



ORIGINAL
Research Article

Recognition of Care Pathways for Victims of Domestic Violence Reported by the Family Commissariat in Commune 7 of Cúcuta During the Second Semester of 2022*

Reconocimiento de las rutas de atención en víctimas de violencia intrafamiliar declaradas por la Comisaría de Familia de la comuna 7 de Cúcuta durante el 2022-2*

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Camilo Alberto Cueto Calderón**

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Abstract

This article describes the process of diagnosis, design, and implementation of an intervention guideline from the professional practice of forensic psychology, aimed at promoting the recognition of care pathways for victims of domestic violence reported by the Family Commissariat in Commune 7 of Cúcuta during the second semester of 2022. Through a diagnostic and

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** Lawyer from the Universidad Libre, Cúcuta branch. Psychology student at Simón Bolívar University, Cúcuta. Member of the Louis Antoine Macarel Administrative Law Research Group at Universidad Libre, Cúcuta. Member of the creative writing workshop *Ella y Un Café*. Author and co-author of research and outreach articles on legal and socio-legal topics. Participant and winner of various national and international competitions. ORCID: <https://orcid.org/0000-0002-4741-7861>.



intervention design, the level of knowledge of the victims regarding the pathways available for incidents of domestic violence was described; a guideline was designed and established to inform victims about comprehensive pathways in case of harmful incidents; and the quantitative and qualitative results of the application were described. The conclusion is that the psycho-legal intervention effectively promoted the recognition of care pathways among victims during the second semester of 2022.

Keywords: Care pathways, domestic violence, forensic psychology, family commissariat, victim.

Resumen

Este artículo describe el proceso de diagnóstico, diseño y aplicación de un instructivo de intervención desde la práctica profesional en psicología jurídica, cuyo objetivo fue impulsar el reconocimiento de las rutas de atención en víctimas de violencia intrafamiliar declaradas por la Comisaría de Familia de la comuna 7 de Cúcuta durante el periodo 2022-2. Gracias a un diseño diagnóstico y de intervención, se logró describir el nivel de conocimiento de las víctimas sobre las rutas ante hechos de violencia familiar; se diseñó y fundamentó un instructivo para informar a las víctimas sobre las rutas integrales en caso de hechos lesivos; y, se describieron los resultados cuantitativos y cualitativos de la aplicación. Se concluye que la intervención psico-jurídica logró de manera efectiva impulsar el reconocimiento de las rutas de atención en las víctimas durante 2022-2.

Palabras Clave: Rutas de atención, violencia intrafamiliar, psicología jurídica, comisaría de familia, víctima.

Résumé

Cet article décrit le processus de diagnostic, de conception et d'application d'un guide d'intervention depuis la pratique professionnelle en psychologie juridique, dont l'objectif était de promouvoir la reconnaissance des parcours de prise en charge des victimes de violence intrafamiliale déclarées par la Commissariat de la famille de la commune 7 de Cúcuta pendant la période 2022-2. Grâce à un diagnostic et une conception d'intervention, il a été possible de décrire le niveau de connaissance des victimes sur les parcours face aux incidents de violence familiale; un guide a été conçu et justifié pour informer les victimes sur les parcours intégraux en cas d'incidents nuisibles; et, les résultats quantitatifs et qualitatifs de l'application ont été décrits. Il est conclu que l'intervention psycho-juridique a réussi de manière effective à promouvoir la reconnaissance des parcours de prise en charge chez les victimes pendant 2022-2.

Mots-clés: Parcours de prise en charge, violence intrafamiliale, psychologie juridique, commissariat de famille, victime.

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Introduction

The pattern of domestic violence in Colombia remains a concerning issue. According to the National Institute of Legal Medicine and Forensic Sciences (INMLCF) report (2020), forty-seven thousand one hundred seventy-seven (47,177) cases of this type of violence were recorded. Of the total, thirty-six thousand three hundred thirty-nine (36,339) episodes, representing seventy-seven percent (77%), involved women as victims, while ten thousand seven hundred seventy-eight (10,778) cases, or twenty-three percent (23%), affected men. The following year showed a nine-point-four percent (9.4%) increase in domestic violence compared to the previous year, according to INMLCF data (2021). Of the total of fifty-one thousand six hundred ten (51,610) cases of domestic violence, forty thousand fifty-eight (40,058) were against women and eleven thousand five hundred fifty-two (11,552) against men, translating to seventy-eight percent (78%) and twenty-two percent (22%) of the total, respectively.

In the municipality of San José de Cúcuta, six hundred sixteen (616) domestic violence incidents were recorded in 2020, according to INMLCF (2020). In 2021, this number slightly increased to six hundred twenty-four (624), as reported by INMLCF (2021) for the capital of the Norte de Santander department. This change represents a one-point-three percent (1.3%) increase, and although minimal, it is still an alarming figure. It is important to note that these numbers reflect only those cases that have been formally reported and warrant criminal proceedings due to their severity, omitting domestic violence that goes unreported or is addressed by Family Commissariats across the country.

In Cúcuta, the Family Commissariat in Commune 7 has drawn attention due to the continuous increase in reported domestic violence cases (La Opinión, 2021), with seven hundred thirty-two (732) complaints in 2021 and four hundred seven (407) up to August 2022. In addressing this problematic context, through a professional practice in forensic psychology called "Mitigation of Learned Helplessness in Victims of Domestic Violence Reported by the Family Commissariat (Commune 7) of Cúcuta (Norte de Santander)," it was found that victims face personal barriers that hinder the protection of their rights. The main ones are: prevalent learned helplessness among users towards the perpetrator of the victimizing acts; abundant primary victimization concerning psychological and physical violence; and the victims' lack of knowledge about the psycho-legal care pathways.



In this context, the professional practice in forensic psychology set a general objective to mitigate learned helplessness among victims of domestic violence reported by the Family Commissariat in Commune 7 of Cúcuta (Norte de Santander) through psycho-legal activities during the second semester of 2022. To achieve this, three (3) specific objectives were proposed for the victims of domestic violence reported by the Family Commissariat in Commune 7 of Cúcuta: training in the identification of types of domestic violence and its prevention, strengthening decision-making in the face of victimizing acts, and recognizing support pathways in the event of victimizing acts of domestic violence.

The last specific objective mentioned is the central theme of this article. Care pathways are a set of actions developed in coordination between public or private entities to ensure the provision of comprehensive services (medical, psychological, legal, etc.) to victims of domestic violence (Aviléz Moreno, Montesino Mendoza, & Peñate Martínez, 2020). They include protocols and procedures focused on prevention, protection, and restoration of victims' rights (Becerra Yáñez, 2021). They aim to ensure that affected individuals have timely and effective access to justice (Casallas Forero, Rodríguez Grande, & Ardila Arias, 2019).

