

An Analytical Study on the Use of the Case In-Take Tool to Understand Gender variant Individuals' Needs, Rights, and Gaps in Service Access under Bijoyini TRC Guidance

Background

Bijoyini TRC team has been working in selected blocks of North 24 Parganas with gender-variant individuals and their family members since last 2 years. During this period, TRC members have identified several gender-variant children and adults and have strengthened their network with both community members and government stakeholders. Their continuous efforts aimed to address the challenges faced by gender-variant individuals and to create opportunities for building a protective safety net around them. This network also ensures that these individuals should not be vulnerable to trafficking or other forms of social exploitation.

After the initial phase, the TRC members began working to understand the specific needs and requirements of gender-variant children and individuals to help them become self-reliant. At the same time, efforts were made to strengthen existing government systems to ensure better inclusion and support for people of gender diversity. For that purposes Bijoyini TRC members have been implemented one structured format named Case In take Tool(CIT) to understand the specific need of specific individual so that specific plan of action can be prepared for focused outcome.

An Overview on the CIT Tool

The Case In-Take Tool (CIT) works like a systematic approach to understand the current conditions, needs, and rights access of beneficiaries engaged under the Bijoyini initiative. The tool aims to analyses identifying the services accessed, rights ensured, and existing gaps, thereby guiding stakeholders to take strategic actions for strengthening inclusion, protection, and overall well-being of the gender variant community and other vulnerable groups.

The case intake tool is a structured format designed to understand the underlying situation of a beneficiary — including their current condition, actual needs or requirements, awareness of available resources, and knowledge of procedures to access services. This tool also helps to identify the beneficiary's future plans, thereby assisting in the preparation of a specific roadmap to achieve their goals. The format was developed by an external resource person and has been implemented in the field by the Bijoyini TRC team members.

Specific Objectives of Implementing Case Intake Tool(CIT) in TRC

A) The primary objective of the Case Intake Tool is to assess and ensure the rights and entitlements of gender-variant (GV) individuals primarily under the guidance of the Bijoyini initiative and finally to make the whole process sustainable under the lead of gender variant individuals.

B) The tool is designed to document and analyze the extent to which GV individuals have been able to access their rights and available services, as well as to identify the role of stakeholders in facilitating or ensuring these rights.

C)By using CIT, the Bijoyini team aims to raise awareness among stakeholders and gender variant individuals about their responsibilities in upholding and protecting the rights of GV individuals.

D)The mapping and analysis of data collected through CIT help in identifying existing gaps in service delivery and rights realization.

The available information through the tool becomes instrumental in developing strategic interventions and action plans to address those gaps, strengthen coordination among service providers, and promote a more inclusive and supportive environment for gender-variant individuals.

Format Description:

The Case Intake Tool (CIT) format has been developed by prioritizing ten key areas of an individual's requirements. These areas include: (a) **fundamental rights** such as food, shelter, clothing, and identity documents; (b) **physical and health-related development**; (c) **emotional and mental health development**; (d) **life skills**; (e) **livelihood**; (f) **family support**; (g) **community support**; (h) **cultural and recreational opportunities**; (i) **legal aid support**; and (j) **the need for support in managing stigma and discrimination**.

