

HANDOUT 16.2

**GUIDED SCENARIOS
FOR GBV CASE
MANAGEMENT
WITH CASES OF
CHILD MARRIAGE**

INTRODUCTION

These scenarios are part of the Interagency GBV Case Management Guidelines and accompanying training materials. They are designed to support GBV and Child Protection (CP) caseworkers in navigating the complexities of child marriage cases across humanitarian contexts. Given the legal, cultural, and protection issues involved, facilitators may choose to work through one or more of the four scenarios depending on time, context, and learning objectives.

Each scenario includes guiding questions and suggested responses, structured around the six steps of GBV case management. These responses are not prescriptive but intended to spark reflection and can be adapted to local contexts, legal frameworks, and available services. Names and cultural details can also be added to personalize scenarios during training.

SCENARIOS OVERVIEW

1. A Young Adolescent Girl wants to Avoid an Arranged Child Marriage
2. An Adolescent Girl in a Child Marriage to a Man With High Social Status
3. An Adolescent Widow Being Pressured to Enter Into a Second Child Marriage
4. An Adolescent Girl Agrees to a Child Marriage to Improve Her Living Conditions

KEY CONSIDERATIONS FOR ALL SCENARIOS	CONTEXTUAL FACTORS THAT WARRANT ADAPTATION
<ul style="list-style-type: none">• Ensure safety, confidentiality, and ethical documentation• Center the girl's agency, adapting to her age and evolving needs• Build flexible, sustainable support systems tailored to her context• Respond with cultural sensitivity while working within existing systems• Prioritize self-care and regular supervision for caseworkers• Recognize that each case is unique and may require tailored responses	<ul style="list-style-type: none">• Relevant legal frameworks (including national, customary, and refugee/asylum-related laws)• Cultural norms, community dynamics, and local power structures• The security situation and potential risks in the environment• Available services and resources for both the girl and the caseworker• The girl's individual circumstances and existing support systems

USING THE SCENARIOS IN TRAINING

These scenarios help caseworkers build practical skills through role play, group work, or facilitated reflection. Participants take on the role of a caseworker and apply survivor-centred, age-sensitive approaches to:

- **Building trust** and conducting **age-appropriate** risk assessments with adolescent girls
- Navigating cultural and legal complexities while **centering the girl's choice**
- Coordinating safe, realistic **action and safety plans** that reflect the girl's needs
- Considering ethical dilemmas such as **informed assent** and **mandatory reporting**
- Identifying both girl and caseworker **safety risks** and mitigation actions

Facilitators are encouraged to adjust the scenarios as needed and draw on participants' own experiences. *Good Practice Example* boxes throughout the document invite sharing of relevant stories and strategies.

WORKING WITH ADOLESCENT GIRLS

Before engaging with a girl, caseworkers must apply survivor-centred principles while adapting their approach based on her age, maturity, and situation:


- ❑ **Center the Girl's Agency:** The girl's preferences and choices should guide all case management decisions. However, it is essential to recognize that younger adolescents (e.g., ages 10–14) may have different levels of maturity and capacity than older girls (e.g., ages 15–17). Caseworkers should assess and support each girl's ability to participate in decisions affecting her, using age-appropriate tools and language. Regardless of age, the girl remains the most important source of insight into whom she trusts and what feels safe for her.
- ❑ **Gender Sensitivity:** Most girls feel safer with female caseworkers who are more likely to better understand their experiences.
- ❑ **Language Access:** Speak the same language as the girl and her family—or use a trained, trusted interpreter to ensure clear, respectful communication.
- ❑ **Perceived Authority:** Build trust by positioning yourself as an ally, not a community enforcer. Be aware of how your role is perceived.
- ❑ **Relevant Experience:** Caseworkers should ideally have experience in GBV, child protection, or adolescent girl programming. Where this is not possible, ensure strong supervision and support.


MANDATORY REPORTING: WHAT CASEWORKERS SHOULD KNOW

Caseworkers are not expected to interpret laws but must understand **when mandatory reporting may apply** in child marriage cases—and **who to consult**. Always coordinate with a **supervisor, legal focal point, or child protection actor**.

→ Key Triggers for Mandatory Reporting

- The girl's **age** and the legal **minimum age of marriage**
- Whether child marriage is **prohibited or restricted** under national/customary law
- Whether the case involves **abuse, coercion, or harmful traditional practices**
- Whether reporting is required when a girl is:
 - **at risk of being married**
 - **already married**
 - experiencing or disclosing **violence or coercion** in the marriage

 **Always inform the girl** about any limits to confidentiality and explain who might be contacted, why, and how she will be supported.

 If the legal framework is unclear or contradictory, **consult before acting**.

CASE STUDY 1 : A YOUNG ADOLESCENT GIRL WANTS TO AVOID AN ARRANGED CHILD MARRIAGE




A 13-year-old girl is being forced into a child marriage arranged by her parents with a man chosen by them. Feeling scared and desperate, she decides to seek help outside her family and finds a GBV service provider. She wants someone to talk to about the marriage and she thinks she wants help to stop this from happening. She is facing immense pressure from her family and community to comply to the marriage. While her family is giving her lots of praise and attention, she feels nervous and confused about getting married now. (In this example, traditional leaders will be engaged as a culturally relevant approach to advocate with the family).

GBV CASE MANAGEMENT STEP 1: INTRODUCTION AND ENGAGEMENT

→ Key Actions:

1. **Establish Trust and Rapport** with the girl
2. **Explain Your Role** and the support you can offer, emphasizing confidentiality while clarifying its limits (e.g., mandatory reporting where required by law).
3. **Seek Informed Assent** to proceed with case management activities since the girl is 13, ensuring she understands what this entails. Also try to gain consent from a trusted adult, unless this is harmful to her.

→ Refer to the [Caring for Child Survivors Guidelines](#) (Chapter 4):

-  **Use Age-Appropriate Language** to explain your role and the process
-  **Respect Her Agency**, ensuring the girl feels no pressure to agree and that her wishes guide the process
-  **Document Assent Clearly** and clearly communicate the next steps

MANDATORY REPORTING: WHAT TO CONSIDER IN THIS SCENARIO

- In some countries, caseworkers are required to report **planned or imminent marriages** involving children under the legal age—even without violence or abuse taking place yet.
- Caseworkers should verify whether the law in their context treats forced or arranged child marriage as a reportable offense **at the planning stage**.

