



APPENDIX

Can you really help me?

Supporting empathic dialogue to understand care service for assisting women against violence.

Master thesis

María Elena López Reyes

August 2020 - TU Delft

MSc Strategic Product Design

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IDE Master Graduation

Project team, Procedural checks and personal Project brief

This document contains the agreements made between student and supervisory team about the student's IDE Master Graduation Project. This document can also include the involvement of an external organisation, however, it does not cover any legal employment relationship that the student and the client (might) agree upon. Next to that, this document facilitates the required procedural checks. In this document:

- The student defines the team, what he/she is going to do/deliver and how that will come about.
- SSC E&SA (Shared Service Center, Education & Student Affairs) reports on the student's registration and study progress.
- IDE's Board of Examiners confirms if the student is allowed to start the Graduation Project.

USE ADOBE ACROBAT READER TO OPEN, EDIT AND SAVE THIS DOCUMENT
Download again and reopen in case you tried other software, such as Preview (Mac) or a webbrowser.

STUDENT DATA & MASTER PROGRAMME

Save this form according to the format "IDE Master Graduation Project Brief_familyname_firstname_studentnumber_dd-mm-yyyy". Complete all blue parts of the form and include the approved Project Brief in your Graduation Report as Appendix 1!

family name López Reyes

initials ME given name María Elena

student number 4836235

street & no. _____

zipcode & city _____

country _____

phone _____

email _____

Your master programme (only select the options that apply to you):

IDE master(s): ☐ IPD ☐ Dfi ☒ SPD

2nd non-IDE master: _____

individual programme: _____ (give date of approval)

honours programme: ☒ Honours Programme Master

specialisation / annotation: ☐ Medisign

☐ Tech. in Sustainable Design

☐ Entrepreneurship

SUPERVISORY TEAM **

Fill in the required data for the supervisory team members. Please check the instructions on the right!

** chair Marieke Sonneveld dept. / section: ID / AED

** mentor Froukje Sleeswijk Visser dept. / section: ID / DCC

2nd mentor Mariana Espeleta Olivera

organisation: Centro Universitario por la Dignidad y la Justicia, ITESO

city: Guadalajara country: Mexico


comments (optional) 3rd mentor - Raúl Díaz Padilla, Departamento del Hábitat y Desarrollo Urbano, ITESO.

Chair should request the IDE Board of Examiners for approval of a non-IDE mentor, including a motivation letter and c.v.


Second mentor only applies in case the assignment is hosted by an external organisation.

Ensure a heterogeneous team. In case you wish to include two team members from the same section, please explain why.

IDE TU Delft - E&SA Department /// Graduation project brief & study overview /// 2018-01 v30



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IDE Master Graduation

Project team, Procedural checks and personal Project brief

Procedural Checks - IDE Master Graduation

APPROVAL PROJECT BRIEF

To be filled in by the chair of the supervisory team.

chair Marieke Sonneveld date _____ signature _____

CHECK STUDY PROGRESS

To be filled in by the SSC E&SA (Shared Service Center, Education & Student Affairs), after approval of the project brief by the Chair. The study progress will be checked for a 2nd time just before the green light meeting.

Master electives no. of EC accumulated in total: 23 EC

Of which, taking the conditional requirements into account, can be part of the exam programme 23 EC

List of electives obtained before the third semester without approval of the BoE

☐ YES all 1st year master courses passed

☒ NO missing 1st year master courses are:

ID 4355-18

name _____ date 20-3-2020 signature CB

FORMAL APPROVAL GRADUATION PROJECT

To be filled in by the Board of Examiners of IDE TU Delft. Please check the supervisory team and study the parts of the brief marked **. Next, please assess, (dis)approve and sign this Project Brief, by using the criteria below.

- Does the project fit within the (MSc)-programme of the student (taking into account, if described, the activities done next to the obligatory MSc specific courses)?
- Is the level of the project challenging enough for a MSc IDE graduating student?
- Is the project expected to be doable within 100 working days/20 weeks?
- Does the composition of the supervisory team comply with the regulations and fit the assignment?

Content: ☒ APPROVED ☐ NOT APPROVED

Procedure: ☐ APPROVED ☒ NOT APPROVED

comments - chair did not sign
- the missing course ID 4355 (one module 2 EC) should be finished before the green light meeting

name Monique von Morgen date 30-3-2020 signature MvM

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Initials & Name ME López Reyes Student number 4836235

Title of Project Supporting change in the system to attend violence against women.

Supporting change in the system to attend violence against women. project title

Please state the title of your graduation project (above) and the start date and end date (below). Keep the title compact and simple. Do not use abbreviations. The remainder of this document allows you to define and clarify your graduation project.

start date 04 - 03 - 2020 31 - 08 - 2020 end date

INTRODUCTION **

Please describe, the context of your project, and address the main stakeholders (interests) within this context in a concise yet complete manner. Who are involved, what do they value and how do they currently operate within the given context? What are the main opportunities and limitations you are currently aware of (cultural- and social norms, resources (time, money,...), technology, ...).

Violence against women is considered one of the five targets to tackle in concern to the Gender Equality goal of the UN 2030 Agenda for Sustainable Development (UN, 2012). In Mexico, the problem has reached alarming dimensions ranking as the second country with more femicides in Latin America (Animal Politico, 2019). On the root of the problem is the country's current crisis of governability, internal security, and respect for human rights (Olivera et al., 2006). The number and the viciousness of gender violence crimes continue to increase, and perpetrators are rarely punished, revealing the government's political incapacity to deal with this kind of crime (Olivera et al., 2006).

Even though in 2018, a 'Gender Violence Against Women Alert' was issued, it is yet not clear what are the results from the implemented actions by this type of mechanisms (ITESO, 2019). One of the main concerns is that even though there are existing protocols and agreements, these tools seem to be not enough to ensure an institutional answer (Varela, 2018). According to researchers, less than 10% of women who are victims of gender violence denounce their aggressor (Reina, 2019), and even with a complaint, the chances that the case reaches a court are meager. Only 11% of rape cases are open for investigation, and from those, only 2.4% results in a sentence (Barragán, 2019).

Moreover, according to Van der Bijl-Brouwer (2017), service infrastructures such as protocols are problematic since their "prescriptive perspective is only useful when situations can be predicted and categorized by service professionals." Concerning the infrastructure to attend violence against women, this is dependent on the dynamic behaviors of the people involved in providing and receiving the service. An example of the inherent unpredictability is the involvement of security elements from public institutions as the aggressors in some cases in Mexico (López, 2019). If these experiences are not considered while defining solutions, the chances to have a real impact are low.

Another element that adds complexity to the context is the active participation of civil organizations and activists in trying to fulfill the institutional gaps. One of the main limitations that these organizations face is the little public information available for monitoring progress and stepbacks (ITESO, 2019). In the academic domain, the University Center for Dignity and Justice (CUDJ) from the Western Institute of Technology and Higher Education (ITESO) in Guadalajara city, emerged in trying to fulfill the knowledge gaps. Their focus is on the development of four different programs, one of which is Gender Violence. The first steps will be oriented to the diagnosis of the current infrastructure. The aim is to contribute to the institutional strengthening, capacity building of social actors, impact on public policies, strategic litigation, and innovation around the human rights situation in Guadalajara (ITESO, 2019). The proposal of this graduation project will support the CUDJ's at this role in a local context at an institutional level.

One of the challenges to change complex systems such as the infrastructure to attend violence against women is the "difficulty to provide solutions when there are many divergent paths to explore before any path can be discerned (Sanders & Stappers, 2013)." The goal, while exploring complexity, should focus on defining the fundamental problems and opportunities to be able to determine actions to be followed (Sanders & Stappers, 2013). The question in this context is about the obstacles that prevent institutions from providing the right answer to women so they can get justice or at least feel safe while having contact with the institutions. The risk of focusing on a reductionist overview is to limit the understanding (Sevaldson, 2018) by not considering the aforementioned dynamic behaviors and experiences of the people involved. Collective forms of creativity and generative design thinking can help address the challenges of this kind of complex system and fuzzy pathways (Sanders & Stappers, 2013).

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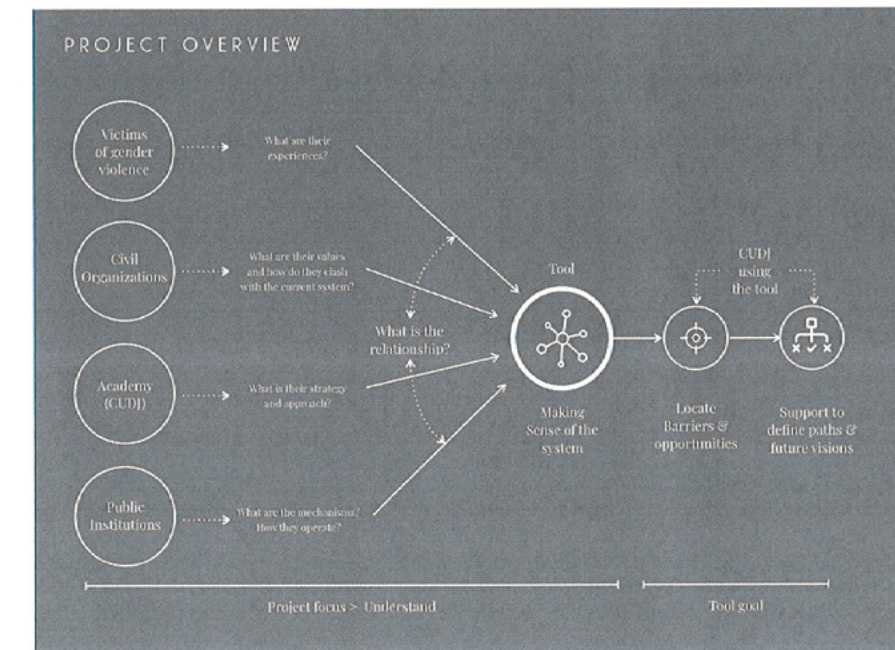


image / figure 1: Project Overview

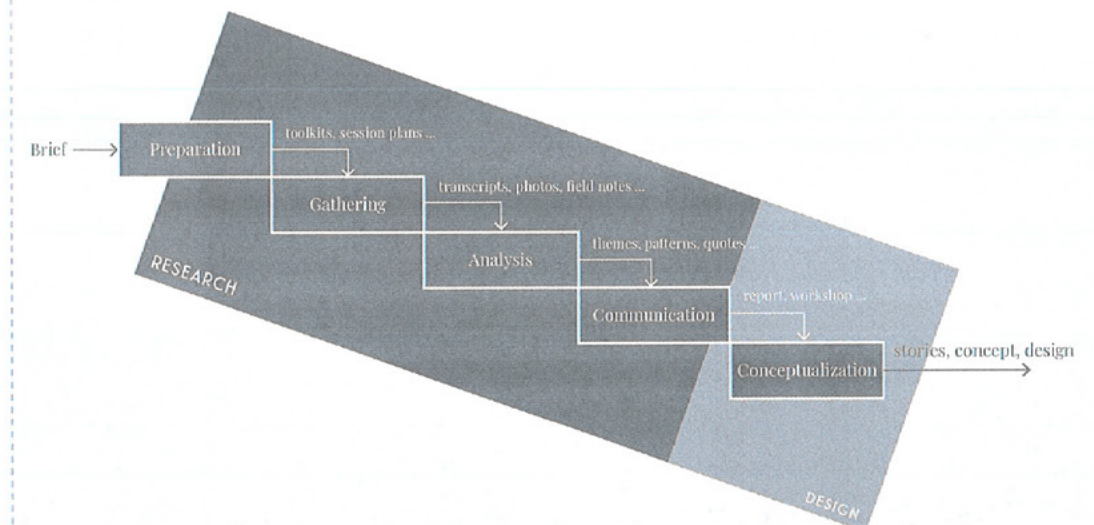


image / figure 2: Generative Research Design process - cascade sequence (Sanders & Stappers, 2013).

A | Original Brief



Personal Project Brief - IDE Master Graduation

PROBLEM DEFINITION **

Limit and define the scope and solution space of your project to one that is manageable within one Master Graduation Project of 30 EC (= 20 full time weeks or 100 working days) and clearly indicate what issue(s) should be addressed in this project.

The current infrastructure to attend violence against women in Guadalajara lacks a clear overview and a human perspective. This gap works as a barrier to engage the different actors in the discussion to promote change. One of the challenges is to inform those actors about the current situation by providing a holistic overview (Meadows, 2008) considering the perspective of the people to whom the infrastructure is attempted to serve (Sanders & Stappers, 2013). A reductionist approach at this stage could derive in a limited understanding (Sevaldson, 2018), resulting in ineffective interventions.

Moreover, as Rittel and Webber (1973) mentioned: "because of complex interdependencies, the effort to solve one aspect of a wicked problem may reveal or create other problems (Sanders & Stappers, 2013).“ Therefore, bringing contextual and affective factors (Kouprie and Sleeswijk Visser, 2009) to inform about the ‘deep human’ meanings and values (Van der Bijl-Brouwer & Dorst, 2017) could be key on the likelihood that the proposed interventions become real solutions (Van der Bijl-Brouwer, 2017).

This graduation project aims to support the CUDJ in providing a holistic and empathetic overview that promotes the collaboration and engagement of the different actors on the discussion of changing the system to attend violence against women.

ASSIGNMENT **

State in 2 or 3 sentences what you are going to research, design, create and / or generate, that will solve (part of) the issue(s) pointed out in "problem definition". Then illustrate this assignment by indicating what kind of solution you expect and / or aim to deliver, for instance: a product, a product-service combination, a strategy illustrated through product or product-service combination ideas, In case of a Specialisation and/or Annotation, make sure the assignment reflects this/these.

The deliverable of this project will be a sense-making tool to support the visualization, narrative, and understanding of the infrastructure to attend violence against women in Guadalajara at an institutional level, enriched by a human-centered perspective.

By using collective forms of creativity and human-centered Design methods such as Generative Design Thinking (Sanders & Stappers, 2013), the proposal is to create a clear overview of the current system that allows to locate and illustrate the barriers and opportunities. The tool will provide information about the actions, protocols, agreements, experiences, information flows, etcetera, which enriched with human insights extracted from the victim’s experiences, will support an empathetic understanding of the complexity of the system.

The developed tool will support the University Center for Dignity and Justice (CUDJ) to promote a sensitizing dialogue that will help the different actors to engage in the discussion by allowing them to recognize themselves within the system, also making the process of defining paths and future visions more effective.

B | Civil Organizations Analysis

#	Organization name	Scope	Domain	Organization name	Scope	Domain	Values	Goals	Contribution
1	Fundación Fortaleza	03 National	Attention	Fundación Fortaleza	03 National	Attention	Harmonic and integral growth of the family. No-violence culture and gender equity,	Support to women and their daughters and sons who experience situations of violence. 24-hour helpline to offer psychological support, legal advice and options to go to a shelter to be safe from violence.	External assistance center (sensitization talks, workshops, and courses national level). Integral health (Psychological Advice: in person and by phone. Individual, family and group psychotherapy. Care and prevention of Cervical Uterine Cancer. Gynecological consultation: colposcopy and pap smear. Therapeutic Massage. Bach flowers). Social area (advice and guidance: (1) Internal Attention Center. (2) Offices specialized in violence. (3) Other specialized institutions such as Shelters.). Legal area. Institutional linkage. Documentation center (access to bibliography). OFEVI - Oficina especializada en violencia (attention & guidance, action alternatives, channeling to special services). Reference to Shelters.
2	Alternativas Pacificas	03 National	Attention	Alternativas Pacificas	03 National	Attention		Multidisciplinary attention (Psychological, Legal advisory, social management)	Attention to women and their children when suffer violence
3	Red de abogadas violeta	01 Municipal	Attention / Legal	Red de abogadas violeta	01 Municipal	Attention / Legal			
4	CLADEM Jalisco	02 Provincial	Attention / Legal & Human Rights	CLADEM Jalisco	02 Provincial	Attention / Legal & Human Rights	Feminist perspective. Construction and strengthening of Radical Democracies with Social Justice. Respect for Human Rights.	Regional network that articulates women and organizations that, from a feminist socio-legal perspective, seek social transformation and the construction of radical democracies, from an intersectional perspective, which recognizes cultural, ethnic-racial, sexual, intergenerational and social diversity. , for the full exercise and enjoyment of the human rights of all women.They have links and coverage in whole Latinamerica.	In Jalisco, since 2008, together with other social organizations, it has formed the Jalisco Feminist Agenda, which is a link between a diversity of women and feminist organizations in the State. Since 2009 it has been part of the National Forum for Women's Right to Decide, made up of more than fifty women's and feminist organizations in the country.
5	Sorece	03 National	Attention / Psychological	Sorece	03 National	Attention / Psychological	Feminist, Intersectional, against sexual violence	promote more equitable relationships between the different ways of living gender, through psychotherapeutic accompaniments based on feminisms, respect for sexual diversity and work with the body.	Provide onlise therapy and attention. Provide workshops and material.
6	Red Nacional de Refugios	03 National	Attention / Refugee	Red Nacional de Refugios	03 National	Attention / Refugee	Prevention, Gender Equality, Defense of human rights, Interculturality, Promote access to justice.	Coordinate, unify and represent the interests of the country's shelters, promoting and strengthening their work of prevention, care and interruption of the cycle of violence, thereby promoting gender equality and the defense of the rights of women and their daughters and sons.	Advise, trains, collaborate and represent the interests of the shelters attached to the current official model and to the values of transparency, democracy and justice in the country, which impacts with a coordinated effort that generates successful results, actions that influence public policies and social changes. CAERS (Centros de Atención Externa)
7	Espacio Mujeres	03 National	Attention / Refugee	Espacio Mujeres	03 National	Attention / Refugee	Gender Perspective, Human rights, Intercultural	Association dedicated to supporting women victims of family violence in Mexico. We work with a gender perspective, a human rights and intercultural approach with the aim of preventing violence against women, identifying these cases and providing comprehensive care to extract women and their children from their violent environment as well how to support them in rebuilding their lives with dignity and integrity.	- center of attention - refugee - transition house
8	Cuepaliztli	01 Municipal	Attention & Prevention	Cuepaliztli	01 Municipal	Attention & Prevention			
9	Centro de Orientación y Prevención de la Agresión sexual A. C.	01 Municipal	Attention & Prevention	Centro de Orientación y Prevención de la Agresión sexual A. C.	01 Municipal	Attention & Prevention		Prevention and response to sexual violence in Jalisco	
10	Me cuidan mis amigas	01 Municipal	Attention & Prevention	Me cuidan mis amigas	01 Municipal	Attention & Prevention		Me Cuidan Mis Amigas es un espacio seguro y libre de prejuicios para mujeres. Nos dedicamos a acompañar, asesorar y brindar atención en violencias, auto cuidado, sexualidad y todo lo que podamos hablar entre amigas.	La colectiva nace de mujeres organizadas que luchan para que el trato digno y la empatía sean devueltas a la forma de atender violencias, somos humanas reconociéndonos como seres sensibles para resignificar la burocracia y frialdad de las instituciones hacia una solidaridad y acompañamiento cálido y empático. ¡Te creemos y entre todas nos apoyamos!
11	Cuerpos parlantes_ espacio feminista y de investigación urbana	01 Municipal	Empowerment / Education	Cuerpos parlantes_ espacio feminista y de investigación urbana	01 Municipal	Empowerment / Education	Feminism, networking, celebrating, learning	Feminist space for meeting and research to reflect on the relationship between the city and the bodies that transit it.	Workshops, events and publications. They have made evente to inform womenwhat to do in case of violence. They gave orientation in legal terms
12	Fundación Jalisciense para el Desarrollo de la	02 Provincial	Empowerment / Education	Fundación Jalisciense para el Desarrollo de la	02 Provincial	Empowerment / Education	Independency and Dignity. Quality of life. Self-respect development. Family as a central goal of social assistance policies	Empowerment of the Family through Women, through educational systems and encouragement of microenterprise.	The organization activities offer services such as community dining room, food, governmental, organizations and universities bonding. Self-development, cooking, sustainability and computation workshops. Entrepreneurial development.

