

# **SGBV case management: coordination and implementation**

## **Regional SGBV CM / IM Workshop**

9-11 October 2017

San José, Costa Rica

# Learning objectives

- 1) Define referrals and transfers of cases
- 2) Identifying other coordination and implementation strategies and techniques
- 3) Experience how a case conference functions

# Activity -



**11 Volunteers**

# Activity-debriefing

- ❑ The survivor had to tell her story multiple times
- ❑ Her consent/assent was not obtained
- ❑ Confidentiality was compromised, which put her at further safety and security risk
- ❑ Different actors were not aware of the services provided by others
- ❑ Services were provided in an arbitrary manner
- ❑ Absence of a survivor-centered case management service provider

# How can we prevent all the identified risks?

# Coordination and case implementation

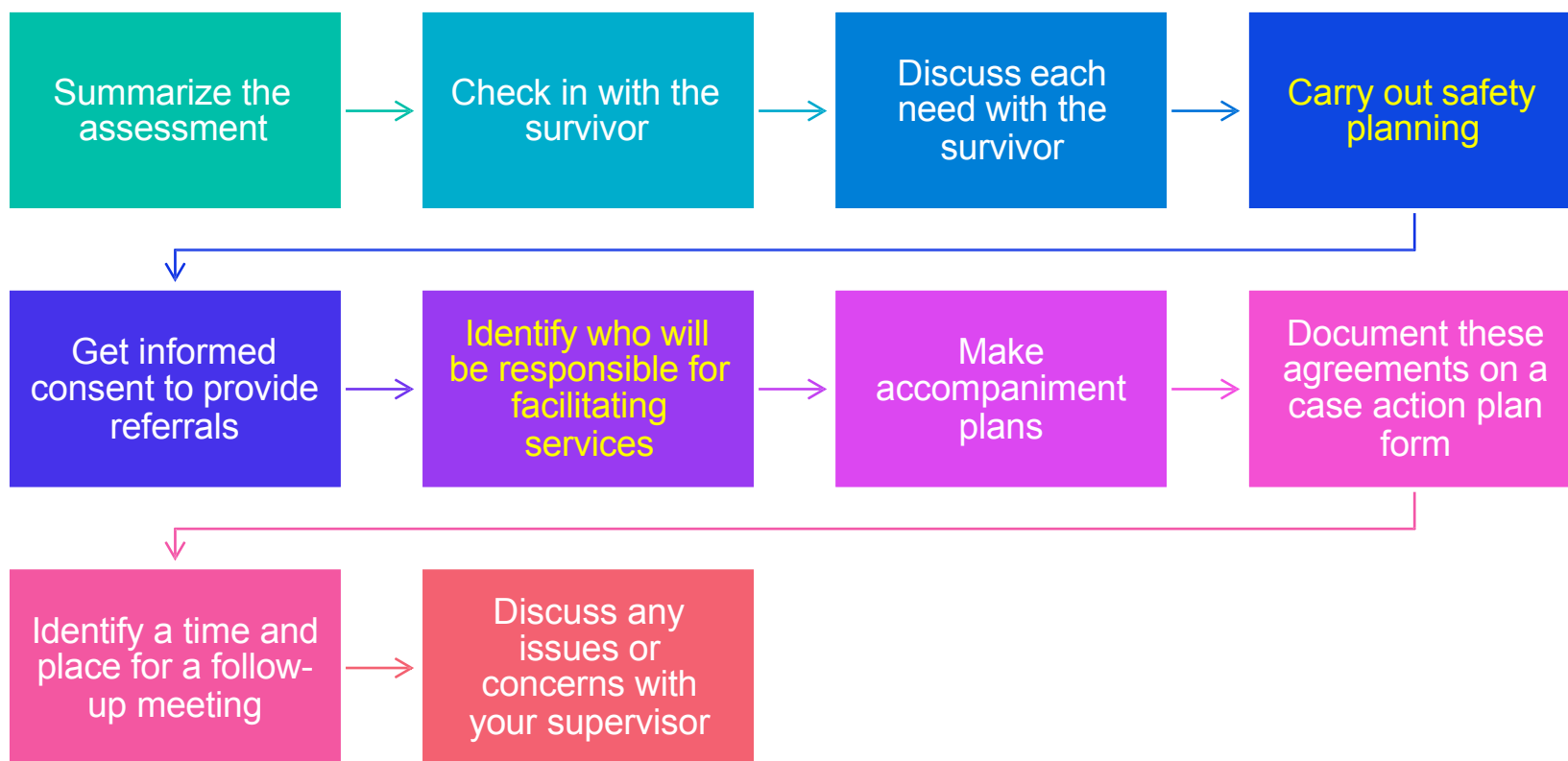


- Identification of needs
- Case planning with the survivor
- Mapping and knowing services providers
- Identifying case management organizations
- Developing referral pathways and SOPs for case management and multi-sectoral services
- Case management meetings and conferences
- Inter-agency coordination networks, working groups or task forces

# Case action planning

- Collaborative effort between the caseworker and survivor
- Identify interventions that can address the survivor's needs
- Discuss positive and negative aspects of each referral