Domestic violence care pathways involve multiple actors, such as the Attorney General's Office, the National Police, Family Commissariats, and other public and private institutions. According to Rosa Velásquez (2023), family commissariats, in particular, play a fundamental role in addressing these cases through actions such as receiving complaints, issuing protection measures, conducting psychosocial assessments, providing guidance on rights, and offering support to victims.

The implementation of care pathways seeks to address issues such as revictimization and impunity, which are common in domestic violence cases. However, studies such as the one by Cerón Mota and Montero Mueses (2021) indicate that shortcomings persist, such as delays in processes, misinformation, lack of effective protection for victims, among others. Moreover, the previously mentioned professional practice in forensic psychology demonstrated that victims are unaware of the existence of these pathways, and therefore do not know which institutions to turn to for safeguarding their rights and ensuring their physical and emotional health. This lack of knowledge contributes to the perpetuation of cycles of violence, causing significant emotional distress to those who suffer from it (Cerón Mota & Montero Mueses, 2021).

To overcome this issue, the psycho-legal intervention mentioned aimed, within one (1) of the six (6) guidelines designed to mitigate learned helplessness in victims of domestic violence reported by the Family Commissariat in Commune 7 of Cúcuta, to promote the recognition of care pathways among victims of domestic violence reported by the Family Commissariat in Commune 7 of Cúcuta during the second semester of 2022. In this context, the present article aims to describe the process of diagnosis, design, and implementation of the intervention guideline, while also explaining the concept of domestic violence, its types, its impact on mental health, and the care pathways available to the Colombian population.



Research Problem

How can the recognition of care pathways in the context of domestic victimization be promoted among victims of domestic violence reported by the Family Commissariat in Commune 7 of Cúcuta?

Methodology

This scientific article is the result of the third specific objective of the intervention project titled “Mitigation of Helplessness in Victims of Domestic Violence Reported by the Family Commissariat (Commune 7) of Cúcuta (Norte de Santander)”; the general objective of which was to mitigate helplessness in victims of domestic violence reported by the Family Commissariat in Commune 7 of Cúcuta (Norte de Santander) through psycho-legal activities during the second semester of 2022, utilizing a participatory action research design.

During the diagnostic phase, three (3) data collection techniques were employed to understand the challenges faced by victims of domestic violence at the Family Commissariat in Commune 7 of San José de Cúcuta. These techniques included: a semi-structured interview with the Commissariat’s psychologist, a telephone survey conducted with twenty-one victims of domestic violence, and a document review matrix for one hundred seventy cases of domestic violence. These tools allowed for an assessment of the victims’ level of knowledge regarding the available care pathways, identification of barriers to recognizing and activating these pathways, and understanding the consequences of misinformation on the perpetuation of violence and access to justice.

In the design and intervention phase, a psychoeducational guideline was developed to promote the recognition of care pathways among victims of domestic violence. The intervention was divided into three stages: an icebreaker activity using role-playing (first stage), thematic development explaining the pathways through an infographic and interaction with participants (second stage), and a closing stage with a quantitative evaluation that involved matching institutions with hypothetical cases and a qualitative question on the personal relevance of knowing these pathways (third stage).

Problem-Solving Framework

To address the research question, this article is divided into four sections: (i) a conceptual description of the phenomenon of domestic violence, its typologies, psychological impact, and care pathways; (ii) a diagnosis of the lack of awareness of care pathways among victims of domestic violence reported by the Family Commissariat in Commune 7 of Cúcuta; (iii) a detailed explanation of the intervention guideline designed to promote the recognition of care pathways among victims; and (iv) an analysis of the results of the intervention aimed at enhancing the recognition of care pathways among victims.



Writing Plan

1. Domestic Violence: Typologies, Psychological Impact, and Care Pathways

According to Valdez-Santiago, Villalobos-Hernández, Arenas-Monreal, Flores, and Ramos-Lira (2021), domestic violence is any action or omission that causes physical, psychological, economic, or sexual harm among members of the same family. This type of violence arises within the context of unequal power relationships among family members and primarily affects vulnerable populations such as women, children, the elderly, and people with disabilities. Domestic violence disrupts family harmony and has severe consequences for victims (Vera Sánchez & Alay Giler, 2021). Victims may suffer from health problems, trauma, depression, isolation, low self-esteem, suicidal ideation, difficulties in academic or work performance, among other issues. Children exposed to domestic violence are at higher risk of reproducing violent patterns in the future or developing addictions. Abused women face barriers to participating in the labor market and achieving economic autonomy (Vera Sánchez & Alay Giler, 2021).

As a result, domestic violence is a complex problem with multifactorial causes that requires a comprehensive legal and social response. Factors that contribute to this scourge include the perpetuation of traditional gender roles and unequal power relations within the family; the intergenerational transmission of violent patterns; problematic consumption of alcohol and drugs; economic crises; unemployment; and inadequate conflict resolution mechanisms (Valdez-Santiago, Villalobos-Hernández, Arenas-Monreal, Flores, & Ramos-Lira, 2021).

The types of domestic violence include physical, psychological, economic, and sexual violence. First, physical violence, according to Díaz Burgos (2023), is the intentional use of physical force or coercion by one family member against another, causing harm, injury, or physical suffering. This type of violence manifests through actions such as hitting with hands or objects, kicking, pushing, hair-pulling, throwing objects, punching, biting, burning, confinement, attacks with weapons, and other means that can cause external or internal injuries of varying severity to the victim (Cahui Ramírez, Enríquez Canto, & Díaz Gervasi, 2022).

It is usually exerted by the family member with greater physical strength or authority, such as the spouse, partner, father, mother, or caregiver, towards the more vulnerable members of the family, such as children, adolescents, people with disabilities, and the elderly. This power asymmetry allows the aggressor to exercise control through violence. Physical domestic violence violates the personal integrity, dignity, and fundamental human rights of the victim (Cahui Ramírez, Enríquez Canto, & Díaz Gervasi, 2022). It can have devastating consequences for the physical and mental health of the victim, such as severe injuries, permanent disability, and even death. In addition to physical harm, it generates severe psychological and social consequences for both the direct victim and the family members who witness these acts of violence (Rodríguez Tapia, Álvarez Tapia, & Proaño Tamayo, 2021).

Second, psychological domestic violence, according to Álvarez Machuca, Tacca Huamán, Zuñiga Villegas, and Díaz Buendía (2023), consists of actions aimed at controlling or isolating the victim, as well as humiliating, ignoring, or demeaning them. This type of violence does not involve



physical aggression but causes significant emotional and psychological harm. The main types of psychological violence within the family include insults, threats, emotional blackmail, manipulation, and humiliation (Torres Condori, Samanez Torres, & Samanez Torres, 2020).

Additionally, it includes the withholding of emotional support, neglecting the victim's financial needs, exposing them to harassment, and subjecting them to hazing. Although this type of violence does not leave physical marks, it produces severe psychological and emotional consequences for children, adolescents, and adults alike. Common effects include anxiety, depression, isolation, sleep and eating disorders, post-traumatic stress disorder, and even suicidal thoughts. Therefore, psychological violence within the family must be identified and reported promptly to prevent further damage to the mental health of those targeted by the aggression (Álvarez Machuca, Tacca Huamán, Zuñiga Villegas, & Díaz Buendía, 2023).

