

Guideline to provide Emergency support to children with protection concerns receiving Case Management

In humanitarian response Child Protection programs must include a budget for Case Management to allow emergency support to be extended to extremely vulnerable children and families when other options are not available.

To ensure the appropriate and accountable use of this fund by case managers and case workers operating within the Rohingya Response, this guideline aims to define the eligibility criteria for this fund, categories of permissible and non-permissible expenditures and the Standard Operating Procedures (SOPs) that must be followed when providing support through this fund, thereby promoting transparency, consistency, and integrity in its utilization

Definition

Child protection Emergency Case Management Fund provides an irregular package of material assistance and services to children who are identified with or at risk of child protection concerns. This package of support is intended to address their specific needs, to mitigate or respond to risk factors, and improve protective factors as a part of the broader case management process, in line with the conditions and rules outlined in this guidance note.

This fund will be used only as a last resort when no other support mechanisms or services are available and should be based on clearly defined eligibility and vulnerability criteria. No direct financial assistance (cash or vouchers) shall be given to the child or caregiver under any circumstance.

Guiding Principles

Criteria and Prioritization of Vulnerability: The fund is linked to an identified, acute child protection concern, not for chronic or ongoing conditions (e.g., medication for chronic diseases). Due to the large number of children in need and limited resources, the fund should prioritize the most at-risk children. Assistance must be individualized and need-based, either for the child or the household.

Complementary, Not Substitutive: The emergency fund does not replace other protection services but complements the overall case management plan developed for the child.

Clarity and Communication: Caseworkers must ensure that the child and their family understand the reason for assistance being provided. Its purpose is to provide a one-time intervention in emergencies rather than ongoing support, responding to a specific, immediate need identified through case management.

Equity: In cases involving foster care, the support must not exclude other children in the household. All children should receive similar or equitable support to prevent resentment or feelings of unfairness.

Link to Sustainable Solutions: While emergency support is being provided, other service providers should be involved so that a longer-term, sustainable support plan for the child and/or family can be developed.

Culturally appropriate: The support provided must be culturally appropriate and should be delivered in a way that does not create any form of discrimination, tension or jealousy within the child's community or among peers and neighbors.

Eligibility criteria /requirements

The Emergency Fund can be made available to children who have experienced or are at risk of abuse, exploitation, neglect, and violence upon meeting the following criteria:

1. The child has been assessed as needing case management support and specific needs has been identified as necessary following an assessment (either rapid or comprehensive).
2. The support required is not provided by another service provider. All other possible service providers must be explored. The fund should not duplicate existing services.
3. The child's parent or caregiver is unable to afford the cost of the support or does not have access to the social support
4. The absence of specific support may expose the child to abuse, neglect, exploitation, or other serious risks to their safety and well-being. The support, therefore, plays a critical role in addressing urgent, lifesaving, or life-stabilizing needs that cannot be met otherwise.
5. The assistance will not be used for chronic health issues (operation, medication, etc.) unless the Case Manager has ensured that this service can be provided, and that the assistance will have a child protection outcome. Exceptions include:
 - a. When coverage of health costs is lifesaving or has a direct outcome on the child's life and overall wellbeing
 - b. Severe malnutrition due to neglect
 - c. Providing medical equipment (in-line with case management plan, e.g. eyeglasses, diapers, wheelchair, medical boots, etc.)

Procedure/operational steps

Conduct an Assessment

The caseworker must conduct a rapid or comprehensive assessment to determine the child's urgent needs. The assessment must meet the criteria explained in the previous section and the list should be prepared according to the permissible and non-permissible materials list. The assessment findings should be reviewed by the supervisors

Request for Approval

The caseworker or supervisor submits the emergency support request to the Child Protection Project or Program Manager for approval. The approval authority may vary depending on the organizational structure. The designated approving personnel is responsible for reviewing the request and providing approval at the earliest possible time. To prevent unnecessary delays, the supervisor may liaise directly with the approving person to facilitate a timely decision

Procurement Guidelines

Upon approval, the case worker can proceed with the procurement following the organizational policy. In every organization there is a limit of cash purchase by the case workers. If the expense does not cross that

limit case worker can proceed with the expenses directly following the approval of the program manager without procurement request. For the expense above the limit must follow the procurement process,

Delivery of Assistance

Before delivering the approved support, the case worker must make an appointment with the family and clearly inform them who will be visiting. Identify a safe and private location to deliver the assistance. Verify the identity of the child and/or caregiver at the time of delivery. Obtain a signed receipt (using the designated form) from the caregiver confirming receipt of the items. Ensure that only the caseworker who conducted the assessment carries out the delivery.

Medical Support Protocol

Medical items must never be handed directly to the child or caregiver. The caseworker must liaise with a qualified medical professional and ensure the doctor provides written documentation stating the patient's name, medical needs, and the prescribed items or services.

The caseworker purchases the approved items and delivers them to the doctor, who then administers them to the child or caregiver. This protocol also applies to, medical equipment, diagnostic services and Nutritional support.

Permissible expenditure

The following items are permitted for purchase under the case management emergency fund lines.

Household and comfort item	Medical need	Additional
<ul style="list-style-type: none"> • Clothing • Blanket • Kitchen item • Hygiene items including sanitary pads • Floor mat, bed sheet, pillow • Mosquito net • Torchlight 	<ul style="list-style-type: none"> • Eyeglasses • Hearing aid • Mobility aid (wheelchair, crutch, walker, artificial legs) • Emergency treatment (Doctor's fees, test cost, medicine, hospital admission cost etc) 	<ul style="list-style-type: none"> • Educational and recreational items identified as a need for the child's development and well-being • Food hot meal and dry food • Wet nursing • Transportation • Chaperone

** If any need for support that is not included in this list is identified case the worker can discuss with the supervisor to proceed*

Non-permissible expenditure

1. Expenses already covered by other agencies or actors to avoid duplication of effort and efficient use of resources.
2. Long-term support beyond the scope of emergency intervention to keeps the intervention focused on urgent and lifesaving nature of the support.
3. Baby food item, formula to promote safety, appropriate infant feeding practice and to avoid health risks.
4. Electronics or luxury goods to ensure funds are used for critical, life-saving support and directed towards basic needs like food, water, shelter, and healthcare.
5. Junk or unhealthy food (chocolate, chips, ice cream etc.) to promote nutritional wellbeing and proper dietary support.
6. in cash /voucher to avoid any risk of misuse and control overspending.

Accountability and Monitoring

- The case workers must make sure that in-kind support is utilized for the vulnerable child or family.
- The beneficiary should be the focus of the feedback; she/he needs to confirm the support has reached them.
- Receipt of assistance (Annex-1) will be considered as “means of verification” where no identifiable information of the child and caregiver will not be mentioned.

Coordination

The Emergency Case Management Fund is for urgent and essential support to vulnerable children and families. Not all child protection organizations will have this fund available, or the amount may be insufficient for the needs. To address such disparities, a coordinated inter-agency support mechanism is encouraged.

The agency lacks sufficient CM funds to respond to a case, may submit a request to the CPSS and CMTWG for support. The request should include; a brief description of the case, the type and quantity of materials or services required, and the estimated budget needed.

After reviewing the request CPSS and CMTWG will facilitate the linkages with the partner organizations who have funds available and provision to support.

To enable efficient and equitable fund sharing across agencies, the CPSS will coordinate a mapping exercise with partners to identify availability of CM funds per organization and capacity to support other agencies. This information should be maintained with confidentiality and ensure transparency and fairness in the referral and support process, while respecting donor requirements and agency mandates.