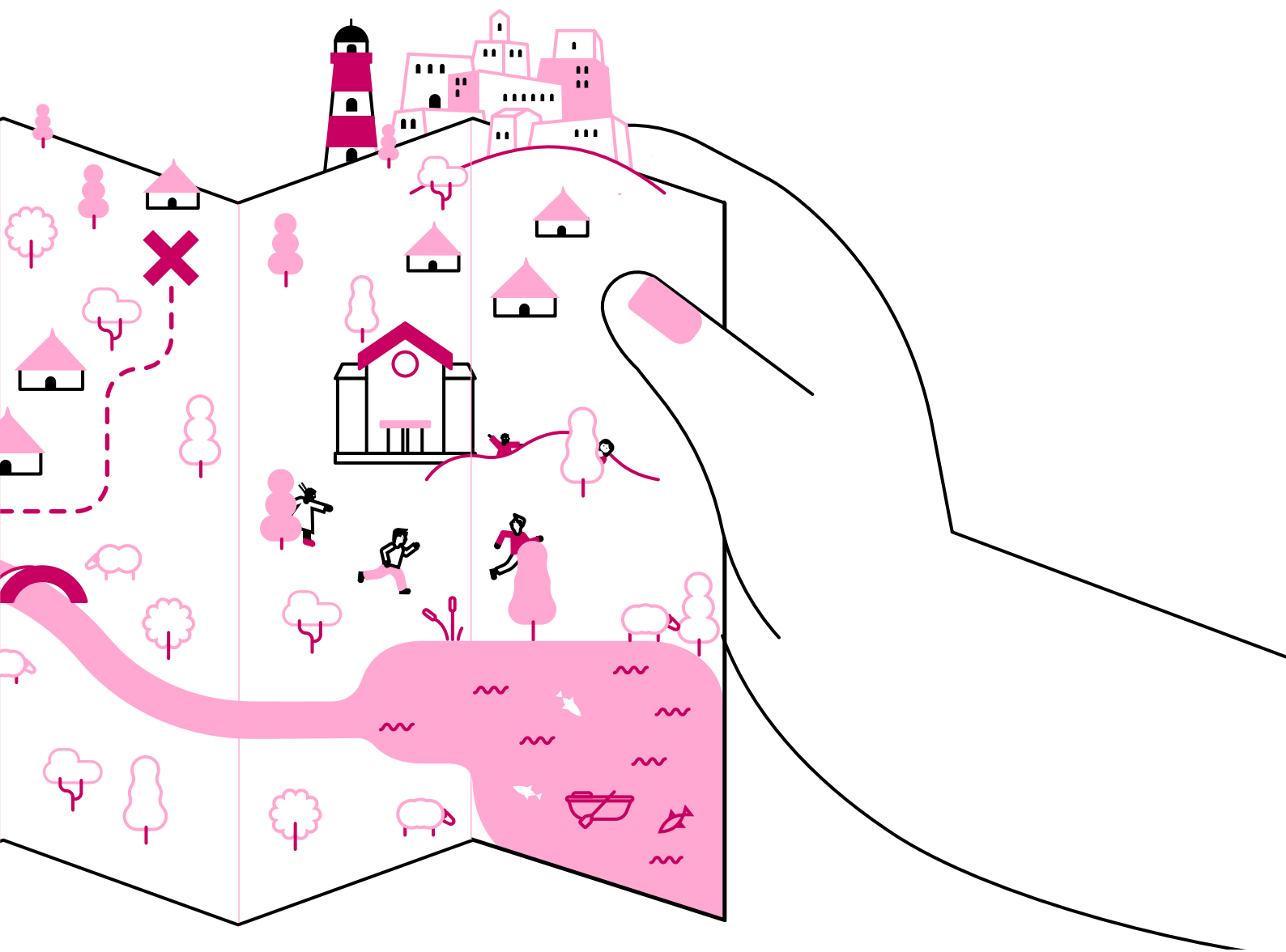




2

Determining Need and Scope for Protection Case Management Programming: A Guide for Coordinators, Technical Staff and Managers



Welcome to Module 2. This module will guide you and your organisation in assessing whether Protection Case Management is the appropriate intervention in the humanitarian situation that you are working in. By the end of this module, you will be able to answer the following questions:

- **Is my organisation equipped to safely deliver Protection Case Management to those most at risk?**
Evaluating your organisation's capacity to meet safety and quality standards.

- **How do I assess the need for Protection Case Management in a humanitarian situation?**
Understanding how to identify when and where Protection Case Management is required through protection analysis and coordination with other actors
- **How do I develop intake criteria for Protection Case Management?**
Learning the steps to create clear and effective intake criteria to ensure that the right cases are prioritised for support.



Is my organisation equipped to safely deliver Protection Case Management to those most at risk?

You will need to assess your organisation's internal capacity to provide quality Protection Case Management services¹ to the standards described throughout this guidance. This requires a realistic review of your human, financial and security resources, as well as your level of access to the people you aim to serve. The goal is to ensure you can safely deliver accessible services that meet minimum standards. Start by focusing on the foundational standards, use this tool to plan for how these can be achieved. Table 1 provides an overview.

Table 1: A summary of foundational standards in Protection Case Management

Foundational standards	Where you can find guidance to support this standard	Summary
<p>Protection Case Management is included in organisational strategy</p>	<p><u>Module 2</u>: Is my organisation equipped to safely deliver Protection Case Management to those most at risk?</p>	<p>Your organisation has a commitment to establish and support Protection Case Management over time, which should be reflected in strategy or other organisational documents. Senior management understands Protection Case Management and can champion the minimum standards internally and with donors.</p>
<p>Protection Case Management is designed based on protection and context analysis</p>	<p><u>Module 2</u>: How do I assess the need for Protection Case Management in a humanitarian situation?</p>	<p>As part of your protection analysis, your organisation will map local systems and consider how an intervention can reinforce existing systems. Localisation, partnership, and exit strategies will be identified as part of the initial programme design/strategy.</p>
<p>Localisation, partnership and exit strategies are developed and implemented</p>	<p><u>Module 2</u>: Understanding existing systems and resources</p>	<p>Your organisation should engage resources to carry out a protection analysis, Protection Case Management design, and coordination with other actors.</p>

Foundational standards

Where you can find guidance to support this standard

Summary

Protection case management service has the staffing/budget to meet requirements

Module 3: Staffing for Protection Case Management; Budgeting for Protection Case Management

Minimum staffing requirements should be met, including dedicated caseworkers (not multitasking protection roles), supervision staff, and technical support. Minimum budget requirements should be met, including the financial ability to sustain Protection Case Management for 12 months. It should include an adequate staffing structure, training, and ongoing professional development and staff care provisions [see Module 5]. When you have defined your target group, you might realise they have specific needs that have a budget implication; some budget flexibility might be required. Your budget will be influenced by your required mode of service delivery and your operational context.

