools and connectivity services to activate the RFL service at the point of care and take advantage of strategic alliances with UNHCR, Ombudsman's Office, Victims Unit, ICBF, Foreign Ministry, Colombia Nos Une Program, among others, for the update of key information for the referral of cases with protection needs with institutions and authorities specialized and in charge to handle asylum or refugee applications.

As part of the early actions, restoring family link services were conducted to support people to re-establish contact with their families and support networks. The aim was to reach people through access to calls and the connectivity network. Likewise, key messages on self-care and support routes and access to rights were disseminated, for example, the channels of the Colombian government program for returnees "Colombia nos une" (Colombia unites us) were also disseminated.

Water, hygiene and sanitation (WASH):

Readiness and prepositioning activities were oriented to the acquisition of necessary elements to equip the humanitarian store with hygiene kits and hydration. Through WASH early actions, the deportees were reached with differentiated hygiene kits for children, women and men, and the humanitarian tent strategy was strengthened, enabling people to access information on showers and toilets, as well as additional hygiene items for babies and women if necessary.

Community Engagement and Accountability (CEA):

The National Society with the support of the IFRC's regional CEA team developed an information, assistance and feedback strategy for deportees adapted to the country context and operational needs. In addition, the National Society defined the communication channels for the delivery of key information on available returnee assistance and participation channels, as well as the channels for receiving and managing concerns, complaints and recommendations from the people targeted. These activities were supported by the development of CEA workshop for staff and volunteers of the National Society.



Migration:

Through this operation, the Colombian Red Cross updated its contingency plan and developed an action plan to support the deported population throughout the country. For this, an analysis of the humanitarian situation in Colombia by deportees was developed. The achievement of these activities was supported through a workshop accompanied by IFRC staff.

As part of the operation, the Humanitarian Store Pilot Guide (The "humanitarian Store" is a methodology of the Colombian Red Cross that meets the same standards as a "humanitarian service point". The National Society has implemented this methodology to enable closer engagement and greater flexibility in the delivery of services to people on the move, while promoting trust and dignity, according with the local dynamics) was implemented, an organized space that allowed people in vulnerable situations to access basic self-care items and, at the same time, take an active role in choosing the products that best met their needs and human mobility experience, strengthening their dignity and optimizing the use of humanitarian resources.

In addition, the development of a lessons learned workshop at the end of the operation was carried out with the IFRC Country Delegation. Regular updates on the situation were developed in collaboration with Migration Colombia and the Ministry of Foreign Affairs, humanitarian organizations present in the country, to evaluate the possible need to escalate this DREF to a Response DREF based on the defined triggers or, on the contrary, activate a stopover mechanism in the event that flights with deportees cease permanently, either by an official notification from the authorities or after 15 days of not receiving flights.

Targeting Strategy

Explain the selection criteria for the targeted population

Assessments at the points of arrival

The National Society team identified the people with the most urgent needs to be addressed by the team in a differentiated way and according to our response lines.

Vulnerability criteria

Assistance was provided according to the situation of each individual, prioritizing risks of protection, health and access to basic elements.

Considering the framework of dignity, access, participation and security that guide protection activities in the Movement. Likewise, the importance of coordination with government entities and other humanitarian agencies that can complement the response was considered.

Total Assisted Population

Assisted Women	-	Rural	-
Assisted Girls (under 18)	-	Urban	100%
Assisted Men	-	People with disabilities (estimated)	1%
Assisted Boys (under 18)	-		
Total Assisted Population	3,082		
Total Targeted Population	2,500		



Risk and Security Considerations (including "management")

Does your National Society have anti-fraud and corruption policy?	Yes
Does your National Society have prevention of sexual exploitation and abuse policy?	Yes
Does your National Society have child protection/child safeguarding policy?	No
Does your National Society have whistleblower protection policy?	Yes
Does your National Society have anti-sexual harassment policy?	Yes

Please analyse and indicate potential risks for this operation, its root causes and mitigation actions.

Risk	Mitigation action
Protection risks that may affect the integrity and fundamental rights of the returnees, due to stigma and discrimination.	Identify previously safe and private care spaces for people's care. Additionally, include the differentiated care approach according to the needs identified.
Team risks due to potential repercussions on the physical safety and well-being of the team such as emotional overload and exhaustion and insecurity and violence at points of care.	Implement rotating shifts for the staff involved in the operation, preparation in emotional self-care techniques. Clear information on the complementarity of the response to avoid frustration with the cases. Coordinate with local authorities and security agencies to identify appropriate spaces to install the point of attention. Take safer access measures
Lack of information and access to documentation that directly affect people in their process of transit to places of origin	Provide information and operational communication from the CEA approach to be linked in the implementation of humanitarian transport assistance. In addition, prior coordination with government entities.



