

# GPC GLOBAL PROTECTION FORUM 2021

## Shaping Protection Case Management – Identifying Challenges & Opportunities

*Emily Krehm (IRC), Hannah Jordan (NRC)*

*29 October 2021, 14h-15h30*



# HOUSEKEEPING RULES

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- DO keep your video on
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# AGENDA

Welcome & Introduction

Protection Case Management and UNHCR

Protection Case Management: Introduction To A New Approach

Protection Case Management: A Coordinated and System Strengthening Response in Uganda

Humanitarian Mine Action: Victim Assistance Pillar

Challenges and Opportunities

Next Steps

Closing remarks



# PANEL

- **Collette Hogg**: Protection Cluster Co-Lead UNHCR
- **Esther Plaintin**, Protection Expert
- **Henri Bonnin**, UNMAS, Victim Assistance - Operations Advisor
- **Denis Eluk**, International Rescue Committee, Protection Coordinator Uganda
- **Carolina Franceschini**, Norwegian Refugee Council, Protection Coordinator Yemen



# Where is Protection Case Management Taking Place?

## Ongoing:

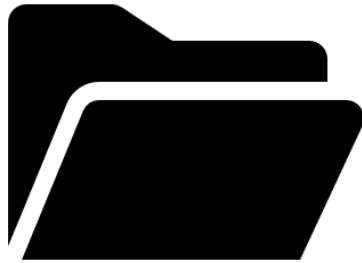
Uganda (IRC)  
Cameroon (IRC)  
Mali (IRC)  
Burundi (IRC)  
Nigeria (IRC)  
South Sudan (IRC)  
Lebanon (IRC)  
North East Syria (IRC)

## Planned:

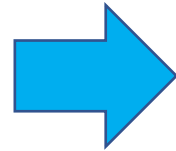
Mexico (IRC, NRC)  
Colombia (NRC)  
North Of Central America (IRC, NRC)  
Myanmar (NRC)  
Yemen (NRC)  
Uganda (NRC)  
North West Syria (IRC)



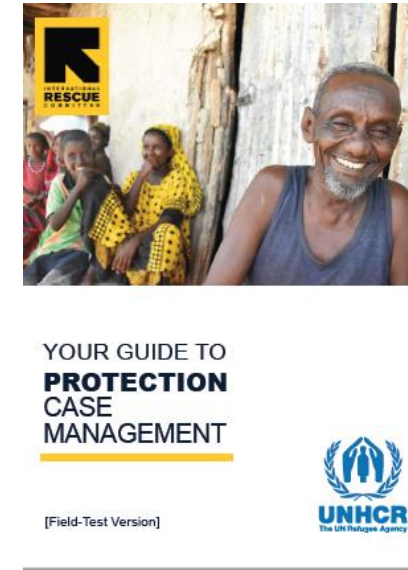
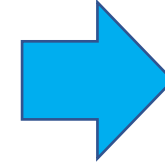
# Protection Case Management Guidance



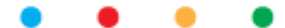
AD HOC GUIDANCE



IRC: VERSION 1.0



UNHCR- IRC PILOT



# MULTI-AGENCY APPROACH AND DISSEMINATION

Reference group includes input from DRC, UNHCR and IRC, with consultation with HI, and IMC. Current iteration was co-developed with UNHCR.



## STANDARDIZED APPROACH

Guidance provides a standardized approach to protection case management



# UNHCR's Support for Protection Case Management





# Who are our clients?



Mrs Bibi is a 56-year-old widow who lives with her three adult daughter and two grandchildren. Mrs Bibi has epilepsy is untreated and undiagnosed. The community believes something is wrong with her and that she might be linked with witchcraft. Her daughters support her, but are worried about her, as she is no longer leaving the house and is very depressed. Usually she talks a lot, and she enjoys sewing but she has stopped doing this recently as her epilepsy has got worse. Once when she was alone, she had a seizure and she fell on the cooking fire. In the society some people still practice witchcraft but the local councils have tried to crack down on it recently and arrest people associated with the practice. The family is concerned about being attacked at night because people are talking

