



**INTER-AMERICAN INSTITUTE OF HUMAN RIGHTS
COOPERATIVE AGREEMENT EDG-A-00-02-00030-00**

PSYCHOLOGICAL SUPPORT FOR VICTIMS OF TORTURE IN THE INTER-AMERICAN SYSTEM

1. General Framework

During the reporting period (January-March 2004), several coordination meetings were held at different levels to ensure the smooth operation of the processes involved in the project. With regard to the coordination between the IIHR and CEJIL, Liliana Tojo and Gilda Pacheco held meetings on the work of the two institutions, on March 9th. Liliana Tojo is an attorney and the manager of the CEJIL Office in Brazil. She was designated as her organization's representative to coordinate the project activities.

The work sessions took place from March 7th – 9th, in Washington DC. The main aim was to improve interdisciplinary coordination in the following areas:

- Evaluation of the work done in 2003
- Cases to be included in the project in 2004
- Procedure for assigning experts to cases and coordination arrangements
- CEJIL training process
- Manual to guide the psychological support process

An especially important technical point discussed was how to establish differences between witnesses and experts, and coordination with the local support agencies.

The participants decided to create a combined strategy for assigning the experts, based on the specific characteristics of each case. The experience so far has shown that in some cases it is necessary to separate the functions of expert appraisal and psychological support. This ensures that the expert appraisal is not "contaminated" by close contact with the victims. It will also make it possible to incorporate new specialists into the process and permit them to gradually familiarize themselves with the system, gain experience and build relationships of trust with the legal teams. There will be cases in which the separation of the two functions (expert appraisal and psychological support) is warranted, and others in which it is not. This alternative will have to be evaluated on a case-by-case basis. The aim is for team members with experience in presenting expert appraisals to the Court to work with other specialists, and thus pass on their experience. These other specialists will form part of the team-network, unless an unusual situation arises.

This new, combined strategy calls for a budgetary modification that will be duly requested.

Gilda Pacheco and IIHR Executive Director Roberto Cuéllar also held coordination meetings with USAID officials Steve Hendrix and Maria Barrón on March 9th, during the Commission's

119th regular session. They discussed the progress of, and the obstacles encountered by, USAID-financed IIHR projects.

During January and February, the training process for CEJIL staff was reviewed, with a view to redesigning and continuing with it this year. The training was resumed in March and further activities will take place over the course of the year. There will be a short, very specific meeting during the sessions of the Court and the Commission (October and November), and general training at other points in time. Initially, the plan was for all training to take place during the sessions of the Court and Commission. However, experience has shown that the attorneys are extremely busy during the sessions, and special meetings for training will therefore be needed. The dates for the general training have yet to be decided, and will depend on the final proposal for the training modules, which is currently being drafted.

2. Annual Goals

- To consolidate the team-network of specialist professionals for providing comprehensive psychological support for victims of torture with cases before the protection bodies of the Inter-American System
- To influence the development of the jurisprudence of the Inter-American Human Rights Court and the recommendations of the Inter-American Human Rights Commission, with regard to psychosocial reparations in torture cases

3. Implementation of the Project

3.1. Coordination of the Team-Network of Specialist Professionals

3.1.1 Description

To coordinate the work of the team-network of specialist professionals, a specialized section was designed for the IIHR website in 2003 entitled "Team-network of the project for psychological support to victims of torture in the Inter-American System" (See Annex: Specialized Section).

During the reporting period (January-March 2004), new input was posted on the specialized section that is useful for the work of the professionals who provide psychological support to victims of torture in the Inter-American System.

During the previous quarter (October-December 2003), a discussion/ mailing list was created to disseminate the content of the specialized section, and to enable the members of the team-network to engage in dialogue. During this quarter, further messages were sent to the subscribers on the distribution list.

3.1.2 Method

The following activities were undertaken to provide further input for the specialized section:

- Preparation of a glossary of psychosocial terms to help create a baseline for the theoretical and practical work of the specialists, and a psychological and legal lexicon that both psychologists and attorneys can understand. The glossary presently contains 63 terms.

- Systematization of 20 cases involving torture and forced disappearance that the Court dealt with between 1998 and 2003. The information on each case includes the facts alleged, the Court's main decisions, the expert psychological appraisals carried out and their characteristics, the petitioning or co-petitioning NGOs, and a link to the complete text of the document on the Court's website.
- A number of articles on specific subjects related to the project components were also posted on the Web page. There are currently 21 articles written by members of the team-network and the IIHR and CEJIL teams of specialists.

