During May 2020, the Shelter Cluster, through member organisations reached a total of 21,355 beneficiaries and covered seven states and Distrito Capital: Falcon (6458), Zulia (5640), Apure (4433), Tachira (2947), La Guaira (936), Bolivar (558), Miranda (214) and Distrito Capital (169).

During May, partner operations have been focussing on supporting Venezuelan returnees. Emergency shelters, including the Government-led Puntos de Atención Social Integral (PASI) were established mainly in border locations to support the influx of individuals and families. Returnees are also entering through informal border crossings (locally known as trochas), and the total number of returnee population is unknown.

Both increased control over traffic and limited access to gasoline continue to seriously affect operations, particularly partner organisations with presence in border locations, and including Zulia, Tachira, Apure and Bolivar states.

With over 1,500 confirmed cases of COVID-19 (May data) in country and an increasing influx of Venezuelan returnees, the Government is expanding the number of PASIs available to avoid overcrowding. It is still a priority to support these shelter arrangements with adequate protocols, training sessions for the staff and non-food items (NFI), among other priority needs. It is a priority to standardise health, water, sanitation and hygiene (WASH) protocols, technical inspections, prevention and response to protection risks materials, including Gender Based Violence (GBV), and xenophobia materials.

Due to the COVID-19 spread, indigenous communities living in areas near the border with Brazil have expressed their concern about returnees entering through non-formal crossings, highlighting the need for shelter support in Bolivar.

Overall, 21,355 people benefitted during May 2020 in seven states and Distrito Capital. 76% of the people reached were adults aged 18 to 59 years (44% male and 32% female), followed by 18% of boys, girls and adolescents (10% male and 8% female), and 6% of adults aged more than 59 years (3% male and 3% female).

Most of the assistance was channelled towards supporting the Government-led PASIs in border areas with NFI and equipment distributions, reaching a total of 53 shelter arrangements in Zulia, La Guaira, Apure, Bolivar and Falcon, and included a wide range of items: kitchen utensils, hygiene items (including antibacterial hand sanitizer, soap, toothbrushes, toothpaste and toilet paper), chlorine, buckets, mosquito nets and bedsheets. These distributions benefitted 16,161 people. Kit distributions to vulnerable families and individuals reached 1,385 people in Tachira, Apure, Distrito Capital and Miranda, and included buckets, soap, water purification tablets, chlorine, antibacterial hand sanitizer, menstrual cups and other items. 582 people benefitted from solar lamp distributions in Tachira, Apure, Miranda and La Guaira.

Due to the limited access of gas for cooking, 1,601 people benefitted in Tachira from vegetable charcoal distributions. In Apure, 850 people benefitted from the installation of an electric generator.

776 people benefitted from a better access to shelter, including both the rehabilitation of temporary shelter arrangements in Zulia and training and information sessions in temporary shelter arrangements in Distrito Capital.
Capital, Miranda, Apure, Falcón and Zulia. Information sessions also targeted the staff working at the PASIs.

**GAPS / CHALLENGES**

- The response in some border states has been very limited compared to other areas. Despite of being prioritised, there was no coverage in Sucre, Delta Amacuro nor Amazonas during May 2020, and the response from partner organisations in Bolívar state was very limited, with only 558 beneficiaries reached, and focused on NFI only.
- Increased security measures and control over traffic in border areas to prevent the spread of COVID-19, needing a military authorisation to cross through some checkpoints, together with the limited access to gasoline, have severely impacted partner operations, no matter they have been issued a safe-conduct.
- Fuel shortage have also led to a considerable increase in the price of transportation services. Companies argue that the increase of prices is related to the long queues and the price of fuel, which used to be practically free.