# What is Protection Case Management?



- Grounded in social work practice
- Support to access services
- Responsive and Remedial

# Why Protection Case Management?



Gap in Services



Client Demand



Donor Interest



# Translate standards into practice

## Human Rights Based Approach

Seeing clients as **rights holders** and not as **vulnerable persons**

Shifting away from “**Persons with Specific Needs**” categories as **entry point**

### Protection sensitive services

**Incorporate protection principles** into services

**Prioritize rights violations** according to **protection risk analysis**

### Inclusive services

Remove **barriers to case management services**

Include **barriers into protection risk analysis**



# A response grounded in a protection analysis





# Who are we supporting?

A balance between risk and protection factors

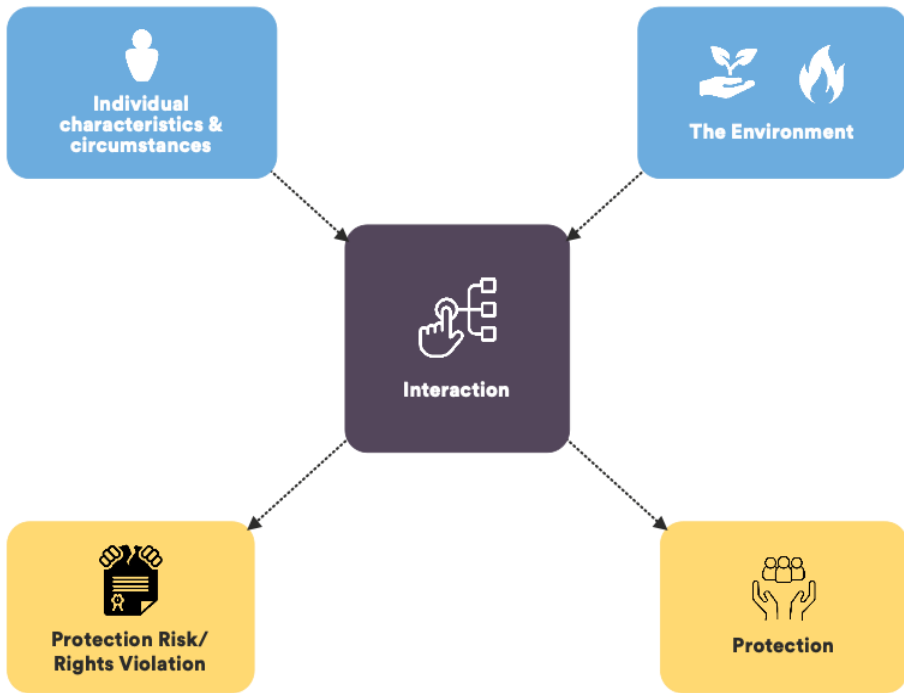
Based on contextual eligibility



**FIGURE 2**  
Recognising Risk & Protective Factors



# Approach to Inclusion



**FIGURE 4**  
How individuals interact with their wider environment

**Universal Design:** Design of protection case management programming should be accessible for the broadest range of people including older people with disability, chronic illness etc.

**Reasonable Accommodation:** For cases that require additional support to access PCM services accommodation should be made

**Focus on Barriers to Service:** For cases that require additional support to access PCM services accommodation should be made



# Protection Risk Analysis

<p><b>Type of Violation(s)</b></p> <p><b>Arbitrary Arrest and Detention</b></p> <p><b>Examples:</b></p> <ul style="list-style-type: none"> <li>- prolonged detention without charge</li> <li>- detention of innocent family members</li> <li>- failure by authorities to issue ID or travel document resulting in detention</li> <li>- detention for housing, land and property disputes</li> </ul>	<p><b>Definition</b></p> <p>Arbitrary detention is the violation of the right to liberty. It is defined as the arrest and deprivation of liberty of a person outside of the confines of nationally recognized laws or international standards.</p> <p><b>There are three key grounds to satisfy:</b></p> <ol style="list-style-type: none"> <li><b>1) The grounds for the arrest are illegal</b></li> <li><b>2) The victim was not informed of the reasons for the arrest</b></li> <li><b>3) The procedural rights of the victim were not respected</b></li> </ol> <p><b>The victim was not brought before a judge within a reasonable amount of time</b></p>
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**FOR ADAPTION: Examples of risk factors and protective factors in your context based on your protection analysis**