GUIDING QUESTIONS

1. Identifying Support

- a. *How can we ensure the appropriate person or entity (caseworker, organization, or another stakeholder) is involved in supporting the girl, considering her preferences, cultural context, and the situation's demands?*
- **Identify Trusted Allies:** Work with the girl to identify individuals within her community she trusts, such as a family member, teacher, or religious or traditional leader, who can act as a supportive ally. The girl must give explicit consent to involve any community member and feel comfortable with their role in her support.
 - **Assess Confidentiality:** Ensure that the potential ally understands the importance of confidentiality and is willing to protect the girl's privacy and safety.
 - **Evaluate Influence:** Choose someone who has the respect and authority needed to help navigate sensitive situations, such as advocating against the marriage or mediating with the family.
 - **Cultural Awareness and Risk Mitigation:** Choose a culturally sensitive ally who supports the girl's rights while minimizing risks like backlash or breaches of confidentiality and reinforcement of harmful norms, and address these risks proactively.

Good Practice Example: Pairing a female caseworker with a respected female community leader can be effective, combining technical expertise with cultural authority.

- b. *What strategies can help balance risks to both the girl and the caseworker while ensuring effective and sustainable support?*
- **Regular Safety Assessments:** Continuously evaluate risks as the situation evolves.
 - **Clear Protocols:** Establish detailed response procedures for various scenarios to ensure consistency in handling cases.
 - **Support Networks:** Ensure both the girl and the caseworker have access to immediate help, including community resources and organizational support.
 - **Documentation Systems:** Use secure, confidential systems to document information about the case, ensuring the girl's privacy, while monitoring progress and managing risks effectively.
 - **Security Measures:** Carefully plan meeting locations, timing, and communication methods to prioritize safety.
 - **Supervision Structure:** Provide caseworkers with regular check-ins and access to support from supervisors or peer groups.

Good Practice Example: Organizations working in high-risk areas often use buddy systems for caseworkers and establish multiple safe houses or emergency contacts for girls.

2. Addressing Fear and Retaliation

- a. *What strategies can address fears of retaliation and mitigate risks for girls, especially in contexts with limited legal protections?*
- **Build Support Networks:** Involve trusted family members, teachers, or community members to create a safety net. Engage with religious or traditional leaders as allies.
 - **Develop Safety Plans:** Together with the girl, create detailed safety plans which include identifying risks of retaliation establishing clear steps to mitigate threats and documenting concerns securely. The plan should prioritize the girl's agency, safety, and confidentiality, ensuring she feels supported, and updated as needed. See the [GBV Case Management Guidelines](#) (page 180) for an example of a case action plan, including safety plan.
 - **Establish Communication Channels:** Ensure clear and secure methods for emergency communication.
 - **Document Threats:** Keep records of threats or concerning behavior patterns to assess risks.
 - **Create Legitimate Reasons for Movement:** Frame activities like education, health checks, or youth programs as acceptable reasons for leaving the home or accessing services.
 - **Identify Safe Spaces:** Pinpoint locations within the community where the girl can seek refuge.

GBV CASE MANAGEMENT STEP 2: ASSESSMENT

→ Key Considerations for Child Marriage Cases:

- 👤 **Peer Networks:** Assess if the girl has trusted peers who can offer support or additional insights.
- 👥 **Community Power Structures:** Identify influential leaders driving or opposing the marriage.
- 💰 **Economic Drivers:** Understand financial pressures, such as dowry or hardship, influencing the family's decision.
- 🏠 **Family Patterns:** Examine whether child marriage is a recurring practice in the family.
- 🔍 **Intended Spouse:** Consider the role, behavior, and risks associated with the intended spouse.

Good Practice Example: Please share example of using schools or other programs to provide support discreetly to girls. Or below with using female health workers or teachers as intermediaries.

- b. *What steps can be taken to mitigate risks if the girl faces restrictions on her movement or access to help?*
- **Safe and Confidential Communication Channels:** Establish discreet ways for the girl to communicate with trusted individuals, such as coded messages, safe meeting points, or anonymous help lines, ensuring these methods are risk-assessed.
 - **Remote Case Management:** Provide support via phone, messaging apps, or other secure digital platforms, tailoring the approach to what is safe and feasible for the girl's situation.
 - **Leverage Safe Community Access Points:** Coordinate with trusted local services or groups, such as healthcare providers, educators, or vocational training centers, that can have routine, non-suspicious interactions with the girl to offer indirect support or check on her well-being.
 - **Discreet Safety Planning:** Work with the girl to create a safety plan that considers her environment, such as identifying safe exits, people to turn to in emergencies, and safe times to seek help.

- **Engage Female Allies:** Involve trusted women within the household or community, such as neighbors, friends, or female family members, who can subtly check on the girl's well-being.
- **Legal and Advocacy Support:** Where culturally and legally feasible, discreetly link the girl to organizations that provide legal protection or advocacy for her rights without putting her at further risk.

GBV CASE MANAGEMENT STEP 4: IMPLEMENTATION

→ Caseworker Priorities

- ♥ **Prioritize Safety:** Ensure actions protect the girl and maintain confidentiality.
- ♥ **Coordinate with Stakeholders:** Align roles with the action plan.
- 📧 **Stay Flexible:** Adjust plans based on evolving needs or risks.
- 📞 **Maintain Communication:** Keep consistent, safe contact with the girl.
- ☑ **Monitor Progress:** Track actions and address challenges promptly.
- ♥ **Center the Girl:** Reflect her choices and aspirations in every step.

3. Long-term Protection Strategies

- What long-term strategies, including education, skill-building, or safe relocation initiatives, could be implemented to prevent future child marriage attempts and support the girl's ongoing protection and empowerment?*
 - **Facilitate Education and Skill-Building:** Provide formal and informal education, scholarships, vocational training aligned with market needs, and life skills programs, such as financial literacy and income generation.
 - **Promote Economic Stability:** Implement economic empowerment programs for the girl's family, such as microfinance initiatives, small business grants, or agricultural support, to reduce financial pressures driving child marriages.
 - **Engage and Support Families:** Offer counseling, support programs, and economic assistance to challenge harmful norms and provide alternative pathways to financial stability.
 - **Raise Community Awareness:** Conduct culturally relevant campaigns and education programs on the health, social, and economic impacts of child marriage through media, workshops, and community forums.
 - **Create Safe Spaces and Peer Networks:** Develop girl-led support groups, mentorship programs, and safe spaces for education and empowerment, fostering peer-to-peer connections.
 - **Enhance Legal Awareness and Access:** Educate families and girls on legal rights and protections, and connect them with legal aid and advocacy services.
 - **Integrate Health Education:** Raise awareness about the physical and mental health risks associated with child marriage and early pregnancies through community health education.

