

Launch: Your Guide to Protection Case Management





Why Protection Case Management?

The Global Protection Case Management Initiative



1

Global Coordination

With the GPC and through PCM Advisory Group, AoRs and other CM actors to develop an aligned approach.

2

Field Testing

NRC teams in Iraq, Yemen, Myanmar, Ukraine to use the existing guidance and provide feedback for guidance review

3

Sensitisation

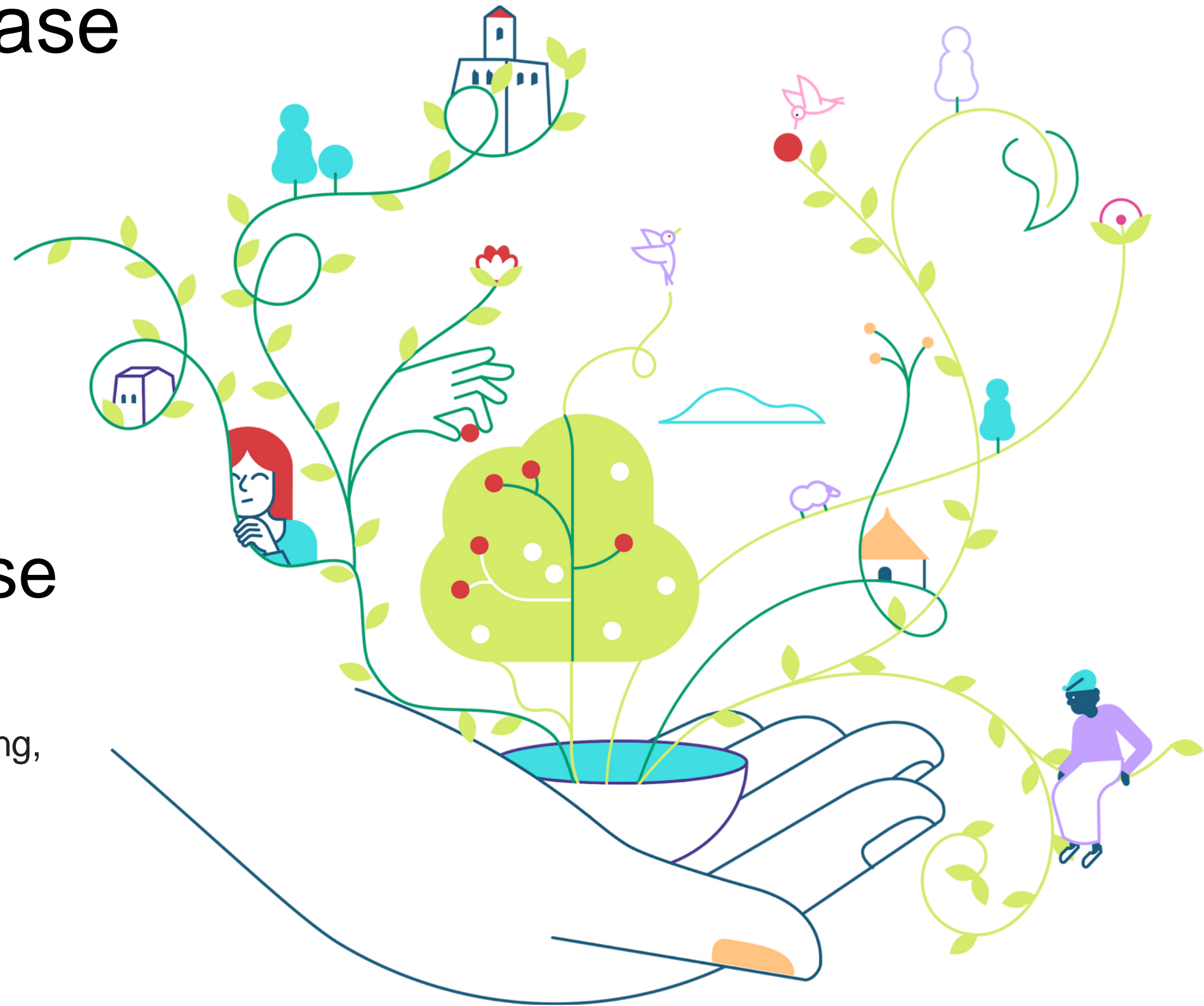
Working with Clusters to build confidence and awareness of the approach with the aim of seeing PCM included in future planning