The electronic discussion list is moderated by the IIHR's project team. The messages received from the specialists are forwarded promptly to all the people on the list. Copies are also available via the specialized section.

3.1.3 Background / Rationale

Created last year, the consolidation of the project team-network in 2004 is annual goal No. 1. A meeting of the team was held in August 2003 to establish the methodological guidelines for providing comprehensive support to torture victims. A specialized section was created with a view to consolidating the team-network in 2004, and an electronic discussion list was designed to enable the team members to coordinate their work and communicate with each other.

The section was launched on December 10th 2003, and new input is being added all the time.

3.1.4 Institution(s) Responsible and Coordination

The IIHR team is responsible for coordinating the work with the team-network of specialist professionals.

3.1.5 Intermediate Steps

- Communicate with the team-network via the discussion list
- Edit and post new input on the specialized section

3.1.6 Results or Outputs

- Operation of the electronic discussion list
- Specialized section at the disposal of the team-network
- Systematized jurisprudence of cases involving torture considered by the Inter-American Court

3.1.7 Impact indicators

"Team-network has better understanding of the methodology used to provide comprehensive psychological support"

"Further strengthening of the team-network"

The team-network has been strengthened because members can now communicate with each other, and exchange ideas and information via the specialized section and discussion list. As they are able to access the systematized jurisprudence, the psychosocial glossary and the

articles on specific subjects, the members of the team-network are continually learning more about psychological support for victims of torture in the Inter-American system.

Means of Verification:

- 19 messages distributed via the discussion list between January and March
- Systematization of 20 cases of torture and forced disappearance resolved by the Court
- 63 psychosocial terms relating to torture

3.2. Comprehensive Psychological Support for Victims of Torture or Their Relatives

3.2.1 Description

The cases that will be heard during the Court's 62nd Period of Regular Sessions were announced on March 30th. However, the project already knew about some of them unofficially, and the process of assigning psychologists had gotten under way. *Molina Thiessen vs. Guatemala* and *Panchito López vs. Paraguay* are two cases in point.

The IIHR form *Survey to Evaluate the Quality of the Psychological Support* was presented during a CEJIL staff meeting (February 27th). It will be used to evaluate the quality of the process.

3.2.2 Method

Based on the experience acquired in 2003, and given the complexity of the cases, project staff decided to create a flexible strategy for assigning experts, taking into consideration the specific characteristics and needs of each case. Some cases may require two psychologists, as part of a combined strategy for action that may vary from case to case. One expert may provide support to the victims while another prepares the expert appraisal, or one may provide support and offer an expert appraisal, while the other supports and supervises the process.

For example, in *Panchito López vs. Paraguay* Ana Deutsch will give an expert appraisal to the Court, and Carlos Portillo will provide psychological support to the victims. This decision was made based on Ms. Deutsch's extensive experience in presenting expert evidence to the Court, and the fact that Mr. Portillo is familiar with the victims, as he resides in the same country and speaks their native language (Guaraní). Both experts are members of the project's team-network.

This type of flexible intervention was not envisaged at the start of the project. No one realized how complex some cases could be and the specific conditions that might be involved. This strategy will enhance the support provided to the victims, and ensure that cases are litigated properly. Ultimately, victims will also receive better reparations.

In *Molina vs. Guatemala*, coordination was required between the expert assigned to the case, Alicia Neuburger, and the psychologist who assisted the family prior to the process before the Court.

The form for evaluating the quality of the psychological support was presented to CEJIL's staff, to sensitize the team to the importance of obtaining this information. The assessment of the cases handled during the first year was evaluated, and different options were proposed for collecting data.

3.2.3 Background / Rationale

The goal in 2004 is to provide psychological support in six cases involving torture considered by the Inter-American System (five by the Court and one by the Commission).

In 2003, comprehensive psychological support was provided in three torture cases. This experience was used to plan the continuation of the process in 2004.

3.2.4 Institution(s) Responsible and Coordination

The IIHR and CEJIL teams of specialists coordinate with each other in selecting and assigning the experts for each case. The IIHR is responsible for hiring the specialist professionals.

3.2.5 Intermediate Steps

- Beginning of the formalities involved and coordination of the process of assigning experts to the cases

3.2.6 Results or Outputs

There are no outputs yet, as the hearings have not taken place and the reports on the psychological support provided have not been presented.

