



**Spotlight Initiative**  
To eliminate violence against women and girls



**TERMS OF REFERENCE FOR CIVIL SOCIETY**

**ORGANIZATION**

<b>Spotlight Activity:</b>	Activity 4.1.7: Develop and operationalize usage of standardized intake forms and client registration formats by both government and CSO service providers.			
<b>Requesting office:</b>	<input type="checkbox"/> UNDP	<input checked="" type="checkbox"/> UNFPA	<input type="checkbox"/> UNICEF	<input type="checkbox"/> UNWOMEN
<b>Background:</b>	<p><b>Introduction</b></p> <p>In September 2017, the EU and the UN launched an ambitious joint partnership to eliminate all forms of violence against women and girls worldwide. The <b>Spotlight Initiative (SI)</b> aims at mobilizing commitment of political leaders and contributing to achieving the Sustainable Development Goals (SDGs). The Initiative aims at ending all forms of violence against women and girls (VAWG), targeting those that are most prevalent and contribute to gender inequality across the world. The Spotlight Initiative will deploy targeted, large-scale investments in Asia, Africa, Latin America, the Pacific and the Caribbean, aimed at achieving significant improvements in the lives of women and girls. Jamaica is one of the countries in the Caribbean to benefit from this transformative initiative.</p> <p>The overall vision of the Spotlight Initiative in Jamaica is that women and girls realize their full potential in a violence-free, gender-responsive and inclusive way. The Spotlight Initiative will directly contribute to the achievement of three of the Sustainable Development Goals (SDGs): Goal 5 on Gender Equality, Goal 3 on Good Health and Well-being and Goal 16 on Inclusive and Peaceful Societies. The programme will contribute to the elimination of Gender Based Violence (GBV) through the creation of a broad partnership with Civil Society, Government, Private Sector, Media, among others; and, build a social movement of women, men, girls, boys and transgender people as champions and agents of change at the national, subnational and community levels. A specific focus will be on reaching and including in the programme women and girls who are often isolated and most vulnerable to GBV and harmful practices due to intersecting forms of discrimination. The programme will also seek to address the Sexual and Reproductive Health and Rights (SRHR) needs of all women and girls in all their diversity using a life-cycle approach.</p> <p>The Spotlight Initiative in Jamaica provides a unique opportunity to address family violence as a major public health and development issue with significant ramifications at the individual, community and national levels. UNFPA, in collaboration with UNDP, UNICEF and UNWOMEN, will address three key priority areas within Family Violence against women and girls in Jamaica through the Spotlight Initiative: (i) Child Sexual Abuse; (ii) Intimate Partner Violence; and (iii) Discrimination against vulnerable groups.</p>			



	<p>Through a comprehensive approach, the Spotlight Initiative will focus its work on family violence through six key pillars:</p> <ol style="list-style-type: none"> <li>1. Developing and implementing relevant legislation and policies</li> <li>2. Strengthening national and sub-national institutions</li> <li>3. Preventing violence through evidence-based programmes and campaigns</li> <li>4. Establishing and strengthening essential services for victims and survivors</li> <li>5. Ensuring the collection and use of prevalence and incidence data</li> <li>6. Partnering directly with women’s movements and civil society.</li> </ol> <p><i>The Jamaican legal framework counts with the National Strategic Action Plan to Eliminate Gender-based Violence in Jamaica (NSAP-GBV) 2017 – 2027. The NSAP has as an overarching goal “to eliminate gender-based violence in Jamaica, with particular focus on violence against women and girls”, and it has five interlinked strategic priority areas: Prevention; Protection; Investigation, Prosecution and Enforcement of Court Orders; Enforcement of Victim’s Rights to Compensation, Reparation and Redress; and Protocols for Coordination of NSAP and Data Management Systems. This consultancy is aligned with the Activity 1.1.1.1 of Strategic Priority 5 (Protocols for Coordination of NSAP and Data Management Systems), which is “to develop standardized forms to capture reports of GBV”.</i></p> <p><i>The Activity 4.1.7 of the Spotlight Initiative is to “Develop and operationalize usage of standardized intake forms and client registration formats by both government and CSO service providers.”</i></p> <p><i>This activity will contribute to the output 4.1 of the Spotlight Initiative: “relevant government authorities and women’s rights organizations at national and sub-national levels have better knowledge and capacity to deliver quality and coordinated essential services, including sexual and reproductive health services, and access to justice to women and girls survivors of violence against women and girls, including domestic violence and intimate partner violence, especially those facing multiple and intersecting forms of discrimination.”</i></p>
<p><b>Objective(s) of activity/ies</b></p>	<p>The <b>specific objective</b> of this activity (Activity 4.1.7) is to <i>“Develop and operationalize usage of standardized intake forms and client registration formats for survivors of gender-based violence by both government and CSO service providers of the police, justice, health and social services sectors.”</i></p>
<p><b>Scope of work: (Description of activities or outputs)</b></p>	<p>Under the supervision of UNFPA and in close collaboration with the Bureau of Gender Affairs (BGA), Ministry of health and wellness (MoHW), Ministry of National Security (MoNS), Ministry of Justice (MoJ), the Civil Society Organization (CSO) will be responsible to:</p> <ol style="list-style-type: none"> <li>(i) lead the review and development of standardized intake forms and client registration formats for the CSOs and government institutions; and</li> <li>(ii) Lead a validation and consensus workshop of the updated forms and formats and their coordinated use in accordance with the ESP principles.</li> </ol> <p>The specific tasks of the selected CSO will include:</p>



