



DINORAH LORENZANA FOR YGJP

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## Youth and Gender Justice Project

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## ACRONYMS

ACL	Adolescents in conflict with criminal law / Adolescentes en conflicto con la ley penal
AG	Attorney General / Fiscal General
Akyun/ CEJAV	Akyun Executive Justice Comitee of Alta Verapaz / Akyun /Comité Ejecutivo de Justicia de Alta Verapaz
ALA	The Alliance Association / Asociación La Alianza
AMEP	Monitoring Activities and Evaluation Plan / Actividades de Monitoreo y Plan de Evaluación
AMUTED	Association for Women Weavers of Development / Asociación Mujer Tejedora del Desarrollo
ASOJAV	Alta Verapaz Justice Association / Asociación de Justicia de Alta Verapaz
CAIFGUA	Integral Assistanecd Center for Guatemalan Family Strengthening/ Centro de Atención Integral para el Fortalecimiento de las Familias Guatemaltecas
CCI	Center for Court Innovation / Centro para Innovación de Cortes
CEG	Guatemalan Study Center / Centro de Estudios de Guatemala
CEJUFAM	Family Justice Center /Centro de justicia de familia
CICAM	Research and Training Center for Women / Centro de Investigación y Capacitación de la Mujer
CIDEJ	Judiciary Information, Development and Statistics Center / Centro de Información, Desarrollo y Estadística Judicial
CMM	Case Management Model/ Modelo de Gestión de Casos
CNA	National Adoptions Council / Consejo Nacional de Adopciones
COP	Chief of Party / Director del Proyecto
CSJ	Guatemalan Supreme Court / Corte Suprema de Justicia
CSO/OSC	Civil Society Organization / Organización de Sociedad Civil
DAC	Criminal Analysis Directorate / Dirección de Análisis Criminal
DAF	Foster Family Department / Departamento de Acogimiento Familiar
DEIC	Specialized Criminal Investigation Division / División Especializada en Investigación Criminal
DGO	General Development Objective / Objetivo General de Desarrollo
DICRI	Criminological Research Directorate / Dirección de Investigación Criminológica
ECPAT	End Child Prostitution, Child Pornography and Trafficking of Children for Sexual Purposes / Asociación para la Eliminación de la Pornografía, Turismo y Tráfico Sexual de Niños, Niñas y Adolescentes
ERI	Immediate Response Teams / Equipos de Respuesta Inmediata
ESEJ	Judicial Studies School / Escuela de Estudios Judiciales
FG	Attorney General / Fiscal General
FNA	Prosecution Office for Children and Adolescents / Fiscalía de Niñez y Adolescencia
FPO	Prosecution Office for the Crime of Femicide / Fiscalía contra el Delito de Femicidio
FS	Survivors' Foundation / Fundación Sobrevivientes
FY	Fiscal year / Año fiscal
GBV/VBG	Gender-based violence / Violencia Basada en Género
GGM	Guatemalan Women's Group / Grupo Guatemalteco de Mujeres
GOG	Government of Guatemala / Gobierno de Guatemala
IDPP	Public Criminal Defense Institute / Instituto de la Defensa Pública Penal

IILA	Italian donor agency / Instituto Italo-Americano
INACIF	National Institute of Forensic Sciences / Instituto Nacional de Ciencias Forenses
INE	National Statistics Institute / Instituto Nacional de Estadística
INGUAT	Guatemalan Tourism Institute / Instituto Guatemalteco de Turismo
INL	Bureau of International Narcotics and Law Enforcement Affairs/Asuntos Antinarcóticos y Aplicación de la Ley
IOM/OIM	International Organization for Migration / Organización Internacional para las Migraciones
IPS	Social Protection Institute / Instituto de Protección Social
I'x Kem MAIMI	Comprehensive Assistance Model for Women Victims of Violence I'x Kem violence / Modelo de Atención Integral para Mujeres Víctimas I'x kem
LGBTI	Lesbian, gay, bisexual, transgender and intersex / Lesbianas, Gay, Bisexual, Transgénero e Intersexual
MAI	Comprehensive Assistance Model / Modelo de Atención Integral
MAINA	Comprehensive Assistance Model for Children and Adolescents / Modelo de Atención Integral para la Niñez y Adolescencia
MAIJU	Comprehensive assistance model for juvenile criminal justice / Modelo de Asistencia Penal Juvenil
MASI	Comprehensive Service Coordination Model / Modelo de Articulación de Servicios Integrales
M&E	Monitoring and evaluation / Monitoreo y evaluación
MINGOB	Ministry of the Interior / Ministerio de Gobernación
MINTRAB	Ministry of Labor / Ministerio de Trabajo
MP	Attorney General's Office / Ministerio Público
MSPAS	Ministry of Public Health and Social Welfare / Ministerio de Salud y Asistencia Social
MujER	Women for Justice, Education and Recognition / Mujeres por la Justicia y el Reconocimiento
NGO	Non-governmental organization / Organización No-Gubernamental
NNA	Children and Adolescents / Niños, Niñas y Adolescentes
NVPPS/SNPPV	National Protection System for Vulnerable Populations / Sistema Nacional de Protección para Poblaciones Vulnerables
OAP	Permanent Assistance Office / Oficina de Atención Permanente
OAV	Office of Victim Assistance / Oficina de Atención a la Víctima
OJ	Judicial Branch / Organismo Judicial
OMPNA	Municipal Protection Offices for Children and Adolescents / Oficinas Municipales de Protección de la Niñez y Adolescencia
PDH	Human Rights Ombudsman's Office / Procuraduría para los Derechos Humanos
PGN	Solicitor General's Office / Procuraduría General de la Nación
PMU	Project Management Unit / Unidad de Gerencia del Proyecto
PNA	Solicitor General's Office for Children and Adolescents / Procuraduría de la Niñez y Adolescencia
PNC	National Civil Police / Policía Nacional Civil
REDMUCH	Network of Chimulteca Women / Red de Mujeres Chimultecas
RENAP	National Registry of Persons / Registro Nacional de Personas
SAI	Integral assistance system / Sistema de atención integral
SBS	Social Welfare Secretariat / Secretaría de Bienestar Social
SVET	Secretariat Against Sexual Violence, Exploitation, and Trafficking in Persons / Secretaría contra la Violencia Sexual, Explotación, y Trata de Personas
TDA	Transnational Development Associates

TIP	Trafficking in persons / Trata de personas
UCMEFJ	Judicial Branch’s Unit of Control, Monitoring and Evaluation of Specialized Bodies on Femicide and Other Forms of Violence against Women / Unidad de Control y Monitoreo y Evaluación de los órganos especializados en femicidio y violencia contra la mujer del Organismo Judicial
UNICAP	Training Unit of the Attorney General’s Office / Unidad de Capacitación del Ministerio Público
UNICEF	United Nations Children’s Fund / Fondo de las Naciones Unidas para la infancia
USAID	United States Agency for International Development / Agencia de los Estados Unidos para el Desarrollo Internacional
USG	United States Government / Gobierno de los Estados Unidos
VIVA	Live Together for Guatemala’s Youth / Viva Juntos por la niñez de Guatemala
WPO	Specialized Prosecution Offices for Women / Fiscalías especializadas de la Mujer
YGJP/PJG	Youth and Gender Justice Project / Proyecto Justicia para Juventud y Género



**TABLE OF CONTENTS**

**ACRONYMS**.....i

**OVERVIEW FY 2020**.....2

**I. Result 1: Government capacity to provide juvenile justice services improved**...6

**II. Result 2: Government of Guatemala Services for GBV Victims Improved** ..... 19

**III. Result 3: Government of Guatemala’s Response to TIP Strengthened** .....27

**IV. COMMUNICATIONS** .....30

**V. OPERATIONS AND MANAGEMENT**.....30

**VI. MONITORING AND EVALUATION** .....36

**ANNEXES**

- Annex A. Success Story: Innovating specialized justice in Guatemala during COVID-19**
- Annex B. Organizational chart**

## OVERVIEW FY 2020

The Guatemala Youth and Gender Justice Project (YGJP, or “the project”) is a four-year, eight-month activity implemented by Chemonics International, together with its partners under the Rule of Law Indefinite Quantity Contract. The task order was awarded on May 20, 2016 by the United States Agency for International Development (USAID). The main objective of the project is to strengthen the capacity of the Guatemalan government and key civil society organizations (CSOs) to strengthen the justice system and related services to respond to the needs of juvenile offenders and victims, victims of gender-based violence (GBV), and victims of trafficking in persons (TIP). Grounded in the local systems responsible for these services, the YGJP promotes greater integration and coordination among actors in support of reducing violence and impunity. The project targets reductions in recidivism among juvenile offenders and increases in prosecution rates of GBV and TIP. This report describes the YGJP’s activities during Year 4, fiscal year 2020. This executive summary serves three purposes. First, it shares a brief description of the impact of the recent funding environment and COVID-19 pandemic on YGJP’s work this year, then it frames the project’s impact on populations likely to migrate, and finally it provides a short summary of noteworthy activities and accomplishments in each of the project’s three results.

*Recent context: funding environment and COVID-19 pandemic.* During late FY19 and throughout FY20, there has been considerable uncertainty regarding future funding for the YGJP. As a result, the project worked with USAID to develop an appropriate contingency plan to work within its existing obligation. Ultimately, a limited set of funds came available, but more than 80 percent less than its year-on-year funding per the original project ceiling. To manage within these parameters, the project dramatically reduced its staffing footprint and closed regional offices while suspending or ending most grants and subcontracts. Despite these challenges, the project continued to deliver on its mandate for counterparts and the U.S. government to the maximum extent possible, as this report details. However, the funding reduction required that the project necessarily limited the depth and breadth of its support.

In addition, as for all USAID projects, by late March 2020 the COVID-19 pandemic prompted a sudden and immediate change in both YGJP’s operating posture and that of the project’s principal counterparts. The justice sector, both cases themselves and wider institutional services, nearly ground to a halt, leading to acute growth in case backlogs, among other concerns. The project worked closely with counterparts to find ways to adapt to this new reality, recognizing that crises also bring opportunities to change traditional ways of operating. Indeed, pandemic-related restrictions have prompted widespread reconsideration of the power and importance of virtual media and other communications technologies to conduct work in all sectors, including to increase access to justice (see box). As a result, the project focused in the remaining months of FY20 on not only weaving the use of these tools into our activities and initiatives currently underway but also urgently elevating their use more broadly as a critical means to enable counterparts to navigate the current crisis and position the wider

### Leveraging Technology for Justice

A strong and healthy justice system is “swift, certain, and fair”, as practitioners commonly say. To be “swift”, the system cannot simply halt, despite COVID-19 pandemic. With YGJP support, virtual media, such as Zoom, have provided a lifeline for many counterpart justice institutions, particularly the MP and the OJ, prompting a paradigm shift that will not simply go away once the pandemic is over. As a result, these efforts have sparked calls for “virtualización” of more justice service that have arguably coalesced into a nascent movement for more cost effective access to justice, particularly for particular vulnerable populations, such as ACL, NNA, and victims of GBV, that YGJP targets.



system for a future beyond COVID-19 as a more effective, efficient, responsive, accessible, and resilient vehicle for justice.

*Targeting causes of migration.* YGJP is squarely focused on the conditions and populations that directly contribute to the flow of migrants from Guatemala to the United States. Specifically, the project targets services for vulnerable populations that are disproportionately impacted by acutely high levels of violence in Guatemala and therefore more likely to emigrate. These populations, particularly youth and adolescent victims and offenders, women and other victims of gender-based violence, and victims of trafficking in persons, consequently, lack faith in justice systems and their ability to provide them the protection they need. Many from within these target populations become or have been migrants, who themselves constitute a vulnerable group that requires special attention due to high levels of human mobility.

While there is no single answer to the complex problems facing victims of violence, access to justice can give them hope and rebuild their confidence in public institutions, which is a necessary condition for rootedness, or *arraigo* in Spanish, the quality of settling permanently in a place. Better coordination and communication among justice sector institutions and civil society creates spaces where victims feel safe and welcome. For example, it makes it possible for children to live with local, vetted foster families, rather than in safehouses with hundreds of other children, where their risk of recidivism escalates. For adolescents it translates into programs where they are welcome and are taught life skills to build a better future, rather than being drawn into gang life. For many women victims, it can mean an inner journey to recognize their own courage and gain economic independence, to lead independent lives, rooted in their communities. Statistics bear out these points. Guatemala's Attorney General's Office indicates that violence against women is the most reported crime, at an average of 50,000 complaints per year. In 2018 alone, the Ministry received 40,000 complaints related to violence, mistreatment, and other crimes against children and adolescents. And crime victimization is insecurity is robustly linked to intentions to migrate (see box at right).