B | Civil Organizations Analysis

#	Organiz ation name	Scope	Domain	Organiz ation name	Scope	Domain	Values	Goals	Contribution
13	Fondo Semillas	03 National	Empowerment / Funding	Fondo Semillas	03 National	Empowerment / Funding	Feminism, equity, pluralism, justice, wellbeing.	Feminist organization that improves the lives of women in Mexico. We dream of a country where all women, indigenous, mestizo, black, young, migrant, straight, lesbian, trans, mother, student, have access to health, education, decent work, to make their own decisions, to justice and happiness.	Finances women's groups and organizations. Over 30 years, Fondo Semillas has directly benefited more than 733 thousand women and 2.7 million more women, girls, boys and men, indirectly.
14	Fundación por ti mujer	03 National	Empowerment / Funding	Fundación por ti mujer	03 National	Empowerment / Funding	Human rights, Gender equity, Sustainable development	support the most vulnerable groups in our country: women, children, adolescents, indigenous older adults and migrants in a state of abandonment and violence through legal and humanitarian actions. All the resources are donated by private friends of the foundation who share the vocation to help as the only way to change the great gap of inequality in our country. Actively participating in social actions recognizing the other as equal. We have never received cash donations always in kind.	Development of the project 'Construyendo con ladrillos contra la Violencia Familiar)
15	Uni-diversidades	01 Municipal	Equality / Diversity	Uni-diversidades	01 Municipal	Equality / Diversity	Sexual rights, Diversity	We work through academic research and different playful / interactive dynamics with a gender and feminist perspective to account for the undeniable sexual diversity that exists in our state and our country, we make evident how indispensable it is to create an environment of justice, democracy, solidarity, freedom, equity and citizen participation, always from a base of respect for differences in the ways of living sexuality. We ensure that the sexual rights inherent in all people's sexual identities and orientations are respected in order to have a society free of sexual / generic violence.	Cultural and Academic events
16	Impulso Trans	01 Municipal	Equality / Diversity	Impulso Trans	01 Municipal	Equality / Diversity			
17	COLECTIVO LESBICO TAPATIO	01 Municipal	Equality / Diversity	COLECTIVO LESBICO TAPATIO	01 Municipal	Equality / Diversity	Human rightst reivindicacion	Women Human / Sexual rightst defenders	
18	COPIJAL	02 Provincial	Equality / Incursion	COPIJAL	02 Provincial	Equality / Incursion		Inclusion and equality in Jalisco	
19	FM4 Paso libre	01 Municipal	Equality / Immigration	FM4 Paso libre	01 Municipal	Equality / Immigration			
20	EMPT	01 Municipal	Human Rights	EMPT	01 Municipal	Human Rights	Gender Perspective	Promotion and defense of human rights	
21	Centro para el desarrollo igualitario y los derechos humanos	01 Municipal	Human rights	Centro para el desarrollo igualitario y los derechos humanos	01 Municipal	Human rights		Promotion and defense of humand rights	
22	Red de Mujeres Insurgent es	01 Municipal	Human rights	Red de Mujeres Insurgent es	01 Municipal	Human rights		Women Humand rightst defenders	
23	Mujeres de Jalisco	02 Provincial	Human Rights	Mujeres de Jalisco	02 Provincial	Human Rights	Mujeres de Jalisco se constituyó en el año de 1998 y desde entonces su mayor prioridad, es la defensa de los derechos humanos de las Mujeres y familia.	Trabajamos en dos ejes el primero para la JUSTICIA mediante nuestra área jurídica, acompañamos a nuestras víctimas directas e indirectas, y el segundo eje que se refiere al EMPODERAMIENTO: mediante nuestros talleres, cursos, biblioteca humana, y nuestro foro dónde se llevan eventos culturales y artísticos, contamos con una bolsa de trabajo donde se benefician mujeres, jóvenes y la familia.	
24	Centro de Derechos Humanos de las Mujeres A.C.	03 National	Human rights	Centro de Derechos Humanos de las Mujeres A.C.	03 National	Human rights		Active defense of women humans right.s Based in Chihuahua	
25	Centro de derechos humanos Victoria Deiz A.C.	03 National	Human rights	Centro de derechos humanos Victoria Deiz A.C.	03 National	Human rights			Promotes and defend human rights from women in marginalize conditions and exclusion, through socio-educative processes, legal guidance. It's part of FUNDEM
26	Justicia para Imelda Virgen, justicia para todas	01 Municipal	Human Rights / Justice	Justicia para Imelda Virgen, justicia para todas	01 Municipal	Human Rights / Justice		Family collective that seeks for justice	

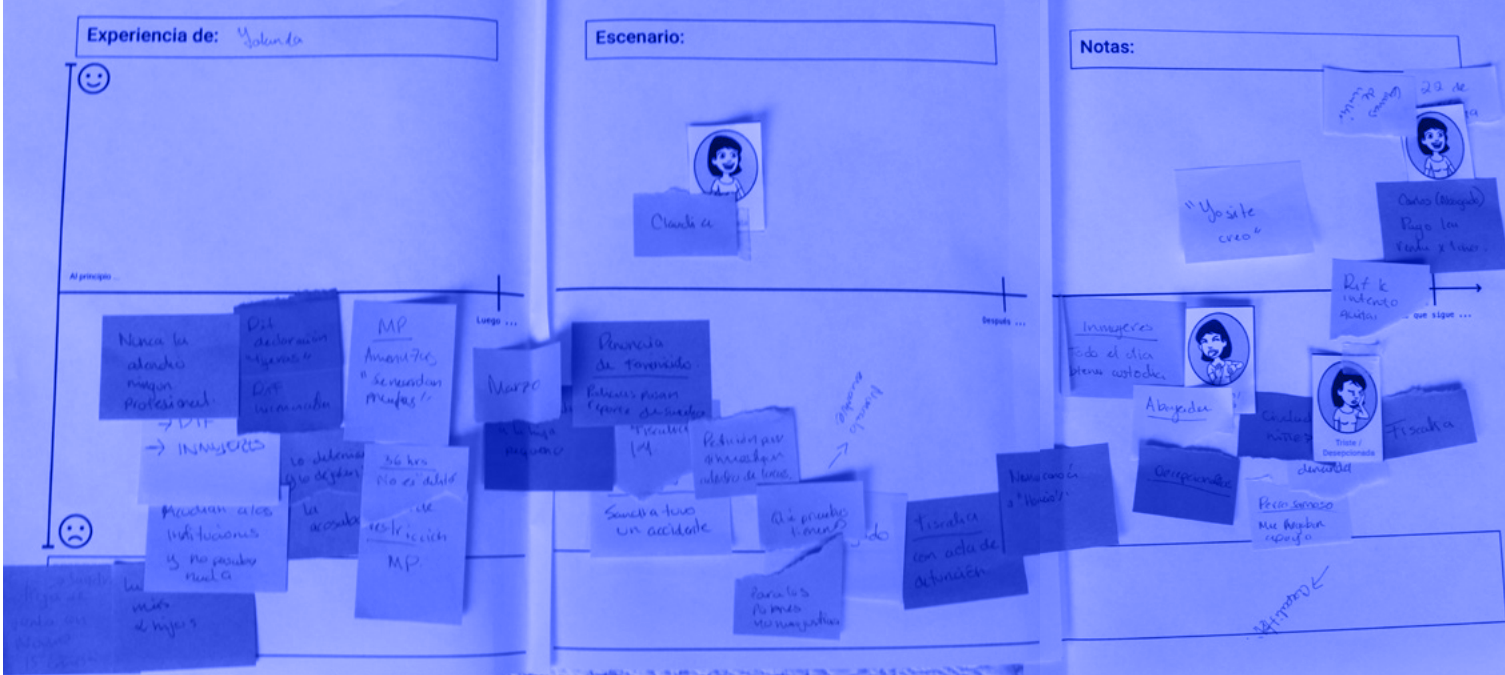
B | Civil Organizations Analysis

#	Organiz ation name	Scope	Domain	Organiz ation name	Scope	Domain	Values	Goals	Contribution
27	CEPAD - Centro de justicia para la Paz y el Desarrollo A.C.	02 Provincial	Human Rights / Justice	CEPAD - Centro de justicia para la Paz y el Desarrollo A.C.	02 Provincial	Human Rights / Justice	Structural change. Society that experiences the values of peace, dialogue, justice and development.	Civil society body, autonomous, independent and professional, through a process of enforceability and justiciability, supports the defense of cases of violations of individual and collective human rights, with links and interaction with social organizations and public and civil institutions, which by intervening deactivates the mechanisms of violation of human rights in the state of Jalisco.	- Defese of human rights and promotion of structural changes in public, legislative, judicial and social policies, for their respect, protection and guarantee, through the use of local, national and international legal tools. - Define and implement strategies for dialogue with victims, groups, organizations, international organizations, and authorities that lead to structural changes and access to truth, justice, and comprehensive reparacion for damage. - Collaborate with other organizations through the support of donors and volunteers, they implement strategies for institutional strengthening. - Dissemination and advocacy strategies to make the human rights problem in Jalisco visible at the local, national and international levels.
28	Familias Unidas por Nuestros Desaparecidos de Jalisco	02 Provincial	Human Rights / Justice	Familias Unidas por Nuestros Desaparecidos de Jalisco	02 Provincial	Human Rights / Justice	Justice	Colective of families in search of their missing relatives in Jalisco	Forensic investigation and location. Support across families. Share information about disappearances. Data collection
29	Colectivo por amor a ellxs	03 National	Human Rights / Justice	Colectivo por amor a ellxs	03 National	Human Rights / Justice	Justice	Colective of families in search of their missing relatives	Forensic investigation and location. Support across families. Share information about disappearances. Data collection
30	Justicia para nuestras hijas	03 National	Human Rights / Justice	Justicia para nuestras hijas	03 National	Human Rights / Justice	Human rights, Justice	non-governmental organization that brings together relatives of women disappeared and / or murdered, as well as legal representatives and advisers. Emerged in March 2002 in Chihuahua. With it begins the documentation and monitoring of investigations from the obtaining, knowledge and systematization of the files.	Defend the human rights of victims and their families. • Accompany victims of violence. • Carry out documentary and field research. • Act and coordinate with state, national and non-governmental organizations international. • Make a national and international complaint with human rights organizations and the media communication. • Establish dialogue with the three levels of government. • Disseminate the activities, the results of their investigations, etc.
31	ONU Mujeres. / Programa Ciudades Seguras en Guadalaajara	01 Municipal	Human Rights / Safety	ONU Mujeres. / Programa Ciudades Seguras en Guadalaajara	01 Municipal	Human Rights / Safety	Social equity, public space appropriation, insitutional capacity	Supervision, cordination and strategy. Implementation and development of social programs. Prevention. Senderos seguros program. Design of interventions and new institutional agencies.	Articulated work to attend security in Guadalajara with a preventive approach. Promote citizen engagement and recovery trust from society by coordinating efforts to have an immediate response in public security. Strengthen institutional capacity by sharing experiences with other cities which are members of the Global Network of Safer Cities.
32	Jalisco como vamos	02 Provincial	Information Generation	Jalisco como vamos	02 Provincial	Information Generation	Inform, Influence government and citizens actions, Non-guvernamental	generate and communicate usable information to influence in the actions of citizens, the government and those that arise from the consensus between the two, to promote better quality of life.	Citizen observatory that measures quality of life indicators. To do so, it conducts surveys in the Guadalajara Metropolitan Area to find out the subjective well-being of its inhabitants and their perception on 16 topics, including health, education, mobility, housing or security. Each year they apply 2,400 surveys to citizens.
33	Equis Justicia	03 National	Information Generation	Equis Justicia	03 National	Information Generation	Intersectional, Gender Approach, Transparency to achieve advocacy.	Feminist organization that seeks to transform institutions, laws and public policies to improve access to justice for all women. Alliances with vici society organizations to strengthen citizen auditing.	Promotes new ways of addressing gender violence and non-discrimination. Our approach goes beyond the use of criminal law, and seeks to look at structural causes.
34	Observatorio Ciudadano Nacional del Femicidio	03 National	Information Generation	Observatorio Ciudadano Nacional del Femicidio	03 National	Information Generation	Human rights defense. Gender perspective	Articulate efforts aimed at generating a common mechanism for the documentation of femicide cases, with elements that facilitate the processes of incidence in the design of laws and public policies on the human rights of women on the subject of violence and femicide.	- Legal support to relatives of victims of femicide. -Documentation of femicide cases in various states of the country for the citizen diagnoses. - Advocacy for the effective implementation of the General Law on Women's Access to a Life Free of Violence, promoting its harmonization in state legislatures; as well as the implementation of the highest national and international standards on human rights in cases of violence against women. -Visibility of femicide cases and generation of public opinion in favor of women's right to a life free of violence.
35	Inicitativa Spotlight	03 National	Information Generation	Inicitativa Spotlight	03 National	Information Generation	Collaboration, Community, Innovation	The Spotlight Initiative is a global, multi-year partnership between European Union and United Nations to eliminate all forms of violence against women and girls by 2030.	- Promoting laws and policies to prevent violence, discrimination and address impunity. - Strengthening national government and regional institutions. - Promoting gender-equitable social norms, attitudes and behaviours through. - High-quality essential services for survivors or violence are available. - Improving the quality, accuracy and availability of data on violence against women and girls. - Promoting strong and empowered civil society and autonomous institutions.

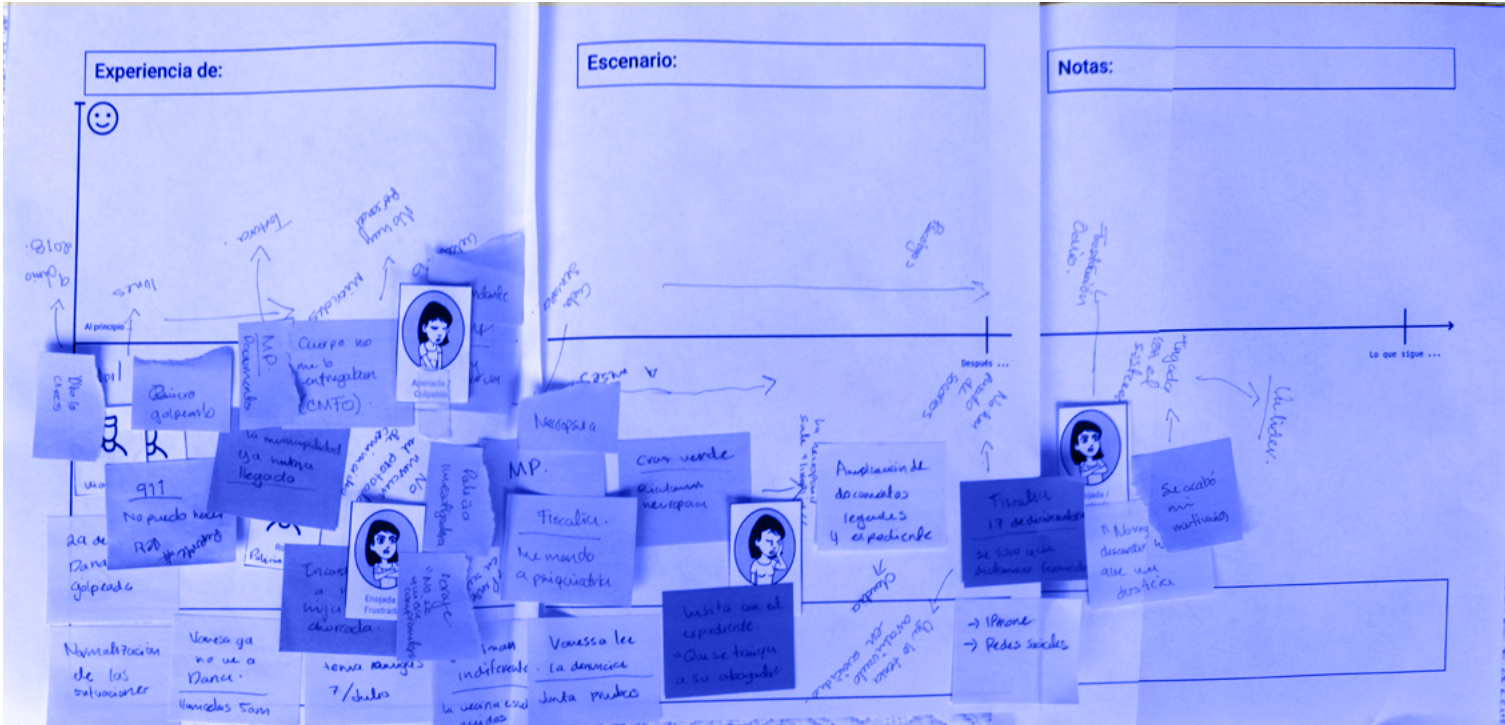
B | Civil Organizations Analysis

#	Organization name	Scope	Domain	Organization name	Scope	Domain	Values	Goals	Contribution
36	Comunicación e Información de la Mujer CIMAC	03 National	Information Generation	Comunicación e Información de la Mujer CIMAC	03 National	Information Generation		Communication professionals whose promotes and generate information regarding the social condition of women in Mexico.	
37	Organización de mujeres trabajadoras de México (OMTM)	03 National	Labor rights	Organización de mujeres trabajadoras de México (OMTM)	03 National	Labor rights	Equality and emancipation. Working class and popular sectors	Conform an organization that works as tool to face women problem by acting organized and under the same rout of fighting form equality and emancipation.	Promote information. Organize workshops and information stands. Participate on events by promoting labour rights
38	Cetien México	03 National	Labor rights	Cetien México	03 National	Labor rights	Respect of labour rights. Social Justice. Security and Respect. Gender Equity.	To know, promote and defend human labor rights. Training and development to achieve a better quality of life.	Demand workspaces free from harassment and discrimination against women. Demand better conditions for women.
39	OPT Género y lucha de clases	03 National	Labor rights	OPT Género y lucha de clases	03 National	Labor rights	Organization and collective action. Preservation of historical memory.	Contribute to organize, guide and unify the struggle of the working class and the oppressed people.	Spread of knowledge, events and workshops.
40	YoVoy8de Marzo	01 Municipal	Political Participation	YoVoy8de Marzo	01 Municipal	Political Participation	Affections Politics. Plural spaces. Feminism	Demand the complete cessation of a system that is capitalized through torture, hatred, persecution, trafficking, mutilation, disappearance, and the murder of our family and friends. Also to build other forms of political and emotional relationship between women.	Organize and coordinate locally the days of March 8, to promote the visibility of inequalities and the violation of human rights suffered by women in the city of Gualajara. - Planification assemblies - Organizations coordination - Workshops organization - March planification, coordination and promotion - Push feminist political agenda
41	Observatorio Ciudadano de la Participación Política de las mujeres PÁRITE	01 Municipal	Political Participation	Observatorio Ciudadano de la Participación Política de las mujeres PÁRITE	01 Municipal	Political Participation			Groups feminist colectives representants in the State
42	Con Nosotras	01 Municipal	Political Participation	Con Nosotras	01 Municipal	Political Participation		Women Political Participaiton	
43	Enlace Zapatista	03 National	Political Participation	Enlace Zapatista	03 National	Political Participation	Autonomy, Anti - neoliberalism, Plurality	- Each organization will make their own proposal on what to do to stop violence. - When a women suffer from violence, they all will respond to support and defend her. - Communicate and coordinate withing organizations	They are organizing national and international encounters to coordinate the diferent organizations across Mexico and the world to come to agreements about what should be done surrounding the topic of violence against women.
44	Instituto de Liderazgo Simone de Beauvoir (ILSB)	03 National	Political Participation	Instituto de Liderazgo Simone de Beauvoir (ILSB)	03 National	Political Participation	Gender, Innovation, Leadership	Form a critical mass of leaders committed to social justice and gender equality from a rights and intercultural perspective, to influence the transformation of realities of discrimination and inequality.	Development of a tool that suggest routes of action in case of rape at national level: https://tiempofuera.mx/
45	Instituto para la Seguridad y la Democracia INSYDE	03 National	Political Participation	Instituto para la Seguridad y la Democracia INSYDE	03 National	Political Participation			
46	Consortio para el diálogo parlamentario y de equidad A.C.	03 National	Political Participation	Consortio para el diálogo parlamentario y de equidad A.C.	03 National	Political Participation	Feminist, Citizenship, Autonomous, Gender Equality	Seeks to contribute to the full citizenship of women, gender equality and the development of a democratic and fair society and rights.	Articulates feminist movements organizations. Promotes Gender equality, citizen participation and accountability of legality.
47	ddeser	02 Provincial	Reproductive rights	ddeser	02 Provincial	Reproductive rights	Autonomous and free decision over women body. Human rights and gender perspective	Defend and promote the sexual and reproductive rights of women, and to promote access to legal abortion services in Mexico, through the education and training of women leaders and promoters and youth promoters in urban, rural and indigenous communities. The ddeser was created in 2003.	works in 12 states of the country, where it collaborates, trains and carries out dissemination activities in community, social, educational, institutional, legislative, union, virtual and media spaces. In each state, ddeser strengthens and accompanies the work of women leaders and youth activist groups that carry out actions to disseminate and defend sexual and reproductive rights at the local, state level and who participate in national and regional activities. For the demand and the citizen exercise, ddeser also mobilizes, positions issues on social networks, convenes and participates in working groups with other civil organizations at the local or state level, as well as in inter-institutional groups.
48	Ipas México	03 National	Reproductive rights	Ipas México	03 National	Reproductive rights	Better health services, Collaboration, Legal abortion, Free decision, Efficiency and Effectiveness, Adding value to organizations	Expand access to safe abortion and end unsafe abortion procedures. Work with partners and governments to advocate for safe and legal abortion, to make contraception widely available, and to bring women closer to evidence-based information that allows them to access safe reproductive health services and make decisions freely.	- Advocate legal abortion. - Train abortion service providers and support health systems to ensure that safe, high-quality abortion and contraception services are available, accessible and acceptable to women and girls. - Alliances with organizations that work directly with women and girls in their

