

Gender-Based Violence Case Management Outcome Monitoring Toolkit

Introduction

Monitoring and evaluation (M&E) is an important part of accountable and effective GBV response, but traditionally the sector has focused on outputs (# of survivors receiving services, # of staff trained and # of dignity kits distributed). The GBV Case Management Outcome Monitoring Toolkit aims to measure outcomes, not outputs: the **impact of gender-based violence (GBV) case management on psychosocial well-being and felt stigma.**ⁱⁱ This toolkit was developed using validated scales measuring changes related to psychosocial wellbeing and stigma experienced by women survivors of GBV in the Democratic Republic of Congo¹. The IRC has adapted this toolkit for use with women and older adolescent girls receiving GBV case management support from Somali and Syrian populations.

What does the GBV Case Management Outcome Monitoring Toolkit measure?

- The **Psychosocial Functionality Scale** is a 10-item questionnaire that measures a women and older adolescent girls' ability to carry out important tasks in their daily lives.
- The **Felt Stigma Scale** is a 10-item questionnaire that measures women and older adolescent girls' both perceived and internalized experiences of stigma.

Do I need to administer both scales? No. With each client, you can choose to administer only one of the scales, or you can administer both of the scales (either during the same case management session or split across two sessions), depending on what aspects you and the client agree together to monitor.

With whom can I use the GBV Case Management Outcome Monitoring Toolkit? The toolkit has been tested and validated for use with female survivors, 15 years old and over. The toolkit is not suitable for use with girls 14 years old or younger.

When do I use the GBV Case Management Outcome Monitoring Toolkit? This tool can be used by GBV case managers, as part of the survivor's psychosocial assessment. In the [Interagency GBV Case Management Guidelines](#), this corresponds to Step 2 Assessment, Section 3: Psychosocial Needs and Support. It takes approximately 10-20 minutes to administer each of the questionnaires.

- **For a one-time measure of psychosocial well-being and/or felt stigma:** The tool only needs to be administered once. We recommend that the monitoring tool be administered only after a minimum of three visits, in order for the most urgent needs of the survivors to be addressed and to give time for trust-building.
- **To measure improvement of women and older adolescent girls recovery over time during case management:** To monitor change in survivors' well-being over time, the monitoring tool questionnaire should be administered at baseline (typically, the fourth case management session with a survivor) and again after three additional sessions (typically at session 7). If possible, complete a final questionnaire at the end of the case management intervention plan, if it exceeds case management seven sessions.

How to use the GBV Case Management Outcome Monitoring Toolkit

Step 1: Introduce the tool to the survivor

Explain: *"In today's session, I'd like to ask if you'd be interested in completing an activity together which will help us to understand how you are feeling currently in recovering from the violence you have experienced. These questions help us assess your feelings, your daily life activities and your relationships. Together, we can use your responses to help develop an action plan. Would you like to complete this activity together?"*

If the survivor agrees, proceed to step 2.

Step 2: Lead the survivor through the questionnaire

Show the survivor the contextualized visual aids.

Explain: *"Now I will ask you some questions about the feelings, activities and relationships which you have chosen as important to your recovery. Here is a picture which shows a woman holding a burden (basket, water can, etc.) who is finding a task not difficult, a little difficult, difficult, very difficult or so on. When you think about whether an activity or feeling is difficult or not, you can refer to this picture as a guide."*

Do: Read out the questions from the Psychosocial Functionality Scale and/or Felt Stigma Scale (depending on what you wish to monitor) (see questionnaires below).

Do: Make sure that you are using the correct visual guidance / pictures. There are two versions: one for the psychosocial functioning scale, and one for the felt stigma scale.

Remind: *"If you feel uncomfortable or wish to stop this activity at any time, please let me know."*

Step 3: Support the survivor to select relevant feelings, activities and relationships

Explain: *"Thank you for answering all of these questions. You shared with me aspects of your life, including some which are currently difficult. Of all those items that we just discussed, which **three** tasks & activities or thoughts & feelings*

that you would most like to prioritize as we develop your action plan? If you'd like, we can look through the questions that I just asked you, as a reference. You do not need to select those that you rated as most difficult, but rather the ones that are most important to you in terms of developing an action plan."

