

GBV AoR HELPDESK

Gender-Based
Violence AoR

Research Query



Report Title: Key Guidelines, Standards and Tools on GBV Case Management

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Overview

GBV case management is a structured method for providing help to a survivor whereby the survivor is informed of all the options available to them and the issues and problems facing a survivor are identified and followed up in a coordinated way, and emotional support is provided to the survivor throughout the process (GBV IMS Steering Committee, 2017). A critical component of GBV case management is how case data is collected, documented, stored and potentially shared in a safe and ethical manner that upholds the GBV guiding principles.

The organization Somali Action for Human Rights (SHR) currently receives cases of GBV and is engaged in some degree of GBV case management. SHR requested a review of their 'case reporting form' and further guidance on best practices with respect to GBV case management and the use of GBV case data with external actors (primarily donors). This report identifies ways in which their case reporting format can be improved to ensure adherence in practice to the international standards and guidelines for GBV case management from both a service provision and data management perspective. It also recommends resources that provide in-depth information on international GBV case management and information management standards and guidelines. Lastly, it provides a short list of organizations in Somalia that have received training from the GBV IMS Technical Team on case management and the GBV IMS to serve as potential resources for SHR.

Main Body

(1) Review of SHR Case Reporting Form

While organizations providing GBV case management services are not required to use the [GBV IMS Intake and Initial Assessment Form](#), this is considered the standard in terms of categories of data to collect and the unique ways in which it protects the identity of the survivor. The form was created to be easy to use and customizable but also designed to standardize the approach to and content of GBV case data collected during case management services. The

intake form is comprised of six sections, each section containing fields collecting relevant and important information:

- Administrative Information
- Survivor Information
- Details of the Incident
- Alleged Perpetrator Information
- Planned Action/Action Taken
- Assessment Points related to survivor well-being and safety

The GBV IMS Intake and Assessment form is always used in tandem with the [Consent for Release of Information Form](#) (Consent Form), which outlines for the survivor how their data will be stored, analysed and potentially shared with other actors in an aggregated manner that protects the survivor's identity and story. It is also intended to document that the service provider had a conversation with the survivor about the risks and benefits of collecting, storing and using such information and ultimately that the survivor requires her permission to do so.

SHR's Case Reporting Form includes several of the categories of data that are included in the GBV IMS Intake and Initial Assessment Form. However, their form is a generic one used for various human rights violations of which GBV is one type. While this aligns with their mandate as a broader human rights organization, it means that there are several important differences from the GBV IMS Intake and Initial Assessment Form that SHR should consider addressing in order to protect the confidentiality and safety and of GBV clients and promote their right to self-determination and dignity:

- a. **The SHR Case Reporting Form requests the name of the survivor.** In the GBV IMS, unique, unidentifiable numbers are assigned to each client, so that names do not have to be included on their reporting form. Case files should not have any information in them that would easily reveal the identity of the survivors. The only case form that would have potentially identifiable information (because it requires the survivor's signature) is the Consent Form, which must be filed and stored separately from case files such that they cannot be easily associated. This approach requires a rigorous, though fairly simple, tracking system for cases. In the GBVIMS, this is the [Incident Recorder](#) -- an Excel spreadsheet that acts as a database for compiling and storing collected GBV data. In addition to keeping survivor data confidential and protected, it support practitioners with data entry, compilation and analysis. The SHR case form has a 'case number' but still includes the name of the survivor. SRH should consider adopting a system that allows them to organize case files by numbers associated with survivors rather than record survivor's names.
- b. **In addition to the above, the SHR Case Reporting Form requests several pieces of identifying information that compromise the anonymity of the survivor.**
 - Name of head of household
 - Ration Card or ID number
 - If survivor is a child (name of parent/guardian)
 - Name of alleged perpetrator

SRH should revisit these categories and assess whether they are absolutely necessary for providing services to the GBV survivor and if so what are the ways to document such information without it potentially identifying who the survivor is and putting her (and others) at risk.

- c. **Witnesses to the Incident.** It is not clear how this category is relevant to documenting the case or providing services to the survivor, unless the primary goal of SHR is to provide justice services to the survivor. This is a category that essentially goes against the principles of GBV case management given that the primary goal of GBV case management services is to facilitate the healing and recovery of the survivor, not to “verify” the case or prosecute the perpetrator. As mentioned above, this category may be more relevant for other types of human rights cases, but for a GBV case it would be considered unsafe, not only to document such information, but also to act upon it by speaking to potential witnesses of the incident.
- d. **Assessment of needs and services.** Understanding the needs a survivor presents with and the services they request is one of the most critical parts of the initial assessment process in GBV case management. The SHR case reporting form includes a section on Planned Action/ Action Taken, which for the most part aligns with the standard of taking a multi-sectoral approach to assessing the needs of a survivor. It includes references to health, safety/ security, psychosocial and justice needs and request documentation of referrals based on those needs. It also references carrying out a safety plan. However, it could be strengthened by being more explicit about and creating more space for the safety planning process and assessing the survivor’s state of well-being. For reference, these are assessment points that are included under no. 6 *Assessment Point* in the current GBV IMS form.