4. Engaging with Cultural or Religious Leaders

- How can we engage religious or community leaders to prevent the marriage while balancing cultural sensitivities with human rights advocacy and protecting the girl's rights?*
 - **Leverage Community Leaders:** Partner with progressive religious or traditional leaders to advocate for girls' rights, adapt cultural practices, and promote delayed marriage for well-being and opportunities.
 - **Collaborate on Solutions:** Work with authorities, experts, and communities to create culturally sensitive bylaws and programs addressing harmful practices while supporting girls' growth.

- **Promote Education and Positive Narratives:** Highlight the benefits of education and share success stories that showcase the value of delaying marriage for girls and communities.
- **Engage Key Influencers:** Involve influential men and intergenerational groups to model supportive behaviors and reinforce the value of waiting for marriage.

Engaging religious or traditional leaders can be a powerful strategy when done respectfully and strategically. Where safe and appropriate, the following key messages can be used or adapted by caseworkers or partners advocating on behalf of the girl:

Suggested Key Messages for Engaging Leaders:

- “We all want what’s best for this child. She has potential, and delaying marriage can allow her to grow, study, and contribute even more to her family and community.”
- “Protecting her now is not rejecting tradition—it’s ensuring her well-being, which aligns with our shared values of compassion and care.”
- “Child marriage may bring short-term benefits, but it can also cause long-term harm to her health and future. There are other ways to support her and her family.”
- “We’re here to work with you—not against you—to find a solution that respects the community while keeping the child safe.”

These messages should always be tailored to the local context and delivered by someone who understands and is respected within the cultural or religious setting—whether that’s a caseworker, child protection actor, or community liaison.

GBV CASE MANAGEMENT STEP 3: CASE ACTION PLANNING

→ Her action plan should address:

- 🛡️ **Immediate Safety Needs:** Prevent retaliation and ensure physical safety.
- 👤 **Empowerment:** Reflect her aspirations for education, skills, and independence.
- 🗣️ **Family and Community Engagement:** Seek to mitigate the drivers of the child marriage sensitively.
- ⚖️ **Legal Protections and Advocacy:** Explain and secure her rights and protections.
- 💚 **Health and Well-Being:** Provide holistic support, including mental health care.
- 🔄 **Sustainability:** Focus on long-term safety and opportunities for growth.

5. Follow-up and Accountability

- What follow-up support is essential after mediation or intervention to ensure agreements are upheld, and how should we respond if agreements are violated or parents change their minds?*
- **Follow-Up Support:**
 - Establish clear reporting mechanisms and written agreements with witnesses from community leadership.
 - Maintain regular contact with the family and girl through trusted community members.
 - Set up monitoring systems involving multiple stakeholders (chosen by the girl), to track progress.
 - Develop emergency response protocols for immediate intervention in case of violations.

- **Managing Changed Agreements:**
 - Maintain updated safety plans that include input from trusted community members and incorporate backup options and contingency measures.
 - Build networks of safe houses or temporary shelters to provide immediate protection.
 - Establish legal intervention protocols and accountability systems involving traditional authorities.

Good Practice Example: Share a success story working with leaders after an agreement was broken.

GBV CASE MANAGEMENT STEP 5: FOLLOW UP & STEP 6: CASE CLOSURE

→ The case should be closed when:

- ♥ **Safety is Secured:** The girl's immediate safety is ensured, and the risk of child marriage or retaliation is no longer present.
- 🎯 **Goals are Met:** The girl's short-term and long-term goals, such as education re-enrollment or vocational training, are in progress or established.
- ♥ **Support Systems are in Place:** Sustainable support networks, including trusted family members, community allies, or organizations, are actively involved in her well-being.
- ♥ **The Girl Agrees:** The girl consents to closing the case and feels confident in managing her next steps.

CASE STUDY 2 : AN ADOLESCENT GIRL MARRIED TO A MAN WITH HIGH STATUS




At the age of 16, a young girl is forced into marriage with an influential man in her community. Shortly after the marriage, she begins to experience severe intimate partner violence. The influential status of her husband makes it difficult for her to find support within the community, as many fear repercussions. She has no children and desperately wants a divorce, but she lacks any form of support, be it familial, social, or legal.

GBV CASE MANAGEMENT STEP 1: INTRODUCTION AND ENGAGEMENT

→ Key Actions:

1. **Establish Trust and Rapport** with the girl
2. **Explain Your Role** and the support you can offer, emphasizing confidentiality while clarifying its limits (e.g., mandatory reporting where required by law).
3. **Seek informed Assent** to proceed with case management activities since the girl is 16, ensuring she understands what this entails. Consider legal requirements in your context for obtaining consent.

→ Refer to the [Caring for Child Survivors Guidelines](#) (Chapter 4):

-  **Use Age-Appropriate Language** to explain your role and the process
-  **Respect Her Agency**, ensuring the girl feels no pressure to agree and that her wishes guide the process
-  **Document Assent Clearly** and clearly communicate the next steps

MANDATORY REPORTING: WHAT TO CONSIDER IN THIS SCENARIO

1. Violence Against a Child (Even if Married)

- Many laws say that **violence against anyone under 18** must be reported—even if the child is married. This includes physical, sexual, or emotional abuse.
- Because she is 16 and experiencing IPV, this could be considered **child abuse or gender-based violence against a minor**, which may legally require a report.

2. Power and Influence of the Husband

- If the husband is a **community leader, authority figure, or holds a powerful position**, reporting the case may be more complicated.
- The caseworker should **not act alone**—but should inform their supervisor and possibly the child protection or legal focal point in the organization. Together, they can decide how to report safely and protect both the girl and the staff involved.

3. No Support System

- The girl has **no family or legal support**, and the community is afraid of the husband. This puts her at higher risk of harm if she stays in the marriage or tries to leave.
- Even if reporting is not clearly required, **seeking help from child protection services** or trusted legal partners may be needed to **keep her safe and help her get support**.

GUIDING QUESTIONS

1. Legal and Other Support Options

- a. *What strategies, including customary, religious, or alternative legal options, could help the girl seek a divorce while ensuring her safety and dignity?*
- **Legal Support:** Legal aid organizations can help explore formal legal options, such as divorce or child marriage annulment, while also investigating alternative mechanisms like mediation by community elders, ensuring cultural sensitivity and discreet documentation of intimate partner violence to support her case.
 - **Community Support:** Trusted community or religious leaders can provide confidential support, advocacy, and mediation, while facilitating access to safe housing or temporary shelters to address her immediate safety needs.
 - **Psychological and Emotional Support:** Counseling services can help build her confidence, resilience, and understanding of her legal rights, while peer support groups or women's networks can offer essential social and emotional support.