Third, economic domestic violence, according to Ruiz Pérez and Pastor Moreno (2021), is a form of violence within the family that involves the control and abusive use of the victim's financial and material resources by the aggressor. This type of violence aims to limit the victim's economic autonomy and create financial dependence, affecting their ability to make decisions about the use and management of money, assets, or property (Rodríguez Nieto & Alarcón Vélez, 2022).

It manifests through actions such as prohibiting the victim from working, seizing their income, restricting access to bank accounts or financial information, destroying personal or work-related documents, demanding detailed accounts of expenses, forcing the acquisition of debts, among others. This type of aggression is used as a mechanism of control and submission, which, although it leaves no physical marks, generates serious psychological and emotional consequences for the victims (Arango Durling, 2022).

Lastly, sexual violence involves the perpetration of non-consensual sexual acts by one family member against another (Rodríguez Narvaez, 2022). This type of violence includes actions ranging from insinuations, unwanted touching, and voyeurism to rape (Rodríguez Narvaez, 2022). The victims are often vulnerable individuals within the family, such as children, adolescents, people with disabilities, or the elderly (Benavides Román, Rivera Fernández, & Yomona, 2022). The perpetrators are usually close relatives who hold a position of power over the victim, such as the father, stepfather, brother, uncle, cousin, or caregiver (Alessandra Guedes, Ruiz Celis, & Mendoza, 2021).

Any of these types of violence can have psychological consequences for the victims. Domestic violence generates feelings of guilt, shame, and low self-esteem, leading to a deterioration of personal identity (Zambrano Villalba, 2021). It also creates fear, anxiety, post-traumatic stress, and insecurity, causing difficulties in establishing trust-based relationships. Furthermore, victims often exhibit depressive symptoms such as sadness, crying, suicidal thoughts, social isolation, and loss of interest in previously enjoyable activities (Díaz Burgos, Ávila Granda, Díaz Burgos, & Lema Latorre, 2023). Psychosomatic disorders are also observed, where emotional conflicts manifest as



physical pain. Children and adolescents exposed to domestic violence often develop behavioral problems and academic difficulties (Cudris Torres, Guzmán Maciel, González Mendoza, Bolaño Acosta, & Silvera Torres, 2015).

One of the most prevalent psychological problems resulting from domestic violence is learned helplessness. This phenomenon, first described by psychologist Martin Seligman, refers to a state in which the victim, after repeated experiences of abuse, develops the belief that they have no control over their situation and that any attempt to change it will be futile (Medina Jiménez, 2019). Learned helplessness manifests in a passive attitude toward abuse, difficulty in making decisions and escaping the cycle of violence, and a significant decrease in motivation to seek help. This psychological state partly explains why many victims remain in abusive relationships for extended periods, despite the evident harm they suffer (Medina Jiménez, 2019).

Ultimately, domestic violence is a violation of human rights and an obstacle to development. Therefore, States have a duty to combat this scourge and protect the integrity of the so-called "fundamental unit of society" (Morillo Cano, Guerrón Enriquez, & Narváez Jaramillo, 2021). For this reason, care pathways were created, which are a set of inter-institutional procedures and actions implemented in a coordinated manner to ensure comprehensive care and the restoration of the rights of individuals who are victims of violence within their families (Ramírez Velásquez, Alarcón Vélez, & Ortega Peñafiel, 2020). These pathways aim to standardize processes for detecting, reporting, assessing risk, providing health care, psychosocial support, and guidance for victims of physical, psychological, sexual, or economic abuse by a family member.

The care pathways for domestic violence involve various State entities such as the Family Commissariat, the Attorney General's Office, the Colombian Institute of Legal Medicine and Forensic Sciences, the Conciliation Center, the Colombian Institute of Family Welfare, the National Police, and the Health Service Provider Institute. These entities must act in a coordinated and timely manner to ensure the protection and access to justice for victims (Duran Niño, Campos de Aldana, & Arboleda de Pérez, 2021).

Focusing on the entities that are part of the protection system, the primary role of the Family Commissariat is to prevent, guarantee, restore, and repair the rights of family members that have been violated by situations of domestic violence and other family conflicts (Guzmán, Campos Caicedo, & Ortega, 2020). Its goal is to provide comprehensive care to victims and offer mediation spaces for resolving family conflicts (Rivera Fernández, Benavides Román, & Chávez Yomona, 2022).

Beyond its preventive and mediation role, the Family Commissariat also manages an administrative process through which a victim can report their alleged aggressor. After analyzing each case, the Commissariat determines whether domestic violence exists and, if appropriate, imposes corrective measures and sanctions on those responsible. In this way, the institution seeks to restore rights, preserve family unity, and prevent impunity in cases of domestic violence (Guzmán, Campos Caicedo, & Ortega, 2020).



On the other hand, the Attorney General's Office is the judicial branch of public power in Colombia responsible for investigating and prosecuting individuals suspected of committing crimes (Corcione Nieto, Fernández Osorio, Cabrera Cabrera, & Rojas Yaima, 2019). It has prosecutors who direct the investigation, coordinate with the judicial police, and intervene in criminal proceedings before judges. The Attorney General's Office is also responsible for the protection of victims and witnesses.

Thus, the Attorney General's Office becomes an option for victims when, despite the imposition of protective measures by the Family Commissariat, domestic violence does not cease, or the aggression escalates (Benavides Román, Rivera Fernández, & Yomona, 2022). In other words, in cases of continued or intensified domestic violence, the Attorney General's Office can investigate and prosecute cases where evidence of criminal offenses exists. This office serves as a complementary tool to the Family Commissariat to ensure the protection of victims and the cessation of violence within the family.

Similarly, the Colombian Institute of Legal Medicine and Forensic Sciences is a technical-scientific entity attached to the Attorney General's Office that provides scientific and technical support to the administration of justice through forensic services. It conducts examinations, analyses, and laboratory tests to technically and scientifically support investigations and judicial processes. It also contributes to constitutional guarantees by providing services to victims, especially in cases of sexual violence (Trujillo Vallejo & Silva Arroyave, 2021).

Through the provision of forensic services, the Institute contributes to constitutional guarantees by attending to victims, particularly in cases of sexual violence. Specifically, it is responsible for issuing expert reports on the physical, psychological, and sexual health status of victims. These reports serve as evidence that may be presented by the Attorney General's Office before criminal judges (Ramírez Velásquez, Alarcón Vélez, & Ortega Peñafiel, 2020).

On the other hand, the Conciliation Center is an institution that provides the public service of justice administration, with its main function being to facilitate citizens' access to conciliation as an alternative dispute resolution mechanism, promoting the participation of the parties in seeking a prompt solution (Moreno Machado, 2022). It is composed of registered conciliators who act as neutral and impartial third parties, guiding the parties and helping them reach an agreement that resolves the conflict, adhering to the principles of equity, speed, and procedural economy (Bernal Bueno & Correa Corredor, 2019).

