

## **Understanding Case Management systems**

Core principles and practices

Starting shortly, please wait!

#### **BeDataDriven Mission**



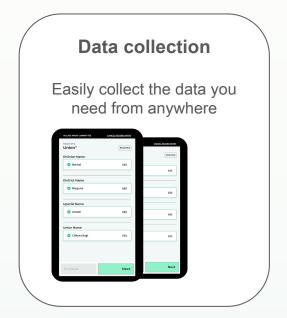
Provide the UN and NGOs with a standard, easy-to-use and comprehensive data management platform so that as many organizations as possible can become data-driven to achieve better outcomes for rights holders worldwide.

BeDataDriven pursues this mission by building and helping organizations implement ActivityInfo.



#### **ActivityInfo**

#### An end-to-end solution for M&E data management

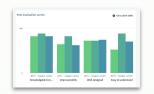








#### ActivityInfo is your **integrated** solution for managing your data across the data lifecycle.



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Measures	Northern F.O.	Southern Fo
Number of families who benefited from NPs	13938	1118
Number of women who benefited from NMs	8947	1781
Number of men who benefited from NFIs	6627	1789
Number of IDP sites	20	2
Number of assessments		
Number of distributions	27	2



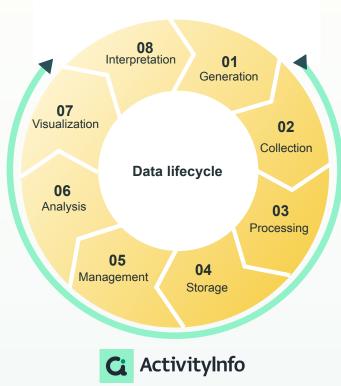








Diagram adapted from Harvard Business Review



### **ActivityInfo Users**































## Meet your presenter



Firas El Kurdi
Implementation Specialist

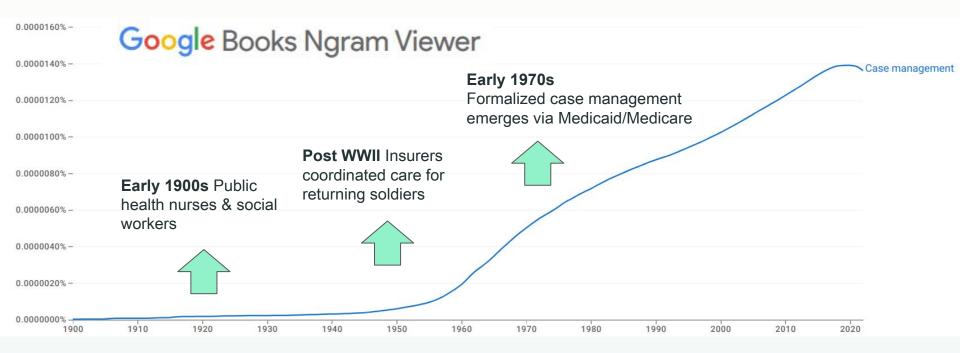


## **Outline**

- Foundations of Case Management
  - Definition, importance, and scope
  - Common use cases across sectors
- The Case Management Process
  - Intake & assessment
  - Action & follow-up
- Upholding ethical standards
  - Do No Harm & Professional conduct
  - Documentation