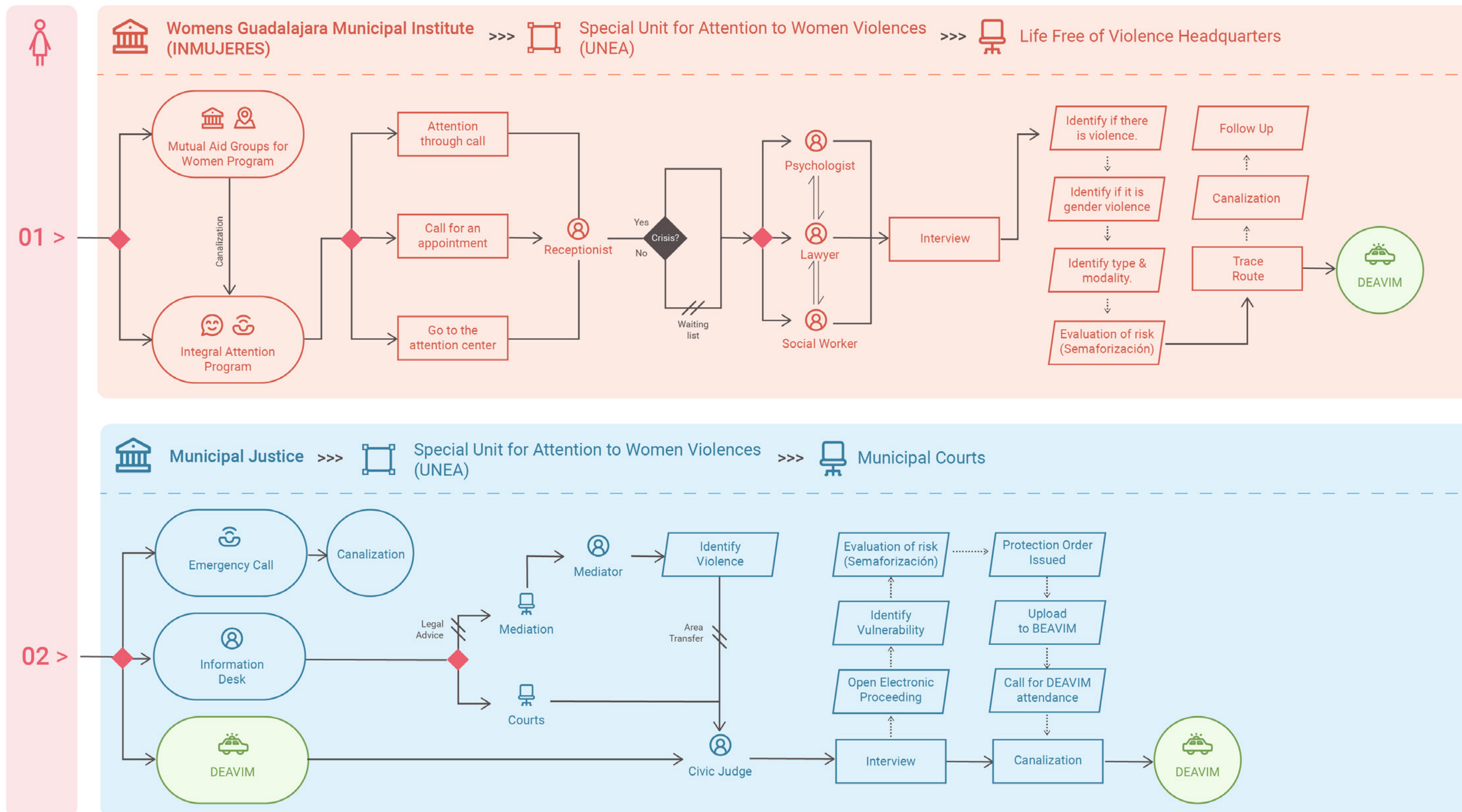
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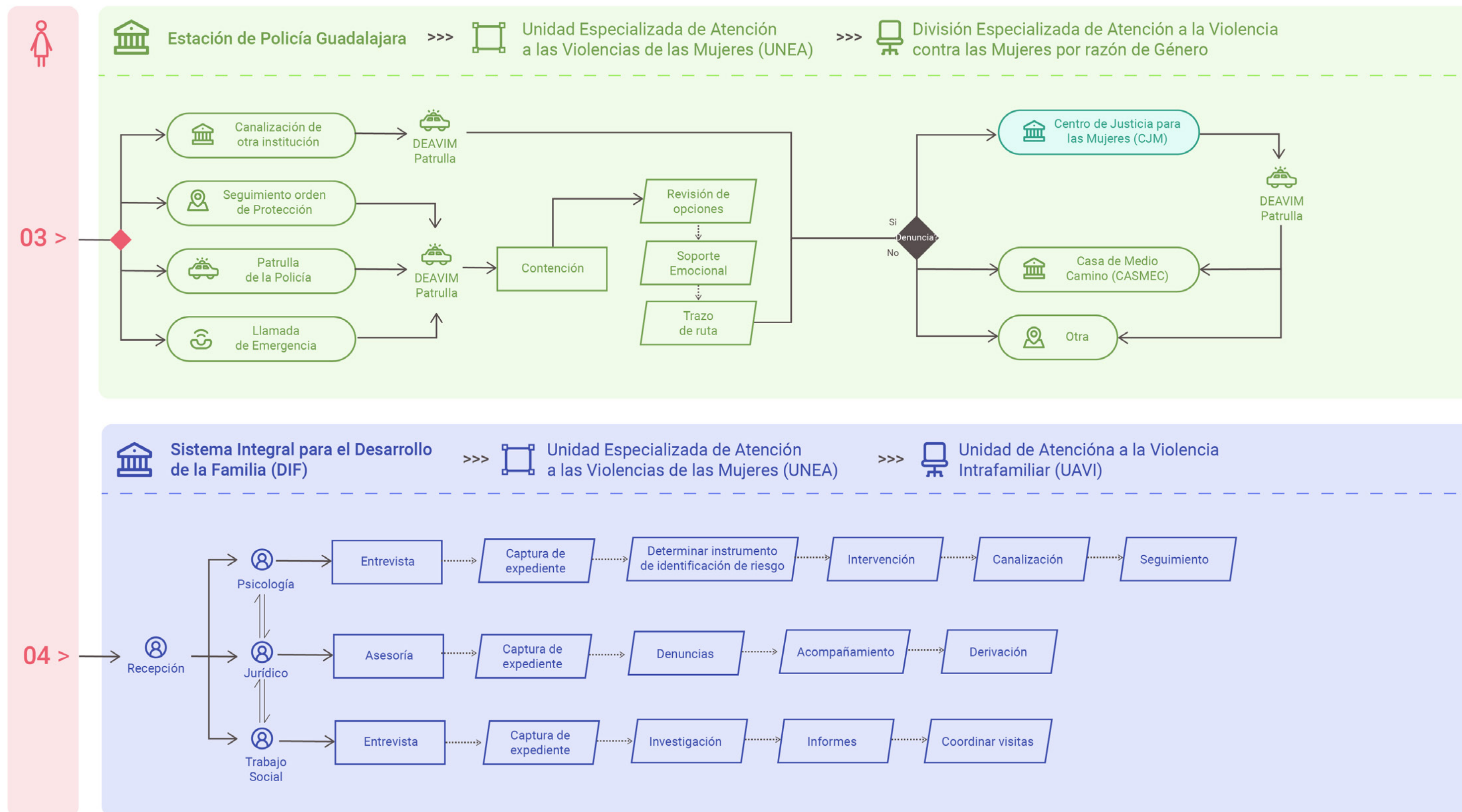


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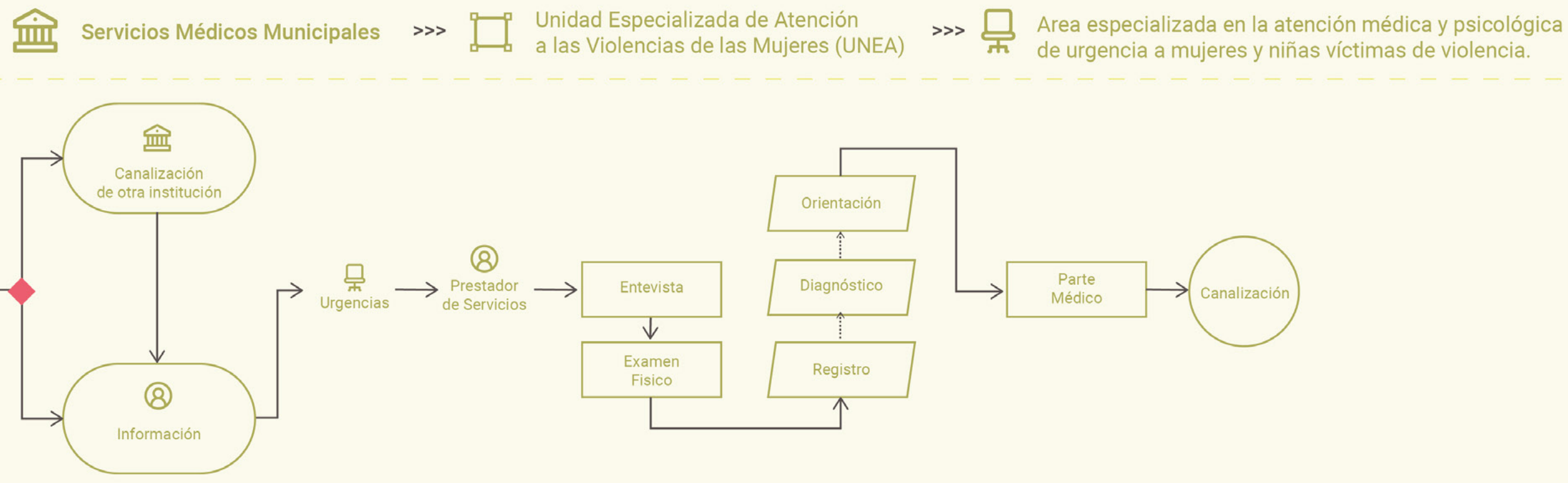
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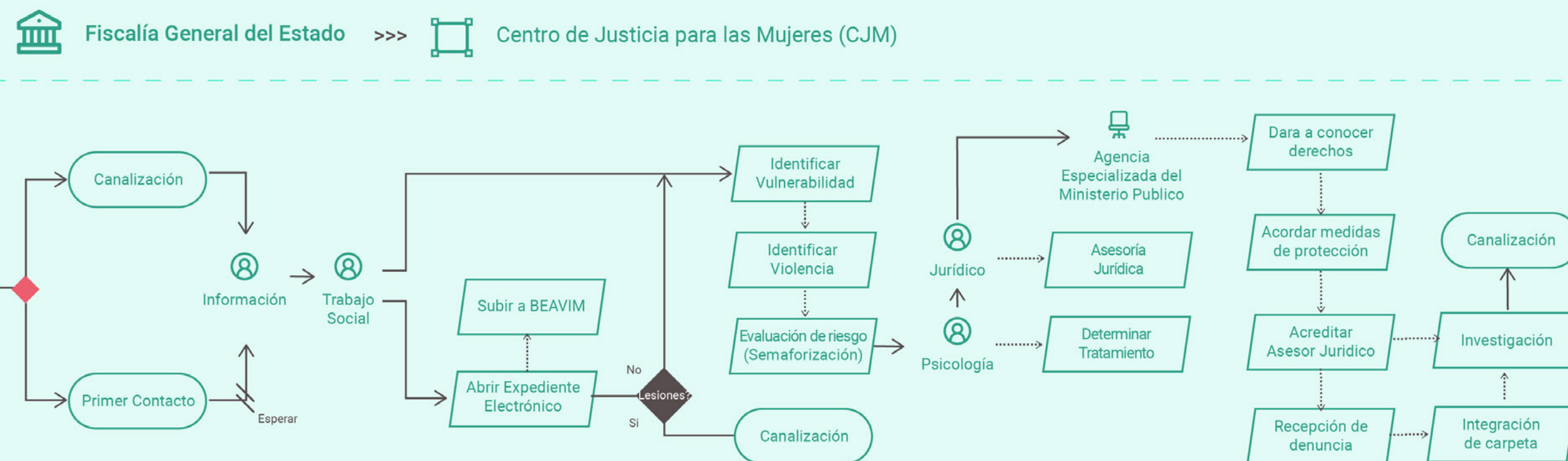




































































































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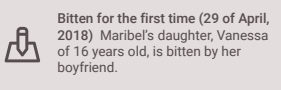
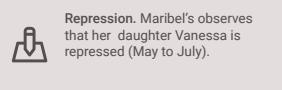
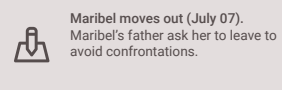
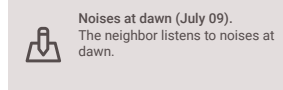
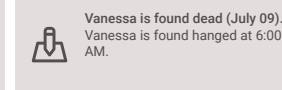
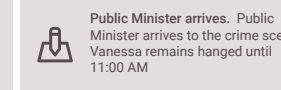
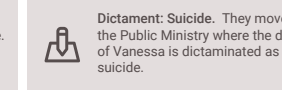
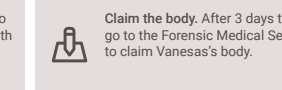
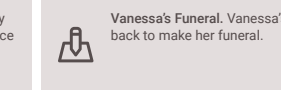
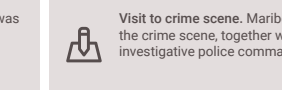
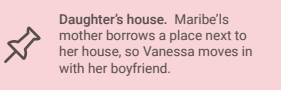
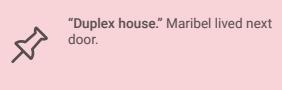
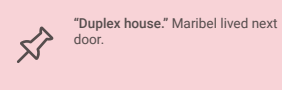
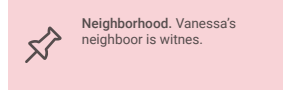
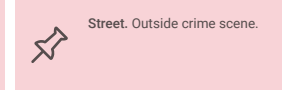
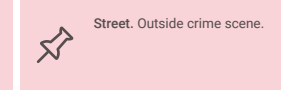
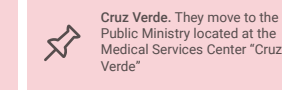
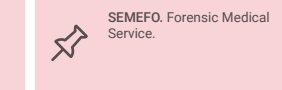
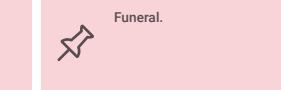
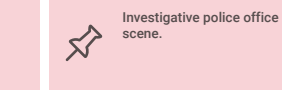
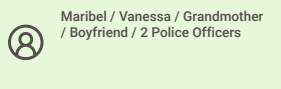
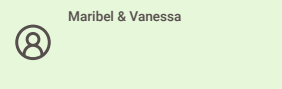
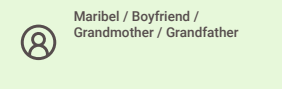
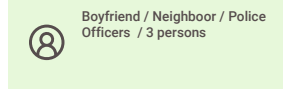
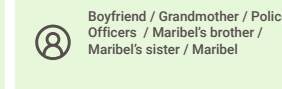
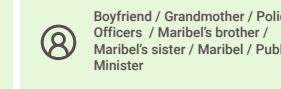
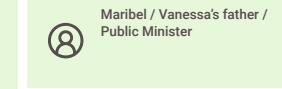
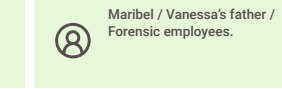
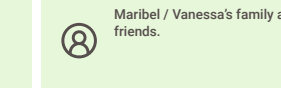

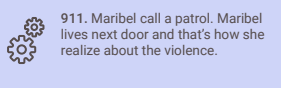
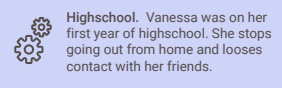
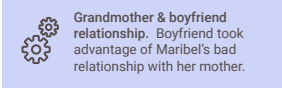
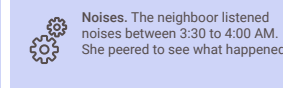
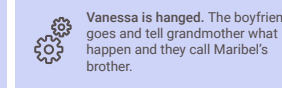
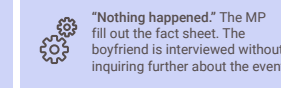
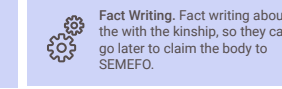
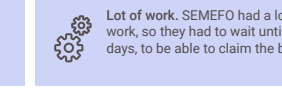
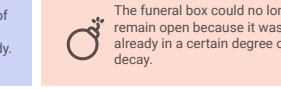

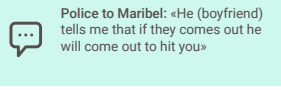
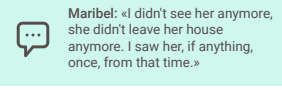
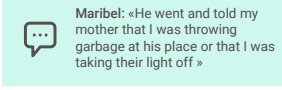
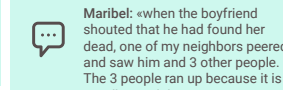
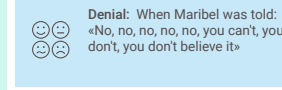
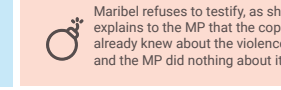
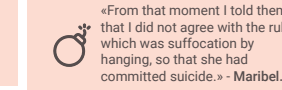
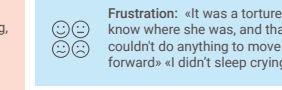
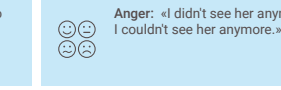
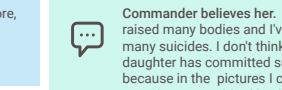
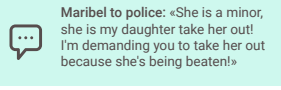
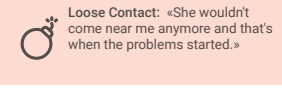
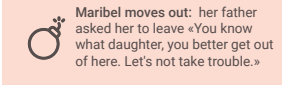
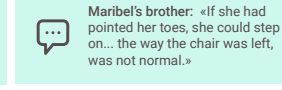
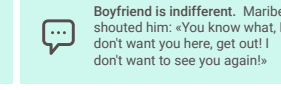
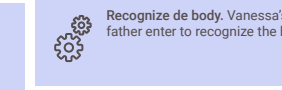
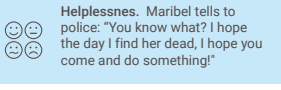
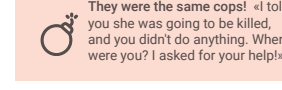
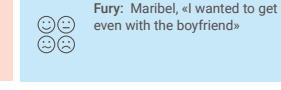
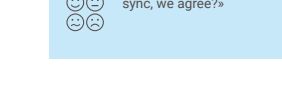
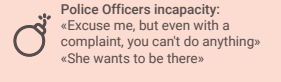
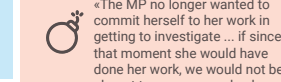
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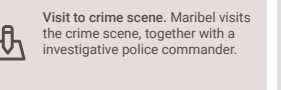
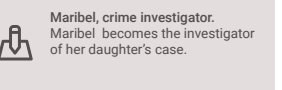
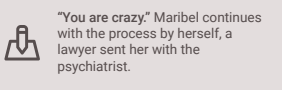
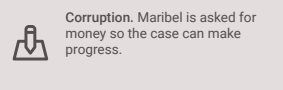
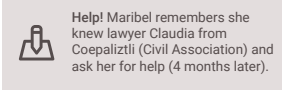
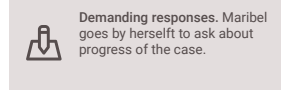
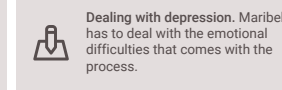
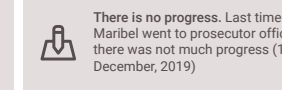
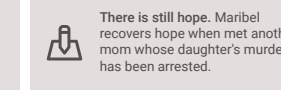
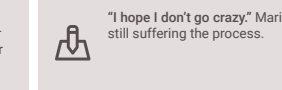
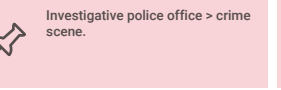
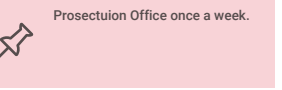
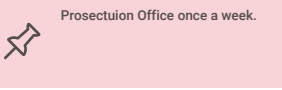
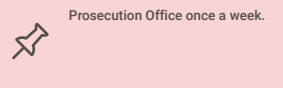