Please indicate any security and safety concerns for this operation:

The deportation process of Colombian citizens from the United States has captured public and media attention in recent months. Various media outlets have covered the situation, generating information and opening the debate on the circumstances and consequences of the process. While this coverage helps to raise awareness of the issue, it has also raised concerns among deportees.

The presence of media at reception points can cause discomfort for some people, who fear that the public exposure of their cases will lead to them being stigmatized or singled out. This perception is intensified when individual stories are presented without proper context, which could in terms of security, expose them and reinforce narratives that do not reflect the complexity of their experiences.

On the other hand, although there is a main point of arrival or reception, in the short term many of the returnees will seek to continue their transit to their cities of origin within the national territory. In this process, a number of factors can affect both returnees and host communities.

According to a recent report of the Ombudsman's Office, so far in 2025, 11 humanitarian emergency hotspots have been identified in the country, several of them associated with dynamics of violence and the presence of Organized Armed Groups (GAO). In some areas, these conditions have restricted access, which can hinder family reunification and affect the reintegration of returnees into their communities of origin, which implies an additional challenge.

Has the child safeguarding risk analysis assessment been completed?

No

Implementation



Shelter Housing And Settlements

Budget: CHF 17,666
Targeted Persons: 217
Assisted Persons: 348
Targeted Male: -
Targeted Female: -

Indicators

Title	Target	Actual
Number of people accessing the accommodation service	217	348

Narrative description of achievements

- During the operation, the accommodation service was consolidated as one of the most effective and highly coordinated lines of support. A specific internal workflow for this service was designed and implemented, led by a community professional with training in psychology, which allowed for the integration of a psychosocial approach at each stage of assistance. One of the main success factors was the initial profiling and pre-access interview conducted upon the arrival of deported individuals. To this end, an "accommodation station" with minimal comfort conditions (table and chair) was set up, facilitating a more humane and orderly service from the very first contact.
- Coordination with the service provider (hotel) represented another significant achievement. Beyond a contractual relationship, a partnership was built based on awareness and understanding of the humanitarian approach. The provider actively participated in the lessons learned workshop, where improvement actions were identified and their commitment to the principle of dignity was reinforced. As a result, the hotel adopted practices that reflect empathy and respect toward the assisted individuals, such as leaving a welcome note in each room—a symbolic yet powerful gesture that reinforces the continuity of humanitarian support even outside the Red Cross assistance point.
- Additionally, the operation exceeded the initial target for accommodated individuals without recording any security incidents or complaints related to the treatment received or the meals provided, demonstrating effective risk management and a high level of satisfaction among people reached. These results are directly linked to the clarity of access criteria, the coordinated work of the team, and inter-institutional collaboration, which allowed for the optimization of available resources and the avoidance of duplication in



accommodation services.

- From the psychosocial component perspective, the quality of accommodation had a positive impact on individuals' emotional well-being. Spontaneous expressions of gratitude, such as "when I arrived and saw that big bed, I didn't know if I could lie down or if I should sleep on the floor," reflected the contrast between the harshness of previous experiences and the support provided by dignified assistance. Finally, the integration of accommodation with the humanitarian transport service enhanced the comprehensive response: a team member remained at the hotel the following day to continue the profiling and orientation process, taking advantage of the fact that individuals, now rested and fed, were in a better position to express their needs and receive accurate information about their return pathway.

Lessons Learnt

- Prior awareness-raising and the establishment of clear rules of conduct help minimize risk situations in accommodation and promote the shared responsibility of assisted individuals in the proper use of the space.
- Clarity in profiling criteria and processes is essential to ensure the smooth functioning of the service, guarantee equitable assistance, and facilitate the prioritization of the most urgent cases.
- Timely planning of administrative processes is key to avoiding operational interruptions. Since the contracting of accommodation services depends on the protocols of the procurement area, the time required for these procedures must be considered in advance.
- Inter-institutional coordination improves service efficiency. Continuous coordination with entities and actors also providing temporary accommodation helped avoid duplication, optimize resources, and ensure broader and more orderly coverage.
- Involving the service provider as part of the humanitarian team enhances response quality. Engaging the hotel in feedback sessions fostered empathy toward assisted individuals and strengthened understanding of the humanitarian approach, resulting in a more dignified and humane service.
- Rest and dignified assistance support emotional recovery and the identification of needs. It was observed that, after a night of rest and in a safe environment, individuals were more receptive and calm, allowing for more comprehensive profiling and more precise guidance.

Challenges

- One of the main challenges was aligning operational timelines with the administrative processes for contracting the accommodation provider. Since these procedures require internal validations, it was identified that these timelines need to be anticipated in advance to avoid disruptions in service continuity.
- Availability of accommodation slots during periods of high demand. At times, there were peaks in the number of deported individuals, which required agile management with the provider and careful prioritization of cases to ensure support reached those most in need.
- Inter-institutional coordination. While there was collaboration with other entities also providing accommodation, the absence of a unified beneficiary registration system created the risk of duplication or delays in locating individuals.
- In certain cases, individuals did not have support networks or clear means to continue their journey once accommodation ended, which required additional coordination with the humanitarian transport service to prevent them from being left without shelter.



