**Child Protection Case Management Resource Handout**

**Core Resources**

* 1. Minimum Standards for Child Protection in Humanitarian Action (CPMS), 2019 edition, Standard 18: Case Management ([Arabic](https://handbook.spherestandards.org/ar/cpms/#ch006_006), [English](https://handbook.spherestandards.org/en/cpms/#ch006_006), [French](https://handbook.spherestandards.org/fr/cpms/#ch006_006), and [Spanish](https://handbook.spherestandards.org/es/cpms/#ch006_006) versions available)
  2. [Alliance Child Protection Case Management Resource Hub](https://casemanagement.alliancecpha.org/en/alliance-special-sections/child-protection-case-management-resource-hub): Each module includes a brief video, a facilitator’s package with question guides for group learning & reflection, and links to relevant guidance and tools. Details of each module are below:
     + [**Case Management Guidelines Module**](https://casemanagement.alliancecpha.org/en/case-management-guidelines): Contains a video and links to:
       - * [Interagency Guidelines for Case Management and Child Protection](https://resourcecentre.savethechildren.net/library/inter-agency-guidelines-case-management-and-child-protection)
         * [Caring for Child Survivors of Sexual Abuse](https://gbvresponders.org/response/caring-child-survivors/)
         * [Interagency Gender-based Violence Case Management Guidelines](https://gbvresponders.org/response/gbv-case-management/)
         * [Guidelines on Assessing and Determining the Best Interests of the Child](https://casemanagement.alliancecpha.org/en/child-protection-online-library/guidelines-assessing-and-determining-best-interests-child-2018)
     + [**Case Management Capacity Building Module**](https://casemanagement.alliancecpha.org/en/case-management-capacity-building): Contains a video and links to:
       - [Interagency Child Protection Case Management Training Package](https://resourcecentre.savethechildren.net/library/child-protection-case-management-training-caseworkers-supervisors-and-managers)
       - [Interagency Case Management Supervision and Coaching Training Package and Tools](https://casemanagement.alliancecpha.org/en/child-protection-online-library/case-management-supervision-and-coaching-training-package-0)
       - [Caring for Child Survivors of Sexual Abuse Training Materials](https://gbvresponders.org/response/caring-child-survivors/#CCSTrainingMaterials)
       - [Interagency Gender-based Violence Case Management Training](https://gbvresponders.org/response/gbv-case-management/#InteragencyGender-basedViolenceCaseManagementTrainingMaterials)
       - Competency Framework
       - [Caseworker Capacity Assessment Tool](https://casemanagement.alliancecpha.org/en/child-protection-online-library/child-protection-caseworker-capacity-assessment-tool)
     + [**Coordination of Case Management Module**](https://casemanagement.alliancecpha.org/en/coordination-case-management): Contains a video and links to Standard Operating Procedures (SOP) Guide and Template. The SOP template includes a template for a country Case Management Task Force (CMTF) Terms of Reference, referral pathway template, eligibility flow chart, and sample case prioritization guide.
     + [**Monitoring & Evaluating for Quality Case Management Module**](https://casemanagement.alliancecpha.org/en/monitoring-evaluating-quality-case-management): Contains a video, Quality Assessment Framework Guidance and Tools, and various monitoring checklists and forms
     + [**Information Management for Case Management Module**](https://casemanagement.alliancecpha.org/en/information-management-case-management): Contains a video and links to data protection and information sharing protocol package. See also CPIMS+ resources: <https://www.cpims.org/resources>