Do: Share the list of feelings and activities below with the survivor either on paper or verbally if the survivor has lower literacy levels. Pause after each section and ask her to select the examples most relevant to her action planning to support her recovery.

Do: Review the items from the Psychosocial Functionality Scale and/or the Felt Stigma Scale with the survivor, as relevant.

Step 4: Return to the action planning activity within your case management session

Now you have supported the survivor to document how she is currently feeling and functioning, move to action planning process and support the survivor to identify her goals for the coming week before you meet again.

Compile and Analyze the Results

To learn how to calculate the results and interpret the data – please see the Part 3 of the Gender-Based Violence Case Management Outcome Monitoring Toolkit: https://gbvresponders.org/wp-content/uploads/2018/11/GBV-Case-Management-Outcome-Monitoring-Toolkit_FINAL.docx

Use the Results

There are two main objectives of the GBV Case Management Outcome Monitoring Toolkit, one is to help provide GBV case managers with a tool to support their work with individual women and older adolescent girls. Measuring progress together can inform better targeted psychosocial support strategies by the case manager and action planning by the client. It can also inform referrals for higher level mental health care where needed.

The second objective is to provide GBV response teams with high-quality, aggregated data on psychosocial functioning and stigma across your client caseload to inform programming improvements. To achieve this second objectives, it is critical that the aggregated results collected from the Psychosocial Functionality Scale and Felt Stigma Scale are analyzed and discussed in order to develop actionable recommendations. The de-identified results from the Outcome Monitoring Toolkit can be used:

- To report on case management outcomes to stakeholders (including women and girls themselves).
- To measure change in the woman or older adolescent girls well-being over time, during the course of case management (*requires each survivor answered the questionnaire at least twice, for example at session 4 and again at session 7).
- To inform improvements in GBV case management approaches, to better address needs of women and girl survivors of GBV; and,

De-identified data should not include: first names of subjects, last names of subjects, dates of birth, addresses or GPS locations, identifying photos, phone numbers, unique ID numbers (such as national IDs).

Contextualization and Adaptation

To learn how to contextualize and adapt these M&E tools for new contexts and populations – please see the **Annex 3: Contextualization and Adaptation Guide** of the Gender-Based Violence Case Management Outcome Monitoring Toolkit:
https://gbvresponders.org/wp-content/uploads/2018/11/GBV-Case-Management-Outcome-Monitoring-Toolkit_FINAL.docx

GBV Case Management Outcome Monitoring Questionnaires

PSYCHOSOCIAL FUNCTIONALITY SCALE

I will ask you about specific tasks and activities. Thinking about the last four weeks, please tell me how difficult it is for you to carry out these activities. You will tell me if it is [point at the same time to Visual Aid 1]:

- Not difficult at all
- Difficult
- A little bit difficult
- Very difficult
- So difficult that you often cannot do it.

1. Giving advice to family members	1. Not difficult at all (0 pts) 2. A little bit difficult (1 pt) 3. Difficult (2 pts) 4. Very difficult (3 pts) 5. So difficult that you often cannot do it (4 pts)
2. Exchanging ideas with others	1. Not difficult at all (0 pts) 2. A little bit difficult (1 pt) 3. Difficult (2 pts) 4. Very difficult (3 pts) 5. So difficult that you often cannot do it (4 pts)
3. Uniting with other community members to do tasks for the community	1. Not difficult at all (0 pts) 2. A little bit difficult (1 pt) 3. Difficult (2 pts) 4. Very difficult (3 pts) 5. So difficult that you often cannot do it (4 pts)
4. Asking/getting help from people or organizations when you need it	1. Not difficult at all (0 pts) 2. A little bit difficult (1 pt) 3. Difficult (2 pts) 4. Very difficult (3 pts) 5. So difficult that you often cannot do it (4 pts)
5. Making important decisions about daily life	1. Not difficult at all (0 pts) 2. A little bit difficult (1 pt) 3. Difficult (2 pts) 4. Very difficult (3 pts) 5. So difficult that you often cannot do it (4 pts)
6. Taking part in family decisions	1. Not difficult at all (0 pts) 2. A little bit difficult (1 pt) 3. Difficult (2 pts) 4. Very difficult (3 pts) 5. So difficult that you often cannot do it (4 pts)

