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Building Inclusive Risk Management:
Triggering Change Toward Community Resilience

**Mentoring Process for Colonia
Burócratas**

June 2023



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This report is part of the “Building Inclusive Risk Management: Triggering Change Toward Community Resilience” project, a joint initiative between SIA Consultoría para el Desarrollo, the Catedra Conacyt 469 project at Centro de Gestión para el Desarrollo of Universidad Autónoma de Guerrero (CGD-UAGRO), and Instituto Integral para la Gestión Social de Riesgos de Desastres y Cambio Climático A.C. (IIGSRDYCC).

The project was implemented within the framework of the UKRI Fund award “Gender Responsive Resilience and Intersectionality in Policy and Practice (GRRIPP) - Networking Plus Partnering for Resilience” (AH/R005370/1), funded by the Global Challenges Research Fund and carried out by the following collective of universities:



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Document review:

Building Inclusive Risk Management (2023). *Mentoring Process for Colonia Burócratas in Acapulco, Guerrero, Mexico. Building Inclusive Risk Management: Triggering Change Toward Community Resilience Project* (Research Report 3). SIA Desarrollo / IIGSRDYCC / CONACyT-UAGRO

Presentation:

Like other cities in Mexico, Acapulco is vulnerable to disaster risks and climate change. However, most of the actions in terms of risk management and climate action are thought from a top-down perspective, with little to no participation of social actors and without considering the multiple inequalities and diversity of communities. Although civil society is present and active in disaster response processes through solidarity and care networks, there is little social participation in prevention processes and in building long-term resilience. Addressing these gaps will allow generating inclusive and relevant risk management and climate action processes for the diverse actors that form and transform cities, as well as developing not only response but also prevention processes.

Seeking to address these gaps, a research and advocacy process was launched in 2017 through a project developed by Celia Ramírez Aguirre in the framework of the Master's Degree in Sustainable Development Management (MGDS) from the Centro de Gestión del Desarrollo (Development Management Center) of Universidad Autónoma de Guerrero (CGD-UAGRO), in collaboration with a group of women from Colonia Palma Sola in Acapulco for risk and resilience management, considering gender disadvantages and discrimination, aggravated by their intersection with other conditions such as poverty, religion, and geography (Ramírez, 2019; Ramírez & Becerril, 2021). Such work has been consolidated with the formalization of the women's group into a civil association called Instituto para la Gestión Social del Riesgo de Desastre y Cambio Climático (Institute for the Social Management of Disaster Risk and Climate Change, IIGSRDyCC). Likewise, this work continues to be consolidated with two academic projects carried out by two IIGSRDyCC members—one developed by Dayanna Valente Ramírez within the framework of CGD-UAGRO's MGDS program, and the other one by Celia Ramírez Aguirre within the framework of the Doctoral Program in Urbanism from Universidad Autónoma del Estado de México¹.

On the other hand, the research and advocacy program Catedra CONACyT 469 Políticas Públicas y Tecnologías Innovadoras para la Protección Civil de Acapulco (Catedra CONACyT 469 Public Policies and Innovative Technologies for Civil Protection in Acapulco) has been developed since 2015. Within this framework, the Smart Urban Resilience project was developed between 2019 and 2021, resulting in the "Civil Society and Urban Resilience Through Smart City Interventions" Roadmap. This document includes "10 messages that contextualize the encounter between urban digital technologies and disaster risk reduction (DRR) processes" seeking to "support DRR and information technologies stakeholders and recognize the potential of digital technologies while critically reflecting on their pros and cons, limitations and gaps, and risks and opportunities" (Díaz et al., 2021).

Seeking to intertwine the aforementioned research and advocacy work and the efforts of the IIGSGDyCC, the Incorporating a Roadmap for Smart Urban Resilience project, funded by the University of Newcastle, was implemented. This project focused on a mentoring process for the

¹ It should be noted that this and the undergraduate projects (master's and doctoral) are intended to nurture and mutually reinforce each other.



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IIGSGDyCC in Colonia Palma Sola based on the "Civil Society and Urban Resilience Through Smart City Interventions" Roadmap. This process sought to generate an exchange of knowledge and explore the potential of using the roadmap, resulting in the identification of three lines of action for the IIGSGDyCC.

Based on this convergence, the purpose of this Building Inclusive Risk Management: Triggering Change Toward Community Resilience project was to delve into the aforementioned processes and contribute to the consolidation of transdisciplinary alliances, capacity building, and the construction of inclusive risk management that triggers change towards community resilience in Acapulco.

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1 Introduction

The Building Inclusive Risk Management: Triggering Change Towards Community Resilience project was implemented between January and May 2023 in Colonia Palma Sola, FOVISSSTE sector, and Colonia Burócratas, in the Metropolitan Area of Acapulco (ZMA). Colonia Palma Sola and Colonia Burócratas belong to Acapulco's amphitheater sector, characterized as the most "consolidated" and oldest area of the city due to the concentration of equipment and health and education services (PDDU, 2015). However, both are located in the upper part of the amphitheater and are composed of precarious and informal housing lacking public services. According to the National Population Council, Colonia Palma Sola has a high and medium level of marginalization, while Colonia Burócratas shows a medium and low degree. Regarding risks, the Colonia Palma Sola has serious contamination problems, and the population is vulnerable to landslides and mudslides caused by heavy rains or hurricanes (PDDU, 2001). Burócratas also has contamination problems due to urban solid waste and water from drainage pipes (García, 2019).

The overall objective of the project was to consolidate community risk management processes and associated capacities from an intersectional perspective that considers the intertwining of the various domination categories, including gender and class, for urban resilience creation. To this end, the project set out 3 lines of action, which resulted from the 2022 mentoring process: (i) create, in a participatory manner, an inclusive evacuation protocol for tropical cyclones or earthquakes in Colonia Palma Sola; (ii) address the psychological impact related to previous disasters that disproportionately affected women who are the focus of care through art therapy, providing tools to face future events; (iii) explore the scalability of the processes carried out in Palma Sola, reflecting on "infusion" processes in Colonia Burócratas, also in Acapulco, and the articulation with the public sector and academia.