Good Practice Example: Example of where a service provider has successfully supported a girl in nullifying a child marriage or getting a divorce using evidence.

2. Handling Influence and Discretion

- a. *How can we minimize risks to the girl in cases involving influential individuals?*
- **Conduct a Comprehensive Risk Assessment:** Identify specific threats posed by the husband's influence, such as retaliation, legal pressure, or community backlash, while thoroughly assessing risks to the girl, her family, and caseworkers, ensuring confidentiality throughout the process. This will help with developing the safety plan.
 - **Develop a Multi-Layered Safety Plan:** Create a detailed safety plan for the girl that addresses her individual, family, community, and systemic safety needs, including secure emergency contacts, access to safe spaces, and coordination with GBV-focused organizations to secure resources like temporary housing, legal aid, or psychosocial support.
 - **Implement Secure Communication Protocols:** Use encrypted or anonymous communication tools to protect the girl's identity and minimize traceability, and establish safe, neutral, and non-suspicious meeting locations and times.
 - **Leverage Community and Institutional Support:** Partner with trusted female community members, progressive community or religious leaders, and institutional allies (e.g. child protection agencies, women's rights organizations, law enforcement, or local government officials with more influence), to advocate for the girl's safety and mitigate the husband's influence, while exploring protective legal mechanisms such as restraining orders.
 - **Monitor and Adapt Plans:** Regularly reassess risks and update safety plans based on evolving threats, while maintaining consistent, discreet communication to address emerging challenges.

GBV CASE MANAGEMENT STEP 2: ASSESSMENT

→ Key Actions:

- Conduct a holistic risk assessment that includes physical, emotional, social, and legal risks.
- Identify both immediate and long-term threats (e.g. potential retaliation).
- Use tools such as risk mapping to visualize threats: prioritize areas where the girl's safety might be compromised due to her husband's status.

b. *What measures can caseworkers adopt to provide discreet support while safeguarding both the girl and themselves?*

- **Establish Secure and Confidential Communication:** Use encrypted or anonymous communication methods to protect the girl's identity, avoid predictable meeting patterns, and opt for neutral, non-suspicious locations, while developing safe, coded systems for emergencies or discreet communication.
- **Develop a Joint Safety Plan:** Collaborate with the girl to identify safe spaces, emergency contacts, and trusted intermediaries within her community, incorporating contingency measures for caseworker safety, such as backup contacts and supervised interactions in high-risk situations.
- **Protect Information and Maintain Confidential Documentation:** Adhere to strict confidentiality guidelines by limiting case details to essential personnel, using pseudonyms or anonymized records, and securing documentation in controlled systems to prevent unauthorized access (e.g. PRIMERO).
- **Engage Community and Institutional Support Discreetly:** Involve neutral, trusted individuals (e.g. female health workers or teachers) who can provide discreet support, while leveraging relationships with women's rights organizations or child protection services to ensure broader, less visible assistance.
- **Ensure Professional Boundaries and Organizational Backing:** Avoid direct confrontations with influential individuals, escalate high-risk cases through established organizational channels, protect personal information, and maintain regular supervision or peer support for caseworker well-being.
- **Monitor and Adapt Approaches:** Continuously reassess risks and update safety plans to address evolving threats or opportunities, maintaining flexibility and discretion in all interactions.

Good Practice Example: Example of where a GBV caseworker partnered with an ally, such as a teacher, to discreetly share resources/guidance to a married girl.

3. Ensuring Confidentiality and Service Engagement

a. *What measures can ensure safe engagement with our services, including protection of her identity, confidentiality, and secure communication?*

- **Secure Communication and Identity Protection:** Use encrypted tools like Signal or WhatsApp where available, train caseworkers in secure practices such as disabling GPS tracking and clearing chat histories, and, in low-tech or no-tech settings, use anonymous contact methods like pre-arranged signals, hand-delivered messages, or culturally appropriate symbols to communicate discreetly.

- **Safe and Flexible Service Engagement:** Provide multiple discreet entry points for accessing services through anonymous hotlines, neutral meeting spaces, or virtual platforms, and arrange consultations in non-descriptive locations with flexible, rotating schedules to minimize predictability and enhance safety.
- **Digital and Technological Safety:** Guide girls with device access on minimizing their digital footprint, including clearing browsing history and disabling location tracking, and assist them in creating anonymous or secure digital profiles for safer interactions when needed.
- **Documenting and Storing Data Securely:** Document case details meticulously using pseudonyms and anonymized identifiers, store records in secure, password-protected systems (e.g., PRIMERO) or locked physical files, and separate consent forms from intake forms to reduce risks if data is compromised.
- **Low-Tech Solutions for Identity Protection:** In resource-limited settings, support girls in adopting disguises, neutral clothing, or non-descriptive accessories when traveling or attending meetings to reduce visibility and maintain their safety.
- **Caseworker Training and Preparedness:** Train staff in confidentiality protocols, culturally relevant communication approaches, and secure data handling practices, ensuring they are equipped to adapt to diverse risk contexts while prioritizing the girl's safety and dignity.
- **Continuous Risk Assessment and Adaptation:** Regularly conduct and update risk assessments to identify evolving threats, incorporate safety contingency plans, and ensure flexible service delivery tailored to changing circumstances.

4. Safety and Risk Mitigation

a. *What actions can prioritize and support the girl's safety during the legal and support processes?*

- **Comprehensive Safety Planning:** Conduct initial and ongoing risk assessments to identify threats and changing circumstances, develop a layered safety plan with contingency measures for emergencies and secure exits, and establish emergency response protocols in collaboration with local partners or trusted allies.
- **Personal Safety Measures:** Facilitate access to safe locations or temporary shelters, build a support network of trusted individuals such as family members, community allies, or caseworkers, and establish discreet communication channels like coded messages for emergency contact.
- **Legal and Institutional Protections:** Collaborate with legal aid organizations to explore protective measures such as restraining orders or child marriage annulment, document evidence of violence to support legal claims, and involve child protection services for institutional backing when needed.
- **Psychological and Emotional Safety:** Provide counseling to help her process experiences, build her confidence and decision-making abilities through supportive interactions, and address mental health needs by connecting her to specialized services.
- **Multi-Stakeholder Collaboration:** Engage community leaders, women's organizations, and sympathetic authorities to provide holistic support, while leveraging service provider networks to ensure access to necessary legal, emotional, and logistical resources.

