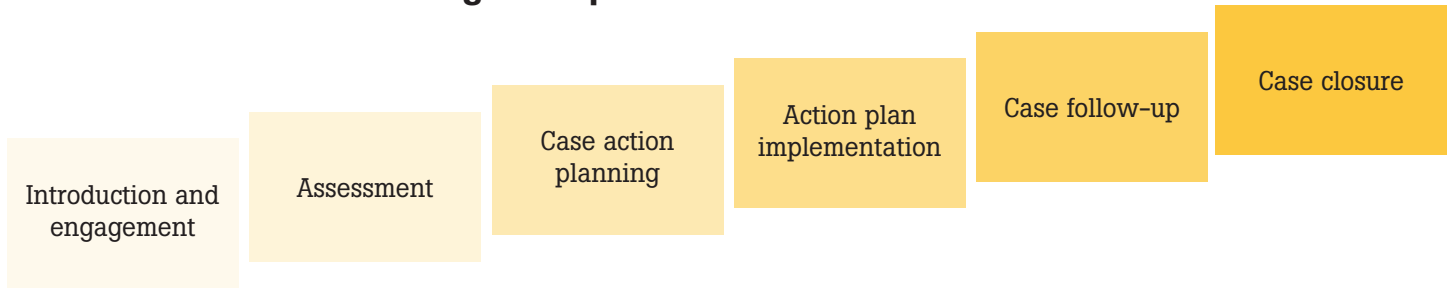


The standard GBV case management process



Crisis case management



Standard GBV case management: steps and tasks	Crisis case management adaptation <i>(Times outlined below are approximate.)</i>
<p>Step 1: Introduction and engagement</p> <ul style="list-style-type: none"> <input type="checkbox"/> Greet and comfort. <input type="checkbox"/> Introduce yourself and your role. <input type="checkbox"/> Discuss all aspects of informed consent (confidentiality, mandatory reporting). <input type="checkbox"/> Answer questions. <input type="checkbox"/> Get permission to continue. 	<p>Step 1: Abbreviated introduction and engagement (5 minutes)</p> <ul style="list-style-type: none"> <input type="checkbox"/> Greet and comfort. <input type="checkbox"/> Introduce yourself in one sentence: I am ____ and I work with ____ to support people who have experienced harm/violence. <input type="checkbox"/> We believe strongly in helping you keep your story private. You and I will decide together whether and who to tell about the violence you experienced, for your safety.¹⁵ <input type="checkbox"/> Can you tell me your most important concern today?
<p>Step 2 Assessment</p> <ul style="list-style-type: none"> <input type="checkbox"/> Determine whether other responders are involved. <input type="checkbox"/> Understand who the survivor is. <input type="checkbox"/> Invite the survivor to tell you what happened. <input type="checkbox"/> Listen well. <input type="checkbox"/> Respond with validation, compassion & information <input type="checkbox"/> Identify the survivor's concerns and key needs. <input type="checkbox"/> Document relevant information on a form or in case notes with a safe case documentation and storage system. 	<p>Step 2 Assessment (15-20 minutes)</p> <ul style="list-style-type: none"> <input type="checkbox"/> Listen (dedicate time to make ensure the survivor has been heard). <input type="checkbox"/> Assess safety concerns, accessible social networks, state of mind, and needs. Listen as much as possible and do not cut off the survivor's story. <input type="checkbox"/> Respond with validation, compassion & information. <input type="checkbox"/> DO NOT document information on a form or in case notes if there is no possibility of follow-up, and for safety reasons.

17 If there are limitations to confidentiality – placed by the agency or the context – these MUST be explained before proceeding.

Standard GBV case management: steps and tasks	Crisis case management adaptation (Times outlined below are approximate.)
<p>Step 3: Case action planning</p> <ul style="list-style-type: none"> <input type="checkbox"/> Summarize your understanding of the survivors needs. <input type="checkbox"/> Give information about what services and supports are available and what they can expect from them. <input type="checkbox"/> Plan with the survivor how to meet needs, set personal goals and make decisions about what will happen next. <input type="checkbox"/> Develop and document a case action plan. <input type="checkbox"/> Discuss concerns with your supervisor. <input type="checkbox"/> Discuss options for follow-up. 	<p>Step 3: Safety planning and overview of immediate health and security needs and the services available (15-20 minutes)</p> <ul style="list-style-type: none"> <input type="checkbox"/> Safety plan. <input type="checkbox"/> Give information about what services and supports are available.
<p>Step 4 Implement case action plan</p> <ul style="list-style-type: none"> <input type="checkbox"/> Make referrals. <input type="checkbox"/> Advocate for and support survivors to access services. <input type="checkbox"/> Lead case coordination. <input type="checkbox"/> Provide direct services if relevant. 	<p>Implementation (15-20 minutes)</p> <ul style="list-style-type: none"> <input type="checkbox"/> Inform the survivor about referral options for her immediate concerns. <input type="checkbox"/> Make referrals with consent. <input type="checkbox"/> Provide resources (material support, resources, hotline number, contacts of providers in destination location as applicable, encourage her to stay in touch if at all possible). <input type="checkbox"/> Share key messages: the survivor is not alone, not at fault, and affirm/validate survivor's feelings. For the last few minutes, stabilize the survivor so she is not leaving your session in a more traumatized state. (Plan for the rest of the day, encourage the survivor to be in the present.)
<p>Step 5 Follow-up</p> <ul style="list-style-type: none"> <input type="checkbox"/> Meet with and contact the survivor as agreed. <input type="checkbox"/> Reassess safety. <input type="checkbox"/> Review and revise the case action plan. <input type="checkbox"/> Implement the revised plan. 	<p>X</p>
<p>Case closure</p> <ul style="list-style-type: none"> <input type="checkbox"/> Determine if/when the case should be closed. <input type="checkbox"/> Document the case closure. <input type="checkbox"/> If possible, administer the client feedback survey. <input type="checkbox"/> Safely store the closed case file (move the closed file to a new cabinet). 	<p>X</p>