	<p>1. Update standard intake forms and client registration formats of the health, police, justice and social service sector to register information about survivors of VAWG in line with WHO and ECLAC standard and a guideline for their use. For this the following is recommended:</p> <ul style="list-style-type: none"> <li>- Review the PAHO “Health care for women subjected to intimate partner violence or sexual violence. A clinical handbook<sup>1</sup>”, the “Essential Service Package for women and girls survivors of violence” (ESP)<sup>2</sup>, and any other documents deemed relevant for the position</li> <li>- Collect and review intake forms and client registration formats, including consent forms, used in the health, police, justice, and social services sectors by government agencies and CSOs in Jamaica both when providing face to face and remote services to women and girls survivors of violence</li> <li>- Consult relevant stakeholders, including actors of all the sectors of both government (Ministry of health and wellness, Ministry of National Security, Ministry of Justice, Ministry of Culture, Gender, Entertainment, and Sports) and civil society on the efforts (successful and unsuccessful) done in the past to harmonize these documents and the obstacles faced</li> <li>- Sensitize and engage all relevant stakeholders on the importance of this harmonization since the beginning of the process to guarantee buy-in, collaboration and the sustainability of the action</li> <li>- Review internationally recognized good examples of intake forms, client registration formats and best practices, to get an idea of the contents and scope of intake forms elsewhere which can be used to improve the Jamaican forms.</li> <li>- Meet with the department of the public institutions of each sector that is responsible for these kinds of forms (policy departments and departments managing information and data) and with key stakeholders of Pillar 5 of the Spotlight Initiative that is focused on Data Availability and Capacities to agree on fundamental information to be collected and proper language to be used</li> <li>- Develop a full set of standardized intake forms (including consent form) and client registration formats considering the international standards and principles specified in this TOR, that could guarantee a better interagency coordination, improve the coordinated offer of services to guarantee to the survivors a continuum of quality care, while reducing the times the survivors are asked the same questions.</li> <li>- The CSOs should also prepare a proposal for a standardized, harmonized digital database that could replace paper-based forms permitting a more efficient coordinated tracking system but in the respect of the survivor centered approach, and the safety and confidentiality as key principles. This proposal should count with the cost estimation needed for the digitalization of the system.</li> <li>- Develop brief guidelines on the use of the intake forms and client registration formats in line with the Essential Services Package, with a</li> </ul>
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[https://apps.who.int/iris/bitstream/handle/10665/136101/WHO\\_RHR\\_14.26\\_eng.pdf;jsessionid=FB2EF46F8FCDC2F84E5F707BDA09B1D2?sequence=1](https://apps.who.int/iris/bitstream/handle/10665/136101/WHO_RHR_14.26_eng.pdf;jsessionid=FB2EF46F8FCDC2F84E5F707BDA09B1D2?sequence=1)

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<https://www.unwomen.org/en/digital-library/publications/2015/12/essential-services-package-for-women-and-girls-subje-ct-to-violence#view>