<b>Migration and Insecurity</b>
<ul style="list-style-type: none"><li>• The probability that an individual intends to migrate is 10-15 percentage points higher for those who have been victims of crimes more than once (Congressional Research Service, Latin America Research Review)</li><li>• 30 percent of adults in the Northern Triangle have considered migrating specifically due to insecurity recently (Latin American Public Opinion Project and Inter-American Dialogue)</li><li>• Through September 2019, apprehensions this year at the US-Mexico border include 72,873 unaccompanied minors and 457,871 family units (U.S. Customs and Border Control)</li></ul>

*Result 1: juvenile justice.* After the new presidential administration arrived in January 2020, leadership changes at several Result 1 counterpart institutions followed. YGJP worked closely with the Public Ministry and the new leadership in these institutions to ensure continuity of efforts from one presidential administration to the next. In particular this year, YGJP continued its work to consolidate the MAINA, a key means to streamline access to justice for child and adolescent victims of violence. While the pandemic has complicated all manner of justice services, including those housed in the MAINA, MAINA users in general experience a markedly more efficient justice response to their needs than in the past (see box, next page). During the pandemic, YGJP worked quickly with MAINA and its 12 participating institutions to realign workflows and virtualize services to accommodate prevailing guidance restricting movement and in-person gatherings to minimize the spread of the virus or risk closing and eliminating valuable services for youth and adolescent victims. Thanks to these virtualization and other measures, supported by YGJP, most of MAINA's services

continued in the face of the ongoing pandemic. From mid-July to mid-September, the MAINA served 3,730 children and adolescents.

In addition, to mitigate possible disruptions to justice services for adolescents in conflict with the law, during the pandemic, YGJP worked with the SPO for ACL to virtualize its operations to the extent practicable, providing Zoom licenses and training on effective and secure methods for linking all relevant parties together virtually to conduct hearings. This effort also involved establishing an inter-institutional coordination mechanism between the OJ, MP, IDPP and PGN to conduct tests on the newly acquired Zoom licenses, computer equipment and cameras. On June 10, 2020 the project facilitated a coordination meeting between the SBS, the Judiciary, IDPP and the Attorney General's Office to harmonize criteria for conducting virtual hearings.

### MAINA By the Numbers

With the MAINA important processes are far more efficient. For example:

- Only two interviews with NNA are necessary, instead of 20 or more
- Average time to provide a psychological examination down from 24 hours to six
- Time to obtain the anticipatory declaration (or *prueba anticipada*) of the victim, down from 45 days to just 7 hours
- Time to issue orders to detain suspects reduced from 60 days to 10 hours
- Number of potential hearings for NNA increased from 1 per week to 16 per day
- Wait times for protection measures dropped from 3 months to immediately
- Courts involved in protection processes drop from three to just one

Also, this year, the YGJP provided technical assistance to the MP for the design and implementation of the Comprehensive Assistance Model for Juvenile Criminal Justice MAIJU, and the agreement for the implementation of the MAIJU was signed. With the creation of the MAIJU and by streamlining and consolidating case processes, cases from 18 different courts are being consolidated to just one, maximizing efficiency, coordination, and expertise. As part of this, YGJP helped facilitate the merging the services of 12 state institutions into one place to provide comprehensive services, including educational, psychological, social and health supports.

*Result 2: gender-based violence.* While violence against women was already the most frequently reported crime in Guatemala, the restrictions on movement during the COVID-19 pandemic have considerably aggravated the risk factors facing women, particularly those who remain in their homes. The project has worked hard to respond to this evolving reality, including by promoting virtual mechanisms for counterpart institutions to provide continuity of services for victims of GBV. These efforts were particularly focused on the OJ because the specialized sentencing courts for crimes such as femicide and other forms of violence against women and sexual violence were suspended nationwide shortly after the pandemic began. According to the OJ's Information and Statistics Center, over the following two months approximately 31,000 hearings related to criminal cases were suspended, a major disruption in the justice system.

To mitigate this concern, the Criminal Chamber of the Supreme Court of Justice (CSJ) determined that specialized courts and other judicial bodies would gradually resume work, through virtual means if possible. YGJP therefore worked with the OJ to ensure appropriate tools to judges and magistrates were available, first piloting the effort with the specialized court of Suchitepéquez because of its reputation for timely case processing and effectiveness. After positive results from the pilot, YGJP then provided technical and logistical support to the Criminal Chamber of the Supreme Court of Justice to begin to scale the effort to five additional specialized courts in the departments of Guatemala, Chimaltenango, San Marcos, and Quetzaltenango. YGJP donated 54 Zoom licenses with 123 room

connectors and 67 tablets to the OJ in July and August 2020 and the project expects case processing times to improve considerably as a result. With these purchases, between July and mid-August, video hearings have been used in 19 specialized courts and three specialized first level courts, with a total of 419 hearings taking place.

In addition, during the past year, YGJP continued to work with the specialized women's prosecution office (SWPO) of the MP to implement recommendations to support rollout and proper use of the new Comprehensive Case Management Model (GIC) in two recently launched new units: one focused on new cases and the other on active cases. The project also supported implementation of a targeted strengthening plan to support the use of the GIC for the SWPO-Gerona's work streams related to investigation, litigation, and non-judicial procedures with the relevant SWPO teams (Non-Judicial Procedures, Investigation, Litigation, Inter-disciplinary Teams, Administration, and Criminal Investigation). YGJP also supported the attorney general in the design and implementation of the I'x Kem MAIMI model, formerly known as the "Casa Mujer." Applying lessons from MAI and MAINA, this model represents a significant evolution in people-centered justice, focusing on streamlined services that comprehensively respond to the needs of women and girl victims of violence, aiming to provide wrap-around support that considers health, education, and livelihood needs in addition to justice in one single location.

*Result 3: trafficking in persons.* Due to lower year-on-year funding for YGJP in FY20 than prior years, the project worked with USAID to prioritize a more limited set of actions in Result 3 than in the past. Nevertheless, thanks in part to prior FY activities, such as the "Denuncia La Trata" public awareness campaign and a new regional prosecutor office in Quetzaltenango dedicated to trafficking cases, the government of Guatemala remains on Tier 2 of the State Department's 2020 Trafficking in Persons Report. No longer is it on the Tier 2 watchlist, reflecting its significant efforts to meet the minimum standards for the elimination of trafficking. These activities primarily focused on helping SVET with two efforts. First, YGJP facilitated SVET's development of a strategy to attract international donors and identify new initiatives that fit the vision and plans of the institution's new leadership. Secondly, YGJP guided SVET in an assessment of the effectiveness of its data collection and analysis capacity via the National Registration System on Trafficking in Persons (SNAT). As a result, SVET was able to identify areas for improvement of its collection and processing methods for information from the 33 different institutions that comprise the CIT, and its subsequent analysis.



## **I. RESULT I: GOVERNMENT CAPACITY TO PROVIDE JUVENILE JUSTICE SERVICES IMPROVED**

This year, the project continued to strengthen the protection system for children and adolescents as well as the justice system for ACL via targeted, people-centered interventions. The details of activities carried out under this component are described below.

*Institutional context.* After the new presidential administration arrived in January 2020, leadership changes at several Result I counterpart institutions followed. Notable examples included the SBS and several others that participate in the MAINA, such as the Ministry of the Interior, the Ministry of Health, the Ministry of Social Development, and the Ministry of Labor. YGJP worked closely with the Public Ministry and the new leadership in these institutions to ensure continuity of efforts from one presidential administration to the next. In addition, the COVID-19 pandemic severely curtailed services due to restrictions on movement, including the curfew, travel limitations, suspension of public transport, and a total prohibition of travel for children and adolescents. To help mitigate the disruption to justice-related services caused by the pandemic, YGJP played an important role in rolling out systems and supports to provide for virtual hearings wherever possible, particularly with the MAINA, ACL courts, and courts for child and adolescent protection. This effort resulted in more than 2,000 hearings from June-September.

### **I.1 SUBSYSTEM FOR THE PROTECTION OF CHILDREN AND ADOLESCENTS**

This year the project continued its work to improve coordination between these institutions to strengthen service provision to child victims of violence. Strengthening these channels of coordination has resulted in faster and more comprehensive responses to victims, which has in turn helped avoid secondary victimization. In the process, the project worked closely with its counterpart institutions to develop and implement contingency efforts to provide continuity of services for children and adolescents during the pandemic.

## PUBLIC MINISTRY (MP)

*Public Ministry and the MAINA.* Efforts continued this year to strengthen coordination between the 12 institutions that comprise the MAINA (recently expanded to include the IAVID, the *Instituto de Atención a la Víctima del Delito*), which provides immediate, comprehensive and differentiated assistance 24 hours a day, 365 days a year, for child and adolescent victims of violence to prevent secondary victimization and improve related criminal investigations and prosecution efforts. Due to the pandemic, the MAINA needed to quickly realign its workflow and virtualize its services to accommodate prevailing guidance restricting movement and in-person gatherings to minimize the spread of the virus or risk closing and eliminating valuable services for youth and adolescent victims. Thanks to these efforts to promote virtualization and other measures, supported by YGJP, most of MAINA's services continued in the face of the ongoing pandemic. From mid-July to mid-September, the MAINA served 3,730 children and adolescents. While the pandemic has complicated all manner of justice services, including those housed in the MAINA, MAINA users in general experience a markedly more efficient justice response to their needs than in the past (see box). Specific examples of MAINA-related initiatives from FY20 are described below. First, we explain support related to provide for virtual justice and other protocols to allow continuity of services during the pandemic. Thereafter we explain support for other MAINA initiatives.

### MAINA By the Numbers

With the MAINA important processes are far more efficient. For example:

- Only two interviews with NNA are necessary, instead of 20 or more
- Average time to provide a psychological examination down from 24 hours to six
- Time to obtain the anticipatory declaration (or *prueba anticipada*) of the victim, down from 45 days to just 7 hours
- Time to issue orders to detain suspects reduced from 60 days to 10 hours
- Number of potential hearings for NNA increased from 1 per week to 16 per day
- Wait times for protection measures dropped from 3 months to immediately
- Courts involved in protection processes drop from three to just one

*Virtualization and continuity of MAINA services.* YGJP supported several efforts to ensure continuity of the MAINA during the pandemic this year.

- *Methodology for remote work for SPO.* On April 13, 2020, YGJP provided recommendations to the head of the specialized prosecutors' office (SPO) for children describing how teams not physically present on duty could work remotely on cases. The SPO quickly adopted the recommendations and, in the same week, began processing cases remotely.
- *COVID-19 prevention protocol for MAINA on-site work.* YGJP worked with the MP to design and implement a COVID-19 Prevention and Protection Protocol and Pathway for all those who continue to use, visit, or work at the MAINA, including child and adolescent victims and MAINA personnel or related site staff. This protocol provides detailed guidance on how to receive a child or other individual who comes to the MAINA to file a complaint consistent with pandemic-related public health guidance. For example, MAINA personnel are to limit visitors accompanying children to only one person, all visitors have their temperatures taken, and a brief interview helps determine whether the child or other visitor may have been exposed to COVID-19. The protocol was disseminated virtually at the SPO for children on June 11, 2020.
- *Virtual justice in the MAINA.* With YGJP support, MAINA began implementing virtual hearings via Zoom in June. To roll-out these virtual hearings, YGJP facilitated discussions among the

Judiciary, the MP, the IDPP, and the PGN to conduct tests of the equipment, providing Zoom licenses and ensure availability of the necessary computer and camera equipment to hold virtualize hearings effectively. With these changes, MAINA operations now provide for continued access to justice that complies with pandemic-related restrictions on gatherings and other social distancing protocols. Between mid-June and mid-September, 366 virtual hearings were held for cases of child and adolescent victims in the MAINA.

*New regulations for the MAINA SPO for children.* This year YGJP worked with the MP to prepare regulations and the necessary agreements for the organizational structure and operations of the MAINA's SPO for children. As part of this effort, several secretariats needed to agree on procedural and regulatory matters, including those responsible for planning and institutional development. The review process is complete, and the resolutions are pending final signature of the attorney general.

*New General Instruction for the MAINA SPO for children.* YGJP provided technical assistance to the Public Ministry for the drafting and approval of the General Instruction Manual for the MAINA to regulate and institutionalize services for child and adolescent victims and specialized criminal prosecution for crimes committed against them. This manual is currently being reviewed by the Planning and Development Secretariat of the MP.

*MAINA case pathway and inter-institutional coordination protocol.* The YGJP worked with the MP and other MAINA member institutions to create a case pathway and prepare a draft Inter-institutional Coordination Protocol for the MAINA. This protocol will serve to unify and standardize assistance pathways and criteria for child and adolescent victims. Final drafts of both documents were technically validated by all the institutions and preliminarily approved by the MP's General Secretariat and the Secretariat for International Affairs. The pathway is at the Criminal Policy Secretariat in the last phase of approval, having been updated with the resolutions of MAINA member institutions.