# How to develop an action plan

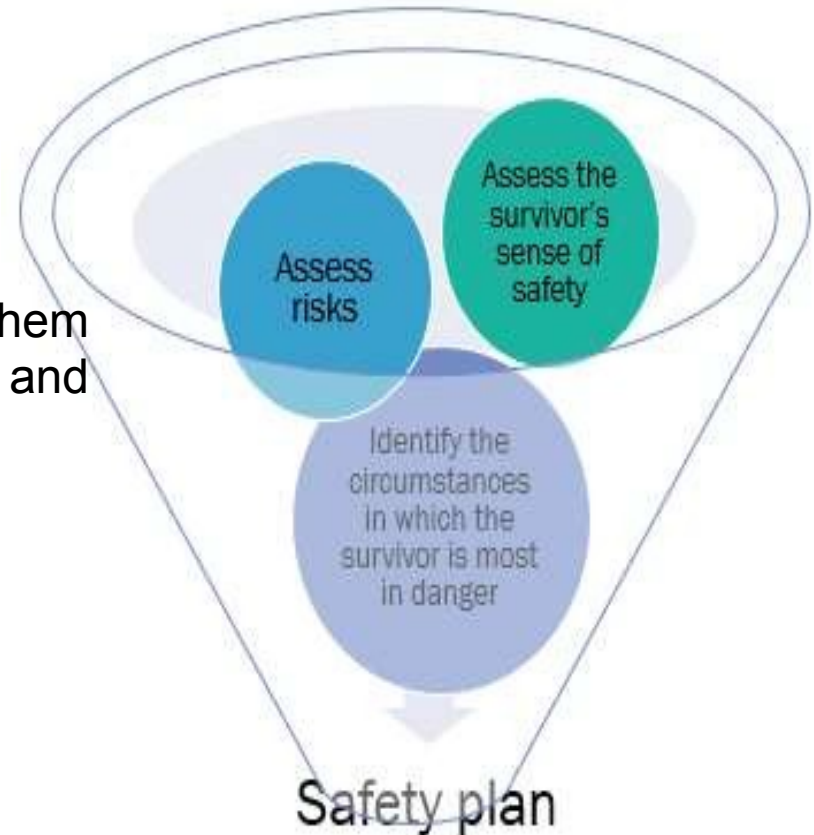




# Safety Planning



Intervention with survivors to help them analyze the risks for harm in their lives and think about how to reduce those risks



# Safety Planning



Intervention with survivors to help them analyze the risks for harm in their lives and think about how to reduce those risks

**\*the survivor can't control when and where they experience violence\***

*Key tasks:*

- Identify what the survivor has been doing since the incident to keep themselves safe and how those strategies have been working
- If there are particular places or people that are unsafe, identify strategies for avoiding or mitigating the danger in those situations
- Identify safe people and places the survivor can go to in an emergency or for protection

# Risk assessment & safety planning



- **In pairs**, using Kathya's case study take turns practicing being a case manager and carrying out safety planning.

# Referring and Transferring

After obtaining consent, within a country or across borders:

- ❖ **Referrals:** **linking** the survivor to other services, providing information about the case to a different partner or unit and on a need-to-know basis ; **no change in case ownership.**
- ❖ **Transferring:** **handing over** the case to another case management agency or a different unit within the same agency; **ownership of case is transferred.**



# Important for Referring and transferring

- Identifying case management and multi-sectoral services focal points
- Common definitions and standards and steps for case management, referrals, transfers
- Linking with the existing protection systems
- Standards for confidentiality, information sharing and documentation\*
- Mapping/Updating referral pathways

# Mapping Services

Referral pathways used by Regional Safe Spaces Network: Organizations, institutions and agencies providing services to survivors and individuals at risk of SGBV by case\*\*\*

**Instructions:** Fill in the SGBV service provided by each organization or institution in the boxes below the type of case in the column heading. Include a number "1" for the org/institution if they are the entry point into the referral pathway. Include a number "2" for the organization or institution if they are the "funneling point" in the referral pathway and a majority of organizations refer cases to the "funneling point". Note that an organization or institution that is a "funneling point" can be identified by its consistent referrals of cases to other services (using internal protocols or standard operating procedures). **See the example entries in the chart.**

Organization/ Institution	Girls	Boys	Women	Men	LGBTI	Persons with disabilities	Other specific profile
Org 1 name	1. Psychosocial	Psychosocial					
Org 2 name	1. Legal	Legal		Psychosocial		Psychosocial	
Org 3 name		Informal education	Legal	Legal, health			
Org 4 name	Referral to formal education		Psychosocial		1.Psychosocial, Legal, CM	Recreation	
Institution 1	2. CM	2. CM					
Institution 2	Education formal & informal	Education formal					
Institution 3	1. Medical	1. Medical	2. Medical	2. Medical	2. Medical		
Agency	Legal	Legal	Legal	Legal	Legal		

\*\*\*Each column represents a specific profile of POC (or a type of case) and the referral pathway used to provide services to each profile.

# Case conferencing

- Planned and structured **confidential** meeting called by the case manager to discuss a case with other actors providing services to the survivor
- Survivor and other close supports should be invited, if possible (and desired)
- Often scheduled when survivor's needs aren't being met
- Identify or clarify ongoing issues
- Provides survivor with more holistic, coordinated, and integrated services

Review activities including progress and barriers towards goals



Map roles and responsibilities



Resolve conflicts or strategize solutions

Adjust current service plans

# Experiencing a case conference

Groups of 5-7 people:

## Kathya's case Role Play

- Divide **roles**: case manager, service providers (e.g. health, legal, psychologist, director of safe shelter), UNHCR protection officer, government protection/asylum officer
- Read the instructions
- Play
- Report back in Plenary





# Key learning points

- ❖ Good case management requires **coordination with multiple actors**
- ❖ Defining standards, mapping services and developing referral pathways are essential steps of a coordinated response. (**Networks/Task Forces/Working groups**)
- ❖ Action planning and implementation includes **safety planning** with the survivor and liaising with service providers
- ❖ **Referrals link** the survivor with services, while **transferring is about handing out ownership** of the case. Both can happen within the **same country or across borders**.
- ❖ Case conferencing is structured **confidential** meeting to address unmet needs of a survivor