7. Learning new skills	1. Not difficult at all (0 pts) 2. A little bit difficult (1 pt) 3. Difficult (2 pts) 4. Very difficult (3 pts) 5. So difficult that you often cannot do it (4 pts)
8. Concentrating on your tasks or responsibilities	1. Not difficult at all (0 pts) 2. A little bit difficult (1 pt) 3. Difficult (2 pts) 4. Very difficult (3 pts) 5. So difficult that you often cannot do it (4 pts)
9. Interacting or dealing with people you don't know	1. Not difficult at all (0 pts) 2. A little bit difficult (1 pt) 3. Difficult (2 pts) 4. Very difficult (3 pts) 5. So difficult that you often cannot do it (4 pts)
10. Keeping your household clean	1. Not difficult at all (0 pts) 2. A little bit difficult (1 pt) 3. Difficult (2 pts) 4. Very difficult (3 pts) 5. So difficult that you often cannot do it (4 pts)

FELT STIGMA SCALE

Thinking about the last four weeks, please tell me how much you have had these thoughts and feelings.

You will tell me if it is [point at the same time the visual aid 2]:

- Not at all
- A little bit
- A moderate amount
- A lot

1. Feelings of worthlessness, of having no value	1. Not at all (0 pts) 2. A little bit (1 pt) 3. A moderate amount (2 pts) 4. A lot (3 pts)
2. Feeling detached or withdrawn from others	1. Not at all (0 pts) 2. A little bit (1 pt) 3. A moderate amount (2 pts) 4. A lot (3 pts)
3. Feeling badly treated by community members	1. Not at all (0 pts) 2. A little bit (1 pt) 3. A moderate amount (2 pts) 4. A lot (3 pts)
4. Feeling shame	1. Not at all (0 pts) 2. A little bit (1 pt)

	3. A moderate amount (2 pts) 4. A lot (3 pts)
5. Blaming yourself for past events.	1. Not at all (0 pts) 2. A little bit (1 pt) 3. A moderate amount (2 pts) 4. A lot (3 pts)
6. Feeling rejected by everybody	1. Not at all (0 pts) 2. A little bit (1 pt) 3. A moderate amount (2 pts) 4. A lot (3 pts)
7. Feeling stigma	1. Not at all (0 pts) 2. A little bit (1 pt) 3. A moderate amount (2 pts) 4. A lot (3 pts)
8. Wanting to avoid other people or hide	1. Not at all (0 pts) 2. A little bit (1 pt) 3. A moderate amount (2 pts) 4. A lot (3 pts)
9. Feeling like your family gazes at you like they are blaming you	1. Not at all (0 pts) 2. A little bit (1 pt) 3. A moderate amount (2 pts) 4. A lot (3 pts)
10. Feeling like community members gaze at you like they are blaming you	1. Not at all (0 pts) 2. A little bit (1 pt) 3. A moderate amount (2 pts) 4. A lot (3 pts)

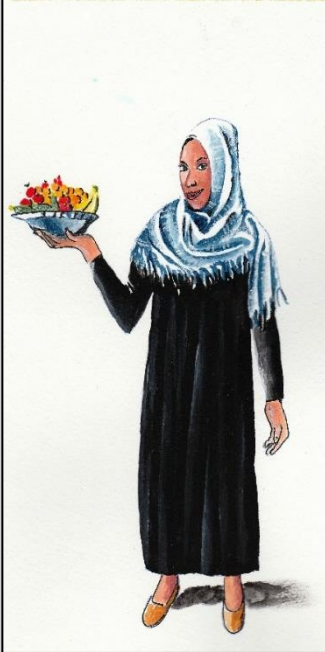
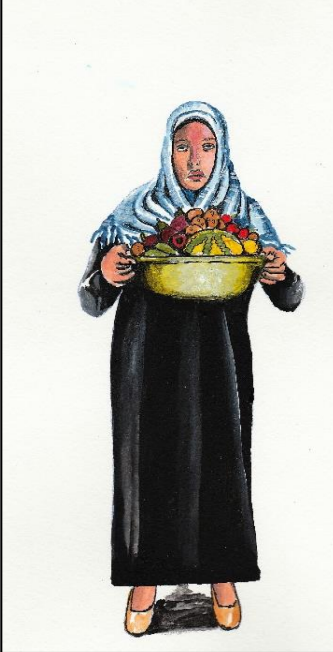
Visuals Guides