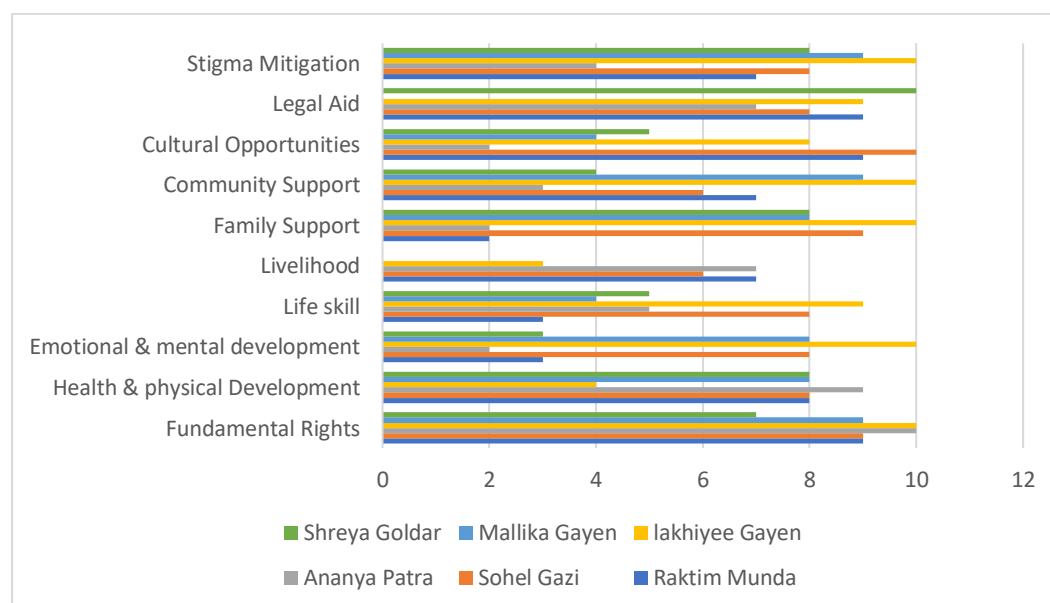
At present, the Bijoyini TRC team members are working with 15 gender-variant individuals. Among them, the Case Intake Tool has been applied on 6 individuals, and both the team and the beneficiaries have begun working collaboratively to ensure their rights are realized and protected. Bijoyini TRC team members fill out the format through one-to-one conversations with gender-variant individuals to understand their specific current conditions and identify their areas of need. At the same time, the gender-variant individuals themselves provide scores on these ten specific dimensions, which helps in prioritizing the action plan according to their individual requirements.

Findings:

In the first phase of applying the Case Intake Tool (CIT) with selected individuals, the Bijoyini TRC team members collected detailed information about each beneficiary's current situation. During this process, the gender-variant individuals also provided self-scores to help assess and prioritize their future plans of action.

Findings from 1st Phase

Areas of Assessment	Raktim Munda	Sohel Ah. Gazi	Ananya Patra	Lakhiyee Gayen	Mallika Gayen	Shreya Goldar
Fundamental Rights	9	9	10	10	9	7
Health & Physical Development	8	8	9	4	8	8
Emotional & mental health development	3	8	2	10	8	3
Life skill	3	8	5	9	4	5
Livelihood	7	6	7	3	----	----
Family Support	2	9	2	10	8	8
Community Support	7	6	3	10	9	4
Cultural & entertainment Opportunities	9	10	2	8	4	5
Legal Aid	9	8	7	9	----	10
Stigma Mitigation	7	8	4	10	9	8