Although the Conciliation Center does not directly handle cases of domestic violence, it can intervene in certain family conflicts that may stem from domestic violence, such as the liquidation of marital property, the dissolution of de facto marital unions, and the regulation of child support (Cahui Ramírez, Enríquez Canto, & Díaz Gervasi, 2022). In this way, conciliation acts as a complementary mechanism, facilitating the resolution of patrimonial and personal disputes that arise within the family.



The Colombian Institute of Family Welfare (ICBF) is a national public entity responsible for implementing and executing public policies related to the promotion and comprehensive protection of early childhood, childhood, adolescence, and family welfare in Colombia (París Pineda, Álvarez-Rey, & Calvo-Betancur, 2019). The ICBF works to prevent and protect children and adolescents from situations that threaten or violate their rights, promoting early childhood development and food security for children and families. Additionally, it develops programs, strategies, and services to strengthen families' capacity as protective environments (Ovalle-Parra & Amador-Baquiro, 2023).

Furthermore, in cases of domestic violence where the victims are children or adolescents, the ICBF investigates the incidents, manages the restoration of their rights, and promotes legal actions in situations such as child support neglect (Ovalle-Parra & Amador-Baquiro, 2023). Thus, the role of the ICBF is essential in ensuring the comprehensive protection of minors within the family context. From another perspective, the National Police is responsible for maintaining public order in Colombia. Its primary function is to preserve coexistence and citizen security through preventive, deterrent, educational, and operational actions aimed at ensuring the exercise of public rights and freedoms and contributing to the peaceful resolution of interpersonal and social conflicts (Duarte Velásquez & Cadavid Carmona, 2020). In its role, it promptly responds to domestic violence incidents when alerted, verifying the facts, assisting the injured, gathering information, identifying those involved, executing protective measures, and notifying the relevant authorities (Duarte Velásquez & Cadavid Carmona, 2020).

Lastly, the Health Service Provider Institute (IPS) is an entity whose social purpose is the provision of health services. These entities offer medical consultations, diagnostic services, hospitalization, surgical procedures, intensive care, and other health-related activities (Duran Niño, Campos de Aldana, & Arboleda de Pérez, 2021). IPS can be public, private, or mixed, and are subject to state regulation and oversight. Their primary function is to ensure the right to health for users seeking the medical services they require (Rubio Campo & Bustacara Díaz, 2019). They are responsible for providing healthcare services following an incident of physical domestic violence and play a key role in attending to these cases.

2. Lack of Awareness of Care Pathways Among Victims of Domestic Violence Reported by the Family Commissariat in Commune 7 of Cúcuta

During the diagnostic phase of the professional practice in forensic psychology, three (3) data collection techniques were employed: a semi-structured interview with the psychologist at the Family Commissariat, a telephone survey of twenty-one (21) reported victims of domestic violence, and a documentary record matrix comprising one hundred seventy (170) cases of domestic violence. The objective was to identify the psycho-legal challenges faced by victims of domestic violence reported by the Family Commissariat in Commune 7. The interview and survey were effective in initially assessing the level of knowledge victims have regarding the support or care pathways available for addressing victimizing incidents in a family context.



The results of the semi-structured interview with the Family Commissariat's psychologist revealed that one of the primary challenges faced by victims of domestic violence is their lack of knowledge about the care pathways available for responding to victimizing incidents. The psychologist stated that "there is a predominant lack of awareness regarding support pathways. The misinformation is so severe that people do not know what to do." This lack of information prevents victims from knowing how to activate the support mechanisms in cases of aggression, contributing to the perpetuation of violence cycles and hindering proper access to justice. Additionally, the psychologist noted that the victims "even assume non-existent consequences, but these cause significant distress." In other words, the lack of knowledge about the processes and care pathways generates anxiety and frustration among victims, who are unaware of their rights and available support options.

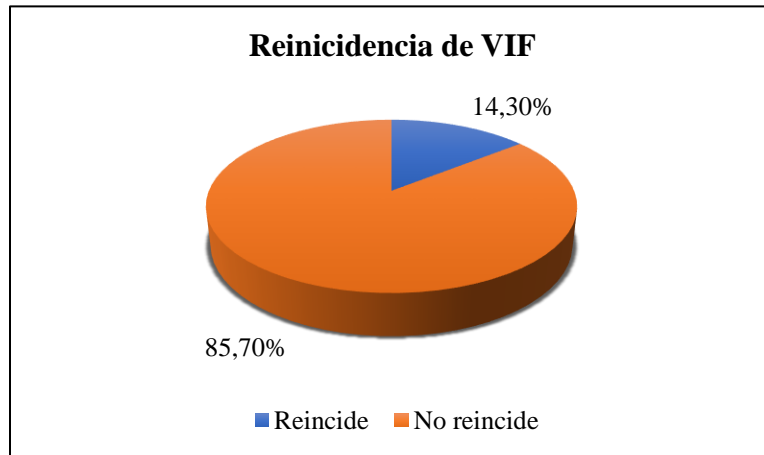
Furthermore, according to the telephone survey, one (1) out of seven (7) victims of domestic violence reported by the Family Commissariat experienced a subsequent act of domestic violence by the identified aggressor after the imposition of a protective measure. This indicates a fourteen-point-three percent (14.3%) recidivism rate. However, this figure was determined through telephone interaction.

The Family Commissariat's records do not contain formal reports of recidivism. A detailed examination of the unreported cases of re-victimization revealed that in one hundred percent (100%) of these incidents, the victims were unaware that they needed to report the new incidents. They also expressed a lack of understanding regarding their rights and the scope of the permanent protective measure, showing only despair toward the procedures carried out by the Family Commissariat.

In light of the above, the level of recognition of care pathways among victims of domestic violence reported by the Family Commissariat in Commune 7 is low. This conclusion is supported by the interview with the Family Commissariat's psychologist, who noted a widespread lack of awareness among victims regarding the available pathways for receiving support and accessing justice in cases of domestic violence. Additionally, the telephone survey demonstrated that none of the victims who experienced recidivism in acts of violence by the aggressor had formally reported these new episodes, which is attributed to their lack of knowledge about their right and obligation to do so before the relevant authorities.

**Figure 1:**

Pie Chart. Recurrence of Domestic Violence.

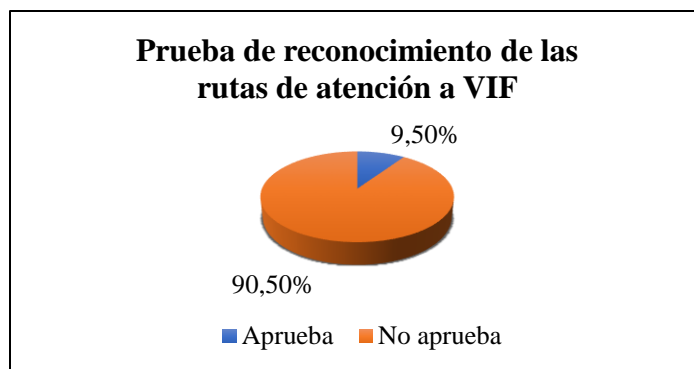


Note. Own elaboration.