Livelihoods And Basic Needs

Budget: CHF 7,871

Targeted Persons: 2,500

Assisted Persons: 3,082

Targeted Male: -

Targeted Female: -

Indicators

Title	Target	Actual
Number of people receiving snack kits	2,500	3,082

Narrative description of achievements

- The food service was maintained continuously until the close of the operation, establishing itself as one of the most valued components by the assisted individuals. Although providing meals was included in the initial planning, the emotional and symbolic impact that an appropriate selection of food could have had was not fully anticipated. Initially, the strategy focused on providing cold snacks, mainly sandwiches. However, as the operation progressed and through active listening to the assisted individuals, the team identified the need to adapt the food offering. People expressed a desire to consume foods that were familiar and evoked feelings of home, in contrast to those that reminded them of institutional or detention settings prior to their deportation.



- In response, the team implemented a significant adjustment: the provision of hot empanadas accompanied by coffee or Pony Malta (a non-alcoholic fermented malt beverage), a combination that, beyond its nutritional value, represented a gesture of cultural and emotional recognition. This adjustment, driven by the CEA approach, helped strengthen the connection with the assisted individuals, creating a more humane and trusting environment at the assistance point.
- The impact was evident both in the acceptance of the service—which far exceeded initial expectations—and in the atmosphere of well-being created during its delivery. Food thus became a channel for listening to stories, sharing emotions, and strengthening the humanitarian connection between the team and the returning individuals.

Lessons Learnt

- Listening to the assisted individuals improves the quality of the response. Direct feedback from the people served was key to adapting the food service and providing something more meaningful than a simple snack. Incorporating mechanisms for participation and continuous listening allows the response to be adjusted in real time, making it more relevant and humane.
- "Cultural relevance also reinforces dignity". Incorporating familiar and recognizable foods (such as empanadas and Pony Malta) created an important emotional connection with returning individuals, reminding them of their identity and providing a moment of well-being and familiarity amid a difficult experience.
- Operational flexibility enhances impact. The team's ability to quickly adjust the type of food offered, while managing the necessary logistical and administrative aspects, was key to maintaining service continuity without compromising quality.
- Mealtimes also serve as a space for protection and support. During food distribution, spontaneous conversations took place that facilitated the identification of needs, guidance, or simply active listening, demonstrating that food provision can also be an opportunity for psychosocial care.

Challenges

- Logistical and administrative adjustments. One of the main challenges was finding suppliers capable of providing fresh, hot meals delivered at the scheduled times (often at night) without affecting service times or quality.
- Balancing nutritional and symbolic value. While the empanada represented a food of high emotional significance for the individuals, it was necessary to maintain a balance between this symbolic component and nutritional and health criteria, always ensuring the food was safe and appropriate.
- Budget limitations in the face of increased demand. At times, the number of people served per flight exceeded initial projections, which required reorganizing resources during operational updates to maintain coverage without compromising quality.
- Sustainability of the adaptive model. The constant adaptation of the menu, based on feedback from the assisted individuals, required close coordination with suppliers and the administrative team, which at times created operational tensions between the desired flexibility and the established procurement timelines.



Multi Purpose Cash

Budget: CHF 6,744
Targeted Persons: 250
Assisted Persons: 127
Targeted Male: -
Targeted Female: -

Indicators

Title	Target	Actual
Number of humanitarian transport services for migrants returned through conditional cash vouchers	250	127

Narrative description of achievements

- The humanitarian transport component had a target of 250 individuals, ultimately reaching 127. Although the quantitative objective was not fully met, the process represented a significant advancement for the National Society, as this was the first time this type of support was implemented. During the initial phase, the service could not be launched simultaneously with the others due to the time required for administrative and contractual procedures. The procurement of the provider, carried out according to the internal procedures of the procurement department, took longer than expected, which delayed implementation. However, this process allowed for valuable lessons to be learned and established an important institutional capacity.
- As a result, a framework agreement was established with a national transport company, representing a milestone in the process, as it



ensures the possibility of continuing to provide humanitarian transport services beyond the DREF. This agreement facilitates contracting and payment processes, reducing administrative time and strengthening the sustainability of the service. The selected provider demonstrated high levels of compliance and responsibility, with extensive national coverage and the capacity to subcontract routes when necessary, without affecting the quality of the service.

- At the operational level, support provided to individuals was continuous. From the accommodation site to the transport terminal, safe and dignified travel was ensured. In addition, each person received a blanket for their journey, considering the low temperatures on intercity buses, reflecting attention to detail and the humanitarian focus of the response.
- In summary, although the numerical target was lower than expected, the humanitarian transport service provided key lessons and established capacities that strengthen institutional preparedness and response for future operations.

