

TOOL 4: ACTION PLANNING – ADDRESSING BARRIERS TO CARE FOR SURVIVORS WITH DISABILITIES

Many GBV survivors face barriers to accessing services and achieving their goals. However, the barriers survivors with disabilities face are often unique and require a highly collaborative and often creative process between the case worker and the survivor. Below is a sample tool that case workers can use to address barriers to care. This tool is not designed to replace current action planning documents, but instead to help case workers think through actions and strategies to minimize or remove barrier encountered throughout the case management process.

- **Step 1: Brainstorm Barriers:** This activity should be done after case worker and client have set specific goals in their action plan. Case worker should brainstorm together a list of potential barriers which may prevent the client from reaching each goal.
- **Step 2: Develop a plan for addressing barriers:** The case worker and client should identify the type of barrier that stands in the way of reaching the goal (e.g. environmental, attitudinal, communication, and/or policy) and then discuss innovative strategies to reduce the barrier. Oftentimes one barrier may require multiple actions or interventions to minimize it.
- **Step 3: Document and detail the plan:** The case worker should collaborate with client to decide on how, who and when will each of the actions will take place. These actions should be written down in a shared document (or for persons who are visually impaired or who do not read, they can be recorded, recording should stay with the case worker and revisited during each session)
- **Step 4: Review the plan and adjust accordingly:** Sometimes the actions implemented may not work, and the barriers may persist. The case worker should continue to work with the client to come up with additional ideas on how to remove certain barriers. Some strategies may take time, such as advocating to an organization who is declining a referral or refusing to provide services. Set realistic timelines and do not be discouraged if certain strategies take time – persistence is key!

Sample Plan for Addressing Disability Specific Barriers to Care

*** Example for a client with physical disability ***

Desired Goal	Potential Barriers Related to Disability	Possible Strategies for Reducing Barriers	Who	When
<p>Client would like to attend the next vocational training session at the local SDC in order to meet more people from her community and learn a new skill.</p>	<p>Vocational training sessions are held on 2nd floor with no elevator (e.g. environmental barrier)</p>	<p>Case worker can try to talk with SDC Director about options for relocation the classroom to a ground floor – if not possible then client has stated that she would like to have support from staff to help her up two flights of stairs. Case worker will talk with SDC staff to see if they are able to assist.</p>	<p>Case Worker</p>	<p>In One Week</p>
	<p>Family caregiver is very protective and may not support this goal (e.g. attitudinal barrier)</p>	<p>Case worker invites the family caregiver to a psycho-education session to talk through the potential benefits to the client if they participate in the training. Client would like to be present for this session. Case Worker will also listen family caregiver to hear their concerns and develop a plan to reduce any potential risks that they identified.</p>	<p>Client, Case Worker & Caregiver</p>	<p>Next session – one week</p>
	<p>Vocational Training Teacher has never had a person with a disability in the class and client is fearful she will not be accepted (e.g attitudinal and potentially environmental barrier)</p>	<p>Case worker will meet with vocational training teacher in advance to discuss any accommodations that may need to be made in the room. In the event that there is resistance from the teacher, the Case Worker will advocate to the teacher, educating them on the rights of her client to attend all offered activities.</p>	<p>Case Worker</p>	<p>Two Weeks</p>