



Meeting Minutes & Report			
<b>Chair person</b>	David Welin	<b>Venue</b>	UNHCR, LEA building
<b>Co-chair</b>	Aimee Karam, MOSA	<b>Date</b>	9 July 2014
<b>Minutes/report by</b>	Toni Ayrouth	<b>Time</b>	10:00AM - 12:00PM
<b>Main Organisations attending</b>	ALEF, Balamand, CARE, CLMC, ECHO, HI/Help Age, IOM, IRC, ICRC, Intersos, MC, MOSA, NRC, OCHA, OHCHR, Oxfam UK, UNHCR, UNICEF, UNRWA, SC, SHIELD, SFCG, WVI, and WRF <a href="#">Details on Participants:</a> (see annex A)		

## Introduction / Administrative matters

The Minutes of 28th May PWG meeting previously circulated for comments amongst participants were approved.

PWG were updated on main information from the protection coordination mechanisms.

**Topic of the Month:** Case management

**Presenter:** Carol El Sayed, Head of Community Services Unit, UNHCR

### Discussion paper

A discussion paper on case management was issued, which highlights the situation of individual case management within the humanitarian response. It recommends setting up a time-bound task force under the purview of the Protection Working Group (PWG) to develop standards, tools and forms related to case management based on the good practices, lessons learned and tools developed locally, regionally and globally. The output will be a draft framework Standard Operating Procedures (SOPs).

The PWG were informed that in late 2012, UNHCR began setting up an individual case management system that included an early draft of case management SOPs. Since then, there have been numerous attempts to ensure that protection and assistance reaches persons at heightened risk or in need of urgent support. However, 2014 saw an increasing gap in case management as follows:

- Inconsistent practices among field operations (for example different tools, forms, caseload per social worker);
- Lack of a common understanding of the concept of case management;
- Decrease in partners working on general – as opposed to thematic - case management;
- Limited holistic response for persons at risk, other than SGBV and child protection;
- Increased rate of referrals, rather than case management;
- Differing understanding on how to prioritize cases for interventions;
- Inefficient and varied tracking and follow-up tools;
- Lack of proper documentation of cases and file management;
- Insufficient staffing and funds.

It was noted that there is no globally accepted definition of case management. The CPIEWG agreed on defining case management as:

*a way of organising and carrying out work to address an individual (and their family's) needs in an appropriate, systematic and timely manner, through direct support and referrals, and in accordance with a project or programme's objectives.*

In its implementation case management entails a number of steps. The steps are carried out by one caseworker who is responsible for coordinating all services and ensuring protection is upheld. In a case management system, the steps might vary depending on context, capacities, etc. but usually entail the following:

- Identification and registration
- Comprehensive risk assessment and prioritization
- Case planning
- Implementation of case plan, including referrals and service provision
- Follow-up, monitoring and review
- Documentation and case tracking
- Case closure

Service provision entails the delivery by a private or public entity of a social service such as education, health care, mental health, employment, vocational training, life skills, etc.

In short, case management is a way to ensure that persons with multiple and complex needs are guided and knowledgeable about the array of services available to them and are supported to access these services in a coordinated and timely manner. It entails close follow-up by a caseworker on progress, including facilitation of service delivery. A key feature of effective case management is the harmonized documentation of needs, plans and interventions. During service delivery, persons in need of urgent attention might be identified and referred to more holistic case management. A coordinated case management approach is especially needed in situations where services are increasingly specialized and fragmented.

#### *Scope of Task Force:*

The PWG agreed that the task force will:

- Complete its tasks within a limited time-period, namely until 30 September 2014, with a first draft of framework SOPs to be submitted to the Protection Working Group in Beirut on the 17<sup>th</sup> of September;
- Be led by UNHCR and composed of 3-5 agencies or individuals with competence in case management;
- Have clear Terms of Reference;
- Draw on the good practices, lessons learned and tools developed within the context of the child protection and GBV case management systems in Lebanon;
- Refer to guidelines and good practices regionally and globally. Accountable to the Protection Working Group in Beirut.

