

TOOL 11: SAMPLE CASE STUDIES & ACTION PLANS

Case Study 1 – Salem

Selam is a 17 years old woman living in rented accommodation in Beirut. She lives with her mother, father, five sisters and three brothers. Salem is unable to speak and needs assistance with her daily care. Her mother, Amani, and her two younger sisters assist her with feeding, washing and toileting. One of her younger sisters has dropped out from school, as her mother is feeling tired and needed more support to take care of Selam. Selam smiles when her two younger sisters stay with her and play games in front of her. She cries when she feels hungry or thirsty – This is how her family knows that she would like food or water. Selam started menstruation when she was 12 years old, but she can't change the sanitary napkin on her own. Her mother and younger sister have taken care for her menstrual hygiene for the last five years. They have expressed that this is the most difficult task as Selam has grown bigger. Amani doesn't feel comfortable leaving Selam with other people and worries about her safety. When other women friends visit her at the house, they talk to her about the awareness raising sessions being conducted by the community mobilizers. Amani would like to attend such sessions, but can't because the sessions are conducted far away from her home, and there is nobody who look after Selam.

**Below is a sample initial case action plan for Salem and her family. Case workers should use all standard agency action planning and follow-up tools when working with survivors and those who are at risk of GBV.*

| CASE ACTION PLAN | | |
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| Goal / Action Point | Who | By when |
| <p>Selam builds a stronger peer support network and increases awareness about GBV.:</p> <ul style="list-style-type: none"> ▪ Case Worker will work with community workers in the immediate area to identify existing activities taking place at local Social Development Center for girls who are Selam's age. She can attend with her sisters. ▪ Case Worker and community workers will collaborate to develop an adapted version of key GBV awareness lessons and will work one-on-one with Selam to help her to better understand the difference between good and bad touching. | <p>Case Worker leads w/ actions from community workers, Selam and her sisters.</p> <p>Case Worker leads w/ actions from community workers and Selam.</p> | <p>Within two weeks</p> <p>Within the next three weeks</p> |

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| <p>Amani’s goal is to be able to attend awareness raising sessions and other prevention activities:</p> <ul style="list-style-type: none"> ▪ Case Worker will work with community workers to arrange awareness sessions conducted closer to Amani’s home. ▪ Amani plans to speak with two other mothers who have children with disabilities to see if they can arrange a schedule to provide each other with informal respite care (e.g. watching each other’s children for a few hours a week to give each mother time outside the home). | <p>Case Worker & community workers</p> <p>Amani</p> | <p>Within four weeks</p> <p>Within one week</p> |
| <p>Family feels safer in their home:</p> <ul style="list-style-type: none"> ▪ Case Worker will work directly with family to identify their household risks. They will work with Amani and her daughters to develop a detailed safety plan for the household. | <p>Case Worker & Amani</p> | <p>Within two weeks</p> |

The following meeting is scheduled for (date/time and location): * *Two weeks from initial meeting and plan development.*

Case Study 2 - Inaam

Ahmed, Inaam and their baby have been in Lebanon for one year. Inaam is 16 years old. She was shot in the back in Syria and is now unable to walk. They registered with UNHCR three months ago, when Inaam was discharged from hospital. Inaam was registered “in absentia” based on a photograph, because she couldn’t get to the registration center. They are living in good accommodation which is on the ground floor and rent free, but they are now being asked to move out, so that the owner can live there in the future. Inaam has been seen by Handicap International since leaving the hospital, and has a wheelchair, commode, air mattress and walking frame, but her husband still has to carry her around the house, and she rarely goes outside. Inaam says that when Ahmed is away, she has time to think about her situation and she feels very sad. Her own family are here and living nearby. Her brother’s wives used to visit regularly, but they have stopped coming – she thinks this is because they always have to clean the house when they come to visit, as she can’t do it herself. She is also insulted here because she can’t walk – people make fun of her and take advantage of her. She thinks her daughter is affected by what has happened to her. Her family are coming now and all the time asking if her husband will leave her, because she is now disabled – this hurts her too much.

**Below is a sample initial case action plan for Inaam. Case workers should use all standard agency action planning and follow-up tools when working with survivors and those who are at risk of GBV.*

| CASE ACTION PLAN | | |
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| Goal / Action Point | Who | By when |
| <p>Inaam wants to feel safer in her home and relationship – She wants to be a good mother:</p> <ul style="list-style-type: none"> ▪ Identify nearby activities for women, girls and mothers that Inaam can attend to learn more about GBV, negotiating safe relationships and parenting skills. ▪ Discuss with the female family members if they might like to attend these activities with Inaam. ▪ Safety planning – Work with Inaam to develop a plan for who she would live with and how she would manage without her husband. | <p>Case Worker & local women’s center staff</p> <p>Local women’s center staff</p> <p>Case Worker</p> | <p>1 week</p> <p>2 weeks</p> <p>1 month</p> |