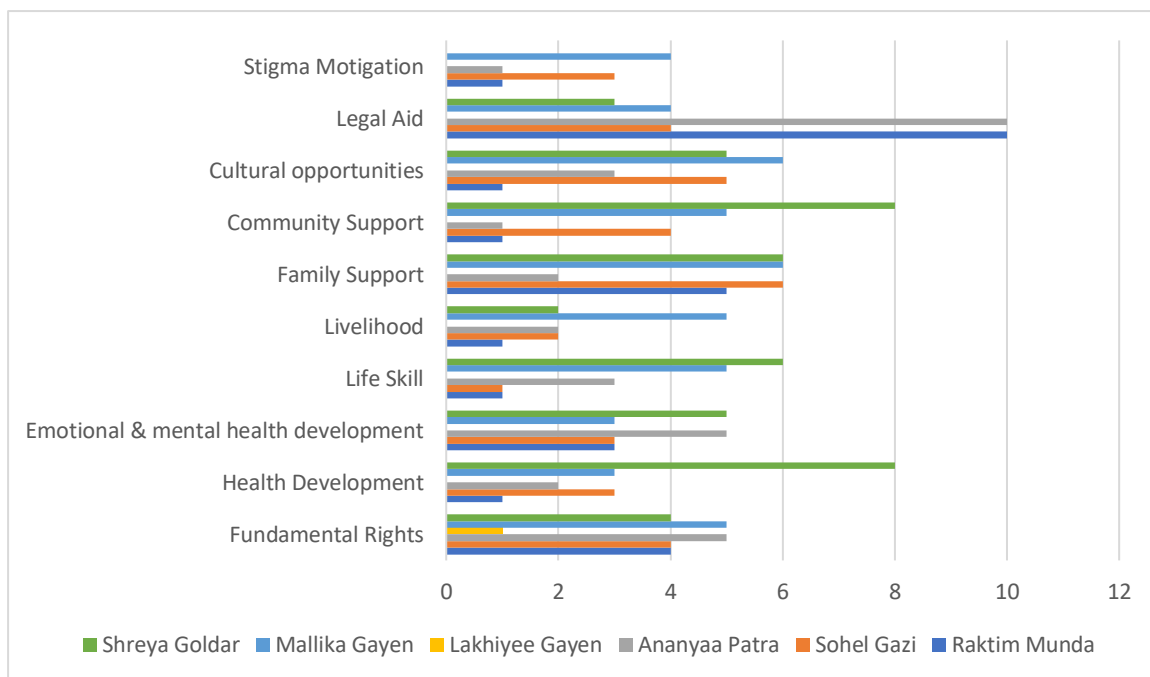
Interpretation

In this initial phase, most team members, along with the gender-variant individuals, recorded relatively high scores regarding their present conditions. This indicates that the individuals are not living in a highly deprived situation. However, lower scores were observed in the area of emotional and mental health-related development, highlighting it as a key area requiring focused attention and support.

This suggests that the individuals are able to recognize their need for emotional and psychological support. However, it also indicates that they have limited awareness about their fundamental rights and other essential requirements. This lack of awareness may be due to inadequate communication, limited exposure, or insufficient sensitization regarding their rights and available support systems.

Findings from 2nd Phase

Areas of Assessment	Raktim Munda	Sohel Ah. Gazi	Ananya Patra	Lakhiyee Gayen	Mallika Gayen	Shreya Goldar
Fundamental Rights	4	4	5	1	5	4
Health & Physical Development	1	3	2	---	3	8
Emotional & mental health development	3	3	5	----	3	5
Life skill	1	1	3	---	5	6
Livelihood	1	2	2	---	5	2
Family Support	5	6	2	---	6	6
Community Support	1	4	1	---	5	8
Cultural & entertainment Opportunities	1	5	3	---	6	5
Legal Aid	10	4	10	---	4	3
Stigma Mitigation	1	3	1	---	4	2



Interpretation

Each color represents one beneficiary, allowing easy comparison of individual scores on areas such as Fundamental Rights, Health, Livelihood, and Legal Aid.

It has been seen that Mallika Gayen and Shreya Goldar generally scored higher across most dimensions. And Lakhiyee Gayen has lower scores overall, indicating greater need for support. Legal Aid stands out as a strong area for multiple gender variant individuals while Stigma Mitigation and Livelihood tend to have lower scores overall. Legal Aid has the highest average score, indicating strong awareness or support in this area. Family Support and Emotional & Mental Development also show moderate strength.

The information captured through the Case In-Take Tool shows a clear difference between the first and second phases. In the first phase, the gender variant individuals were not able to accurately assess their present condition and therefore gave higher scores to most dimensions. However, in the second phase, the same individuals gave comparatively lower scores. This change suggests that continuous engagement and regular interventions by the Bijoyini TRC team with the gender variant individuals and their family members have significantly improved their awareness level. They are now more conscious of their rights, better able to recognize their current situation, and can realistically assess their strengths and areas of vulnerability.

Case Specific Work Plan

Based on the findings from the first phase of the Case In-Take Tool (CIT), the Bijoyini TRC team members, together with the gender-variant individuals, prioritized a few key dimensions according to their specific needs and requirements. Both parties then began working collaboratively to address these needs and ensure meaningful progress.

The case-specific work plans and results are presented below:

Case: Raktim Munda

Dimension 1: Emotional & Mental Health Well-being

Regular communication and counseling sessions were conducted to understand and address the emotional outbursts of the gender-variant adolescent. Continuous engagement helped him express his feelings openly and process his experiences related to gender identity.

Result:

The adolescent is now emotionally stable, confident, and comfortable with his gender identity. Earlier, he used to isolate himself from his family, but now he communicates freely with them and shares his thoughts and ideas without hesitation.

Dimension 2: Life Skills

The Bijoyini TRC team members identified several challenges affecting Raktim Munda's academic performance. To support his learning, the team arranged a home tutor who could help him overcome his study-related difficulties. Simultaneously, the TRC team conducted regular home visits and follow-ups with Raktim and his family members to motivate him and encourage consistent study habits.