To verify the hypothesis stated in the previous paragraph, a matching test was developed and administered to the victims of domestic violence reported by the Family Commissariat (Appendix No. 1). The test presented a list of ten (10) problematic situations on the left side, which needed to be connected by a line to one (1) of six (6) public institutions listed on the right margin: Family Commissariat, Attorney General's Office, Conciliation Center, Colombian Institute of Family Welfare, National Police, and Health Service Provider Institute. The purpose of the test was to assess whether the participants knew which entity was competent for each case related to violence within the family context. The results showed that only nine-point-five percent (9.5%), or two (2) people, had minimal knowledge on the subject, while nineteen (19) people, or ninety-point-five percent (90.5%), demonstrated no knowledge of which institution was appropriate for each case.

Figure 2:

Pie Chart. Test on Recognition of Domestic Violence Care Pathways.



Note. Own elaboration.



Additionally, the identified issue was corroborated through the technique of participant observation. This was applied during the psychological assessment sessions conducted with victims and alleged perpetrators. It was found that a significant number of participants expressed expectations regarding the domestic violence care process at the Family Commissariat that were inconsistent with the functions of this public institution.

Specifically, it was observed that participants requested interventions such as “therapy,” “counseling,” or “scolding” for the alleged perpetrators, with the explicit intention that such measures would lead to immediate behavioral adjustment. These distorted expectations demonstrate a widespread lack of understanding regarding the true role of the commissariats and the appropriate institution responsible for such interventions.

Consequently, it is reaffirmed that the level of recognition of care pathways among domestic violence victims reported by the Family Commissariat in Commune 7 is low. Therefore, it is necessary to implement comprehensive strategies for information, education, and training specifically targeted at this vulnerable population. For this reason, one of the specific objectives of the professional practice in psychology was to equip the reported victims of domestic violence at the Family Commissariat in Commune 7 of Cúcuta with knowledge about the comprehensive care pathways they should seek if new victimizing incidents occur.

The objective is to ensure that victims have a thorough understanding of their rights, the relevant pathways, and the competent entities for receiving guidance, psychosocial support, legal advice, and other services according to their needs. Additionally, it is crucial to raise their awareness of the importance of promptly reporting any recurrence of violence, as this enables case documentation, monitoring, and the imposition of more severe sanctions on the aggressors.

This deepened knowledge of their rights and support pathways aims to transform the victims’ perception of the justice system from one perceived as distant and complex to one that is accessible and efficient. The goal is to build a relationship of trust and security between domestic violence victims and the institutions responsible for their protection and well-being, which is essential for them to feel supported and understood throughout their challenging process.

In this context, forensic psychology is particularly relevant for the design and implementation of such psychoeducational intervention, as this discipline studies human behavior in relation to the legal system. The comprehensive approach of forensic psychology allows for addressing both the psychological needs and the rights of victims to receive guidance, advice, and support in their care pathway and access to justice.

By understanding the complexity of the victim’s experience and the legal procedures, forensic psychology can contribute to the creation of more humane and effective intervention protocols.



The integration of these perspectives ensures that the interventions are not only informative but also support the emotional well-being of the victims, fostering an environment of respect, dignity, and justice on their path to recovery and empowerment.

3. Intervention Guideline to Promote the Recognition of Care Pathways Among Victims of Domestic Violence Reported by the Family Commissariat in Commune 7 of Cúcuta

The diagnostic process identified three (3) psycho-legal issues faced by victims of domestic violence reported by the Family Commissariat in Commune 7: prevalent learned helplessness among users regarding the perpetrator of the victimizing acts, significant primary victimization in relation to psychological and physical violence, and a lack of knowledge about psycho-legal care pathways among users. Therefore, the general objective of the intervention was to mitigate helplessness among victims of domestic violence reported by the Family Commissariat in Commune 7 of Cúcuta through psycho-legal activities during the second semester of 2022.

In line with this objective, six (6) intervention guidelines were developed. The second psycho-legal intervention guideline aimed to equip victims of domestic violence reported by the Family Commissariat in Commune 7 of Cúcuta with knowledge about the comprehensive care pathways they should follow if new incidents of domestic violence occur (Appendix No. 2).

This guideline combined lecture-based strategies with meaningful learning approaches. The former aimed to ensure that participants understood the concepts, foundations, and functions of the Colombian legal system, while the latter sought to relate participants' prior knowledge to the new information being acquired.

The intervention is divided into three (3) phases: an icebreaker activity, a central activity, and a closing activity. For the icebreaker, the methodology of "charades" is used. In this activity, participants take turns impersonating each of the institutions that may intervene in cases of domestic violence: Family Commissariat, Attorney General's Office, Conciliation Center, Colombian Institute of Family Welfare, National Police, and Health Service Provider Institute. This activity helps reveal the participants' initial level of knowledge regarding the roles and functions of each public institution. Additionally, the use of interactive methodologies fosters rapport among all participants and facilitates the acquisition of the key knowledge.

In the central activity, the role of each impersonated institution is explained using an infographic (Appendix No. 3): Family Commissariat, Attorney General's Office, Conciliation Center, Colombian Institute of Family Welfare, National Police, and Health Service Provider Institute.

After explaining each institution, a discussion is held with the person who portrayed the institution, and they are asked to reflect on whether their portrayal was accurate and, based on the knowledge they have gained, whether they would modify their portrayal. Participants are then asked to develop, as an example, cases in which they could approach each of the studied institutions; this allows the session to conclude with a reflective dialogue that builds on shared experiences.



The closing activity, following a brief feedback session, invites all participants to take a short test on the knowledge acquired during the activity (Appendix No. 4). Similar to the diagnostic phase, the test presents a list of ten (10) problematic situations on the left side, which must be matched by a line to one (1) of the six (6) public institutions listed on the right margin: Family Commissariat, Attorney General's Office, Conciliation Center, Colombian Institute of Family Welfare, National Police, and Health Service Provider Institute. At the end, participants are asked to answer the question: What is the importance of care pathways in your personal life?

The proposed intervention guideline is highly relevant for addressing the issue of lack of awareness of care pathways among victims of domestic violence reported by the Family Commissariat. This relevance stems from the fact that the guideline is specifically designed to provide comprehensive and detailed information about the functions of each entity that can support victims, the cases they handle, and how to access their services.

By combining interactive methodologies with practical content on how to activate care pathways, the guideline ensures meaningful learning for participants. The structured approach, which includes introductory, thematic development, and closing activities, guarantees an orderly transmission of knowledge. Moreover, the intervention creates a space for dialogue and collective construction, allowing victims to address specific doubts.