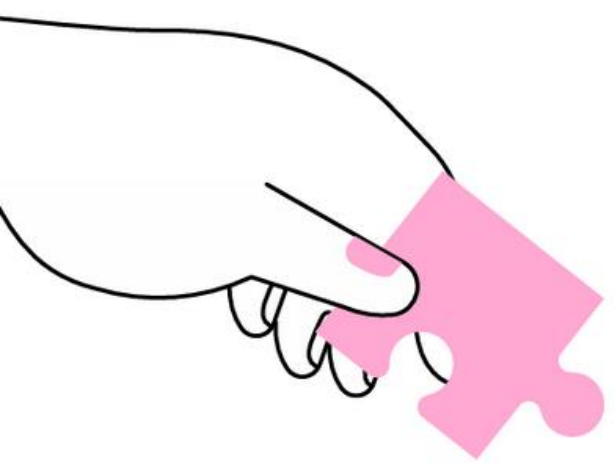
What is Protection Case Management?

It is a method drawn from social work, offering individual support to clients at risk of - or requiring support to recover from - violence, coercion and deliberate deprivation during humanitarian situations.

Who are Protection Case Management Clients?

Is an individual at risk of, currently experiencing, or recovering from violence, coercion, and deliberate deprivation during or after an humanitarian event.