Foundations of Case Management

#### **A Historical Perspective**

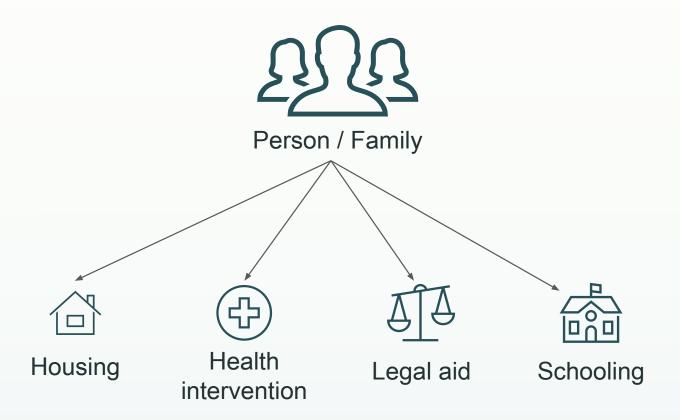




# Definition, importance, and scope



#### What is Case Management?



### What is Case Management?

01	Case Management is a	<ul> <li>Method of organizing and delivering work to to meet individual &amp; family needs</li> <li>Repetitive, formal, multi-stage process for every case</li> </ul>
02	It is <b>NOT</b> a	<ul><li>Single Service</li><li>Type of program or intervention</li><li>Easy &amp; fast solution</li></ul>
03	The <b>goals</b> are	<ul><li>Empowerment to achieve goals</li><li>Improvement of overall well-being</li></ul>



# Common use cases or pathways across sectors



#### **Common Use Cases**



- 1. Support for refugees
- 2. Internally displaced persons
- 3. Survivors of trafficking or disaster
- 4. Survivors of gender-based violence (GBV)



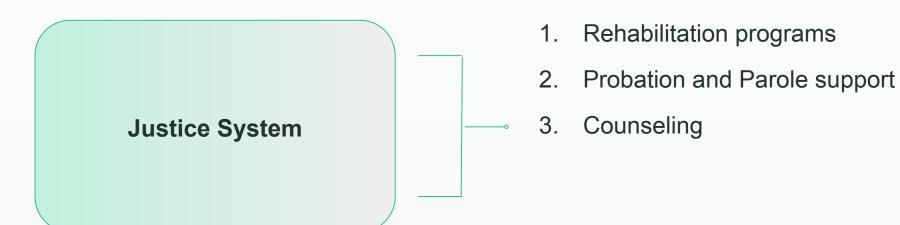
#### **Common Use Cases**

Social & Health Services

- 1. Child protection
- 2. Support for the elderly
- 3. Disability Services
- 4. Severe mental health conditions
- 5. Chronic Illnesses



#### **Common Use Cases**





## The Case Management Process

### **Case Management Process**





# Intake & assessment



#### **Case Management Process**





#### 1-Case Identification

**Definition:** The process of identifying or screening people who have been harmed or are at risk, and formally registering them in the case management system.

Among the sources through which we may be able to Identify cases or receive referrals:



Self-Referrals

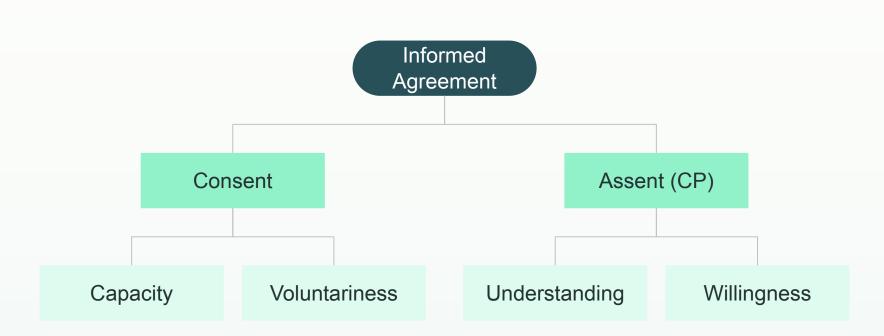


CSOs, NGOs & Other Humanitarian Organizations Health Services, Hospitals & Educational Services (CP)

Juridical Authorities

#### 1-Case Identification

Informed Agreement





#### **Case Management Process**





#### 2-Case Assessment

**Definition:** Assessment is the process of gathering and analyzing information to determine a case's or household's needs and to make care decisions. It includes Identifying risks and threats affecting adults, children, families, and local communities.