Examples of environmental risk factors, causal agents and root causes	Examples of individual age, gender and diversity factors which due to the context can increase individual risk	Examples of protective factors which reduce or mitigate the risk
<ul style="list-style-type: none"> <li>• <b>Negative social attitudes toward refugees</b></li> <li>• <b>Checkpoints manned by security forces</b></li> <li>• <b>Regular raids by security forces</b></li> </ul>	<ul style="list-style-type: none"> <li>• Lack of nationality</li> <li>• Undocumented</li> <li>• Unregistered refugee</li> <li>• Male</li> <li>• Arrived in country after new regulations came to effect in April 2019</li> <li>• Unemployment leading to increased travel</li> <li>• Living in a remote area</li> </ul>	<ul style="list-style-type: none"> <li>• Living in an urban area due to less checkpoints</li> <li>• Employed in neighbourhood</li> <li>• Registered with UNHCR</li> <li>• Holds documentation</li> </ul>



Thank you!



# Protection Case Management: A Coordinated and System Strengthening Response in Uganda



# System Strengthening and Protection Case Management

- Contextually Necessary:
- Sustainability
- Moral Obligation





# System Strengthening: Government and Civil Society



# System Strengthening: Government and Civil Society

Understanding what the gaps are

Skills and  
Attitudes

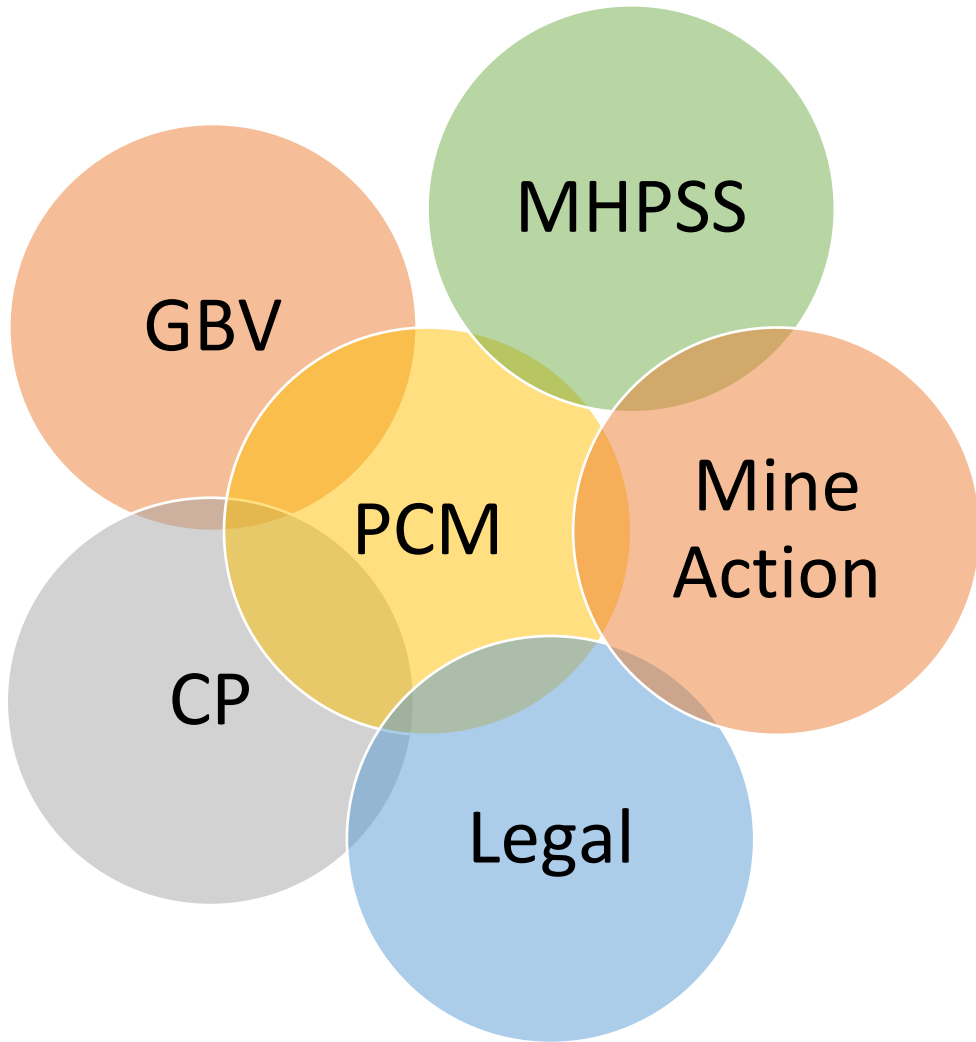
Programmatic  
Approach and  
Tools

Advocacy

Exchange  
Knowledge  
and  
Experience

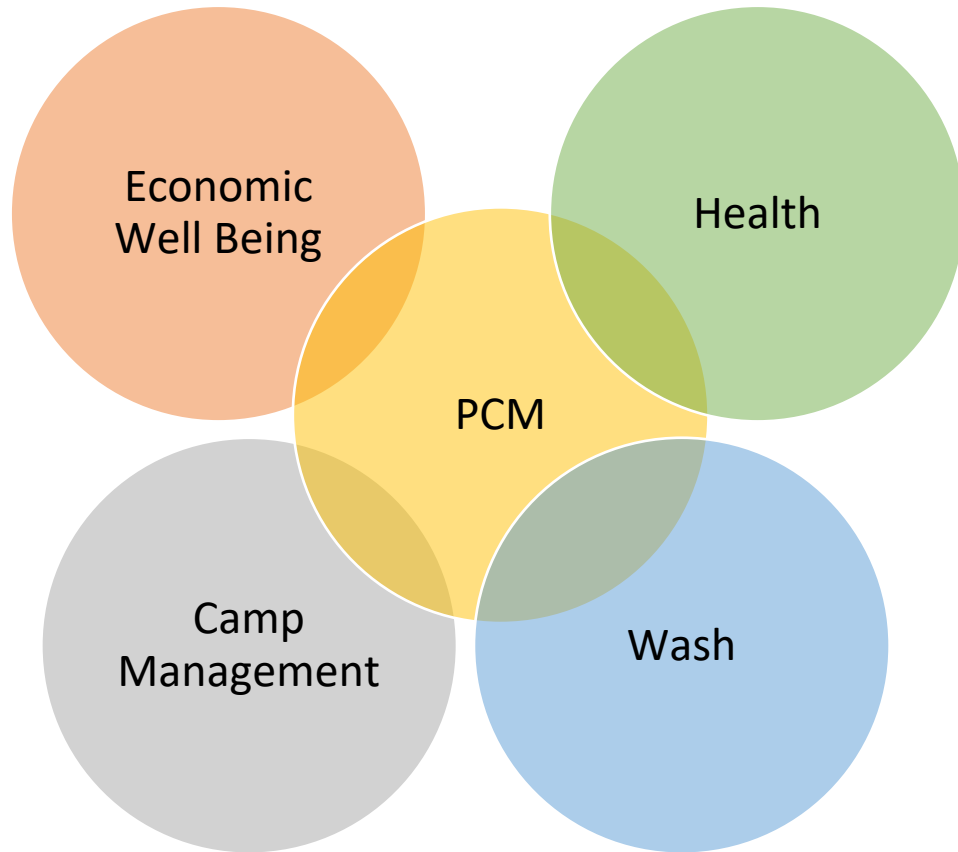


# Coordination and Collaboration with Protection Actors



- Coordinate targeting criteria
- Case conferences
- Referrals
- Service mapping
- Shared learning

# Coordination and Collaboration With Other Sectors



- Referrals
- Advocacy
- Inclusion and reasonable accommodation

Thank you!