The service is guided by documented processes and protocols, including a detailed risk-focused criteria, roles and responsibilities for internal and external actors, and information management and data protection protocols

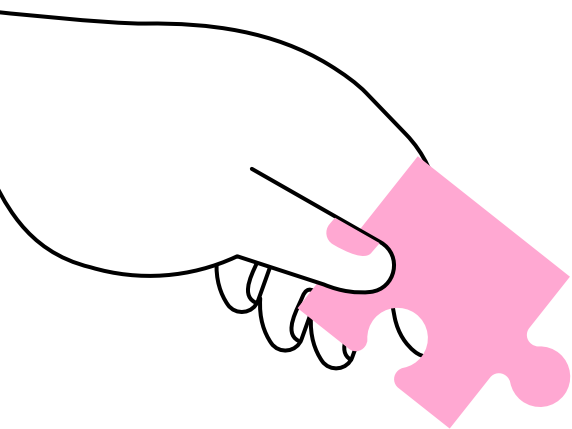
Module 3: Protection Case Management protocols

Staffing/budget includes technical resources and bandwidth to take on the development of localised protocols, coordination, and quality assurance for Protection Case Management.

Foundational standards	Where you can find guidance to support this standard	Summary
<p>MEAL standards and processes are incorporated throughout the Protection Case Management approach</p>	<p><u>Module 3: MEAL guidelines for Protection Case Management</u></p>	<p>A comprehensive MEAL guide for Protection Case Management, including suggested indicators, measurement tools and an example dashboard.</p>

Supporting marginalised and at-risk individuals, especially when they may face threats from a dominant group, requires careful planning to ensure the safety of service users, caseworkers, and the organisation. You can use **Tool 2.1: Project Risk Matrix Template** to address potential risks and explore the concerns raised by your team, management, or other stakeholders regarding safety and security. It is essential to include the proposed service user group in these discussions to gain insights on whether case management services can be safely provided and what adjustments could improve safety (e.g. alternative locations or timings). Additionally, consult with caseworkers to assess their comfort in delivering services, as well as completing necessary training and capacity building activities. This risk assessment should be regularly revised and adapted based on client feedback during the implementation phase.





How do I assess the need for Protection Case Management in a humanitarian situation?

Understanding existing systems and resources

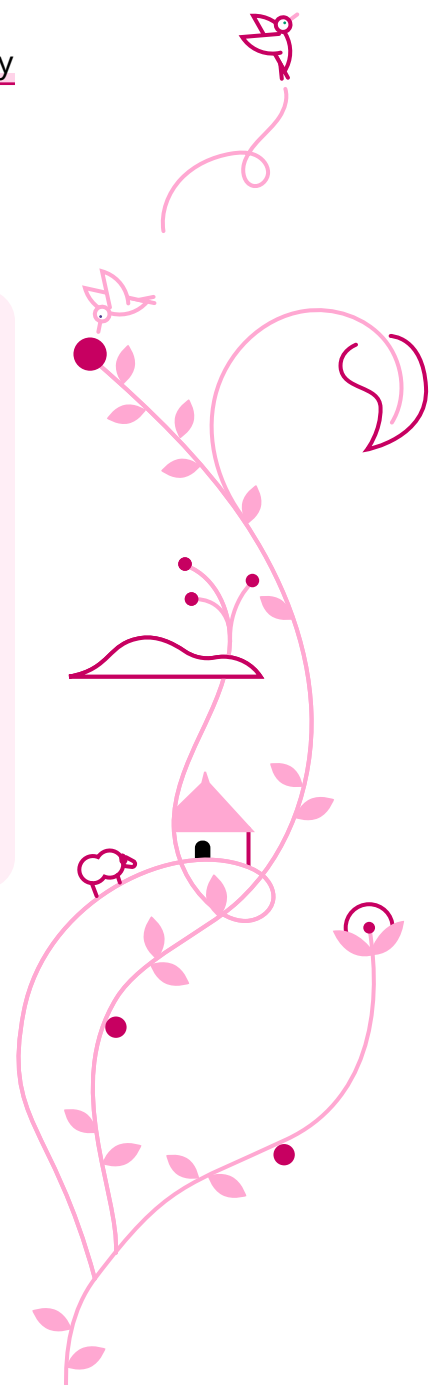
You likely came to this guidance because you see a need for a social work-aligned service that can support the safety and wellbeing of a subset of a conflict-affected population. Where possible, organisations should aim to work in collaboration with local governments, existing social work systems, and relevant authorities to deliver direct Protection Case Management or similar services. Only consider establishing new services where gaps in service provision exist.

When developing a working relationship with duty bearers, it is important not to view them as a single entity. Instead, organisations interested in reducing protection risks through Protection Case Management services must understand which bodies and institutions have a positive or negative influence on their work. Additionally, it's essential to understand how these entities communicate, as well as

analysing their outcomes concerning specific human rights risks. For instance, a country's military may have a poor human rights record, while the Ministry of Social Affairs or Welfare may be effectively providing social services for displaced and marginalised populations. Coordination with other agencies (e.g. UNHCR, UNICEF, UNFPA) is crucial to avoid duplicating efforts when supporting primary duty bearers. Remember that other agencies will also have working relationships with government ministries. Coordinate efforts to engage national systems, which are often extremely busy in a humanitarian situation, to ensure streamlined and effective collaboration

Understanding the role, strengths, and challenges of national systems will involve both secondary and primary data collection. [Save the Children's Strengthening Child Protection Systems: Guidance for Country Offices](#) provides specific steps to assess and understand a CP system, which can be adapted for use in broader Protection Case Management contexts, informing your organisation's response planning.

[The Mental Health and Psychosocial Support Minimum Service Package \(MHPSS MSP\)](#) includes key resources and guidance materials to support this activity, including the MHPSS MSP Gap Analysis Tool. This tool is for MHPSS Technical Working Groups (TWGs) to assess and map current MHPSS MSP implementation, and to identify gaps and prioritise activities. The results of the gap analysis can be used by protection teams to understand existing systems and resources to support the MHPSS needs of service users, as well as planning and prioritising programming. For support, contact the MSP Helpdesk and local and national MHPSS TWGs.