*Methodology for cases pending prior to the creation of the MAINA.* The project worked with the MP to develop guidance to more efficiently prepare and manage the backlog of relevant cases transferred to the SPO for children. This guidance includes a methodology for organizing and classifying files and otherwise preparing 14,000 existing cases for proper management, investigation, or resolution. Virtual meetings took place on May 13 and 20, 2020 to validate the proposed processes. This methodology proposes providing assistance and services to victims from a multidisciplinary team from the Institute for Assistance and Care for Victims of Crime. The document containing this methodology is currently being reviewed by the Planning and Development Secretariat of the MP.

*Guide for investigating crimes via social media, including Facebook, WhatsApp and Instagram.* YGJP designed a guide describing how to investigate and archive information on crimes of online abuse and the search for missing children through the most commonly used social media platforms in Guatemala: Facebook, WhatsApp, and Instagram. On May 5, 2020 YGJP, in coordination with the International Centre for Missing and Exploited Children (ICMEC), held a workshop titled "Investigation and the Preservation of Information in Social Networks," which was given by experts from FB and WhatsApp to 80 auxiliary prosecutors, prosecutors and multidisciplinary teams from the SPO for children and adolescents.

*Criminal investigation methodology for the MAINA.* The project also facilitated the validation of a criminal investigation methodology to be used at the MAINA by prosecutorial staff, the Criminological Research Directorate (DICRI), INACIF and DEIC/PNC to investigate crimes of sexual violence, child

maltreatment, disappeared children, and others within the first 24 hours. The methodology includes recommended investigation pathways and guidance on registering the investigative proceedings in SICOMP. As part of this effort, the project also provided on-site technical support for the investigation teams. This methodology is in the process of review and final approval by the Criminal Policy Secretariat. To prepare for the rollout of this new methodology, YGJP conducted a virtual training from August 25-28, 2020 for all MAINA personnel who will use the criminal investigation methodology. 168 officials from INACIF, the PNC, and the MP participated.

*Development of new pathways for cases involving child victims.* YGJP also worked with the MAINA to develop specialized pathways to be added to the MAINA methodology for working with cases of child victims of violence, as described below:

- MAINA developed new protocols for cases detected in public hospitals and YGJP supported developing a care pathway to be implemented by MSPAS, MP, OJ and PGN. This new protocol ensures that children and adolescents in the hospital and classified as in stable condition and not in need of medical care, be transferred to and assisted by the MAINA and not by the hospitals.
- The new MAINA care pathway for cases involving child and adolescent victims with possible substance abuse concerns. As part of this process, YGJP helped develop a protocol called the “Interinstitutional Protocol for Child and Adolescent Victims with a Profile of Addictive Substance Consumption in the Comprehensive Assistance Model for Children and Adolescents (MAINA)” which regulates the actions of the OJ, MP, SBS, PGN MSPAS and SECCATID and ensures that treatment options for the child or adolescent victim is addressed. This protocol is in the process of being reviewed by MAINA institutions.
- The MAINA care pathway for [REDACTED] cases of disappeared children: this pathway improves the coordination of institutional responses to cases of disappeared children and will be implemented by the PGN, MP and PNC/DEIC.

*Strengthening of the Information Registration System of the MP in the MAINA.* During Q4, YGJP supported the MP and its SICOMP system to create a shared folder of videos of interviews with child and adolescent victims. This action enables MP, DICRI, DEIC, INACIF, PGN, OJ, and IDPP to have remote access to closed circuit videos of the first interview and anticipatory declaration (or *prueba anticipada*) of child and adolescent victims in order to avoid follow-up interviews and thus secondary victimization. YGJP also provided SICOMP-related training in early March to improve MAINA-related use. One workshop focused on use of SICOMP for field investigation proceedings for the on-call teams, DICRI investigators, prosecutorial and multidisciplinary staff. This training was attended by 31 people (12 investigators, 4 level II auxiliary prosecutors, 9 level I auxiliary prosecutors, and 6 officers). Another workshop focused on “Registration of Consultancies in the MAINA” for prosecutorial and multidisciplinary staff; this event had 25 attendees (4 level II auxiliary prosecutors, 12 level I auxiliary prosecutors, 6 officers, and 3 psychologists).

*Strengthening the MAINA experience.* To better support victims who seek assistance in the MAINA and continue building on the user-experience and comprehensive care model which is a hallmark of the MAINA, YGJP worked with the MP and other participating MAINA institutions to design and roll out additional services 24 hours a day within its facility, including: an information desk to orient users to the

services available, a driver to transport victims as needed, a daycare center for child to be cared for while their caregiver receives assistance, support staff to assist victims with referrals or follow-up, and a team to manage pertinent cases received or filed prior the launch of the MAINA in 2019.

*Regionalization of the MAINA.* During the past year, YGJP presented the MAINA regionalization plan to the attorney general and her team, including an analysis of the trend of crimes committed in the country against children and adolescents in 2019 showing that the departments with the highest crime rate (after Guatemala), are Huehuetenango, Quetzaltenango, Escuintla, and Alta Verapaz. This analysis also showed that if the MAINA were to be implemented in these four departments, in addition to Guatemala, a specialized response could be provided for 51 percent of these crimes. Of these four departments, the western region is the one that has had the most cases, particularly the departments of Huehuetenango and Quetzaltenango, with the highest number of cases in Quetzaltenango during the last 7 years. For this reason and because of the institutional presence in that department, the attorney general decided to begin implementation in Quetzaltenango. With YGJP support, this effort included:

- Development and validation of the agreements for the creation of the MAINA-Quetzaltenango and the Quetzaltenango SPO for children and adolescents. These agreements are with the Planning and Development Secretariat of the MP pending approval.
- Development and validation of the draft interinstitutional agreement for the implementation of the MAINA, with the participation of MP, OJ, PGN, SBS, IDPP, INACIF, MINGOB, MINEDUC, MINTRAB, MIDES, MSPAS, MUNI of Quetzaltenango, and the Institute for Assistance and Care for Victims of Crime. The signing of the agreement is scheduled for October 1st, 2020, Children's Day in Guatemala.
- Support in identifying and remodeling a building to serve as the headquarters of the MAINA in Quetzaltenango, as well as house representatives from the MP and the Municipality of Quetzaltenango who will assist with implementing services in the MAINA building.
- Equipment and furniture donation for the SPO for children for MAINA-Quetzaltenango.

## JUDICIAL BRANCH (OJ)

*Virtual hearings for cases involving children and adolescent victims during COVID-19.* To support the Secretariat for Child and Adolescent Protection and Juvenile Criminal Justice to ensure continuity of justice services in the MAINA 24-hour court and the Metropolitan Court (that follows up on protection measures originating in the MAINA), YGJP provided Zoom licenses to the Judicial Branch. In large part because of this contribution, 2,097 virtual hearings for cases of children and adolescents have been held during the pandemic in the MAINA and other specialized courts for cases involving children and adolescents nationwide. To support this effort, YGJP facilitated a virtual meeting on May 18, 2020 with all related specialized court judges to consider whether virtual hearings provided a reasonable way forward, given pandemic restrictions on movement. The judges supported the initiative. With project support, the Judiciary then procured additional Zoom licenses and related computer equipment. After the OJ's positive experience with an initial set of virtual hearings, YGJP worked with the judiciary to facilitate passing of Law 21-2020 on June 18, 2020, formally authorizing virtual hearings in the 24-hour First Level Criminal Court with specific jurisdiction for hearing crimes committed against children and adolescents in the Department of Guatemala (MAINA).



*Implementation of the first 24-hour criminal court for children in the MAINA.* In FY2019, YGJP worked with the Supreme Court of Justice to creating a new 24-hour criminal court for children housed in the MAINA, the first court in Guatemala with mixed criminal and child protection jurisdiction. This step allowed the MAINA to avoid duplication of processes and secondary victimization. Building upon this work, in FY2020 the project worked with the Judiciary (specifically the president of the criminal chamber of the CSJ, the judges of the *Tribunal de Diligencias Urgentes* in Gerona, and the MAINA Court) to develop and implement circular 19-2019 of the Criminal Chamber and 11-2019 of the Civil Chamber to clarify the jurisdiction of the court located in the MAINA.

*Case management model for the MAINA Court.* YGJP helped design and validate the first draft of the Operations Manual for the 24-hour court located in the MAINA. YGJP facilitated coordination between the judges and secretaries of the MAINA court in order to adopt and implement the new management model and clarify the functions of each unit for processing cases. The final version of this manual was presented in September 2020 to the Secretary of Child and Adolescent Protection and Juvenile Criminal Justice of the OJ, and then to the President of the Criminal Chamber for approval by the supreme court.

*Training for specialized children’s judges and lower court judges throughout the country.* With the Secretariat of Child and Adolescent Protection and Juvenile Criminal Justice of the OJ, YGJP presented ten training modules for child and adolescent judges and lower court judges, which integrate the compulsory curriculum of the Judiciary with specialized content for judges focusing on different areas of the law, thereby strengthening the sustainability of the specialized justice concerns. This year, YGJP also worked with the Secretariat for Child and Adolescent Protection and Juvenile Criminal Justice and the Judicial Studies School to offer virtual training for 380 lower court judges, child and adolescent judges, and family judges at the national level, on Module I-A, I-B and I-C, with a specialization in the field of children and adolescents. The judges have positively evaluated the methodology and contents of this training.

*Results of the Judicial Service Satisfaction Survey.* During the past year, another national judicial satisfaction survey was completed to measure the degree of satisfaction among users with the services provided in the specialized courts for children, adolescents, and ACL. This survey was conducted with a random sample of 852 users in 29 courts for children and adolescents in conflict with the law where the case management model was implemented. The results in Table I below (source: OJ) show a substantial improvement in users’ satisfaction with judicial services due to the Case Management Model.

**TABLE I. RESULTS OF THE JUDICIAL SERVICE SATISFACTION SURVEY**

	RESULTS OF THE SATISFACTION SURVEY OCTOBER 2018	RESULTS OF THE SATISFACTION SURVEY OCTOBER 2019
Satisfied with the service provided	70%	82.53%
Expressed that the quality of assistance was very good or excellent	95%	95%
Indicated that the process was free of charge	99%	100%
Expressed that they understood the process and/or procedure	65%	95%
Reduction in judicial delay	51%	68%

## SOCIAL WELFARE SECRETARIAT (SBS)

This year, YGJP continued to support the SBS Sub-secretariat for the Protection and Placement of Children and Adolescents and the Sub-secretariat for the Reintegration and Rehabilitation of Adolescents in Conflict with Criminal Law. In 2019, with the previous administration, YGJP provided technical support for the preparation of protocols to improve care for institutionalized children and adolescents. In 2020, the new administration's Secretary of the SBS approved and rolled out these new management protocols with YGJP support:

- *Protocol for adolescents who consume psychoactive substances.* This is a tool that provides immediate multidisciplinary support for adolescents in protection who consume psychoactive substances and who enter SBS residences. It includes the general phases of treatment such as detoxification, rehabilitation, and social reintegration. On June 29, 2020 YGJP began the process of virtual training on the Assistance Protocol for Adolescents who Consume Psychoactive Substances. This training was done with operational teams from the following homes: Luna de Xelajú and Diamante I homes (for adolescent boys) and Zafiro I (for adolescent girls).
- *Progressive autonomy protocol for adolescents.* This program trains SBS staff who care for adolescents who will soon come of age to prepare them for living independently.
- *Emergency protocol for SBS orphanages.* This protocol provides SBS with technical guidance on how to act when a conflict or emergency arises in the orphanages. If needed, it establishes inter-institutional coordination between the SBS, PGN, PDH, OJ, PNC, and the local fire department. From April 23 to May 26, 2020, YGJP held virtual training workshops on this protocol and 26 staff responsible for children living in SBS homes participated. The content of the training sessions was developed by the project and will aid staff in addressing emergency situations that, without the capacity to effectively employ appropriate de-escalation techniques, could endanger them or other residents.

*Temporary family foster care.* This year, YGJP continued to support the SBS's Department of Temporary Foster Care. Four workshops were held to promote the identification and recruitment of foster families as an alternative to the institutionalization of children and adolescents whose rights have been violated. The first one was held in February 2020 and the other three were virtual workshops because of the COVID-19 pandemic. These latter three workshops were held on May 13, June 11, and August 15, 2020, with the participation of 118 families, 57 of whom requested to enter the program. As part of the expansion of the SBS foster care program at the national level, YGJP supported the SBS by training 107 professionals from the SBS departmental offices on August 7 and 14, 2020 on proactively identifying and recruiting temporary foster families.

*Training for foster families during the COVID-19 pandemic.* YGJP also supported the SBS with workshops for temporary foster families that currently have children and adolescents in their homes, called: “Temporary Foster Families during COVID-19”. The purpose of these workshop was to provide strategies, techniques, and preventative measures for families to mitigate the spread of the disease, and also to manage stress in the family as a result of quarantining. These workshops were held in three groups of 15 families each on August 18, 21 and 25.