This report describes the methodology and results of action line 3 "Explore the scalability of the processes carried out in Palma Sola, reflecting on "infusion" processes in Colonia Burócratas and the articulation with the public sector and academia," and concludes by outlining a reflection on its implementation and its role concerning gender-sensitive resilience and intersectionality in policies and practices.

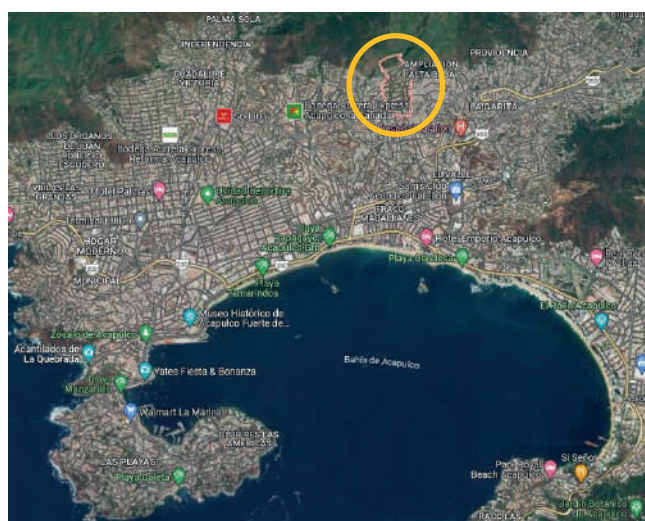
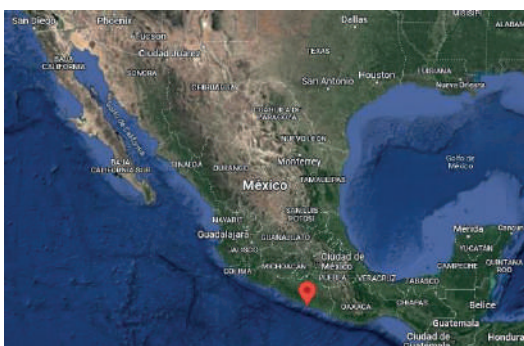


Illustration 1: Map of Acapulco and Colonia Burócratas

2 Description of Action Line 3

The mentorships were conceived as a process of exchange between researchers and civil society in Acapulco based on the results of the 'Smart Urban Resilience: Enabling Citizen Action in Disaster Risk Reduction and Emergency Response'² research project.

The exchange process was based on the ten messages of the "Civil Society and Urban Resilience Through Smart City Interventions" Roadmap. These messages "contextualize the encounter between urban digital technologies (including smart city initiatives) and disaster risk reduction (DRR) processes." They are addressed to actors related to DRR and information technologies (ICTs), and aim to support "the recognition of the potential of digital technologies while critically reflecting on their pros and cons, limitations and gaps, and risks and opportunities" (Díaz et al., 2021). In this project, the messages were used as triggers for a discussion between the communities, the IIGSGDyCC women, and the academia around disaster risk reduction and climate change.

Table 1:

Ten Messages of the "Civil Society and Urban Resilience Through Smart City Interventions" Roadmap

| Messages | |
|----------|---------------------------------------------------------------------------------------------------------------------------------|
| 1 | The concept of 'civil society' includes both formal and informal organizations. |
| 2 | Civil society provides aid and services, but also expands the public sphere and raises points of dialogue with the state. |
| 3 | Disasters do not have a single beginning or end. |
| 4 | Emergencies and disasters are made up of different experiences, emotions, and materialities. |
| 5 | Digital technologies help us understand disasters; giving them meaning is a human endeavor. |
| 6 | The digital connections that emerge in response to disasters reflect pre-existing social relationships. |
| 7 | We do not always need more technology; we need to keep civil society communities and organizations at the center of the action. |
| 8 | Urban digital technologies are only useful if they respond to the most pressing needs of city dwellers. |
| 9 | Everyday technologies help resilience. High-tech is useful but should not be overestimated. |
| 10 | An effective technological solution adapts to the context where it will be used, not one that replicates another reality. |

The first mentoring process was carried out in Palma Sola in 2022 with funding from Newcastle University. This process included virtual mentoring sessions and face-to-face workshops. To maximize participation, the face-to-face workshops involved arts-based approaches (including yoga workshops and the creation of a community-led mural focused on DRR) to energize and engage participants. The process resulted in the definition of three lines of action that were agreed upon and prioritized by the community itself.

² For more details, see <https://smarturbanresilience.webspace.durham.ac.uk/>



To follow up and expand this process, a second mentoring phase—discussed in this Report—was carried out between February and May ²⁰²³ in Colonia Burócratas, where the IIGSRyCC started working. The general objective was to explore the scalability (i) of the processes conducted in Palma Sola and of the articulation with both the public sector and academia, based on an "infusion" process in Colonia Burócratas. Consequently, the mentoring process in Burócratas sought to generate lines of action in collaboration with the Burócratas neighbors to structure and legitimize the action of the IIGSRyCC in this Acapulco area.

3 Methodology

3.1 Conceptual Framework

The notion of mentoring entails an idea of exchange between someone more experienced with someone less knowledgeable. In this case, the process we undertook was based on an exchange between people with different ways of knowing. However, we kept the term mentoring because we understood that it was more seductive for people to attend a "mentoring" session rather than an "exchange" one, with the idea that they were going to learn something. This seemed important in a context where a large part of the population, particularly women, have few years of formal education and illiteracy exists.

Moreover, the process was based on sciences from a feminist perspective. Starting from Isabelle Stengers' work, Zitouni (2021) argues that, between the 17th and 19th centuries, the figure of a scientist in modern sciences was consolidated as a 'gentleman' above politics and without interests at stake, capable of faithfully recording experiments in laboratories and firmly believing in progress.

As an alternative to this conceptualization, Zitouni (2021) highlights that Isabelle Stengers developed an understanding of sciences that connected the "truths revealed by these sciences with the social balance of power that these truths do or do not reinforce," leaving aside the relativist stance on true sciences and philosophical perspectives that understand "Reason as a historical agent in its own right" (p. 38). Consequently, for Stengers, science is neither "the gear in the wheel of political apparatuses so intertwined in power games that there would be nothing more to expect from it, except to start from scratch," nor is it a field to be protected "from the political stakes that would contaminate it."

