

Opening Remarks – Global Protection Forum 2021 Shaping Protection Case Management: Identifying Challenges & Opportunities

William Chemaly, Global Protection Cluster Coordinator, 29 October 2021, 1400

How fitting it is to have the last session of our forum on protection case management.

As the end, the measure of our work is simple:

Did we manage to prevent harm and support the resilience of someone to slide back into normality and take care of themselves and their own?

We opened the forum by saying that what hurts the most for survivors of protection crimes, goes beyond the crime itself: it is invisibility.

Millions of people go through all their challenges in total solitude.

Wondering if anyone knows or cares.

Wondering if they matter at all.

And how fitting it is after we have gone through several discussions during the week to come back full circle and say, whatever the challenges are and reason for them is, and the partnerships we build to combat them... at the end we have this one simple powerful tool to knock out invisibility, recognize the individual and address the challenges: case management

Protection Case Management is a core programme.

A non-negotiable element of protection response efforts.

It's not an 'add on' or simply something that is 'nice to have'.

Instead, it is a key tool and approach to support protection outcomes for some of the most at risk members of the community living through displacement and crisis.

Let me be clear, managing cases is not a general generic function. It is a specialized area of intervention requiring technical staff and technical guidance: why? Because the risk of doing harm when ill equipped is as great as the opportunity of finding a solution if well equipped.

Well thought through and resources case management system could be the difference between, doing harm or protecting.

The inter-agency guidelines developed in 2019 on protection case management by IRC and UNHCR are thus really an essential piece as we, across the protection sector, look to further socialize protection case management and support different protection leaders, particularly at local and national levels, to take on such programming in ways that fully ensure 'do no harm' are at the core of the approach.

I am proud of your discussions this week.

I am proud of the amount of work that is happening in the field.

And I am proud that we are a sector that can debate global challenges, advocate at the security council, develop policies and systems and at the end we go back to the one day to day focus that drives us all: the dignity of the individual.

Lets hear more about how we do that in this protection in practice session.

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Organizers: Emily Krehm (IRC) and Hannah Jordan (NRC)

Background: Protection teams across humanitarian contexts have raised the need for dedicated support for a diverse range of clients who are at heightened risk of harm and are outside the scope of the existing AORs. Created out of the negative – something which was not child protection or gender-based violence – protection case management proposes a rights-based, analytical approach to case management. In October of 2019, IRC and with support from UNHCR, created the first interagency guidelines on Protection Case Management. IRC, DRC, NRC and UNHCR are committed to working closely together to ensure this intervention is prioritized as a key protection response. protection programs globally are aware of this intervention. It is vital to continue the existing momentum by socializing this approach and the accompanying guidance to the wider community of protection actors including synergies with the child protection, gender-based violence, housing land and property and mine action AORS and MPSS Inter-Agency working group. More work is needed to understand the barriers that might exist to implement protection case management in practice and discussing potential ways forward.