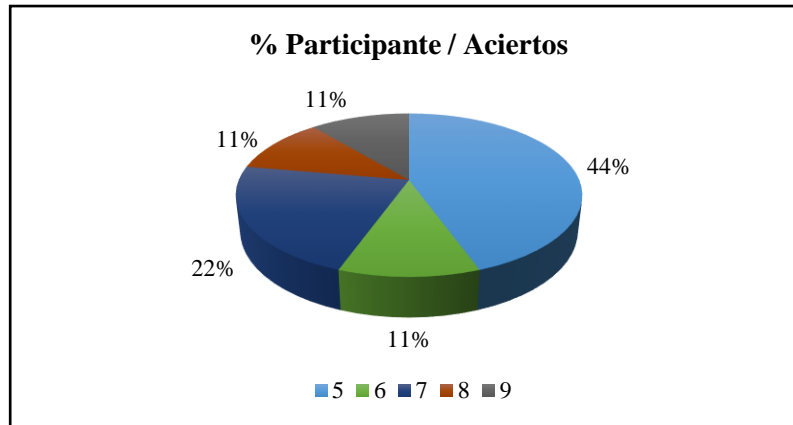
4. Results of the Intervention to Promote the Recognition of Care Pathways Among Victims Reported by the Family Commissariat in Commune 7 of Cúcuta

The psycho-legal intervention guideline No. 2 was applied to a group of nine (9) participants. Each participant was selected based on the following criteria: first, having been declared a victim of domestic violence by the Family Commissariat in Commune 7 of Cúcuta during the second semester of 2022; second, having shown clinically significant distress during the psychological assessment process; third, demonstrating clinically significant distress during the psychosocial follow-up process; fourth, having sufficient emotional openness to attend a group intervention; and fifth, having availability and accessibility to the facilities of the Family Commissariat in Commune 7 in the city of San José de Cúcuta.

Regarding the first section of the test, out of the nine (9) participants: one (1), representing eleven-point-eleven percent (11.11%), correctly matched all the relationships; one (1), also representing eleven-point-eleven percent (11.11%), correctly matched eight (8) functions; two (2), representing twenty-two-point-twenty-two percent (22.22%) of the participants, correctly matched seven (7) functions; one (1), representing eleven-point-eleven percent (11.11%), correctly matched six (6) functions; and four (4) participants, representing forty-four-point-forty-four percent (44.44%), correctly matched five (5) functions. Thus, all nine (9) participants successfully passed the quantitative section.

**Figure 3:**

Pie Chart. Number of Correct Matches per Participant in the First Section of the Test



Note. Own elaboration.

In the qualitative section of the post-intervention test, it was evident that the participants were able to internalize the importance of recognizing the comprehensive care pathways for domestic violence in their personal and family lives. Specifically, their responses indicated that knowing the competent institutions enables them to accurately address situations of violence, promptly activate protective measures, avoid exposing their lives by understanding the processes, and rely on the support and obligation of authorities to intervene in cases of domestic violence.

Some textual excerpts from the participants' responses included: “The importance of the care pathways against domestic violence lies in knowing exactly where to go for each specific situation that may arise in our homes.” “It is important in my life because now I know where to go when I realize someone is experiencing domestic violence, as many people do not report it because they do not know where to do it or what steps to take.” “Activating the comprehensive care pathways helps combat domestic violence because the authorities can intervene. If you don’t know what to do, no one can help you; you must seek out the state institutions that are obligated to act.” “If I know where to go, I can report domestic violence. This way, I don’t put my life at risk, and the authorities can help me.”

Based on the above, the objective of psycho-legal intervention guideline No. 2 was achieved. The victims of domestic violence reported by the Family Commissariat in Commune 7 of Cúcuta were equipped with knowledge about the comprehensive care pathways they should follow if new incidents of domestic violence occur. The participants were able to correctly match the problematic situations with the competent institutions, demonstrating an adequate understanding of where to seek help in cases of domestic violence. Additionally, in their qualitative responses, they expressed having internalized the importance of promptly activating these channels to receive the necessary guidance and support from authorities, thereby preventing further risks and negative consequences.



Discussion

Domestic violence is a complex phenomenon with profound psychosocial, legal, and cultural repercussions, requiring a thorough analysis of the victims' experiences and the institutional care processes. In this context, the discussion is enriched by intertwining the results of the current study with previous research to draw conclusions that can contribute to the design of more effective policies and intervention strategies.

The study by Cerón Mota and Montero Mueses (2021) conducted in Mocoa, Putumayo, is fundamental as it reveals the psychosocial effects of prolonged exposure to violence and the interaction with care pathways. These effects include disorders such as anxiety, depression, and substance abuse. Similarly, the present study complements these findings by demonstrating that the lack of knowledge about care pathways intensifies the distress and frustration of victims, who face uncertainty about their rights and support options. The difference lies in that while Cerón Mota and Montero Mueses emphasize the clinical effects of violence, the current research focuses on the impact of objective knowledge about care pathways, highlighting the importance of education and information as empowerment tools.

In the same vein, the work of Aviléz Moreno, Montesino Mendoza, and Peñate Martínez (2020) in Chinú shed light on the prevalence of physical and psychological violence, as well as the victims' dissatisfaction with delays in the care pathway. These aspects resonate with the current study, which identifies erroneous expectations regarding the timing and outcomes of the process at the Family Commissariat. Although Aviléz Moreno and colleagues focused on the subjective perception of the victims, the current study is oriented towards objective knowledge about care pathways, underscoring the importance of a comprehensive understanding that addresses both the emotional experiences and the practical understanding of institutional procedures.

Ramos Obando (2021) contributes to this discussion with her research in Pasto, where she determined that the majority of women were unaware of their rights and the care pathways available to report partner violence. This finding corresponds with the current study, which indicates a widespread lack of knowledge about the institutions and processes available to address domestic violence. The convergence between both studies highlights the importance of analyzing and improving women's knowledge of their rights and the institutional support options, pointing to the need to strengthen communication and education strategies on human rights and legal protection mechanisms.

Rodas Velásquez (2023), on the other hand, contributes to the discussion with her research in Bogotá, which found that the lack of clarity in judicial processes generates hopelessness among victims of domestic violence. This result is consistent with the findings of the present study, which shows that confusion regarding care pathways causes frustration and distress, leading victims to feel helpless. This highlights the importance of working on the clarification and simplification of judicial and administrative processes as a means to alleviate the emotional impact on victims and promote their access to justice.



Becerra Yáñez (2021), in her research in Cali, found that women who experienced recidivism in domestic violence chose not to report again, attributing this decision to a lack of knowledge about their obligation to do so. This finding resonates with the results of the present study, which indicates that none of the victims who experienced recidivism had formally filed a new complaint. The similarity between both studies underscores the need to address the relationship between a lack of knowledge about the reporting processes and the persistence in cycles of violence. It is evident that there is a need to develop educational programs that inform victims about the importance and procedure for reporting each incident of violence, as well as the legal consequences for the aggressors and the benefits of reporting for the victims and society.