From this conceptualization, Zitouni (2021) argues that scientists are required to enter the laboratories, abandoning the idea of a neutral position (without any interest at stake), and strengthen the tests they perform, considering the discussions outside laboratories. In the same line of thought, Latour (2012) argues that scientists should go in and out of laboratories, generating a public with which to think together moving from cogito to *cogitamus*.

In addition, Zitouni (2021), mobilizing Donna Haraway's work, points out that scientific research can be considered an adventure rather than a conquest, and that its purpose is to contribute to generating new futures: "the situated researcher steps out of the hustle and bustle of criticism and becomes capable of listening to, encountering, and radically confronting other worlds, producing, with love and humor, faithful accounts of those worlds and what they call" (p. 21).

Based on the above, the exchange process was conceived as a process of involvement of scientific practices and their results (roadmap) with the everyday practices of the people living in Colonia Burócratas, seeking to think jointly and build new futures.

3.2 Operating Framework

The process was structured in five stages:

Stage 1 start focused on the project and process presentation. Regarding the process, it was agreed to share a brief overview of risk management and resilience.

Stage 2 Selection included the presentation of the resilience roadmap and the selection of key messages to be discussed in the following sessions.

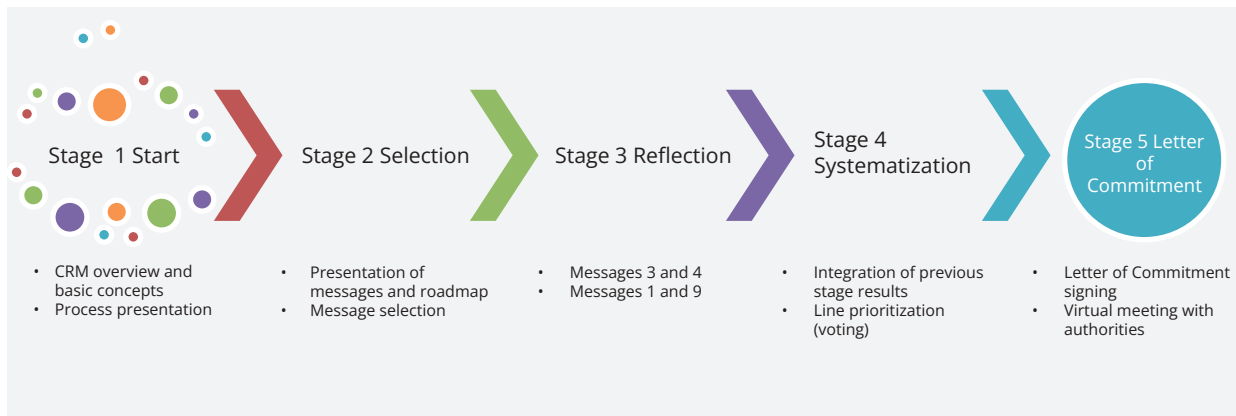
Stage 3 Exchange focused on four key messages and consisted of two sessions to work on messages 3 and 4, and 1 and 9 of Table 1, respectively. For this reflection, each session was divided into three moments. The first one focused on sharing what moved and interested the researchers about the content of each message. The second moment focused on how the researchers' interests or questions echoed or connected with what people had lived or were living. The third moment, based on what was discussed, focused on exploring feasible ideas that could be implemented to strengthen the work of the Institute in Burócratas.

Stage 4 Systematization consisted of systematizing the lines of action resulting from the reflection process and presenting them to the community to prioritize them.

Stage 5 Letter of Commitment consisted of two moments, a face-to-face moment (community) and a virtual one (municipal and state authorities), in which the process and results were presented, and the Letter of Commitment was signed to implement the agreed lines of action.

Illustration 2

Mentoring Process Stages



4 Results

4.1 Stage 1 Start

4.1.1 Mentoring Process Presentation Session (February 14, 2023)

The mentoring process presentation session was held on February 14, 2023, with 30 participants: 26 women and 4 men, mostly from Colonia Burócratas, and people from other Colonias in Acapulco and surrounding areas were also interested.

Celia and Anukie first welcomed the audience. Afterwards, Héctor and Ana made a general presentation of the project (problems, background, and objectives) and the mentoring process.

On the other hand, during this first session, Francisco Bustamante was invited to give an overview of the key concepts regarding risk management and resilience, considering that most Burócratas inhabitants were not familiar with the basic risk management concepts.

4.2 Stage 2 Selection

4.2.1 Resilience Roadmap Presentation and Message Selection Session

The "Resilience roadmap presentation and message selection" session was held on February 24, with 21 participants: 18 women and 4 men. As in the last meeting, a significant number of these

people did not live in Burócratas, but came from other Colonias such as Paso Limonero, Unidos por Guerrero, Palma Sola, and San Juan de los Llanos.

The session began with an attendee welcome and introduction. Afterwards, Héctor and Ana briefly presented the Smart Urban Resilience: Enabling Citizen Action in Disaster Risk Reduction and Emergency Response project, focused on exploring the context of emergencies and disasters, and the relationship between civil society and digital technologies.

On this basis, Héctor and Ana presented the Roadmap that resulted from this project, which includes 10 messages about the encounter between risk management processes and digital technologies. The objective of the Roadmap is "to support actors interested in both DRR and information technologies (ICTs) to recognize the potential of digital technologies while critically reflecting on their pros and cons, limitations and gaps, and risks and opportunities" (Resiliencia Urbana Inteligente, 2021).

In a second moment, the conversation started for people to participate, commenting on what message caught their attention or spoke to them. This process allowed identifying the following four messages on which to focus the mentoring process:

**Message 1**

The concept of 'civil society' includes both formal and informal organizations.

**Message 3**

Disasters do not have a single beginning or end.

**Message 4**

Emergencies and disasters are made up of different experiences, emotions, and materialities.

**Message 9**

Everyday technologies help resilience. High-tech is useful but should not be overestimated.

This process allowed identifying how people felt challenged by the emotions surrounding disasters (as in the mentoring process in Palma Sola in June 2022), the civil association formalization issue, and the associated challenges such as SAT (Tax Administration System) taxation. This is understandable since the Institute has had difficulties understanding the taxation processes it has to carry out.

On the other hand, considering that several non-residents of Burócratas were interested in this process, it was suggested that the process could be anchored in Burócratas but could have connections with other Colonias. Finally, Burócratas residents' participation in the discussion was very timid, while the members of the Institute had more interventions.

