



Mexico: Rapid Needs Assessment October - November 2023

Access to information

Regarding information access, 91.16% of the households interviewed reported owning at least one cell phone, and 87.92% stated having internet access.

Sources of information most frequently used are social media, with a predominance of Facebook (32.66%) and WhatsApp (23.79%). In addition, 15.19% mentioned they stay informed by talking to other displaced persons. Service providers confirm this preference, and despite providing updated and verified information, only 5.24% of the displaced persons surveyed consider them as their primary source of information.

Most frequent inquiries are about procedures and documentation related to asylum in the United States (32.78%) and refugee status in Mexico (21.26%), as well as relevant news on migration between the U.S. and Mexico (19%). In contrast to this data, **70.70% of the respondents stated that they did not know the asylum process in the U.S., and 68.14% had no knowledge of the process for requesting asylum in Mexico.**

During focus group discussions, asylum seekers expressed the need for useful and accessible information. In addition, service providers noted the need to provide legal orientation and information on the asylum processes for the population they assist. It becomes even more evident when **69.57% of the population that stated their travel plan was going to the U.S. does not have any knowledge of the asylum process in that country, and 34.18% of them do not know how to request an appointment in the CBP One app;** likewise, 69.41% of those who plan to travel to the northern border of Mexico do not know about the asylum process in the U.S. either.