The PWG also agreed on the following Terms of Reference of the task force (as per the discussion paper):

- Develop a comprehensive overview of the case management situation in the Lebanon operation
- Agree on guiding principles and definitions
- Set case management standards such as number of cases to be handled by each case worker
- Develop unified tools and forms
- Explore linkages with other monitoring and assessment activities
- Agree on, and initiate development of, a common case tracking software
- Draft framework SOPs on case management
- Ensure that all outcomes and products are reported to and approved by the Protection Working Group in Beirut

#### *Composition of task force*

Several organizations volunteered to join the Task Force. After bilateral discussions with the concerned agencies, it was ultimately decided that the task force should be made up of:

- UNHCR
- Intersos

- IRC
- CLMC

## 1) Access to Territory (new arrivals, border monitoring)

Follow up on previous action point

### Q&A on the Government of Lebanon Declaration on Return to Syria

On 31 May 2014, the Ministry of Interior and Municipalities of Lebanon (MOIM) publically announced that all Syrian refugees registered with UNHCR who go back to Syria should no longer be considered refugees by UNHCR.

UNHCR provided an update on its procedures in light of the aforementioned decision. In short, UNHCR de-activates the files of refugees who fail to keep in contact with the Office, for example, refugees who fail to renew their certificates with UNHCR or do not show up for assistance distributions in a set period have their files de-activated.

Refugees registering with UNHCR, are individually interviewed and the interviews establish whether the person is in need of protection and has any specific needs. Not all persons who apply are registered, and not all those whose certificates needing renewal are renewed. Over 45,000 individuals have been de-registered this year. UNHCR is working with the GOL to strengthen their border management processes and the management of the refugee response.

UNHCR furthermore shared a set of Questions and Answers related to the decision by the Government, the final version of which is attached.

New Issues & trends  
Action taken

Follow up required:  
Concrete  
Intervention  
Advocacy

For PWG s in the field

- Q&A to be circulated to field offices

For PWG national level

## 2 ) Access to Registration (UNHCR, Municipalities, others)

Follow up on previous action point

The registration waiting period is 27 days, which is one day less than in May. A 50 % no show rate is likely due to Ramadan. 75% of RRP6 projections have now been reached with 1,122,221 refugees in total.

Mobile registration continued in several locations, including in Chebaa and in Wadi Khaled.

From the Renewal-Verification Questionnaire, the following figures have emerged:

- 9 % return to Syria after registration;
- Of those who return to Syria, 47% stay for less than one week;
- 63% returned once only;
- 35% returned to obtain documents, 17% to check on family and 12% to access medical services;
- 56% have valid residency, 30% have expired or not valid residency and 14% of the households are a mix of valid and not valid residency;

	<ul style="list-style-type: none"> <li>53% cite financial constraints as the reason for not renewing residency documents;</li> </ul> <p>The theme of the June Thematic Registration Questionnaire was “To better understand Access to water and Mitigating Measures.” 1,411 households were surveyed and findings included the following:</p> <ul style="list-style-type: none"> <li>39% has the Government network as their source of water;</li> <li>34% have a water need of over 40 liters per persons and day;</li> <li>48% find the water quality to be average;</li> <li>47% describe the water as clear with no odor;</li> <li>38% purchase bottled water;</li> <li>87% claim there are no tensions over water;</li> <li>91% did not move due to water shortage, while 5% moved once, 3.4% moved 2 or 3 times, and 3.2% moved more than five times.</li> </ul> <p>In addition, it was noted that:</p> <ul style="list-style-type: none"> <li>From April until June, the compliance rate for using the Inter-Agency referral form was very low, with only 2 referrals received;</li> <li>No feedback has been received on the One-off Desk Review;</li> <li>Business Card Registration Leaflet is delivered.</li> <li>In respect to the UNICEF Polio Campaign, one list of 46 supposedly unregistered cases was referred, with 17% (8 cases) found to be unregistered after cross-checking with the UNHCR database.</li> </ul>	
New Issues & trends Action taken		
Follow up required: Concrete Intervention Advocacy	For PWG in the field	<ul style="list-style-type: none"> <li>Referral form needs to be used in order to ensure relevant information is obtained in respect to unregistered cases.</li> </ul>
	For PWG national level	<ul style="list-style-type: none"> <li>PWG partners are asked to suggest topics for future thematic registration surveys. Suggested topics can be shared with the UNHCR Registration unit: <a href="mailto:ksaifi@unhcr.org">ksaifi@unhcr.org</a> (with cc to the sector coordinator).</li> </ul>