One week later, the four key messages 3, 4, 1, and 9 (see Table 1) resulting from the virtual mentoring process sessions were presented on a face-to-face basis. The purpose was to validate the messages at the community level, including people who did not participate in the work sessions. In addition, the space was used to present Goal 11 of the Sustainable Development Goals (SDGs) and the mural that had been previously worked on.

4.3 Stage 3 Exchange

4.3.1 Presentation and Reflection Session for Messages 3 and 4

The session focused on the following messages: “Disasters do not have a single beginning or end” (3) and (4). It was held on March 3, with 18 participants: 15 women and 3 men. In this session, Héctor and Ana began by sharing in detail each of the messages. Afterwards, participants’ ideas and reflections were discussed. These ideas and reflections were systematized into possible lines of action using a mural as a tool.

Table 2

Exchange Session 1 Action Lines

| Lines of action | What would this action have to include or consider that would work or can be done? |
|------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Recognize the area and identify concrete actions | Form neighborhood committees, by block Start with the most exposed ones Challenge participation/selfishness, self-interest Knowing the territory or area |
| Create a communication strategy and support network | |
| Accompany people who have suffered losses | Follow-up with individual or group psychological therapy Support among neighbors |
| Create memory to trigger forms of organization | Memory of disasters |

4.3.2 Presentation and Reflection Session for Messages 1 and 9

The session focused on messages 1 and 9 was held on March 10, 2023, with 19 participants: 17 women and 2 men. This session followed the same format as the previous one and the results were as follows.

Table 3

Exchange Session 2 Action Lines

| Lines of action | What would this action have to include or consider that would work or can be done? |
|-----------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Develop responsiveness and management capabilities | Training in the use of technologies Organizational management training (fiscal) Identification and management of materials and tools Drills at home once every 2 months |
| Organize committees for blocks at risk | More timely information Disaster communication assistant Alternative forms, lamps, whistles, and speakers Safe meeting points |
| Develop strategies to improve the environment | For example, stairs Start with priority spaces Provide handrails and accessible walkways |

4.4 Stage 4 Systematization and Voting

Based on the results, the team systematized in a single list the lines of action that resulted from the two message discussion sessions. For this systematization, lines of action were connected. This process resulted in 6 lines of action:

1. Generate memory spaces to know what worked and what did not work in past disasters.
2. Conduct tours in the Colonia to identify and prioritize risks so that everyone is aware of them.
3. Organize neighborhood committees (per block exposed to risks) with people who learn about risks and what to do in the event of an emergency.
4. Create a communication strategy and support network to communicate during an emergency, to reach the meeting point, and to assist the group through the traumas of past disasters.
5. Develop and strengthen technology use abilities (use of electronic devices), fiscal management, and management of materials and tools for greater resilience.
6. Develop strategies to improve the environment, especially in terms of infrastructure such as stairs, handrails, and accessible walkways.

Subsequently, on March 19, a vote on the lines of action resulting from the mentoring process was held on a face-to-face basis in Colonia Burócratas. Participants included 15 women, 1 girl, and 2 boys.

Each participant had five votes that they distributed as they wished (they could use all their votes for one option or distribute them as they wished). To vote, they took a marker and wrote their initials five times. The result is shown in the table below.

Table 4
Results of Action Line Selection

| Proposed line of action | Votes |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| Develop strategies to improve the environment, especially in terms of infrastructure such as stairs, handrails, and accessible walkways. | 15 |
| Conduct tours in the Colonia to identify and prioritize risks so that everyone is aware of them. | 13 |
| Organize neighborhood committees (per block exposed to risks) with people who learn about risks and what to do in the event of an emergency. | 13 |
| Develop and strengthen technology use abilities (use of electronic devices), fiscal management, and management of materials and tools for greater resilience. | 13 |
| Create a communication strategy and support network to communicate during an emergency, to reach the meeting point, and to assist the group through the traumas of past disasters. | 12 |
| Generate memory spaces to know what worked and what did not work in past disasters. | 6 |

4.5 Stage 5 Closing and Next Steps

4.5.1 Closing Session and Next Steps (May 13, 2023)

To close the process, a face-to-face meeting was held in Burócratas on May 13, with 20 participants: 17 women, 2 boys, and 1 girl.

In this face-to-face closing meeting, Celia emphasized the importance of participating in projects carried out by the IIGSRDYCC, linked with academia and the government sector. Furthermore, the lines of action were presented and the civil society, academia, and government agreement—which includes the lines of action to be implemented in Burócratas—was signed.

The meeting was also used to guide women through the integration into social programs, such as the Ignacio Manuel Altamirano scholarship and Proyectos Productivos a Mujeres en Vulnerabilidad (Productive Projects for Vulnerable Women) (application opens between May 12 and 17). Although program participants should be involved directly, the institute (represented by Celia, Dayanna, and Gustavo) supported the women in scanning documents and pre-registering members and children in both social programs. Given the importance of learning how to carry out procedures through technology, participants were also trained in this process. Documents were also collected in the upper part of the Colonia for housing legalization purposes.

4.5.2 Closing Session and Virtual Next Steps (May 19, 2023)

The virtual closing was held on May 19, 2023, and 26 women and 4 men from Colonia Paso Limonero, Colonia Burócratas, and Colonia Palma Sola participated. Other participants included government representatives from the following institutions: Secretariat of Integral Risk Management and Civil Protection (state director), Municipal Civil Protection, a municipal councilman, and the director of civil organizations in the state of Guerrero. Members of the IIGSRDYCC were also involved.

Héctor first presented the background of the project, placing this work within a convergence process between the Catedra CONACyT project and IIGSRDYCC's work. He also briefly presented the general framework and the mentoring process stages.

Afterwards, Celia presented the lines of action resulting from the process and explained the reasons for each of the 6 of them, as well as the need to recognize and know the risk areas for evacuation, the existence of neighborhood committees, the use of technologies to strengthen abilities, the fiscal and accounting support of the association, the development of communication strategies, and disaster memory creation. In addition, Celia invited the participants to strengthen the lines of action, provide support from the agencies they represent, and look for ways to share the community efforts with the governor or municipal president.