Result:

The gender-variant individual is now more attentive to his responsibilities and has developed a positive attitude toward his studies. He has started studying diligently and with renewed enthusiasm.

Dimension 3: Family Support

The Bijoyini TRC team members observed that Raktim's family was struggling to accept his gender identity, which negatively affected their interpersonal relationships. His parents often misinterpreted his behavior and emotional responses. To address this, the TRC team conducted regular home visits and phone calls to sensitize both the family and community members about gender identity and acceptance.

Result:

The relationship between Raktim and his parents has significantly improved. His family members are now more understanding and empathetic toward his feelings. They are actively listening to him and making efforts to create a safe, peaceful, and supportive home environment that contributes to his overall well-being.

Case: Sohel Ahmed Gazi**Dimension 1: Fundamental Rights (Identification Documents)**

The Bijoyini TRC team members, together with the gender-variant individual, identified the need to obtain essential identification documents such as a PAN Card and a Transgender Identity Card. Based on this requirement, the TRC team provided detailed guidance, information, and necessary references to help him navigate the documentation process. Continuous communication and follow-up support were provided to ensure that all required forms and documents were submitted correctly to the respective authorities.

Result:

The gender-variant individual successfully obtained his PAN Card and received an email from the District Magistrate's (DM) Office regarding document verification for the Transgender Identity Card. With the active support of the Bijoyini TRC team, he visited the DM Office at Barasat and completed the verification process. It has been informed that he will receive his Transgender Identity Card within a month. The TRC team continues to conduct follow-up sessions with him to build his confidence and empower him to independently access such rights and services in the future.

Case: Ananya Patra**Dimension 1: Emotional & Mental Health Well-being**

The gender-variant adolescent initially felt insecure and isolated due to her gender identity. To provide emotional support, the Bijoyini TRC team conducted several home visits and maintained regular follow-up with her and her family members. The team shared motivational stories to help her overcome her insecurities and encouraged her to express her feelings openly. They also informed her about counseling support through the Anwesha counselor.

Result:

The adolescent is now emotionally stable, confident, and feels more secure. She expressed that being able to share her thoughts with her family and TRC members has made her feel supported and safe.

Dimension 2: Life Skills

The gender-variant adolescent showed a strong interest in learning painting. Responding to her aspiration, the Bijoyini TRC team connected her with a drawing teacher to nurture her creativity.

Result:

She has begun learning painting and is enthusiastic about developing her artistic skills. Although she has limited time for art due to her studies, the TRC team observed her strong sense of responsibility and effective time management qualities that will help her to pursue her hobby in the future.

Dimension 3: Family Support

Initially, the adolescent was isolated from her family due to her gender identity crisis. Her parents were not aware about the confusion and emotional struggles faced by gender-variant individual. Over the past one and a half years, the Bijoyini TRC team conducted regular follow-up visits and discussions with the family to help them understand the adolescent's feelings and insecurities.

Result:

The parents and other family members have become more empathetic and supportive. They now care for the adolescent with understanding and encouragement, fostering a positive and accepting home environment.

Case: Lakhiyee Gayen**Dimension 1: Physical Health and Well-being**

The Bijoyini TRC team members, along with the gender-variant individual, identified an urgent need for medical treatment as she was suffering from chronic health issues. Due to her isolation from family members, she had become demotivated and irregular in seeking medical care. The TRC team sensitized her about the seriousness of her condition and explained how neglecting her health could worsen her illness and even lead to immobility. Through continuous communication and emotional support, the team helped her understand the importance of regular treatment. Additionally, TRC members accompanied her to the hospital to ensure she received the necessary medical attention.

Result:

The gender-variant individual is now taking active responsibility for her health and attending regular medical check-ups. She also maintains consistent communication with the TRC team for guidance and motivation.

Dimension 2: Livelihood and Financial Empowerment

As the gender-variant individual is an adult, she expressed her need for financial independence and sustainable livelihood opportunities. Taking this into consideration, the Bijoyini TRC team collaborated with her to identify and explore suitable employment options within the community.

Result:

The TRC team facilitated her connection with the PRI Pradhan and other local stakeholders to explore potential employment opportunities. Engaging with community representatives for livelihood and financial empowerment has motivated the gender-variant individual to maintain her physical well-being and adopt a more positive outlook toward life.

