

Assessing the Quality of GBV Case Management Services

Query: What tools exist to assess quality of GBV Case Management Services?

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1. Overview

This document provides an overview and examples of resources and tools that can be used to assess the quality of GBV case management services.

There are a few broad categories of tools or methods that can be used to assess GBV case management services. These categories are each discussed in turn below. They include:

1. Checklists
2. Mentoring and supervision
3. Review of case management files
4. Client satisfaction/feedback forms
5. Functionality tools

2. Important resources

The following key resources contain sample tools on case management from across the different categories of tools and methods covered in sections 3 to 7. Specific sections of these documents are examined in detail in the sections that follow (links to which can be found in this section).

- a. **Gender-Based Violence Information Management System (2017) *Interagency Gender-Based Violence Case Management Guidelines: Providing Care and Case Management Services to Gender-Based Violence Survivors in Humanitarian Settings***
http://www.gbvims.com/wp/wp-content/uploads/Interagency-GBV-Case-Management-Guidelines_Final_2017.pdf
 - This was the result of a two-year project by the Gender-based Violence Information Management System (GBVIMS) Steering Committee – comprised of IMC, IRC, UNICEF, UNFPA and UNHCR.

- The Guidelines focus on three means by which to monitor quality of case management services: 1. client feedback surveys; 2. case file audits; and 3. ongoing supervision of caseworkers. They provide guidance on each of these.

b. Gender-Based Violence in Emergencies Resource Pack, UNICEF, 2018

- This resource pack will be released in March 2018.
- 'Section 3' deals with "strengthening psychosocial support for GBV survivors in emergencies". Case management forms one part of UNICEF's comprehensive GBV support package, and the document links to case management resources, including assessment resources.

c. UNICEF and International Rescue Committee (2012) *Caring for Child Survivors of Sexual Abuse: Guidelines for health and psychosocial service providers in humanitarian settings*

<http://cpwg.net/?get=005355|2013/08/IRC-UNICEF-2012-Caring-for-Child-Survivors-of-Sexual-Abuse.pdf>

- Chapter 5 deals with case management for child survivors of sexual abuse.
- The document contains various tools, including assessment tools for child survivors.

In addition to these key documents, the below documents provide specific country- or organisation-based tools. These provide useful transferrable guidance on which programmes that include a case management component can build.

3. Checklists

Checklist are a key method through which to assess case management programmes. They can be used in basic case management programmes where staff have limited capacity, and in more advanced case management programmes.

The **GBV Sub-sector in Bangladesh**, has produced a range of checklists in 2017, to be used for monitoring various GBV services. One these is called the **GBV Sub-sector, Case Management Minimum Standards Checklist**. (*Checklist attached to this document*).

- This is a checklist of points to be reviewed when conducting an assessment of a case management site.
- The checklist lists points for assessment, with columns for indicating whether points are met or not, and what is being worked towards, with indicative dates for completion.
- Items examine areas such as: staff training, whether a supervision system exists, safe locked filing space, referral systems, and private rooms for counselling.

The UNICEF GBV in Emergencies Resource Pack includes a checklist tool, the **Psychosocial Support Tool 2: Participatory Psychosocial Service Assessment and Monitoring Tool** (p. 51).

- This tool helps assess and monitor standards for GBV PSS services, with a partial (not exclusive) focus on case management.

ISRAAID, South Sudan, GBV Case Management Monitoring Tools. IsraAid South Sudan has developed strong case management monitoring tools (which they state have been approved by the UNICEF South Sudan country office). These include two checklists (*both attached to this document*):

- **Checklist for on-the-job assessment of knowledge and practice.** This tests case managers' GBV knowledge, and basic skills for working with survivors.

- **Checklist for Service Provision** checks whether various standards were met in dealing with individual clients.

4. Mentoring and supervision

Supervision is crucial for assessing the quality of case management services, ensuring quality of care, and allowing for the continual improvement of programmes on an ongoing basis.

- All organisations providing case management should have at least one case supervisor responsible for regularly monitoring the work of caseworkers.
- This should be done at all levels of case management programming – from very basic to more advanced programmes.
- Supervision can be provided one-on-one, in groups, through observation, coaching or through regular team meetings.