(2) Recommended Resources

The following resources provide in-depth guidance on the internationally accepted standards for GBV case management in humanitarian settings and GBV Information Management.

GBV Case Management

[*Inter-agency Guidelines for Gender-based Violence Case Management.*](#) The Inter-agency GBV Case Management Guidelines and accompanying training materials aim to set standards for quality, compassionate care for GBV survivors in humanitarian settings, with particular focus on the provision of case management services. The guidelines and the accompany training materials will provide GBV service providers in humanitarian settings with the information and guidance they need to establish and provide quality case management services to GBV survivors. It includes the following:

- Inter-agency guidelines on the provision of care for GBV survivors, which outlines a survivor-centered approach and process. This includes guiding principles, consent processes, case management methods and protocols, and technical guidance for specific types of abuse and populations—for example, guidance on responding to intimate partner violence and child/early marriage, and for working with adolescent girls, male sexual violence survivors, LGBTI survivors and survivors with disabilities.

- Case supervision strategies and tools;
- Training materials that elaborate the content of the guidelines and can build the expertise of staff involved in providing case management and psychosocial care for GBV survivors.

Given the breadth of this resource, it is recommended that SRH focus on reviewing Part 1: Building a Foundation for GBV Case Management Services and Part 2: Steps of GBV Case Management.

In addition, the following podcasts and videos are useful as they provide further insight into the case management process from the perspective of expert GBV practitioners.

- [Overview of the Interagency GBV Case Management Guidelines](#) This podcast provides background on why the GBV case management guidelines were developed and their importance to the GBV humanitarian community.
- [Let's Talk About Consent](#) This podcast episode discusses the process of getting informed consent for services and for information sharing during the GBV case management process.
- [GBV IMS website short videos](#) on the following relevant topics:
 - Introduction and Engagement.** This is the first step of case management during which a service provider sets the stage for the relationship with the survivor.
 - Informed Consent.** This short video outlines the informed consent process.

GBV Information Management

Based on the gaps identified in SHR's Case Reporting Form as well as their request to better understand how to safely and effectively share information about GBV cases with external actors, the following resources are recommended.

The GBV Information Management System website is a comprehensive resource for actors seeking to learn more about good information sharing practices and provides access to resources to support good practice, including key case management forms, information sharing protocols, and tools to support organizations' use of the GBV IMS. Given SHR does not currently use the GBV IMS, of most relevance to their practice will be the following:

[GBV IMS Tools](#) . This page provides a description of and links to the tools that make up the GBV IMS. This will be useful for understanding the data protection standards the GBV community ascribes to and for gaining exposure to the tools required to align with or use the GBV IMS.

These **podcasts and videos** are also useful as they provide further insight into the relationship between good GBV case management practices and information sharing from expert GBV practitioners and other experts.

- [What Survivor Data is Safe to Share?](#) This episode discusses what the best practices are in information sharing, how information sharing can go wrong, and what lessons have been learned along the way.
- [Data protection principles and practices.](#) This episode discusses why data protection is important, when data is protected, and provides an overview of tools available.

- [What does ethical storytelling have to do with GBV data?](#) This podcast episode is an interview with Michael Kass of The Center for Story and Spirit on ethical storytelling and cautions organizations to reflect on why and how they use survivor stories.
- [Do we take protection of survivor data seriously enough?](#) This podcast episode discusses a news article from the Secret Aid Worker¹ blog that poses the question: do we take data protection of vulnerable populations seriously?
- [GBV IMS website short videos](#) on the following relevant topics:

Key Intersections of Information Management and Case Management. This short video outlines the critical ways in which GBV case management and information management are linked and emphasizes how they cannot be approached or thought about as distinct.

Safety and Ethics in Information Sharing. This video highlights the key safety and ethics points that service providers must consider when collecting and sharing information as sensitive as GBV case data.

Good and Bad Practices in Information Sharing. This provides examples of good practice in information sharing and practices that compromise the safety of a survivor and go against GBV guiding principles.

Data Protection. This provides an overview of data protection practices used in the GBV IMS.

(3) Somali Organizations Trained by GBV IMS Technical Team

Hargeisa Legal Clinic

Women and Child Care Organization (WOCCA)

IIDA Women's Development Organization

Baahi Koob

We Are Women Activists (WAWA)

CARE

References

GBV IMS Steering Committee (2017). *Interagency Gender-based Violence Case Management Guidelines*. New York: International Rescue Committee.

GBV Information Management System website <http://www.gbvims.com/>

¹ www.theguardian.com/global-developm...eople-seriously

The GBV AoR Help Desk

The GBV AoR Helpdesk is a technical research, analysis, and advice service for humanitarian practitioners working on GBV prevention and response in emergencies at the global, regional and country level. GBV AoR Helpdesk services are provided by a roster of GBViE experts, with oversight from Social Development Direct. Efforts are made to ensure that Helpdesk queries are matched to individuals and networks with considerable experience in the query topic. However, views or opinions expressed in GBV AoR Helpdesk Products do not necessarily reflect those of all members of the GBV AoR, nor of all the experts of SDDirect's Helpdesk roster.

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The GBViE Helpdesk is available 09.30- 17.30 GMT, Monday to Friday.