Lessons Learnt

- Innovation in services requires institutional flexibility. Although the National Society had no prior experience in humanitarian transport, the willingness to explore new forms of assistance allowed it to strengthen its operational and administrative capacities.
- Early coordination with the procurement department is essential. The implementation of services that depend on contractual processes must take administrative timelines into account from the planning phase, so that continuity of the response is not affected.
- Framework agreements strengthen institutional sustainability. The experience showed that having a provider formally linked under this modality facilitates future activations of the service and improves efficiency in logistical and financial processes.
- Human-centered support remains a differentiating value. Even in a logistical service, accompanying individuals to the terminal and providing basic travel items (such as a blanket) reinforced the perception of care and dignity that characterizes humanitarian action.

Challenges

- The administrative process required for contracting the provider took longer than expected, delaying the start of the service compared to the other components of the operation.
- The late implementation of humanitarian transport resulted in lower coverage than projected; however, this outcome was key to adjusting procedures and strengthening the foundation for future operations.
- Prior to the framework agreement, the individual purchase of tickets represented a challenge due to delays in invoicing and fund legalization, requiring a high level of administrative follow-up and control.
- Ensuring coordination between accommodation and transport required constant communication to guarantee continuity of care and the safe departure of individuals, especially in a dynamic operational context.



Budget: CHF 685
Targeted Persons: 540
Assisted Persons: 540
Targeted Male: -
Targeted Female: -

Indicators

Title	Target	Actual
Number of returned migrants receiving physical or psychological first aid	540	540

Narrative description of achievements

- The mental health and psychosocial support (MHPSS) service was implemented strategically from the moment the accommodation service began, recognizing that both components needed to function complementarily. From its design, priority was given to ensuring that individuals accessing accommodation received psychosocial support both before and after their stay, thereby strengthening a comprehensive approach to emotional well-being and protection.
- The inclusion of a psychologist allowed for the structuring of a process that was sensitive and adapted to the context of deported individuals, who arrived after experiences of stress, loss, and family separation. Their role was fundamental in developing tools for emotional support, active listening, and accompaniment, both individually and in groups, as well as guiding the operational team in providing empathetic, person-centered care.
- One of the main achievements of this component was going beyond its original indicator. Beyond the formally recorded sessions, the mental health approach was integrated transversally across all services of the operation: accommodation, food services, humanitarian



transport, Restoring Family Links (RFL), and the Humanitarian Store. In this way, every team member incorporated basic principles of psychosocial support, ensuring that interactions with deported individuals were respectful, empathetic, and emotionally safe.

- This comprehensive approach ensured that mental health was not conceived as an isolated service, but rather as a cross-cutting pillar of the humanitarian response, strengthening the trust relationship with the individuals assisted and promoting care that was more humane, warm, and consistent with the principles of our Colombian Red Cross.

Lessons Learnt

- The early incorporation of the psychosocial component in the operation enabled more comprehensive care, demonstrating that emotional support should not be considered a supplementary service, but rather a cross-cutting pillar in all humanitarian actions.
- Having a professional psychologist significantly strengthened the team's capacities, not only in direct support but also in raising awareness and providing support to operational staff, preventing emotional fatigue and improving the quality of the service.
- The experience showed that emotional support spaces must be adapted to operational dynamics and the environment. In the case of this operation, flexibility to provide care at different moments (before, during, or after accommodation) facilitated more effective accompaniment aligned with the real needs of individuals.
- Integrating mental health as part of all services, rather than solely as an independent line, resulted in a more coherent and empathetic response. This cross-cutting approach should be maintained and strengthened in future interventions.

Challenges

- One of the main challenges was ensuring adequate emotional coverage given the high number of people assisted per shift, considering that the operation had only one mental health professional. This required a constant exercise of prioritization and indirect support through the rest of the team. Although physical first aid services were provided at the start of the operation, the absence of a dedicated and private physical space limited their implementation. Therefore, the National Society prioritized the provision of psychological first aid and emotional support services.
- Providing care in an operational environment (airport) with a high flow of people and limited time made it difficult to create spaces for privacy or deeper emotional support, requiring creativity and adaptability from the team.
- Another identified challenge was safeguarding the emotional well-being of the operational staff. Continuous exposure to difficult stories, combined with the intense dynamics of the shifts, made it necessary to implement more structured self-care and psychosocial support mechanisms for the team.
- Finally, recording and measuring the results of the psychosocial component represented a challenge, since many of the actions carried out were cross-cutting across other services and did not always translate into quantifiable figures, but rather into observable qualitative changes in the well-being and attitudes of the people assisted. Additionally, obtaining exact disaggregated data was difficult, as, for privacy reasons and due to the volume of services, personal information was not requested in every instance.