# Humanitarian Mine Action VICTIM ASSISTANCE PILLAR

The role of Mine Action actors in Protection Case Management

# Key Framework

## United Nations Mine Action Strategy 2019-2023

*“Survivors, family members and communities affected by explosive ordnance have equal access to health and education and participate fully in social and economic life.”*

*“Technical assistance and guidance on assistance for survivors, including development of referral pathways for multi-sectoral assistance, is provided.”*

## **International Mine Action Standards (IMAS) 12.10 on Explosive Ordnance Risk Education and 13.10 on Victim Assistance :**

*Mine action operators or their implementing partner undertaking VA on their behalf shall:*

*support the dissemination of any directory of services to survivors, indirect victims and others with non-life-threatening needs for whom a lack of information is the main barrier to accessing available services.*

*In particular, EORE operators may:*

- a) identify EO victims including survivors and other persons with disabilities in need of assistance;*
- b) contribute to EO VA data collection and referral systems;*
- c) identify national and local capacities for VA, and under what conditions assistance is available;*
- d) provide to survivors and other victims detailed information about the availability of assistance and how this assistance can be obtained.*

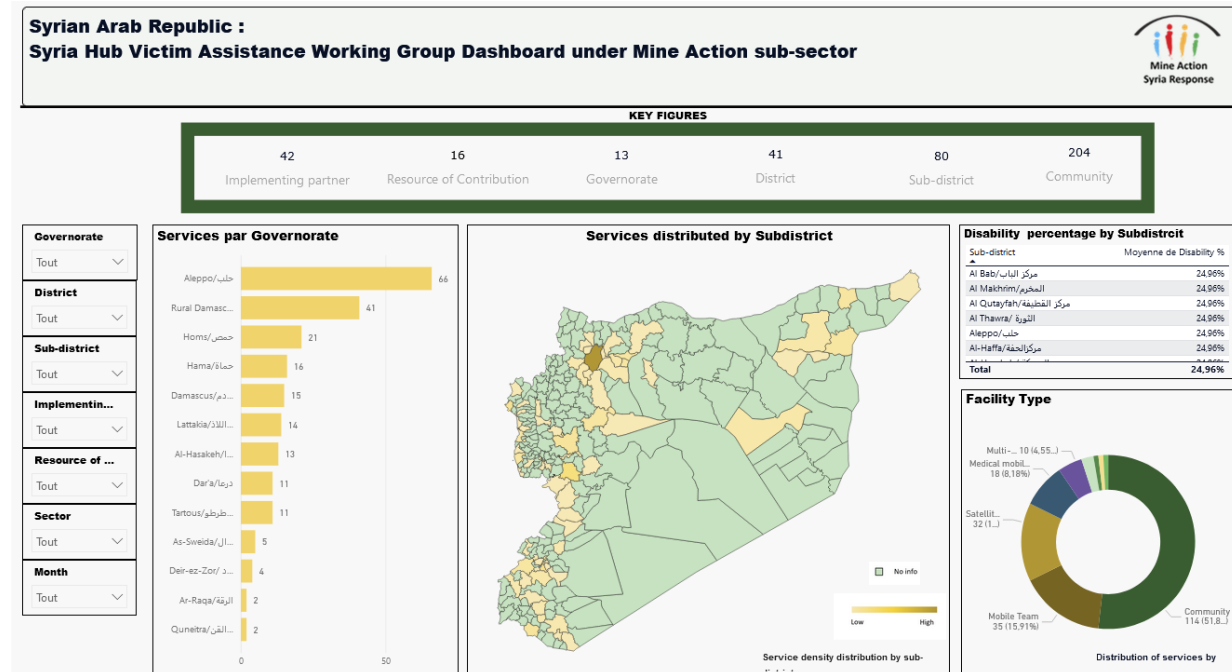
# Example from Syria

## Creation of a Victim Assistance Working Group under the Mine Action Sub Sector, within the Protection sector :

To gather partners involved in Victim Assistance services (data collection on victims, rehabilitation, psychological and psycho-social support, socio-economic inclusion)

