

IRC-UNHCR Protection Case Management Guidance

UNHCR's Houda Chalchoul and the International Rescue Committee's Emily Krehm discuss how the IRC-UNHCR Protection Case Management Guidance reflects elements of the PIM Framework.

What's New in PIM?

UNHCR's Houda Chalchoul and IRC's Emily Krehm presented at the "What's New in PIM" Webinar on 13 January, 2021. The presentation explained how the PIM Framework is reflected in the IRC-UNHCR Protection Case Management Guidance.

What is the IRC-UNHCR Protection Case Management Guidance?

The IRC-UNHCR Protection Case Management Guidance is a set of standardised inter-agency guidance and tools for protection case management. The Guidance aims to:

- Promote a rights-based approach during the different phases of case management
- Promote accountability by humanitarian actors to the minimum standards required for quality, principled, consistent and coordinated service provision
- Avoid duplication of efforts and avoid gaps in the protection response

The guidance is currently a pilot version, to be tested in a number of country programs.

Webinar Presentations

A recording of the IRC-UNHCR Protection Case Management Guidance Presentation can be found [here](#).

The Presentation PowerPoint can be found [here](#).

PIM Highlights

- Development of guidance for a standardised approach ([PIM Principles – Coordination and Collaboration, Do No Harm](#))
- Definition of case management aligns with PIM Framework categorisations ([PIM Matrix](#))
- Rights-based approach; with recognition of client as rights-holder with agency, strengths, resources and capacities (PIM Principles – People-centred and inclusive)
- Supports inclusion and an intersectional approach (PIM Principles – People-centred and inclusive)
- Emphasises importance of protection risk analysis underpinning case management processes; eg prioritisation criteria/targeting)
- Includes a section on data protection (PIM Principles – Data protection and security)