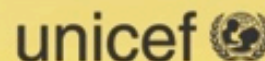
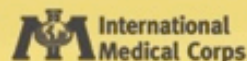


Ensuring Ethical Standards of GBV Research by Providing Quality of Care to GBV Survivors:

Introducing Inter-agency Guidelines for Providing Care and Case Management Services to Survivors of Gender-based Violence in Humanitarian Settings

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Permanent Mission of Canada
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OVERVIEW

- History and purpose of the GBVIMS
- Case Management (CM) defined and how it relates to Information Management
- Process of developing interagency CM resources
- Content and structure of the Guidelines and accompanying training materials
- Next steps



HISTORY AND PURPOSE OF THE GBVIMS

- ❖ 2005/2006: Calls for standardised system from GBV Information Management System led to the GBVIMS initiative in 2007
- ❖ The GBVIMS is an inter-agency initiative that aims to improve programming and advocacy efforts **for the benefit of GBV survivors**
- ❖ The GBVIMS was developed to deliver reliable and useful GBV data, with **survivors' rights, safety, care and support as its priority**
- ❖ Obtaining informed consent from survivors to use information pertaining to the incidents they report is at the heart of the GBVIMS



SPECIFIC OBJECTIVES OF THE GBVIMS

The GBVIMS was designed to address several specific challenges by offering service providers:

- ❖ standardized definitions of GBV and incident report forms for data collection
- ❖ common data storage procedures and precautions to protect GBV survivors' and service providers' anonymity and safety
- ❖ methods to analyze GBV data and use it effectively for service delivery, programming and advocacy

GBVIMS ROLLOUT COUNTRIES (2007 – 2016)



Burundi
Chad
CAR
Colombia
Côte d'Ivoire
Dem. Rep. of Congo
Ethiopia
Greece
Guinea
Haiti
Jordan
Iraq
Kenya
Lebanon

Liberia
Mali
Myanmar
Nepal
Niger
Nigeria
Pakistan
Philippines
South Sudan
Sierra Leone
Tanzania
Thailand
Uganda
Yemen



WHAT IS CASE MANAGEMENT?

- ❖ A structured method for supporting survivors by informing them of all options available to them, and coordinating follow-up of key issues
- ❖ “The process of helping individual children and families through direct social-work type support, and information management”
- ❖ In humanitarian settings, CM has become the primary entry point for survivors to receive crisis and longer-term psychosocial support given the lack of more established health and social support services



CASE MANAGEMENT IN RELATION TO INFORMATION MANAGEMENT

- ❖ GBV service provision through CM is the primary entry point for survivors to receive protection, quality care and support services
- ❖ The collection of GBV data constitutes a secondary step that follows the delivery of quality services, and not vice versa: information management is a product of case management
- ❖ IM systems rely heavily on quality CM - the quality of GBV data we collect, manage, analyse and share is only as good as the quality of the services provided to GBV survivors



THE GBVIMS AND CASE MANAGEMENT

- ❖ Historical focus on information management, with elements of CM
- ❖ Field experience noted challenges in providing quality care to GBV survivors and need/requests for guidance
- ❖ Independent evaluation in 2014 pointed out that while quality services and referral systems should be in place before implementing the GBVIMS, the roll-out itself has significant potential to build on and improve service delivery and coordination

PROCESS OF DEVELOPING INTERAGENCY CASE MANAGEMENT RESOURCES

- ❖ Spearheaded by the GBVIMS Steering Committee – part of broader GBV capacity development project launched in 2015
- ❖ 6 country project: CAR, Mali, Niger, Somalia, Jordan, Lebanon
 - ✓ Inter-agency teams formed in each country
 - ✓ In-depth assessments of CM needs
 - ✓ Development of draft content for guidelines and training materials led by IRC
 - ✓ Interagency pilots were conducted to test and adapt the contents through trainings with service providers
- ❖ Simultaneous process of review and feedback by Interagency Review Group

TRAINING MATERIALS

❖ Content / Structure

- ✓ Guidelines
- ✓ Introductory materials on understanding GBV
- ✓ 20 Modules

❖ Tools

- ✓ Presentation
- ✓ Handouts
- ✓ Facilitator's Guide
- ✓ Evaluation

INTERAGENCY GENDER-BASED VIOLENCE CASE MANAGEMENT TRAINING



Primero



unicef



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WHO ARE THE GUIDELINES FOR?

- ❖ **Main audience:** Caseworkers and managers of organizations that provide direct care, support, and protection services to GBV survivors in humanitarian settings
- ❖ **Other audiences:**
 - ✓ Individuals and organizations in humanitarian who are not implementing comprehensive CM programmes but are in contact with survivors or working on prevention or conducting research
 - ✓ GBV researchers as a tool to promote quality of care among specialized GBV service providers
 - ✓ Donors in order to uphold standards among organizations benefiting from funding
- ❖ **How to ask for support:** Write to the GBVIMS technical team gbvims@gmail.com



CONCLUSION AND NEXT STEPS

- ✓ An indispensable tool and resource for caseworkers, individuals, groups and/or institutions working on GBV
- ✓ Improved quality of care for survivors respecting the ethical imperative that when collecting GBV data, CM practices need to be held to standards of quality care and support
- ✓ Workshop and Webinars coming soon: Thematic through GBV AoR, practitioner focused for “new” content, with donors to introduce standards
- ✓ Translation into French and Arabic
- ✓ Fundraise for further in-person and remote dissemination

THANK YOU

OFDA
Government of Canada
and
Members of review group
GBV AoR

Materials available at GBV Responders:

<http://gbvresponders.org/response/gbv-case-management/>