**Supplementary Resources, including Adaptations for COVID-19 and Child Helplines**

1. UNHCR Unaccompanied & Separated Children Training, including Alternative Care, for Community Support Volunteers ([available in English & Arabic](https://www.dropbox.com/home/Field%20Coordination%20Examples_For%20sharing/1.%20CPiE%20Training%20Packages_2014/6a.%20UNHCR%20Community%20Support%20Volunteers%20for%20UASC%20Toolkit))
2. The Alliance [Adaptation of Child Protection Case Management during the COVID-19 Pandemic](https://www.alliancecpha.org/en/child-protection-online-library/technical-note-adaptation-child-protection-case-management-covid-19) (available in English, French, & Spanish)
3. IRC [Decision Tree for Remote Child Protection Case Management](https://www.dropbox.com/s/s83s935188qlj78/IRC%20Decision%20tree%20for%20remote%20CP%20CM%20during%20COVID-19%20May%202020.pdf?dl=0)
4. IRC [COVID-19 Adaptations for COVID-19 in Information Management](https://www.dropbox.com/s/jl69r0zatmi0es9/IRC%20VPRU%20IM%20Covid%20Adaptationsv5.pdf?dl=0)
5. PLAN International [Remote case management session guidance for caseworkers](https://www.dropbox.com/s/bhiq7nis41c4l6y/Plan%20International%20Annex%201.%20Remote%20Case%20Management%20Session%20Guidance%20for%20Caseworkers.pdf?dl=0)
6. War Child Case Management, Psychosocial Support, and Child Safeguarding videos related to adapted response during COVID-19 (available in Arabic, English, Spanish, & French): <https://www.warchildholland.org/downloads-corona-response/>
7. Country Examples of Adapted Case Management during COVID-19 can be found [here](https://www.dropbox.com/sh/0d6sy37010rsyeh/AADq8iZgSHhWItFtfSOVtpS-a?dl=0). Examples from [Cox’s Bazar](https://www.dropbox.com/s/1d7ft8fffzeytt2/CXB%20Remote%20CPCM%20Guidance.pdf?dl=0), Iraq ([Arabic](https://www.dropbox.com/s/rku0afr2yaibuys/CP%20CM%20Guidance_Disease%20Outbreak_Iraq_AR.docx?dl=0) & [English](https://www.dropbox.com/s/8st1m942nfo0pi5/CP%20CM%20Guidance_Disease%20Outbreak_Iraq_EN.docx?dl=0)), Lebanon, [Myanmar](https://www.dropbox.com/s/rsxil5pfzfhay92/Myanmar%20CMTF_Case%20Management%20COVID-19%20Guidance.pdf?dl=0), [Somalia](https://www.dropbox.com/s/aos596jig6zjoyx/CP%20CM%20COVID19%20Guidance_Somalia%2030Mar2020.docx?dl=0), and [Yemen](https://www.dropbox.com/s/lz8i3u98mwqwzhg/Yemen%20CM%20COVID%20-19%20Guide_ENG.docx?dl=0) are included.

Lebanon has multiple notes, including 1) [Child Protection Case Management (CP CM) Guidance during COVID-19](https://www.dropbox.com/s/g9lg7xpla67kqn1/CP%20CM%20COVID19%20General%20Guidance_Lebanon_31Mar2020.docx?dl=0); 2) [CP CM Physical/Social Distancing Messages and Explanations for Caregivers and Children](https://www.dropbox.com/s/ez02xnllnclj3ps/CP%20CM%20COVID19%20Guidance%20Social%20Distancing%20Messages%20for%20Clients_Lebanon_31Mar2020.docx?dl=0); 3) [Lebanon CP CM Guidance for Caregivers in how best to support children](https://www.dropbox.com/s/ljva7vivf8rykm7/CP%20CM%20COVID19%20Guidance%20for%20Caregiver%20Support%20to%20Children_Lebanon_31Mar2020.docx?dl=0); 4) [Lebanon CP CM Guidance for Caseworkers on providing remote phone follow-up](https://www.dropbox.com/s/bw9k0qeqff0pvux/CP%20CM%20COVID19%20Guidance%20for%20CWs_Remote%20Phone%20Follow%20Up_Lebanon_31Mar2020.docx?dl=0); 5) Lebanon Guidelines for Remote Psychosocial Support to Caregivers ([English](https://www.dropbox.com/s/o7ofn6zd8j1y3dg/CP%20COVID19%20Guidance_Provision%20of%20Remote%20PSS%20to%20CGs_Lebanon_07Apr2020_EN.docx?dl=0) & [Arabic](https://www.dropbox.com/s/ra2c2r8htt7ubhq/CP%20COVID19%20Guidance_Provision%20of%20Remote%20PSS%20to%20CGs_Lebanon_07Apr2020_AR.docx?dl=0) + [Presentation in Arabic](https://www.dropbox.com/s/n3t0mupkducozwn/CP%20COVID19%20Guidance%20for%20Remote%20PSS%20for%20CGs_Presentation_AR.pdf?dl=0))

1. E-course - [COVID-19: Adapting Child Protection Case Management](https://www.futurelearn.com/courses/covid-19-adapting-child-protection-case-management)
2. [IFRC Interim Guidance: Supportive Supervision for volunteers providing Mental Health and Psychosocial Support during COVID-19 pandemic](https://pscentre.org/wp-content/uploads/2020/04/Supportive-Supervision-for-MHPSS-Volunteers_Interim-Guidance.pdf)
3. Staff Safety, Health, and Wellbeing