3.2.7 Impact indicators

“Improvement in the quality of the psychological support provided to victims of torture with hearings before the bodies of the Inter-American System”

“Victims more aware of the importance of their presenting their case before the Inter-American System”

“More and better-quality documentation on practices for supporting victims of torture”

“Judgments deal with the question of psychosocial reparations in greater depth”

“Contributions to the methodology for providing comprehensive psychological support”

None of the impact indicators have been met because the activities have not yet been implemented.

The staff decided to eliminate the indicator *“Judgments deal with the question of psychosocial reparations in greater depth,”* because it is very hard to measure this indicator. Judgments may be influenced by a large number of variables, and determining the precise extent to which the psychological appraisal influenced the judgment is extremely difficult.

3.3. Training and Support for CEJIL Staff

3.3.1 Description

Updating of the information on the project objectives

As mentioned in previous reports, due to the project's special, innovative characteristics CEJIL has to ensure that its staff maintains constant, smooth communications with each other. The aim is to prevent any mismatch between the activities implemented and the main objective of providing psychological support to torture victims whose cases are litigated in the Inter-American Human Rights Protection System, and thereby impacting their outcome.

As part of these efforts, a meeting to provide further information about the project was scheduled for the attorneys who were in Washington for the hearings of the Inter-American Commission on Human Rights. More structured than previous activities of this kind, the meeting took place February 27th at CEJIL's offices in Washington. A large number of CEJIL attorneys and administrative staff were able to take part, thanks to the hearings taking place at the same time.

Training plan

CEJIL prepared a training plan for its team that will be implemented during 2004, as follow-up to the process initiated in 2003. (See Annex: CEJIL Training Plan).

The plan establishes the topics that the experts will deal with, based on the list of cases that could be included in the project. Some of the topics included were:

- Special points related to the torture practiced by security forces
- Special points related to the torture of children
- Special points related to forced disappearances
- Special points related to cases that include gender violence

This plan was presented at the meeting of CEJIL staff on February 27th. In addition to the meeting with all the staff present in Washington, a meeting of senior officials was set up to clarify certain, more specific aspects of the implementation of the project during 2004. One of the points discussed was the inclusion in the organization's annual schedule of some training activities that will require the attendance of staff from different offices. This meeting took place on March 9th. The participants were Viviana Kristicevic, Liliana Tojo, Soraya Long, and Tatiana Rincón.

It was reiterated that staff members may consult the experts about difficult psychological situations that arise from torture cases.

3.3.2 Method

Updating of the information on the project objectives

At the CEJIL staff meeting (February 27th), Liliana Tojo made a presentation divided in two parts. The first dealt with general information about the project objectives and the goals for the year. She also described the work involved when a specific case is included in the project - practical considerations such as reports, the time available, and specific administrative procedures, and the litigation strategy (documentation of the case, role of the expert, impact sought).

The second part of the presentation involved a discussion of specific situations that could arise in different cases that could be of interest to the project. This exchange of ideas was particularly useful, as a number of complex issues were resolved using hypothetical scenarios based on specific cases. The primary objective was to help the staff grasp the innovative nature of the project and the need to guarantee alternatives for its implementation that are in keeping with the spirit of the objective proposed - to provide the best possible support to the victims and thereby have an impact on the outcome of the cases.

Training plan

In line with the training plan prepared by CEJIL, a workshop entitled *Aspects of counter-transference* took place on March 7th, in Washington. The activity was included in the meetings scheduled for the staff, which meant that all the attorneys/assistants arranged to prolong their stay so they could participate in the event.

Debora Munczek, a member of the project's team of specialists, organized the workshop. CEJIL attorneys and administrative staff took part.

The objective of the activity was to present the staff with theoretical information on the subject matter of the workshop. It was then analyzed and discussed based on the specific experiences of each participant. The personal experience of each participant was related to / contained in the theoretical framework.

The expert in charge was asked to produce the proceedings of the activity, which she is now doing.

3.3.3 Background / Rationale

The training for CEJIL staff began in 2003. The aim in 2004 is to continue with the process, taking advantage of the experience gained, and implementing a more structured training plan that is consistent with the project objectives.

The training for CEJIL will directly benefit torture victims, as they will have a litigating team that is better equipped to deal with the difficult emotional situations that arise in such cases.

3.3.4 Institution(s) Responsible and Coordination

CEJIL's team of specialists, in coordination with the IIHR, selects the professionals who conduct the staff training.

