

# Managing an SGBV case

## Regional SGBV CM / IM Workshop

9-11 October 2017

San José, Costa Rica

# Learning Objectives

- 1) Describe case management steps
- 2) Discuss informed consent and mandatory reporting
- 3) Conduct an interview with an SGBV survivor and conduct a needs assessment

# SGBV Case management (CM)

“SGBV case management is **collaborative and structured** method for providing help to a survivor. It involves **an organization taking responsibility** to ensure that survivors are informed of all options to them and that issues and problems facing survivors are identified and **followed up in a coordinated way**.

SGBV case management helps survivors to **access necessary services**, heal from experiences and **feel empowered to recognize their strengths** and resilience”

# Protection Case Management in refugee contexts



CP/SGBV Case Management



REGIONAL SAFE  
**SPACES**  
**NETWORK**



**UNHCR**  
The UN Refugee Agency

**But how ?**

# SGBV case management steps

**11 Volunteers**

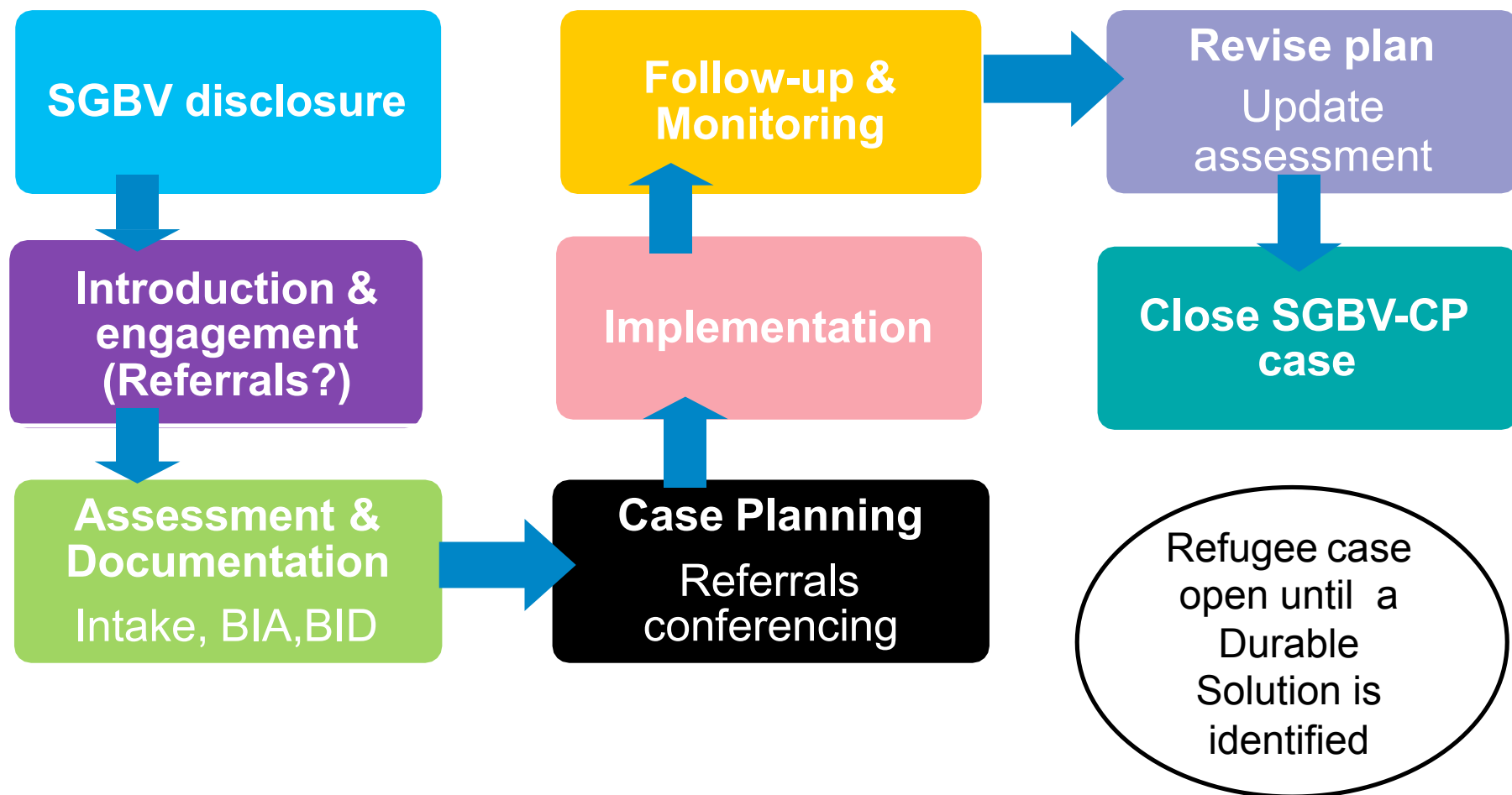


REGIONAL SAFE  
**SPACES  
NETWORK**



**UNHCR**  
The UN Refugee Agency

# SGBV case management steps



# Informed consent

- **Informed consent:** the voluntary agreement of an individual who has the capacity to give consent for general services. The individual must have the capacity and maturity to know about and understand the services being offered and be able to give her/his consent.
- **Informed assent:** the expressed willingness to participate in services. For children who are old enough to understand and agree to participate in services, the child's "informed assent" is sought. In some cases, it may be in the child's best interest to have other than parents, care givers or legal guardians to provide consent.



# Remember

## **Informed consent or assent should be obtained**

Before case management services begin = **before listening to survivor's story or gathering any information**

- As part of case management and information management
- When making referrals and transfers

