

Documenting SGBV and Child Protection case management

Regional SGBV CM/IM Workshop - Americas

9-11 October 2017

San José, Costa Rica

Learning Objectives

- Clarify why it is important to document, how to document and which forms to use for SGBV CM and Child Protection CM in different situations.
- Identify other protection risks and how to capture them during the assessment step.

Documenting SGBV and CP cases

- Why is it important to document?
- How do we document cases?
- Which forms should we use for Child Protection case management and SGBV case management?

Why it is important to document CP cases

- Documentation is the compiling of key personal data relevant to a child's current circumstances and any additional information to assist in the search for missing family and planning for the child's future.



Purpose of CP documentation



- Assess their current situation;
- Determine the child's wishes;
- Collect information to make plans for the future including immediate care arrangements; and
- Collect information for tracing, if in the best interests of the child.

Purpose of SGBV documentation



- Assess their current situation;
- Determine the needs of the survivor;
- Collect information to make a **case action plan** and link the survivor to available services;
- Use agreed interagency **referral and transfer forms** to assist survivor in accessing services by providing minimum necessary amount of information on a need-to-know basis;
- Prevent multiple interviews of survivor.

Recording Protection Risks

- Record identified protection risk through the case management process.
- Is there a secondary situation or concern that requires urgent attention?
- Will the survivor be safe when they leave you (the case worker)?
- Do you need to assess the needs of other persons of interest who may be affected by the same situation?



Priority in proGres v4: SGBV case

proGres SGBV SGBV Cases 996-15C00527-PRT-...

SAVE SAVE & CLOSE ACTIVATE DEACTIVATE ADD REFERRAL ADD SPECIFIC NEED INITIATE TRANSFER

SGBV CASE : INFORMATION
996-15C00527-PRT-...
Individual* 837-00044128 Business Unit* Harare

CASE DETAILS

Case Number *	996-15C00527-PRT-08	Referral Type	Internal Referral
Process Status *	Active	Source of Referral	Community Services
Process Status Date *	25/09/2017	Referral Description	--
Individual *	837-00044128		
Opening Date *	25/09/2017		
Opening Type	Referral		
Priority	<ul style="list-style-type: none">EmergencyHighMediumLow		

OWNERSHIP

Created By Zoleikha Created On 26/09/2017 Process Status Active Process Status Date 25/09/2017

Active

SGBV Assessment Form

https://progres-trn.unhcr.org/main.aspx#99428343

proGres SGBV SGBV Assessments 837-17-PRTASM-00... Leloba Pahl proGres Training

SAVE SAVE & CLOSE DEACTIVATE ADD REFERRAL ADD INTERVENTION EMAIL A LINK WORD TEMPLATES RUN REPORT

SGBV ASSESSMENT : INFORMATION
837-17-PRTASM-0000013

Business Unit* Harare SGBV Case* 996-15C00527 Individual* 837-00044128

Assessment Information

Did you refer the client to a safety service?
Yes
If no referral to safety service, why not?
--

Safety Assessment
In need of temporary safe shelter for herself and two children

Did you refer the client to a health service?
No
If no referral to health service, why not? *
Service provided by your agency

Health Assessment
Suffering from headaches

Did you refer the client to a psychological well-being service?
No
If no referral to psychological well-being service, why not? *
Service provided by your agency

Psychosocial Well-being Assessment
In a mild state of depression; feels hopeless but determined to change the on-going situation for

RECOMMENDATION

Font Family Font Sizes B I U S

Active Process Status Date 25/09/2017

Modified On 26/09/2017 08:28 Modified By Zoleikha Nouri

Active Process Status Date 25/09/2017

unsaved changes

BIA/BID in Child Protection Case

The screenshot shows the proGRES web application interface. At the top, the browser address bar displays the URL <https://progres-trn.unhcr.org/main.aspx#993576717>. The application header includes the proGRES logo and navigation menus for 'Child Protection' and 'Child Protection Cas...'. Below the header, a toolbar contains buttons for 'SAVE', 'SAVE & CLOSE', 'ACTIVATE', 'DEACTIVATE', 'DISPLAY FAMILY RELATIO...', and 'ADD REFERRAL'. The main content area is titled 'CHILD PROTECTION CASE : INFORMATION' and displays the case number '996-15C00527-PRT-...' and its status 'Active'. A sidebar on the left shows a navigation menu with 'BIA & BID' selected. Two red arrows point to the case number and the 'BIA & BID' menu item. The main area is divided into two sections: 'Active Best Interest Assessments' and 'Active Best Interest Determinatio...'. Both sections have search bars and filters. The 'Active Best Interest Determinatio...' section contains a table with one record: 'Active' with case number '996-15C00527-PRT-11' and a link to '996-15C00527-PRT-11-BID-'. A red arrow points to this record. At the bottom, a status bar shows 'Created By: Marjan Ke', 'Created On: 26/09/2017', and 'Process Status: Active'.