### 3) Civil status documentation (birth registration, statelessness, residency permit)

Follow up on previous action point		
New Issues & trends Action taken		
Follow up required: Concrete Intervention Advocacy	For PWG in the field	
	For PWG national level	

### 4) Freedom of Movement / Detention (curfew, check points, arbitrary detention)

Follow up on previous action point		
New Issues & trends Action taken	<p>UNRWA provided an update on Palestine refugees from Syria (PRS). The restrictions on access to the territory are maintained. Only persons with visas, tickets for onward travel or appointments at embassies are admitted.</p>	

	PRs are not allowed to renew their residency documents but exit orders are not being enforced.	
Follow up required: Concrete Intervention Advocacy	For PWG	
	For PWG national level	<ul style="list-style-type: none"> <li>An UNRWA hotline 76 882226 is activated to report on cases from 7 am to 7 pm and for legal issues including detention.</li> </ul>

<b>5) Physical safety (treats violation, security incidents, minorities, exploitation, not covered under SGBV/Child Protection)</b>		
Follow up on previous action point		
New Issues & trends Action taken		
Follow up required: Concrete Intervention Advocacy	For PWG	
	For PWG national level	

<b>6) Sexual and Gender Based Violence (update form SGBV Task Force)</b>		
Follow up on previous action point	<p>In respect to SGBV, the following update was provided:</p> <ul style="list-style-type: none"> <li>The SGBV SOPs are being revised. The SOPs intend to define minimum standards and harmonize practices for SGBV prevention and response across the country. It is an intense consultative process with all SGBV actors with the goal of moving from emergency SOPs developed in 2013 into a more comprehensive document that takes into account legal framework and systems.</li> <li>In respect to case management, a survey was launched with approximately 30 respondents. The main results suggest a generally good harmonization of standards</li> <li>More than 20 facilities will receive training on Clinical Management of Rape by December 2014. Training is between 3-5 days.</li> <li>Evaluation of referral pathways and community leaflets has been completed. The evaluation aimed at assessing the functionality of referral pathways designed. Communities have been involved in the evaluation to gather feedback on content, design and knowledge about services available.</li> </ul>	
New Issues & trends Action taken		
Follow up required: Concrete Intervention Advocacy	For PWG	
	For PWG national level	

<b>7) Child Protection in Emergency (update from Child Protection in Emergency Working Group)</b>		
Follow up on previous action point		
New Issues & trends Action taken		
Follow up required: Concrete Intervention Advocacy	For PWG	
	For PWG national level	

<b>8) House, land and property</b>		
Follow up on previous action point		

New Issues & trends Action taken		
Follow up required: Concrete Intervention Advocacy	For PWG in the field	
	For PWG national level	

<b>9) Relation with host community</b>		
Follow up on previous action point		
New Issues & trends Action taken		
Follow up required: Concrete Intervention Advocacy	For PWG	
	For PWG national level	

<b>10) Access to services and assistance ( discriminatory practices, access information, PWSN)</b>		
Follow up on previous action point	<p>Handicap International provided and update on its Regional Inclusion project. In short, Handicap International - in partnership with the Arab NGO Network for Development (ANND) in Lebanon and Nujeen for Family Democratization (NFDO) in Iraqi Kurdistan - is launching a regional project in Iraq, Jordan and Lebanon aimed at supporting the emergence of a Syrian civil-society disability movement.</p> <p>The project empowers persons with disabilities and injuries within the Syrian population affected by the crises. Being implemented until the end of 2016, the project, which is funded by the European Union, will seek to ensure that the rights and needs of Syrian children, women and men with disabilities or injuries are voiced, and that key stakeholders are mobilized for a more appropriate response to their needs.</p>	
New Issues & trends Action taken		
Follow up required: Concrete Intervention Advocacy	For PWG	
	For PWG national level	

<b>11) Refugee outreach / Mass Communication and Information</b>		
Follow up on previous action point		
New Issues & trends Action taken		
Follow up required: Concrete Intervention Advocacy	For PWG in the field	The protection input into the INQAL is to be circulated to PWG members for final revisions by COB Tuesday 15 July 2014.
	For PWG national level	

<b>12) Protection mainstreaming, capacity building, Assessments</b>		
Follow up on previous action point		
New Issues & trends Action taken		

Follow up required: Concrete Intervention Advocacy	For PWG	
	For PWG national level	