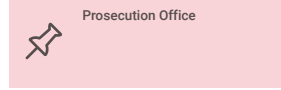
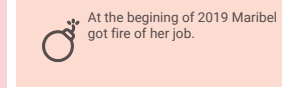
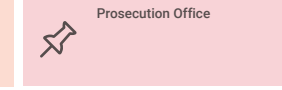
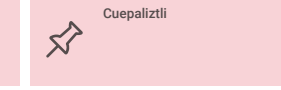
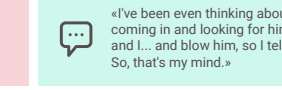
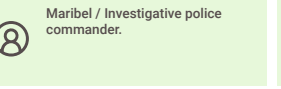
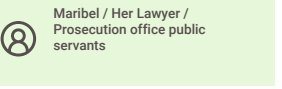
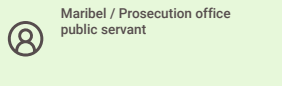
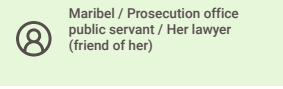
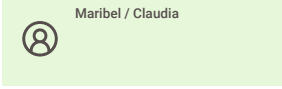
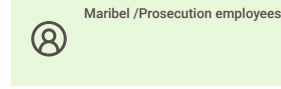
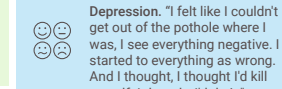
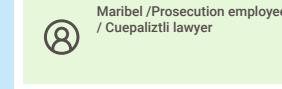
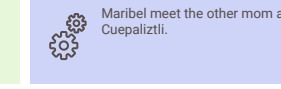
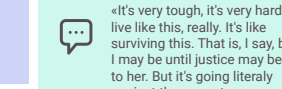
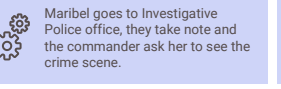
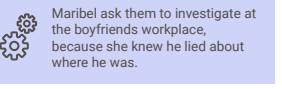
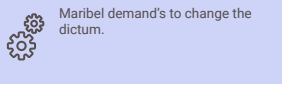
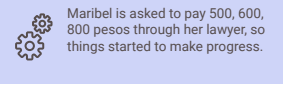
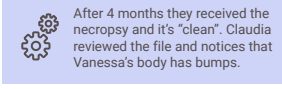
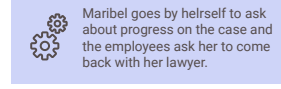
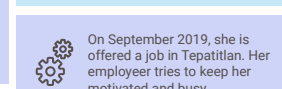
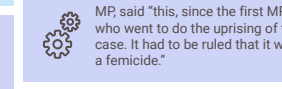
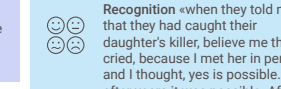
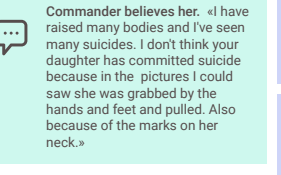
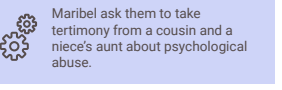
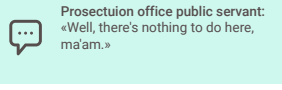
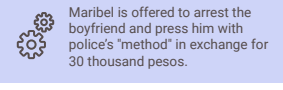
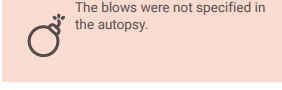
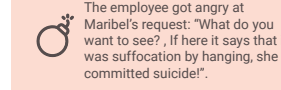
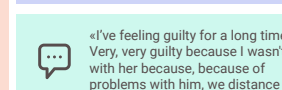
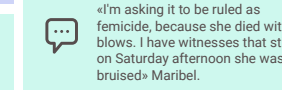
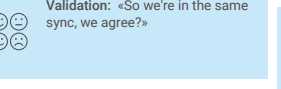
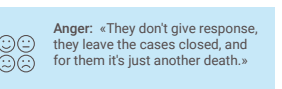
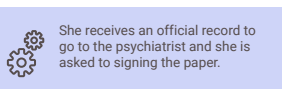

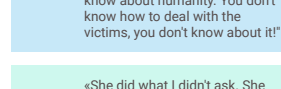
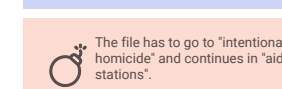

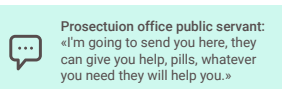
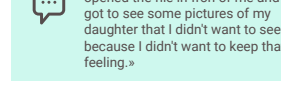
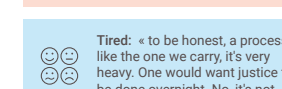

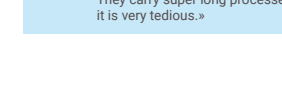
E | Data Analysis - Testimonials

01	02	03	04	05	06	07	08	09	10	12	12
 <p>"He is hiding her from us" Yolanda's youngest daughter, Sandra suffers from violence several years from her partner.</p>	 <p>Runaway. Sandra runaways to Huejuquilla to Yolanda's house with her two daughters where they suffered harassment.</p>	 <p>Not a felony. Yolanda and Sandra seek help to end up with harassment and violence. Sandra was stung at her abdomen.</p>	 <p>Trying to sue. Sandra and her mom wants to sue the guy with no success. Huejuquilla DIF takes Sandra testimony.</p>	 <p>Sandra moves back with her partner after he threatened her.</p>	 <p>Femicide. On May 13 of 2017, Sandra's sister called Yolanda to tell her that Sandra had an accident.</p>	 <p>"I brought her death certificate." Yolanda wants to report her missing granddaughters and follows up her daughter case.</p>	 <p>"There is nothing we can do." Yolanda is trying to get help from institutions to get her granddaughters back with her.</p>	 <p>"I do believe you." One year and half after Sandra's death, Claudia starts assiting Yolanda with her case.</p>	 <p>Archived file. Yolanda comes back to Prosecution Office with Coepaliztli lawyer to discover her daughter's file was archived.</p>	 <p>"The sun shone again." January 22 2019, Sandra's killer is apprehended.</p>	 <p>They wanted to take the girls. The mother of Sandra's killer wants to take back Yolanda's granddaughters.</p>
 <p>Sandra's relationship. Sandra (15 years old) moves in with her partner and suffers from violence.</p>	 <p>Huejuquilla el Alto. Sandra runaways to Yolanda's house in her town / Police Station Zapopan. Public Ministry</p>	 <p>Huejuquilla: Police Station</p>	 <p>ZGM: Public Ministry, DIF, Inmujeres, CJM Huejuquilla: DIF</p>	 <p>Guadalajara. Sandra's partner house.</p>	 <p>Guadalajara. Sandra's partner's truck, outside his aunt's house, across the street from where his house was located / SEMEFO</p>	 <p>Prosecution Office number 14. Where Yolanda daughter's case is been followed up.</p>	 <p>ZGM. Inmujeres, Ciudad Niñez (Children City Institution).</p>	 <p>Public Institutions. Huejuquilla DIF, Prosecution Office, Inmujeres, Ciudad Niñez.</p>	 <p>Prosection Office</p>	 <p>Audiences.</p>	 <p>Yolanda's small apartment.</p>
 <p>Sandra / Sandra's partner / Yolanda / Sandra's daughters / Sandra's sisters</p>	 <p>Sandra / Sandra's daughters / Yolanda / Sandra's partner / Huejuquilla police / Public Minister</p>	 <p>Sandra / Yolanda / Police Officers / Sandra's partner</p>	 <p>Sandra / Yolanda / DIF laywer / Public Ministry, Inmujeres & CJM Public Servants</p>	 <p>Sandra / Sandra's partner / Sandra's daughters</p>	 <p>Sandra / Sandra's partner / Sandra's sisters / Sandra's partner aunts / Sandra's daughters / SEMEFO</p>	 <p>Yolanda / Prosecution Office people.</p>	 <p>Yolanda / Sandra's older sister / Public servants at institutions</p>	 <p>Yolanda / Huejuquilla DIF lawyer / Claudia from Cuepaliztli / Public institution workers.</p>	 <p>Yolanda / Cuapealiztli lawyer / Prosecution Office employees</p>	 <p>Yolanda / Cuapealiztli team / Muerderer lawyer / Murderer / Murderer witnesses.</p>	 <p>Yolanda / Sandra's murderer mother / Sandra's granddaughters</p>
 <p>Isolation. Sandra suffers violence and is isolated from her family.</p>	 <p>Harassment. Sandra suffers from harassment and threats for about a year. Her ex-partner waited for her outside her mother's house.</p>	 <p>36 hours. They stopped him, only the times she was beaten up. Police released him without charge.</p>	 <p>Nobody listens. «But mom, they always tell me the same thing. That I am the one who must avoid him, that I shouldn't let him hit me, but how do I do it?» Sandra.</p>	 <p>Sandra's youngest daughter: «My dad threatened me with a gun and said to my mom that if she didn't come back with him he would kill me.»</p>	 <p>Sandra is found lifeless in her partners van. She is found three hours after her death. The van is outside her partner's aunts' house.</p>	 <p>Yolanda is not welcome when she went with her daughter's death certificate to the Prosecution Office: «What are you doing here, mami? we already told you, your problem can only be solved by you and your daughter.»</p>	 <p>One day at Inmujeres. Yolanda and her oldest daughter were from 8:00 AM to 6:00 PM in Inmujeres.</p>	 <p>Claudia get in touch with Yolanda. Huejuquilla DIF lawyer tells Claudia about Sandra's murder when she was doing a workshop in Huejuquilla.</p>	 <p>Evidence. Everytime Yolanda went to Prosecution Office, she was asked for evidence.</p>	 <p>Joy: «For me the sun was shining again, the day she told me. "They got him! And the girls are with him", for me, that date was very important, it is the only one I have not forgotten, nor the date my daughter died. »</p>	 <p>The mother of Sandra's killer tries to get back custody of the girls. She claimed that Yolanda did not live in good condition.</p>
 <p>Yolanda: «All the time he kept her locked up, he always brought her with him. My daughter was not free to go out alone.»</p>	 <p>Yolanda: «whenever he went he threatened us and told us that he was going to kill us. He used to say that if he wanted to kill her, he could disappear her and throw her, make her little pieces, and leave her unrecognizable, and nobody would check that he did it.»</p>	 <p>Police: «Just because she's beaten, we are going to lock him up. But it's going to happen today and tomorrow he will come out.»</p>	 <p>Guadalajara Institutions: «here we can't do anything because at the time nothing was done and it no longer proceeds to do anything.»</p>	 <p>A neighbor witnessed: The neighbor testified that Sandra's partner asked him to call for and ambulance. Then the neighbor saw how he took her out with someone else. The nieghboor believes she was already death since her arms, head and body was already loose. The neighbor saw the guy put her in the van and then entered his aunt's house.</p>	 <p>A neighbor witnessed: The neighbor testified that Sandra's partner asked him to call for and ambulance. Then the neighbor saw how he took her out with someone else. The nieghboor believes she was already death since her arms, head and body was already loose. The neighbor saw the guy put her in the van and then entered his aunt's house.</p>	 <p>Without Capacity. «Ma'am, we have many cases, it is nothing but yours and we are all following them. All until in due time.»</p>	 <p>"Write your denounce". Yolanda is asked to write the denounce of her granddaughters disappearance. At the end Inmujeres doesn't accept it and send her to Ciudad Niñez.</p>	 <p>Distrust: «I dont believe anymore, I have walked in all institutions, I have gone everywhere and I have been thrown out. They dont listen to me, he is the one whit rights. I don't believe anymore!» Yolanda.</p>	 <p>The attorney was there. Yolanda finaly gets the attention only because the Copealiztli lawyer was with her.</p>	 <p>Yolanda gets the custody of her granddaughters. Sandra's murderer is viculated to process.</p>	 <p>Granddaughter: «Granny sometimes we ate, sometimes not. Sometimes, only once a day, until he returned and he was dirty, smelling of gasoline and so, he had little money and he bought food and said, "Well, eat now, because by tomorrow, there won't be".»</p>
 <p>Sandra's sisters: «Mom, we have a long time that we don't know anything about Sandra»</p>	 <p>No evidence. Sandra and Yolanda constantly asked police to stop harasshment and they always asked them for evidence.</p>	 <p>Not a felony. One day she arrived stung in the abdomen with a scissors. For police it was not a serious crime.</p>	 <p>The honour to give us attention. Huejuquilla DIF lawyer took Sandra testimony and ordered a medical examination and report.</p>	 <p>Sandra's murdered runaway with his two daughters. He walks out the back door of his aunts' house. The aunts cover him up.</p>	 <p>Sandra's murdered runaway with his two daughters. He walks out the back door of his aunts' house. The aunts cover him up.</p>	 <p>Yolanda: «I never had the pleasure of meeting Horacio attorney who was following my daughter's case. Even if I planted myself in the prosecution office, whenever I went, they told me "he didn't come, or he is in a course, or he won't come. Come back tomorrow".»</p>	 <p>Inmujeres: «Your granddaughters arent missing because they are with their dad. Until it's proven that he killed her, as you say here, he has the right to be with them and there's nothing you can do. In addition, we help the people who are still alive, and your daughter is already dead.»</p>	 <p>"I do believe you." Claudia tells Yolanda she does believe her and that she can't promise anything but that whe will try.</p>	 <p>Archived file as suicide. They had to wait 3 days to be able to see Sandra's case file because it was archived. When they finally saw it, they realized it was archived as suicide.</p>	 <p>"I'm not guilty." Sandra's murderer is still claiming innocence. Therefore, sentence haven't been dictaminated and they continue with hearings.</p>	 <p>Coepaliztli lawyer paid their rent. The lwyer donated one year of rent so she can kepp custody.</p>
 <p>Violence increased: With time and after Sandra gives birth to two girls, the violence increase.</p>	 <p>Public Minister Mockery: They said they couldn't forbid him to be anywhere because he was a free citizen. "Fix it yourself, it's in your hands darling."</p>	 <p>Yolanda to police: «Well, you couldn't lock up or stop a person who didn't do what? A murder? Is that what you're waiting for? for him to kill her?»</p>	 <p>DIF report: «Sandra, in that writing she pointed to him directly, that if anything happened to her it was because, he threatened her with death and she was sure he would. Because it was already a lot of times that he beat her» Yolanda.</p>	 <p>Sandra's sister follows up the case at SEMEFO. Sandra's dead certificate states it was a FEMINICIDE.</p>	 <p>Sandra's sister follows up the case at SEMEFO. Sandra's dead certificate states it was a FEMINICIDE.</p>	 <p>Come back with your lawyer. They told Yolanda her daughters case won't move forward if she didn't hired a lawyer. Yolanda didn't had resources to get it.</p>	 <p>Hopeless: «We left disappointed. We came crying out of there, without any hope and only with the paper they gave us.»</p>	 <p>Cared: «I had no desire for anything, no encouragement, I was a wandered, I walked as destitute, I had no hope of continuing to live. But Coepaliztli was the only one that told me "I do believe you." She did believe and saw my pain and saw my suffering. And that's why everything started to change.»</p>	 <p>Wrong report. Even though dead certificate said the case was a Femicide, prosecution office employees did not checked it and let the police reported it as suicide.</p>	 <p>They believed in him: «The authorities are stopping the process, listening to him, believing him the hoax he is wanting to make.»</p>	 <p>Strenght. The oldest granddaughter tells Yolanda «Don't cry, granny, because you have to live for us. We don't have my mom, and now our mom is you.»</p>
 <p>Rage: «I felt rage inside me, I thought how is it possible they can't withdraw him? Make him go away, to leave her alone. They said it's up to you, tell your daughter not to see him anymore and there's nothing else.»</p>	 <p>Exhausting: «That year it was a nightmare to constantly go to the police, to the DIF. Because they detained him one day and released him the next and it was constant. It was very exhausting.»</p>	 <p>Exhausting: «That year it was a nightmare to constantly go to the police, to the DIF. Because they detained him one day and released him the next and it was constant. It was very exhausting.»</p>	 <p>Sad: «It was a very sad and ugly thing for me. I hope now God makes all those people realize that one does not ask for help just to scrub them.»</p>	 <p>Hopeless & Powerlees: «I realized that justice is not for poor people.»</p>	 <p>She turned into my foot, my eyes." Claudia accompany Yolanda to continue her case within institutions.</p>	 <p>She turned into my foot, my eyes." Claudia accompany Yolanda to continue her case within institutions.</p>	 <p>Exhausting: «Every time they make an audience, Oh! and I see him! All my guts twist. It's a very difficult thing for me.»</p>	 <p>Tying to prove innocences. Sandra's murderer is still trying to present evidences but they have been rejected.</p>	 <p>All messy. The file contained the neighbors who witness when Sandra's body was taken out of her partner house, and also the Sandra's violence testimony that she did in Huejuquilla. The prosecution office messed the information and reported she was murdered in Huejuquilla.</p>	 <p>Inmujeres & Coepaliztli support. Yolanda is getting Inmujeres support for her granddaughters and Coepaliztli continuously seeks support for them.</p>	 <p>Inmujeres & Coepaliztli support. Yolanda is getting Inmujeres support for her granddaughters and Coepaliztli continuously seeks support for them.</p>