# Obtaining Informed Consent:

## Group discussion

In your tables discuss four SGBV vignettes and decide:

- The kind of information that should be provided to the adult or child and/or the child's caregiver to allow them to provide informed consent.
- How would you get children's consent

# Obtaining informed consent



## Group discussion debriefing

- Sharing any information about SGBV can have **life-threatening consequences** for the survivor
- Explain the **legal framework** on the specific type of SGBV in your area of responsibility
- Explain **how to access** case management, and multi-sectoral services in your area of responsibility.
- Emergency health services for rape survivors ( **within 72 hours**)
- Explain that UNHCR and the partners in the network will **keep information confidential**
- Explain **risks associated with reporting** to the police and shelter options.
- Explain **whether** you or other service providers **will need to report to the police** and the consequences of such report.

# Mandatory Reporting?

# Mandatory Reporting

## Refers to:

- State **laws and policies** which mandate certain agencies and/or persons in helping professions (teachers, social workers, health staff, etc.) **to report actual or suspected forms of interpersonal violence** (e.g., physical, sexual, neglect, emotional and psychological abuse, unlawful sexual intercourse).
- Humanitarian Protocols on **Protection from Sexual Exploitation and Abuse** committed by service providers

# Mandatory Reporting Dilemma

Following mandatory reporting procedures **conflicts with the guiding principles for working with survivors** (confidentiality, self-determination, safety, non-discrimination, child's best interests)

# Handling Mandatory Reporting

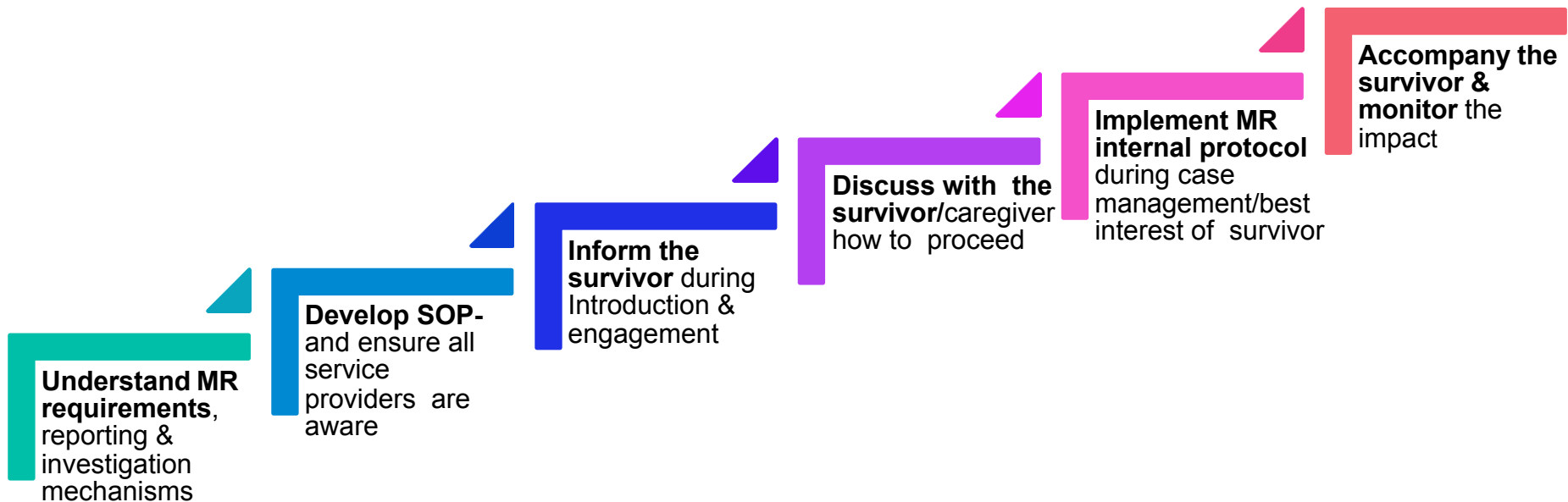
Work in pairs

Please discuss:

- How would you handled a case of an LGBTI refugee who has been raped and could be sentenced to death penalty upon reporting to police? Which steps would you follow? Which information would you provide to the survivor?

