

## INTERVIEW

Context of the practice: Political and financial fiability.

- ◆ How is the project funded?
- ◆ What is the funding period?
- ◆ What will happen if the funding finishes?
- ◆ Specific policies.
- ◆ Organisational innovations.
- ◆ Do links exist with other agencies?
- ◆ How are these links maintained?
- ◆ Does there exist a connection with social services and/or with other medical services?

### Target Group

- ◆ Traumatized persons / Illegal Immigrants / Children / Rejected asylum seekers / All
- ◆ Profile of users: sex, age and country of origin.
- ◆ How do users arrive to the service? Do they come by themselves, with their families? Are they referred from other agencies or organisations?
- ◆ Which agencies does the project receive referrals from?
- ◆ Which agencies does the project refer users to?

### Access and Promotion

- ◆ What are the opening times of the service?
- ◆ Do clients have to pay any subscription fee for the services offered?
- ◆ Are there any problems of accessibility to the service due to physical distance or lack of information?

---

## Professionals

- ◆ How many workers comprise the staff of the service?
- ◆ Professional's background. Is it an interdisciplinary team?
- ◆ Have they received specific training?
- ◆ Where have they received specific training?
- ◆ What professionals do about the current opportunities for intercultural training in Spain?
- ◆ What is the importance/role of the volunteers in the service?

## Practice

- ◆ Methodology, specific practices and therapies used.
- ◆ Particular techniques used
- ◆ Are there specific programs?
- ◆ What do you think about working with interpreters and cultural mediators? Who do you prefer to work with?
- ◆ What are the languages spoken at the service?
- ◆ How is attention paid to cultural differences? Are there measures to assist/provide differential cultural and gender needs?
- ◆ Does the service keep records of clients? If so, how?
- ◆ Has the service been internally evaluated? If so, by whom, regularity, are results published, etc...
- ◆ Are clients consulted about their assessment of the service?
- ◆ In which way are clients involved in the conception and functioning of the service?
- ◆ Has the service been externally evaluated? If so, describe as above.
- ◆ Are clients made aware of their rights to services?
- ◆ Does the organisation advocate on immigrant and asylum issues?
- ◆ Problems which have arisen in service provision and ways to deal with them.

## CENTRES INTERVIEWED

### **In Madrid:**

- ACULCO: Cultural Association for Colombia and Latin America
- CAR Vallecas: Refugee Reception Centre
- CASI Centre District: Social Care Centres for Immigrants
- CEAR: Spanish Aid Commission for Refugees
- COMRADE:
- Puerta de Hierro Hospital. Psychiatry Unit (Special Unit for acute cases)
- Red Cross Madrid

In the following centres, which did not have their own specific psychological assistance service, a modified interview script was applied in order to obtain useful information about state-of-the-art mental health and social care provision:

- ACCEM: Spanish Catholic Association for Migrants
- OFRIM: Regional Office for Migration.
- Mental Health Central Services.

### **In Barcelona:**

- ACSAR-CEAR: Catalan Association of Solidarity with Refugees and Spanish Aid Commission for Refugees.
- EXIL: Programme of medical-psico-social rehabilitation for immigrant victims of human rights violations and torture.
- Red Cross Barcelona
- SAPPIR: Psycho-pathological and psycho-social assistance service for immigrants and refugees.
- SATMI: Service of Treatment and Attention for Immigrants