BID Form

proGRES Child Protection | Best Interest Deter... | 996-15C00527-PRT-...

BEST INTEREST DETERMINATION : INFORMATION
996-15C00527-PRT-11-BID-02

General

BID

BID Number *	996-15C00527-PRT-11-BID-02
BID Status *	Pending Interview
BID Status Date *	04/10/2017
Opening Date *	04/10/2017

OVERVIEW

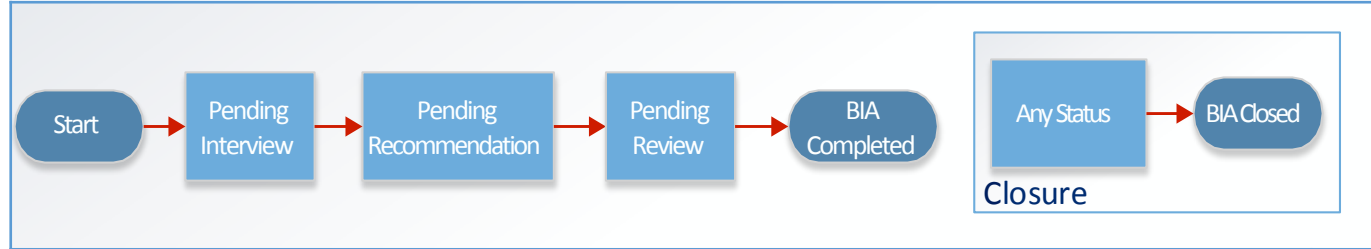
OWNERSHIP

INDIVIDUAL INFO

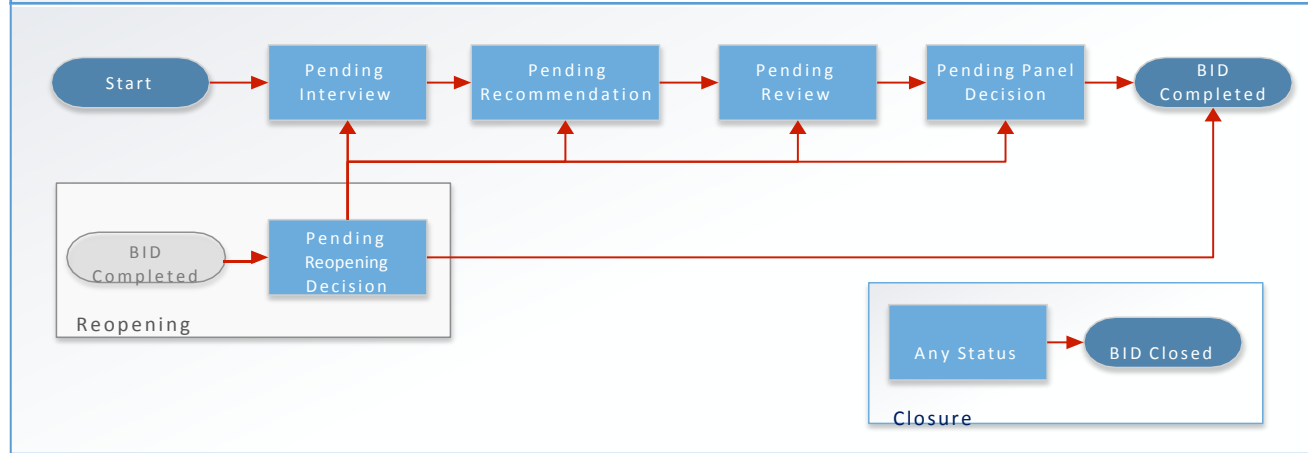
Created By: Sara Marzban Created On: 04/10/2017 08:01 Process Status: Active Process Status Date: 04/10/2017