Responding in complex humanitarian contexts

In contexts where your protection analysis has identified that the government or specific agencies are party to the conflict, have lost territorial control, or you are working under de-facto authorities, tensions may arise between building national capacity and protecting displaced people. In such situations, you might consider establishing a separate case management system outside formal government services, while following humanitarian principles. This approach is justified because Protection Case Management aims to address human rights risks and support individuals in claiming their rights, which can challenge social imbalances favouring those in power.

While restoring rights is crucial for marginalised individuals, it can sometimes provoke backlash from those whose power is undermined. For example, supporting someone from a disenfranchised group may trigger harmful reactions within a community, potentially disrupting fragile social dynamics.

Providing Protection Case Management in these circumstances can be appropriate, but you must adopt a conflict-sensitive, 'do no harm' approach^{2,3}. This involves designing services that protect individuals rather than exposing them to further risks, such as violence, coercion, deprivation, or negative mental health and psychosocial wellbeing outcomes. Work with staff and partners who understand the context and its sensitivities, and conduct thorough risk analyses to identify potential negative consequences. Ensure that all programming is overseen and supported by appropriately qualified personnel, and adhere to safe recruitment and safeguarding procedures when engaging workers that interact with service users at heightened risk. If risks cannot be adequately mitigated, it may be necessary to reconsider establishing Protection Case Management services.

Protection analysis for Protection Case Management

It is important to define intake criteria based on the specific protection risks present in your context, rather than relying on individual or sociodemographic characteristics as automatic indicators of vulnerability, such as disabilities, MHPSS needs, older age, or female-headed households. Defining categories in this way, without understanding the actual risks individuals face, can result in some groups being overlooked while others are incorrectly assumed to be vulnerable. This approach undermines the empowering process of Protection Case Management.

Example: Do not automatically consider a person with a disability as needing Protection Case Management Services. They may have safety nets in their economic or social standing, or supportive social relationships. These factors can only be properly understood when a caseworker assesses their individual, household, community, and social capacities.

A risk-based approach using the Protection Analytical Framework

The PAF is designed to guide robust protection analysis in crisis-affected environments, helping humanitarian organisations develop risk reduction strategies through a deep understanding of the protection context. The PAF is built around four main pillars and focuses on analysing protection risks, including root causes of threats, their effects on affected individuals, and the available capacities in each context. It is used for ongoing analysis in evolving humanitarian settings, including situations of internal displacement.

The PAF supports evidence-based programming aimed at creating a safer, more favourable protection environment by informing programme adaptations, advocacy efforts, and other interventions. It allows individuals to recover from conflict and violence and ensures they can exercise their rights and entitlements.



Based on the risk equation framework, the PAF analyses three intersecting factors: threats, vulnerabilities, and capacities. It requires users to produce an accurate risk analysis by assessing individual or community vulnerabilities in relation to specific threats and available capacities.

Developed by the IRC and DRC in coordination with the Information Analysis Working Group, the PAF has been endorsed by the Global Protection Cluster. It is widely used for protection analysis initiatives, serving as interagency guidance for comprehensive, streamlined protection analysis.

There is no hierarchy among protection risks themselves. They should all be considered equal to ensure individuals receive the fullest protection. Multiple protection risks can occur simultaneously and may overlap, with different risks often having similar impacts on crisis- and displacement-affected individuals and communities.

Table 2 provides a list of examples of violence, coercion, and deliberate deprivation, using definitions adapted from the PAF that can be considered for Protection Case Management criteria. Whilst this list is non-exhaustive, without the presence of one of these risks, the minimum standard for Protection Case Management is unmet.

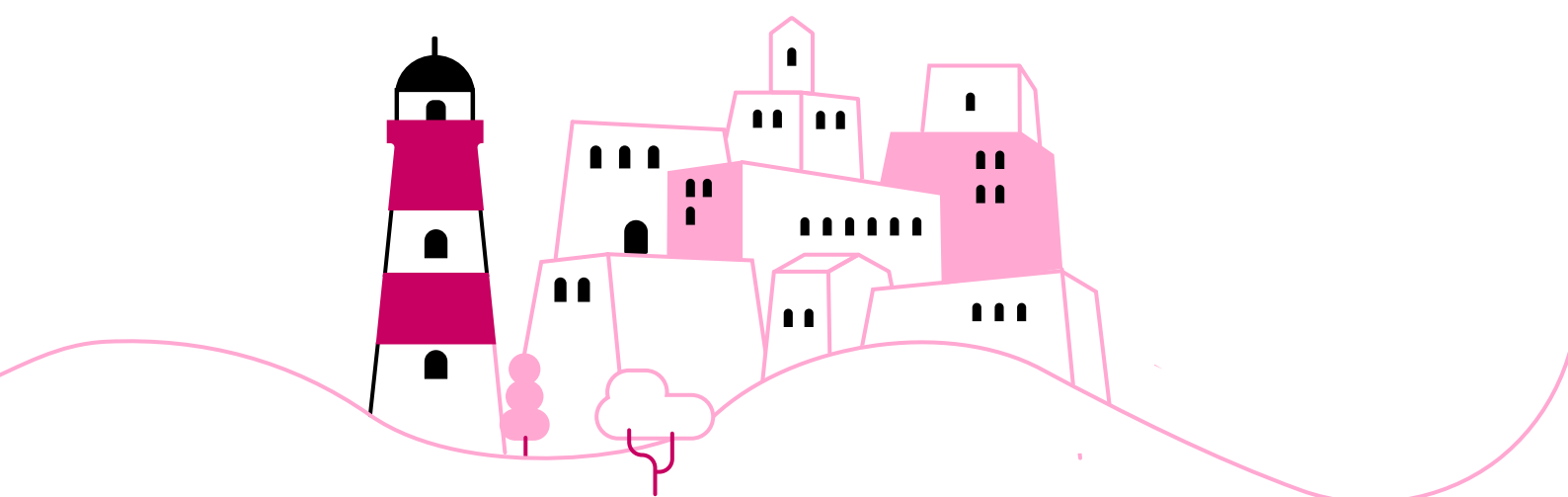


Table 2: Protection risk criteria for Protection Case Management

Sub-categories of risks faced by Protection Case Management service users ⁴	Violence	Coercion	Deliberate deprivation	Example risk definitions	Comments and considerations
(Forced) family separation		✓		Adult individuals requiring a caregiver are at risk after being separated from their family or other usual caregivers.	Does not include children who are alone or separated from their families.
Abduction, kidnapping or enforced disappearance	✓	✓		Individuals are at risk of detention or have been detained or victim to enforced disappearance. Those responsible refuse to acknowledge the detention or they conceal the concerned person's fate and whereabouts, which places the person outside the protection of the law.	