*Migrant Children.* The YGJP in coordination with the International Organization for Migration (IOM) provided technical assistance to the SBS in the design and approval of the Guidelines for the Care and Protection of Unaccompanied Returnee Migrant Children during the COVID-19 Pandemic (see box inlay). These guidelines will help mitigate the spread of COVID-19 to other children already within the SBS system by conducting rigorous testing, monitoring of symptoms, and social distancing. Through a virtual training process, 204 professionals from 18 departmental offices and from the SBS migrant children program were trained to improve care for children and adolescents.



Cover of guidelines or measures of assistance and protection for unaccompanied migrant children and adolescents. June 2020

### SOLICITOR GENERAL'S OFFICE (PGN)

During the past year, YGJP worked with the PGN to draft new regulations for the PGN's Office for Children and Adolescents to promote a more rapid and comprehensive response that increases the use of alternative measures to the institutionalization and judicialization of cases involving child victims. This effort will also serve to strengthen important coordination structures between the PGN and other institutions in the protection and justice system, a critical part of the push for broader use of these alternative measures. As part of this effort, YGJP continued to work with the PGN, in coordination with the MP and the PNC/DEIC, to implement these regulations in the new MAINA delegation and develop the assistance pathway for MAINA cases related to the Alba-Keneth alert.

*Support for virtual activities of the PGN in the protection system for children and adolescents.* YGJP also supported the PGN to guarantee the continuity of protection and justice services during COVID-19, through the implementation of virtual hearings by means of Zoom. YGJP procured and donated computer equipment and Zoom license and facilitated development of a coordination mechanism between the PGN and the OJ, the MP, the SBS and the IDPP.

*Creation of the Action Protocol for the Alba-Keneth Alert Operational Unit.* In coordination with the Center For Missing and Exploited Children (ICMEC), the YGJP provided technical assistance to the Solicitor General's Office to design and validate an Action Protocol for the Operational Unit of [REDACTED] to assist in the search for missing children and adolescents. This protocol was approved by the Solicitor General's Office through Agreement 65-2020, dated September 11, 2020.

This protocol unifies and standardizes the actions of the Operational Unit of the ██████████ System and all the departments of the PGN for applying urgent measures in the search and safeguarding of missing children and adolescents. On September 28 and 29, 2020 the YGJP, in coordination with the PGN and ICMEC, held training workshops for 400 professionals from the Operational Unit of the Alba-Keneth Alert System and all the delegations of the Solicitor General's Office on this Protocol. An average of 5,000 missing children and adolescents are assisted each year by the PGN and will benefit from this protocol.

### **HUMAN RIGHTS OMBUDSMAN (PDH)**

This year YGJP worked with the PDH to develop and finalize the Orphanage Supervision Protocol for the Children's Defense Office to the Assistant Human Rights Ombudsman. This care pathway, based on international human rights standards, was implemented in the Children's Defense Office of the PDH to be applied in cases of crises in the ACL centers, such as when groups of children attempt to leave without authorization.

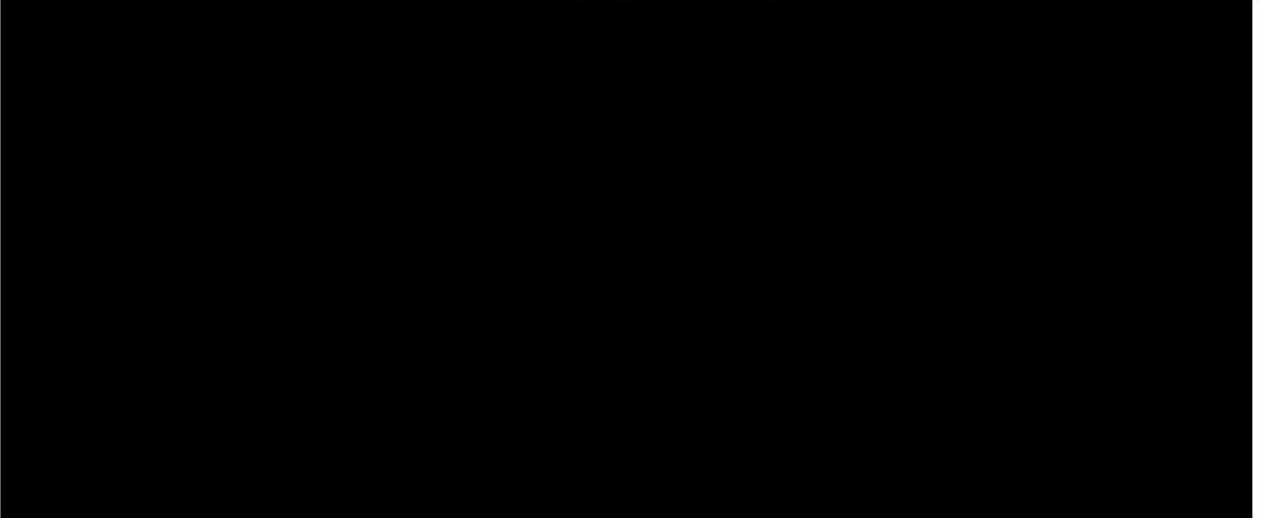
## **I.2 SUBSYSTEM FOR ADOLESCENTS IN CONFLICT WITH THE LAW (ACL)**

The ACL subsystem of the juvenile justice system consists mainly of the MP, OJ, SBS and IDPP. During this quarter, YGJP worked with each of these actors to implement new management models and work methodologies that seek to profile adolescents in order to ascertain their level of risk and need and generate individualized and specialized responses supported by the use of non-judicial procedures and the application of alternative measures to deprivation of liberty.

### **PUBLIC MINISTRY (MP)**

*Virtual proceedings in the juvenile criminal system.* To mitigate possible disruptions to justice services for adolescents during the pandemic, YGJP worked with the SPO for ACL to virtualize its operations to the extent practicable, providing Zoom licenses and training on effective and secure methods for linking all relevant parties together virtually to conduct hearings. This effort also involved establishing an inter-institutional coordination mechanism between the OJ, MP, IDPP and PGN to conduct tests on the newly acquired Zoom licenses, computer equipment and cameras. On June 10, 2020 the project facilitated a coordination meeting between the SBS, the Judiciary, IDPP and the Attorney General's Office to harmonize criteria for conducting virtual hearings. Soon after, on June 17, tests of virtual hearings were conducted using Zoom in the Court of Mixco with the participation of SBS, IDPP and the Attorney General's Office. The results were positive and hearings have continued accordingly.

*Integrating the juvenile criminal justice system.* Many different models have been developed for the juvenile criminal justice system in different justice institutions with support from the donor community, including INL, USAID, IILA and UNICEF. As such, over the last year the MP has sought to unify these models into one single model with YGJP support. YGJP facilitated the unification, standardization, and integration of the juvenile justice system into a single document. With project support, this unified model was then approved through the signing of an inter-institutional agreement by the MP, OJ, SBS, IDPP, MINGOB and PDH. With YGJP, on October 8, 2019, the MP, OJ, SBS, IDPP, MINGOB, and PDH signed the Interinstitutional Agreement of the Integrated Juvenile Criminal Justice System to ensure specialized services for adolescents in conflict with the criminal law.



*Comprehensive assistance model for juvenile criminal justice (or MAIJU).* This year, the YGJP, provided technical assistance to the MP for the design and implementation of the Comprehensive Assistance Model for Juvenile Criminal Justice and on August 31, 2020 the name was changed to the MAIJU, upon request from the MP, and the agreement for the implementation of the MAIJU was signed. With the creation of the MAIJU and by streamlining and consolidating case processes, cases from 18 different courts are being consolidated to just one, maximizing efficiency, coordination, and expertise. As part of this, YGJP helped facilitate the merging the services of 12 state institutions into one place to provide comprehensive services, including educational, psychological, social and health supports. The MAIJU model will facilitate immediate, integrated, and specialized assistance for adolescents in conflict with criminal law and will ensure that considerations for gender and cultural practices are integrated into the approach for assistance. This model is based on intra- and inter-institutional coordination of justice and assistance services provided by the MP, OJ, SBS, PNC, IDPP, MSPAS, MINEDUC, MINTRAB, SECCATID, MIDES, PGN, and IAVID (as well as the municipality of Guatemala), and facilitates more comprehensive support, such as education and related socialization services. To advance the creation of the MAIJU, the project supported:

- Preparation of the technical design and concept paper outlining the approach for the MAIJU.
- Preparation of the internal approval and documentation for the MP for the creation of the MAIJU and the MAIJU care pathway.
- Preparation of the draft inter-institutional agreement with 13 state institutions indicating their support for and participation in the MAIJU. This agreement was signed on August 31, 2020.
- Provision of in-kind support by donating furniture and equipment to the SPO for ACL.

*Support for the MP Information Registration System for ACL.* In December 2019, YGJP helped adapt SICOMP fields based on the Model of Specialized Criminal Prosecution for ACL. These changes were presented to the SPO for ACL and to SICOMP's Legal Department for their approval and for incorporation into the MP's registration system to document ACL cases with more appropriately detailed information.

## JUDICIAL BRANCH (OJ)

*Implementation of virtual hearings for ACL.* In 2019, YGJP promoted the signing of a Letter of Understanding between the Judiciary, the Public Ministry, the IDPP and the SBS to provide for use of virtual platforms for hearings for cases of adolescents in conflict with criminal law. The project had also provided technical assistance and equipment to the Judiciary and the SBS so that all ACL courts nationwide and adolescent detention centers would have the necessary technological equipment to perform virtual hearings. Since the signing of the letter, 165 virtual hearings have been held nationwide for cases of ACL from July-September 2020.

Building on this effort, YGJP also worked with the Judiciary to ensure the continuity of juvenile criminal justice services during the pandemic. For example, YGJP helped to draft the internal approval for holding virtual hearings for ACL that was ultimately approved by the Supreme Court of Justice via Resolution 25-2020 on July 8, 2020. Additionally, YGJP facilitated coordinated inter-institutional coordination among juvenile criminal justice systems such as the OJ, MP, IDPP and SBS, to resolve operational situations that may occur while performing virtual hearings.

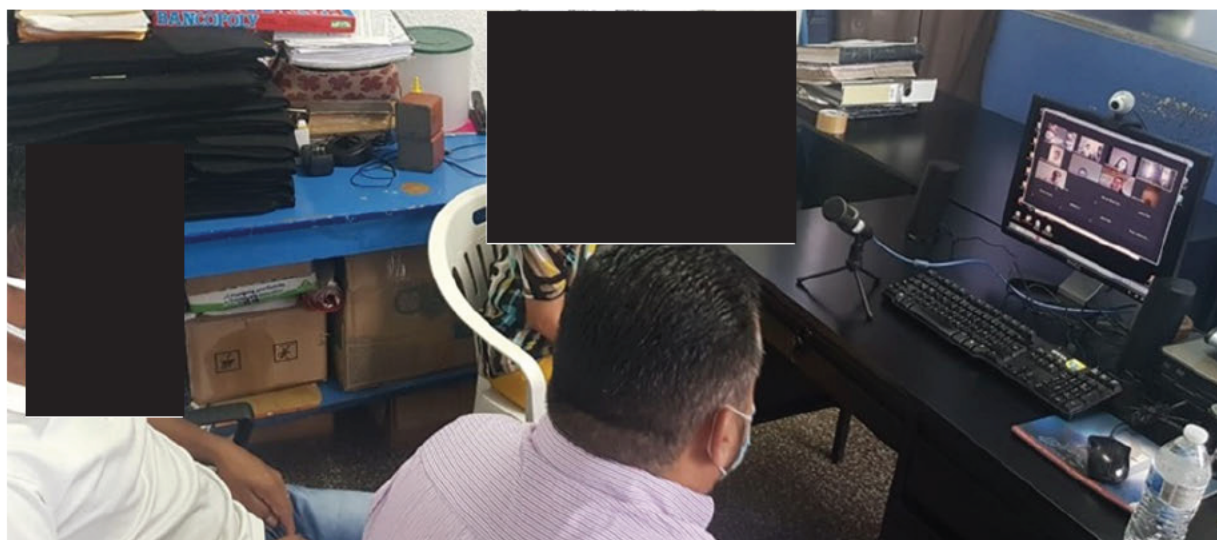
In making the transition to a virtual platform, several features were taken into consideration such as the privacy of the information being discussed during the hearing, the ability to record the hearings for the official record, and being able to connect to the online platform from any type of mobile device. To provide for these needs, each judge was assigned with his or her own Zoom account to ensure that information from other courtrooms would not be mistakenly shared and additional software was purchased to Zoom for the video and audio of the hearings to be recorded by the courtroom's systems.

*Comprehensive assistance model for juvenile criminal justice (MAIJU).* YGJP also supported the Judiciary to implement the MAIJU, presented in May to the president of the Judiciary and the president of the Criminal Chamber, who both offered to support the project and start viability studies. On August 31, the Judiciary signed the Agreement for implementing the MAIJU. The YGJP also provided technical assistance to the Judiciary for designing the 24-hour Court model to be integrated into the MAIJU.

