

REDUCING THE
STIGMATIZATION
OF LGBT+ REFUGEES

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SENSITIVE MATERIAL

This presentation deals with difficult material relating to the treatment of LGBT+ minorities in hostile situations.

Worldwide, hostile attitudes towards LGBT+ identities are
endangering people's lives.

16%

of UN Member States have
legal barriers to
expression of LGBT identity

59%

of countries in Africa criminalize
same-sex relations



35%

of UN Member States find
consensual same-sex acts
illegal

~8

countries where death penalty is
legal for homosexual acts



The asylum application process is difficult and complex.

Fleeing countries of origin is
especially difficult
for LGBT+ refugees and asylum-seekers.

APPLY

You may not have the support crucial to the refugee experience to start the process

INTERVIEW

You are oftentimes subjected to invasive, uncomfortable and potentially threatening questions in the interview

DECISION

If you don't follow the narrative that the asylum officials want to hear, you won't be approved regardless of how valid your experience is

Relief agencies need better ways to communicate resources with LGBT+ refugees.

01

In LGBT-hostile countries, LGBT+ related advocacy is also criminalized which means no local help services

02

LGBT+ identity is sensitive information that requires privacy and anonymity

03

As LGBT+ individuals are a refugee minority, they also need more specialized resources

ORAM is a relief agency dedicated to connecting LGBT+ members with *refuge and asylum* resources.



Goal.

Research the unique obstacles and communication issues that LGBT+ refugees and asylum-seekers face. This would inform the development of an application framework that seeks to connect refugees and asylum-seekers with crucial migration resources.

How we achieved our goal

01

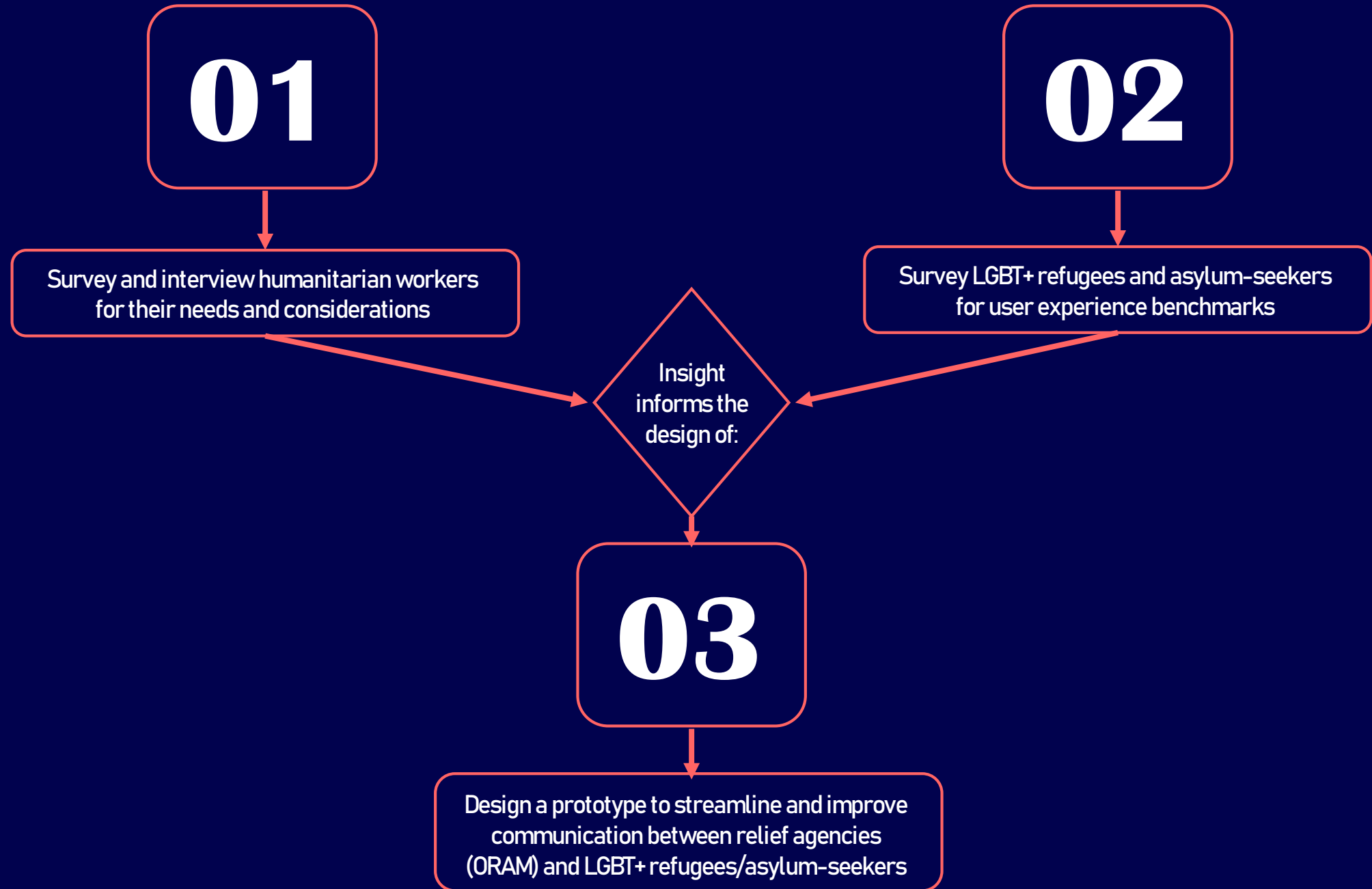
Understand the challenges and opportunities for resettlement of LGBT+ Refugees and their access to support and resources.