Core Principles and Approaches



Accountability



Prioritize safety and dignity, avoid causing harm



Meaningful access



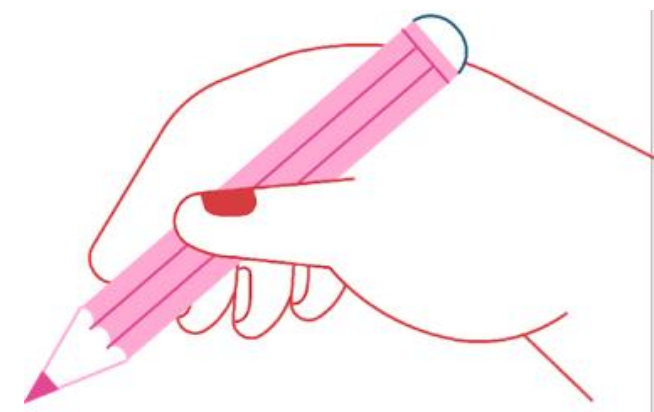
Participation and Empowerment



Trauma-informed principles

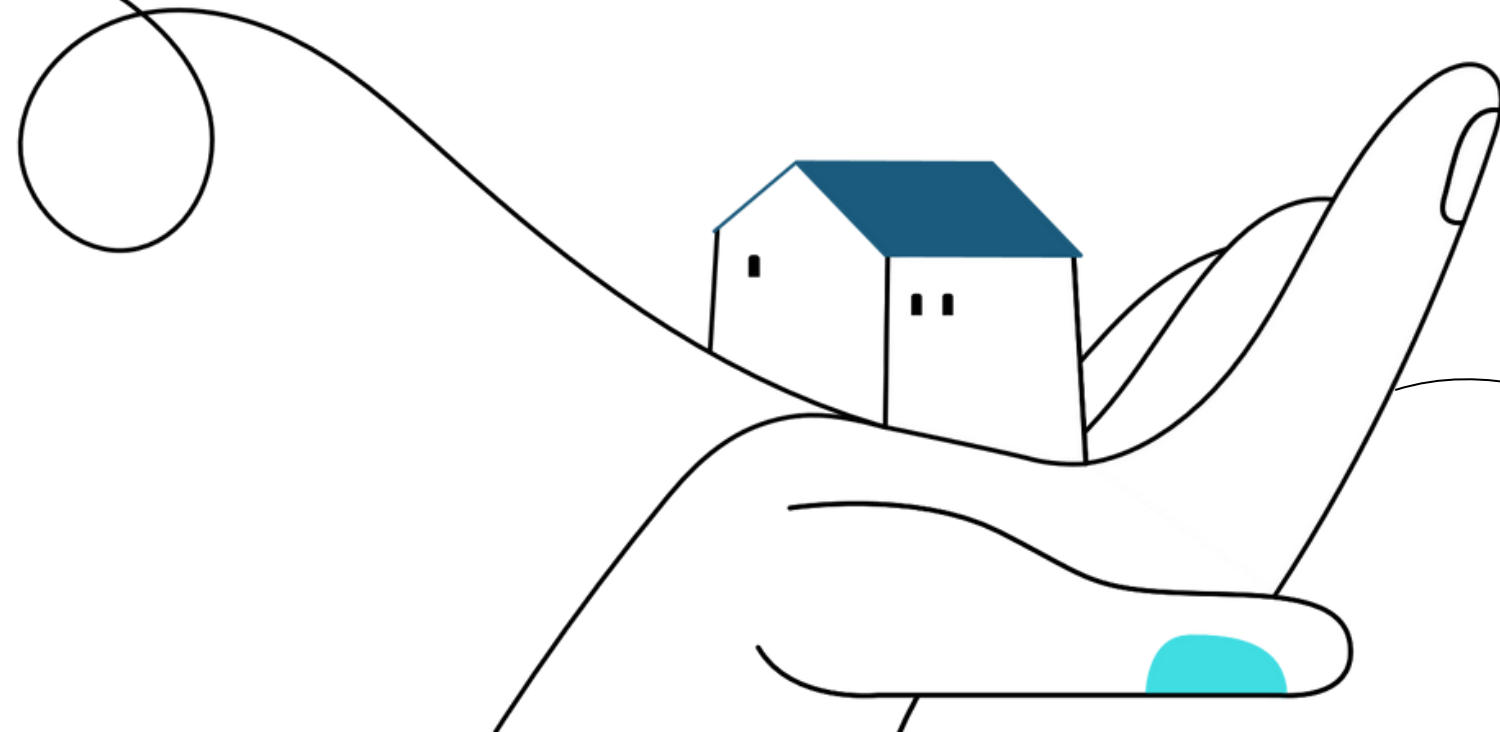


Individual's right to privacy and self-determination



Example Caseloads

- Displaced individuals who are threatened with abduction, kidnapping and enforced disappearances by armed actors in their place or origin.
- At risk people whose family members are perceived to be affiliated with opposition groups who face discrimination in national systems and violence in communities, and therefore are not able to move safely, return home or access the services they need.
- Survivors of torture who need specialized support to return to their daily lives.
 - Individuals who are targeted with violence by others in the community for their identity, place of origin, perceived political affiliation or leadership status.
 - At risk older persons who were unable to relocate when conflict came close to their homes, and whose isolation now puts them at further risk without access to information and community strategies for protection
- Individuals who have returned to their place or origin after being trafficked who lack paperwork and ability to safely access services that could help them reestablish their lives and safely recover from traumatic experiences