Sub-categories of risks faced by Protection Case Management service users	Violence	Coercion	Deliberate deprivation	Example risk definitions	Comments and considerations
Arbitrary or unlawful arrest and/or detention			✓	Individuals have been deprived of their freedom due to an unlawful arrest or detention. An arrest is considered unlawful if, for example, an individual is not informed immediately of the reason in a language they understand, or if they are not promptly brought before a judge to confirm the legality of the arrest or detention.	

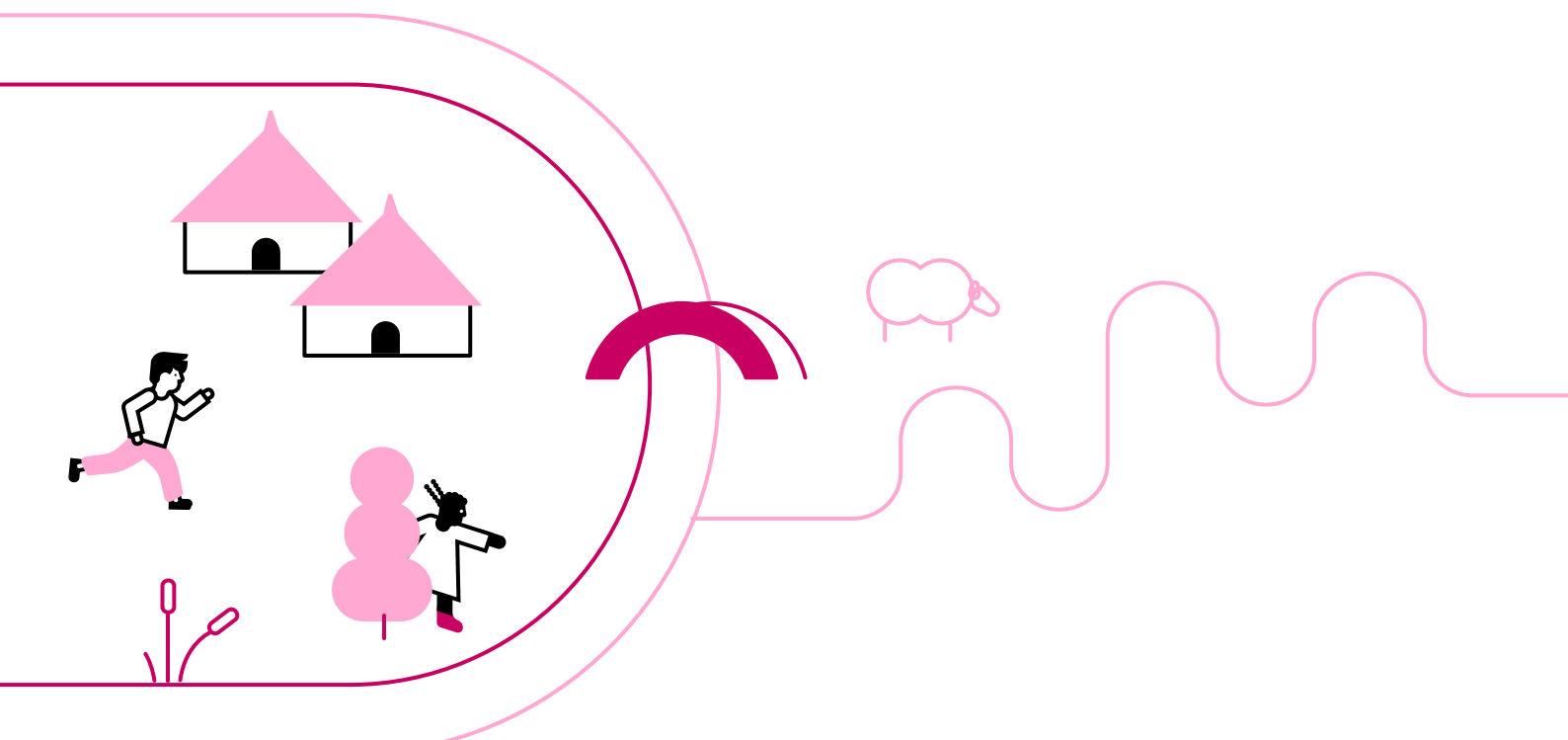
Sub-categories of risks faced by Protection Case Management service users	Violence	Coercion	Deliberate deprivation	Example risk definitions	Comments and considerations
Death or injury through deliberate or non-deliberate attacks by armed groups	✓			Individuals are at risk of death or injury or injured during an attack, either accidentally or deliberately.	
Extortion	✓			Individuals subject to actual or threatened force, violence or intimidation to gain money or property from an individual or entity.	For instance, at checkpoints or by levying informal 'taxes' in return for safety.



Sub-categories of risks faced by Protection Case Management service users	Violence	Coercion	Deliberate deprivation	Example risk definitions	Comments and considerations
Forced labour or slavery		✓		<p>Adult individuals are coerced to work through the use of violence or intimidation, or by more subtle means, such as accumulated debt, retention of identity papers, or threats of denunciation to immigration authorities. This includes debt bondage and slavery. Slavery is the status or condition of a person or persons over whom any or all of the powers of ownership are exercised. It includes the purchasing, selling, lending, or bartering of a person or persons, and other similar deprivation of liberty.</p>	<p>Local coordination will be required to ensure there is alignment with gender-based violence responses.</p>

Sub-categories of risks faced by Protection Case Management service users	Violence	Coercion	Deliberate deprivation	Example risk definitions	Comments and considerations
Forced recruitment into armed forces/ groups		✓		Any manner in which an adult is forced, coerced, threatened, or intimidated to join an armed force or group.	Local coordination will be required to ensure their alignment with children and armed conflict responses.
Maiming or mutilation	✓			Individuals who have been threatened with, or who have suffered, physical injuries that degrade the appearance or function of their living body. Maiming or mutilation may constitute torture or result from the presence of EOs.	In the case of maiming or mutilation as a result of explosive ordinance, coordination with mine action to ensure there is alignment with mine action responses. Coordination with health actors may also be relevant.