Water, Sanitation And Hygiene

Budget: CHF 16,767
Targeted Persons: 2,500
Assisted Persons: 2,027
Targeted Male: -
Targeted Female: -

Indicators

Title	Target	Actual
Number of people reached with differentiated basic hygiene kits	2,500	2,027

Narrative description of achievements

- During the operation, the implementation of the Humanitarian Store was a central achievement, as it allowed the individuals served to directly select the items that met their immediate needs, thereby strengthening their dignity and participation in the assistance. From the first days, the importance of progressively adjusting the kits was identified by incorporating feedback from the people served, which enabled a shift from individual distributions of toothbrushes and toothpaste toward complete oral hygiene kits, as well as other essential items such as deodorant, shampoo, razor blades, and baby diapers, among others.
- The process included a differential approach, identifying specific needs of women and girls and ensuring that the store offered products that addressed situations such as menstruation, thus guaranteeing dignified and safe access to personal hygiene items.
- The operation was also strengthened through strategic partnerships, such as with the Skechers brand for the provision of shoes, and



- with suppliers of other essential items, which made it possible to offer quality products and maintain the continuity of assistance.
- As the operation progressed, significant improvements were made in the logistics and display of items, incorporating tables, organizers, and wheeled utility boxes with compartments, facilitating visibility, the transport of supplies to the airport, and the overall efficiency of the service. These adjustments became good practices and established capacities that remain in place even after the closure of the DREF.
 - The analysis of the Humanitarian Store's stock behavior and item selection identified that the first five most frequently taken items were backpacks ("tulas"), deodorant, razors, oral hygiene kits, and body soap. If the National Society were ever to prioritize key items for assistance to compatriots, the results of this operation provide a baseline for decision-making.
 - Together, these achievements reflect an adaptive, people-centered, inclusive, and efficient operation that not only addressed immediate hygiene needs but also promoted participation and the dignity of the individuals served.

Lessons Learnt

- Constant feedback from the individuals served is fundamental for adjusting the kits and product offerings, enabling a more relevant, dignified, and effective response.
- The implementation of a differential approach, considering the specific needs of women, girls, and other vulnerable groups, ensures that hygiene and care services are inclusive and respect the dignity of all beneficiaries.
- The physical organization of items (tables, organizers, wheeled boxes) directly impacts operational efficiency and the experience of the people served; small logistical adjustments can lead to significant improvements in assistance.
- Advance planning and coordination with suppliers are key to avoiding delays in the delivery of supplies, especially when procurement processes require extended administrative timelines.
- The installed capacity and good practices developed during the operation, such as the management of the mobile Humanitarian Store and the organization of kits, can be maintained and replicated in future operations, strengthening the continuity of the humanitarian response.
- The extension of the operation demonstrated the importance of flexibility and adaptability, allowing for the completion of pending distributions and ensuring that services reach all the people who need them.

Challenges

- Coordinate the timely procurement and delivery of supplies, given the administrative processes and reliance on external suppliers, especially at the beginning of the operation. The above prevented the delivery of the items planned from the outset, and as a result, the achievement of the indicator was affected.
- Adjust the product offering to the specific needs of assisted individuals, considering changes in preferences and differentiated requirements (for example, more comprehensive hygiene kits or products for menstruating women).
- Maintain logistical capacity and mobilization of items to the points of assistance, especially in environments with high turnover of people and limited mobility.
- Ensure continuity of the service in the face of unforeseen events, such as supplier delays or changes in population flows, so that all individuals can access the necessary hygiene items.
- Integrate community engagement and a dignity-focused approach transversally, ensuring that staff and volunteers are trained to support people empathetically throughout the entire process of selecting items.



Protection, Gender And Inclusion

Budget: CHF 2,449
Targeted Persons: 1,000
Assisted Persons: 3,082
Targeted Male: -
Targeted Female: -

Indicators

Title	Target	Actual
Number of people receiving RFL services	1,000	3,082
Number of people oriented towards routes of access to rights	1,000	3,082
# of activities focused on the prevention of child safeguarding	1	1



Narrative description of achievements

- Throughout the operation, the Restoring Family Links (RFL) services became an essential part of the response, providing the first support offered to returnees upon their arrival in the country. The RFL service significantly exceeded the initially established target, thanks to its early implementation and the high demand it generated among returnees, for whom a phone call proved to be one of the most pressing needs. In many cases, individuals sought this service even before accessing others, such as food assistance. Given the operational dynamics of the site and the volume of people assisted within short timeframes, it was decided not to request personal data for each call, prioritizing respect for individuals' emotional state and avoiding processes that could be perceived as invasive. For record-keeping purposes, the official passenger list previously shared by U.S. authorities was used as a reference, allowing for a reliable count of the total number of individuals potentially reached.
- With regard to the service providing guidance on access pathways to rights, it was implemented as a complementary process to humanitarian assistance, ensuring that individuals received clear and timely information on their rights and the available referral and service pathways. Given the size of the groups assisted and the short response timeframe, the intervention team was internally strengthened through preparatory meetings and training sessions, enabling all team members to provide basic information and refer cases to the competent institutions present at the site. In addition, coordination meetings were held with the Ministry of Foreign Affairs and other state entities, which helped consolidate knowledge of the applicable legal framework and strengthen interinstitutional coordination mechanisms. Cases presenting higher levels of vulnerability or requiring specialized follow-up were referred to the designated focal point professional, who conducted the necessary profiling for admission to accommodation facilities and maintained direct coordination with protection and humanitarian assistance services.