*Risk-Need Methodology.* This methodology aims to improve courts' access to relevant data and information on ACL at their first encounter with the court system and better enable judges to take risk-informed decisions that allow wider use of alternatives to the deprivation of liberty where appropriate. It also enables courts to channel ACL to the right community resources that provide appropriate individualized services to support alternatives to incarceration. On Friday, June 27, 2020 a meeting was held with the Criminal Chamber, the Judicial Branch Information, Development and Statistics Center (CIDEJ) and the Secretariat for the Protection of Children and Adolescents and Juvenile Criminal Justice of the Judiciary in order to analyze implementation of the risk-need methodology and to identify the next steps to implement the methodology in three more courts, for a total of four, building on the pilot effort at the First ACL Court in Guatemala City in coordination with the Center for Court Innovation (CCI) of New York. The project continued its strategic alliance with CCI in order to apply this specialized approach to ACLs, particularly to support the proper use of the ACL risk-need assessment tool within the judicial process. In August 2020, YGJP facilitated a meeting with judges and multidisciplinary teams from the Villa Nueva and Mixco courts and the OJ Children's Secretariat to plan the implementation of the methodology in four courts.

## SOCIAL WELFARE SECRETARIAT (SBS)

Since the onset of the COVID-19 pandemic in March 2020, YGJP has continued to support and strengthen the Social Welfare Secretariat, particularly by ensuring the continuity of legal processes for adolescents despite restrictions due to the pandemic and to train teams responsible for assisting adolescents in conflict with criminal law. During the past year, YGJP supported the SBS with the roll-out and equipment for video hearings enabling them to hold hearings in the *centros de privación de libertad* without having to travel to the courts. Previously, during transit to the court, guards accompanying the defendant would need to switch when crossing the border of one department to the next. These switches would sometimes take place in remote areas in the mountains and presented risks of poor coordination across jurisdictions. YGJP assisted with testing the video hearings at each center where adolescents are confined and with the courts. Conducting hearings virtually has led to quicker attention to cases, alleviated congestion in the courtrooms, and avoided periods of confinement when ultimately deemed unnecessary. According to SBS records, 273 virtual hearings have been held since the pandemic started in March up through September 21, 2020, for cases of adolescents in detention centers.



Room for video hearings set up for a detention center. May 2020  
SBS

*Actions for the implementation of the Comprehensive Assistance Model for Juvenile Criminal Justice (MAIJU) with the SBS.* As described above, YGJP worked on the design and implementation of the MAIJU with 13 institutions. With the SBS, the project focused on defining its role in providing psychological, social and family support services, as well as carrying out follow-up to the individual plan for adolescents in conflict with criminal law. In coordination with the MP, YGJP presented the MAIJU project to the Vice President of the Republic, the Secretary of the SBS and the Secretary of SECCATID, a meeting during which they offered their support for its implementation. On August 31, the Secretary of SBS signed the Interinstitutional Agreement for the implementation of the MAIJU, thus confirming their commitment to this model.

*Training for the SBS multidisciplinary teams.* YGJP worked with SBS to implement discrete training this year to expand and strengthen services available for ACL nationwide. In May 2020, YGJP held virtual training

workshops with the multidisciplinary technical teams from the SBS programs on socio-educational measures and tertiary prevention based in Guatemala, Quetzaltenango, Coatepeque and Chimaltenango. 53 SBS staff members participated. From May 25 to June 24, 2020 the virtual training workshops were replicated with professionals from 18 SBS Departmental Offices nationwide, addressing the needs of adolescents in the application of socio-educational sanctions and the role of the multidisciplinary teams. 204 professionals participated in the event.

#### **PUBLIC DEFENSE INSTITUTE (IDPP)**

YGJP continued to support the strengthening of the Public Defense Institute to improve the defense of adolescents and promote alternative measures to confinement. To this end, the project supported four virtual training sessions via the IDPP's Virtual Education System Platform (SEVI) and Zoom. As a result, this training delivered the Module of Defense Strategies in the Execution Stage for ACL to 162 public defenders nationwide. These defenders work on ACL cases throughout the country.





PUBLIC MINISTRY

## I. RESULT 2: GOVERNMENT OF GUATEMALA SERVICES FOR GBV VICTIMS IMPROVED

With the sudden onset of the COVID-19 pandemic in Year 4 of YGJP and the subsequent measures taken to reduce the spread of the virus, including quarantines and other restrictions on travel, an unprecedented slowdown in the functioning of the Justice Administration System (SAJ) in Guatemala occurred. After a period of closure, justice institutions have slowly begun to open, although not at the rate necessary to meet the full demand for their services and address all pandemic-related backlogs. While violence against women was already the most frequently reported crime in Guatemala, the restrictions on movement during the COVID-19 pandemic have considerably aggravated the risk factors facing women, particularly those who remain in their homes. The project has worked hard to respond to this evolving reality, including by promoting virtual mechanisms for counterpart institutions to provide continuity of services for victims of GBV. Project activities in Result 2 continue to focus on three pillars: (1) specialized criminal prosecution; (2) support for GBV victims; and (3) prevention of GBV.

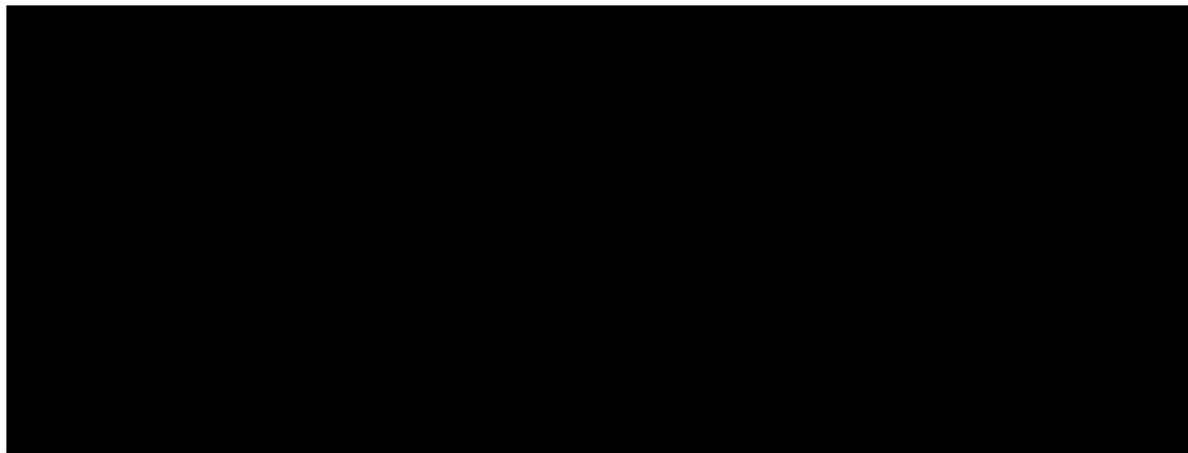
### 2.1 SPECIALIZED CRIMINAL PROSECUTION

#### PUBLIC MINISTRY (MP)

*Strengthening the specialized women's prosecution office with the new Comprehensive Case Management Model (GIC).* During the past year, YGJP continued to work with the specialized women's prosecution office (SWPO) of the MP to implement recommendations to support rollout and proper use of the new Comprehensive Case Management Model (GIC) in two recently launched new units: one focused on new cases and the other on active cases. The project also supported implementation of a targeted strengthening plan to support the use of the GIC for the SWPO-Gerona's work streams related to investigation, litigation, and non-judicial procedures with the relevant SWPO teams (Non-Judicial Procedures, Investigation, Litigation, Inter-disciplinary Teams, Administration, and Criminal Investigation) and included 163 participants. For example, YGJP started to facilitate staffing adjustments to promote efficiencies and equitable distribution of work among the teams that make up the Non-Judicial Procedure Units and the Investigation Units. These changes will help the SWPO comply with the GIC's principle of "Natural Prosecutor", which promotes continuity in prosecutorial responsibility and case management from receiving the case to case resolution.

*Strengthening of the Women's Secretariat of the MP for Inter-institutional Coordination and the Promotion of the Comprehensive Assistance Model for Women Victims of Violence I'x Kem (MAIMI).* During this year, YGJP supported the Attorney General and Head of the MP, [REDACTED], in the design and implementation of the I'x Kem MAIMI model, formerly known as the "Casa Mujer." Applying lessons from the MAINA, this model represents a significant evolution in people-centered justice, focusing on streamlined services that comprehensively respond to the needs of women and girl victims of violence, aiming to provide wrap-around support that considers health, education, and livelihood needs in addition to justice in one single location. This new model places women at its core so that services can revolve around them, breaking away from the traditional pattern whereby the victim must adjust to the schedules and requirements of justice institutions. This model was initially called Casa Mujer and was presented to the attorney general at the end of 2019, when she endorsed the model and requested that YGJP facilitate visits to the "Ciudades Mujer" in El Salvador to learn about best practices that could be replicated in Guatemala. YGJP facilitated the visits to Santa Ana and San Miguel in El Salvador on January 23 and 24, 2020 with the participation of senior officials from the MP. The delegation was accompanied by the National Director of Ciudad Mujer, [REDACTED]. Using information obtained from this exchange, a proposal was presented to the Attorney General on February 7, 2020 and represents one of the attorney general's most ambitious efforts. The proposal for this initiative was presented on February 24, 2020 to the President of Guatemala, [REDACTED], who approved the concept and pledged to provide the physical space and support the I'x Kem MAIMI.

YGJP then provided input for the design and rollout of the [REDACTED] With the Women's Secretariat of the MP, YGJP helped build out the various technical committees responsible for the [REDACTED] and, with these stakeholders, facilitate the overall design of a general pathway for the SWPO in the I'x Kem MAIMI. Now being reviewed internally by the MP prior to validation, the pathway is comprised of three different parts: (1) the MP's presence and operations, including SWPO headquarters and the MAI; (2) the presence and operations of other justice sector entities, including INACIF and urgent health-related supports for victims, specialized courts, family courts, and the IDPP; and (3) other public and private initiatives or institutions providing social care to support women's economic empowerment.

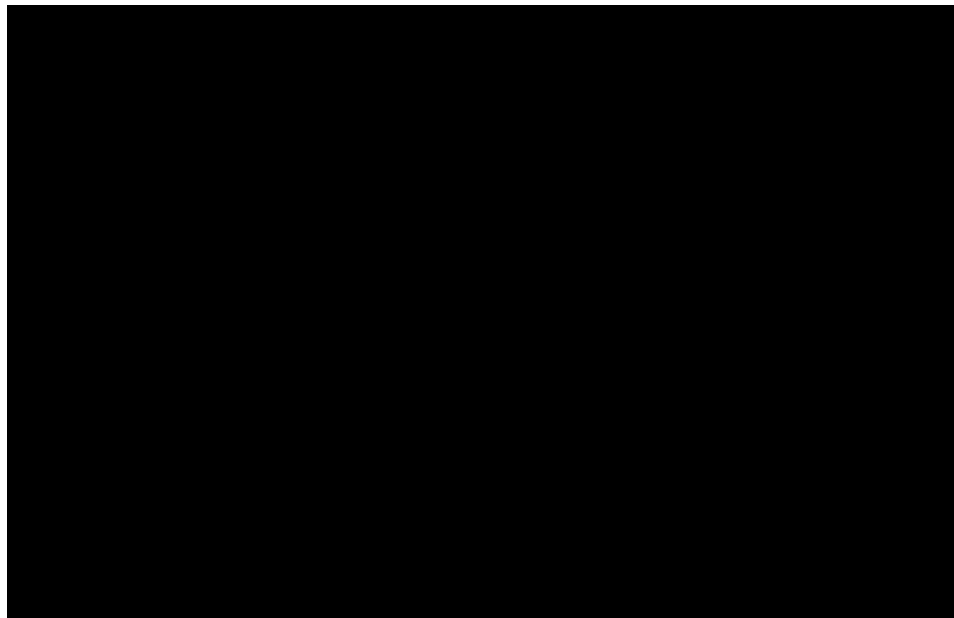


*Capacity-building for gender-sensitive criminal investigations.* In an effort to strengthen the capacity of the SWPO at the national level, in Q1 of FY20, the project assisted in updating the “Prosecutor’s Basic Guide on Jurisprudential Criteria originating from the Inter-American Court of Human Rights”, developing an analysis and identification of the jurisprudential criteria of the Inter-American Court on Human Rights through the end of 2019. This guide was then presented by the Criminal Policy Secretary of the MP to over 100 prosecutors from the southwest region of the country, district prosecutors from the departments of Quetzaltenango, Quiché, Huehuetenango, San Marcos, Suchitepéquez, Retalhuleu, Totonicapán and Sololá, as well as regional SWPOs, municipal agencies, and other specialized prosecutors. This training ensured prosecutors were up to date on the latest trends in the highest courts in the country regarding substantive and procedural law, while also disseminating best practices for criminal prosecution staff with a gender perspective.