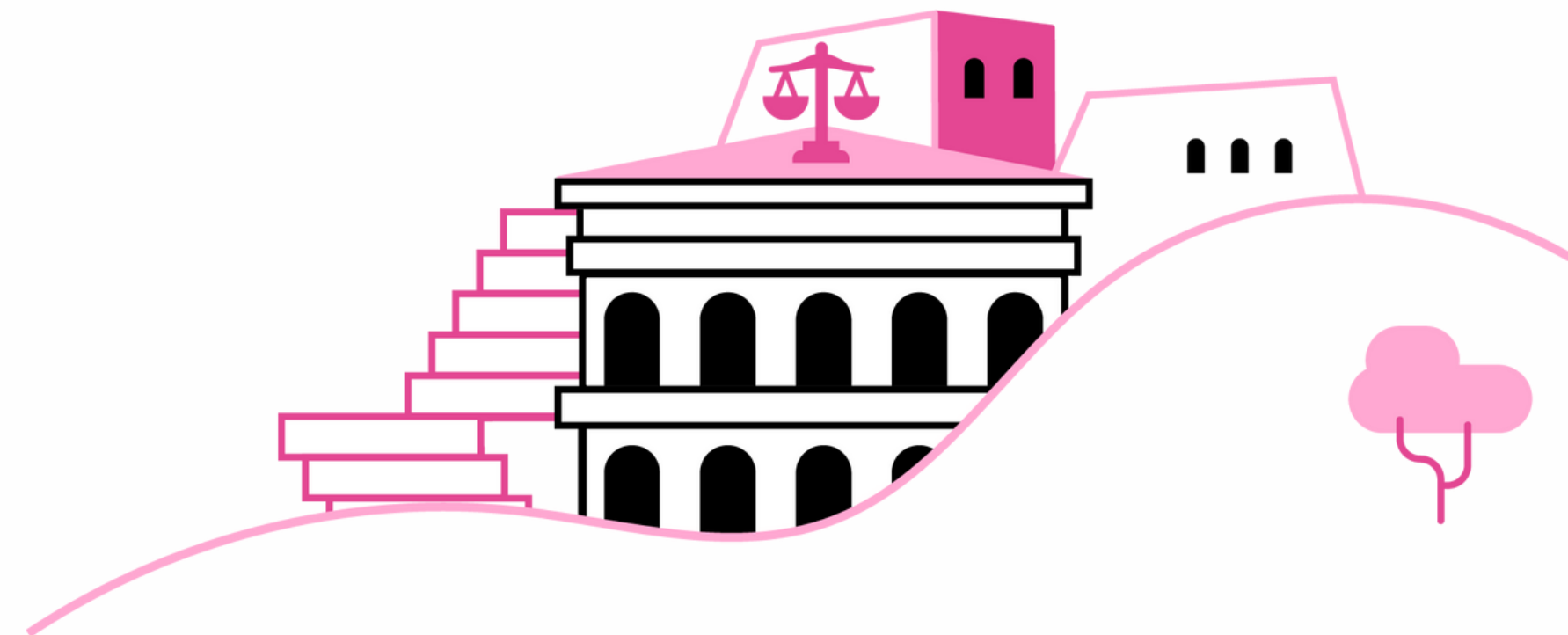
CRITERIA NEEDS TO BE BASED ON

Protection Analysis (includes a context analysis) that helps caseworkers understand who is eligible

Understanding of existing formal and informal systems

Bringing together multidisciplinary teams to prioritise protection case management criteria

Review on a regular basis



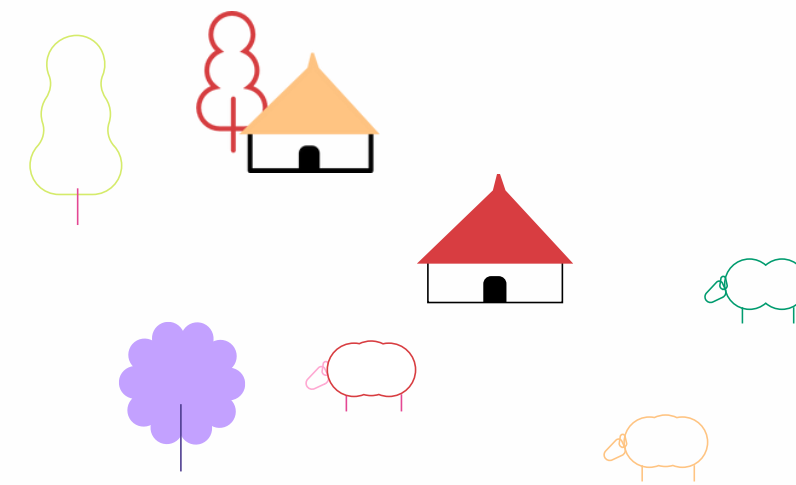
Ensuring Alignment with Other Services

Existing Guidance and Protocols:

- Your Guide to Protection Case Management does not replace existing child protection and GBV case management guidance and was not developed to support children or survivors of GBV.
- Protection case management implementors are expected know, understand and implement child protection and GBV standards as frontline workers.