Case: Mallika Gayen

Dimension 1: Life Skills

Both the Bijoyini TRC team members and the gender-variant adolescent identified the need for skill-building opportunities. The adolescent demonstrated a strong interest and talent in sports, particularly football, and expressed her desire to pursue it professionally as her future livelihood option. Responding to her aspiration, the TRC team facilitated her connection with a local football academy to receive professional coaching and structured training.

Result:

The gender-variant adolescent is now receiving professional coaching and also participating in her school football team under the guidance of her sports teacher. This coaching support has not only boosted her confidence and enthusiasm but also empowered her to embrace her gender identity with pride. She has learned to ignore bullying and negative behavior from others, focusing instead on her goals and personal growth.

Case: Shreya Goldar

Dimension 1: Fundamental Rights (Caste Certificate)

The gender-variant adolescent and her family prioritized obtaining a caste certificate, recognizing its importance in accessing various government support schemes. As no member of the family previously possessed this document, they faced difficulties in availing government services. The Bijoyini TRC members supported the family by providing detailed information about the caste certificate and facilitating communication with relevant government stakeholders for guidance.

Result:

The gender-variant adolescent and her parents have initiated the application process with guidance from TRC members. The team continues to assist them in compiling and submitting the necessary documents to the concerned authorities.

Dimension 2: Emotional and Mental Health Well-being

The gender-variant adolescent initially experienced insecurity and confusion due to her gender identity crisis. To support her, Bijoyini TRC members conducted regular phone calls and home visits, providing reassurance and sharing experiences to help her cope with her emotions.

Result:

The adolescent is now emotionally stable and confident. She expressed that open communication with her family and continuous support from TRC members have significantly helped her understand and accept her identity.

Dimension 3: Livelihood

The gender-variant adolescent has a strong interest in sports and expressed her willingness to take professional cricket coaching. Based on her requirement, Bijoyini TRC members explored available coaching institutes and shared relevant information with her.

Result:

The adolescent conveyed that, as a student of Class X, she wishes to prioritize her studies at present and plans to enroll in cricket coaching after completing her board examinations. TRC members observed her maturity, determination, and resilience in making thoughtful decisions about her future.

Key Highlights from the Case In-Take Tool (CIT) Implementation**1. Enhanced Emotional Stability:**

Continuous counseling, home visits, and follow-ups by Bijoyini TRC members have significantly improved the emotional and mental well-being of gender-variant adolescents. Most individuals have become more confident and comfortable with their gender identity.

2. Strengthened Family Relationships:

Regular sensitization and dialogue sessions through CIT process with family members have reduced misunderstandings and improved parent–child communication. Families are now more empathetic and supportive toward their gender-variant children.

3. Improved Awareness of Rights:

The process helped individuals and their family members identify their fundamental rights and available government entitlements such as ID cards, caste certificates, and access to legal and health services.

4. Progress in Life Skills and Education:

Through case specific personalized support like connecting tutors, arranging skill-building opportunities, and encouraging hobbies (painting, sports, etc.), adolescents are showing better focus on education and personal growth.

5. Livelihood and Financial Empowerment:

Adult gender-variant individuals are being linked to employment opportunities through coordination with Panchayat and local stakeholders, supporting both financial stability and community inclusion.

7. Community and Stakeholder Engagement:

In cases where gender variant individuals are seeking support from government stakeholders, through advocacy and awareness initiatives, Bijoyini TRC has strengthened linkages with community leaders and local government systems, creating a safer and more inclusive environment for gender-variant individuals. This kind of engagements also help gender variant individuals to speak up for their requirements.

8. Positive Behavioral Changes:

Most importantly, comparison between the first and second phases of CIT indicates that gender-variant individuals now have a clearer understanding of their needs, rights, and future goals which indicates sustainability of the whole CIT process.

Conclusion

The application of the Case In-Take Tool (CIT) by Bijoyini TRC has proven to be an effective method to understand the present conditions, needs, and aspirations of gender-variant individuals. The structured approach of the tool enabled both the TRC members and the gender variant individuals to jointly identify priority areas for intervention, including emotional well-being, family support, livelihood, education, and access to rights and entitlements.

Overall, the CIT process not only helped in individual case management but also strengthened the broader network of support around gender-variant individuals. The experience reaffirms that empowerment and inclusion are achievable through consistent engagement, awareness, and coordinated action between individuals, families, and systems.



