

# tool 53 Mapping Service Providers and Identifying Referral Pathways

## Guiding questions

Organizations that come across victims of grave violations, whether through monitoring or other activities, benefit from mapping available service providers in the area and clarifying how to refer children to assistance if needed. When mapping service providers, and in order to gather basic referral information for victims, organizations may want to consider the following questions:

Type of assistance	Location/area covered by the service provider	Name of service provider and contact point	Admission/intake process	Access/outreach	Costs
<ul style="list-style-type: none"> <li>• Medical care</li> <li>• Legal assistance or representation</li> <li>• Psychological counseling</li> <li>• Psycho-social assistance</li> <li>• Vocational training</li> <li>• Physical protection</li> </ul> <p>If relevant, specify if the assistance concerns a particular type of violation (e.g., rape; reintegration of former child soldiers, etc.).</p>		Specify if it is a governmental, private or humanitarian service provider.	<ul style="list-style-type: none"> <li>• Is there a selection/prioritization of care beneficiaries?</li> <li>• If so, what are the criteria?</li> <li>• How long does the admission/intake process take?</li> <li>• What information and documentation would a child victim need to provide for admission/intake?</li> <li>• Is this information kept confidential or does it need to be shared with other entities?</li> </ul>	<ul style="list-style-type: none"> <li>• Can the service provider go to the victim or does the victim need to go to the service provider?</li> <li>• If the service provider is mobile (e.g., mobile clinics), what is the schedule and route?</li> <li>• What are the possible obstacles limiting beneficiaries' access to referral services? If services are available, why would they not seek assistance?</li> </ul>	<ul style="list-style-type: none"> <li>• Would the service imply any costs for the victim (e.g., medicine, administrative/court fees, etc.).</li> </ul>

## related tools

 [tool 51](#) – Factsheet 'Linking monitoring, prevention and response to grave violations'

 [tool 54](#) – Case study 'Emergency fund for referrals in Eastern DRC'