Sub-categories of risks faced by Protection Case Management service users	Violence	Coercion	Deliberate deprivation	Example risk definitions	Comments and considerations
Physical assault or abuse (not related to sexual and gender-based violence)	✓			Adults at risk of, or who have experienced, physical violence that is neither gender-based nor sexual in nature. Examples include: hitting, slapping, choking, cutting, shoving, burning, or any other act that results in pain, discomfort, or injury.	Local coordination will be required to ensure there is alignment with CP and GBV responses.



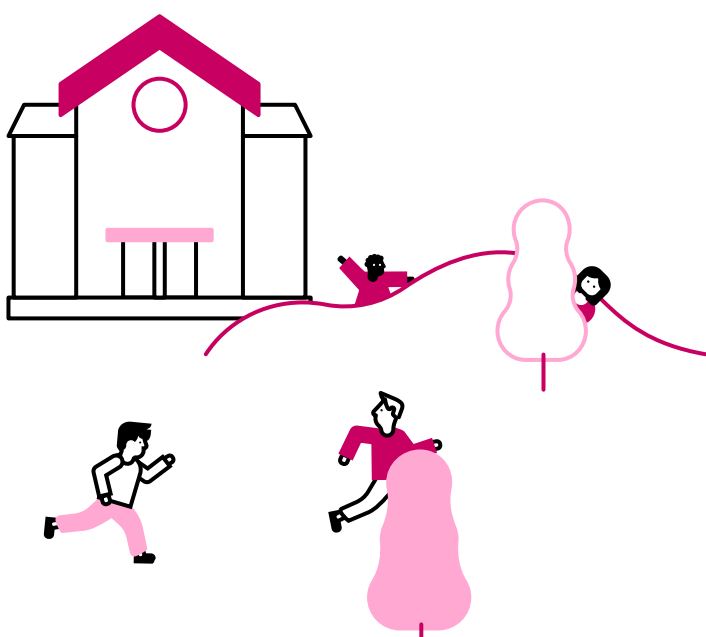
Sub-categories of risks faced by Protection Case Management service users	Violence	Coercion	Deliberate deprivation	Example risk definitions	Comments and considerations
Psychological/emotional abuse	✓			Adult individuals who are suffering mental or emotional pain, injury or distress. Examples include: threats of violence, intimidation, humiliation, forced isolation, stalking, harassment, unwanted attention, remarks, gestures or written words of a menacing nature, destruction of cherished things, etc.	Local coordination will be required to ensure there is alignment with gender-based violence responses.



Sub-categories of risks faced by Protection Case Management service users	Violence	Coercion	Deliberate deprivation	Example risk definitions	Comments and considerations
<p>Torture or inhuman, cruel, or degrading treatment</p>	<p>✓</p>			<p>Adult individuals who are at risk of or who have suffered severe physical and/or mental pain or suffering by a perpetrator for a specific purpose.</p>	<p>Although physical assault or abuse can constitute torture, it is not always torture. Torture requires the existence of a specific purpose behind the act – to obtain information, for example. Local coordination will be required to ensure there is alignment with gender-based violence responses.</p>

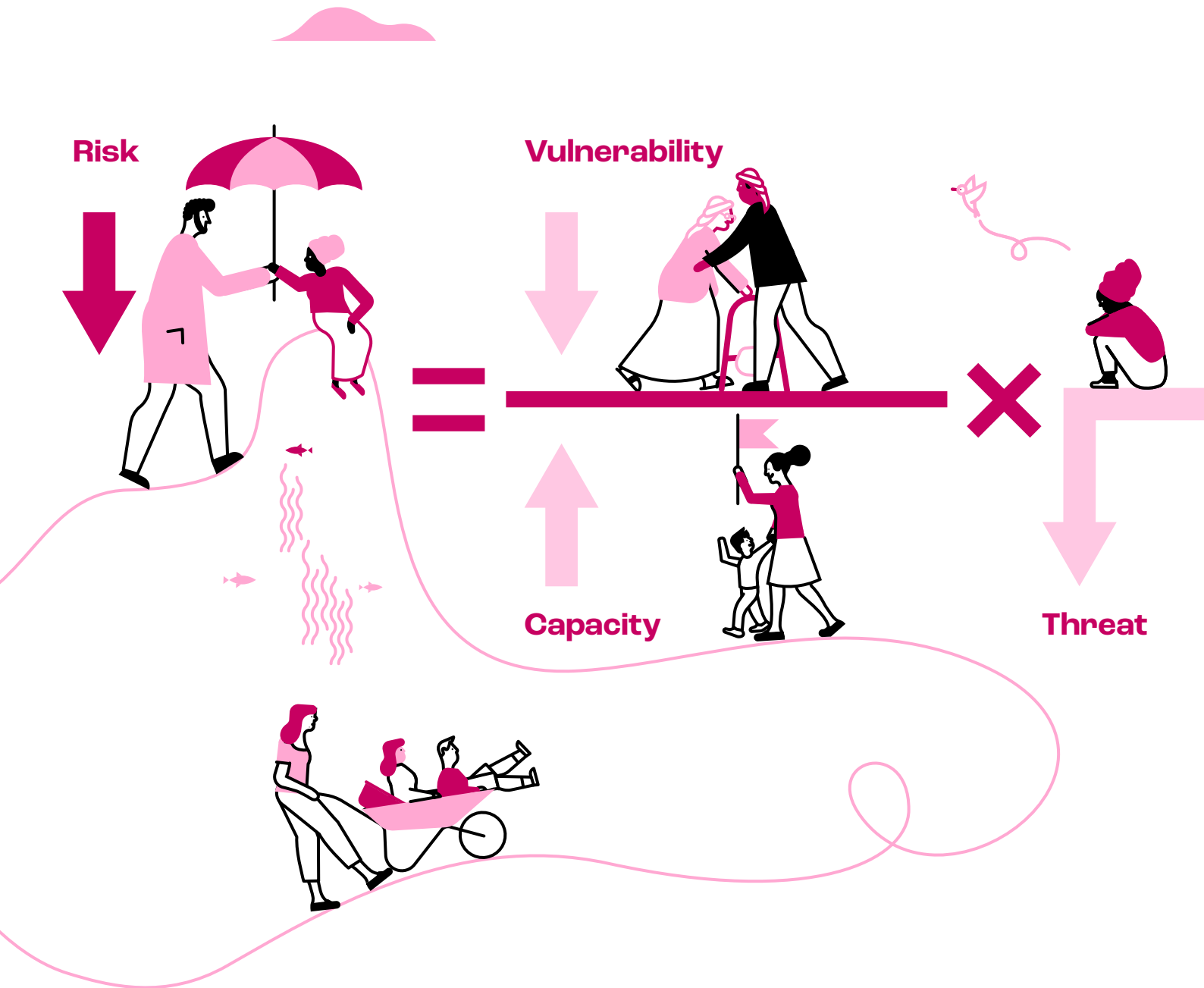


Sub-categories of risks faced by Protection Case Management service users	Violence	Coercion	Deliberate deprivation	Example risk definitions	Comments and considerations
Human trafficking		✓		Adults who have been recruited, transported, transferred, or harboured through threats, coercion, abduction, fraud, deception, abuse of power or vulnerability, or payments to those controlling them, for the purpose of exploitation.	Local coordination will be required to ensure there is alignment with CP and GBV responses.