02

Streamline communication channels for vulnerable LGBT+ refugees/asylum seekers to get resources while staying protected.

03

Make ORAM's Help-Line operations more efficient.



Our project timeline



EVERY WEEK:

- Develop/refine prototype based on field work responses and ORAM design reviews
- Conduct interviews + surveys and condense into Results Summary

01

Understand the challenges and opportunities for resettlement of LGBT+ Refugees and their access to support and resources.

“We often had to go through resources in person to be sure the information was understood... Terms like “LGBTQ+” or “asylum” maybe not be in their regular vernacular, even if they identify with these terms.”

-Surveyed Humanitarian Worker

01

Population Frame: People who work with these communities (humanitarian workers, advocates, government officials, etc.)

Surveys

- *Meaningfulness* of the design
- The pros and cons of existing strategies
- What do they need? Know?

Interviews

- Bring light to the perspectives of those who work in advocacy work
- Provide more input on the design



01

Poverty and literacy stalls access to communication between relief agencies and refugees/asylum-seekers.

“...Some clients are illiterate in their own language which poses new challenges to communication and other times it is hard to find an interpreter that speaks their language.”

-Project Coordinator in Refuge/Asylum Services

01

Language barriers is the most difficult obstacle for reaching clients.

33.3%

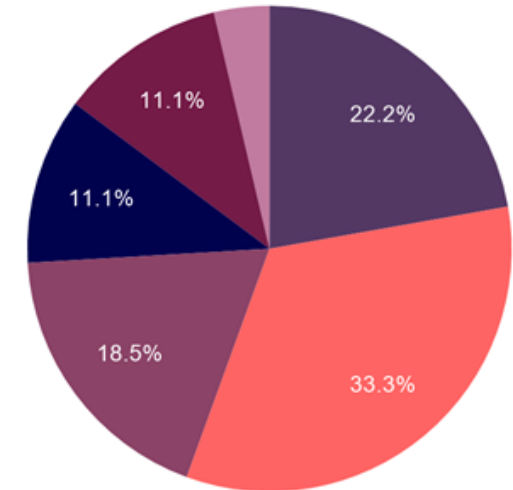
of Humanitarians believe language barriers to be the most difficult obstacle for reaching refugees

“We heavily use volunteer interpreters. The majority of clients are limited English speakers.”

-Former resettlement agency site director

Difficulties Reaching Target Audience

- Trouble reaching people through available channels
- Language or other communication issues
- Accessibility issues with existing channels
- Need for more efficient communication channels
- Too many communication channels that are under-utilized or hard to streamline
- Other