**Note:** The assessment is an ongoing process as an individual's circumstances can change during case management and new issues can arise



Living Conditions & Shelter



• Water, Sanitation & Hygiene



Food & Nutrition



Health (Physical & Mental)



Safety, Protection & Legal Status



Children & Education

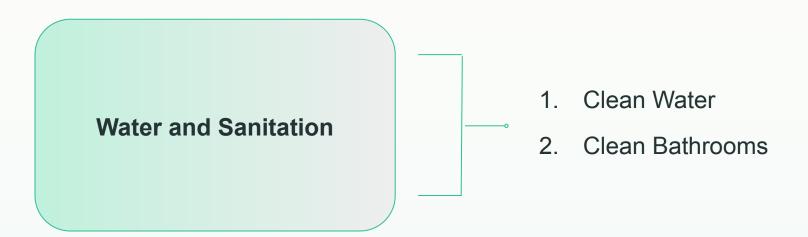


Livelihoods & Economic Security

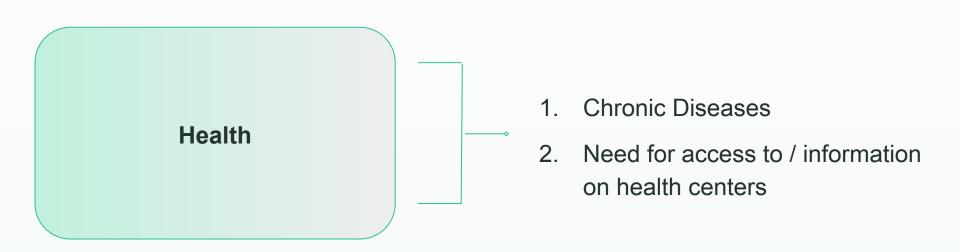


And More...

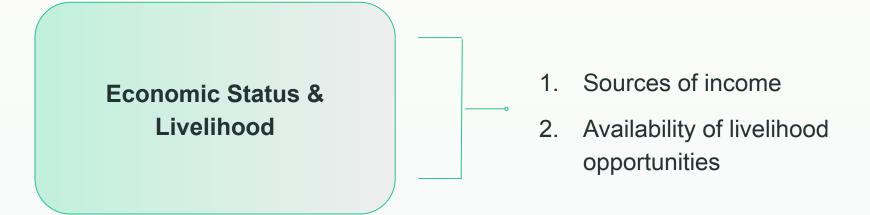




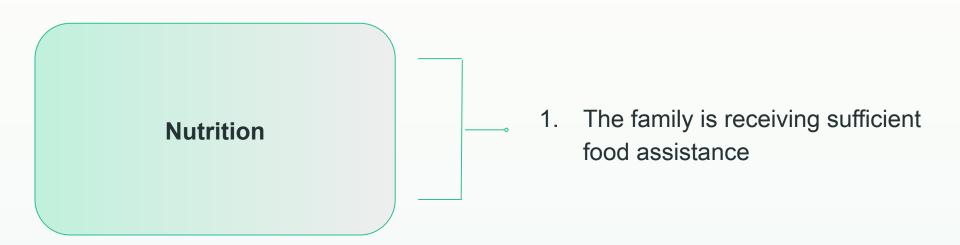










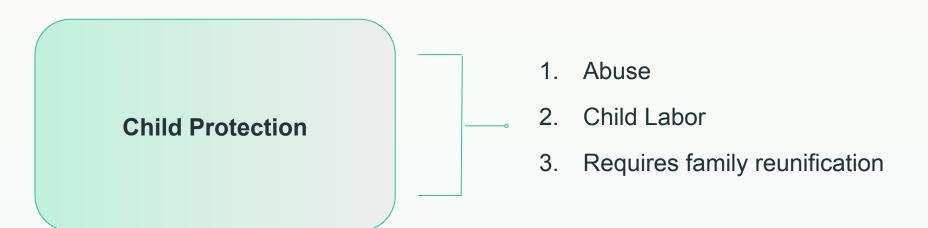




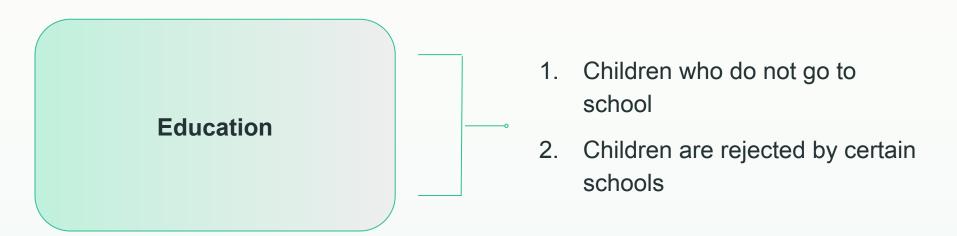


- 1. Status of the legal documents of the family
- Whether newborns are registered
- Whether they have legal identifications (Birth/marriage certificates)