*Conference series for prosecutors on conducting criminal investigations with a gender perspective.* To continue with the success of past work with the SWPO and in response to the COVID-19-required quarantines, YGJP supported the development of two virtual conferences on how to incorporate gender considerations into prosecutorial proceedings. These virtual series, each consisting of four conferences, were designed to provide tools for personnel from prosecution offices, especially the national SWPO. The goal was to train staff on understanding and identifying the root causes behind gender-based violence and to build a better approach to prosecute these crimes and provide meaningful and comprehensive assistance to victims. As the attorney general stated in her opening remarks, “This series of conferences will provide technical and practical tools to deliver services to victims and ensure criminal investigations include a gender perspective in accordance with international standards and will be very useful for the formulation of strategies that will allow us to exercise our role more efficiently and effectively.”

## JUDICIAL BRANCH (OJ)

*Follow-up to the strengthening of specialized justice.* In the last four years YGJP has focused on expanding the territorial coverage of specialized justice administration, providing technical

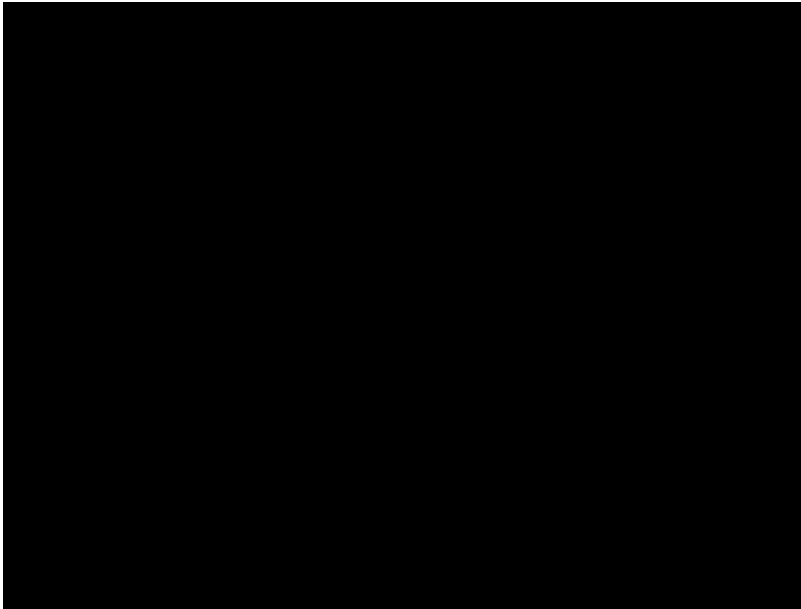


MP

assistance for opening the First Instance Courts and Criminal Sentencing Tribunal for crimes of femicide, other forms of violence against women and sexual violence, including its Comprehensive Care System (SAI). In the first quarter of FY 2020, the project donated furniture and equipment to the Specialized Court and Tribunal recently opened by the OJ in the department of Jutiapa, which will allow services for victims to be improved in that locality.

To continue strengthening specialized justice, in November 2019, YGJP provided technical support to the Judicial Branch's Unit of Control, Monitoring and Evaluation of Specialized Bodies on Femicide and Other Forms of Violence against Women (UCMEFJ) through workshops to distribute roles and functions for the implementation of the Judicial Policy on Care for Victims of Gender Violence related to the crimes of violence against women and sexual violence. Moving forward, the UCMEFJ will direct the technical working group for implementing the judicial policy, with 18 participating national administrative entities.

Subsequently, in February, the working group, with [REDACTED] president of the Women's Commission of the Supreme Court of Justice, presiding, provided a progress update highlighting the publication of the policy and its dissemination plan. The aim of this campaign is for the working group to disseminate the main elements of the policy not only to the general public but also to personnel working in the Judicial Branch.



*Specialized virtual justice proceedings.* In response to COVID-19, in March 2020 the OJ issued guidance on operations to protect the health of its employees and of justice system users. As a result, the work of the specialized sentencing courts for crimes such as femicide and other forms of violence against women and sexual violence was suspended nationwide. According to the OJ's Information and Statistics Center, over the following two months approximately 31,000 hearings related to criminal cases were suspended, a major disruption in the justice system. To mitigate this concern, the Criminal Chamber of the Supreme Court of Justice (CSJ) determined that specialized courts and other judicial bodies would gradually resume work, through virtual means if possible.

YGJP worked with the OJ's Unit of Specialized Bodies on Femicide and Other Forms of Violence against Women and Sexual Violence to hold a technical conference with all judges and magistrates of the specialized justice system nationwide to review the viability of virtual hearings while maintaining social distancing. With the president of the CSJ's criminal chamber, [REDACTED], as the effort's primary champion, the OJ determined that virtual hearings were both viable and essential. YGJP therefore worked with the OJ to ensure appropriate tools to judges and magistrates were available, first piloting the effort with the specialized court of Suchitepéquez because of its reputation for timely case processing and effectiveness. After positive results from the pilot, YGJP then provided technical and logistical support to the Criminal Chamber of the Supreme Court of Justice to begin to scale the effort to five additional specialized courts in the departments of Guatemala, Chimaltenango, San Marcos, and Quetzaltenango. YGJP donated 54 Zoom licenses with 123 room connectors and 67 tablets to the OJ in July and August 2020 and the project expects case processing times to improve considerably as a result.

With these purchases, between July and mid-August, video hearings have been used in 19 specialized courts and three specialized first level courts, with a total of 419 hearings taking place. With these strategic actions, the YGJP continuously contributes to accelerating judicial proceedings through the implementation of telematic tools that incorporate a new way of managing cases in specialized justice courts, which guarantee timely rulings and effective access to justice for victims of GBV in Guatemala.

*Local capacity building and inter-institutional coordination to improve criminal prosecution and care.* During this year, YGJP continued its work to improve and strengthen criminal prosecution and specialized assistance for victims. To that end, the project supported virtual meetings of regional *mesas de articulación de justicia especializada* for victims of GBV in the departments of Chimaltenango, Suchitepéquez, Quetzaltenango, and San Marcos to continue harmonizing procedures and communication to improve times for service delivery and prosecution. Specifically, the *mesas* prioritized identifying and resolving bottlenecks in access to justice for women who have been victims of GBV during the COVID-19 pandemic. For example, with the San Marcos *mesa*, on April 28, 2020 YGJP held a virtual forum to discuss challenges and developments in access to justice for women victims of violence during the COVID-19 pandemic to coordinate responses among justice sector institutions and the lower courts, with a focus on ways to resolve delays in filing of complaints and the issuance of protective orders or other similar security measures. Thirty officials attended, including specialized judges from the OJ, prosecutors from the SWPO-San Marcos, lower court judges and representatives of the PGN, the IDPP, and the National Coordination Office of Free Legal Assistance for Victims of Crime.

*Technical capacity building for specialized justice.* During Quarter 4 of FY 2020, YGJP partnered with the Judicial Studies School (ESEJ) of the Judiciary to offer virtual classes for all Judiciary personnel during the COVID-19 pandemic and offer a virtual training for judicial officers. The training program was titled “Virtual Training Program on Access to Justice with Equality, Human Rights Support, and Due Diligence”. Four modules were included: (1) General aspects of the gender perspective and its application in the judicial sphere; (2) Protection of women’s life and integrity from the gender perspective and with a human rights approach; (3) Protection of women’s sexual freedom and indemnity from the gender perspective and with a human rights approach; and (4) Due diligence and security measures.

## **2.2 SUPPORT FOR GBV VICTIMS**

### **PUBLIC MINISTRY (MP)**

*Incorporation of the Comprehensive Case Management Model (GIC) in the MAI to improve 24-hour support and criminal investigations.* YGJP continued support the Comprehensive Assistance Model (MAI) located in Gerona (Guatemala City). An evaluation was conducted to identify ways in which the MAI and MAINA need to evolve to work within the new GIC. Much of this effort has focused on the impacts of the GIC on how the MAI receives victims and treats new cases. YGJP also worked with the MAI to prepare for its integration into the I’x Kem MAIMI. For example, YGJP facilitated discussions among MAI and MP leadership to plan for a closed-circuit system for interviews that reduces the need for lengthy written interviews and corresponding secondary victimization. This system will allow interviews with victims to be directly linked to the I’x Kem MAIMI and avoid the need for victims to visit court themselves, where they are more likely to see the defendant in person. In addition, YGJP worked with the MAI to consider ways to strengthen its assistance for Mayan-speaking victims by improving access to interpreters, either

face-to-face or virtually via the network of interpreters managed by the Secretariat for Indigenous Peoples. The team also worked with the MAI to create a plan to staff crime scene teams dedicated exclusively to MAI cases. This proposal will be pursued, and it is likely to be implemented in the I'x Kem MAIMI model next quarter. The evaluation conducted at the MAI offices was used as the basis for preparing the the new General Pathway for Women which will be used in the I'x Kem MAIMI.

*Adjustments to the Comprehensive Service Coordination Model (MASI) to align with the I'x Kem MAIMI.* The MASI provides guidance and structure for interinstitutional coordination among justice sector entities to help victims access the care and services they need. This year, YGJP worked with the MP to adjust the MASI to the designs for the I'x Kem MAIMI. For example, the project helped define MASI assistance indicators for MAIMI that will enable staff that are, in the future, dedicated to the MASI to properly identify appropriate services and manage partnerships among institutions via the relevant coordination agreements. In this regard, MASI assistance indicators have been defined within MAIMI where MASI staff will identify services and manage referrals and service delivery for victims. This is another example of people-centered justice, focusing on comprehensive but streamlined services for victims.

*Proposed GBV and domestic violence care pathways during COVID-19.* Due to the rising levels of GBV seen during the COVID-19, YGJP is working closely with the MP in a number of ways to respond. YGJP helped the MP tailor its existing pathway for provide immediate assistance and protection of victims of violence against women and intra-family violence during times of required quarantines. The pathway is grounded in international standards of due diligence and the adoption of temporary measures, recognized in the CEDAW Convention and Belém Do Pará, and includes the following actions: a) a procedure providing for remote requests, applications, processing, and issuance of security measures (or protective orders) for victims of domestic violence and violence against women; b) creation of an immediate response team with members of the MP's and PNC's 1572 emergency call center focused on protection of GBV victims; and c) reactivating the mobile peace courts' ability to process and issue protective orders, thereby strengthening the OJ's response to the crisis. The pathway has been presented to the attorney general who will incorporate its elements into the institutional response provided by the MP throughout the pandemic. Additionally, the attorney general was in communication with the Supreme Court of Justice to request approval for the peace court to begin providing its support once again. The request was approved.

*Strengthening the MP's emergency 1572 hotline and panic button.* YGJP worked with the Women's Secretariat, the SWPO, and the criminal analysis directorate to develop a protocol for the 1572 hotline and the panic button that unifies the guidelines for the staff responsible for these services from the SWPO, the criminal analysis director, and the PNC. This protocol also better defines the services that the hotline currently provides to women victims in times of emergency and establishes joint institutional response mechanisms between the MP and the PNC tailored to meet the needs of women victims during the pandemic.

*Implementation of remote requests for personal protection in Chimaltenango.* With support from YGJP, the MP, and lower court judges, a pathway was designed to allow for victims of GBV to request a security detail or other forms of personal protection remotely. This new process will not only alleviate the need for in-person contact during the pandemic but offers more privacy and flexibility for the victim as only a phone call to the SWPO is required. Once the call is received, a request for the security detail is made to a lower court judge by email or Whatsapp and the approval is communicated back in the same

method. YGJP has succeeded in getting the Chimaltenango Justice Administration System to implement this new process without the need for the national government to make legal reforms or significant investments in resources.

*Technical assistance for the Victims' Coordination and Assistance Department (DCAV) for validating the victim risk measurement Instrument.* During this year, YGJP worked with the Women's Secretariat and the Department for the Coordination of Victim Care (DCAV), in the development of a "Guide to assess risk levels in cases of violence against women". The guide is a tool to strengthen the capacities of the MP assess risk levels for victims and to establish the probability of danger. This allows the MP to generate protection and precautionary measures to prevent violence against women and start to design an individualized response for when the victim arrives at the Attorney General's Office. After circulating a first draft of the risk measurement tool early in FY 2020, a new document was prepared with input obtained from focus groups and necessary changes to accommodate the realities of COVID-19. The revised tool was shared electronically together with a directive for its review and validation by the Criminal Policy Secretariat. When this process concludes, the risk measurement instrument will be considered to be ready for implementation.

## JUDICIAL BRANCH (OJ)

*Follow-up on the implementation of the Specialized Lower Court Assistance Model.* YGJP followed-up on the Specialized Lower Court Assistance Model which seeks to strengthen nationwide assistance and access to justice for women who have been victims of gender based violence in an organized and simplified manner. The model calls for constant assistance and protection for victims at the national level in an immediate, sensitive and effective manner. As a way to commemorate the "International Day for the Elimination of Violence against Women", during the first quarter of FY 2020, YGJP presented results from the model's launch, through on site visits to the Lower Court of San Juan Ermita in the department of Chiquimula and the Lower Court of Santa Catarina Pinula in the department of Guatemala. During the visits, the judges discussed the changes and results they incorporated with the implementation of the GBV victim assistance model. Both visits were attended by [REDACTED], president of the Women's Commission of the Supreme Court of Justice and the Judiciary.

