



Terms of reference for the Crisis Task Team (CTT) members

Members of the CTT are individuals that have demonstrated leadership, dedication and involvement in the promotion and/or defence of LGBTQI+ rights. They are people who are visibly accessible to the community and are able to support the case and influence change.

The Team shall be balanced in terms of geographical locations, professional background, and SOGIESC.

Members of the CTT act collectively and the case evaluation procedure must be done in group (physically or virtually). On a rotational or fixed basis or upon any other fair agreed mechanism, one Chairperson among the members can be appointed to coordinate the meetings and sign the evaluation report of the Committee.

Each member will undertake its work in the best interest of the applicant and to ensuring full and equal access to the procedure, adapting it to the applicant's specific needs and vulnerabilities.

CTT members commit to proactively communicate with CSOs and keeping the highest confidentiality on the cases received.

The following activities will be undertaken by the CTT:

1. Implement the evaluation procedure according to the Guidelines;
2. Evaluate the application completing the relevant tools (Evaluation format), duly signed and timely transmitted to the CSO managing the fund;
3. Ensure proper case management: compliance with timelines, conflict resolution procedures, scheduling of interviews with interpretation whenever needed; timely communication of decisions;
4. Conduct, if required/needed, interviews with applicants to verify unclear situations;
5. Evaluate follow-up requests on cases which might require different decisions on the duration or type of assistance;
6. Analyse the support provided to the applicant and validate the closure of the case;
7. Support the applicants through the activation of referral mechanisms, institutions and other organizations able to provide complementary assistance.



Checklist of tasks of CTT

PREPARATION	
	Receive the application (Who? How?)
	Verify impartiality /existing conflicts/ biases (If present, call for the substitute member)
	Call for the CTT meeting (Who? How? When?)
CORE PROCEDURE	
	Read the verification report collectively
	Is it necessary to call the applicant for an interview?
	Discuss the case following the CTT Evaluation Guidelines
	Complete the checklist included in the CTT Evaluation Guidelines
	Take a decision: is there agreement on it? If NO, call for the substitute member and provide the substitute with the relevant forms
	Submit the evaluation form to the Service Provider CSO and file a copy to keep track of the decision process
POST EVALUATION	
	Notify the decision to the Service Provider CSO (How? To whom?)
	Keep in contact with the person in charge from the CSO (see contact form Verification Report) to verify the monitoring of the case and conclusion of the support.