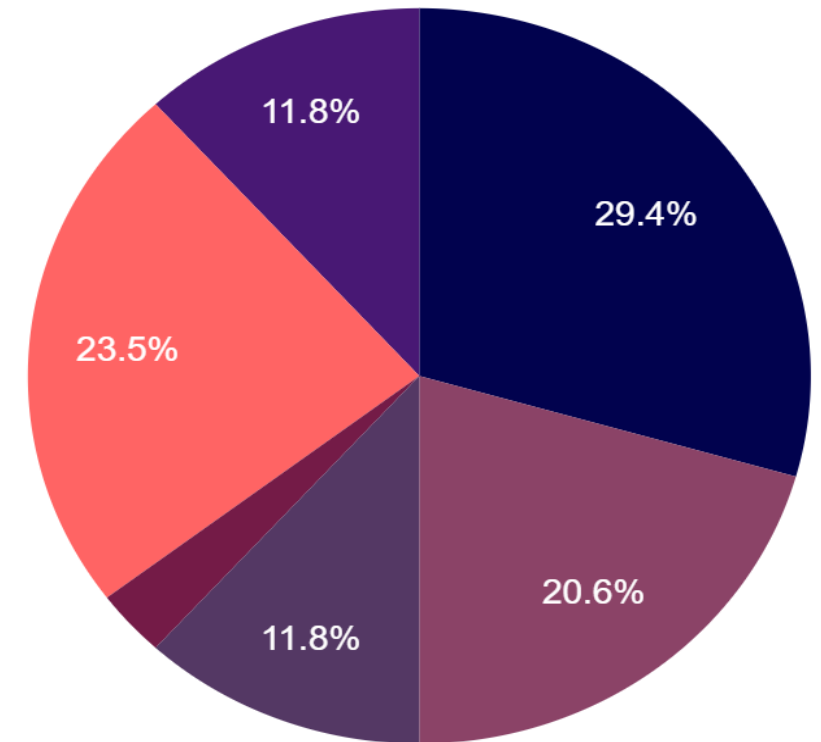
01

The three top communication platforms involved either the internet or mobile devices.

Emailing, phone calling and social media were the 3 most popular!

Communication with People seeking Resources

- Emailing
- Phone calls
- Text messaging (sms)
- Mail correspondence
- Social Media (i.e. Facebook, whatsapp, etc.)
- Word of mouth (through marketing)





Summary of Biggest Findings:

Unique issues with poverty and literacy

Language barriers

Streamlined communication platforms

A red circle with a thin outline, containing the number '02' in a bold, red, sans-serif font.

Streamline communication channels for vulnerable LGBT+ refugees/asylum seekers to get resources while staying protected.

02

Population Frame: Current LGBT+ identifying refugees and asylum-seekers based in camps in Tijuana, Mexico, and Kenya.

Surveys

- *User experience* of the model app design
- Determine accessibility and security concerns that could prevent communication efforts
- Feedback for proposed model features

02

We inferred usability insights from survey responses.

50%

of refugees
have little to
no access to
reliable
internet

86%

Use a
smartphone
as their
primary
device

30%

Don't own
the device
they used
to take the
survey

**02**

We inferred usability insights from survey responses.

No reliable internet access → accessing internet on a non-private network

An app that can open on mobile is more helpful than just a desktop version

Not owning the device → multiple accesses to the same device's info

02

Where there is accessibility issues, there are potential security concerns!