Coordination and collaboration at all stages:

- Collaborate with other service providers during protection analysis and criteria and SOP development/review (Chapter 2 and 3)
- Referral mechanisms and case coordination mechanisms should be in place between actors (Chapter 3 and 5)
- Ensure service users are made aware of other service opportunities and feel free to request referral/transfer alternative services (Chapter 4)
- Look for opportunities to strengthen working relationships through networking, shared professional development opportunities (Chapter 5)



1. Chapter 1. Introduction to Protection Case Management

What is Protection Case Management?

- Providing a foundational understanding and definition of Protection Case Management.

Why is Protection Case Management Important?

- Explaining the significance and impact of Protection Case Management in humanitarian settings.

How to coordinate Protection Case Management?

- Detailing where Protection Case Management fits into existing systems and how to ensure clarity and complementarity.

What is the theory of change for Protection Case Management?

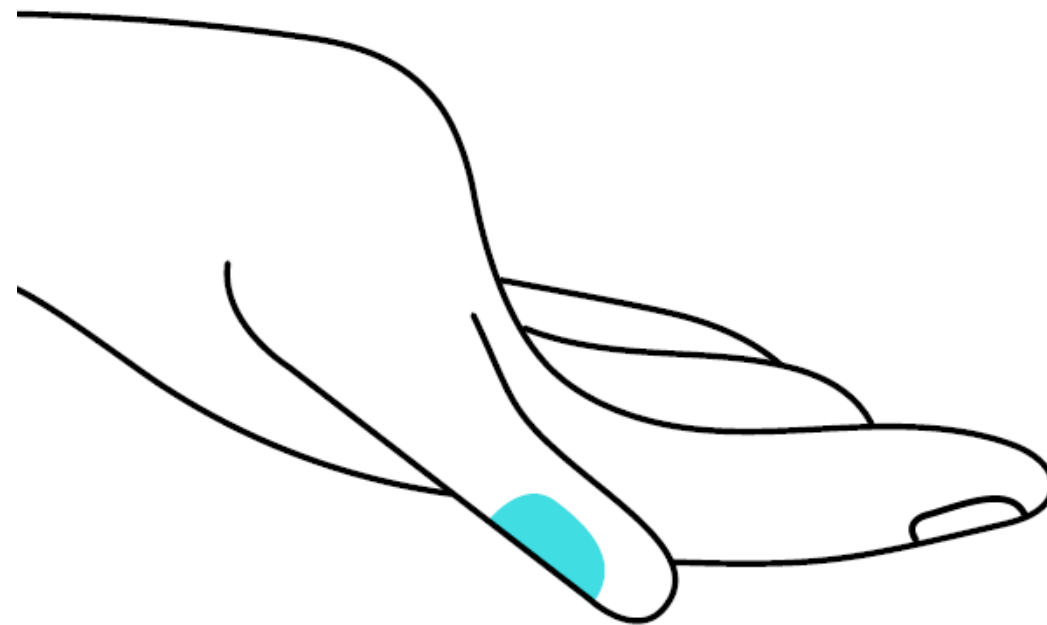
- Outlining the theory of change and why it is important.

What are the key principles and standards for Protection Case Management?

- Sharing the core principles and standards that guide practice in this field and providing essential standards and resources for practitioners to ensure best practice.

Chapter 1: Annexes, Tools and Form

- Protection Risk Criteria for Protection Case Management
- Theory of Change
- Quality Standards Tools



Chapter 2: Determining Need and Scope for Protection Case Management Programming: A Guide for Coordinators, Technical Staff and Managers

Is my organization equipped to safely deliver PCM Management to those most at risk?

- Use of Protection Risk Analysis
- Localization and partnership

How do I assess the need for PCM in a humanitarian situation?

- Understanding existing systems and resources
- Using the Protection Analysis Risk based approach
- Prioritizing risks

How do I develop intake criteria for PCM?

