

Chapter 1: Introduction

The Gender Based Violence Information Management System



USER GUIDE

Chapter 1: Introduction

KEY TERMS

Caseworker: the individual responsible for doing the initial intake and assessment with GBV survivors reporting to a GBV service provider.

Gender-Based Violence (GBV)¹: an umbrella term for any harmful act that is perpetrated against a person’s will, and that is based on socially ascribed (gender) differences between males and females. The term “gender-based violence” highlights the gender dimension of these types of acts; in other words, the relationship between females’ subordinate status in society and their increased vulnerability to violence. Gender-based violence can be sexual, physical, and psychological, in nature. The term “gender-based violence” is often used interchangeably with the term “violence against women.”

Survivor²: a person who has experienced gender-based violence.

¹ Adapted from IASC (2005). *Guidelines for Gender-based Violence Interventions in Humanitarian Settings: Focusing on Prevention of and Response to Sexual Violence in Emergencies*. http://www.humanitarianinfo.org/iasc/pageloader.aspx?page=content-subside-tf_gender-gbv

² Ibid.

Gender-Based Violence in emergency settings

Gender-Based Violence (GBV) is violence that is directed against a person on the basis of gender or sex. It includes acts that inflict physical, mental, or sexual harm, threats of such acts, coercion, or other deprivations of liberty. GBV is a serious human rights and public health issue that has received growing attention from the international community in recent years. While the majority of GBV survivors are females it is important to note, that gender-based violence can also be perpetrated against men and boys.

The risk of GBV generally increases during emergencies—such as natural disasters and armed conflicts. Individuals are more vulnerable to GBV in emergency settings due to a number of factors, which include: weakened police force or other protection services, large population movement and separation of families. Humanitarian actors respond to GBV in emergencies by planning, implementing and coordinating programs and interventions that provide GBV **survivors**¹ with needed services, lessen the negative effects of the incident and attempt to prevent future incidents from occurring.

Humanitarian actors often utilize information they receive when providing services to survivors in order to improve the effectiveness of their programs. This information plays an important role in understanding what types of GBV are being reported, against whom, where and when. However, the

¹ This user guide uses the term ‘survivor’ and ‘client’ interchangeably.

management of GBV information—including the collection, analysis, storage and sharing of that information—is a complex undertaking with significant ethical and safety implications.

In response, an inter-agency team developed the Gender-Based Violence Information Management System (GBVIMS) to assist humanitarian actors and service providers with the management of their GBV information.

Target audience

This user guide is intended for:

- 1) *Service providers with specific services in place for GBV survivors, such as case management or health services*
- 2) *Agencies or actors coordinating multi-sectoral GBV interventions within a humanitarian context, such as the co-chairs for the local GBV AoR (Area of Responsibility) or sub-cluster*

These may involve local national and international non-governmental organizations (NGOs), state actors, community-based organizations (CBOs) and/or UN agencies operating within a humanitarian context. Other organizations *outside* the humanitarian response sector, such as development agencies, may find the GBVIMS and this user guide useful and applicable in their contexts as well. They should realize, however, that the GBVIMS is *not* meant for research or human rights monitoring despite the fact that it deals with GBV information management. It has been created from a service delivery perspective, developed specifically for organizations providing services to GBV survivors in a context of humanitarian response and is aimed at improving the coordination and provision of those services.

Purpose of the GBVIMS User Guide

The purpose of this user guide is to:

1. *Explain* in detail what the GBVIMS is, why it is important and how it works.
2. *Train* on how to use the GBVIMS and its various tools through hands-on, self-learning activities.

This user guide is intended to be both a reference document *and* a training manual. The text should be read and reread in order to gain a better understanding of the GBVIMS and its tools are and why they are important. The activities and exercises contained in each chapter were developed to help train individuals on how to *use* the GBVIMS and its tools.

The user guide is not intended to explain how organizations should provide services to GBV survivors. Moreover, the guide should not be used by organizations as the *only* resource regarding GBV information collection; rather, it should complement and be used in conjunction with other resources and guidelines explaining best practice data collection methods.

How to use this user guide

Managing information within an organization involves different people with different roles. Each chapter of the user guide, therefore, is aimed at a specific audience based on their responsibilities. While some chapters are intended to be read by everyone using the GBVIMS, some chapters may not be applicable to certain individuals. For example, an individual responsible solely for collecting information from clients should read Chapter 3: *The Gender-Based Violence Classification Tool* and Chapter 4: *The Intake and Consent Forms* in great detail, but he or she may not need to read Chapters 5-7 as these chapters address other aspects of the process of managing information.

