HANDOUT 10.1 STEPS OF GBV CASE MANAGEMENT

**SURVIVOR IS IDENTIFIED FOR SERVICE**
(Referral, self-disclosure)

**STEP 1**
INTRODUCTION AND ENGAGEMENT
Greet and develop rapport
Introduce services and obtain permission

**STEP 2**
ASSESSMENT
Asses survivor’s situation and needs.

**STEP 3**
CASE ACTION PLANNING
Develop a plan for the support and services the survivor needs

Decide who will ‘do what’ and ‘by when’

**STEP 4**
IMPLEMENT THE CASE PLAN

**STEP 5**
CASE FOLLOW UP
Have the goals been achieved?

YES

Does the survivor require more assistance?

NO

YES

**STEP 6**
CASE CLOSURE
Survivor ‘exits’ the service

**IMPLEMENT REVISED CASE PLAN**
Reassess the survivor’s needs and identify barriers to achieving care and treatment goals.

**CONNECT THE SURVIVOR**
to resources (e.g., referrals)

**PROVIDE DIRECT INTERVENTIONS**
(e.g., psychosocial interventions)

**EVALUATE SERVICE PROVISION**
Client Feedback Survey
Case Supervisor Feedback

**HEALTH SAFETY**

**PSYCHOSOCIAL JUSTICE**