Discussion: Local Referral Pathway

Expected duration: 30 mins

Objective: familiarize participants with the local referral pathway

* Provide a hand-out of the local referral pathway in order to go in detail through the available services of each of the different service providers – including how to handle urgent cases and/or cases after operating hours of GBV specialized services.
* Highlight that some service providers may not be offering services to male and/or LGBTIQ+ survivors, and flag which service providers can be used for the referral of male and LGBTIQ+ survivors. A separate referral pathway may exist for child survivors as well.
* Ask participants:
* Have they seen this referral pathway before? Have they used it before? If so, have they experienced any challenges in using it?
* What do they know about these services (focal points, location, time of opening, accessibility etc.)?
* Would they add additional service providers, based on the context? If additional service providers are mentioned, reinforce the key message to refer to GBV case management service providers as the preferred first point of referral for frontline workers.
* Do they know the contact details of a GBV specialist to ask for an updated version of the referral pathway or consult them for advice for the referral of GBV survivors, if needed?
* Remind participants that it is the role of GBV specialiststo map these services and develop the referral pathway. Frontline workersshould be fully familiar with the referral pathway and relevant details discussed earlier about the available services, making sure they have an up-to-date version of the pathway available.
* Emphasize the difference between this inter-agency referral pathway, which includes names and direct contact details of GBV service providers, that should be accessible only to frontline workers versus GBV information, education, and communication (IEC) for communities that would include hotlines of GBV services providers. It is recommended to show a sample of an IEC material on GBV services during the training as well.
* Highlight and clarify the distinction between a GBV hotline and a generic hotline, both of them not to be confused with phone-based remote GBV case management services. A GBV hotline is an established phone service that provides crisis support and information to any survivor who calls. It is open to the general public and sometimes, but not always, for extended hours. The scope of the services may vary somewhat from hotline to hotline, but in general a GBV hotline will listen to callers and provide immediate psychological first aid (PFA) and crisis support; conduct safety planning and crisis management as is necessary; share information about available services for further support; and provide referrals to these services. Hotlines do not typically provide on-going care, support or GBV case management to callers, and it may not always be possible for a caller to speak to the same hotline operator if they call more than once. Even so, callers can certainly contact a hotline multiple times, whenever they are in crisis and/or need information about a potential referral.