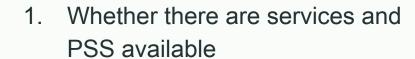








Gender-based violence (GBV)



2. Whether family can access support





- Camps are safe and sheltered from harm
- Camps receive any humanitarian assistance



#### 2-Case Assessment

Risk Assessment Follow-up Timeframes

Follow-up within 48 hours

Follow-up within 3–5 days

Follow-up within 10 days

## Emergency / High Risks:

Imminent danger to personal safety; requires immediate intervention.

## **Urgent / Moderate Risks**:

Possible risk to personal safety; requires urgent/prompt intervention.

#### Low Risks:

Low likelihood of risk to personal safety; intervention may be needed for specific needs.



# Action & follow-up



# **Case Management Process**





# **3-Case Planning**

**Definition:** Case (action) planning is a step-by-step process where the case worker and the individual jointly identify and connect to needed services in a safe, supportive manner.

It is a **collaborative effort** to select interventions that address the individual's needs and to discuss the pros and cons of each action and referral.

To do this well, the case worker must know:

- The services available in the community
- Their quality
- The staffing levels.



# **3-Case Planning**

How to Develop a Case Action Plan

01 Summary & Check in

Needs

Safety Planning

Referrals & Accompaniment

Follow-up



Supervision

# **Case Management Process**





**Definition:** A referral is the process of linking an individual with the service they need such as linking them with financial, healthcare or other services.

This is done through agreed-upon procedures and processes.



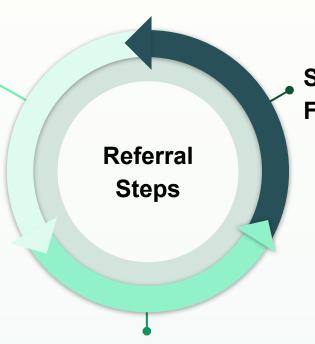
#### **Objectives:**

- Coordinate the provision of services and facilitate access by individuals and families.
- Enhance timely access to quality services.
- Help ensure the active participation of the beneficiaries in defining their needs and best options available to meet those needs.



#### **Step 1: Assess Needs**

- Complete home assessment
- Identify services and determine referral need



Step 3: Refer & Follow-Up

- Make and document the referral
- Conduct follow-up

**Step 2: Engage & Consent** 

- Discuss options with the beneficiary
- Ensure informed consent for referral



Agreeing on cooperation with other organizations

One responsibility of case managers is to contact other organizations and **build effective working relationships**. This can be done by:



- Contact other organizations
- Explain needs and services required

- Ask how they prefer to receive referrals
- Agree on referral method



#### Referral guidelines

- 1. Apply protection principles to the referral process:
  - a. Safeguard individuals' safety and dignity.
  - b. Avoid causing harm.
  - c. Confidential handling of information.
  - d. Show respect at all times.
- 2. Prioritizing the safety and security of individuals in all phases of the referral process
  - a. The case manager **should never** pressure or oblige survivors to report or to seek additional services if they choose not to.
  - b. Every person under the age of 18 should be accompanied by an adult



Situation which **do not require** any type of referrals:

01

Accessing services without assistance

02

Already receiving the service

03

Service unavailable locally



At the end we should remember the following basic points:

- Make referrals only after ensuring they will not cause harm to either the beneficiary or the case manager.
- Do not share unnecessary information with anyone not directly involved in the referral.
- Obtain the beneficiary's approval beforehand.
- The goal of referral is not to increase numbers, but to ensure individuals receive the maximum appropriate support and benefit.



# **Case Management Process**





**Definition:** A referral is the process of linking an individual with the service they need such as linking them with financial, healthcare or other services.

This is done through agreed-upon procedures and processes.



#### **Objectives:**

- Verify the service was received.
- Confirm the beneficiary is satisfied with the service.
- Identify any new or ongoing needs.
  - Seek additional services, if new needs have emerged.



The importance of case follow up

1

To ensure that Beneficiaries' needs were met through referral.