The protection equation

Figure 1: The protection risk equation (adapted from InterAction)



Risk
Reduce prevalence and severity of impact

Vulnerability
Reduce vulnerability related to the threat

Capacity
Increase capacities related to the threat

Threat
Reduce the threat

How individuals experience risks is shaped by a range of factors, including their unique characteristics, identities, and experiences. These characteristics can include age, gender, disability, mental health and psychosocial well-being, diverse sexual orientation, gender identity, gender expression and sex characteristics, language, ethnic origin, religious background, and social or political affiliations. Additionally, factors such as legal status may influence how individuals encounter and cope with risks.

Vulnerability is not a fixed state. It varies depending on the interplay of individual characteristics and capacities within a given context. Therefore, an intersectional⁵ lens is essential when assessing risks, as it helps caseworkers understand how different forms of oppression and discrimination overlap, shaping individuals' experiences of risk.

Individuals may inherit certain identities or characteristics, but they can also acquire capacities that enable them to mitigate or manage threats in specific contexts. Examples of such capacities include knowledge and skills training, access to effective reporting mechanisms, access to humanitarian aid, identification documents, and cash assistance. Additional capacities to support your thinking on this are suggested in the PAF, which can be found in [Annex 2.1: Protection Analysis Capacities](#).

Secondary data for protection analysis

Starting with the collection and analysis of secondary data is a crucial first step in protection analysis. If the correct resources and information are available, secondary data can reduce the burden on your teams and key stakeholders, possibly replacing the need for primary data collection. However, you should critically assess the data to determine if it is sufficient.

There are numerous global and local resources, including tools, assessments and academic materials that can help you better understand the risks, threats, vulnerabilities, and capacities of conflict- or emergency-affected groups. These resources can also provide insight into available responses and whether they meet the needs of the most vulnerable. The extent of your secondary data collection may depend on

factors such as availability of data, the urgency of the situation, the level of risk, and your team's capacity to gather new information.

The PAF can guide you in assessing the information landscape, identifying data gaps, and determining additional information needed to support a more in-depth and integrated protection analysis.

Examples of secondary data sources:

1. Government statistics, demographic data, and official statements
2. Advocacy and monitoring reports from local organisations, including women-led or special interest initiatives
3. Local media and academic publications
4. Reports on international human rights conventions ratified by the state, as well as related reports
5. Policy and advocacy briefs, including those from country-level international non-governmental and non-governmental organisation forums
6. Humanitarian Country Strategies, Protection Sector Strategies, Humanitarian Needs Overviews, and Humanitarian Response Plans
7. Sector-specific assessments such as Rapid Protection Assessments, service maps, protection monitoring and analysis products, and reports from actors focused on CP, GBV, MHPSS and disability inclusion.

The CP Area of Responsibility (AoR) has developed a [desk review template](#) that can be adapted to your context. This template provides guidance on how to structure and present data collected during secondary data collection.

The [MHPSS MSP](#) includes key resources and guidance materials to support this activity, including the multi-sectoral [MHPSS Needs and Resource Assessments Toolkit](#). For support, contact the [MSP Help Desk](#). Protection Case Management teams should consult with local and national multi-sectoral MHPSS TWGs for access to updated local MHPSS assessments, service maps, reports, and tools.

Primary protection data

Based on the experiences of Protection Case Management implementers, programmes with access to good, validated protection data from secondary sources have often been able to proceed directly to protection analysis. However, some found that crucial details were missing and needed to return to collect additional data, while others recognised from the outset that secondary data was inadequate and prepared to gather the necessary information themselves.

Here are some tools and resources you can use to collect and analyse protection and context data:

- [Appendix 1: PAF Analysis Tools⁶](#) and the [Protection Analysis Roadmap](#)
- [Annex 2.3: Protection Risk Identification](#)
- [Disability Inclusion Risk Analysis Tips](#)
- [MHPSS Needs and Resource Assessments Toolkit](#)

Protection analysis findings can be shared in your protection table analysis. Primary protection data collected by your project should be shared with the protection sector, as well as with local and national MHPSS TWGs, to contribute to monitoring protection issues as a collective effort. It is important to continue out the inputs from a broad range of stakeholders, as well as include your protection and other



teams. If service providers or authorities are available and it's safe to have a discussion about protection risks externally, consider including:

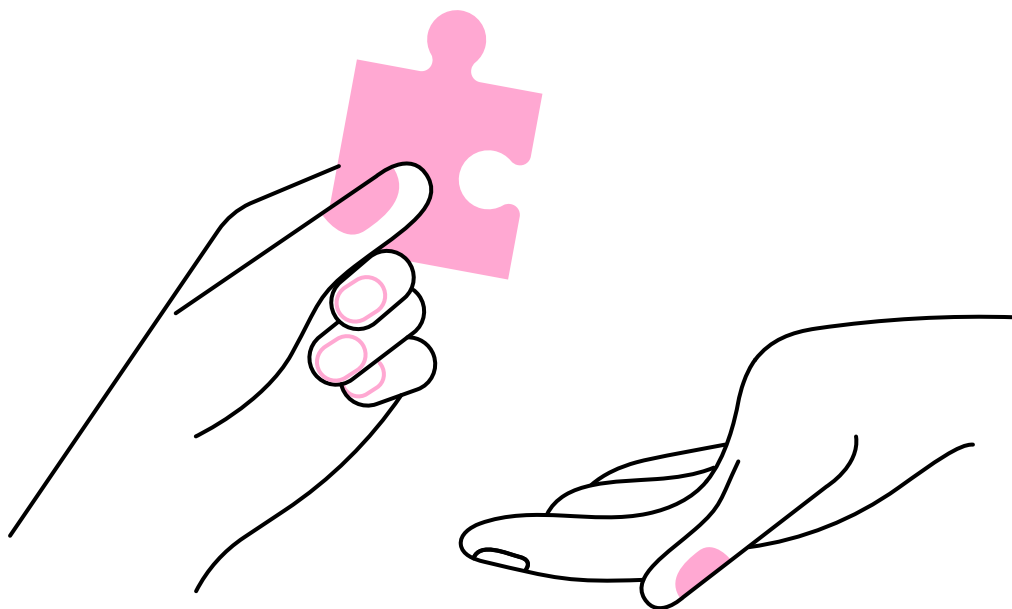
- Relevant authorities, including informal and de facto decision makers.
- If this is an onset of a new emergency and a cluster system has already been established, Protection Case Management service providers should coordinate with the AoR to conduct joint assessments wherever possible. Other relevant service providers, particularly those likely to collaborate during Protection Case Management, include CP, GBV, legal assistance, health (including MHPSS), MHPSS service providers, in particular the CP, GBV and Mine Action AoRs, and others. Reference local protocols for these services where appropriate and understand any gaps in service provision.
- Mainstreaming and supporting resources, such as inclusion, gender, security, information management, monitoring and evaluation teams, and senior management.