Subsequently, an exchange session was established with the representatives of state and municipal civil protection to specify the lines of action. The municipal civil protection representative mentioned the actions that the agency is carrying out for the 2023 rainy season, and invited attendees to visit the official web page:

- Official website: risk and temporary shelter atlas
- Fieldwork: cleaning of stream beds, canals, aircraft tanker dams, and notifications to homes in risk areas
- Municipal Civil Protection Council to be in permanent session
- Finally, the representative committed to sending the IIGSRDYCC the list of members per area to assist during an emergency and to have the information by Colonia to connect the community committee of Palma Sola or Burócratas with the officials in charge of their area.

The representative of the Secretariat of Integral Risk Management and Civil Protection proposed:

- Their intervention in any situation if the municipality's capacity is exceeded (they help the municipality)
- Different training sessions and courses: first aid and definition of emergency routes
- Tours with personnel trained in structural hazards

5 Photo gallery

5.1 Stage 1

Mentoring presentation session (February 14, 2023)

Photo 1

Screenshot of the Presentation Session

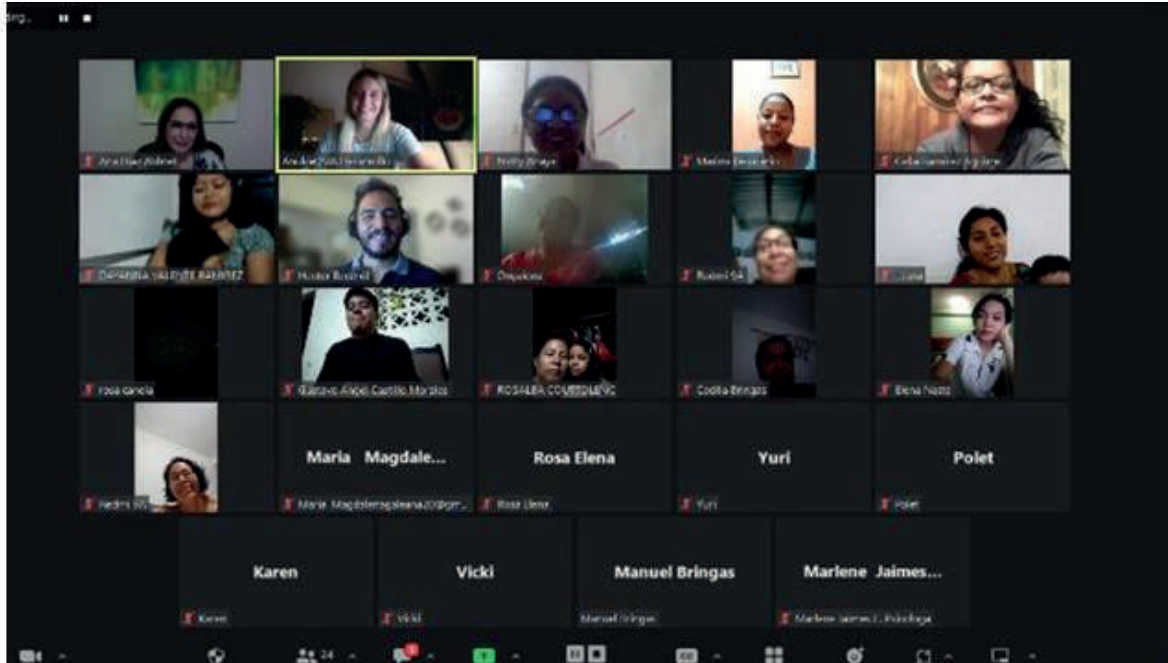


5.2 Stage 2

Roadmap presentation and message selection session (February 24, 2023)

Photo 2

Screenshot of the Roadmap Presentation and Message Selection Session



5.3 Stage 3

Presentation and reflection session for messages 3 and 4 (March 3, 2023)

Photo 3

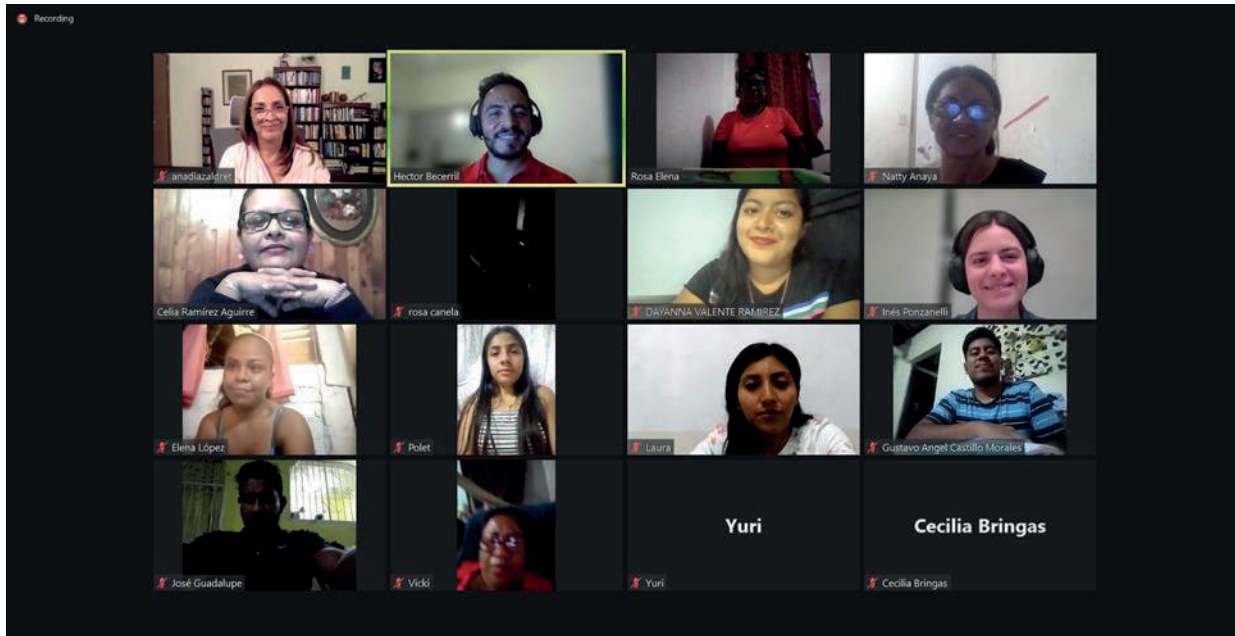
Screenshot of the Presentation and Reflection Session