Lessons Learnt

- Early coordination with state entities, particularly the Ministry of Foreign Affairs, was key to strengthening rights-based guidance pathways and ensuring a coherent and coordinated response to the needs of returnees.
- In contexts of high influx and limited timeframes, prior preparation of the humanitarian team was essential. Having staff who were sensitized and trained in protection and orientation issues made it possible to provide reliable and empathetic information, even in mass assistance settings.
- Flexibility in registration procedures (as in the case of the RFL service) enabled a more dignified and respectful response, prioritizing individuals' emotional well-being over administrative requirements.
- Integrating a protection lens transversally across all services (food assistance, accommodation, transportation, mental health, and the Humanitarian Store) strengthened the overall quality of the response and contributed to creating safer and more humane environments for those assisted.

Challenges

- One of the main challenges was the simultaneous assistance of a high number of individuals within very short timeframes, which limited the ability to provide more detailed individual guidance. This situation required prioritizing collective assistance and strengthening key general guidance messages.
- The lack of a dedicated physical space for providing guidance posed a challenge to ensuring confidentiality and the level of comfort required in certain cases of heightened vulnerability.
- Regarding the RCF service, the high volume of requests made it challenging to maintain complete and systematic records without compromising the agility and human-centered nature of the service, particularly given the emotional impact on individuals of having to share personal data following the deportation process.
- While coordination with other entities present at the service point was positive, the frequent turnover of staff within partner institutions created the need to repeatedly reestablish coordination processes and make operational adjustments in order to ensure continuity of the protection approach.



Migration And Displacement

Budget: CHF 2,075

Targeted Persons: 0

Assisted Persons: 0

Targeted Male: -

Targeted Female: -

Indicators

Title	Target	Actual
Number of workshops developed for the update of the contingency	1	1



plan and action plan		
Number of analysis of the humanitarian situation in Colombia due to deportations	1	1

Narrative description of achievements

- The Migration component contributed to strengthening the Colombian Red Cross's capacities in planning and coordinating the response to potential increases in deportation flows. With the support of the IFRC team, a workshop was conducted to update the Contingency Plan and the Action Plan, bringing together the branches of Antioquia, Nariño, La Guajira, Santander, and Norte de Santander. These branches were selected based on their operational relevance in border areas and their experience in assisting migrant populations.
- The workshop provided an opportunity to review previous versions of the contingency plan, identify lessons learned from the current DREF operation, and adjust key coordination and response procedures, thereby strengthening the connection between the National Headquarters and the participating branches. In parallel, a practical session was conducted at El Dorado Airport, where branch teams were able to observe firsthand the dynamics of assisting deported individuals, fostering experiential learning and a better understanding of the operational context.
- Additionally, a humanitarian situation analysis was conducted, consolidating information on the characteristics and needs of individuals assisted during deportation flights. This exercise resulted in a technical document that will serve as a reference for future updates to the plan and to guide institutional preparedness for similar scenarios.

Lessons Learnt

- Involving branches with border experience was key to enriching the plan update with diverse operational perspectives, ensuring that the adjustments reflected territorial realities rather than solely national guidelines.
- The combination of theoretical and experiential activities, such as direct participation in assistance at the airport, strengthened practical learning and reinforced each branch's understanding of its role within the contingency plan.
- The exercise demonstrated that contingency plans should be conceived as dynamic tools, subject to continuous review as migration contexts and institutional capacities evolve.
- The document resulting from the humanitarian situation analysis provided an updated overview of the deportation context; however, it is acknowledged that, due to the constantly changing environment, it will need to be reviewed and updated periodically to maintain its relevance and operational usefulness.

Challenges

- Maintaining planning tools up to date in the face of a highly dynamic migration context, which requires more frequent reviews and agile mechanisms to incorporate new information.
- Ensure sustained participation of branches in the processes of plan review and implementation, preventing staff turnover or operational workloads from limiting the continuity of acquired learning.
- Strengthen coordination channels between National Headquarters, branches, and the IFRC, so that plan updates reflect a coherent institutional vision while maintaining a territorial focus.
- Consolidate monitoring mechanisms that allow practical measurement of the implementation of agreed-upon plan adjustments and their effectiveness in potential mass deportation scenarios.
- Promote regular context analysis exercises, not only as a planning requirement but as an institutional practice integrated into ongoing humanitarian monitoring.