* [Social Service Workforce Safety and Wellness During the COVID-19 Response – Recommended Actions](https://alliancecpha.org/en/child-protection-online-library/social-service-workforce-safety-and-wellness-during-covid-19) by the Alliance, UNICEF, IFSW, & Global Social Service Workforce Alliance
* [IFRC Mental Health and Psychosocial Support for Staff, Volunteers, and Communities in an Outbreak of Novel Coronavirus](https://pscentre.org/wp-content/uploads/2020/02/MHPSS-in-nCoV-2020_ENG-1.pdf)
* [Psychological First Aid Training Module for Groups: Support to Teams](https://www.dropbox.com/s/i1ca511pywl03uq/PFA-Module-4-Group.pdf?dl=0), by IFRC
* [Securing the Safety and Wellbeing of Women Frontline Healthcare Workers](https://www.dropbox.com/s/haq6j2pwkgg9jjj/GBViE%20HD%20Securing%20Safety%20and%20Wellbeing%20of%20Women%20Frontline%20Healthcare%20Workers.pdf?dl=0), GBViE Helpdesk
* [MHPSS and Self Care During An Outbreak Flyer](https://www.dropbox.com/s/1g12pkbj7e0i2na/mhpss%20and%20self%20care%20during%20outbreak%20for%20responders.pdf.pdf?dl=0), geared for first responders

1. Child Helplines

* [Child Helplines and the Protection of Children during the COVID-19 Pandemic](https://www.alliancecpha.org/en/child-protection-online-library/technical-note-child-helplines-and-protection-children-during-covid) by Child Helpline International, UNICEF, CP AoR, and the Alliance Technical Note:
* Child Helpline International: [User-friendly guide to starting or scaling up a child helpline](https://www.childhelplineinternational.org/child-helplines/tools/building-child-helpline/); full CHI website here: <https://www.childhelplineinternational.org/>
* [Training Module for Child Helpline Counsellors](https://www.childhelplineinternational.org/child-helplines/tools/supporting-responding-forcibly-displaced-children/) by Child Helpline International:
* [Roadmap for the creation of a child helpline in South Sudan](http://orgchi-tukhnakal.savviihq.com/wp-content/uploads/2017/05/2016_roadmap_south_sudan_-_final.pdf)
* [Guidance for delivering psychological support to children via phone](https://www.dropbox.com/s/6u32cbhiz4mmauj/QMUL_Guidance_for_Delivering_Psychological_Treatment_to_Children_via_Phone.pdf?dl=0), based on research with Syrian children
* Child Helpline International offers three e-courses:
  + - Inclusive practices for child helplines: [Part One](https://www.childhelplineinternational.org/child-helplines/tools/elearning-inclusive-practice-for-child-helplines/) and [Part Two](https://www.childhelplineinternational.org/child-helplines/tools/elearning-inclusive-practice-for-child-helplines-ii/)
    - Child Online Protection:  <https://www.childhelplineinternational.org/child-helplines/tools/elearning-child-online-protection-for-child-helplines/>
  + [IFRC Hotline in a Box Toolkit](https://www.communityengagementhub.org/guides-and-tools/hotline-in-a-box/)
  + [East and Southern Africa SOP for Child Helpline Call Responses](https://www.dropbox.com/s/a5dhgtq2799x9up/ESARO%20SOP%20for%20Child%20Helpline%20Call%20Response_not%20adapted%20for%20COVID19.pdf?dl=0), by Child Helplines International and UNICEF (not yet adapted for COVID-19 situation)

For additional queries and technical support, contact the CP AoR Help Desks at:

* Arabic Help Desk: [CPAOR\_ArabicHelpDesk@unicef.org](mailto:CPAOR_ArabicHelpDesk@unicef.org)
* French Help Desk: [CPAOR\_FrenchHelpDesk@unicef.org](mailto:CPAOR_FrenchHelpDesk@unicef.org)
* Spanish Help Desk: [CPAOR\_SpanishHelpDesk@unicef.org](mailto:CPAOR_SpanishHelpDesk@unicef.org)
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More information on the CP AoR Help Desks can be found here: <https://www.cpaor.net/HelpDesk>