Presentation and reflection session for messages 1 and 9

Photo 4

Screenshot of the Presentation and Reflection Session



5.4 Stage 4

Photo 5 and 6
March 19 Session



5.5 Stage 5

Face-to-face closing session (May 13, 2023)

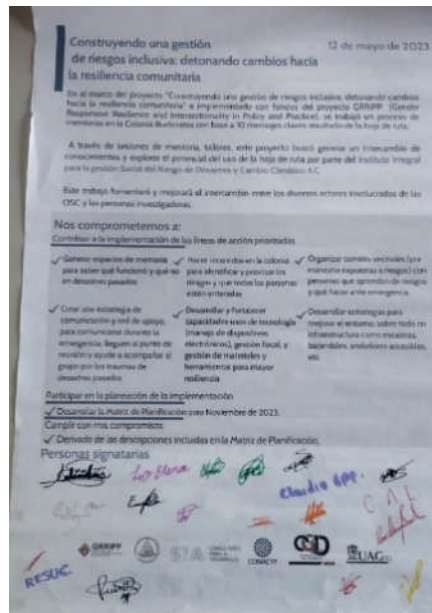
Photo 7
Face-to-face Closing Session



Photo 8
Face-to-face Closing Session



Photo 9
Face-to-face Closing Session



Virtual closing session with authorities (May 19, 2023)

Photo 10

Screenshot of Virtual Closing Session with Authorities

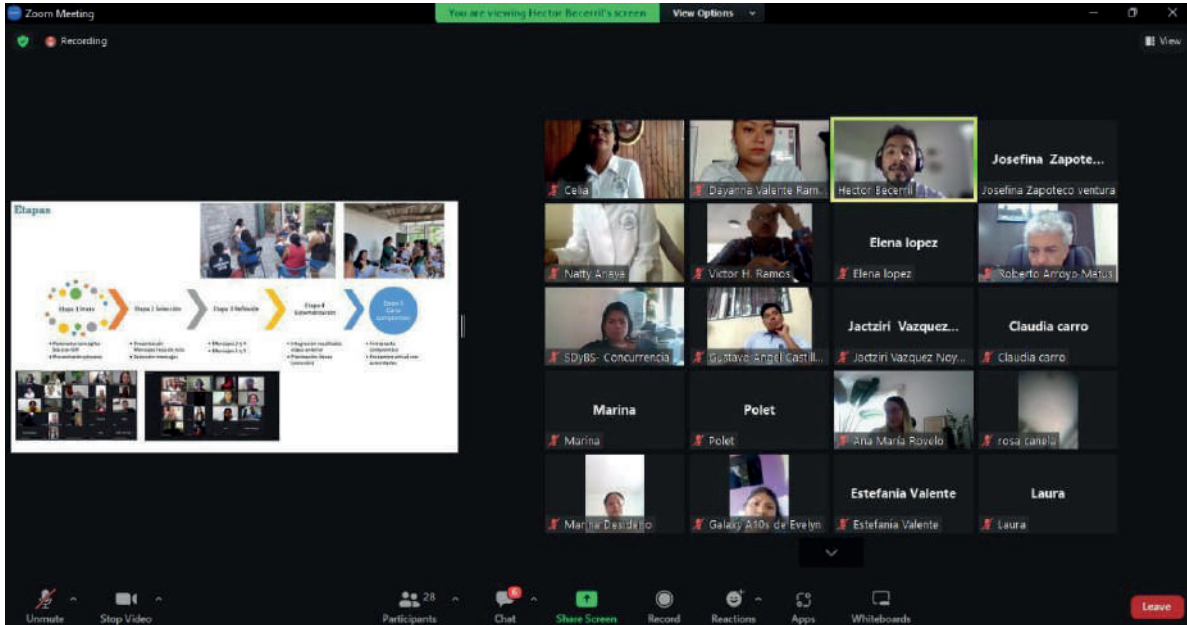
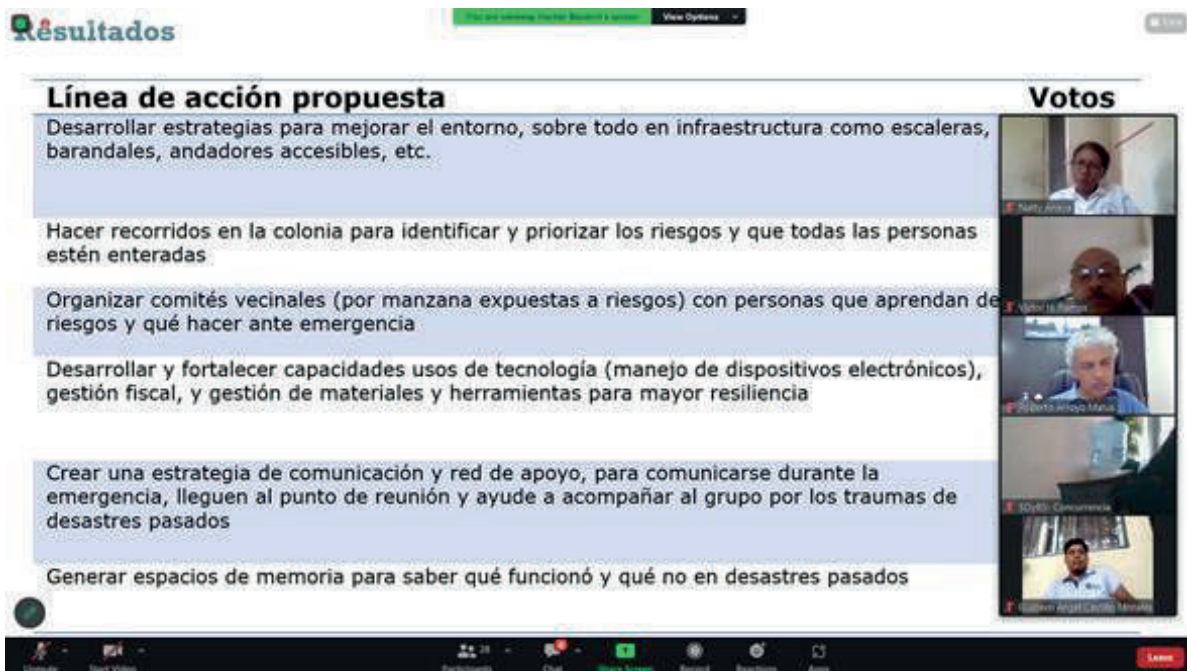