Community Engagement And Accountability

Budget: CHF 1,038
Targeted Persons: 0
Assisted Persons: 0
Targeted Male: -
Targeted Female: -

Indicators

Title	Target	Actual
Number of strategies of information, help and feedback for deportees	1	1



Narrative description of achievements

- The Community Engagement and Accountability (CEA) component went beyond its initial indicator (focused on conducting a single workshop) to become a cross-cutting approach guiding how the operation's activities were planned and implemented. From the earliest stages of the response, the team incorporated principles of two-way communication, active listening, and empathy, enabling services to be adapted to the needs and perceptions expressed by deported individuals.
- At the airport, staff capacity was strengthened to provide empathetic assistance and deliver clear and timely information, complemented by the distribution of welcome letters. Additionally, as a result of institutional coordination, staff were able to provide information as on-site support. At the hotel, this practice was maintained and further developed as a joint effort with the administrative team, who also left welcome letters for the accommodated individuals, reinforcing institutional consistency in messaging. At the bus terminal, a feedback session was included prior to the humanitarian transfer, allowing individuals to share comments or suggestions regarding the assistance received.
- As part of institutional strengthening, a CEA strategy document was developed, and a workshop was conducted with IFRC support to consolidate lessons learned and guide future interventions. In addition, a WhatsApp pilot line was implemented, designed as a channel to maintain post-assistance communication with individuals, allowing for continued follow-up and the collection of feedback useful for improving the response.

Lessons Learnt

- Integrating the CEA approach from the earliest stages of the response allowed operational aspects to be identified and adjusted based on the perceptions of assisted individuals, demonstrating that accountability is not limited to providing information but transforms the way interventions are carried out.
- The experience highlighted that empathy and active listening are essential competencies in high emotional load contexts and must be continuously strengthened as part of the humanitarian staff profile.
- Simple and consistent communication mechanisms, such as welcome letters or brief feedback sessions, proved to have high symbolic value in terms of dignifying and building trust toward the Red Cross.
- Digital communication represents an opportunity to maintain connections after assistance, but it also requires clear management and follow-up protocols to ensure that the information collected translates into institutional learning.
- Systematizing the CEA experience made it possible to recognize the importance of moving from ad hoc actions to an institutional approach, strengthening a culture of participation and transparency in humanitarian response.
- Modest investments in CEA resulted in significant improvements in service quality, trust, and dignity, reinforcing the importance of proportional but sustained resourcing for CEA in similar operations.

Challenges

- Consolidate formal mechanisms for systematizing and analyzing feedback, enabling information collected through various channels (in-person and digital) to be transformed into concrete inputs for decision-making.
- Strengthen the continuity of the CEA approach in short-term operations, ensuring that community engagement and accountability processes do not rely solely on the staff present during each operational cycle.
- Establish clear protocols for the use of digital tools, such as the WhatsApp line, including aspects of informed consent, data protection, and information traceability.
- Maintain institutional message consistency across different points of assistance (airport, hotel, and terminal), avoiding variations in the information provided or the level of interaction depending on the location.
- Ensure that the CEA approach is systematically incorporated into the planning and monitoring of future operations, so that it is not perceived as an isolated component but as an inherent part of the humanitarian service model.



Secretariat Services

Budget: CHF 2,651
Targeted Persons: 0
Assisted Persons: 0
Targeted Male: -
Targeted Female: -

Indicators

Title	Target	Actual
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Number of missions of the CEA focal point	1	1
Number of monitoring visits	4	4

Narrative description of achievements

- The Secretariat Services component ensured the technical and operational support necessary for the proper implementation of the operation. The mission included the CEA focal team, which contributed to strengthening this approach by providing specific guidance to adapt messages and information tools to the characteristics of the context. In addition, at regional level the focal points of communications, diplomacy and the Deputy Regional Director visited the operational point, and at global level, the Under Secretary General and Manager for migration and displacement also visited the point.
- Complementarily, the International Federation of Red Cross and Red Crescent Societies (IFRC) team conducted multiple follow-up visits, initially planned as four, but extended according to the needs of the operation. This ongoing support, facilitated by the team's presence in Bogotá, allowed for continuous communication, timely adjustments, and ensured compliance with the Federation's standards regarding quality, protection, and visibility. A detailed description of these visits can be found in the corresponding verification sources.
- The coordinated work between the Colombian Red Cross and the IFRC facilitated the early identification of challenges and agile decision-making, consolidating a cooperative relationship that strengthened both the technical and administrative management of the operation.