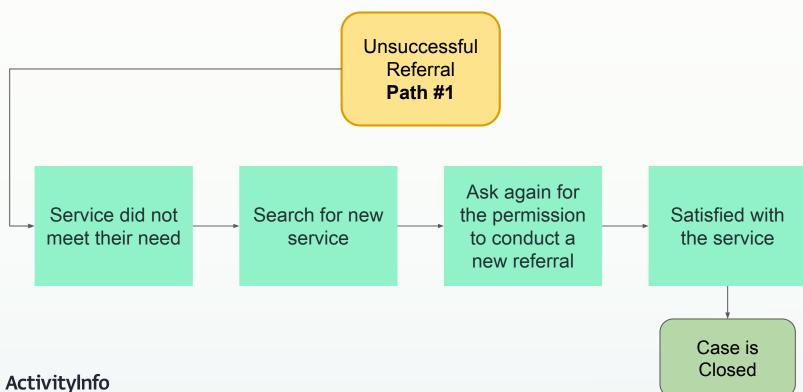
2

To take other measures in case the services they were referred to did not meet their needs.

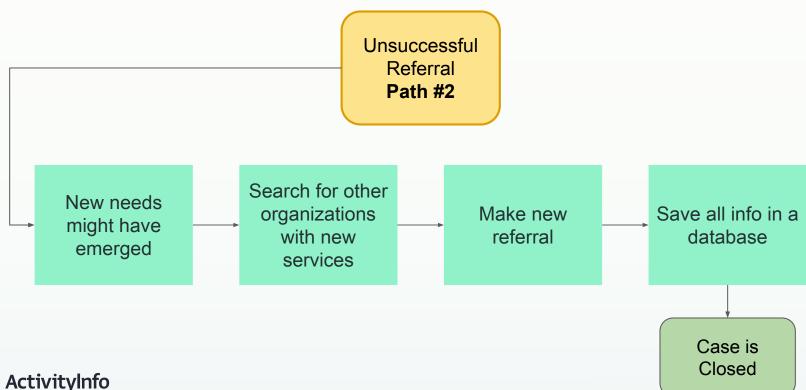
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Avoid increasing risk factors.

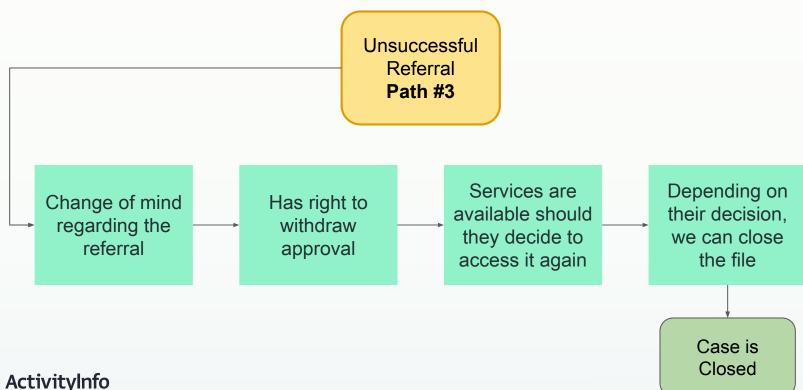
















- Involve beneficiaries in decision-making for their cases.
- Maintain regular follow-up to assess referral outcomes and need for further services.
- During follow-up, evaluate any recent risk factors.
  - o If risks are present, take urgent measures to prevent harm.
- For complex cases, ensure collaboration among multiple organizations on follow-up and information sharing.



# **Case Management Process**





#### 6-Case Closure

**Definition:** Case closure is the final step in case management, though it may not be the last contact with the individual. The process can be **paused**, **transferred**, **or resumed** as needs change over time.



**Note:** We must recognize when our involvement is complete, when action plan goals are met, risks are reduced, and protective factors are strengthened. At that point, close the case and end case management safely and supportively.



#### **6-Case Closure**

Case Closure includes





### **6-Case Closure**

When should a case be closed?