	<p>special focus on the Module 5, Core Element 3.3 “Systems for the recording and reporting of data”:</p> <ul style="list-style-type: none"> <li>- Allow access to personally identifiable information (PII) only to individuals and entities with demonstrated need</li> <li>- Require each agency to maintain data for monitoring and evaluation</li> <li>- Keep PII data secure</li> </ul> <p>The guidelines should also clearly mention and advocate for the following:</p> <ul style="list-style-type: none"> <li>- A common understanding of gender-based violence, and violence against women and girls</li> <li>- Primary goals: victim/survivor safety, offender accountability, agency accountability</li> <li>- Principles to follow: a rights-based approach; advancing gender equality and women’s empowerment, culturally and age appropriate and sensitive, a survivor-centered approach and ‘do no harm’ principle</li> <li>- Staff filling out the forms/collecting the data have been appropriately trained on how to do so and on how to act according to the principles listed above</li> <li>- Recommendations on the use of the data collected, how to report data and to which actors guaranteeing the survivors’ safety and confidentiality and the survivor’s centered approach.</li> </ul> <p>2. Lead a validation and consensus workshop with relevant key stakeholders of government institutions and CSOs to revise and agree upon the intake forms, client registration formats, and their coordinated use, as well as on the guidelines developed. The workshop will foresee the participation of the team working on the readiness assessment. During the consensus some of the aspects to agree upon should include the following aspects.</p> <ul style="list-style-type: none"> <li>- Adaptation of the documents to the Jamaica context</li> <li>- Which forms/formats can be used across all relevant sectors (legal, police, health, mental health and psychosocial support, social sector, etc.) and which of them require sectoral adaptation?</li> <li>- Reporting, referral system of data and information</li> <li>- Use of data, including the practice to anonymize data used for monitoring and evaluation purposes<sup>1</sup></li> <li>- Agree common terminology for all recording and reporting<sup>3</sup></li> <li>- Obtain consent of victims and survivors before recording PII (an informed consent form must be included as a standard form)<sup>1</sup></li> <li>- Protect confidentiality and privacy of victims and survivors when collecting, recording, and reporting PII<sup>1</sup></li> </ul> <ul style="list-style-type: none"> <li>- Following the workshop, incorporate feedback and revisions to create the final products</li> </ul> <p>3. Prepare a full training package, inclusive of methodology and tools to be used in the training/sensitization workshops, being the Guidelines for the use of the forms and formats in line with the “Essential Service Package for women and girls survivors of violence” (ESP) a key element. This</p>
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<sup>3</sup> Core Element 3.3 of the Module 5 of the ESP





	<p>training package directed to address CSOs and government entities at regional or parish level will focus on the use of the updated standardized intake forms and client registration formats, sensitizing about the importance to fill the agreed forms completely with precise information, and of putting in place the reporting system that is necessary for a GBV tracking system (this will contribute to an inter-agency tracking system to facilitate information sharing among agencies and follow the progress of a survivor through the system and at large to improve coordination among GBV actors in the country). The training itself is not part of the scope of this TOR, and will be organized under the coordination of the BGA.</p>												
<p><b>Duration and product deliverables:</b></p>	<p>The completion of the activities is expected by March 30th, 2021</p> <table border="1" data-bbox="456 737 1427 1066"> <thead> <tr> <th data-bbox="456 737 626 835"></th> <th data-bbox="626 737 1159 835">Product Deliverables</th> <th data-bbox="1159 737 1292 835">Due Date</th> <th data-bbox="1292 737 1427 835"></th> </tr> </thead> <tbody> <tr> <td data-bbox="456 835 626 968">1</td> <td data-bbox="626 835 1159 968">Intake forms and registration formats reviewed, and proposal for the harmonization prepared</td> <td data-bbox="1159 835 1292 968">Q4 2020</td> <td data-bbox="1292 835 1427 968">50%</td> </tr> <tr> <td data-bbox="456 968 626 1066">2</td> <td data-bbox="626 968 1159 1066">Report of the validation and consensus workshop and training package</td> <td data-bbox="1159 968 1292 1066">Q1 2021</td> <td data-bbox="1292 968 1427 1066">50%</td> </tr> </tbody> </table>		Product Deliverables	Due Date		1	Intake forms and registration formats reviewed, and proposal for the harmonization prepared	Q4 2020	50%	2	Report of the validation and consensus workshop and training package	Q1 2021	50%
	Product Deliverables	Due Date											
1	Intake forms and registration formats reviewed, and proposal for the harmonization prepared	Q4 2020	50%										
2	Report of the validation and consensus workshop and training package	Q1 2021	50%										
<p><b>Location of activities:</b></p>	<p>The CSO will organize the training workshop using online methodologies. If face to face meetings will occur, these will have to be agreed with UNFPA first and take place using all the COVID-19 preventive measures foreseen by the government.</p>												
<p><b>Coordination &amp; reporting mechanism:</b></p>	<p>The CSO will report to UNFPA. UNFPA will be in constant contact with the Jamaica Bureau of Gender Affairs (BGA) as the government institution leading the coordination of the VAWG response.</p>												
<p><b>Inputs/services to be provided by UNFPA</b></p>	<p>Oversight of the activity, access to a Zoom link for the workshop, if necessary.</p> <p>GBV service mapping developed by UNFPA.</p> <p>Technical revision of all the documentation produced (including validation of the training package before its use)</p> <p>UNFPA will connect the CSO with all relevant UN partners, other agencies and with government institutions, BGA, MOHW, MNS, MOJ, as necessary.</p> <p>UNFPA will also connect the CSO with the consultancy firm developing the readiness assessment and access to preliminary findings.</p>												
<p><b>Other relevant information or</b></p>	<p>Interested CSOs should present an expression of interest according to what is foreseen in the call.</p>												



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<b>special conditions, if any:</b>	A technical and financial proposal will be requested only from the shortlisted CSOs.
<b>Allocated budget:</b>	15,000 USD