Lessons Learnt

- The technical support provided by the IFRC was essential for guiding implementation and ensuring compliance with established standards.
- Continuous coordination between teams facilitated clear communication, timely resolution of issues, and consistency in operational decisions.
- In the case of CEA support, the opportunity to strengthen its follow-up more continuously throughout the operation was recognized, so that technical assistance is not concentrated solely at specific moments. Having a mechanism for ongoing support and progressive consolidation would help maintain the coherence of the approach and better capitalize on the lessons learned during the response.

Challenges

- Continue strengthening coordination and feedback mechanisms, so that technical support maintains the same fluidity and effectiveness in future operations.
- Ensure that the best practices in collaboration identified during this experience are documented and used as a reference for future DREF operations.



National Society Strengthening

Budget: CHF 18,754

Targeted Persons: 0

Assisted Persons: 0

Targeted Male: -

Targeted Female: -

Indicators

Title	Target	Actual
Number of lessons learned workshops developed	1	1
Number of monitoring visits	5	5



Narrative description of achievements

- The National Society Strengthening component allowed for the consolidation of lessons learned and promoted coordination across different levels of the Colombian Red Cross. Through the lessons learned workshop, a dialogue space was created between border branches (Antioquia, Santander, Norte de Santander, La Guajira, and Nariño), the Migration team, the International Federation, and other actors involved in the operation, including service providers and support staff. This exchange enabled the analysis of achieved results, the sharing of experiences, and the collection of inputs to enhance institutional preparedness for future operations.
- Likewise, field visits by key actors from the National Society were conducted prior to the DREF extension, reflecting internal interest in closely understanding an operation that introduced innovations in its approach and methodology. These visits facilitated practical learning and strengthened the sense of shared responsibility among departments and branches, generating greater visibility and institutional commitment to humanitarian assistance at El Dorado Airport.

Lessons Learnt

- Promoting internal participation and awareness was key to strengthening understanding of the operation's purpose and the humanitarian impact of assistance at the airport.
- Involving departments that do not usually provide direct assistance helped highlight the importance of their roles in streamlining internal processes and enabling timely response. This practice proved to be effective and replicable in future DREF operations, especially considering that timelines are often limited and require high levels of team coordination.

Challenges

- Promoting internal participation and awareness was key to strengthening understanding of the operation's purpose and the humanitarian impact of assistance at the airport. Involving departments that do not typically provide direct assistance helped highlight the importance of their roles in streamlining internal processes and ensuring a timely response. This practice proved to be effective and replicable in future DREF operations, especially given that timelines are often limited and require high levels of team coordination.



Financial Report

DREF Operation

Selected Parameters			
Reporting Timeframe	2025/03-2026/01	Operation	MDRCO030
Budget Timeframe	2025/03-2025/09	Budget	APPROVED

Prepared on 17/Mar/2026

All figures are in Swiss Francs (CHF)

FINAL FINANCIAL REPORT

MDRCO030 - Colombia - Population Movement

Operating Timeframe: 27 mar 2025 to 30 sep 2025

I. Summary

Opening Balance	0
Funds & Other Income	76.878
DREF Anticipatory Pillar	76.878
Expenditure	-76.034
Closing Balance	844

II. Expenditure by planned operations / enabling approaches

Description	Budget	Expenditure	Variance
PO01 - Shelter and Basic Household Items	16.588	17.666	-1.078
PO02 - Livelihoods	7.390	7.871	-480
PO03 - Multi-purpose Cash	6.332	6.744	-412
PO04 - Health	643	685	-42
PO05 - Water, Sanitation & Hygiene	15.743	16.767	-1.023
PO06 - Protection, Gender and Inclusion	2.299	2.449	-149
PO07 - Education			0
PO08 - Migration	1.948	2.075	-127
PO09 - Risk Reduction, Climate Adaptation and Recovery	4.692		4.692
PO10 - Community Engagement and Accountability	974	1.038	-63
PO11 - Environmental Sustainability			0
Planned Operations Total	56.610	55.293	1.317
EA01 - Coordination and Partnerships			0
EA02 - Secretariat Services	2.651	1.987	665
EA03 - National Society Strengthening	17.617	18.754	-1.138
Enabling Approaches Total	20.268	20.741	-473
Grand Total	76.878	76.034	844

[Click here for the complete financial report](#)

Please explain variances (if any)

A total of CHF 76.878 was allocated from the Disaster Response Emergency Fund (DREF) for the implementation of this operation. By the end of the operation, total expenditures amounted to CHF 76.034. The unspent balance of CHF 844 will be returned to the DREF. The most notable variances between the budgeted and actual expenditures include: Although the variation is not significant in relation to the total allocated budget, the project execution optimized the resources allocated to the operation and ensured that the project was carried out efficiently. As a result, transportation services were optimized, as the Colombian Red Cross sought to forge partnerships with local institutions to carry out a coordinated operation.



Contact Information

For further information, specifically related to this operation please contact:

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[Click here for reference](#)