The study by Hernández Melgarejo and Nova Mora (2021) adds a crucial psychoeducational dimension to the debate. They emphasize the relevance of psycho-legal support for victims of violence, a perspective that complements the current results by highlighting the need to educate and empower victims through continuous education and support. This approach not only helps victims navigate the legal system but also addresses the emotional and psychological aftermath of violence, facilitating a more comprehensive recovery process. The idea is that multidisciplinary support can significantly improve victims' confidence in institutions and the procedures for reporting and seeking assistance.

Moreover, the study by Santofimino Palomá, Moreno Román, Méndez Calderón, Palacios Rentería, and Barón Ocampo (2015) is crucial as it reveals the lack of knowledge in communities about the manifestations of domestic violence and the specific care pathways. This lack of awareness is also reflected in the present research. This parallel reinforces the idea that education and information dissemination should not only target victims but also society as a whole, with the aim of changing cultural attitudes and promoting a proactive community response to violence.

Finally, the study by Casallas Forero, Rodríguez Grande, and Ardila Arias (2019) highlights the negative perception victims have regarding institutional care, which is associated with the widespread lack of knowledge about care pathways identified in this study. The relationship between ignorance and satisfaction with the services received is direct: without knowing what to expect, victims may feel disappointed with the results. This point is crucial as it indicates that improving knowledge about care pathways can lead to greater satisfaction with services and, consequently, greater effectiveness in preventing and addressing domestic violence.

The convergence of these studies points to an inescapable conclusion: it is imperative to intensify efforts to educate and train victims of domestic violence about their rights and the available care pathways. The focus should be on creating accessible and comprehensible information programs disseminated through multiple channels, including educational institutions, media, and social organizations. Additionally, it is essential that these programs are inclusive and sensitive to the cultural and linguistic differences of the affected populations. The ultimate goal is to empower victims, facilitate their access to justice and support resources, and contribute to the eradication of domestic violence in all its forms.



Conclusions

The initial diagnosis revealed that the level of knowledge about care pathways among victims of domestic violence reported by the Family Commissariat in Commune 7 of Cúcuta is low. Both the interview with the Family Commissariat's psychologist and the telephone survey, along with participant observation, demonstrated a widespread lack of awareness regarding the institutions and processes that should be activated in situations of domestic violence. This leads to the perpetuation of violence cycles, misinformation about rights, and distrust in the justice system.

The intervention guideline was solidly based on relevant psychoeducational strategies to address the detected knowledge deficit. The combination of lecture-based instruction and meaningful learning ensured effective learning about comprehensive care pathways. The structure of the guideline ensured the proper transmission of knowledge. Thus, the objective of adequately informing victims about the various and extensive tools for reporting and managing domestic violence was achieved.

The quantitative results obtained after the application of the guideline showed that one hundred percent (100%) of the participants passed the test, correctly matching the situations presented with the competent institutions. This demonstrates the acquisition and understanding of the knowledge transmitted about care pathways. Meanwhile, the qualitative results revealed that participants positively valued the intervention, expressing that they had internalized the importance and usefulness of promptly activating the pathways in situations of domestic violence. The responses indicate a change in perspective, from initial misinformation and hopelessness to greater understanding, security, and confidence in the institutions.

The implemented psychoeducational intervention effectively promoted the recognition of care pathways among victims of domestic violence reported by the Family Commissariat in Commune 7 of Cúcuta during the second semester of 2022. The quantitative results demonstrate the acquisition of knowledge by the participants, while the qualitative results reveal their appreciation and appropriation of this knowledge for their lives. Together, these results fulfill the purpose of informing and raising awareness about the importance of promptly activating the available care pathways.

Recommendations

The identification of shortcomings in the knowledge and access to care pathways for victims of domestic violence at the Family Commissariat in Commune 7 of Cúcuta during the second semester of 2022 necessitates the implementation of measures to improve the efficiency and effectiveness of these services. To this end, a series of recommendations focused on optimizing processes and available information are presented, excluding the creation of personalized follow-up teams, with the aim of expanding the reach and depth of support provided to domestic violence victims.



A primary measure is the simplification and clarification of information regarding the available care pathways. It is suggested to develop informational materials that are easy to understand and accessible. Brochures, infographics, and posters, with user-friendly designs and accessible language, should be available at key community points. Additionally, the implementation of workshops and talks in community spaces is proposed, where care pathways are explained in detail and attendees' questions are addressed. Complementarily, the institution could benefit from the creation of a digital platform with detailed information about each stage of the care process and direct contact for inquiries.

Regarding the training of Family Commissariat staff, a continuous training program that deepens their understanding of domestic violence and best practices for victim care is essential. Training should include handling complex situations and providing empathetic and effective case management. Practical workshops and role-playing sessions can be valuable tools for improving staff skills and ensuring quality and humane care. This training should be regularly updated to reflect changes in laws and policies, as well as to incorporate new evidence-based intervention strategies.

Regarding the improvement of communication channels, it is essential to ensure that current mechanisms are efficient and focused on the needs of the victims. The implementation of a prior appointment system that reduces waiting times, as well as the possibility of making online inquiries, can contribute to better case management and more agile and timely care. Additionally, the Family Commissariat could facilitate contact points in allied institutions, such as health centers and educational institutions, so that victims can receive preliminary guidance and be appropriately referred.

Finally, it is crucial to establish a feedback mechanism that gathers the experiences and opinions of victims regarding the care process they received. This mechanism should be simple and accessible, offering victims the opportunity to provide suggestions for improvement without fear of reprisal. Analyzing this data will allow the institution to continuously adjust its protocols and strategies, ensuring that care pathways remain relevant and effective in response to changing social dynamics and the specific needs of domestic violence victims.

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Annexes

Annex No. 1. Test on the Recognition of Response Pathways for Victims of Domestic Violence Declared by the Family Commissariat of Comuna 7 in Cúcuta

Below, on the left side, a list of situations that can be addressed through a response pathway is presented. Your task is to connect them with a line to the words on the right, which represent the institutions responsible for handling the situations. In other words, match the situation with the entity that would provide assistance.

Situations	Institutions
Domestic Violence (without recurrence or administrative protective measures; no current or imminent danger).	Family Commissariat
Domestic Violence (with recurrence despite administrative protective measures; no current or imminent danger).	Attorney General's Office
Domestic Violence (with current and imminent danger).	National Police
Arrangement of child support and visitation for a minor by the parent without custody.	Conciliation Center
Family conflicts.	Conciliation Center
Psychological care for victims of domestic violence.	Healthcare Provider
Medical care for victims of domestic violence.	Healthcare Provider
Psychophysical assessment for criminal purposes for victims of domestic violence.	Attorney General's Office
Arrangement of support and visitation for elderly adults.	Conciliation Center
Violence against minors.	Colombian Institute for Family Welfare

Source. Own elaboration.