GBV CASE MANAGEMENT STEP 3: CASE ACTION PLANNING

→ Key Actions:

- Collaborate with the girl to develop a clear **action plan** with steps to address immediate safety needs, empowerment (e.g. education, skills), and community engagement.
- Include **legal protections** (e.g. restraining orders) and ensure the girl's **aspirations** for independence and well-being are reflected.
- Focus on **long-term goals** like education, skill-building, and sustainable family/community involvement.

→ Extra Notes:

- Ensure flexibility in the plan to account for unexpected developments.
- Develop specific steps for accessing legal, psychological, and logistical support.

Good Practice Example: Example of tools or tactics used to protect child survivors and caseworkers in high profile/high risk child marriage cases.

- b. *What specific precautions should caseworkers take to ensure their safety when working with cases involving high-status perpetrators?*
- **Comprehensive Risk Assessment and Planning:** Conduct thorough background assessments to understand the risks posed by the high-status individual and develop a detailed risk management plan with clear contingency measures for emergencies.
 - **Maintain Professional Boundaries and Accurate Documentation:** Avoid direct confrontations with the influential individual, document all interactions meticulously to ensure accuracy and confidentiality, and use institutional channels to escalate high-risk situations.
 - **Discreet Communication and Interaction:** Arrange meetings in neutral, public locations to maintain safety, use indirect or coded communication methods to avoid drawing attention, and prevent predictability in meeting schedules or locations to minimize traceability.
 - **Institutional Support and Established Protocols:** Rely on organizational backing for access to legal and security resources, adhere to established protocols for managing high-risk cases, and utilize buddy systems or check-in protocols to enhance personal safety.
 - **Personal Safety and Emergency Preparedness:** Protect personal information from unauthorized access, undergo professional security training to manage potential threats effectively, and establish escalation procedures to address emergencies.
 - **Ongoing Monitoring and Adaptation:** Regularly reassess risks to update safety plans as threats evolve, and seek organizational guidance and supervision to maintain focus and ensure support.

GBV CASE MANAGEMENT STEP 4: IMPLEMENTATION

→ Key Actions:

- Ensure **coordinated action** with all stakeholders, aligning roles to the action plan and maintaining clear communication with the girl.
- **Monitor and adapt** the action plan as needed, responding flexibly to changing circumstances or new risks.
- **Track progress** regularly to ensure all steps in the action plan are being followed and address challenges promptly.

GBV CASE MANAGEMENT STEP 5: FOLLOW UP & STEP 6: CASE CLOSURE

→ Key Actions:

- Schedule regular check-ins with the girl to monitor safety and progress.
- Ensure all case documentation is finalized and securely stored.
- Implement **follow-up mechanisms** to track the progress of the action plan and verify that agreements are upheld.
- Respond to **violations or changes** in the action plan with **emergency protocols** and updated safety measures.
- Ensure continued **support and resources** for the girl, maintaining accountability within the action plan's framework.
- Close the case only if the girl expresses confidence in her safety and independence.

CASE STUDY 3 : A YOUNG WIDOW BEING PRESSURISED TO ENTER INTO A SECOND CHILD MARRIAGE




A 14-year-old girl is forced into marriage with an older man. By the age of 16, she becomes a widow with a young daughter when her husband passes away. Her in-laws refuse to support her and her daughter unless she agrees to marry her late husband's brother. Facing immense pressure and coercion from her in-laws, she decides to leave and seek help from a GBV service provider. She expresses her desire to prevent another child marriage and to secure a safe and supportive environment for herself and her daughter. The service provider must navigate safety concerns for her and her child, cultural expectations, legal options such as child custody, and the girl's immediate and long-term needs to support her. Services she would like include livelihoods, skill building, social network and support for her daughter.

GBV CASE MANAGEMENT STEP 1: INTRODUCTION AND ENGAGEMENT

→ Key Actions:

1. **Establish Trust and Rapport** with the girl.
2. **Explain Your Role** and the support you can offer, emphasizing confidentiality while clarifying its limits (e.g., mandatory reporting where required by law).
3. **Seek informed Assent** to proceed with case management activities since the girl is 16, ensuring she understands what this entails. Consider legal requirements in your context for obtaining consent.

→ Refer to the [Caring for Child Survivors Guidelines](#) (Chapter 4):

-  **Use Age-Appropriate Language** to explain your role and the process
-  **Respect Her Agency**, ensuring the girl feels no pressure to agree and that her wishes guide the process
-  **Document Assent Clearly** and clearly communicate the next steps

MANDATORY REPORTING: WHAT TO CONSIDER IN THIS SCENARIO

- In some contexts, levirate marriage (marrying a deceased husband's brother) is a customary practice—but if the girl is underage and unwilling, it may still be illegal or reportable under child protection or GBV laws.
- If the child (her daughter) is also at risk of harm (e.g., being taken by the in-laws or exposed to unsafe conditions), there may be an obligation to report to child protection services to ensure her safety.

GUIDING QUESTIONS

1. Holistic Support and Livelihood Opportunities






- a. *How can we provide holistic support to address the girl's and her child's immediate and future needs, including livelihoods, PSS, and education?*
 - **Immediate Safety and Psychosocial Support:** Ensure safety through options such as *temporary safe housing, supportive host families, or women and girls safe spaces (WGSS)*, depending on availability and risk level. If a shelter is required, provide accurate information on *admission criteria, length of stay, and exit procedures*. Offer counseling for the girl and her daughter to address grief, coercion, and trauma, and provide parenting support and age-appropriate psychosocial services for the child.
 - **Social Support and Safe Networks:** Work with the girl to identify *any trusted individuals* in her social circle who could offer emotional support or temporary safety. If none exist, support her to build new connections through peer groups or community support initiatives.
 - **Livelihoods and Cash-Based Assistance:** Assess the girl's skills and the local job market, then link her to relevant *vocational training, skill-building programs, or microenterprise initiatives*. Where feasible, consider *cash for protection* or emergency financial assistance to help her meet urgent needs and reduce economic pressure that may push her into a second marriage.
 - **Education and Community Integration:** Support her return to formal education or entry into alternative learning and vocational programs. Facilitate her involvement in *mentorship groups or women's networks* to reduce isolation and strengthen social inclusion. Engage community leaders where appropriate to address stigma and support reintegration.
 - **Legal Aid and Long-Term Planning:** Provide legal support to safeguard her rights, including resisting coerced remarriage and securing custody of her child. Develop a long-term plan that includes *financial independence, stable housing*, and access to services for her and her daughter's continued well-being.