Protection analysis

When you're ready to do your protection analysis, use these questions in [Annex 2.2: Key Questions for Protection Analysis](#) to guide your team in discussing and unpacking your findings during the protection analysis exercise. They will help you organise and analyse the information effectively. You can use [Annex 2.3: Protection Risk Identification](#) to organise your answers.

Define the specific threat, identify who is most vulnerable to the threat, and assess the capacity of individuals to cope with or address the threat. If you find the process overwhelming due to many identified risks, don't worry, analysis typically becomes faster once you move past the initial two to three risks. Aim to include all risks that are present in your operational location, even if there are safety or technical concerns, you can return to these concerns in the next step. It's crucial to remember that Protection Case Management, like all humanitarian interventions, aims to reach the most at-risk individuals, not just the easiest to reach.

Once you have this information, you and your team will understand the prevalent risks, the specific threats, and who is most at risk, along with existing capacities to manage these risks at various levels (society, community, household, individual)⁷. The next step is to decide which risks to prioritise for your case management services.



How do I develop intake criteria for Protection Case Management?

Organising a workshop to discuss your protection findings with your team, along with colleagues from other service providers — such as national social welfare and protection services, and representatives from relevant sectors and local and national multi-sectoral working groups (e.g. MHPSS TWGs) — can enhance the quality of your analysis. Validating these findings with local representatives will further enrich your assessment and allow local organisations, leaders, and others to prioritise risks and challenges faced by crisis-affected populations.

This process should take place in a safe, non-judgmental environment, enabling staff to openly analyse findings shared by the community, as well as insights from your primary and secondary data review. In some cases, due to the sensitivity of protection profiles, public discussion may not be appropriate. If your team requires additional training on protection issues to engage effectively, include that in your planning.

Annex 2.4: Workshop Agenda aims to validate your protection analysis and start to develop your intake and response criteria. Following your protection analysis and workshops, you should be able to articulate who is eligible for intake into Protection Case Management in your location/ context. This should include a description of presentations by risk, categorising them as high, medium, or low priority. This information will help caseworkers prioritise their responses within their caseload and assist supervisors in ensuring that individual caseworkers are not supporting an overwhelming amount of high-risk cases.

Form 0 explained

Form 0: Intake and Response Criteria is a tool your team can use to define your intake criteria, exclusion criteria, and assign timeframes for responses at each Protection Case Management step, relating it to their level of priority or 'risk level'. Caseworkers/supervisors use Form 0 on a daily basis to help them determine eligibility of individuals at intake, as well as a guide to determine their priority level throughout the process. This will be a guide only and individuals may present with protection risks that are not represented in Form 0. Where caseworkers are unsure of a service user's eligibility or priority level, they should discuss with their supervisor. If supervisors are unsure, they should seek support of senior staff (determine a local focal point).

You can either develop this form in advance and use the workshop as a validation exercise, or you can develop it together with your team in the workshop. During the pilot, teams reported that staff involved in developing the intake criteria had a better understanding of it once it was implemented.

In your protection analysis and the drafting of Form 0, it is not uncommon for discussions to raise concerns about whether individuals with certain risks or profiles are beyond the organisation's reach, unsafe for caseworkers to support, or too complex for your team's technical capacity. You can reassure teams that their safety is paramount and omitting risks or certain profiles due to concerns is an option, as is further safety planning and protocol development. However, do not omit certain profiles from your criteria without a rigorous examination, which may need to take place outside any initial workshops or planning sessions.

Finalising your criteria

Now that you have a draft Form 0 developed with your team and/or interagency group, it is important to continue proactively seeking feedback from the workshop participants and key stakeholders who were not present, allowing them to reflect on the draft.