Annex No. 2 Instruction Manual for Psycho-Legal Intervention No. 2



Category	Response Pathways for Domestic Violence
Purpose	To provide knowledge to officially recognized victims of domestic violence (DV) by the Family Commissariat of Comuna 7 in Cúcuta regarding the comprehensive response pathways they should follow in the event of new incidents of domestic violence.
Activities	<p>For the icebreaker activity, the "charades" methodology is applied. Participants take turns personifying each institution that may intervene in cases of domestic violence: Family Commissariat, Attorney General's Office, Conciliation Center, Colombian Institute for Family Welfare, National Police, and the healthcare provider. This approach helps to assess the participants' initial knowledge regarding the roles and functions of each public institution. Additionally, the didactic methodologies promote rapport among all participants in the process and help them better absorb the key knowledge of the exercise.</p> <p>In the main activity, an infographic is used to explain the role of each personified institution: Family Commissariat, Attorney General's Office, Conciliation Center, Colombian Institute for Family Welfare, National Police, and the healthcare provider. After each institution is explained, a discussion is held with the participant who dramatized the institution, asking them to reflect on whether their portrayal was accurate and whether, with the new knowledge acquired, they would modify their performance. Subsequently, participants are asked to develop example cases where they could seek assistance from each of the studied institutions. This allows the session to conclude with a reflective dialogue based on shared experiences.</p> <p>For the closing activity, following a brief feedback session, participants are invited to take a short test on the knowledge acquired during the activity. Similar to the diagnostic phase, the test features on its left side a list of ten (10) problematic situations that must be matched by a line to one (1) of the six (6) public institutions listed on the right side: Family Commissariat, Attorney General's Office, Conciliation Center,</p>



	<p>Colombian Institute for Family Welfare, National Police, and the healthcare provider. Lastly, participants are asked to answer the question: What is the importance of the response pathways in your personal life?</p>
<p>Content to Communicate to Participants</p>	<p>Domestic violence consists of actions that cause physical, psychological, sexual, or economic harm to a family member. It can range from physical assault, insults, or rape to forbidding someone to work or taking away their money. It occurs when there is an abuse of power within the family, such as when a husband hits his wife, a father sexually abuses his daughter, or grown children attack their elderly parents. The most vulnerable are women, children, the elderly, and people with disabilities. However, adult men can also be victims of their partners. Everyone deserves protection. Domestic violence destroys families. It has serious consequences, such as trauma, depression, or anxiety. Children may develop addictions or repeat the violence in the future with their own families. Some causes include: traditional gender roles and machismo, parents who were violent and repeat the pattern, alcoholism and drug addiction, unemployment, stress and frustration, poverty, and a lack of skills to resolve conflicts peacefully. The most common psychological effects on victims are: low self-esteem and shame, constant fear for their lives, post-traumatic stress with flashbacks and nightmares, depression with crying, isolation from friends and family, and feelings of helplessness. Children may become aggressive, disobedient, perform poorly in school, or drop out altogether. Domestic violence is a crime. It violates human rights and hinders personal development. The State is obliged to protect the integrity of families and stop this scourge.</p> <p>There are response pathways involving different entities:</p> <ul style="list-style-type: none"> - The Family Commissariat prevents and guides victims. It imposes protective measures and sanctions on aggressors.








	<ul style="list-style-type: none"> - The Attorney General's Office thoroughly investigates the most serious cases considered criminal offenses. It brings the aggressors to criminal justice. - Forensic Medicine conducts physical and psychological exams on victims to support legal investigations. - Conciliation helps resolve related family conflicts, such as child custody or alimony. - The ICBF (Colombian Institute for Family Welfare) provides psychosocial support and legal representation to children who are victims of domestic violence. It protects them comprehensively. - The Police immediately respond to assist victims when violent episodes occur and gather evidence. - The Health Sector treats wounds, physical injuries, and psychological trauma following violence. It offers professional support. <p>If you suffer from domestic violence, report it. Seek help and support from these entities. You are not alone; they can protect you, punish the aggressor, and restore your rights and those of your children.</p>
Strategy	<p>Different pedagogical methods will be applied. Meaningful learning will be present at two (2) points: at the beginning and at the end. At the beginning, by establishing a positive relationship between the entities and the participants; and at the end, when individual reflection is encouraged. Additionally, a lecture format will be incorporated to masterfully explain certain concepts, principles, and functions of the Colombian legal framework.</p>

Source. Own elaboration.



Annex No. 3. Infographic on Response Pathways for Domestic Violence Victims

Comprehensive Care Routes	
Institution providing care	How can they help me?
<p>Comisarías de Familia (Family Commissioner's Offices)</p> 	<ul style="list-style-type: none"> - Attention to DV (first stage). - Attention to family conflicts. - Temporary establishment of visitation and child support for minors. - Temporary establishment of visitation and support for the elderly. - Referral to healthcare providers.
<p>Fiscalía General de la Nación Office of the Attorney General</p> 	<ul style="list-style-type: none"> - Attention to DV (second stage). - Comprehensive protection for DV victims.
<p>Instituto Colombiano de Bienestar Familiar (Colombian Institute of Family Welfare)</p> 	<ul style="list-style-type: none"> - Care in cases of violence against minors. - Establishment of visitation rights and child support for minors.
<p>Centros de Conciliación Conciliation Center</p> 	<ul style="list-style-type: none"> - Establishment of child support and visitation for minors. - Establishment of support and visitation for the elderly. - Liquidation and termination of marital and community property.
<p>Instituciones de Salud Health Institution</p> 	<ul style="list-style-type: none"> - Psychophysical care.

Source. Own elaboration.



Anexo No. 4. Prueba post-intervención psico-jurídica No. 2.

Post-Intervention Psycho-Legal Test No. 2

1. Below, on the left side, a list of situations will be presented that can be addressed through a response pathway. Your task is to connect them with a line to the words on the right, which represent the institutions responsible for handling the situations. In other words, match the situation with the entity that would provide assistance.

Situations	Institutions
Domestic Violence (without recurrence or administrative protective measures; no current or imminent danger).	Comisaría de Familia (Family Commissariat).
Domestic Violence (with recurrence despite administrative protective measures; no current or imminent danger).	Fiscalía General de la Nación (Attorney General's Office).
Domestic Violence (with current and imminent danger).	Centro de Conciliación (Conciliation Center).
Arrangement of child support and visitation for a minor by the parent without custody.	Instituto Colombiano de Bienestar Familiar (Colombian Institute for Family Welfare).
Family conflicts.	Policía Nacional (National Police).



Psychological care for victims of domestic violence.

Instituto prestador de salud (Healthcare Provider).

Medical care for victims of domestic violence.

Psychophysical assessment for criminal purposes for victims of domestic violence.

Arrangement of support and visitation for elderly adults.

Violence against minors.

2. What is the importance of response pathways in your personal life?

R//:

Source. Own elaboration.