To create a platform to link with other sectors and in particular to support Disability Inclusive approaches

To identify and map available services for establishing referral pathways between the sectors.



# Example from Nigeria

Deployment of field teams to conduct a Victim survey, in order to:

- Determine the profile of explosive ordnance direct victims
- Identify barriers to access services for persons with disabilities
- Consult with survivors and persons with similar needs in hard-to-reach areas
- Through mapping of available services, information dissemination and referral pathways.



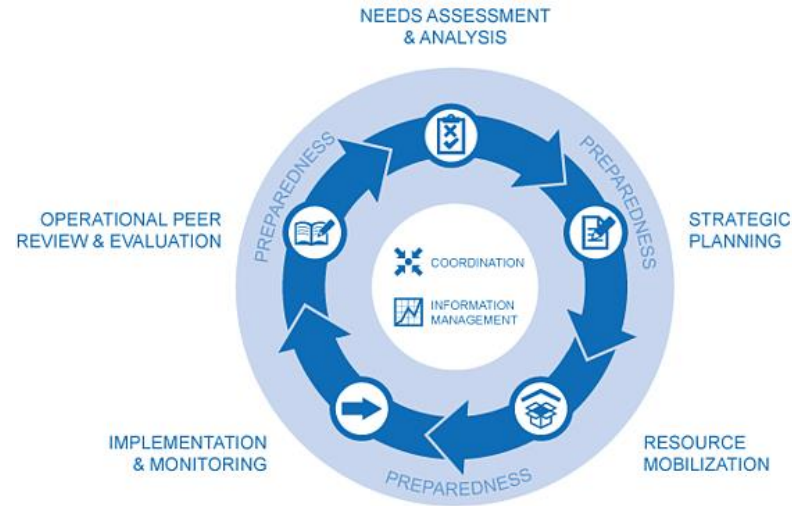
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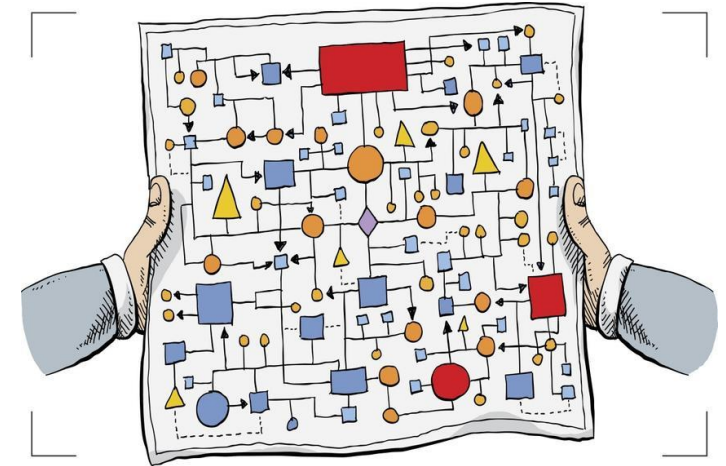
# Challenges & Opportunities



Digitalization



Programme Cycle Management



Complexity



# Next Steps



Information  
Management  
System



Pilot



Systematic  
Engagement of  
National Partners



# Protection Case Management

## THANK YOU!

If you / your agency are interested in protection case management, please reach out to Emily Krehm at [emily.krehm@rescue.org](mailto:emily.krehm@rescue.org) and Hannah Jordan [Hannah.Jordan@nrc.no](mailto:Hannah.Jordan@nrc.no)