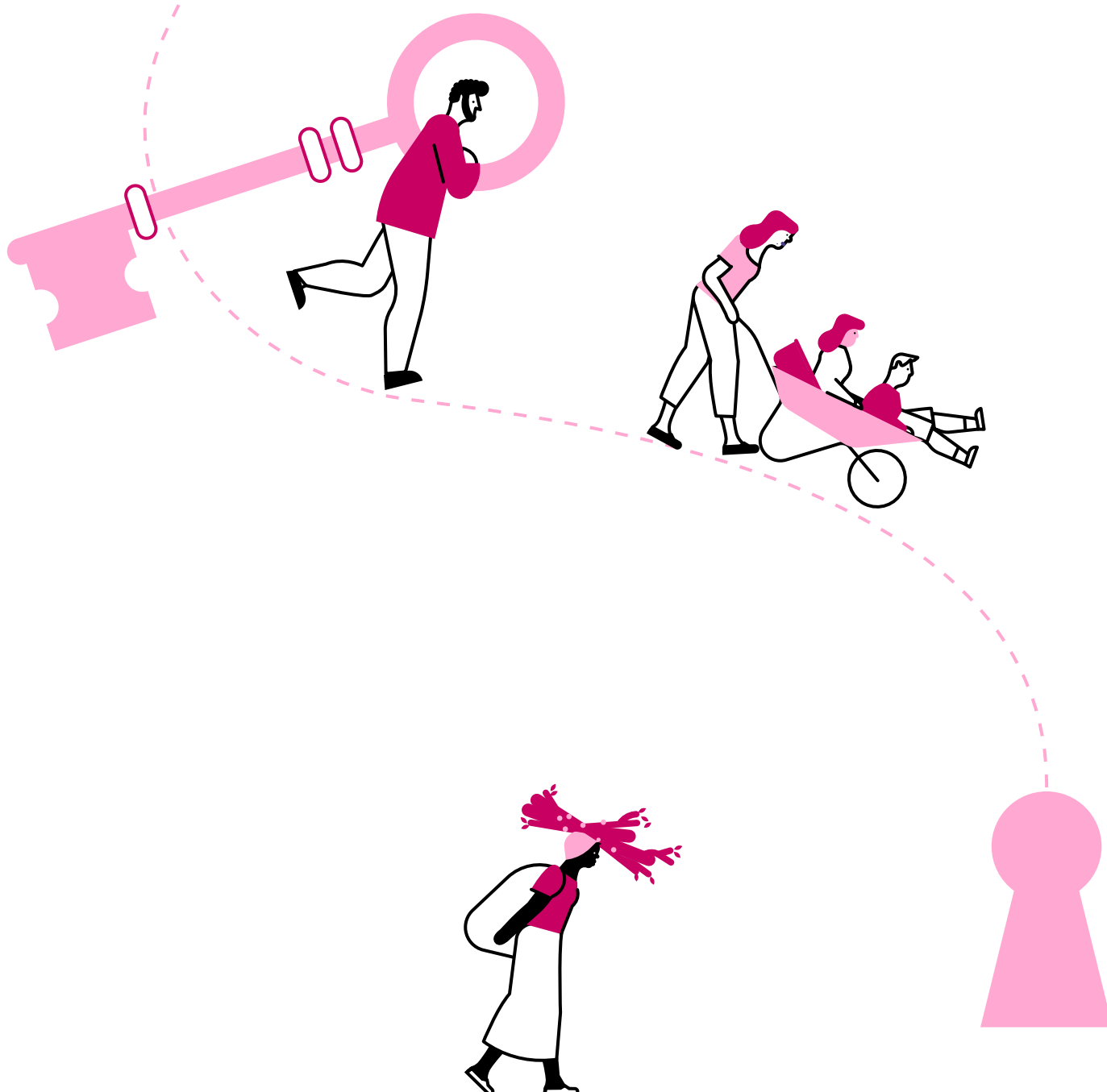
Whenever possible, include all groups at every stage before drafting Form 0. If any organisations or authorities have not been involved in the process, engage them before implementation and allow them to provide feedback on your draft criteria.

When there is access, safety, or technical concerns over providing Protection Case Management to people with certain risks or other profile factors, work with your teams to articulate those concerns, and workshop any mitigations or design accommodations that could be made. You can use this document to think through this. Where it is ultimately not possible to access, deemed unsafe, or beyond the team's current capacity to provide quality care to certain groups, omit these groups from your criteria for now and revisit later. When the capacity of teams is a barrier, ensure the issues are addressed in professional development plans ([see Module 5](#)).



In humanitarian and protracted crises, the context is not static. It is critical to regularly update your protection analysis and review case prioritisation. This should be done within the first six months after initial implementation, and at least annually in stable contexts. Most importantly, reassess your response in the event of major changes, such as new policies, outbreaks of violence, or economic shifts.

Once you've made internal decisions and consulted externally to define the intake criteria for your Protection Case Management Service, you can design a programme and response standards that meet the needs of the risks identified in your context. This will be covered in [Module 3](#).



Summary of key points



Your initial consideration, if Protection Case Management is right for your programming, includes:

- Examination of your organisations technical capacity and resources to set up and sustain Protection Case Management programming to the standards set out in this guidance, including do no harm.
- Conducting a protection analysis for Protection Case Management in collaboration with key stakeholders (where safe and appropriate).
- Use of your protection analysis to identify and articulate your intake criteria, defining the characteristics of a high, medium and low risk case. This will support caseworkers and supervisors to manage their response times and caseloads.



This process takes time and effort, impacting the design of your Protection Case Management service delivery, so be mindful of including this in your project cycle.

Up next

Module 3: Designing and Maintaining Quality Protection Case Management Service: A Guide for Technical Staff

Module 3 will help you consider aspects of setting up and maintaining a quality Protection Case Management service by helping you to answer the following questions:

- **What are the minimum standards of Protection Case Management?**
Understanding the minimum required standards to offer Protection Case Management services and where can you find further guidance on how to meet this standard throughout this guidance.
- **What are the main design decisions I need to make with my team to establish a Protection Case Management service?**
Addressing mode of delivery, understanding budget, and how to approach cash in Protection Case Management, staffing, and standard operating protocol development.
- **What are the MEAL standards and guidelines for Protection Case Management?**
Getting to know MEAL standards, observing how you can: *Track progress, assess impact, remain accountable to service users, key stakeholders, and donors, and adjust and improve the Protection Case Management approach.*

Forms

Form 0: [Intake and Response Criteria](#)

Tools

Tool 2.1: [Project Risk Matrix Template](#)



Annexes

Annex 2.1: [Protection Analysis Capacities](#)

Annex 2.2: [Key Questions for Protection Analysis](#)

Annex 2.3: [Protection Risk Identification](#)

Annex 2.4: [Workshop Agenda](#)



Endnotes

1 Global CP WG, Inter-Agency Guidelines for Case Management and Child Protection, 2014, 33.

2 For more information on conflict sensitive approaches, see WeWorld (2022) Introduction to Conflict Sensitivity Toolkit. https://reliefweb.int/report/world/conflict-sensitivity-operational-toolkit?gad_source=1&gclid=CjwKCAjwufq2BhAmEiwAnZqw8qkFV1wWkkFtuFlvjWOLap9j-1qGuahxCzVDMSaYx-oiS2BjqktGahoCtZ0QAvD_BwE

3 For more information on the 'do no harm' approach, please review the MHPSS MSP general principles and considerations. <https://www.mhpssmsp.org/en/lesson/do-no-harm#page-1>

4 In order for a service to be considered, Protection Case Management criteria should be central to one or more of these concepts

5 Intersectionality is an analytic framework that demonstrates how forms of oppression (such as racism, sexism, ableism) overlap, defining unique social groups (PAF).

6 The list provided in Module 1 and 2 has omitted concepts/risks associated with collective community level violence (because this case management service is for individuals), CP, GBV, and housing land and property violations.

7 The Socio Ecological Model is a theoretical framework that social workers can use to understand how the environment and individuals interact to shape who we are.