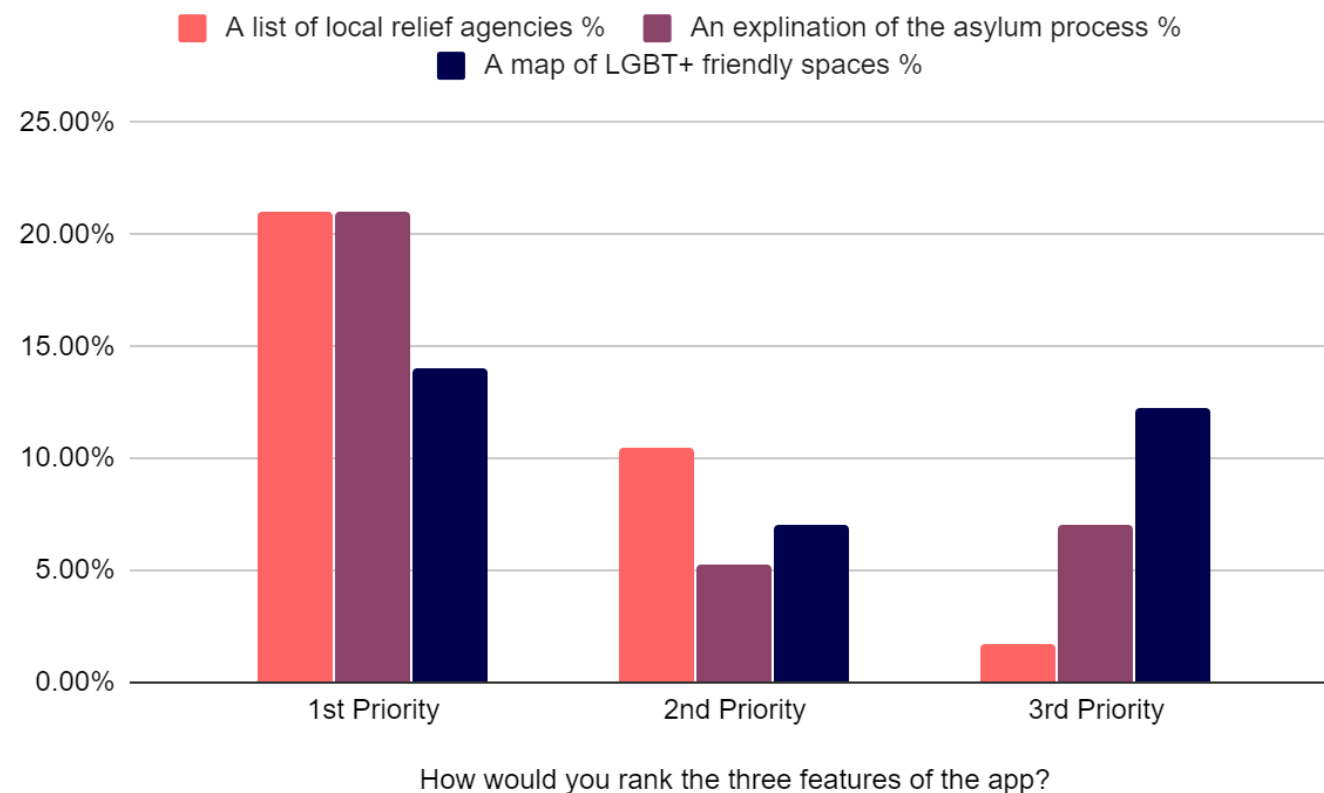
02

Surveyed refugees supported our list of proposed application features.

50% of refugees find a list of local resources extremely useful

52% find an explanation of the asylum process extremely useful

55% find a map of friendly LGBT+ spaces extremely useful



02

Summary of Biggest Findings:

Security concerns with limited accessibility

Limited accessibility poses communication barrier

Feedback on proposed features



Make ORAM's Help-Line operations more efficient.

03

Method: We designed a prototype to assist ORAM's communication efforts.

Deliverables

- Prototype of Help-Line
- Database Tool
- Documentation on humanitarian workers' perspectives and user experience feedback from refugees

03

The New Help-Line is more efficient, and accessible.

ORAM: Help Line [Asylum Information](#) [Seek Help](#) [FAQ](#) [Change Language](#)

Welcome to the Help Line.

Seeking Help?
Fill out this form to get filtered resources for your situation.

LGBT+ Status
Are you interested in resources for LGBT+ people?

Choose...

Kind of Help
Please select what kind of assistance you are interested.

Choose...

Country
Please input the country you are located in.

Choose...

Additional Comments
Please input any additional comments you may have.

[Submit](#)

ORAM: Help Line

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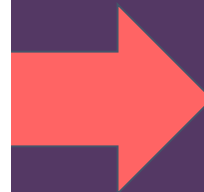
LGBT+ Status
Are you interested in resources for LGBT+ people?

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Choose...

ORAM Updates Their Excel Spreadsheet With New/Updated Information

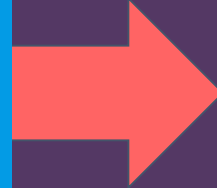


	Country	Contact Details	Description (Green = LGBTI Friendly)
1		Name: Organization Name Website: http://www.Organization_Name.com Email: Organization@Name.org Phone: 888-888-8888	Description of the Organization, what they do and what people they usually aid
2	Afghanistan	Address: 100 Organization Road 00011, Organization Town	
3		Name: Organization Name Website: http://www.Organization_Name.com Email: Organization@Name.org Phone: 888-888-8888 Address: 100 Organization Road 00011, Organization Town	Description of the Organization, what they do and what people they usually aid
4	Albania	Website: http://www.Organization_Name.com Email: Organization@Name.org Phone: 888-888-8888 Address: 100 Organization Road 00011, Organization Town	Description of the Organization, what they do and what people they usually aid
5		Name: Organization Name Website: http://www.Organization_Name.com Email: Organization@Name.org Phone: 888-888-8888	Description of the Organization, what they do and what people they usually aid
6		Address: 100 Organization Road 00011, Organization Town Name: Organization Name Website: http://www.Organization_Name.com Email: Organization@Name.org	Description of the Organization, what they do and what people they usually aid

Information Is Sent To Be Displayed On The Website



firebase



ORAM: Help Line Asylum Information [Seek Help](#) [Referral Map](#) [Support and Contact](#)

Seeking Help?

Fill out this form to get filtered resources for your situation.

LGBT+ Status Are you interested in resources for LGBT+ people?	Country Please input the country you are located in.
<input type="text" value="Choose..."/>	<input type="text" value="Choose..."/>
Kind of Help Please select what kind of assistance you are interested.	Additional Comments Please input any additional comments you may have.
<input type="text" value="Choose..."/>	<input type="text"/>



Summary:

Web Application Prototype
Database Tool

On behalf of the LGBT+ Migrants team, thank
you!