Adapted for Syrian Refugee Populations



**Visuals for Psychosocial
Functionality Scale**

 Humanitarian
innovation fund | **elrha**

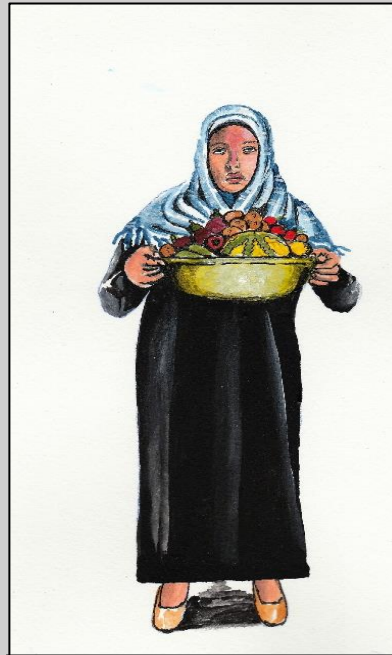
				
Not difficult at all	A little bit difficult	Moderate amount	Very difficult	Unable to carry this out



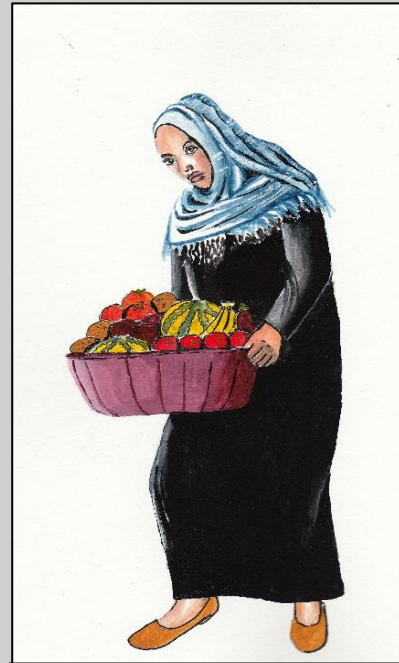
Visuals for Felt Stigma Scale



Not at all



A little bit



A moderate amount



A lot

Visuals for Psychosocial Functionality Scale



**Not difficult at
all**



**A little bit
difficult**



**Moderate
amount**



Very difficult



**Unable to carry
this out**

Visuals for Felt Stigma Scale



**Not difficult at
all**



**A little bit
difficult**



**Moderate
amount**



Very difficult

Visuals for Psychosocial Functionality Scale



**Hakuna shida
ao magumu**

Aucune difficulté



**Shida ao
magumu
kidogo sana**

Un peu de
difficulté



**Shida ao magumu
kwa kadiri**

Un niveau moyen de
difficulté.



**Shida ao magumu
zaidi**

Beaucoup de
difficulté



**Shida ao magumu
sana hata hawezi
kuifanya**

Tellement de difficulté
qu'elle ne peut pas le
faire

Visuals for Felt Stigma Scale



Hata kamwe

pas du tout



Kidogo

un peu



Kiasi ya kadiri

un niveau moyen



Mingi

beaucoup

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ⁱⁱ This toolkit was inspired by IRC’s commitment to measure outcomes as part of its [Outcomes and Evidence Framework](#), specifically the outcome “[Women and girls are protected from and treated for the consequences of GBV.](#)”