3.3.5 Intermediate Steps

- The experts were selected to provide the training
- The topics to be covered were planned, and coordinated with the experts
- The meeting and workshop were included in the schedule of CEJIL's staff

3.3.6 Results or Outputs

- Training plan for the CEJIL team
- 19 CEJIL staff members (legal professionals and other members of the team) received training.

3.3.7 Impact indicators

“CEJIL team better equipped to deal with psychological aspects of cases involving torture”

“Legal team better able to meet the needs of the torture victims”

Means of Verification:

- Schedule of meetings of CEJIL staff
- Program for workshops
- Report submitted by the specialist who provided the training

3.4. Litigation of Torture Cases before the Inter-American System

3.4.1 Description

Preparation and implementation of visits to the region

During the reporting period, the project planned and carried out a mission to Paraguay related to the Panchito López case. The Inter-American Court scheduled a hearing for the first week of May to consider the merits of the case.

Requests for hearings

During the March 1st -5th session of the Inter-American Commission, no hearings took place related to cases in which the project is involved. In 2004, only one case is scheduled to be heard by the Commission, and a hearing will be requested for the sessions in October. However, to continue sensitizing the Commission to the seriousness of the problem of torture in the hemisphere, even though it is not included as a direct output of the project, general hearings were held on torture in Brazil -during which a report was presented that has also been published- and on the situation of teenage prisoners in Nicaragua (an individual case is pending, known as “Tipitapa,” that could be included in the project).

During the reporting period, the Inter-American Court announced dates for hearings of cases that are to be included in the project. On March 1st, the Court issued several resolutions in which it set the dates for hearings to consider the merits of the cases *Panchito López vs. Paraguay* and *Molina Thiessen vs. Guatemala*,¹ as well as the hearing on preliminary measures in the *Martin del Campo vs. Mexico* case. CEJIL duly reported all these cases as possible proceedings for inclusion in the project.

With regard to the Panchito López case,² a country mission was being prepared that, due to the complexity of the case and the Court’s decision to take affidavits from a large number of victims, required the participation of three attorneys on CEJIL’s permanent staff.

1 This case concerns children in the context of the armed conflict in Guatemala. It is the only case before the Inter-American System in which the State of Guatemala is accused of being responsible for the forced disappearance of a child during the civil war.

2 The State of Paraguay is accused of rights violations stemming from the living conditions of children and teenagers arrested and sent to the Instituto de Reeducción del Menor “Coronel Panchito López.” The operation of this juvenile correction facility was totally at odds with all international standards governing child and teenage prisoners. The conditions to which they were subjected were incompatible with their human dignity and status as minors (overpopulation, overcrowding, unsanitary conditions, inadequate infrastructure, and the lack of training of the guards, who were also too few in number).

Hearings

As already noted, the Commission held no hearings between January and March of this year. However, to continue sensitizing the Commission to the seriousness of the problem of torture in the hemisphere, even though it is not included as a direct output of the project, general hearings were held on torture in Brazil -during which a report was presented that has also been published- and on the situation of teenage prisoners in Nicaragua (an individual case is pending, known as "Tipitapa," that could be included in the project).

No hearings of the Court hearings were held during this period (the Court did not sit).

3.4.2 Method

Viviana Kristicevic, Maria Clara Galvis and Ana Deutsch, the expert of the team-network assigned to the case, took part in the mission to Paraguay. At the time of writing, the mission is still ongoing, so it is not possible to include the report.

With regard to the Martín del Campo case,³ and in view of the fact that the hearing is for preliminary measures, not to consider the merits of the case, the attorneys are evaluating whether expert psychologists should be involved at this point in the process.

3.4.3 Background / Rationale

Three cases of torture included in the project were litigated in the Inter-American System in 2003, laying the technical, methodological and administrative groundwork for the six cases due to be included in 2004. Airing these cases within the system, using the comprehensive methodology developed by the project, will draw attention to the complexity of this issue and, if all goes well, encourage the bodies of the system to develop adequate responses.

3.4.4 Institution(s) Responsible and Coordination

CEJIL's team of specialists

3.4.5 Intermediate steps

- Planning of mission to Paraguay
- Preparations for hearings of three cases (Panchito López vs. Paraguay, Molina Thiessen vs. Guatemala, and Martín del Campo vs. Mexico)

3.4.6 Results or Outputs

There are no specific outputs, as the Court hearings have not yet been held.