- Workshop to validate PCM Criteria
- Define Criteria

Chapter 2: Annexes, Tools and Forms

Tools

- Project Risk Matrix Template

Forms

- Intake and Response Criteria

Annexes

- Protection Analysis Capacities
- Key Questions for Protection Analysis
- Protection Risk Identification
- Workshop Agenda



Chapter 3: Designing and Maintaining Quality Protection Case Management Service: A Guide for Technical Staff

What are the minimum standards for Protection Case Management?

- Understanding the minimum required standards to offer Protection Case Management services and where to find further foundational, practice staffing guidance on how to meet this standard throughout this guidance.

What are the main design decisions that I need to make with my team to establish PCM?

- Mode of delivery
- Budgeting
- Use of cash
- Staffing structure and case worker profiles
- Information Management and Data Protection

What are the monitoring, evaluation, accountability and learning (MEAL) standards and guidelines for PCM?

- Roles for staffing for MEAL
- Outcome and output indicators and how to interpret the data
- Data collection and management flow
- MEAL templates tools and databases

Chapter 3: Annexes and Tools

Data Analysis

- Outcome monitoring guidance
- Indicator interpretation
- Measuring the PCm TOC
- Protection case Management Dashboard
- Protection case management indicator matrix

Inclusion

- Accessibility checklist list
- Accessibility and reasonable accommodation
- Guidance note on provision of assistive devices

General

- Staff Roles and Responsibilities
- Case worker capacity assessment

Data Protection

- SOP on Data Protection
- Staff Data protection Agreement
- Software requirements Specifications
- Data protection checklist
- Data Sharing Agreement

Forms

- Intake form
- Interpreter Non disclosure agreement
- Informed consent and registration
- protection risk assessment
- Psychological wellbeing assessment
- MHPSS assessment
- Case Action Plan
- Referral form
- Safety form
- Follow up and Monitoring
- Case file Note
- Case Closure
- Service User feedback survey

Chapter 4: Delivering Protection Case Management: A Guide for Supervisors and Case Workers

How do I establish a trusting and supportive user relationship throughout the process?

- How to prepare for a protection case management session

What are your main priorities at each case management step and what are the recommendations for approaching each of these steps

- Step 1: Introduction and Intake
 - Introductions
 - Explaining Service User Rights, Confidentiality
 - Determining initial risk level
- Step 2: Protection Risk Assessment
 - Risk and Vulnerabilities
 - Protective strengths and capacity
- Step 3: Case Planning
 - Goal setting with service users
 - Safety Planning, Accompaniment
- Step 4: Follow Up and Monitoring
- Step 5: Case Closure
- Case Transfer

Chapter 4: Annexes and Tools

Inclusion

- Guidance on Washing Group Short Set Use
- Inclusive Communication Tip Sheet

MHPSS Activities and Resources

- Guidance on MHPHSS interventions and activities
- Client coping plan
- MHPSS Activity template
- Creative expression activities (5)
- Solution Focused (5)
- Emotional Regulation (10)
- Psychoeducation (6)

MHPSS Severe Distress and Suicidal Ideation

- Guidance on working with clients in severe distress, self harm suicidal ideation
- Suicide safety plan

Chapter 5: Professional Development and Staff Care: A Guide for Supervisors and Case Workers

How can I ensure staff care throughout the implementation cycle?

- Providing core action to keep staff safe and healthy, as well as detailing the differing approaches to take for staff care through the entire Protection Case Management implementation cycle.

How should I approach team professional development and supervision plans?

- The elements of successful supervision, offering practical advice on implementing structured supervision systems that promote team development, knowledge exchange, and emotional support

Chapter 5: Annexes and Tools

Supervision Forms

- Form 1: Caseworker Capacity Assessment
- Form 2 Observation
- Form 3: Shadowing
- Form 4: Case File Checklist
- Form 5: Case Discussion

Tools

- Individual Supervision Meeting
- Group Session Meeting



Future of Protection Case Management

Capacity
Strengthening and
Learning

Information
Management system

System Strengthening



Thank you!

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