The forum on the "Specialized Lower Court Assistance Model" was organized in the context of the visits, coordinated with the Women's and Gender Analysis Secretariat (SMAG), in Chiquimula on November 22, 2019. Its purpose was to introduce the Specialized Lower Court Assistance Model, which is being applied in the municipalities of Olopa and San Juan la Ermita in the department of Chiquimula, to present the results of its implementation to assist victims of violence against women and domestic violence, and to motivate the judges in the region to implement good practices in their area.

YGJP supported the judiciary's Women's and Gender Analysis Secretariat, in partnership with the President of the Women's Commission of the Supreme Court of Justice, Magistrate [REDACTED], to implement the Specialized Lower Court Assistance Model in 11 lower courts across four departments (Santa Rosa, San Marcos, Huehuetenango, and El Quiché), in addition to the 10 where it had already been implemented in 2019 with YGJP's support.

YGJP also provided technical assistance for the layout and printing of a manual describing the final version of the Specialized Lower Court Assistance Model to disseminate in the new courts. The model was introduced on May 28, 2020 during a virtual event which was attended by 243 judicial officials

nationwide, including lower court judges who were selected for implementation of the model and all personnel from the lower courts. The Specialized Lower Court Assistance Model was presented through a Virtual Training Program provided by the Judicial Studies School. The training was given with technical assistance from YGJP and the SMAG between June 22 and August 30, 2020 to 64 judicial officials from the lower courts where the model was implemented.

### 2.3. PREVENTION

*Awareness raising among judicial officials on the eradication of violence against women.* The Women’s Commission of the Supreme Court of Justice and the Judicial Branch organized a forum on “Challenges to Eradicate Violence against Women in Guatemala” on November 26, 2019 as part of YGJP’s prevention and awareness strategy which was presided over by [REDACTED] the President of the Judicial Branch and the Supreme Court of Justice, [REDACTED]. Fifty officials from the justice administration system, civil society and international cooperation agencies participated in the forum. The purpose was to raise awareness about the progress made in Guatemala to eradicate violence against women and to present the challenges currently faced despite the fact that 10 years have passed since the Law on Femicide and other Forms of Violence against Women came into force, it is still the most widely reported crime at the national level.

*Module on Human Mobility with an Emphasis on Human Rights and Comprehensive Support for People in Situations of Greater Vulnerability.* This quarter YGJP worked with the ESEJ to create a virtual module to strengthen the capacity of judicial personnel on access to justice for the population in conditions of human mobility. Accordingly, virtual focus groups were held with judges at the national level in the central, eastern and western regions from May 6 to 8, 2020. As a result of these focus groups, a training module called “Human Mobility with an Emphasis on Human Rights and Comprehensive Assistance for the Most Vulnerable People” is the final product. This module was presented to the ESEJ, which thanked the YGJP for its contribution to the training of the Judiciary’s judicial and administrative personnel. It is expected that during the next quarter the content of this module will be imparted virtually in order to initiate virtual training programs through the ESEJ platform, and thus train all national judicial and administrative personnel who receive the training notifications to be published by the ESEJ. The technical assistance provided by the YGJP also consisted of training the first cohort which was made up of approximately 75 judicial officials at the national level who registered, after having shown interest in the topic. The training program took place from September 1-30, 2020.



Cover of the Module on Human Mobility with an Emphasis on Human Rights and Comprehensive Support for People in Situations of Greater Vulnerability. April 2020





SVET

### III. RESULT 3: GOVERNMENT OF GUATEMALA’S RESPONSE TO TIP STRENGTHENED

Due to lower year-on-year funding for YGJP in FY20 than prior years, the project worked with USAID to prioritize a more limited set of actions in Result 3 than in the past. Nevertheless, thanks in part to prior FY activities, such as the “Denuncia La Trata” public awareness campaign and a new regional prosecutor office in Quetzaltenango dedicated to trafficking cases, the government of Guatemala remains on Tier 2 of the State Department’s 2020 Trafficking in Persons Report. No longer is it on the Tier 2 watchlist, reflecting its significant efforts to meet the minimum standards for the elimination of trafficking. While there are still important steps the government needs to take, this represents significant progress from the time YGJP started four years ago.

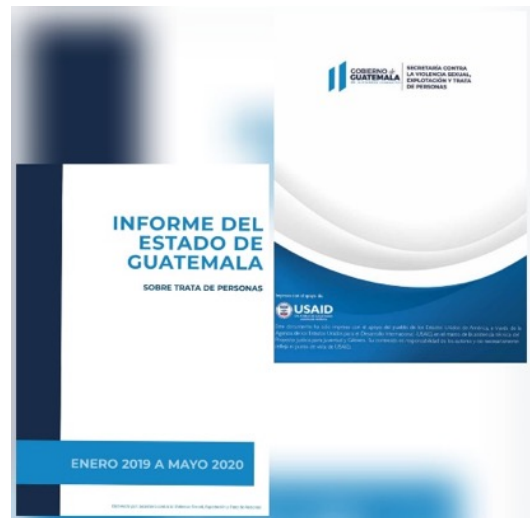
*Measuring TIP public awareness.* During the first half of FY 2020 YGJP worked with JMatute, a Guatemalan data and analytics firm, to conduct a mid-term evaluation of awareness of trafficking in persons within the general population in Guatemala, the project’s Indicator 15. This company was selected based on its experience in this area, having completed the baseline assessment in 2017. The purpose of the mid-term evaluation was to determine progress or advancements since the baseline was conducted. It is important to note that this mid-term survey was delayed to FY20 because of the acute budgetary reductions late in FY19. A total of 2,116 interviews were carried out during this evaluation, 1,320 of adults (533 men and 787 women) and 796 of young people (416 boys and 416 girls).

The survey did not indicate an increase in awareness at the national level compared with the baseline survey. There are several possible reasons for this finding. First, due to dramatic funding reductions in FY19, the project needed to postpone the mid-term survey measuring relative changes in public awareness of TIP for Indicator 15 from mid-FY19 to mid-FY20. The project had completed its public communications campaign and related activities midway through FY19. As a result, the completion of the midterm survey was approximately one year after the awareness campaign. In that time, it is likely that the messaging and public memory of the campaign itself faded. Therefore, we consider it difficult to draw clear conclusions from the survey, at least at the national level.

Nevertheless, the survey also revealed data at a departmental level that illuminates more specific results that may correspond with certain more intensive elements of the public awareness campaign with the PDH and other counterparts like SVET. For example, the project worked in Escuintla with SVET to raise awareness in high-traffic tourism areas of TIP, an effort done around the same time as the “Denuncia La Trata” campaign with PDH. Possibly for these reasons, the mid-term survey (though delayed) demonstrated that the awareness of TIP in Escuintla was at least 0.6 percentage points greater than the between the national finding. In addition, Guatemala and Retalhuleu showed even more significant differences in public awareness: 10.5 percentage points and 6.8 percentage points, respectively. In Guatemala, the most densely and heavily populated department of the country, the Denuncia La Trata campaign naturally invested greater resources in communications efforts. In Retalhuleu, the department with the greatest number of seasonal migrant workers, a relatively higher percentage of the local population is often affected by TIP and therefore potentially more receptive to public awareness messaging. For this reason, the project also worked via PDH and the Ministry of Labor to focus messaging and communications on TIP in Retalhuleu. For these reasons, while the national survey did not reveal significant change in TIP awareness, it is likely that TIP awareness did increase in certain more targeted population areas that reflect counterpart priorities.

*Continued support to SVET.* Although the activities this year in Result 3 were limited for budgetary reasons, the project continued targeted work to consolidate and sustain past efforts with the Secretariat Against Sexual Violence, Exploitation and Trafficking in Persons (SVET) and the Human Rights Ombudsman’s Office. Over the two prior years, these two institutions were the primary YGJP entry points for the public awareness campaigns: “Protecting our Greatest Treasure” (2017) and “Denuncia La Trata” (2018). Despite limited funding, and the COVID-19 pandemic, these institutions have taken advantage of opportunities available to continue these campaigns. For example, the SVET has been working with the National Committee against Sexual Exploitation of Children and Adolescents in Travel and Tourism (MENACESNNA) to continue dissemination of the messaging embedded in the “Protecting our Greatest Treasure” campaign via several tourism-related entities and their websites, an important example of private sector engagement. Examples include the Guatemalan Tourism Institute, the Guatemalan Association of Small Hotel Owners, the Chamber of Tourism, the Guatemalan Convention Bureau, the Tourist Security Division, and the Guatemalan Hotel Owners Foundation. Other groups, such as AgExport, have also committed to adhering to the MENACESNNA code of conduct as part of their corporate social responsibility efforts.

In addition, YGJP worked with SVET to develop a strategy to attract international donors and identify new initiatives that fit the vision and plans of the new SVET administration. YGJP supported the SVET by printing the government of Guatemala’s Report on Trafficking in Persons to disseminate information nationwide from the institutions which make up the CIT about work being done to combat TIP (see box inlay). These actions relate to the prevention, detection, and identification of



Cover and back cover of the government of Guatemala’s Report on Trafficking in Persons. 2020

trafficking in persons, as well as to the prosecution and punishment of aggressors and support for and repatriation of victims.

Finally, YGJP worked with SVET to strengthen its management of the National Registration System on Trafficking in Persons (SNAT), assessing the effectiveness of its data collection and analysis. As a result, SVET was able to identify areas for improvement of its collection and processing methods for information from the 33 different institutions that comprise the CIT, and its subsequent analysis. Cited in the US Department of State's Trafficking in Persons Report as a significant advancement for Guatemala, this effort better positions SVET to educate policymakers and decisionmakers within the government on tactics and strategies to combat TIP.

*Development of protocols and models for shelters for TIP victims.* Also, with SVET, YGJP provided technical assistance to develop and present a protocol for supporting migrant women who are victims of trafficking in persons during year 4. This new protocol allows the SVET to implement the provisions in the "Comprehensive Assistance Model for Adult Migrant Victims of Sexual Violence, Exploitation and Trafficking in Persons in Temporary Specialized Shelters," developed with YGJP in FY19.

*Institutional strengthening.* Building on YGJP's work during the past year, to assist the Inter-institutional Commission Against Human Trafficking (CIT) with the development of their 2020 work plan, YGJP participated in the monthly virtual meetings of the CIT's Subcommittee on Detection, Care, Protection and Repatriation to design a guidance document focused on integrated care for LGBTIQ+ victims of trafficking in persons. This plan was presented to the Vice President of Guatemala, the institutions that make up the CIT, and international donors.

*Continued expansion of TIP victims receiving services.* In addition, the project observed that the number of TIP victims receiving services in FY20 provided with USG assistance, Indicator 12, continued to grow, despite more limited activities. As a result, the project stands at 131 percent of its FY20 target and 164 percent of its life-of-project target. The most likely reason for this continued growth is the expansion of its training strategy with several counterparts during Year 3 in FY19. With several counterparts (the Human Rights Ombudsman, SVET, Refugio de la Niñez, and La Alianza) the project expanded training to four more departments than initially planned based on need: Santa Rosa, Huehuetenango, Totonicapán, and Quetzaltenango. In the process, additional workshops served to strengthen SBS staff understanding and knowledge to improve their services to TIP victims in their care. With the PGN, the project strengthened identification and care of TIP victims in seven more departments than initially planned (Chimaltenango, Quetzaltenango, Retalhuleu, Suchitepéquez, Izabal, Jalapa and Zacapa). Finally, the project's creation of a new TIP specialized prosecutor office in Quetzaltenango also contributed to the project's considerably higher than planned progress toward this annual target. Despite the fact that the project's lower funding levels than past years have restricted its ability to train first responders during FY20, these past efforts, particularly in FY19, have continued to result in more victims of TIP identified and channeled toward appropriate services.

## IV. COMMUNICATIONS

This year, YGJP's communications assistant designed various materials highlighting the work under the project components, including the following bulleted examples. Please refer to Annex A for the success story "Innovating specialized justice in Guatemala during COVID-19".