³ The State of Mexico is accused of violating the rights to personal freedom, due process, and effective judicial guardianship of Alfonso Martín del Campo Dodd, as well as his right to have his personal integrity respected. The victim was imprisoned arbitrarily and his innocence rejected, even though there was hard evidence he had been forced to confess under torture. It is also alleged that the State of Mexico accepted the victim's confession, extracted under torture, and to date has failed to properly investigate or punish all those responsible, even though the authorities themselves established the facts of the case.

3.4.7 Impact indicators

“More cases of torture brought before the bodies of the Inter-American System”

“The issue has a higher profile within the Inter-American System”

The increase in the number of torture cases is ongoing, as the hearings have not yet taken place.

Means of Verification:

- Press release issued by the Inter-American Commission regarding the activities that took place during the 119th regular session, including details of the general hearings on torture in Brazil and the situation of teenage prisoners in Nicaragua.
- Press release issued by the Inter-American Court, announcing the granting of hearings for three cases (Panchito López vs. Paraguay, Molina Thiessen vs. Guatemala, and Martín del Campo vs. Mexico).

3.5. Enhancing the Methodology Used to Provide Comprehensive Psychological Support

3.5.1 Description

The preparation began of a manual on the process of providing psychological support to torture victims in the Inter-American System. It is designed to help the specialists prepare and implement a methodology for providing victims and their relatives, and witnesses, with the comprehensive psychological support they need when involved in hearings before the Court or Commission. It will also ensure smooth coordination with the legal teams in charge of litigating the cases.

For practical purposes, the manual divides the process of providing comprehensive psychological support into five phases, in chronological order and bearing in mind the different tasks and focus of each one (without losing sight of the fact that they are all interrelated):

- Legal-Psychological Interdisciplinary Coordination
- Psychological support for the victims - expert appraisal
- Hearings
- Post-hearings – end of process
- Systematization and reports of experts

The implementation of an electronic discussion forum was also included in the work plan, to discuss important aspects of the methodology in greater depth. However, during this first quarter (January-March 2004), it was decided that this objective was being achieved with the discussion list currently in operation. Therefore, it will continue to be used to discuss theoretical, methodological and practical matters, instead of creating a new discussion forum.

3.5.2 Method

Taking advantage of the fact that the IIHR’s coordinator for the project, Gilda Pacheco, and the CEJIL official in charge of technical matters related to the project, Lilita Tojo, attended the Inter-American Commission’s 119th regular session, a coordination meeting was held to discuss, among other things, the proposed manual. The aim was to incorporate legal and interdisciplinary perspective, and evaluate the scope and implications of the document.

3.5.3 Background / Rationale

The final goal of the project is “To provide psychological support to victims of torture with cases in the Inter-American Human Rights Protection System.” To achieve this goal, a team of specialists is needed to meet the specific needs of the victims in the context of the Inter-American System. The IIHR has therefore devoted itself to facilitating the theoretical and methodological support required by the team-network created under the project.

3.5.4 Institution(s) Responsible and Coordination

IIHR’s team of specialists

3.5.5 Intermediate steps

- Identification of the elements to be included in the manual on the process of providing psychological support to torture victims in the Inter-American System
- Selection and hiring of an expert to prepare the manual
- Coordination meetings to monitor the progress of the manual

3.5.6 Results or Outputs

The manual has not yet been completed.

3.5.7 Impact indicators

“Continuous improvement of the methodology for providing comprehensive psychological support to victims of torture”

“Further development of important aspects of the methodology”

The process of continually enhancing the methodology for providing psychological support will be strengthened with the manual that is being prepared.

Means of Verification:

- Professional services contract of the consultant who is preparing the manual

3.6. Sensitization of the Inter-American System

3.6.1 Description

On February 4th, Gilda Pacheco, the IIHR’s coordinator for the project, met with the Secretary of the Inter-American Court, Pablo Saavedra, as part of the ongoing process of briefing and sensitizing the bodies of the system. Mr. Saavedra was particularly concerned that the torture cases brought before the Inter-American System result in comprehensive reparations being included in the Court’s jurisprudence.

On March 8th, during the 119th regular session of the Inter-American Commission, project staff met with the team of lawyers who work with the rapporteurs of the Inter-American System, to present the “Conectando-iidh” initiative, and briefly explain the project’s components and objectives.

Viviana Kristicevic and Liliana Tojo also met with the President of the Inter-American Court, Sergio García Ramírez, the Vice President, Aurelio Abreu, and the Secretary, Pablo Saavedra, on March 10th, in Washington, to discuss certain matters related to the role of the expert psychologists in the petitions process.