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







































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 <p>Recognizing violence. Adriana starts to think about leaving her partner because he is exploiting her 16 years old daughter.</p>	 <p>Attacked. Adriana and her oldest daughter are attacked by Adriana's partner and father of her daughters. Her daughter seek for help.</p>	 <p>Disorientated. Adriana tries to look for help within her network. She finds out about Amigos Trabajando en los Cruceros (ATC) organization.</p>	 <p>"I'm safe now." Adriana goes to the organization where Otilia gives her orientation and connect her with people who helped her.</p>	 <p>Justice Center for Women. Adriana moves to the CJM with her daughters and the company of Elizabeth from the organization.</p>	 <p>Seeking the medical report. After wandering around, they finally arrive to the right Medical Center.</p>	 <p>The right medical center. They locate the medical center in which they can get attention.</p>	 <p>Come back to Women Justice Center. They come back and continue with the process.</p>	 <p>Her daughter's process. Because her daughter is a minor, the process is different.</p>	 <p>Getting the documents. Adriana gets a restriction order and a protection order.</p>	 <p>What are you going to do? Adriana is offered a refugee.</p>	 <p>Uncertainty. Adriana wonders what is she going to do next. She gets refugee on Elizabeth house.</p>
 <p>Guesthouse. Adriana, her two daughters and their father live together in a guesthouse room.</p>	 <p>Guesthouse. Adriana, her two daughters and their father live together in a guesthouse room.</p>	 <p>Streets. Adriana goes to find her daughter and she tries to figure it out what she should do.</p>	 <p>Amigos trabajando en los cruceros (ATC). Adriana arrives to the organization with her two daughters.</p>	 <p>Justice Center for Women (CJM) They move to start the process to denounce the agressions.</p>	 <p>Different Medical Services Centers. Wandering around. UBER</p>	 <p>Cruz Verde Norte de Zapopan. They move to get medical attention. UBER</p>	 <p>Women Justice Center (CJM). 11:00 PM</p>	 <p>Women Justice Center (CJM).</p>	 <p>Women Justice Center (CJM).</p>	 <p>Women Justice Center (CJM).</p>	 <p>Elizabeth house.</p>
 <p>Adriana / Adriana's partner / Two daughters</p>	 <p>Adriana / Adriana's partner / Two daughters / Police patrol</p>	 <p>Adriana / Adriana's oldest daughter / Merchants</p>	 <p>Adriana / Adriana's two daughters / Otilia / Elizabeth</p>	 <p>Adriana / Adriana's two daughters / Elizabeth / CJM receptionist</p>	 <p>Adriana / Adriana's two daughters / Elizabeth / Uber drivers / Organization supporter</p>	 <p>Adriana / Adriana's two daughters / Elizabeth / Uber drivers / Organization supporter / Medical attention workers.</p>	 <p>Adriana / Adriana's two daughters / Elizabeth / Uber drivers / Legal Office workers</p>	 <p>Adriana / Adriana's two daughters / Legal Office workers</p>	 <p>Adriana / Adriana's two daughters / Legal Office workers / Social Workers</p>	 <p>Adriana / Adriana's two daughters / Legal Office workers / Social Workers</p>	 <p>Adriana / Adriana's two daughters / Elizabeth and her family.</p>
 <p>Setting limits. Adriana pays the rent herself so she demand him to pay his part.They are both informal merchants.</p>	 <p>Adriana's oldest daughter seeks for help. She finds a patrol on the street and ask them to help her.</p>	 <p>Adriana look for her daughter. She finds her fellow merchants who ask her what is going on.</p>	 <p>Bonding and support. Otilia, founder of the organization received Adriana and ask her to wait while she makes calls to connect her with help.</p>	 <p>Registration. They enter the center and Adriana is asked to register with her personal data.</p>	 <p>Seeking support. Elizabeth contact an organization supporter who helps them get transportation by Uber.</p>	 <p>The right medical center! Organization supporter called them with the checked information and gets them an Uber to move.</p>	 <p>Waiting for their turn. Adriana and her daughters are moved to the legal office where they have to wait while listening other women stories.</p>	 <p>Desist. Adriana is sent to another office where she is asked to sign a paper that says she is desisting to continue her daughther process at CJM because she is a minor.</p>	 <p>Restriction order. Adriana gets a restriction order and the number of two patrols that will be checking on her. She is adviced to not come back to her place in at least 5 days, the timeframe in which her partner is going to be notified.</p>	 <p>Refugee. Adriana is offered to stay in a refugee for 3 months in which she will get food and maybe get a job.</p>	 <p>Solidarity. Adriana stays at Elizabeth house with her two daughters.</p>
 <p>Exploiting his daughter. Instead of work, the man sends his 16 years old daughter to sell his merchandy.</p>	 <p>"We can't help you." The cops tell Adriana's daughter they can't stop her dad, the only thing they can do is to dialogue.</p>	 <p>Adriana look for orientation. She calls a friend who went through a similar situation, but her friend confuse her more.</p>	 <p>Relief. «Someone is finally listening to me»</p>	 <p>Evaluation. Adriana is asked to tell in general terms her situation to be evaluated and ranked. She is linked with the next person.</p>	 <p>COVID-19. They arrive to the first medical center where they are told only patients with COVID are getting attention.</p>	 <p>Getting attention. A "kind woman doctor" received them an explained Elizabeht the process.</p>	 <p>Statement. Adriana is call for making her statement. She is asked to go first to the psychologist and she reject it. She is asked to sign a paper saying she rejected the service.</p>	 <p>"Are you serious?" «You do it because what you want is to do the process right. You do not want for one thing or another, get stuck, and then you will not be able to move forward.» Adriana.</p>	 <p>Without an adress. Adriana doesn't have an address. She needs to come back to notify where she will stay.</p>	 <p>Incommunicated. Adriana is told that if she accept the refugee she will be totally incommunicated and she wont know where it is located. They don't make it clear if her daughters will be able to be with her.</p>	 <p>Without an income. Adriana is an informal merchant and she is worried due to COVID-19 situation.</p>
 <p>Angry. «I felt like, wait you're supposed to go out and work to support us, and now it turns out you're giving more responsibilities to my daughters to help yourself? I mean, where's the benefit? That for me was a form of exploitation, how is it possible, how is it possible not to think?</p>	 <p>Dissapointed. Adriana's daughter doesn't get the help she was seeking.</p>	 <p>Merchant fellow advised to contact to Amigos Trabajando en los Cruceros. Adriana's makes a call and get in contact with Otilia.</p>	 <p>Elizabeth arrives. Otilia's daughter arrives to the organization to guide and accompany Adriana. They get help for transportation.</p>	 <p>"You can't really see anything." Adriana is questioned for asking a medical report petition for her daughter because the injuries were not visible.</p>	 <p>"Enter at your own risk." The 4 women arrive to Red Cross center where they are told they can get attention at their own risk. They don't help them to get information about whre they can go.</p>	 <p>Medical diagnosis. Adriana and her oldest daughter are interviewed and reviewed.</p>	 <p>Medical care. Adriana is reviewed by a radiologist for a sprained neck. She gets an injection for pain, she couldn't move.</p>	 <p>Silenced. «As a victim, you are afraid to raise your voice, because in this stupid culture, as they say they give folder to your case and you are fucked!»</p>	 <p>Wha are my options? Adriana explained that her rent will be over next weekend, so her partner will be quicked off. She asks if he can be kicked off by the police instead.</p>	 <p>Helpless. «You feel like helpless, like incapable, because if I think of going to the refugee ... are they going to separate me from my daughters? Either I go to the street and die with my daughters outside or how? So you feel helpless, that you question yourself what should I do?»</p>	 <p>Powerless. Adriana fears that police won't help her, so she prefers to not come back for her stuffs. She is worried for her daughters education and wellbeing. She is uncertain what to do next.</p>
 <p>Seeking suport. Adriana starts asking her friends for advise. She starts mentilizing for leaving.</p>	 <p>Frustrated. «In that moment I needed help from the cops that you supposedly think is the authority and that they're going to help you and give you a hand and they just don't.»</p>	 <p>Confused. «I was confused! Not knowing what to do in those moments or who I should listen to ...»</p>	 <p>Safe & Supported. «I waited so they guided me. Then Elizabeth came and I felt more calm because she said 'look, let's start moving, now let's solve it.' I already felt driven and capable to do it. If I'm here, it's because I'm going to do what I'm going to do. I already felt supported with someone who was listening to me.»</p>	 <p>"Come back when you have the medical report." Adriana is asked for the Medical Report. They don't give information about where exactly she needs to go, she is only requested to have it before continuing the process.</p>	 <p>Irked. Adriana's oldest daughter wants to give up even when she was the one driving them at start. Distressed. Adriana and Elizabeth get anguish.</p>	 <p>Encouraged. «The doctor told me "It's good that you are in this process now, I wouldn't like see you entering in a bed." There I think I felt encouraged, because they told me "you can do it!"»</p>	 <p>Legal office workers: «"If you're going to give your statement I need it to be as precise as possible, and that you don't miss anything, because if we talk to him and you're in front of him and something happened that you didn't tell us, this affects you.»</p>	 <p>Instructions. Adriana is told to continue her daughter process at Ciudad Niñez where she needs to go and make a record.</p>	 <p>Legal Office Worker. «Yes, darling, but if we're going to get him out, we'll retain him for no more than 12 hours and by tomorrow he's out, and then he's going to look for you»</p>	 <p>6:00 AM next day. Elizabeth comes back to get them and take them to her house. They move in an Uber thanks to the organization supporter.</p>	 <p>Faith. «I know that with those 300 pesos in sales I can pay a room of 100 pesos, eat with another 100 pesos and the 30 left I will make 60 pesos. It's going to get heavy, but it's not going to be impossible.» Adriana making calculations of a merchandise that she stored in a warehouse.</p>
 <p>Guilt. «Since I grew up with out a dad. I thought, how am I going to take away the opportunity to my daughters? But then I realized that he doesn't even respect them! That's when I jumped, and said no!»</p>	 <p>Facing judgement. Unfortunately we as women, if you file a complaint or something and then go back ... I feel they look at you like thinking 'soon you'll regret it, you'll be one more' I think the cops thought that about me.»</p>	 <p>It's not planed. «Tell me which woman in her right mind, is leaving with her two daughters, without any money? You don't plan it, you don't say "oh yes, I'm going to save because tomorrow I'm going to file a lawsuit", no!» Adriana</p>		 <p>Supported. «The truth is that with Elizabeth, I felt very supported at all time, if she hadn't been with me, I wouldn't have been able to move.» Adriana.</p>	 <p>Help! Elizabeth call the organization supporter to ask for help to locate the right medical center.</p>	 <p>Continue with the process. Two hours later, with the medical report they are able to come back to the CJM around 10 PM. The organization supporter gets them an Uber so they can move.</p>	 <p>Fearfully. «Instead of being helped, they're getting you scared that if I forget something, uff! »</p>	 <p>Protection order. She gets a protection order to return to her place and take out her stuffs accompany by police officers.</p>	 <p>Distrust. Adriana does not trust that the documents she was given will protect her.</p>	 <p>* After about 1 month Adriana leaves Elizabeth house with her two daughters. According to Elizabeth she might have gotten back with her partner.</p>	

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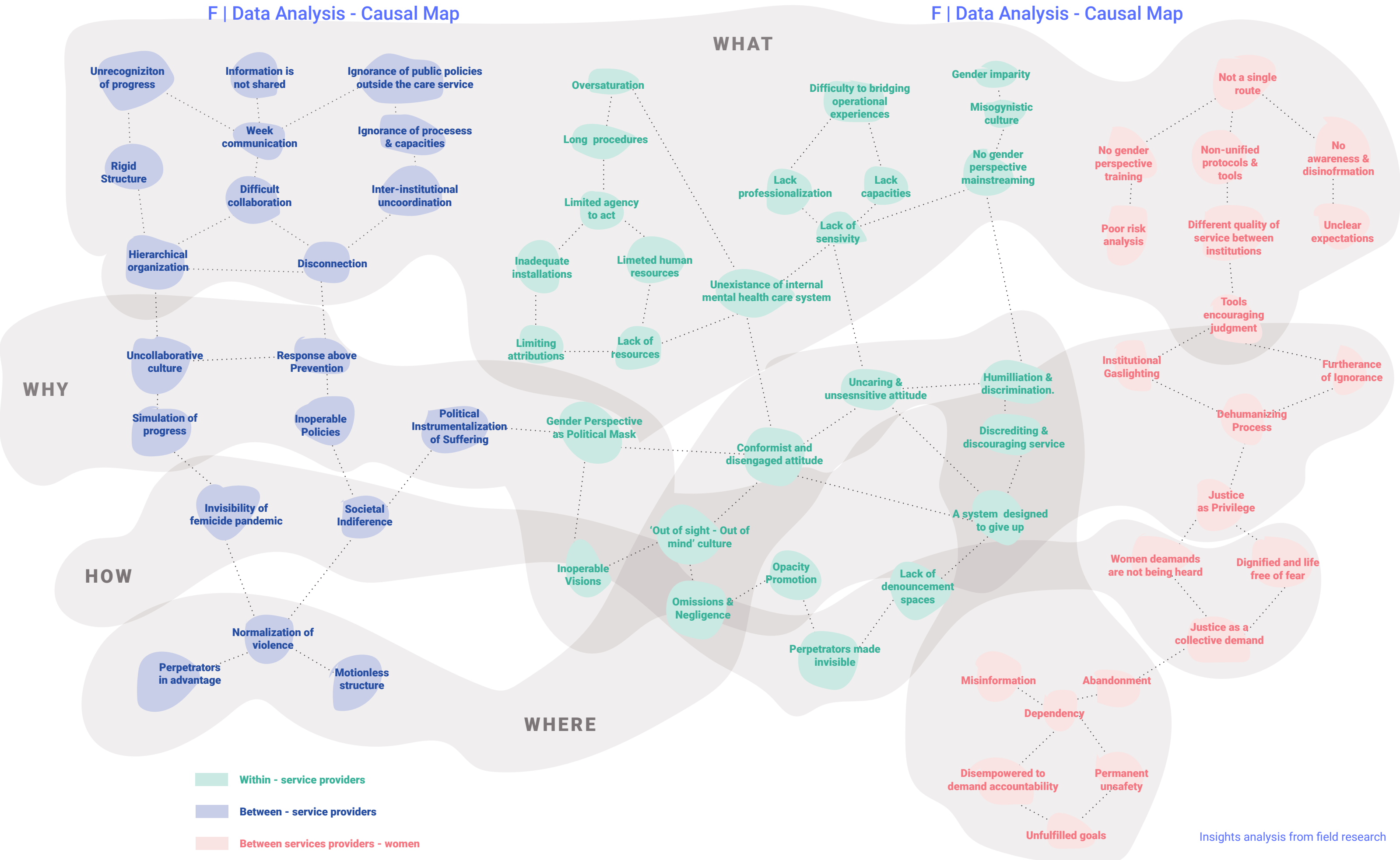
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<div><p>Making the decision. After 18 years of marriage and violence Jessica decides to get divorced.</p></div>	<div><p>Obstacles. The violence intensifies and becomes an obstacle to continue with the divorce process.</p></div>	<div><p>Denouncing. Jessica denounced for the first time on the 2 of January 2016 and continued her divorce process.</p></div>	<div><p>Empowering. Jessica continues with her denounce process and gets in touch with the Empowerment Department.</p></div>	<div><p>'I don't want to have ties to him.' After one year process, Jessica finally gets divorce loosing all of her patrimony.</p></div>	<div><p>Harassment continues. Jessica's ex-partner continue the harassment using his daughters as an excuse.</p></div>	<div><p>Attacked. Jessica is atacked again outside her parents house, almost 4 years after the first denounce.</p></div>	<div><p>Testifying. Jessica denounced the second agression.The last process gets lost and she has to start again.</p></div>	<div><p>FirstHearing. After her last experience, now Yess know that she has to be following the process and pushing it.</p></div>	<div><p>Let there be evidence. Yessica's ex-husband drinking beer with her dad outside Yessica's business.</p></div>	<div><p>Never ending story. Yessica is still waiting for her denounce to turn into a sentence.</p></div>
<div><p>Yessica's parents house. Jessica moves in with her parents. Women Center for Justice (CJM)</p></div>	<div><p>Yessica / Jessica's ex-husband / Yessica's lawyers</p></div>	<div><p>Women Center for Justice (CJM). Prosecution Office.</p></div>	<div><p>Women Center for Justice (CJM). Empowerment Department.</p></div>	<div><p>Women Center for Justice (CJM).</p></div>	<div><p>Yessica's daily-life. Outside her business.</p></div>	<div><p>Yessica's parents house. When she was arriving from a children party.</p></div>	<div><p>Woman Center of Justice. Public Ministry, Children's City (Ciudad Niñez).</p></div>	<div><p>Woman Center of Justice. Public Ministry.</p></div>	<div><p>Yessica's business. While she was arriving from a children party.</p></div>	<div><p>My daughters are my moto. «I try to get ahead regardless of what may happen, and well it's the only way I can keep my daughters happy, right? That they see that this situation is not affecting me. What I do not want is to affect them more through my life, and my behavior.»</p></div>
<div><p>Yessica / Yessica's parents / Yessica's two daughters / Yessica's ex-husband</p></div>	<div><p>Controlling behaviors. «During the divorce process. The man threatened me, threatened people around me. He called my friends, my cousins. He threatened them. He brought me with GPS in my car, without knowing. I had my cell phone intervened, and much more things.» Yessica</p></div>	<div><p>Yessica / Prosecutor Office / CLADEM (Ale Cartagena)</p></div>	<div><p>Yessica / Empowerment Department (Psychologist & Social workers)</p></div>	<div><p>Yessica /CLADEM / Prosecutor Office</p></div>	<div><p>Yessica / Yessica's two daughtthers / Yessica's ex-husband</p></div>	<div><p>Yessica / Yessica's two daughtthers / Yessica's ex-husband</p></div>	<div><p>Yessica / Yessica's two daughtthers / Yessica's ex-husband / Public Ministry attorneys.</p></div>	<div><p>Yessica Yessica's ex-husband / Judge</p></div>	<div><p>Yessica / Yessica's ex-husband / Yessica's father / Police.</p></div>	<div><p>Not supported by government. «You feel practically not supported by the government. More because I know that he is a person who is within the government, who is an escort of the Mayor and that they know perfectly what kind of people is working with them, taking care of them. I mean, what can I expect from the government?»</p></div>
<div><p>Oldest daughter alcohol abuse. Her oldest daughter behavior convinced Yessica making the decision. «She told me she didn't like how her father treated me.»</p></div>	<div><p>Lawyers harassment. The ex-husband threatens and harasses the lawyers and their network. The ex-husband says Yessica is having an affair.</p></div>	<div><p>“You have been living violence for long-time.” When Yess started the denounce process, she is asked to tell about her past relationship. That is the moment when she make conscious that she has been living physical, sexual and psychological violence for a long time.</p></div>	<div><p>Happy. «At this point I was happy. I was almost divorced and they introduced me to the Empowerment Department and they told me that It was just a matter of wanting to, that I was going to get ahead, that it was nothing more than psychological therapies, studing workshops ... and following the process along with my denounce.»</p></div>	<div><p>«The harassment was so intense, It was affecting people that surrounded me so what I wanted was that there was a paper that said that I have no ties to him. He said to the lawyer, "Well, if she wants the divorce, she should be left with nothing, as she left she will stay with nothing" and I left him everything, all the things that I bought my houses. I practically started from zeros.»</p></div>	<div><p>Yessica's decisions are questioned «Personally, if it were up to me, they would never see their dad. But I also understand that it is their right. They perfectly know how is their dad like, I don't need to tell them. So I've made it very clear to them, the day they want to see their dad they will see him, but the day they don't want to see him, he has to respect that whether he likes it or not.»</p></div>	<div><p>Disrespectful of the agreements. The ex-husband never respected the agreements from the divorce in which he should picked-up the girls every weekend at 8:00 AM and take them back at 6:00 PM.</p></div>	<div><p>Geting the evidence. Since both of Yess daughters were witnesses, they testify.</p></div>	<div><p>“It's not gender violence.” Even when Yess is already divorced, the judge tells her that what she is living is not gender-violence, but 'family-violence.'</p></div>	<div><p>My alcoholic father. Yess ex-husband takes advantage from Yess's father alcoholism to harassh her and inviting her father a beer outside her business.</p></div>	<div><p>Untouchable. The ex-husband feels very protected because he works at government. Therefore he even drinks alcohol in street.</p></div>
<div><p>Driven. « Any type of 'first support' which you feel 100%, I think is the most important, in these situations. Because it is like a barrier before anything that could happen. So my daughters and my mother are the important barriers for which I think, I have to get out of this situation because it is not fair that they are making the effort and accepting the situation, and I don't.»</p></div>	<div><p>Changing lawyer. Yessica changes lawyer twice.</p></div>	<div><p>Excited. «Here I was super excited because I already had a denounce and already felt like having support from the Prosecution Office, but in the end the result was different.»</p></div>	<div><p>Studies. Yessica is offered the opportunity to continue studying and she takes it.</p></div>	<div><p>Get the divorce. After 1 year Yessica gets her divorce through the legal advice of CLADEM. Yessica looses all of her properties on the process.</p></div>	<div><p>Harasshment. Yess ex-husband presents himself with guns and using his work car, which is illegal, to arrive to Yess's business and seeing his youngest daughter.</p></div>	<div><p>Annoyed. Yess ex-husband gets mad when she sees Yess and her little daughter arrive from a children party on a Sunday, when he was suppose to be with the girl.</p></div>	<div><p>'Little daughter is lying.' When public minister attorneys were taking note of the testimony of the youngest daughter, they made used legal language. This is then used to anulate the testimony.</p></div>	<div><p>Silenced. «The judge told me during the hearing "I need you to fix your things." And I was like what's going on here?! There you can't say a peep, because then there are consequences as you can already imagine.»</p></div>	<div><p>Call the police. Yess called the police to have evidence that her ex-husband is not complying with the restraining order.</p></div>	<div><p>Very late. The patrol took 30 minutes to arrive. They last time Yess was attacked, it took him 3 minutes to almost kill her.</p></div>
<div><p>Moving with her parents. Yess's father tells her he would accept her back only if she gets divorced.</p></div>	<div><p>“You need to denounce.” The second lawyer asked Yessica to denounce.</p></div>	<div><p>‘He is a public servant.’ «The first thing they told me was that because he is a public servant he was going to be disarm. They told me not to worry that he probably would loose his job.»</p></div>	<div><p>«If it hadn't been for the empowerment department, I wouldn't have gotten to studying separately. If they had not been intermediaries, I think I would not have continued studying and so, in one way or another, they also linked me to the volunteer department to which I belong. There I try to do what I can do to help others, in one way or another that part where you feel a little useful to prevent other people from going through this same process is important.»</p></div>	<div><p>Tormented. «Imaginel you get divorced from a person who beats you and then you have him all day there, doing something that he never did during marriage, all day in front of you.»</p></div>	<div><p>Witnessess. Yess oldest daughter comes out when she hears the screams of her mom and her little sister. She thought it was a thief and she shout out she would call the police. The man run-aways.</p></div>	<div><p>Public Ministry mistakes. When the eldest daughter testifies, public ministry attorneys forgot to tell her she had the right of not testifying against her dad. This is then used to anulate the testimony.</p></div>	<div><p>Protection and Restriction orders are worthless. «From my experience, what I've seen and the cases that I've known from, the protection orders are useless! Because the person who is violent is going to be violent with or without a protection order. For example, the last time he hit me. They do it when you least expect it ! So you won't have your cell phone all the time and be ready just in case they come to hit you.»</p></div>	<div><p>Broken hearted. Yess felt broken hearted, when she listened to her little daughter testimony.</p></div>	<div><p>Vulnerable. «That harassment has been going on for so long, one way or another this kind of situations, exposes me to the fact that if tomorrow he does not seem to like something, he will hit me again. That's the truth.»</p></div>	
<div><p>Fear of being lonely. The first step is defeat the fear of being lonely. Forget about your idea of how it should look like.</p></div>	<div><p>Determined. If the problem is that the lawyer is man, I wil get a woman lawyer.</p></div>	<div><p>Hearings depend on you. «This is a process where you go to the Public Ministry, you present your denounce, you present all the evidence that is asked, and the hearings begin there. That's where I would get lost, because I never knew when an audience would be. I didn't know I had to call.»</p></div>								
<div><p>Starting the divorce process. Yessica starts her divorce process at the Women Center of Justice.</p></div>	<div><p>A woman lawyer. The harassment towards the lawyer continued. Yessica decided to look for a woman lawyer that continued her divorce process.</p></div>									