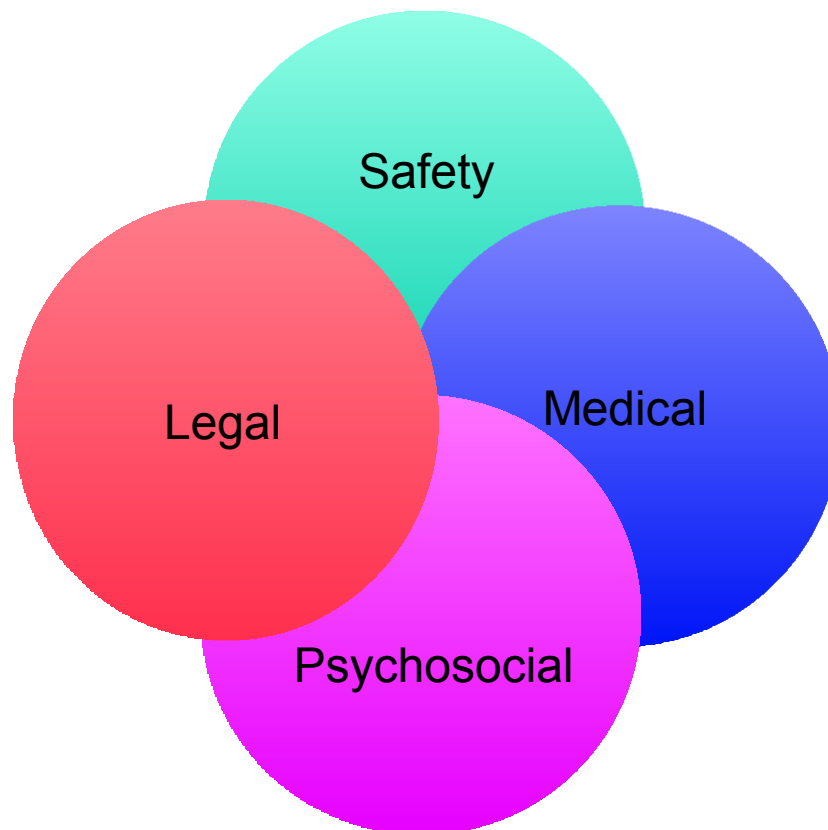


# Handling Mandatory Reporting (MR)





# Assessment of needs



# Introduction and case assessment

## Role Play: The case of Kathya

Please read the case and play the below roles as indicated in the instructions provided to you:

- 1) **Case manager**, who will interview the survivor for the first time.
- 2) **Kathya**, SGBV survivor: referred to you by the asylum office
- 3) **Observer**: will provide feedback.



# Role play debriefing

- ❖ Provide detailed Information on services and mandatory reporting requirements
  - ❖ Provide emotional support
- ❖ Respect wishes, rights, dignity, confidentiality
  - ❖ Obtain informed consent/assent
- ❖ Assess safety, health, psychological, legal and immediate needs (for children conduct BIA)
  - ❖ Discuss safety plan
- ❖ Facilitate access to emergency services

# Key learning messages



- ❖ SGBV/CP case management is part of the **overall Refugee/IDP/ Stateless case management process**, from registration to durable solutions
- ❖ SGBV case management has **8 steps from disclosure to closure**
- ❖ Detailed information on applicable **legal framework & available services** should be provided to survivors before obtaining informed consent/assent
- ❖ **Mandatory reporting** should be applied in consideration with the best interest of the survivor
- ❖ A **survivor-centered assessment** of needs will guide next steps of the case management process

# Resources

- UNHCR Procedural Standards for Refugee Status Determination 1992-16
- UNHCR Resettlement handbook 1997-2011
- UNHCR Guidelines on Gender-Related persecution 2002
- UNHCR Guidelines on Clinical Management of Rape Survivors 2004
- UNHCR-WHO-UNFPA e-learning on Clinical Management of Rape 2009
- UNHCR Emergency handbook 2015