<b>/</b>	Needs met and supports in place	<ul> <li>Follow-up discussion</li> <li>Review final plan/goals</li> <li>Explain closure + re-entry option</li> </ul>
<b>\</b>	Individual (or caregiver) request closure	<ul><li>Respect choice</li><li>For children: consider best interests</li></ul>
<b>/</b>	Contact lost or transfer	<ul> <li>Left/relocated → refer/hand-over</li> <li>No contact ≥30 days or death</li> </ul>



# Upholding ethical standards

# Do No Harm & Confidentiality



## Do No Harm

**Definition:** The concept of do no harm aims at making the humanitarian aid programs and their deliveries harmless to individual's safety and dignity and ensure they do not support the conflicts of affected community, even if unintentionally.

The following question should always be asked:

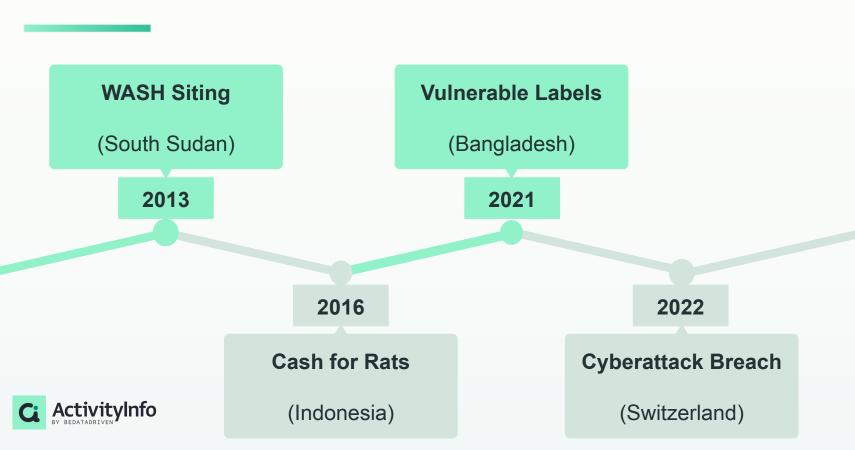


Can good intentions end up causing more harm than help to the individual?



# Do No Harm

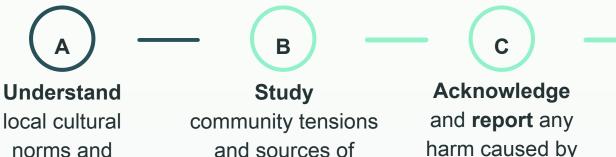
When "Do No Harm" Fails: Real Cases



#### **Professional Conduct**

Humanitarian programs must continually check themselves to ensure they are not producing the opposite effect by exposing people to new risks or prolonging existing ones.

#### To avoid harm we must:



vulnerability or

marginalization



values

Sometimes the correct decision is **NOT** providing assistance

the organization



Correct

harm and

**prevent** repeat

mistakes

# Confidentiality

**Definition:** Confidentiality is defined as protecting the beneficiary's personal information and not disclosing it to anyone else, including your colleagues at work, friends, and family members.

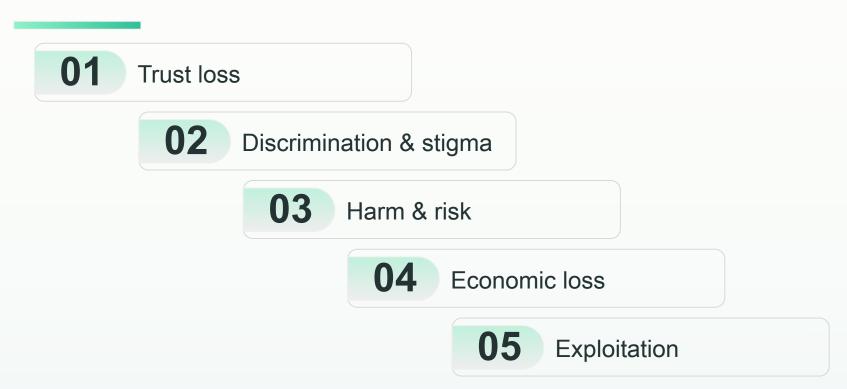
What are personally identifiable information?