3.6.2 Method

Once the new Secretary of the Court had been elected, the IIHR's Gilda Pacheco scheduled a meeting with him. She explained to him the objectives of the project, the IIHR-CEJIL partnership, the process of selecting the specialists, and the importance of the Court considering the torture cases included in the project. The Secretary of the Court was also given access to the project's Web page, in an observer capacity.

3.6.3 Background / Rationale

Since the start of the project in 2002, the IIHR and CEJIL have made efforts to sensitize the Inter-American System through personal meetings with members of the protection bodies. The process continued this quarter (January-March 2004), as it is regarded as vital to the progress and success of the project. The protection bodies have the power to grant hearings and speed up the petitions process, and to issue comprehensive recommendations and judgments in favor of the victims.

3.6.4 Institution(s) Responsible and Coordination

IIHR and CEJIL teams of specialists

3.6.5 Intermediate steps

- Coordination, and meeting with representatives of the Inter-American Commission and Court

3.6.6 Results or Outputs

- Representatives of the Commission and the Court briefed about the project

3.6.7 Impact indicators

"Progress in the jurisprudence on torture of the Inter-American Commission and Court"

"Progress in sensitizing these bodies to the psychological impact of torture"

"Incorporation of psychosocial reparations for victims or their relatives into the recommendations and judgments issued by the bodies of the Inter-American System"

It is not possible to determine the progress made in jurisprudence dealing with psychosocial reparations during this quarter, as the protection bodies did not issue judgments or recommendations. However, we can confirm that the protection bodies are familiar with the project, and the sensitization efforts continue.

Means of Verification:

- Agendas of the respective meetings

3.7 Dissemination of Information about the Project

3.7.1 Description

CEJIL hired a consultant to prepare the contents of the issue of CEJIL's Gaceta on the topic and the Thematic Files, as per the 2004 work plan.

3.7.2 Method

The drafts of both publications were revised, and the final changes are being made. They will be printed soon. Modifications are also being made to the website, to include this information.

3.7.3 Background / Rationale

Both the special issue of CEJIL's Gaceta on torture and the Thematic Files on CEJIL's website were included in the work plan, in order to disseminate information about the project, focusing specifically on the issue of torture, its psychosocial implications, and possible types of reparations.

3.7.4 Institution(s) Responsible and Coordination

CEJIL is responsible for preparing and publishing the Thematic Files and the special issue of the Gaceta on torture.

3.7.5 Intermediate steps

- Planning of content and hiring of consultant to design the Thematic Files and the special issue of the Gaceta

3.7.6 Results or Outputs

Neither output has yet been completed.

3.7.7 Impact indicators

"More people are knowledgeable about the psychological impact of torture and the methodologies used to provide support"

This indicator of impact has not yet been met, as the outputs have not been completed.

Means of Verification:

Consultant's contract for the preparation of the Thematic Files and the special issue of the Gaceta

3.8 Updating of the Directory of Organizations

3.8.1 Description

The regional directory contains details of organizations that specialize in psychosocial treatment for torture survivors, and their relatives. It is available online, in the project's specialized section on the IIHR website.

It contains details of 20 organizations in 13 Latin America countries.

3.8.2 Method

New information about organizations is added each quarter. It is compiled from electronic and printed media to keep the directory up to date.

3.8.3 Background / Rationale

The directory of organizations was posted online during the previous quarter (October-December 2003), to afford users easy access to the information. The directory will also demonstrate to the judges who issue judgments ordering reparations the existence of local organizations and resources that can take charge of the emotional recovery of the victims and their relatives.

3.8.4 Institution(s) Responsible and Coordination

IIHR team of specialists

3.8.5 Intermediate steps

- Electronic and personal contacts with organizations
- Keying of information into the electronic directory

3.8.6 Results or Outputs

- Electronic directory of organizations specializing in treatment for torture victims, including details of 20 organizations involved in the project

3.8.7 Impact indicators

“Users have more access to up-to-date information about organizations that specialize in psychosocial treatment for torture victims”

The electronic directory of organizations provides basic information on organizations and networks involved in tackling the problem of torture in different countries in the hemisphere.

Means of Verification:

- Electronic access to directory of organizations

4. Lessons Learned

One-and-a-half years into the implementation of the project, we can categorically confirm the project's importance and complexity. Two organizations with different areas of expertise located in different countries are working together closely, and each case aired in the Inter-American System and included in the project is extremely complex.

These factors once again highlight the importance of one-on-one meetings to coordinate the work, and to improve the management and implementation of a project as innovative as this one.