Photo 11

Screenshot of Virtual Closing Session with Authorities



6 Reflections

Concerning the scalability of the processes carried out in Palma Sola, reflecting on "infusion" processes in Colonia Burócratas, as well as in Acapulco, and the articulation with the public sector and academia, the mentoring process provides the following lessons:

- Palma Sola's work since 2017 has left a solid foundation, which does not exist in the case of Burócratas. This makes it difficult to scale work and shows the need for an intense group formation process.
- The articulation with the public sector and academia demands an important effort, financial resources, and time (for transportation and management in the city hall). The project provided support in terms of financial resources, but it is up to the institute to continue with the linkage processes.
- The link with the public sector also involves direct resource management by individuals. However, many of them are unfamiliar with the processes and do not have access to the internet, nor the training to carry out procedures. In this context, the institute seems to be able to play an important role in connecting actors and accessing governmental social projects that contribute to reducing people's vulnerability.

Reflection on the methodology: opportunities and obstacles for implementation?

- This exchange methodology becomes relevant and playful to involve scientific practices with people's interests and concerns. Based on this process, sharing and reflecting on the findings of scientific research with civil society is seen as a good practice, making it possible to develop new lines of action and research. Specifically, on the one hand, the type of exchange proposed makes it possible to clarify and qualify the findings based on the relationships and considerations expressed by non-academic actors. On the other hand, and concerning the above, the exchange allows posing new questions that can serve as a basis for future research.
- In line with the above, it is necessary to design strategies for the exchange of results between academia and civil society (it is not enough to make a product accessible; it is necessary to involve it in people's daily lives), and to have the material and human resources to carry out this type of process which, although connected to research, represents a different moment that must be made visible and guided. It also emerges as something essential.
- The virtual sessions helped to exchange opinions and reflections because people's schedules do not coincide with those of the researchers. However, it would be important to be able to have face-to-face exchanges to improve the link between academia and civil society.
- Considering the experience of Burócratas and Palma Sola, the virtual format works best with consolidated groups, where people feel more confident talking through their cell phones or computers. Nevertheless, the digital divide is a major challenge in virtual processes, particularly in the outskirts of cities.
- Beyond the lines of action produced, these processes generate coexistence and spaces to get to know other things, leaving aside for a moment the daily concerns of all those involved.

Reflection on findings regarding gender-sensitive construction and intersectionality in policy and practice³.

- The different experiences concerning past disasters were brought to light through the mentoring process. Likewise, creating a space of trust allowed women to participate without

fear and to express their risk management knowledge more freely. It is important to remember that the messages chosen during the process, the lines of action defined, and the final prioritization reflected in the Letter of Commitment signed by the community and local authorities were built mainly from the perspective of the women who participated and who now perceive themselves as agents who can do much more than their daily work.

- The integration of an inclusive and participatory vision in the mentorships was sought through voting on key messages, collaborative brainstorming for the construction of lines of action, and their community prioritization. Furthermore, the virtual process allowed taking advantage of the space to include people from other Colonias (besides Colonia Burócratas) in similar situations, who participated in the reflections on the key messages and the ways they could locally think of actions that contribute to their resilience and risk management. Participants' interest remained constant throughout the process.
- The mentoring process contributed to resilience and risk management by raising awareness about the territory, risks, and natural phenomena faced by participants, as well as understanding that civil society can carry out resilience or risk management actions at the individual or community level without waiting for authorities' initiatives. Likewise, we managed to have the community sit down with local Civil Protection authorities to discuss concrete lines of action agreed upon by the community. Finally, the method helped to translate thoughts into concrete ideas with a qualitative approach and within a feasible scope.

6.1 Key Elements for Generating this Type of Process in Other Territories

Based on the mentoring process experience, the following elements are identified as key to conceptualizing and replicating this type of process in other territories:

1. **Sharing what moves us.** More than working on the "dissemination of results" or "translation of results" in research, it is about sharing what drives researchers to do research (because researchers believe it is important, what motivates them) and what they learned.
2. **Considering the development of the group involved in the process.** It is necessary to adapt the process according to the development of the group with which the linkage is proposed, since this has an impact on participation, considering that this is an exchange process and not the dissemination of research results.
3. **Modifying governance patterns.** The process seeks to build concrete lines of work at the community level. However, the process contributes to positioning civil society within the territory and in relation to governmental actors by using (not benefiting from) the privileges of academia vis-à-vis other urban actors. This may result in efforts to modify existing governance patterns based on exclusion, particularly of women and the poorest people.
4. **Designing post-research project strategies.** This process contributes to rethinking research results to visualize new lines of research and collaboration beyond the academic sector. In this sense, it is necessary to design strategies to involve research results in people's daily lives and ultimately in urban development and risk management processes.
5. **Combining virtual and face-to-face spaces.** Digital technologies help to find suitable times for the different parties involved in this type of process. However, it is important to articulate virtual spaces with face-to-face spaces to generate trust and build long-term partnerships.

³ This reflection is the result of a reflection process carried out by the team at the end of the project.