2. Working in Unsupportive Environments

- a. *How can we support the girl in a hostile environment while addressing resistance from the community and ensuring her safety?*
 - **Safety and Contingency Planning:** Provide immediate safety measures such as safe housing and discreet communication channels, while collaborating with trusted community allies or women's organizations to mitigate community resistance and establish contingency plans to address potential threats, including relocation if necessary.
 - **Community Engagement and Advocacy:** Engage trusted community leaders, religious figures, or influential allies to advocate for the girl and foster community acceptance, focusing on culturally sensitive messaging to reduce stigma and resistance.

GBV CASE MANAGEMENT STEP 2: ASSESSMENT

→ Key Considerations for Supporting a Young Widow:

-  **In-Law Dynamics:** Evaluate the level of coercion or control exerted by in-laws and potential safety threats.
-  **Livelihood Barriers:** Assess her financial situation and identify immediate needs for economic independence.
-  **Child Well-Being:** Understand the daughter's developmental and emotional needs, as well as potential risks to her safety.
-  **Legal Risks:** Explore custody vulnerabilities and risks of forced remarriage under local laws.
-  **Community Dynamics:** Identify allies and potential opposition within the community to her decision to reject remarriage.






b. *If safe and with her consent, how can we engage her in-laws to advocate for her autonomy and protection?*

- **Engaging In-Laws Through Neutral Mediators:** With her consent and ensuring her safety, involve neutral mediators, such as trusted community or religious leaders, to facilitate dialogue with her in-laws, focusing on shared responsibilities for the welfare of her daughter while framing her autonomy as beneficial for the family's stability and well-being.

Good Practice Example: Describe how a GBV service provider engaged trusted allies in a hostile community to discreetly secure shelter and resources for a girl facing coercion.

GBV CASE MANAGEMENT STEP 3: CASE ACTION PLANNING

→ Key Considerations for Building a Safety and Support Plan:

-  **Temporary Relocation:** Plan safe housing arrangements to remove her from coercive influences.
-  **Advocacy Strategies:** Identify mediators (e.g. religious leaders) who can safely engage her in-laws if needed.
-  **Livelihood Pathways:** Include vocational training and financial support options that align with her skills and market opportunities.
-  **Child Care Support:** Ensure access to child-friendly spaces or daycare to enable her participation in training or employment.
-  **Legal Pathways:** Develop a step-by-step plan to secure legal protection and custody rights.

3. Legal Rights and Protection

- a. *How can we help the girl understand and access her legal rights to prevent forced remarriage and secure her safety?*
- **Legal Awareness:** Explain her basic legal rights in simple, age-appropriate language. This includes protection from child marriage, her rights as a mother, and available safety options.
 - **Access to Legal Aid:** With her consent, connect her to legal aid providers or trusted intermediaries who can explain formal processes—especially around marriage, custody, and protection.
 - **Informal Solutions When Legal Services Are Limited:** If legal aid isn't available, work with trusted community or religious leaders to reach informal agreements that protect her safety and respect her choices—without pressuring her.
 - **Support From Institutions and Community Allies:** Where possible, involve child protection services or other institutions that can help enforce her rights. Also work with local advocates to strengthen support for girls in similar situations.

GBV CASE MANAGEMENT STEP 4: IMPLEMENTATION

→ Key Actions for Putting Plans into Action: Temporary Relocation:

- 📄 **Secure Housing Access:** Facilitate her relocation to safe, temporary housing if necessary.
- 📞 **Resource Coordination:** Ensure timely access to vocational programs, legal aid, and psychosocial support.
- 👤 **Capacity Building:** Enroll her in skill-building or literacy programs as a step toward self-sufficiency.
- 📄 **Legal Assistance:** Support her in filing for custody or restraining orders while ensuring confidentiality.

- b. *What alternative legal mechanisms can support her, particularly regarding child custody and protection?*
- **Mediation with Safety Safeguards:** In culturally appropriate contexts, explore community-based mediation or alternative dispute resolution mechanisms to negotiate custody and support arrangements, ensuring her consent and safety are prioritized throughout the process.
 - **Leveraging Child Protection Laws:** Work within local child protection frameworks to secure her daughter's safety and advocate for custody arrangements that protect both the girl and her child.
 - **Engaging Community or Religious Leaders:** In areas with limited formal legal mechanisms, involve respected community or religious leaders to advocate for her rights and well-being as a mother, ensuring this is done with her consent and without compromising her autonomy.

***Good Practice Example:** Provide a case where a legal aid organization educated a young mother about child custody laws, helping her file for custody in a restrictive context.*

4. Community Collaboration and Advocacy

- a. *How can we help the girl understand and access her legal rights to prevent forced remarriage and secure her safety?*
- **Engage Trusted Leaders:** Identify and engage community or religious leaders who are open to advocating for the girl's rights while respecting cultural dynamics and her safety.
 - **Promote Awareness of GBV Principles:** Conduct discussions with leaders to raise awareness of GBV principles such as safety, dignity, and respect for autonomy, ensuring their support is rooted in protecting the girl and her daughter.
 - **Foster Community Accountability:** Encourage leaders to promote collective responsibility for preventing child marriages and supporting widowed young mothers, emphasizing shared community values of protection and care.
 - **Raise Community Awareness of Legal Rights:** Use community forums, safe spaces, or radio programs to increase public understanding of girls' rights, including legal protections against child marriage and custody rights, so girls and families know what support is available before they reach crisis.
- b. *What strategies might reduce stigma and barriers to accessing community support and services for her and her daughter?*
- **Raise Awareness through Community Engagement:** Conduct awareness campaigns highlighting the importance of supporting widowed and single mothers, tailored to the local context and using trusted communication channels to reduce stigma.
 - **Facilitate Safe Access to Services:** Work with service providers to ensure that access points are discreet, confidential, and non-judgmental, creating a safe pathway for her and her daughter to receive support.
 - **Build Peer Support Networks:** Encourage the development of peer support groups or women's networks that foster solidarity and reduce isolation, ensuring the girl can connect with others in similar circumstances.

Good Practice Example: Include a case where a women's support group empowered a young widow to access services and rebuild her life through shared experiences and practical advice.

GBV CM STEP 5: FOLLOW UP & STEP 6: CASE CLOSURE

→ Key Actions for Ensuring Long-Term Stability:

- 📅 **Regular Check-Ins:** Schedule follow-ups to monitor her safety and progress in achieving independence.
- 🛡️ **Support System Development:** Ensure she has a network of peers or mentors to sustain emotional and financial support.
- ⚖️ **Evaluate Legal Protections:** Confirm the effectiveness of custody arrangements and protections from forced remarriage.
- ✅ **Case Closure Criteria:** Close the case only when she has achieved stability, expressed confidence in her safety, and has access to ongoing support.