E | Data Analysis - Testimonials

F | Data Analysis - Causal Map

F | Data Analysis - Causal Map



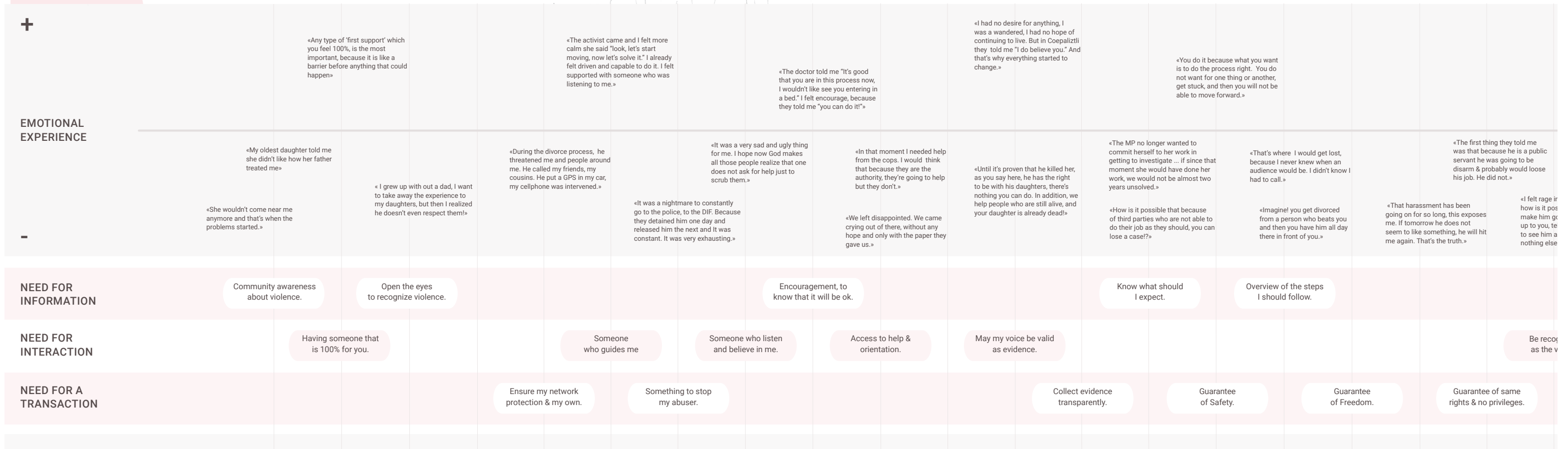
G | User needs Analysis

Stage	Job to be done	User Story	Need	Experience	Quote
Recognize	Awareness	I want to become aware about the violence I'm experiencing.	External feedback to feel validated. Relatedness, that I'm not the only one living violence. Validation. Anger as a driver.	Surrounding community (family & friends) as feedback source to recognize violence. Other women experiences as trigger & reference of what to do.	«My oldest daughter told me she didn't like how her father treated me» Yess.
Recgonize	Acceptance	I want to accept that I'm living violence to make a decision.	Reassurance and social support to know that someone is 100% for me to support my decisions.	- Isolation is a risk factor since the community involvement could be crucial on addressing emergency situations.	«She wouldn't come near me anymore and that's when the problems started» Maribel.
Recognize	Compromise	I want to make a decision by feeling that what I'm doing is for my best and of my environment.	Acknowledgment and respect for what I'm doing to keep firm.	- The awareness on how the violence is affecting their community (children, family, network) could be a cue to action.	«I grew up with out a dad, I didn't want to take away the experience to my daughters, but then I realized he doesn't even respect them!» Adriana
Plan	Self-Care	I want to put me and my loved ones safe.	Access to have all resources (information & channels) available to keep me and my network safe.	- Women feel unsafe and confuse when they don't know to whom they can ask for help.	«In that moment I needed help from the cops. I would think that because they are the authority, they're going to help but they don't.» Adriana
Plan	Encouragement	I want encouragement to feel reassurance.	Guidance and advises about all the possible scenarios.	- The first response and access that women have to someone who can informed them can be the key to continue the process or not.	«The activist that came said "look, let's start moving, now let's solve it." I already felt driven and capable to do it. I felt supported with someone who was listening to me.» Adriana
Plan	Certainty	I want to have a guarantee that after asking for attention I and my network will be safe.	Physical protection. Psychological protection. Relief that he won't be around. Stability to make decisions.	Abusers have access to weapons. Abusers have knowledge that gives them advantage to abuse their victims. Abusers are in power positions (working in government or crime network).	«During the divorce process, he threatened me and people around me. He called my friends, my cousins. He put a GPS in my car, my cellphone was intervened.» Yessica
Plan	Empowerment	I want empowerment to know that I won't be in disadvantage	Equality in treatment. The same financial, moral, and legal resources. Knowledge and information.	Access to knowledge that benefits abusers. Privilege treatment. Access to more resources (ex. right to have a defender)	«The first thing they told me was that because he is a public servant he was going to be disarm & probably would loose his job. He did not.» Yessica
Take Action	Affirmation	I want that be listened to and feel relief that what I went through is over.	Feel respected for my decisions. Being taken seriously and my experience as an evidence of what I lived.	- The women experience denial to get attention, they are not belief or they are told that there is not evidence to support their demands.	«We left disappointed. We came out crying of there, without any hope and only with the paper they gave us.» Yolanda
Take Action	Clearness	I want clarity on the procedure to feel on control.	Public servants commitment and ownership. Information and evidence treated correctly and transparently. Clarity on the procedure. Legal support and guidance.	Responsibility for taking evidence lies in the victims. Management of the procedure falls on the victims. Public servants are not responsible to respond and act.	«The MP no longer wanted to commit herself to her work in getting to investigate ... if since that moment she would have done her work, we would not be almost two years unsolved.» Maribel
Take Action	Autonomy	I want to know what to expect to make decisions according to my end-goal.	Complete information to make decisions. Structure and overview on the process. Feel of control over the process. Individuality and autonomy.	Women follow the process without knowing first hand what they are getting. Disappointment and demotivation when the result does not meet their needs.	«I was sent to another office and asked to sign a paper saying that I was desisting my daughter process ... You do it because what you want is to do the process right. You do not want to get stuck.» Adriana
Get Attention	Respect	I want respect and acknowledgment for the decision I'm making.	Affirmation, be informed at every step with all the scenarios. Acknowledgment, that my decision is recognize in all its complexities. Empathy and understanding of my full context.	- Women experience judgement when asking for attention. The affirmation and encouragement they received during the service is a motivation to continue with the process.	«The doctor told me "It's good that you are in this process now, I wouldn't like see you entering in a bed." I felt encourage, because they told me "you can do it!"» Adriana
Get Attention	Ratification	I want to be ratified that is my right to get this service.	Equality on the treatment and on the access to be heard. Structure and overview on the process to make decisions. Public servants engagement. Respect on my experience. Stability and safety to continue with the process.	Women don't the steps of the process. Women don't know their rights. No access to resources that support them during the process. - Women experience disrespectful treatment and their stories are not belief or listen to.	«I felt rage inside me, I thought how is it possible they can't make him go away. They said it's up to you, tell your daughter not to see him anymore and there's nothing else.» Yolanda «Until it's proven that he killed her, as you say here, he has the right to be with his daughters, there's nothing you can do. In addition, we help people who are still alive, and your daughter is already dead!» Yolanda
Get Attention	Competence	I want to have the means to go through the process.	Access to the information, channels and resources available to start the process.	- If women don't have resources or the access to knowledge and the right information, it's difficult for them to follow the process.	«They told me to come back with my lawyer. I realized that justice is not for poor people.» Yolanda
Get Attention	Safeguarded	I want to feel safeguarded to rise my voice.	Respect and freedom to ask my doubts in case I don't agree with something or I don't understand something. Structure and overview on the process that allows me to make informed decisions.	- Women don't feel they have the power to voice their opinions while getting attention. They are frightened that If they do, there could be retaliation or they could put their cases in risk.	«As a victim, you are afraid to raise your voice, because in this stupid culture, if they give folder to your case, you are fucked!» Adriana

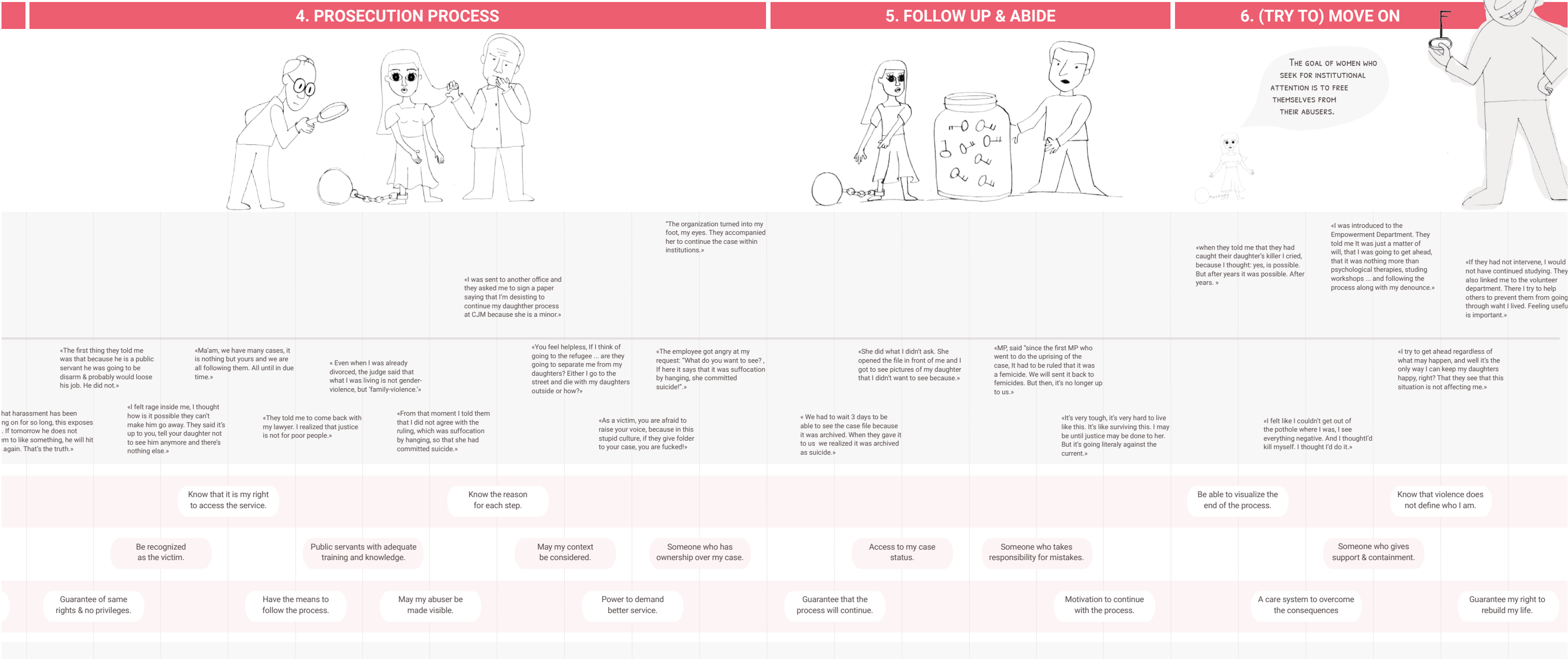
G | User needs Analysis

Get Attention	Identity	I want my experience to be treated as unique.	Acknowledgment of my specific needs and situation. Respect for my decisions. Public Servants commitment to provide me with the information that helps me make the best decisions.	The context and specific needs of women are not being consider. The outcome of the procedures don't fulfill women needs and expectations.	«If we're going to get him out, we're will retain him for no more than 12 hours and by tomorrow he's out, and then he's going to look for you» Adriana
Follow Up	Ease & Peace	I want to be at peace that I can trust to receive the right accompaniment.	Expert, professional and assertive attention. Ease and guarantee that it will continue. Know that my case will be reviewed Public servants commitment to help. Provide all the information to make the best decisions. Structure and overview of the process. Respect and sensitivity.	Lack of ownership within the institutions. Disrespectful treatment to women. Unavailable information and uncertainty of the process status. - Women doesn't get responses since there seems to be no-one responsible to the follow up. - The treatment of information is not transparent and it holds mistakes. - They've experience corruption, they have to pay if they want their case to be solved - Protocols not being followed. - Mistakes in the ruling of cases. - No one to refer when there are errors. - This is the main touchpoint of organizations.	«The employee got angry at my request: "What do you want to see?, If here it says that it was suffocation by hanging, she committed suicide!"» Maribel "How did he want me to react to the fact that he was telling me there was nothing to do, obviously I started crying ... He sent me to the psychiatrist" Maribel
Follow Up	Self-Agency	I want to have the power to demand a better service.	Access to the information that allows me to ask for a better service. Structure and overview of the actors involved in my case and what are their capabilities and competences. Feel in control, that I have a saying over the process. Means to demand compliance and efficacy of the process.	- Women experience mistreatment during the attention and follow up. - Women doesn't have access to the information they need because of the bad attitude of public servants. - They experience discrimination. - The access of the service is denied if they don't have resources or a lawyer.	«She did what I didn't ask. She opened the file in front of me and I got to see pictures of my daughter that I didn't want to see.» Maribel « We had to wait 3 days to be able to see the case file because it was archived. When they gave it to us we realized it was archived as suicide.» Yolanda «From that moment I told them that I did not agree with the ruling, which was suffocation by hanging, so that she had committed suicide.» Maribel
Move On	Clousure	I want to have a resolution	Structure and overview of the process to demand that the fulfillment and efficacy of the process. Feedback on the accomplishments over the process. Relatedness with the experience of other people. Feedback on the temporality of the project.	- Women don't have clarity of the temporality of the process. - It's hard for them to continue motivated when they don't see progress.	«when they told me that they had caught their daughter's killer I cried, because I thought: yes, is possible. But after years it was possible. » Maribel
Move On	Liberation	I want to be free to continue and re-build my life.	Feel in control. Resources to re-build my life. Acknowledgment & respect. Relief that It won't happen again. Individuality & autonomy.	- Lack of resources to overcome the process. Women experience many difficulties across the entire process: depression, suicidal thoughts, unemployment and impoverishment.	«It's very tough, it's very hard to live like this. It's like surviving this. I may be until justice may be done to her. But it's going literally against the current.»

WHAT IS THE EXPERIENCE OF ATTENTION FOR WOMEN WHO SU




WHY DO WE ASK WOMEN WHO SUFFER GENDER-BASED VIOLENCE BY THEIR PARTNERS?



I | User Needs trigger cards

STAGE | RECOGNIZE

USER STORY
I want to feel validated about the violence I'm experiencing.



GOAL | CONFIRMATION & RELATEDNESS



YESSICA

My oldest daughter told me she didn't like how her father treated me, that was affecting her.

NEEDS


- External feedback to create awareness.
- Relatedness, that I'm not the only one living violence.
- Anger as a driver.

EXPERIENCE


- Surrounding community (family & friends) are feedback source to recognize violence.
- Other women experiences are triggerers & reference of what to do.

STAGE | PLAN

USER STORY
I want to have a guarantee that after asking for attention I and my network will be safe.



GOAL | SAFETY



YESSICA

During the divorce process, he threatened me and people around me. He called my friends & my cousins. He put a GPS in my car, my cellphone was intervened.

NEEDS

- Physical protection.
- Psychological protection.
- Relief that he won't be around.
- Stability to make decisions.

EXPERIENCE

- Abusers weapons access.
- Abusers knowledge that gives them advantage.
- Abusers in power positions (working in government or crime network).

STAGE | PLAN

USER STORY
I want to know that I won't be in disadvantage.



GOAL | FAIRNESS



YESSICA

The first thing they told me was that because he is a public servant he was going to be disarm & probably would loose his job. He did not.

NEEDS

- Equality in treatment.
- The same financial, moral, and legal resources.
- Knowledge and information. .

EXPERIENCE

- Abusers have accessto knowledge that benefits them.
- Abusers have a privileged treatment.
- Access to more resources (ex: right to have a defender)

STAGE | TAKE ACTION

USER STORY
I want to know that the information and evidence will be treated correctly and transparently.



GOAL | CLARITY & CERTAINTY



MARIBEL

The MP no longer wanted to commit herself to her work in getting to investigate ... if since that moment she would have done her work, we would not be almost two years unsolved.

NEEDS


- Public servants commitment and ownership.
- Knowledge and information.
- Clarity on the procedure.
- Legal support and guidance.

EXPERIENCE


- Victim's responsibility for taking evidence.
- Management of the procedure falls on the victims.
- Public servants are not responsible to respond and act.

STAGE | TAKE ACTION

USER STORY
I want to know what is the full path and what should I expect from every decision that I make.



GOAL | AUTONOMY



ADRIANA

I was sent to another office and asked to sign a paper saying that I was desisting ... You do it because what you want is to do the process right. You do not want to get stuck.

NEEDS

- Complete information to make decisions.
- Structure and overview on the process.
- Feel of control over the process.
- Individuality and autonomy.

EXPERIENCE

- Women follow the process without knowing first hand what they are getting.
- Disappointment and demotivation when the result does not meet their needs.

STAGE | GET ATTENTION

USER STORY
I want to feel that it's my right to access attention.



GOAL | FAIRNESS & RESPECT



YOLANDA

I felt the rage inside me; I thought, how is it possible they can't make him go away. Police said "it's up to you, tell your daughter not to see him anymore, and there's nothing else."

NEEDS

- Equality on the treatment and on the access to be heard.
- Structure and overview on the process to make decisions.
- Public servants engagement.

EXPERIENCE

- Women don't know the steps of the process.
- Women don't know their rights.
- Women don't have access to resources that support them during the process.

STAGE | GET ATTENTION

USER STORY
I want my experience to be treated as unique.



GOAL | RECOGNITION & INDIVIDUALITY



ADRIANA

They told me: "If we're going to get him out, we will retain him for no more than 12 hours and by tomorrow he's out, and then he's going to look for you, and we can't do anything."

NEEDS

- Acknowledgment of my specific needs and situation.
- Respect for my decisions.
- Commitment to provide me with the information that helps me make the best decisions.

EXPERIENCE

- The context and specific needs of women are not being consider.
- The outcome of the procedures don't fulfill women needs and expectations.

STAGE | FOLLOW UP

USER STORY
I want to receive expert, professional and assertive attention.



GOAL | TRANQUILITY



MARIBEL

The employee got angry when I requested updates, she said: "What do you want to see?, if here it says that it was suffocation by hanging, she committed suicide!".

NEEDS


- Public servants commitment to help.
- Provide all the information to make the best decisions.
- Structure and overview of the process.
- Respect and sensitivity.

EXPERIENCE


- Lack of ownership within the institutions.
- Disrespectful treatment to women.
- Unavailable information and uncertainty of the process status.

STAGE | FOLLOW UP

USER STORY
I want my case to be reviewed and corrected in case there are errors.



GOAL | EASE & CERTAINTY



MARIBEL

From that moment I told them that I did not agree with the ruling, which was suffocation by hanging, so that she had committed suicide. It is a feminicide.

NEEDS


- Structure and overview of the process.
- Means to demand compliance and efficacy.
- Commitment and ownership.
- Feel of control over the process.

EXPERIENCE


- Protocols not being followed.
- Mistakes in the ruling of cases.
- No one to refer when there are errors.
- Main organizations touchpoint.

STAGE | MOVE ON

USER STORY
I want to have the means to continue and re-build my life.



GOAL | LIBERATION



MARIBEL

It's very tough, it's very hard to live like this. It's like surviving this. I will continue until justice may be done to my daughter. But it's to go literally against the current.