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8 Appendixes

8.1 List of Participants

Mentoring Process Presentation Session (February 14, 2023)

| No. | Name | Institution / Organization / Occupation |
|-----|---------------------------|----------------------------------------------------------------------------------------|
| 1 | Celia Ramírez Aguirre | A.C. IIGSRDDYCC President |
| 2 | Ana María De la Parra | SIA |
| 3 | Héctor Becerril | UAGRO/CONACYT |
| 4 | Ana Díaz Aldret | CUCEA - UDG |
| 5 | Laura Guzmán | SIA |
| 6 | Francisco Bustamante | Sedena-Tren Maya Group |
| 7 | Rosalba Couttolenc | San Juan de los Llanos |
| 8 | Rosy Corona | |
| 9 | Cecilia Bringas | |
| 10 | Citlali Itzel Castañón | |
| 11 | Daniela Ceballos Ruiz | Centro de Gestión del Desarrollo-UAGRO |
| 12 | Elena López | Burócratas |
| 13 | Elena Nasta | |
| 14 | Felicitas Santos Felipe | Palma Sola F. |
| 15 | José Guadalupe | |
| 16 | Karen Mejía | Palma Sola F. |
| 17 | María Patricia Couttolenc | Paso limonero |
| 18 | Mariana Sánchez Desiderio | Paso limonero |
| 19 | Marlen Jaimes Castañeda | |
| 20 | Orquidia | |
| 21 | Poulett Perez | Burócratas |
| 22 | Soraya Castañeda | Burócratas |
| 23 | Vicki | |
| 24 | Yuri | |
| 25 | Alexis | |
| 26 | Raúl | Sedena-Tren Maya Group |
| 27 | Rosa Elena Socorro Guzmán | Burócratas |
| 28 | Verónica Gabino | Palma Sola F. |
| 29 | Dayanna Valente Ramírez | Centro de Gestión del Desarrollo-UAGRO |
| 30 | Natividad Anaya García | IIGSRDYCC / Commission for the care of people with disabilities and autistic condition |

Resilience roadmap presentation and message selection session (February 24, 2023)

| No. | Name | Institution / Organization / Occupation |
|-----|-----------------------|-----------------------------------------|
| 1 | Laura Guzmán | SIA |
| 2 | Ana María De la parra | SIA |

| | | |
|----|---------------------------|----------------------------------------|
| 3 | Héctor Becerril | CONACYT-UAGRO |
| 4 | Ana Díaz Aldret | Universidad de Guadalajara |
| 5 | Rosa Elena Socorro Guzmán | Burócratas |
| 6 | Cecilia Bringas | Chilpancingo |
| 7 | Celia Ramírez | Presidenta de la A.C. IIGSRDYCC |
| 8 | Dayanna Ramírez | Centro de Gestión del Desarrollo-UAGRO |
| 9 | Luz Elena López | Burócratas |
| 10 | Gustavo Ángel Castillo | Sociología de la comunicación-UAGRO |
| 11 | Karen Mejía | Burócratas |
| 12 | María Magdalena | |
| 13 | María Desiderio | Paso limonero |
| 14 | Natty Anaya | IIGSRDYCC |
| 15 | Orquídea | |
| 16 | Poulett Pérez | Burócratas |
| 17 | Redmi | |
| 18 | Verónica Gabino | Palma Sola F. |
| 19 | Vicki | |
| 20 | Yuri | |
| 21 | Manuel | |

Presentation and reflection session for messages 3 and 4 (March 3, 2023)

| No. | Name | Institution / Organization / Occupation |
|-----|---------------------------|-----------------------------------------|
| 1 | Inés Ponzanelli | SIA |
| 2 | Héctor Becerril | CONACYT-UAGRO |
| 3 | Ana Díaz Aldret | Universidad de Guadalajara |
| 4 | Rosa Elena Socorro Guzmán | Burócratas |
| 5 | Rosalba Coutolenc | San Juan de los Llanos |
| 6 | Celia Ramírez | Presidenta de la A.C. IIGSRDYCC |
| 7 | Dayanna Ramírez | Centro de Gestión de Desarrollo |
| 8 | Elena López | Burócratas |
| 9 | Gustavo Ángel Castillo | Sociología-UAGRO |
| 10 | María Patricia Couttloenc | San juan de los Llanos |
| 11 | Mariana Desiderio | Paso limonero |
| 12 | Natty Anaya | IIGSRDYCC |
| 13 | Orquídea | |
| 14 | Cecilia Bringas | Chilpancingo |
| 15 | Irving | |
| 16 | Vicki | |
| 17 | Marlen Jaimes | |
| 18 | Yuri | |

Presentation and reflection session for messages 1 and 9 (March 10, 2023)

| No. | Name | Institution / Organization / Occupation |
|-----|--------------------------------|-----------------------------------------|
| 1 | Celia Ramírez Aguirre | Presidenta de la A.C. IIGSRDYCC |
| 2 | Dayanna Valente | Centro de Gestión del Desarrollo-UAGRO |
| 3 | Héctor Becerril | UAGRO/CONACYT |
| 4 | Ana Díaz Aldret | CUCEA-UDG |
| 5 | Laura Guzmán | SIA |
| 6 | Rosa Elena Socorro Guzmán | Burócratas |
| 7 | Natividad Anaya | IIGSRDYCC |
| 8 | Rosa Canela | Unidos por Guerrero |
| 9 | Inés Ponzanelli | SIA |
| 10 | Elena López | Burócratas |
| 11 | Poulett Perez | Burócratas |
| 12 | Gustavo Ángel Castillo Morales | Sociología-UAGRO |
| 13 | José Guadalupe | |
| 14 | Vicki | |
| 15 | Yuri | |
| 16 | Verónica | |
| 17 | Karen Mejia | Burócratas |
| 18 | Rosalba Coutolenc | San Juan de los Llanos |
| 19 | Cecilia Bringas | Chilpancingo |

Closing session and next steps (May 13)

| No. | Name | Institution / Organization / Occupation |
|-----|----------------------------|-----------------------------------------|
| 1 | Felicitas Santos Felipe | Palma Sola F. |
| 2 | Estela, Estrada Lara | |
| 3 | Mariana Jiménez Salinas | |
| 4 | Claudia | |
| 5 | Cecilia Gabino Cipriano | Palma Sola F. |
| 6 | Josefina Zapoteco Ventura | |
| 7 | Rosa Elena Zapoteco | |
| 8 | Judith Alameda Aguilar | |
| 9 | Luz Elena López Vargas | |
| 10 | Carolina Nava Calbario | |
| 11 | Itzel Berenice Ríos Nava | |
| 12 | Constantina Antaño López | |
| 13 | Laura Pouelte Pérez Bernal | Burócratas |
| 14 | Virginia Sarabia | |
| 15 | Jactziri Vazquez Noyola | |
| 16 | Elizabeth Navarrete | |
| 17 | Mariana Desiderio Sánchez | Palma Sola F. |
| 18 | Leonardo Domínguez | |
| 19 | Paola Salinas Casimiro | Estudiantes |
| 20 | Erik Agustiniño Jiménez | Estudiantes |