CASE STUDY 4: GIRL AGREES TO CHILD UNION TO IMPROVE LIVING CONDITIONS




A 14-year-old girl from a rural community comes from a large, conflictive, and impoverished family. In the context of migration or internal displacement, she faces limited support and high levels of vulnerability. She is courted by a 35-year-old man, whom she does not know well, who offers her stability and an option to leave her difficult home environment. She accepts this union out of a desire to improve her living conditions, but soon faces significant challenges: an evident power imbalance in the relationship, unintended pregnancy, and an inability to continue her studies. Her support network further diminishes due to her partner's intense control.

GBV CASE MANAGEMENT STEP 1: INTRODUCTION AND ENGAGEMENT

→ Key Actions:

1. **Establish Trust and Rapport** with the girl.
2. **Explain Your Role** and the support you can offer, emphasizing confidentiality while clarifying its limits (e.g., mandatory reporting where required by law).
3. **Seek informed Assent** to proceed with case management activities since the girl is 16, ensuring she understands what this entails. Consider legal requirements in your context for obtaining consent.

→ Refer to the [Caring for Child Survivors Guidelines](#) (Chapter 4):

-  **Use Age-Appropriate Language** to explain your role and the process
-  **Respect Her Agency**, ensuring the girl feels no pressure to agree and that her wishes guide the process
-  **Document Assent Clearly** and clearly communicate the next steps

MANDATORY REPORTING: WHAT TO CONSIDER IN THIS SCENARIO

1. **Sexual Exploitation of a Minor**
 - Most countries consider **any sexual relationship with a child under the age of consent to be statutory rape or exploitation**, regardless of consent.
 - The girl's age, the man's age, and the pregnancy make this a likely case for mandatory reporting.
2. **Concerns Around Unaccompanied Travel or Migration**
 - If the girl has traveled or been relocated **without her legal guardian**, this may raise **child protection concerns**, including **abduction, trafficking, or unlawful removal of a minor**.
 - Caseworkers should **check if permits or guardian consent are legally required** for minors to travel or relocate, especially in cross-border or internal displacement settings.

GUIDING QUESTIONS

1. Identifying Violence

- a. *What approaches, tools, or indicators can we use to identify different forms of violence affecting girls in migratory or displaced situations, particularly in cases of early unions?*
- **Centering the Girl's Agency:** Build trust through age-appropriate communication. Offer safe and accessible ways for girls to share their experiences, prioritizing confidentiality, comfort, and their emotional readiness to speak. Be alert to signs of **emotional distress, confusion, or numbness**, which may signal underlying trauma or coercion.
 - **Context-Specific Risk Indicators:** Monitor for signs such as large age gaps, disrupted education, economic dependency, social isolation, psychological control, reproductive coercion, and **migration-related vulnerabilities**. Also consider indicators like **mental health concerns**, extreme anxiety, or depressive symptoms that may signal ongoing or past violence.
 - **Culturally Sensitive and Inclusive Screening:** Use culturally appropriate, intersectional tools that consider **age, gender, migration status, and disability**. Ensure all girls, including those with **physical, sensory, or intellectual disabilities**, have safe and confidential ways to express concerns—offering interpretation or adapted tools as needed.
 - **Decentralized and Community-Based Outreach:** Use community referral networks and low-threshold outreach (e.g., mobile teams in informal or camp settings) to identify girls at risk without requiring formal registration. Outreach should be inclusive of **girls with disabilities**, those experiencing **psychosocial distress**, and others who may not access formal services.

Good Practice Example: For example *using mobile support units that can reach migrant communities, offering discrete, confidential screening with trained female outreach workers who understand migration-related vulnerabilities.*

- b. *What is our role as caseworkers in the face of an obvious situation of abuse in a context where direct intervention may be limited?*
- **Safety-Centered Outreach and Information Sharing:** Monitor the girl's situation discreetly through trusted, trained community members who can observe without putting her at further risk. Share general safety messages and information on available GBV services, both from **the location she has left and the one where she currently resides**, to ensure she is aware of support options in both places.
 - **Proactive Trust Building:** Use inclusive community-based activities (e.g., information sessions or group discussions) to build rapport with the girl without singling her out. These indirect interactions can help her feel safer and more empowered to seek support over time.
 - **Collaborating on Risk Mitigation:** Where safe and appropriate, collaborate with existing community actors or networks (e.g., women's groups, youth leaders) to assess the girl's risks and identify opportunities to increase her safety in everyday environments.
 - **Developing a Basic Safety Plan:** If the girl engages or if risks escalate, work with her to create a simple, realistic safety plan that includes actions such as avoiding certain people or locations, identifying nearby safe spaces, memorizing key phone numbers or safe phrases, preparing a small emergency bag (if feasible), and planning when and how to seek help—ensuring that all steps are based on her comfort, capacity, and consent.
Example: A pre-arranged safe person she can contact, a place she can go, or a discreet word she can use to signal she is in danger.

- **Supporting Reconnection or Identification of Trusted Individuals:** If the girl has migrated or been displaced far from her original support system, she may feel completely alone. The caseworker should avoid pressuring her to name someone immediately. Instead, explore together whether she **still has safe contact with someone from her previous community** (e.g., an aunt, older sibling, neighbor), or if she's begun to identify anyone trustworthy in her new environment (e.g., a health worker, female vendor, teacher).
- **Ethical Considerations:** Respect the girl's autonomy, including her decision **not to engage** with services currently. Avoid making assumptions about her needs or pressuring her to disclose. Always ensure **confidentiality**, avoid drawing unwanted attention, and prioritize **her safety, dignity, and readiness** in all interactions.

Good Practice Example: Setting up a network of trusted community health workers, educators, and support services that can provide discreet, multi-layered support without direct confrontation, using trusted intermediaries to offer resources and support.

GBV CASE MANAGEMENT STEP 2: ASSESSMENT

→ Key Considerations for Early Union Cases in Migratory Settings:

- Assess the **power imbalance** and economic pressures influencing the union.
- Identify **specific risks** related to reproductive coercion, social isolation, and backlash from the community, family, guardians.
- Use culturally sensitive tools to evaluate her **support system** and potential allies.