Note: Individuals responsible for managing information and/or implementing the GBVIMS within an organization should read the entire user guide and do all of the included activities to ensure a complete understanding of the GBVIMS.

The user guide is divided into seven chapters:

<p>Chapter 1: Introduction</p>	<p>Chapter 1 introduces this user guide and should be read by anyone who will be using it.</p>
<p>Chapter 2: Information Management and Gender-Based Violence</p>	<p>Chapter 2 is intended to be read primarily by individuals who oversee the information management or implementing the GBVIMS within an organization. It provides an overview of information management, including its purpose and the processes involved. Specific emphasis is placed upon the importance of effective information management within the field of GBV service provision and coordination and how the GBVIMS fits into the ‘bigger-picture’. The chapter also provides a brief introduction to the GBVIMS and its tools.</p>
<p>Chapter 3: The Gender-Based Violence Classification Tool</p>	<p>Chapter 3 should be read by everyone using any aspect of the GBVIMS. It focuses on the first of the four GBVIMS tools, the GBV Classification Tool. The chapter walks you through the tool, how it standardizes the terminology and classification used by GBV actors and provides training on how to use it correctly, and in depth explanations for commonly asked questions. It is also a good idea to keep a copy of this chapter at each site where information is collected to be used as a resource by staff to answer any questions that might arise.</p>
<p>Chapter 4: The Intake and Consent Forms</p>	<p>Chapter 4 should also be read by everyone using any aspect of the GBVIMS. It is especially relevant for those using the Intake and Consent Forms when working directly with survivors as well as the supervisors responsible for training these caseworkers on these new forms. The chapter familiarizes the reader with the forms’ content and format question by question and gives instructions on filling out the forms. Activities and scenarios based on common incident examples provide additional opportunity to practice filling out the forms. This chapter should be used by caseworkers as an on-site resource to answer any questions they have while using the forms. Copies should be made available at each site where information is collected.</p>
<p>Chapter 5: The Incident Recorder and Data Entry</p>	<p>Chapter 5 is specifically for those who input information from the intake form into the GBVIMS database, called the Incident Recorder (IR). The chapter introduces the IR, explains how to set it up for your context and provides detailed instructions and activities on how to enter data into it. A copy of this chapter should be kept at each site where there is an Incident Recorder to serve as a resource for staff responsible for data entry and other IR related tasks.</p>
<p>Chapter 6: Using the Incident Recorder for Reporting and for Data Analysis</p>	<p>Chapter 6 is intended for individuals responsible for data entry and Incident Recorder maintenance, those who will use the IR to generate statistics and reports and those who will be analyzing this data. The chapter trains individuals how to use the IR to compile data; create and modify data tables and charts for reports; and access and analyze your data. It is a good idea to keep a copy of this chapter at each site where there is an Incident Recorder to serve as a resource for all staff responsible for using the IR or who will need to analyze data produced by the IR.</p>
<p>Chapter 7: Sharing GBV Incident Data and Developing Inter-Agency Information Sharing Protocols</p>	<p>Chapter 7 is for those responsible for participating in inter-agency discussions about information sharing, those who participate in coordination and working group meetings, and those generating and sharing data with other GBV service providers and humanitarian actors. It explains the benefits and potential hazards of sharing GBV data and explains the process used when developing an Information Sharing Protocol. An Information Sharing Protocol template to be used by inter-agency networks seeking to safely, ethically and effectively share information is provided and explained in detail.</p>

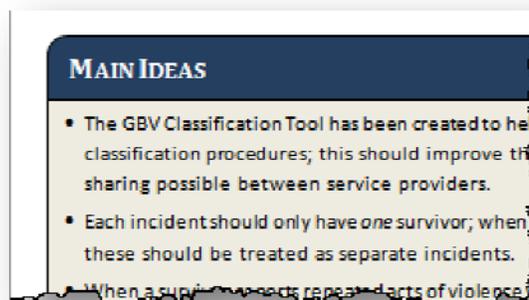
In addition to the seven chapters listed above, the user guide includes a workbook and a series of Annexes:

The GBVIMS User Guide Workbook	The GBVIMS User Guide Workbook contains questions, exercises and activities corresponding to different chapters in the user guide. The workbook should be printed separately and used along with the user guide as indicated for individual practice. It can also be supplied to participants to be used as part of a GBVIMS group training. Within the workbook you will practice how to use the various tools of the GBVIMS such as Intake and Initial Assessment Form and the Incident Recorder.
Annexes	The GBVIMS User Guide contains six annexes: <ul style="list-style-type: none">A. Glossary, list of acronyms and works referencedB. GBV Classification ToolC. Intake and Consent FormsD. Practice Intake FormE. Troubleshooting and FAQsF. GBV Information Sharing Protocol TemplateG. How to send GBVIMS incident data

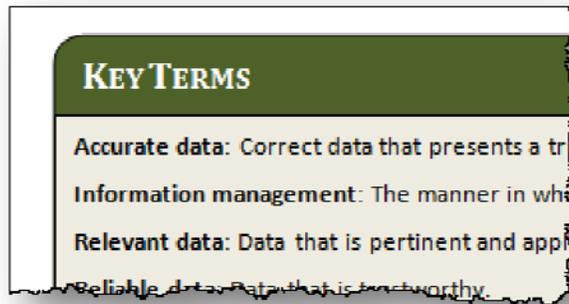
User guide format

Throughout the user guide you will see a variety of different text boxes. These contain important information and should be given extra consideration. You will see six different types of boxes:

1. **Main Ideas**—These boxes list the main ideas of each chapter.



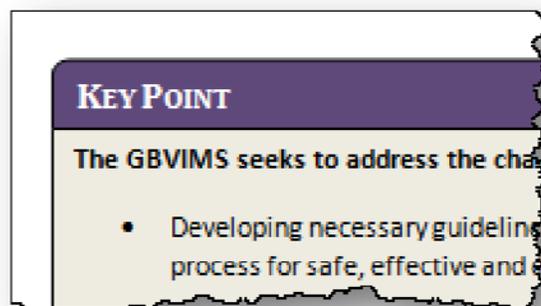
2. **Key Terms**—These boxes provide a list of key terms used throughout the chapter.²



3. **Example**—These boxes give a variety of examples demonstrating important ideas from the text.

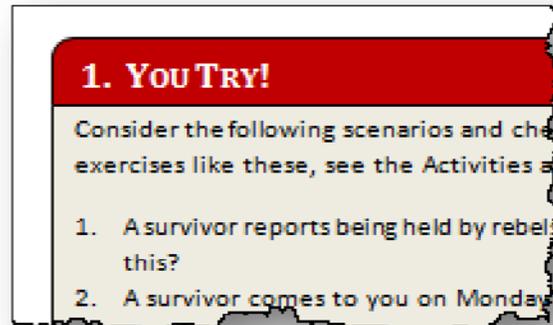


4. **Key Point**—These boxes highlight and expand upon important points from the text.



² All of the key terms and definitions can also be found in Annex A: Glossary, list of acronyms and works referenced.

5. **You Try!**—These boxes contain activities for you to do; they are intended to help you apply the lessons you learn during the chapter. All You Try! activities found in the chapters are also included in the user guide workbook mentioned above. You may need to check your answers to some of these activities in the workbook answer key. It is a good idea to print the workbook and answer key so that you can refer to it while doing the activities found in the chapters.

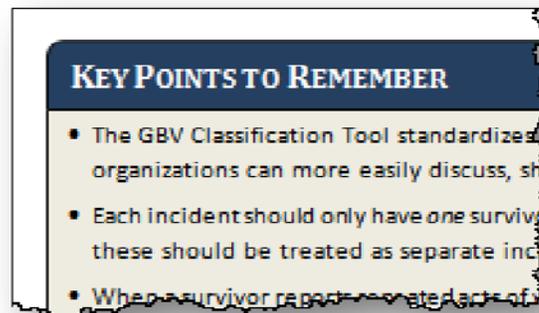


1. YOU TRY!

Consider the following scenarios and check your answers. For more exercises like these, see the Activities section of the workbook.

1. A survivor reports being held by rebels. How would you respond to this?
2. A survivor comes to you on Monday.

6. **Key Points to Remember**—These boxes summarize some of the main ideas or key points from the chapter.



KEY POINTS TO REMEMBER

- The GBV Classification Tool standardizes reporting, so that organizations can more easily discuss, share, and analyze data.
- Each incident should only have one survivor. If there are multiple survivors, these should be treated as separate incidents.
- When a survivor reports a related act of violence, it should be treated as a separate incident.