

APPENDIX H | Interview Guide and Fieldwork Schedule (November 2017)

Disclosing SGBV During Forced Displacement: Mexico / Guatemala
Nov 6-12, 2017: Tenosique, Palenque, Villahermosa, Mexico City / Mexico
Nov 13-14, 2017: Guatemala City / Guatemala

Key Informant Interviews

Semi-structured interview guide (approx. 75-90 minutes with translation)

Introduction

1. Provide overview of the project goals and methods, including UNHCR request to identify opportunities for improving SGBV disclosure among migrants and refugees on the move through Guatemala and Mexico who are served by partner organizations in UNHCR's Regional Safe Spaces Network.

Organizational Background

2. Ask for brief organizational background, including:
 - a. Mandate of the organization;
 - b. Description of the facility;
 - c. Services provided;
 - d. Roles and responsibilities of personnel within the organization;
 - e. Populations served.

General profiles of migrant and refugee clients / populations served

3. Clarify general profiles of migrant and refugee population served, including:
 - a. Whether organization serves men, women, or both;
 - b. Whether LGBTI migrants and refugees are served;
 - c. Whether children are served, and what ages;
 - d. Trends around countries of origin and ethnic / linguistic backgrounds;
 - e. Length of time migrants and refugees stay at the organization (if a shelter);
 - f. Trends around travel patterns of migrant and refugee population served, i.e. whether they tend to be moving through the area quickly or staying for longer periods of time (if organization other than a shelter, eg, NGO or state actor).

SGBV and disclosure in the displacement context

4. Types of SGBV cases seen at the organization, including:
 - a. Trends around forms of harm (eg, rape, forced nudity, transactional sex);
 - b. Demographic trends of SGBV survivors seen by organization (eg, gender, age, national origin);
 - c. Trends around specific risk factors for SGBV;
 - d. Trends around where SGBV occurred (at home, in transit, in host country).
5. How do SGBV cases come to the attention of service providers / interviewees? Probe for:
 - a. During intake or interview procedures?
 - b. During medical or psychological evaluations with professionals?
 - c. With non-professional staff, eg, with volunteers, cooks, security guards in common spaces?
 - d. With other specific types of staff members or personnel (eg, religious counsel, psychologists, doctors)?
 - e. Via peers (i.e. other migrants and refugees)?
 - f. Through referral?

6. In the cases seen by providers, what factors have inhibited survivors from disclosing or served as barriers to disclosure? Probe for:
 - a. Specific disclosure barriers with different population groups (eg, women, children, LGBTI individuals, men);
 - b. Personal v. structural barriers to disclosure.
7. In the cases seen by providers, what factors have encouraged or motivated a survivor to disclose? Probe for:
 - a. Needs related to SGBV or services sought for SGBV that motivated disclosure;
 - b. Feelings of safety, trust, rapport with service provider.
 - i. Follow up: how do service providers create a safe space or build trust and rapport with the people they serve?
8. What tools or techniques do service providers use to encourage disclosure? What additional trainings or other resources are available to service providers to help facilitate or encourage SGBV disclosure? Probe for:
 - a. Methods used during interviews;
 - b. Methods used in medical or psychosocial support settings;
 - c. Methods used in group settings or common areas.

SGBV response services

9. What tools, trainings, or other resources are available to service providers re: SGBV response generally?
10. What challenges do providers face with SGBV response services?
11. What types of referral pathways are in place along the migration route? How are these coordinated and maintained? What challenges exist for referral?

SGBV awareness raising

12. What types of awareness raising tools and materials are used at the organization for communicating with migrants and refugees? Probe for:
 - a. Printed materials;
 - b. Murals or creative displays of information;
 - c. Group discussions and activities;
 - d. Digital or technological tools (eg, phones, internet, social media).
13. From what providers have observed among migrants and refugees, how are they obtaining information? Which methods of communication have been most effective for providers in their attempts to disseminate information about migrants' and refugees' rights, available services, and SGBV awareness raising in general? Probe for:
 - a. Different methods effective among different population groups (eg, girls, boys, men, women, LGBTI individuals).
14. What ideas do providers have for communicating with migrants and refugees and raising awareness about SGBV? How can migrants and refugees that aren't seen by service providers be reached?
15. Are there any risks associated with certain forms of outreach or awareness raising to migrants and refugees?

General

16. What tools or trainings would be useful to service providers moving forward, for improving capacity to detect & respond to SGBV?
17. Other thoughts or final recommendations? Any questions?

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Field Mission Interviews

6 – 14 November 2017

Date	Time	Location	Interview Description
6-Nov-17	9:00am	Tenosique, MX	Initial meeting with UNHCR staff in Tenosique <i>Venue: UNHCR Field Office Tenosique</i>
6-Nov-17	9:30am	Tenosique, MX	La 72 <i>Venue: Hogar Refugio para personas migrantes La 72</i>
6-Nov-17	10:30am	Tenosique, MX	Médicos Sin Fronteras <i>Venue: MSF Office at the Hogar Refugio para personas migrantes La 72</i>
7-Nov-17	9:00am	Tenosique, MX	The RET <i>Venue: UNHCR Field Office Tenosique</i>
7-Nov-17	9:00am	Tenosique, MX	Asylum Access Mexico <i>Venue: UNHCR Field Office Tenosique</i>
7-Nov-17	12:00pm	Tenosique, MX	Community Hospital Tenosique <i>Venue: Community Hospital, Tenosique</i>
7-Nov-17	4:30pm	Palenque, MX	Local authorities from DIF Palenque <i>Venue: Casa del Migrante DIF, Palenque</i>
8-Nov-17	12:00pm	Palenque, MX	Casa del Caminante J'tatic Samuel Ruiz <i>Venue: Casa del Caminante J'tatic Samuel Ruiz</i>
9-Nov-17	11:00am	Villahermosa, MX	Centro DIF Colibrí <i>Venue: Colibrí Center, DIF Villahermosa</i>
10-Nov-17	11:00am	Mexico City, MX	Meeting with UNHCR national staff in Mexico City <i>Venue: Café near UNHCR office, Mexico City</i>
10-Nov-17	3:00pm	Mexico City, MX	Médicos Sin Fronteras <i>Venue: MSF office, Mexico City</i>
10-Nov-17	5:00pm	Mexico City, MX	Comisión Mexicana de Ayuda a Refugiados <i>Venue: COMAR office, Mexico City</i>

13-Nov-17	9:00am	Guatemala City, GUA	Informative session of UNHCR operations in Guatemala <i>Venue: UNHCR office, Guatemala City</i>
13-Nov-17	9:30am	Guatemala City, GUA	Meeting with partners of the National Safes Space Network in Guatemala. Present were: Pastoral de la Movilidad Humana, Casa del Migrante Misioneros Scalabrinianos, Asociación Lambda <i>Venue: UNHCR office, Guatemala City</i>
13-Nov-17	12:00pm	Guatemala City, GUA	Pastoral de la Movilidad Humana <i>Venue: Pastoral de la Movilidad Humana, Guatemala City</i>
13-Nov-17	3:00pm	Guatemala City, GUA	Casa del Migrante Misioneros Scalabrinianos <i>Venue: Casa del Migrante, Guatemala City</i>
14-Nov-17	8:30am	Guatemala City, GUA	Oficina de Derechos Humanos del Arzobispado de Guatemala <i>Venue: Albergue para personas en alto riesgo, ODHAG</i>
14-Nov-17	3:00pm	Guatemala City, GUA	Asociación Lambda <i>Venue: Espacio de Transición, Asociación Lambda</i>