2. Education and Economic Independence

- What strategies, both immediate and long-term, can help the girl achieve economic independence and self-sufficiency, including vocational training and education? Are livelihoods and education programs available and accessible in the location?*
 - **Flexible Education Options:** Provide accessible learning pathways like remote, part-time, or alternative education programs tailored to her current situation.
 - **Practical Skills Training:** Assess her abilities and local market needs, offering short-term vocational training, digital literacy programs, and partnerships with training institutions to prepare her for employment.
 - **Economic Empowerment:** Offer financial literacy education, access to microfinance, mentorship in starting small businesses, and small grants to support her independence.
 - **Comprehensive Support:** Pair education and livelihoods programming with adolescent sexual and reproductive health (ASRH) services, child protection support, safe learning spaces, mental health and psychosocial support, and ongoing guidance for her personal and professional development.
 - **Customized Solutions:** Address access barriers such as transportation, disability, or childcare through tailored responses—for example, using cash or voucher assistance, home-based options, or community-based childcare—and co-develop individual education or livelihood plans that fit her needs.

GBV CASE MANAGEMENT STEP 3: CASE ACTION PLANNING

→ Key Considerations for Planning Support:

- Collaborate with the girl to develop a clear **action plan** with steps to address immediate safety needs, empowerment (e.g. education, skills), and community engagement.
- Include **legal protections** (e.g. restraining orders) and ensure the girl's **aspirations** for independence and well-being are reflected.
- Focus on **long-term goals** like education, skill-building, and sustainable family/community involvement.

→ Extra Notes:

- Ensure flexibility in the plan to account for unexpected developments.
- Develop specific steps for accessing legal, psychological, and logistical support.

3. Safe Engagement with Services

a. *What measures can we take to safely keep the girl engaged with our services over time, ensuring confidentiality and minimizing risks associated with control from her partner, family, in-laws, or community members?*

- **Indirect Communication Strategies:** Use trusted community members or intermediaries, chosen by the girl, who can pass information discreetly or maintain contact on her behalf, ensuring her safety and minimizing the risk of detection.
- **Hidden Access Points:** Provide resources and support through everyday items or places she has access to, such as including contact information or safety advice in inconspicuous items like pamphlets, packaging, or household supplies.
- **Safe Messaging Systems:** Implement safe communication methods like using encrypted apps disguised as unrelated tools (e.g., educational or health apps) or pre-agreed code words to signal distress or request help.
- **Proactive Outreach:** Develop community-based programs that integrate general outreach into her environment, such as visits by health or social workers under the guise of routine community check-ins, without raising suspicion.
- **Support Through Community Networks:** Build connections with trusted individuals in her social circle (e.g. relatives, neighbors) who can discreetly relay messages, offer emotional support, or inform you about her situation.
- **Hidden Service Delivery:** Explore methods to provide her with resources (e.g. counseling, information) indirectly, through channels she can access safely, such as trusted local shops, or health providers.
- **Long-Term Engagement Planning:** Focus on building trust gradually, even if direct contact is initially limited, so she knows support is available whenever it becomes safe for her to reach out.

GBV CASE MANAGEMENT STEP 4: IMPLEMENTATION

→ Key Considerations for Supporting Implementation:

- Coordinate access to services such as **safe housing, legal aid, and vocational training.**
- Maintain regular communication to **monitor progress** and address barriers.
- Work with **trusted intermediaries** to discreetly deliver resources and support.

Good Practice Example The *Girl Empowerment Network (GEN) model*, used in Uganda and Ethiopia, offers an example of a multi-channel support system that kept adolescent girls engaged safely in fragile and displaced settings. Key features included:

- **Secure Messaging Platforms:** Girls used encrypted messaging apps (e.g., WhatsApp, Signal) to report concerns and receive support from trained counselors.
- **Trusted Intermediaries:** Female community mentors acted as a safe link between girls and formal services.
- **Anonymous Helplines:** Toll-free, confidential lines allowed girls to report GBV and child marriage risks without fear of exposure.
- **Mobile Support Teams:** Multi-sectoral outreach teams (health, legal, psychosocial) provided services directly in camps and host communities.
- **Flexible Engagement Options:** Girls could choose between one-on-one sessions, group safe space activities, or remote engagement depending on what felt safest.
- **Community Buy-In:** Local leaders and families were engaged to reduce stigma and support girls' participation.

Why it worked: This approach protected confidentiality, offered multiple safe contact points, and allowed girls to engage at their own pace, reducing risk of retaliation from partners, families, or communities.

- b. *In displaced settings, what additional safety and confidentiality measures are needed to address heightened exploitation risks and vulnerabilities from interactions with the host community?*

Migratory girls in displaced settings face significant risks, including exploitation, trafficking, and disappearance due to their vulnerability, unsafe living conditions, and predatory individuals. They are also exposed to stigma, discrimination, and barriers to accessing services, while breaches in confidentiality can heighten the danger of harm or retaliation.

- **Create Safe and Discreet Access Points:** Establish low-visibility, anonymous service entry points (e.g., health posts, markets, or mobile units) that blend into the surroundings and reduce the risk of girls being identified or targeted. Partner with **women-led organizations and trusted members of both the displaced and host communities** to provide discreet, girl-friendly support.
- **Ensure Confidential and Flexible Engagement:** Use **coded referrals, anonymous reporting systems**, encrypted communication (e.g., WhatsApp/Signal), and **trusted intermediaries** to maintain contact while minimizing risks. Place **personalized information materials** in locations that girls can access safely. Build **host community awareness** of gender-based violence (GBV), child protection, and girls' rights to help create a safer, more supportive environment.
- **Develop Comprehensive Safety Plans:** Collaborate with each girl to develop a realistic safety plan that includes **safe spaces, emergency contacts**, and strategies to avoid detection. Train all staff on **confidentiality protocols** and ensure robust **data protection measures**—including secure storage of digital and physical case information.
- **Leverage Technology and Culturally Sensitive Outreach:** Use **encrypted tools** and culturally appropriate outreach methods (e.g., using female health workers or social mobilizers from the host community) to discreetly raise awareness about **trafficking, exploitation, and girls' rights**. Engage **host community leaders and women's groups** to strengthen local support, reduce stigma, and improve acceptance and protection of displaced girls.

GBV CASE MANAGEMENT STEP 5: FOLLOW UP & STEP 6: CASE CLOSURE

→ Key Considerations for Sustained Support:

- **Plan follow-up contacts based on the girl's situation, preferences, and safety:** The frequency and method of follow-up should be agreed with the girl and adapted to her context—avoiding patterns that could draw attention or increase risk.
- **Reassess risks and review progress regularly, where safe to do so:** Use check-ins to adjust the case plan as needed and ensure support continues to reflect her changing needs and goals.
- **Close the case only when the girl feels safe, stable, and ready:** Closure should happen when she has achieved safety and independence and has access to ongoing informal or formal support if needed.
- **Before closure, provide her with safe referral options** for continued access to services such as counseling, legal aid, livelihoods support, or peer groups—ensuring she knows where to turn if new needs arise.