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| <p>Inaam would like to have access to psychosocial support services as soon as possible:</p> <ul style="list-style-type: none"> ▪ With Inaam’s consent, the Case Worker will make an immediate referral for Inaam to an organization running focused psychosocial support activities in her community. ▪ The Case Worker will liaise with the organization and community mobilizers to develop a plan for safe transportation to and from the focused psychosocial support activities and will check with facilitators to ensure ahead of time that activity room is accessible for her. ▪ The Case Worker will share emergency hotline numbers with Inaam for her to keep on hand in the event of an emergency. | <p>Case Worker</p> <p>Case Worker & Community Workers</p> <p>Case Worker</p> | <p>Within 2 days</p> <p>Within a week</p> <p>Within 24 hours</p> |
| <p>Inaam and her family have safe and accessible housing:</p> <ul style="list-style-type: none"> ▪ With consent from Inaam, the Case Worker will refer Inaam and her family to housing specialist. ▪ New housing has adaptations particularly to entrances and toileting areas to improve Inaam’s safety in the home. | <p>Case Worker</p> <p>Shelter and WASH actors</p> | <p>Within one week</p> <p>Within one month</p> |
| <p>Inaam strengthens her social support network:</p> <ul style="list-style-type: none"> ▪ Case Worker will work to identify at least one activity per week outside of the home for Inaam to participate in – ideally with other girls who are mothers and / or married. ▪ Case Worker will speak with team at the Social Development Center where activities occur to | <p>Case Worker</p> <p>Case Worker & Social Development Center Staff</p> | <p>Within two weeks</p> <p>Within two weeks</p> |

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| <p>develop a plan for transportation and access to the building.</p> <ul style="list-style-type: none"> With consent from Inaam, the Case Worker will enquire about a parenting/mothers group that she's heard of in the area – Inaam said she would be interested in hosting the group at her home and / or starting a similar group for mothers her age who have young children. | <p>Case Worker & Inaam</p> | <p>Within three weeks</p> |
| <p>Inaam wants to experience less harassment in her neighborhood:</p> <ul style="list-style-type: none"> Case Worker will work with Inaam to develop a safety plan in the event that the harassment intensifies, and she feels unsafe. Case Worker will continue to review and update the plan regularly. With consent from Inaam, Case Worker will contact local DPO to discuss a plan for conducting awareness raising sessions on the rights of persons with disabilities in the immediate community. | <p>Case Worker & Inaam</p> <p>Case Worker, Community workers & DPO members</p> | <p>Within two weeks</p> <p>Within one month</p> |

The following meeting is scheduled for (date/time and location): **One week from initial meeting and plan development*

Case Study 3 – Sabeen

Sabeen is 13 years old and has an intellectual disability. Her mother says that she is “super active”. She likes to dance and draw and is always going to visit her neighbors. She always wants to learn something new. Sabeen used to go to school, but now she can’t find someone to walk with her. Sabeen likes to go out even when it is dark. One month ago, Sabeen went to her neighbor’s house and when she came back, her mother noticed that she looked different. Her mother asked Sabeen what happened, and she explained that some boys took off her underpants. The boys said that next time they were going to “play husband and wife”. Her mother has now stopped Sabeen from visiting neighbors where there are men and boys, because she feels that Sabeen will do whatever these people say. Sabeen went to a group meeting with her mother where they talked about violence with other women, but she didn’t really pay any attention – she preferred to practice her drawing.

**Below is a sample initial case action plan for Sabeen. Case workers should use all standard agency action planning and follow-up tools when working with survivors and those who are at risk of GBV.*

| CASE ACTION PLAN | | |
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| Goal / Action Point | Who | By when |
| <p>Determine if Sabeen needs and wants medical follow-up:</p> <ul style="list-style-type: none"> ▪ Have multiple meetings with Sabeen and her mother – separately and together – to build trust and learn more about the incident. ▪ If Sabeen was raped, discuss the possible health issues and type of medical services that may be available to her. ▪ Identify psychosocial support needs of both Sabeen and her mother. ▪ With consent, make appropriate referrals for health and psychosocial support. ▪ Meet with providers in advance to ensure unnecessary questioning of Sabeen. ▪ Identify if Sabeen would like you to attend with her to these first appointments. | Case Worker | Within the first week |
| <p>Sabeen increases awareness about GBV:</p> <ul style="list-style-type: none"> ▪ Case Worker and community workers collaborate to develop an adapted GBV awareness session – working one-on-one with Sabeen with the objective of helping her to | Case Worker leads w/ actions from community workers and Sabeen | Within three weeks |

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| <p>better understand the difference between good and bad touching, and identifying trusted people she can go to with questions and / or concerns.</p> <ul style="list-style-type: none"> ▪ Case Worker continues to meet regularly with Sabeen and her mother to develop and then reinforce key lessons (e.g. how to mitigate risks, who are the people she can and cannot trust, who does she tell if she has a problem...) | <p>Case Worker leads w/ actions from Sabeen</p> | <p>Weekly for up to 8 weeks</p> |
| <p>Sabeen wants to participate in activities with other adolescent girls:</p> <ul style="list-style-type: none"> ▪ Identify local adolescent girls’ activities and take Sabeen to each of them to learn more – She can then decide which one she would prefer. ▪ Work with Sabeen to identify a trusted friend who might also attend these activities with her. ▪ Identify safe transportation options. ▪ Brief adolescent girls group facilitators on the Sabeen’s skills and capacities – what she likes and doesn’t like. ▪ Transition into group – Monitor and follow up. | <p>Case Worker</p> <p>Case Worker and Sabeen’s mother</p> <p>Case Worker and facilitators</p> <p>Case Worker, Sabeen’s mother and facilitators</p> <p>Case Worker</p> | <p>Within three weeks</p> |
| <p>Sabeen is attending school:</p> <ul style="list-style-type: none"> ▪ Case Worker and Sabeen's mother liaise with local school to help develop a plan for escorting Sabeen to and from classes – explaining to school leadership to importance of her being enrolled and building stronger peer networks. | <p>Case Worker & Sabeen’s mother</p> | <p>Within two months</p> |