- Cover, back-cover, document layout and invitation for the SBS's Guidelines for Unaccompanied Migrant Children who have been returned from Mexico and the USA, during Covid-19.
- Cover for the SBS's Attention Protocol for Adolescents that use psychoactive substances.
- Cover for the SBS's Attention Protocol for Progressive and Independent Life.
- Covers and documents layout of eight OJ training modules Childhood and Adolescents Modules.
- Design of the MAINA's COVID-19 Prevention and Protection Protocol for Children and Adolescents that visit.
- Created the Casa Mujer presentation and graphic of the future design for the Casa Mujer building and grounds for the President
- MAINA material for March 13 (social network post for institutions, brochure, posters and others)
- Cover of Migrants in Vulnerable Situations
- Cover and digital presentation of the Protocol for Institutional Supervision for the SBS
- Design of the cover and brochure of the Specialized Attention Model for Peace Courts for the OJ
- Graphic and organizational chart for MAINA
- Cover of the Module of the Defense Strategies of ACL Sanctions for the Public Defense Institute

Throughout the quarter, the assistant submitted weekly updates and calendars of weekly events, and provided direct design and editing services. Due to COVID-19 the communications assistant did not accompany project staff to events as all activities have been virtual. Nevertheless, she participated in online activities and gathered information for success stories and other communications materials. The assistant also worked closely with MP communications staff to assure that activities had proper social media coverage.

## V. OPERATIONS AND MANAGEMENT

This section summarizes significant operations and management-related activities carried out by YGJP from October 1, 2019 to September 30, 2020.

### 5.1. OPERATIONS

*Contingency plan and Closeout Plan.* In August 2019, YGJP submitted a contingency plan that was approved by USAID on October 10, followed by a revised contingency plan that was submitted in early April 2020 and then again in June 2020. Per this approved plan, YGJP will donate equipment from its now-closed regional offices to project beneficiaries according to the approved disposition plan. On September 1, 2020 USAID approved YGJP's close out plan. This plan described how YGJP will continue to deliver on its mandate for counterparts and the U.S. government while completing all the necessary steps for the project to close by November 30, 2020.

*Disposition plan.* In September, 2020 YGJP received USAID approval to dispose of project equipment [REDACTED] to the following GOG institutions:

TABLE 1. GOG INSTITUTIONS TO RECEIVE EQUIPMENT PER DISPOSITION PLAN	
Public Ministry	Integral Attention Model for Childhood and Adolescence (MAINA)-Xela
Judicial Branch (OJ)	Integral Attention Model on Criminal Juvenile Justice (MAIJU)
National Institute of Forensic Sciences (INACIF)	
Executive Secretariat of the Commission Against Addictions and Illicit Drug Trafficking (SECCATID)	

*Key personnel.* The project continues to be led by Chief of Party (COP) Hugo Ayala.

*Human resources.* During FY2020 three staff members departed the project, although during the last quarter there was no staff turnover. Please refer to Annex B for the organizational chart updated as of Sep 30, 2020.

TABLE 2. STAFF DEPARTURES FY20	
LT LOCAL PROFESSIONAL	
1	Grants Coordinator
2	PGN Assistant
3	Monitoring and Evaluation Assistant

*Safety and security.* The project continued to enforce established safety protocols and updated the Emergency Action Plan and list of contacts to keep information up to date. The main safety concern this year has been and remains the COVID-19 pandemic. Given the Guatemalan government's decree in response to the COVID-19 pandemic, all YGJP staff are working from home until further notice. To ensure uninterrupted delivery of support to the maximum extent possible, the team has distributed laptops and related AV equipment to staff as appropriate. This has enabled staff to continue to push

forward activities with counterparts. Consultants have also continued to deliver virtual trainings and other technical assistance wherever possible. Occurrences of note during the year included:

- Emergency meeting in the U.S. Embassy in Guatemala, on January 7, 2020. Due to political tension between Iran and the U.S., the Embassy provided safety information to all American companies that are part of the Overseas Security Advisory Council (OSAC).
- Confirmation of the first COVID-19 case in Guatemala, on March 13, 2020. During May 2020, the project participated in a virtual meeting with USAID's implementing partners during which USAID/Guatemala provided timely updates on different topics, among those were COVID-19.

*Home office support.* In November 2019, a home office grants specialist visited the project to audit grants and provide a work plan to formally close all grants. YGJP was able to complete the grants close-out process by the end of Quarter I. Weekly virtual meetings are held to follow-up on important activities, review the budget, and ensure the project remains on track to meet results and indicators.

## **5.2 CONSULTANTS**

From October 2019 to September 2020, the project hired several short-term consultants including both third country nationals and local consultants to provide a wide variety of support to the project in line with the approved project work plan.

New consultancies during the past quarter:

- Implementation of the Integral Attention Model for NNA for the MP
- Capacity building for MP personnel to implement the new Comprehensive Case Management Model for the Women's Prosecutor Office
- Technical assistance for the implementation of the Management Model and MAINA's Court Operations Manual
- Strengthening of the Municipal Prosecutor Offices to provide gender-sensitive support for GBV victims.
- Technical assistance to the MAINA to address ongoing cases and/or follow-up by the MP.
- Design and implementation of a criminal research methodology for crimes committed against children and adolescence.
- Capacity building for MP staff in Quiché to implement the Comprehensive Case Management Model (GIC) and new GIC cases in the Integral Attention Model (MAI) in Guatemala City.
- Capacity building for the Women's Secretariat and MP Women's Prosecutor Office through the creation and implementation of a single window model in the women's prosecutor agency

in four departments of the country and follow-up support to the ongoing single windows implementation in Chimaltenango and Sacatepéquez.

- Technical assistance to the youth component in Juvenile Justice and Childhood Protection topics.
- Creation of the e-learning module on access to justice with an emphasis on human rights of vulnerable populations \ and migrant women.
- Technical assistance in the implementation of the Defense Strategies Module in ACL sanctions.
- Strengthening of the General Procurement Office and Social Welfare Secretariat on Childhood Protection and adolescence in conflict with the law.
- Implementation of e-learning training modules for Peace Judges on Childhood and Adolescence.

### 5.3 SUBCONTRACTS

#### U.S. SUBCONTRACTS

*Transnational Development Associates (TDA)*. Under this subcontract, TDA provides leadership, coordination, and technical support to YGJP in the planning, implementation, and ongoing monitoring of programming as it relates to Component 2, court administration, and the creation and consolidation of the National Vulnerable Populations Protection System (NVPPS). Through the GBV Component Leader on staff, TDA continues to provide specialized technical assistance to improve Government of Guatemala (GOG) services for GBV victims. The period of performance for this subcontract is June 1, 2016, through January 31, 2021. TDA's obligation will last through November 30, 2020.

*Center for Court Innovation (CCI)*. Under this subcontract, CCI provides technical assistance, drawing on best practices and lessons learned from other Latin American and international references to introduce innovative ideas to reform the juvenile justice system and increase access to justice for GBV survivors. Work under this subcontract remains suspended due to lack of funding. However, CCI continues to liaise with the project team on a pro bono basis and, during this quarter, held virtual meetings with the YGJP, con la Protection Secretariat for Childhood and Adolescence and Criminal Juvenile Justice, Court no. 1 for Adolescents in Conflict with the Law, and the computing and telecommunications Center of the Judicial Branch, to acquire the online platform. The period of performance for this subcontract is from December 15, 2016, through February 7, 2021.

#### LOCAL SUBCONTRACTS

*Fundación Sobrevivientes (FS)*. Under this subcontract, FS contributes to strengthening the GOG's litigation strategies and increasing accusations and sentences in GBV, sexual violence, and femicide cases. Due to the funding shortage the subcontract was suspended in July 2019. In May 2020, modification No.

5 was executed and the subcontract was formally closed. [REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

*JMatute company.* Under this subcontract, which concluded in May 2020, EMPRESA J MATUTE developed the mid-term evaluation assessing the level of awareness within the Guatemalan general public surrounding trafficking in persons in Guatemala. The purpose of the evaluation was to compare it with the base line assessment from 2017 and verify if there was a change in the knowledge about TIP in the Guatemalan population. [REDACTED]  
[REDACTED]

*Contadores Públicos y Auditores (CPA) Consultores Empresariales.* Execution of this subcontract continues satisfactorily, with Chemonics having received financial statements through July 2020 by the end of the quarter. Under this subcontract, CPA registers operations to ensure compliance by Chemonics's local branch with Guatemala's Tax Administration (SAT), Ministry of Labor, and the Guatemalan Social Security Institute (IGSS). [REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

## GRANTS MANAGEMENT

Currently, the project does not have any active grants. All grants were successfully closed during Q1 FY2020.



### 5.3. PROCUREMENTS FOR GOG COUNTERPARTS

TABLE 3. SUMMARY OF TECHNICAL SUPPORT COMMODITIES PROCURED FOR GOG INSTITUTIONS IN THE QUARTER			
NAME OF RECIPIENT INSTITUTION	NATURE OF ITEMS PROCURED		
MP	Equipment		
	Furniture		
IDPP	Equipment		
	Furniture		
SBS	Equipment		
	Furniture		
PGN	Equipment		
INACIF	Equipment		
	Software-Virtual platform		
OJ	Equipment		
	Software-Virtual platform		

## VI. MONITORING AND EVALUATION

This section presents project achievements and quantitative analysis of performance during FY2020, based on Activities Monitoring and Evaluation Plan (AMEP) approved indicators. Please see the FY20 YGJP M&E report for more detail.

Type	Performance Indicator	Base-line	FY 2017		FY 2018		FY 2019		FY 2020		LOP Planned (e)	LOP Progress (a+b+c+d) / e
			Target	Achieved (a)	Target	Achieved (b)	Target	Achieved (c)	Target	Achieved (d)		
Cross-Cutting	1. Number of judicial personnel trained with USG assistance (F code DR.1.3-1)	0	620	730	700	411	700	427	680	645 (95%)	2,700	2,213 (82%)
	2. Number of CSOs receiving USG assistance engaged in advocacy interventions. (F code DR.4.2-2)	0	55	55	29	20	29	27	12	0	55	n/a <sup>1</sup>
	3. Number of youths receiving services with USG assistance (DGO Results Framework USAID 1.2.2-3)	0	0	0	10,000	15,846	44,000	81,072	63,000	44,590 (71%)	117,000	141,508 (121%)
	4. Number of USG-assisted courts with improved case management systems (F code DR.1.5-1)	0	8	9	70	72	70	84	70	319 (456%)	218	484 (222%)
Result 1	5. Number of children receiving services with USG assistance	0	n/a	n/a	2,600	7,586	17,000	27,677	23,000	26,981 (117%)	42,600	62,244 (146%)
	6. Number of ACL dejudicialized under the PINA Law by target institutions	189	n/a	n/a	195	619	201	3,182	207	771 (372%)	603	4,572 (758%)
	7. Number of ACL beneficiaries with alternatives to the deprivation of liberty granted by a judge in target courtrooms	1842	n/a	n/a	685	694	2,150	1,464	2,300	1,565 (68%)	5135	3,723 (72%)
	8. Number of ACL participating in rehabilitation and reintegration programs supported by USG	0	50	0	250	365	1,900	2,548	1,900	1,260 (66%)	4100	4,173 (102%)
Result 2	9. Number of accusations of GBV requested by targeted Public Prosecutor offices	530	n/a	n/a	535	546	3,050	3,834	4,800	2,857 (60%)	8385	7,237 (86%)
	10. Number of cases of GBV with final resolution in specialized target courts and tribunals.	1206	n/a	n/a	1300	911	1,890	2,549	3,000	1,784 (59%)	6190	5,244 (85%)

<sup>1</sup> Per the performance indicator reference sheet in the approved YGJP AMEP, LOP targets are not cumulative.

Type	Performance Indicator	Base-line	FY 2017		FY 2018		FY 2019		FY 2020		LOP Planned (e)	LOP Progress (a+b+c+d) / e
			Target	Achieved (a)	Target	Achieved (b)	Target	Achieved (c)	Target	Achieved (d)		
	11. Number of people reached by a USG-funded intervention providing GBV services (e.g., health, legal, psycho-social counseling, shelters, hotlines, other) (F code GNDR-6)	0	20,000	18,931	25,000	25,349	30,000	82,043	35,000	46,205 (132%)	110,000	172,528 (157%)
Result 3	12. Number of victims of TIP receiving services provided with USG assistance (Archived ref. F Code 1.5.3-18)	0	130	6	145	404	150	338	160	210 (131%)	585	958 (164%)
	13. Number of potential first responders trained in TIP identification techniques	0	110	100	500	790	500	740	500	0	1610	1,630 (101%)
	14. Number of anti-TIP policies, laws or international agreements strengthened and/or created with USG assistance (Archived ref. F code 1.5.3-19)	0	3	3	8	4	5	7	3	1 (33.33%)	19	15 (79%)
	15. Percent change of target population that shows an awareness of TIP (Archived ref. F code 1.5.3-13)	6.2%	n/a	n/a	n/a	n/a	10% Over BL	n/r	n/a	6.2%	15% over baseline	n/a
Context	16. Number of GBV complaints filed with the Public Prosecutor's Office	59,839	n/a	59,839 (baseline)	n/a	49,935	n/a	50,147	n/a	49,576	Not cumulative or projected because it is a context indicator	
Service Satisfaction	17. Percent change in the degree of citizen satisfaction with service delivery by target institutions. (DGO Result Framework USAID 1.1-1)	70.3% Service satisfaction	n/a	n/a	n/a	n/a	2% Over BL	6.7% Over BL	n/a	12%	5% Over BL	12%