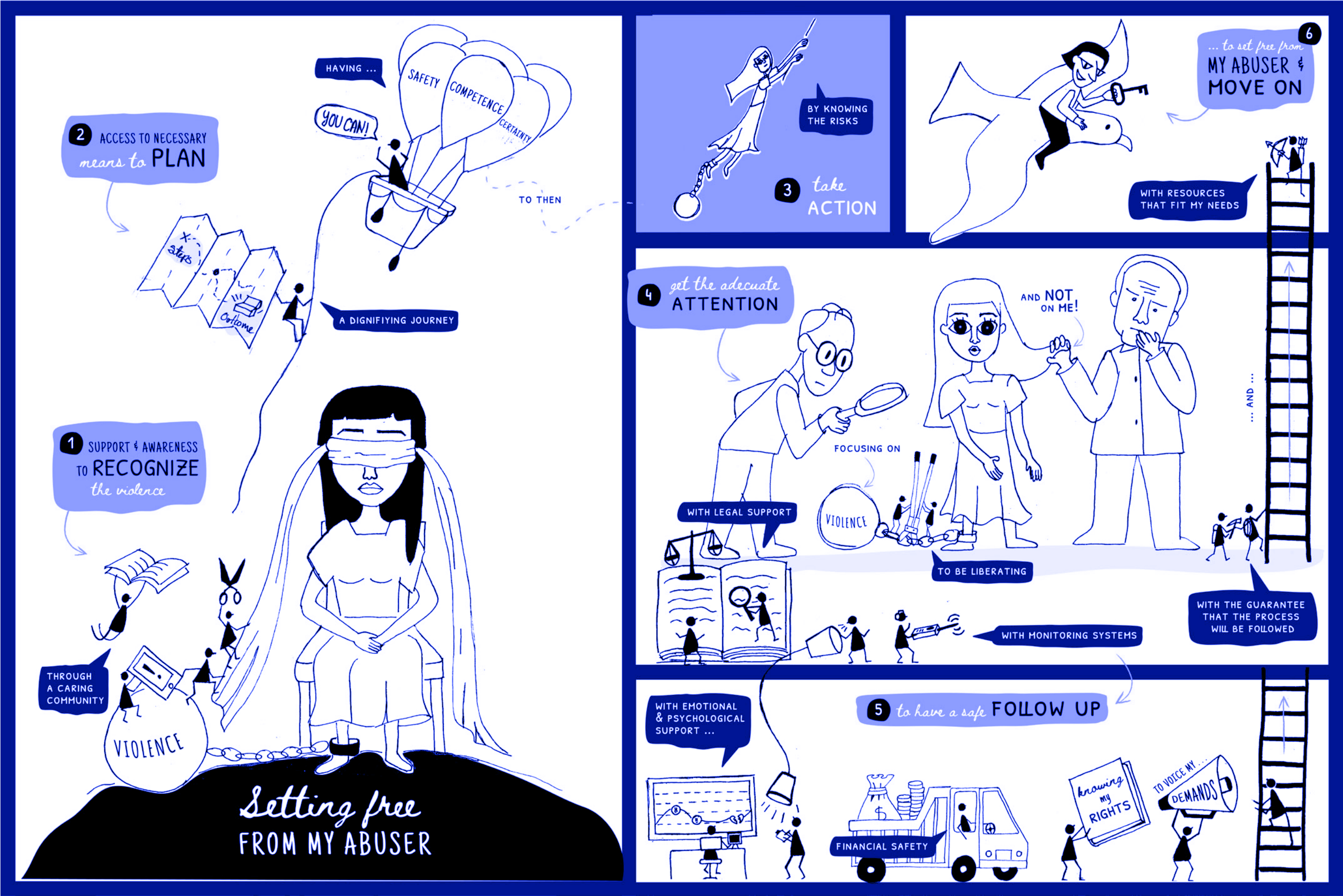
NEEDS

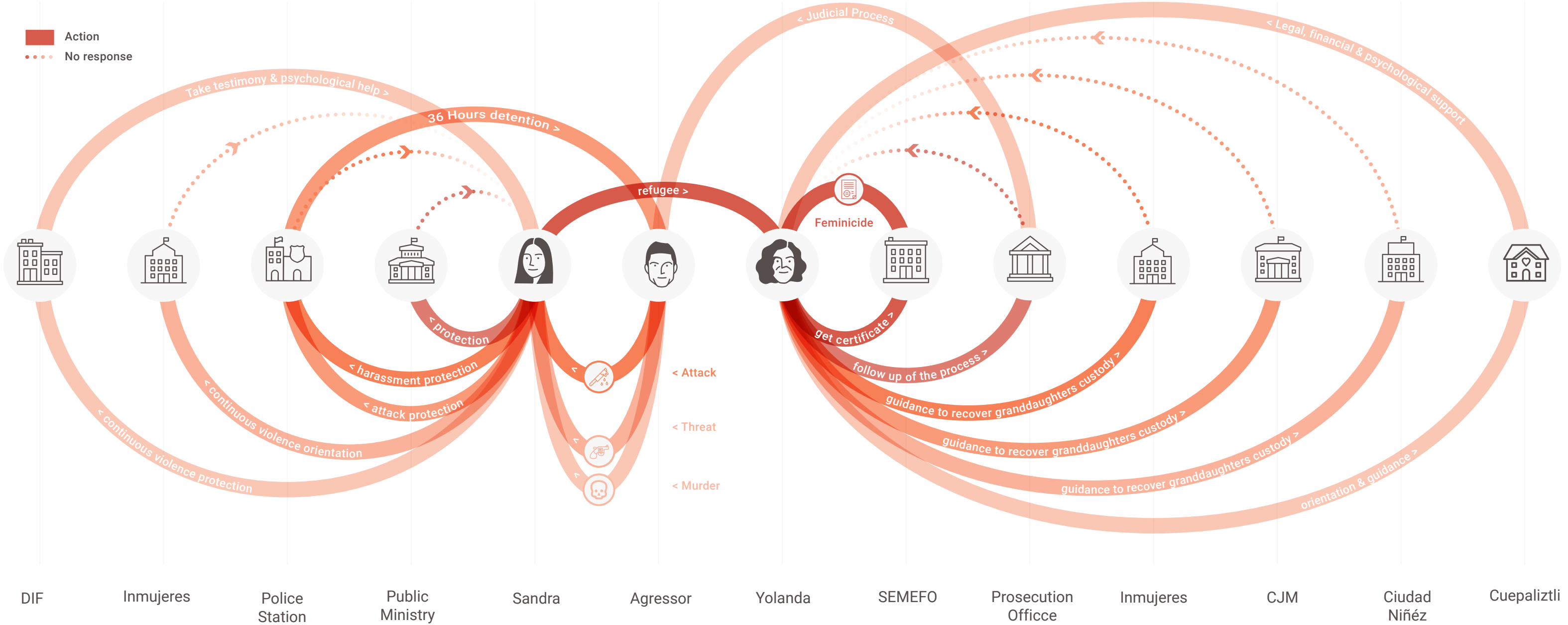
- Feel in control.
- Resources to re-build my life.
- Acknowledgment & respect.
- Relief that It won't happen again.
- Individuality & autonomy.

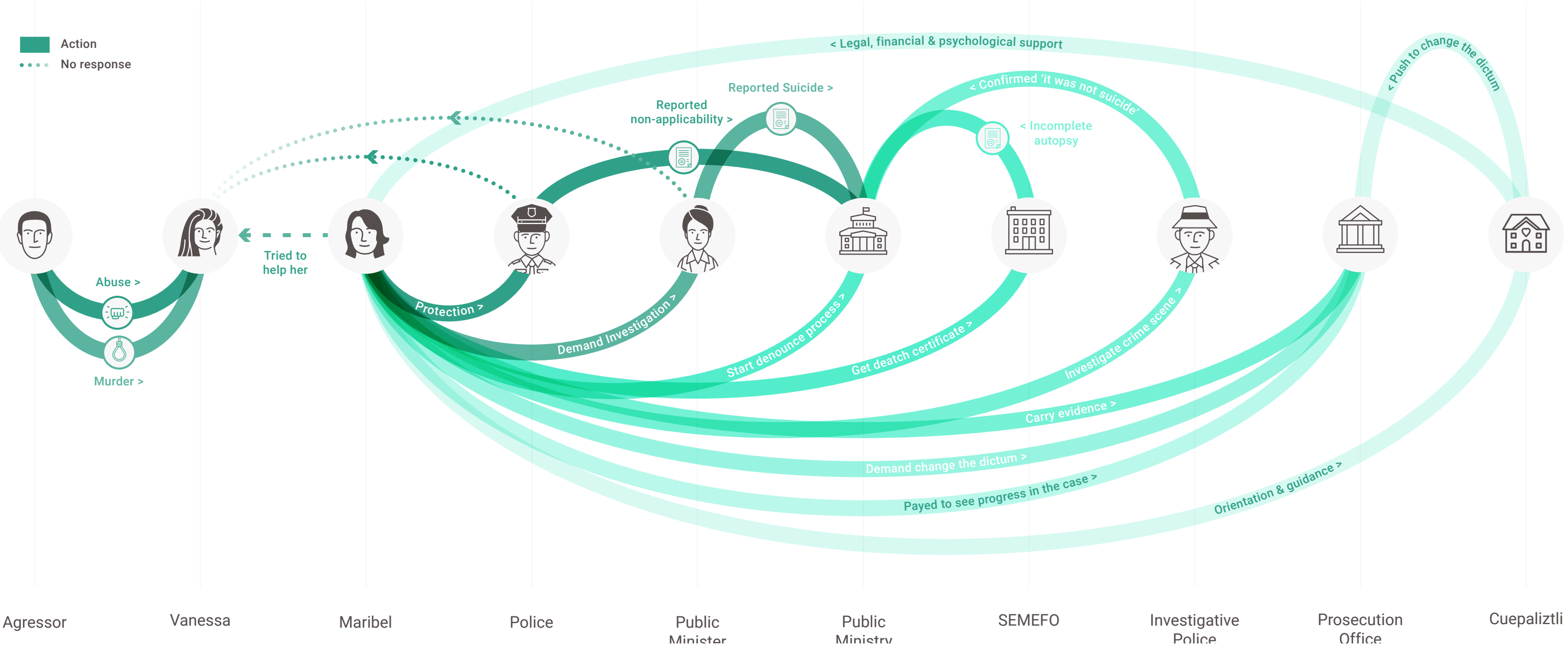
EXPERIENCE

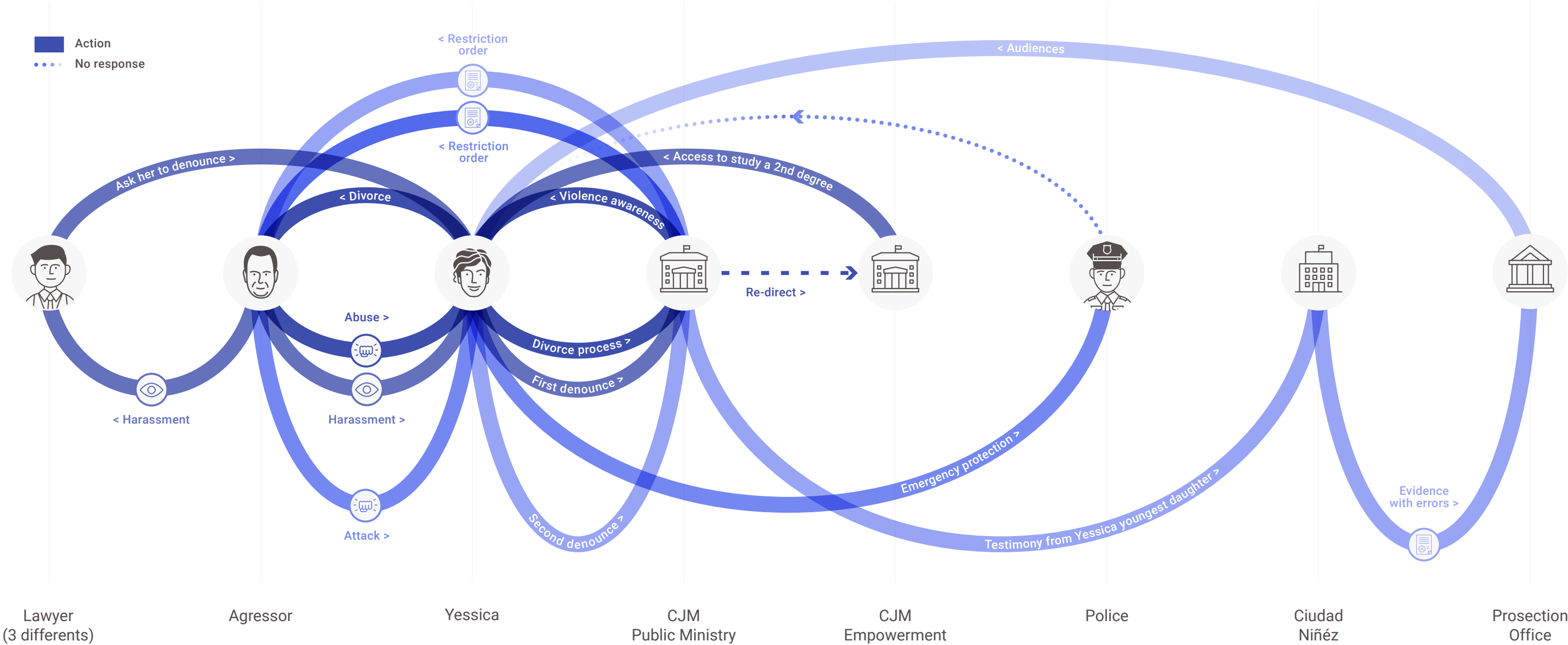
- Lack of resources to overcome the process.
- Women experience many difficulties across the entire process: depression, suicidal thoughts, unemployment and impoverishment.

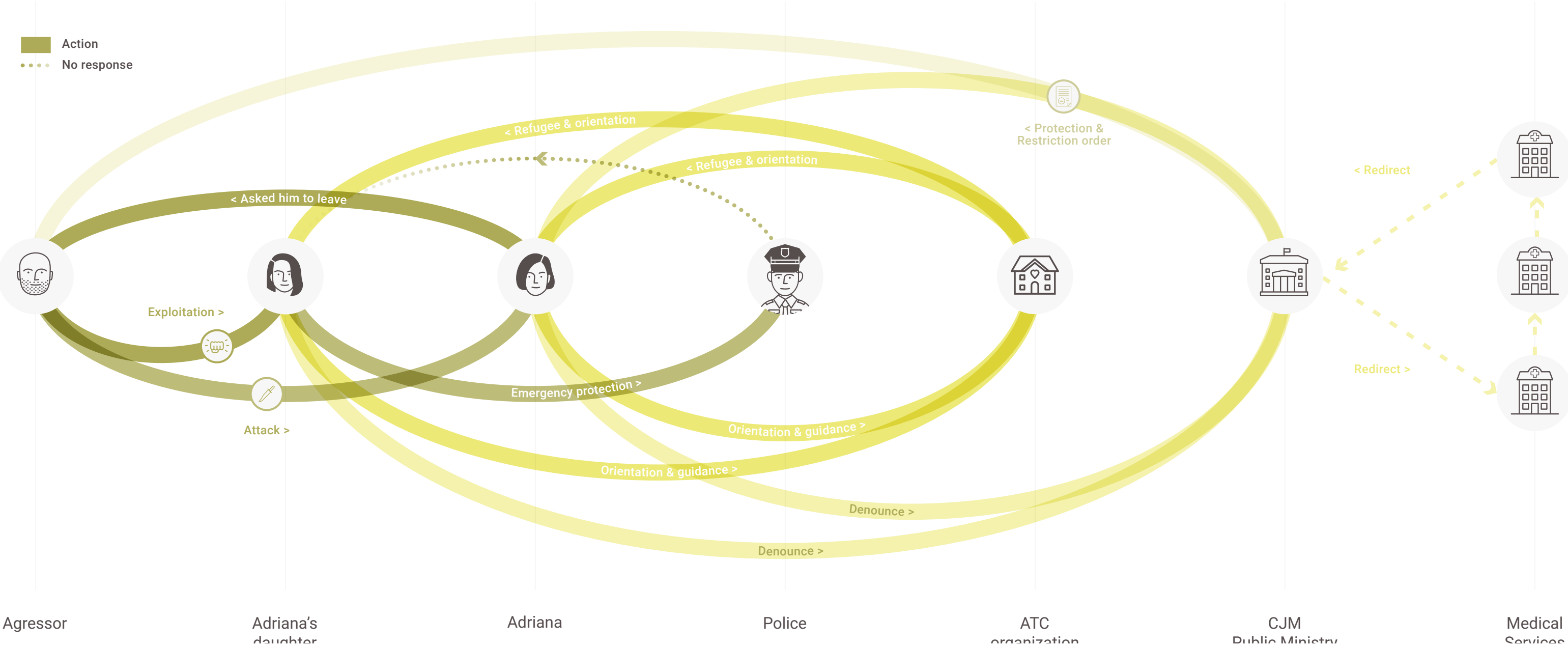
I | User Needs trigger cards











L | Principles for successful dialogue

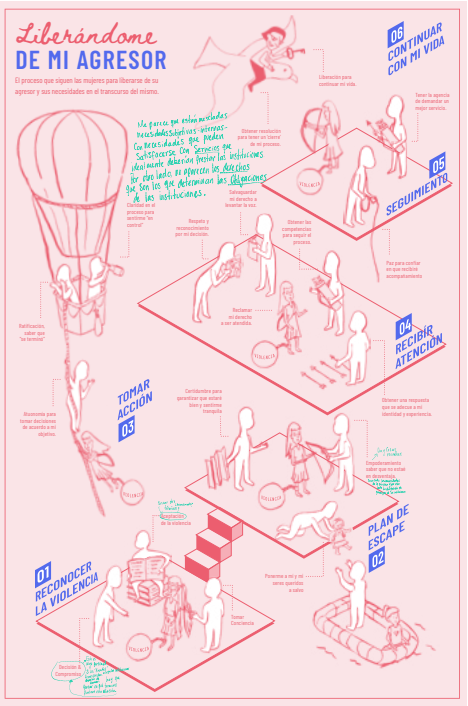
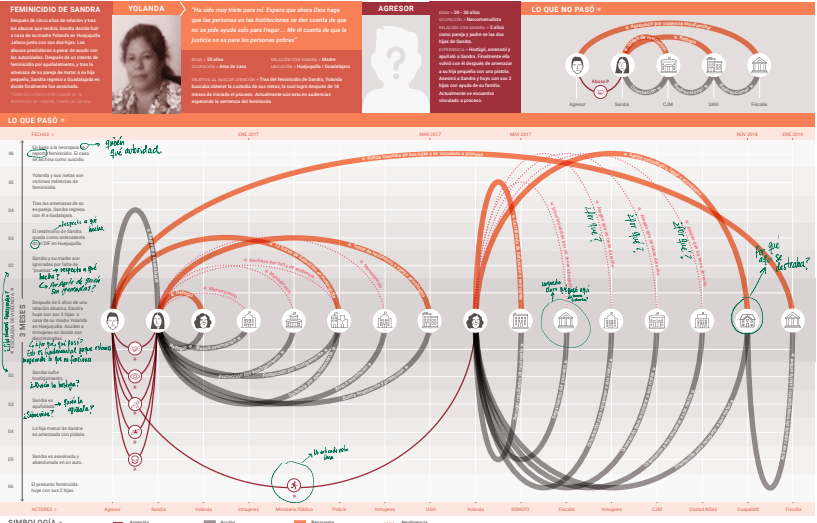
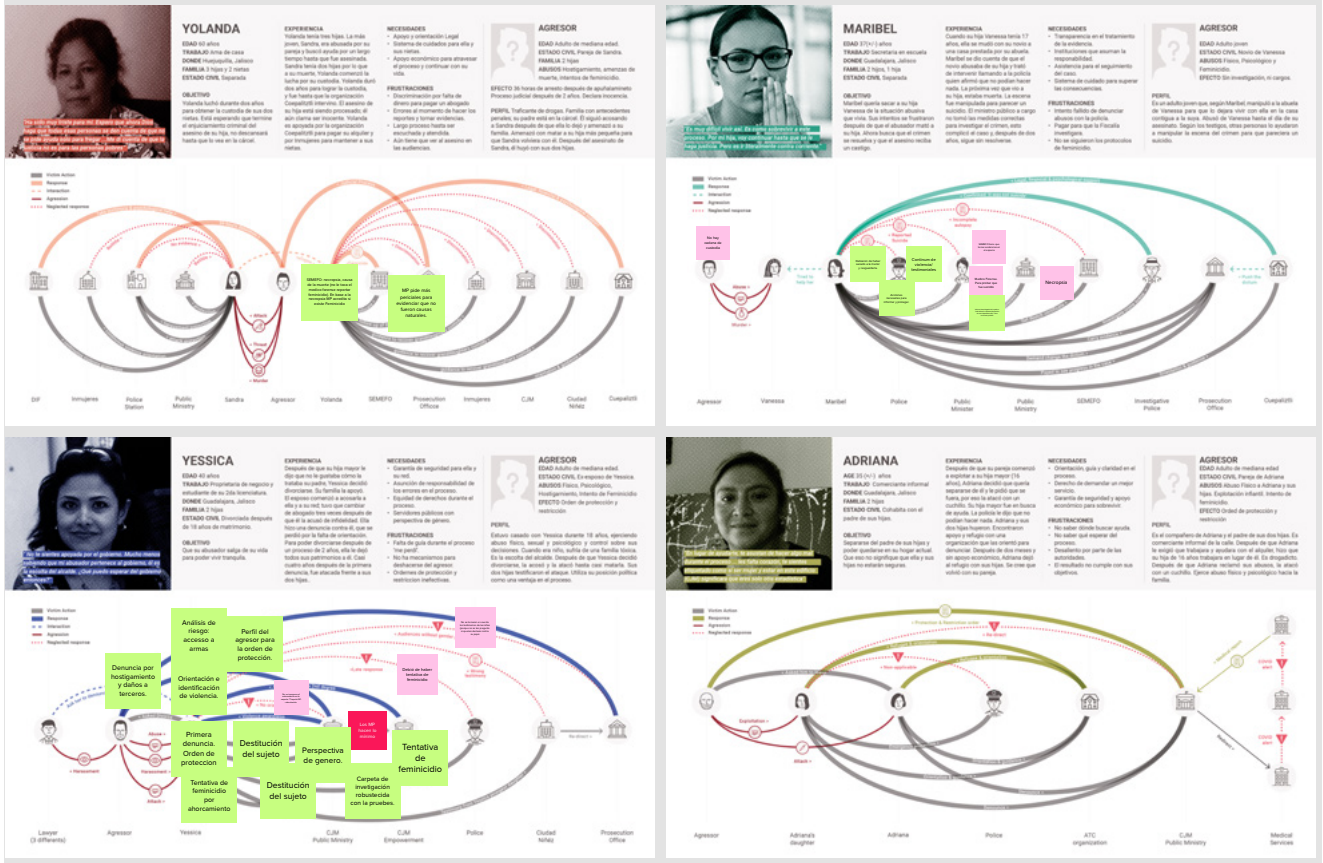
Principle	Description	Description	Tips during the session
Generative Language	Dialogue requires a shared language, a language of constructed meaning and understanding. When conversations are not open to sharing and collectively creating a language of socially constructed meaning, communications breakdown and incoherence takes over.	A review of concepts will be suggested in order to create a common understanding. The tools should also trigger a dialogue in which that constructed meaning emerges.	---
Personal Commitment	Dialogue requires investment of time and energy, both protected commodities. It is about valuing the dialogue and the others.	The tools will be designed considering a fully commitment to the dialogue. They should trigger the curiosity of who is using it.	When you and your colleagues plan the session, make sure to agree on a time slot that allows everyone to be fully present in the exercises. Consider break moments, and make sure that the place where the session takes place is comfortable and allow everyone to be relaxed.
Ethic of Care	Caring for, with, and about self and others is important to establishing the dialogic relation that forms the foundation of dialogue as social discourse. Caring is concern for how individuals meet and treat one another, their ability to respect and value the other in the relation.	The tools will be designed to share. Triggering the personal experiences of the people involve in the care service will benefit and empathetic understanding of the other's experiences.	Remember that this session is also for you and to help building a better care service for everyone involved.
Symmetry of Power	Dialogue requires each participant to see the other as her/himself with respect to status, position, authority. It is about social justice, equity, and tolerance, as well as about allowing each participant's voice to be heard.	Having a visual communication tool that serve as a conversation starter, could help to lower the barriers related to power relationships between participants.	The session has as a primary goal to allow everyone to reflect and learn from each other; therefore, listening to everyone's opinions and building on each other's ideas will make the conversation more enriching for everyone.
Deeply Listening	Dialogue needs the understanding of the unique identity that each person brings to the dialogue, recognizing that listening is more than just the thoughts that others share, it is the very essence of who they are.	A review of concepts will be suggested in order to create a common understanding. The tools should also trigger a dialogue in which that constructed meaning emerges.	
Dialogic Relationships	Dialogue requires that we enter into relationships that focus on the betweenness that emerges when one person sees another as a person to share with rather than an object to control.	The tools will be designed to consider everyone's role in the VAW care service equally important. It should allow to participants to acknowledge the connections between their position in the service system.	Remember that a life free of violence for women is a collective goal. Everyone's efforts and roles are equally important, and any person who is willing to engage has a unique skill set that might benefit everyone else work. Respect and trust are the foundation to build the common good.
Respect for self and others	Respect is a sensitivity to the individual identities of all persons as well a mindfulness of the process in motion.	Having a common goal might allow the participants in the dialogue be more mindfulness attitude for the dialogue.	Together, decide a goal for the session.