BIA and BID Process Flow

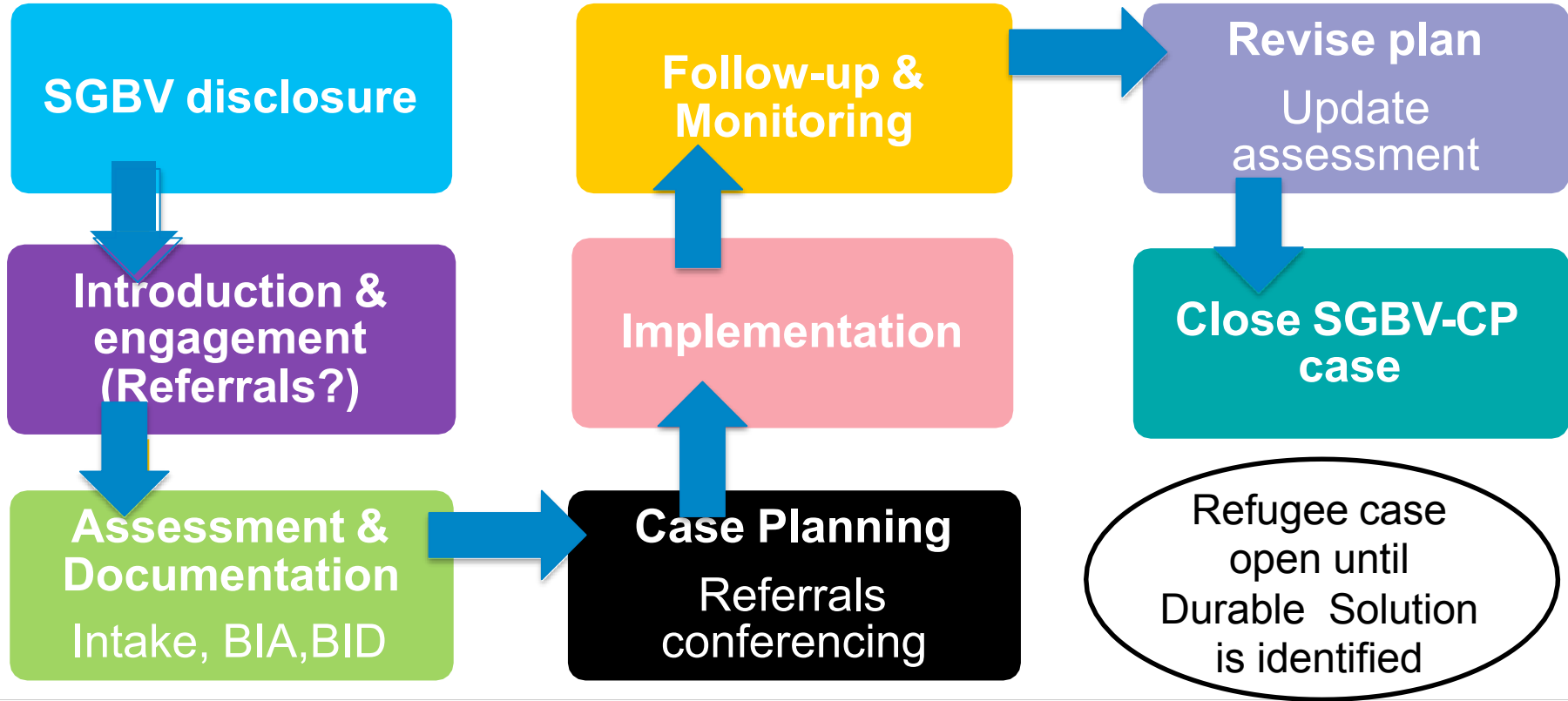
- BIA



- BID



SGBV case management steps



ACTIVITY: Review of SGBV/CP CM forms

- At your table, discuss 4 types of documents related to SGBV case management.
 - 1. Consent Form
 - 2. Intake Assessment
 - 3. Referral Form
 - 4. BIA/BID Forms

Answer the following questions:

- Which form do we use in which situation?
- Who should use each form?



How to document additional Protection Risks

1. Assessment STEP
2. Note each additional protection risks
3. Determine the priority of each protection risk
4. Schedule interventions: actions to be taken by your agency; referrals to other agencies; etc.



Key messages

- BIAs may be **customized**; BID reports use a **standardized form** that feed into other processes (e.g. RST, etc.).
- An interview for **one type of protection risk** is an opportunity to assess for the presence of other protection risks.
- Documentation of an SGBV case or the BIA/BID process allows for closer **tracking of the case** and actions required to move the case forward (i.e. services, follow up, interventions, etc.).
- Documentation in an IM system also allows for **automated notification** of a case requiring timely interventions.