The **Interagency Gender-Based Violence Case Management Guidelines** provides guidance on conducting various forms of supervision. Guidelines are included on individual supervision (156-160) and group or peer supervision (160-161). Links are also provided to various supervision tools (161-162), including:

- **The Survivor-Centred Attitude Scale**, to assess case managers' personal values and beliefs on GBV and gender
- **The Survivor-Centred Case Management Knowledge Assessment Tool**, to assess foundational knowledge of case management staff
- **The Survivor-Centred Case Management Skills Building Tool**, to build the skills of staff
- **The Survivor-Centred Case Management Quality Checklist**, to assess skills application

Copies of these tools are found in Part VI (pages 193 – 223) of the Guidelines.

UNICEF and International Rescue Committee (2012) *Caring for Child Survivors of Sexual Abuse:*

- Guidance on supervision and assessment of caseworkers' skills, as well as how they perform in practice, is provided on page 165.
- Case managers need to demonstrate competencies in multiple areas, including knowledge on child sexual abuse, child friendly attitudes and beliefs, and child friendly communication and engagement skills. These are measured through a skills assessment tool, used with individual staff, called the **CCS Case Management Assessment (CCS-CMA)**. Page 166 – 168 provides the CCS-CMA tool.
- In addition, case managers need to demonstrate competency in practice. This is measured by providing feedback on applied caseworker practice during individual case supervision, using the **CCS Case Management Checklist**. (p. 183).

5. Review of case management files

Reviewing case management files on a regular basis can help assess whether case management forms are being properly used, and can also help in assessing how services are being provided.

- It is important that case file reviews do not take the place of in-person supervision. Rather, this should complement other supervision methods.

Page 152-3 of the **Interagency Gender-Based Violence Case Management Guidelines** provides guidance on how to conduct 'Case File Audits', explaining what to look out for when assessing each type of case management form.

6. Client satisfaction/feedback forms or surveys

A client satisfaction or feedback form can be used to measure client's feelings about the case management services offered.

- Broadly speaking, these enquire about how satisfied clients felt, if they felt they had been successfully assisted, whether their needs had been met and how services could have been improved.
- This form is normally administered at the end of a case management process, however when a client is being seen for a longer period, this could also be administered more frequently during the process.

Page 151-2 of the **Interagency Gender-Based Violence Case Management Guidelines** 2017, provides guidance on how to use client feedback surveys.

- A sample client feedback survey can be found in Part VI (page 184).

The **GBV in Emergency Resource Pack** contains a checklist tool named, **Psychosocial Support Tool 3: Client Satisfaction Survey** (p. 54). This form is organised around 5 key areas of provision of services: 1. accessibility of services, 2. confidentiality, 3. options available, 4. friendliness of staff and 5. friendliness of the centre / services.

For another example of a client feedback form, see page 205 of **Gender-based Violence Tool Manual, For Assessment & Program Design, Monitoring & Evaluation in Conflict-Affected Settings, Reproductive Health in Conflict Consortium, 2004**.

https://reliefweb.int/sites/reliefweb.int/files/resources/FC881A31BD55D2B3C1256F4F00461838-Gender_based_violence_rhrc_Feb_2004.pdf

7. Functionality tools

Certain tools test the functionality of case management processes, including assessing whether referrals are operating properly and whether survivors are practically able to receive the services and assistance they require.

The **International Rescue Committee** in the Democratic Republic of Congo has developed an excel checklist document (in French).

- Each page of the excel contains a checklist to monitor different aspects of case management referral services, including psychosocial assistance, medical assistance, justice, etc.
- Each page measures the quality of these services.
- This is a more sophisticated tool, better suited to a more developed psychosocial programme.

A lesser used, but innovative assessment approach, is the use of simulations. **ISRAAID, South Sudan** has created a tool for a GBV case management 'cross-sectoral simulation' (*attached*).

- They suggest that the best way to monitor case management is to conduct a simulation with case managers and cross-sectoral service providers on the referral pathway.
- Case based simulations are an effective way of following up on the results of case management training, allowing case managers to test and practice skills taught. This also enhances cross-sectoral communication.

8. Attachments

GBV Sub-sector, *Case Management Minimum Standards Checklist*

International Rescue Committee, *Check-list du Suivi de la Prise en Charge Juridique: Assistants juridiques* (Excel document)

IsraAID (2015), *Checklist for Service Provision – Example*

IsraAID, M&E Tool #8: Guidelines for case scenario/simulation

IsraAID, M&E Tool #9: Checklist for on-the-job assessment of knowledge and practice

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