L | Principles for successful dialogue

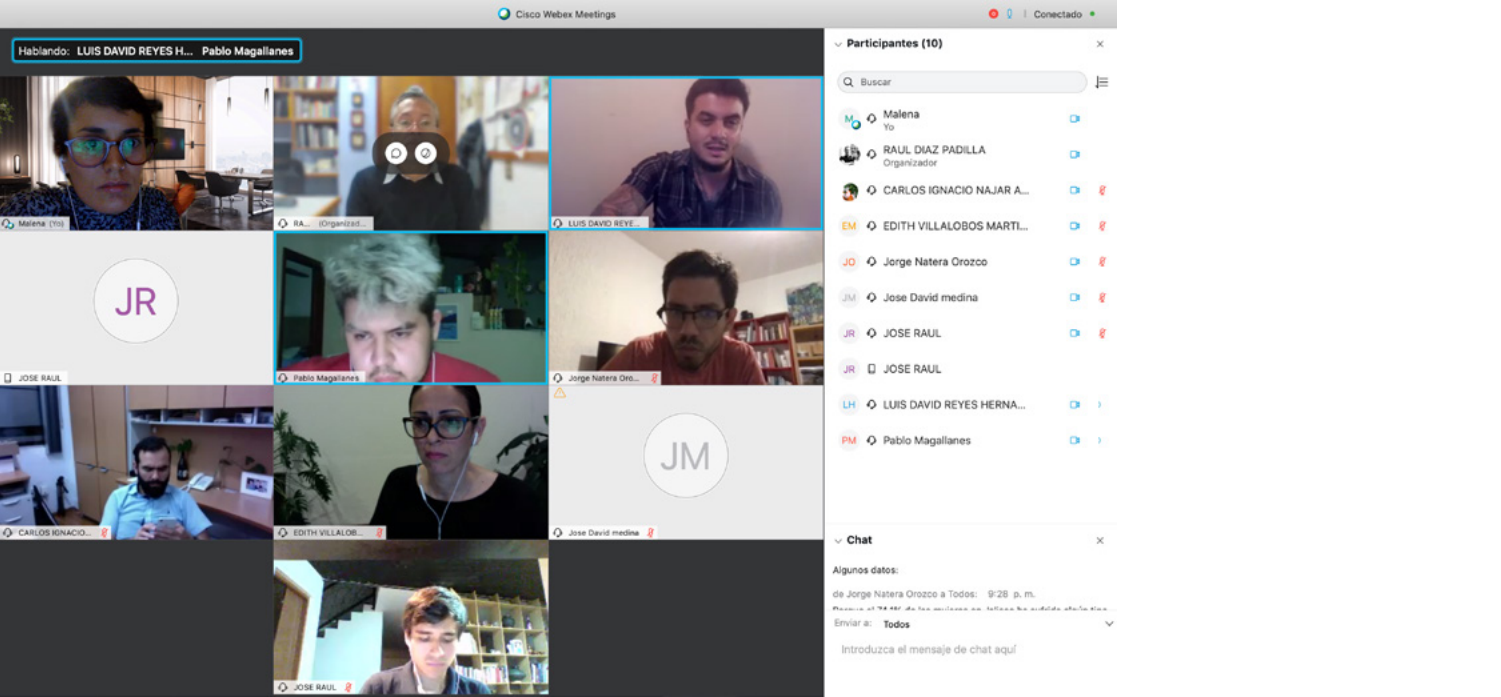
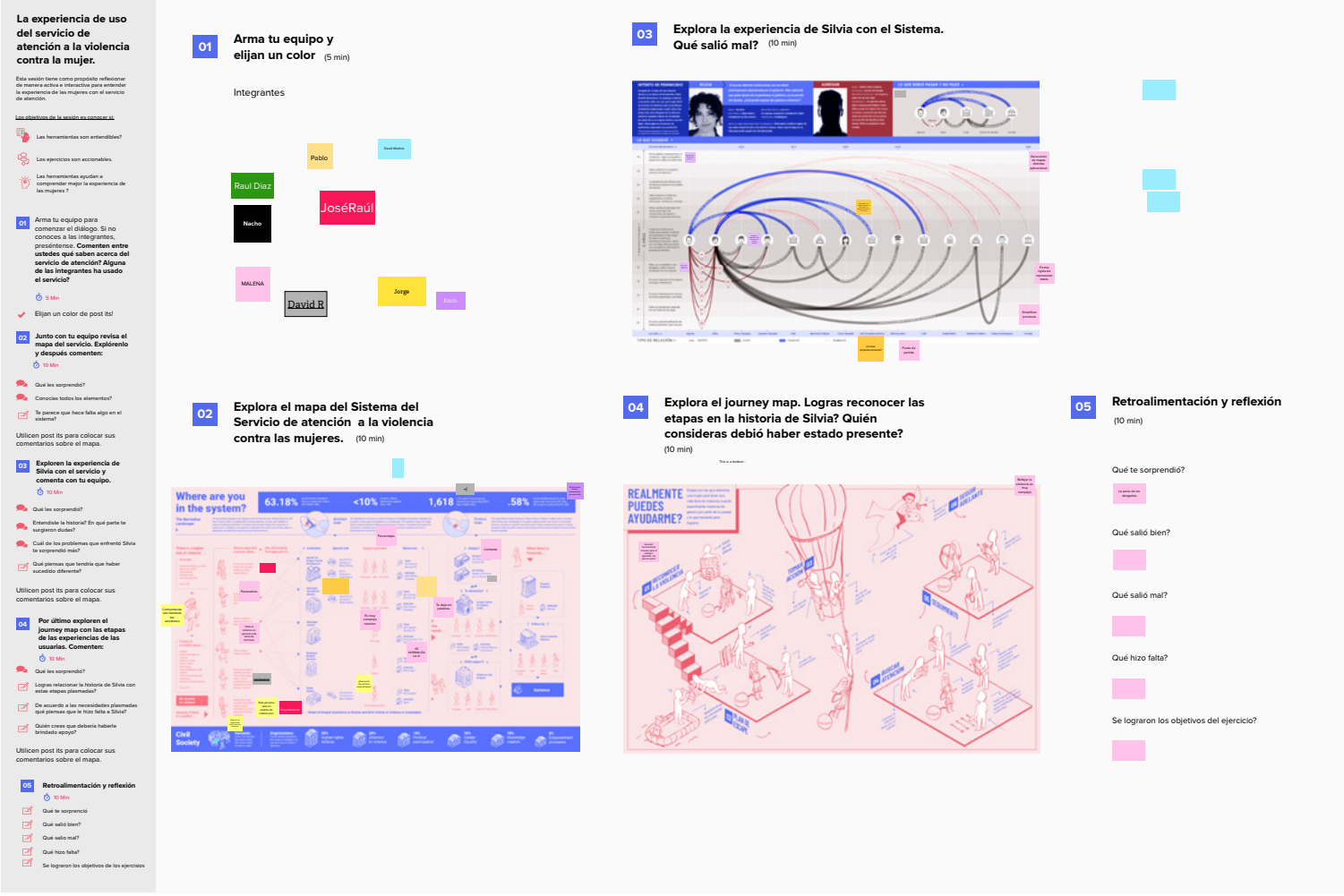
Reflective Consciousness	Dialogue requires individual and collective engage in inquiry that seeks to examine experiences and events that influence the dialogue process as well as the larger process of changing human systems.	The tools should be designed to facilitate the engage of a collectivity in the dialogue. Therefore is important to make sure that what is trying to be communicates is clear for everyone.	---
Communities of Difference	Dialogue seeks to build new social relations that connect the communities of discord into a community of creative action.	One of the mayor barriers for the VAW care service is the uncoordinated environment. That is why designing a tool to allow collective thinking is highly important.	---
Unconcealment	Our identity derives its substance from the context and cultural background of our personal lives. Unconcealing this identity is risky but is vital to the dialogue process as it is to changing human systems.	The tools should benefit the reflection ant self-awareness of their own role as care givers, their goals by being part of the service, as well as their limitations to achieve those goals.	Make sure to join the session with an open mind, and don't forget to share. Your experiences, both the positive and negatives, are an opportunity for everyone to learn.
Creating Community	When individual identities are collected together and people disclose the inner self or who they are, they form a community in which the dialogue takes form and is shaped by the nature of the community.	The tools should make the encounter with the other easier. Having as a starting point a tool that is new for everyone might allow to create a cooperative environment.	---
Suspending Assumptions	Dialogue encourages participants to unconcealed their unique identities, to suspend their assumptions and opinions so as to move outside of their field of influence.	The tools will allow to look at the women whom they take care of from their own perspective, and therefore promote a new way of look at the care service.	Make sure not to forget that the session has the goal to ensure a life free of violence for women and girls.
Suspending Judgement	Suspending assumptions and making ourselves vulnerable to each other is the capacity to suspend our need to judge others' identities and what they share.	The aim to "joining conversation" might lower the barriers of judgment. Making sure that is understandable that the tool has the end goal to explore together will be important.	Remember to be flexible. The session has the aim to explore together; there is no right or wrong, so don't be afraid to think out loud and share your thoughts.
Systems Thinking	Dialogue seeks to create wholeness by bringing people together in systemic and reflexive conversations.	The tools should allow to have a perspective of wholeness that is missing to the service system.	---

Jenlink (2008) fourteen principles as guidance system for successful dialogue as a process integral to social systems change.

M | Validation Evidence



M | Validation Evidence



Validation sessions with CUDJ

MURAL working dashboard | Validation with master students.

M | Validation Evidence

01

En el correo enontrarás adjunto el documento de *01-System-Persona.pdf*, este documento retrata la experiencia de Yolanda, madre de Sandra quien fue víctima de feminicidio. Por favor revisa el documento con detenimiento y haz anotaciones y comentarios en donde creas que la información no esta clara o tengas alguna duda. La herramienta esta basada en la herramienta de Diseño de Servicios llamada *‘Persona’* o *‘Arquetipos de comportamiento’* que sirven como referencia para representar un tipo específico de usuario a partir de capturar distintos comportamientos. Esta herramienta también sirve para expresar las necesidades y deseos de los usuarios. En Diseño de Servicios, estas herramientas son utilizadas para recordar para quién se esta diseñando, así como para inspirar la innovación a partir de los problemas específicos que enfrentan los usuarios.

(2020) Frank Ling, Neil or Imaginary The effectiveness of using personas in product design, research paper published in the Irish Experience Review, Proceedings of the 83 Conference 2020, Dublin
(2020) Sam Gucken, Designing for the Digital Age: How to Create Human-centered Products and Services, John Wiley & Sons



02

El segundo documento que encontrarás adjunto es *02-Life-Cycle.pdf*, este documento retrata el proceso que atraviesan las mujeres cuando sufren violencia por parte de sus parejas, a través de mostrar las etapas principales y las necesidades que emergen en cada una. Por favor revisa el documento con detenimiento y haz anotaciones y comentarios en donde creas que la información no esta clara o tengas alguna duda. Esta herramienta esta basada en la herramienta de Diseño de Servicios llamada *‘Ciclo de vivencias’* que sirve para tener una imagen clara de las tareas que las personas tienen que realizar cuando interactuan con un servicio. Utilizar esta herramienta ayuda a los diseñadores a reducir costos, impulsar eficiencias y generar nuevos comportamientos cuando las personas usan un servicio.

(2015) Rebecca B. Lofthol, L. S. Brandt-Pill, M. Service Design for Business, New Jersey: Wiley




03

Después de haber revisado los documentos ¿Puedes identificar las etapas presentadas en el documento *02-Life-Cycle.pdf* en el testimonio de Yolanda? ¿Logras identificar las necesidades en cada una de las etapas? Describe cada etapa en el siguiente espacio.

IDENTIFICA LAS ETAPAS DEL 'LIFE-CYCLE' EN EL TESTIMONIO DE YOLANDA					
01 RECONOCER LA VIOLENCIA	02 PLAN DE ESCAPE	03 TOMAR ACCIÓN	04 RECIBIR ATENCIÓN	05 SEGUIMIENTO	06 CONTINUAR CON MI VIDA
En esta lámina (la de Yolanda) no tenemos suficiente información sobre la víctima directa de feminicidio (Sandra) como para identificar cada una de estas fases. No sabemos en qué momento y por qué reconoce la violencia ni cual es su plan de escape, excepto que sucede con su madre, Yolanda. El asunto aquí en esta lámina - no es interno, es institucional. El problema es que cuando ella denunció, las autoridades no hicieron lo que tenían que hacer (no siguieron la ley, ni los protocolos, ni los modelos) tal como se señaló en la esquina superior de la tarjeta. Y como consecuencia, Sandra está muerta.			Desde el momento en el que Sandra se acerca a la primera autoridad, que es en enero de 2017, no recibe la atención adecuada.		
IDENTIFICA LAS NECESIDADES EN CADA UNA DES LAS ETAPAS					
Información y acompañamiento emocional	Refugio seguro	Acompañamiento en el proceso jurídico	La atención es transversal a todas las fases.	Acompañamiento en el proceso jurídico y judicial	Reparación del dano

04

Uno de los elementos presentes en el documento de *02-Life-Cycle.pdf* son las figuras blancas de personas. Estas figuras representan las 'ausencias' en el servicio de atención a mujeres que sufren violencia por parte de sus parejas. Después de la reflexión anterior ¿Logras identificar quién tendría que estar presente durante la experiencia de las mujeres? Por favor plasma tus ideas en el siguiente espacio.



¿QUIÉN DEBÍO HABER ESTADO PRESENTE?

Me parece que en esta herramienta tendremos dificultad para establecer quién - como autoridades- debieron estar presente plus ésta herramienta habla de necesidades subjetivas relacionadas con las necesidades internas de la persona. Mientras que las autoridades lo que deben proveer y asegurarse de que se cumplan, es garantizar los derechos de las personas y resolver las etapas procesales. Si nos fuéramos muy atrás, efectivamente los derechos y las garantías procesales deberían estar basadas en resolver las necesidades de las personas, pero no necesariamente sus necesidades internas como la "pa' para confiar en que recibí acompañamiento". La autoridad tiene obligaciones más concretas: por ejemplo la obligación de acompañamiento, diferentes autoridades tienen la obligación de acompañar a las víctimas en diferentes momentos del proceso, en diferentes aspectos. El acompañamiento psicológico, por ejemplo, es una obligación que tiene que ser provista de acuerdo al Modelo único para la atención de víctimas de violencia del Estado de Jalisco.

05

Por último, por favor responde las siguientes preguntas de reflexión y retroalimentación.


¿Qué te sorprendió ?	La profundidad y las bellera gráfica de los instrumentos.
¿Qué hace falta?	Trabajarlos más para adaptarlos a los productos que necesitamos en función del los objetivos de diagnóstico y viabilidad de los casos en su dimensión micro (humana) pero en la lógica de la perspectiva macro -las instituciones-
¿Las herramientas son entendibles?	Si
¿Las herramientas se ajustan a los procesos del CUDJ?	Si, pero tenemos que adaptarlas y mejorarlas para enfocarnos en las obligaciones y los servicios institucionales de acuerdo a la normatividad y obligatoriedad de sus mandatos y en el mismo lenguaje
¿Las herramientas se ajustan a los objetivos del CUDJ?	Si, son parte del objetivo pero necesitamos una perspectiva un poco distinta.

M | Validation Evidence

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PIA-SEG-27 : Cabinas de la esperanza

Inda Alvarez




Buscamos de la experiencia, "¿Porque cada mujer merece tener como una forma de ser escuchada?" Modelo que ayudará a diseñar una mejor seguridad ciudadana, y además de Andrea Nieto en ella creemos una herramienta de co-diseño - donde cada quien tendrá la https://community.sociedad.com/hackatons/hackatons-proyectos-etapas_pia-27-2020_Video718343

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¿Crees que esta idea es positiva para el mundo?

Entrega tu apoyo a "PIA-SEG-27 : Cabinas de la esperanza"




Salud mental
Por Alejandra Valverde

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ChatBot Violeta: Te Protejo

Sandra




El ChatBot Violeta: Te Protejo busca orientar a víctimas de delitos cibernéticos y apoyarlas para mejorar sus propios procesos en el seguimiento de los delitos de sus familiares entre 12 a 18 años en PIA-SEG-27. Es un chatbot móvil diseñado en WhatsApp, Telegram, Facebook, etc.

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¿Crees que esta idea es positiva para el mundo?

Entrega tu apoyo a "ChatBot Violeta: Te Protejo"



Pre-dició jugando
gitanos es quien
Por Jhonatan Gonzalez

socialab

PIA-SEG-56: MAS para Mujeres

Osair Dominguez




Con la finalidad de presentar a las mujeres una opción más segura para transferir sus necesidad de apoyo. En contingencia cuando percibimos, reducida/Después de contingencia actividades normales. Presentamos una aplicación con un mapa que hace una

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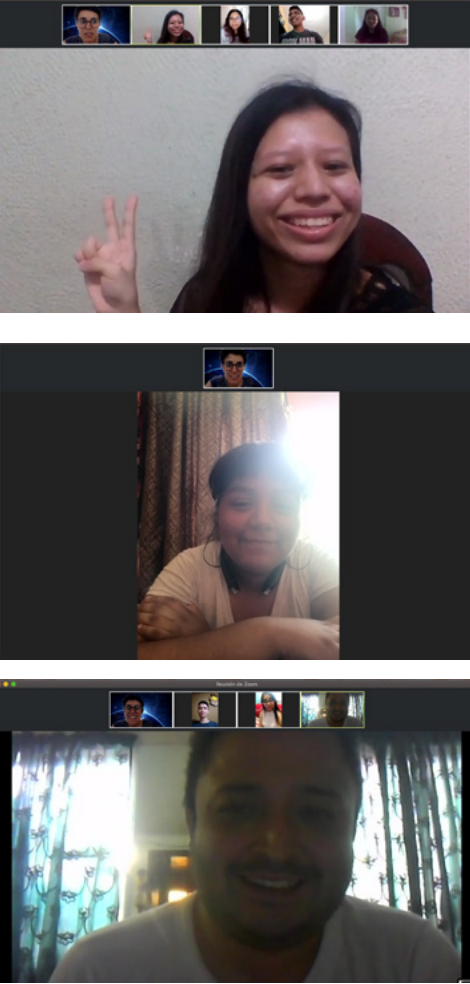
¿Crees que esta idea es positiva para el mundo?

Entrega tu apoyo a "PIA-SEG-56: MAS para Mujeres"

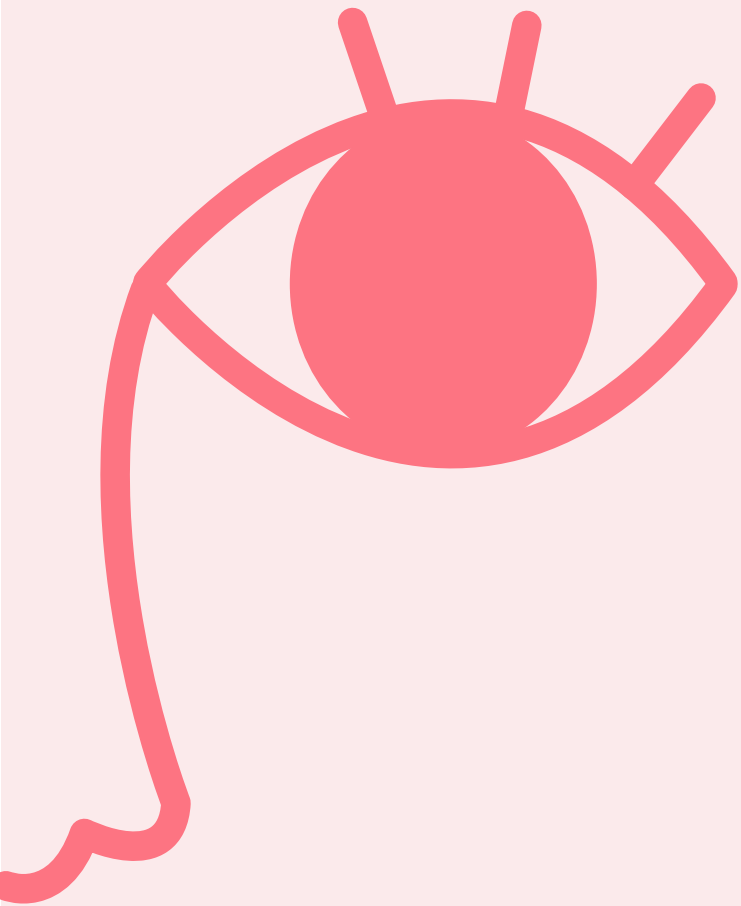


#Quedentinos
Por Daniela Paredes

The delivered proposals



Some of the teams



María Elena López Reyes
MSc Strategic Product Design