- Basic identifiers (name, date of birth, age, sex, address)
- Household details and head of household information
- Financial information
- Health and care information (medical history & personal care issues)
- Plans and assessments (personal future plans & evaluations/reports)
- Sensitive personal data (personal views, sexual information, & mental health information)



# Confidentiality

Outcomes to breaching confidentiality





# Confidentiality

When is "breaching" confidentiality acceptable?



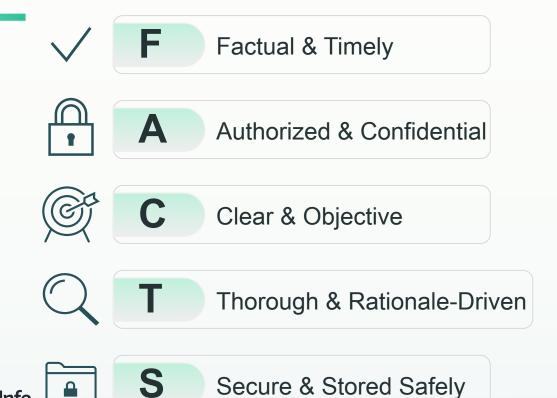


# **Documentation**



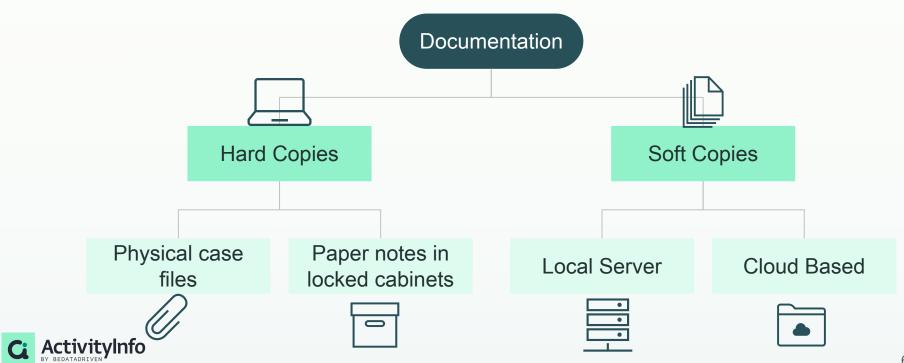
#### **Documentation**

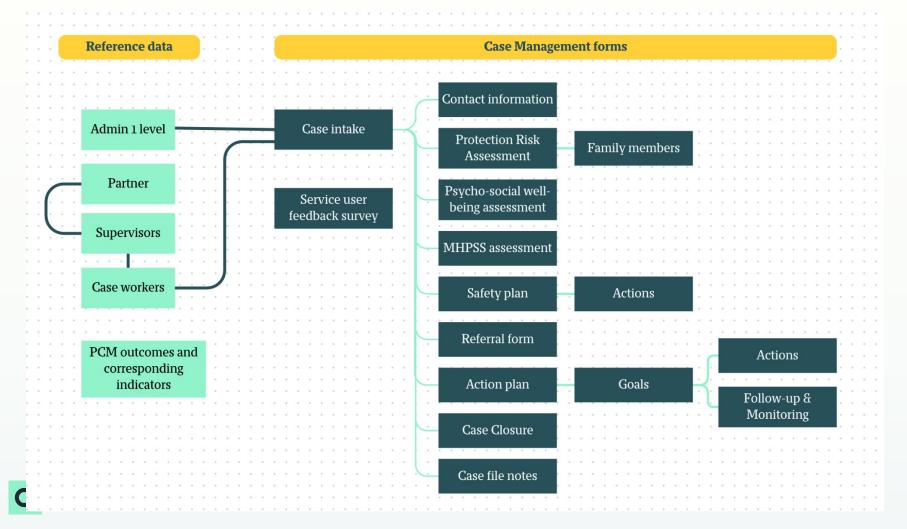
Documenting with Care: The **F.A.C.T.S.** 



#### **Documentation**

Documenting with Care: The **F.A.C.T.S.** 





# The Heart of Case Management

#### Key Takeaways

A Process, Not a Program: The coordinating framework.

Ethics are Non-Negotiable: Do No Harm & Confidentiality.

The Beneficiary is the Expert: Your role is to empower.

It's a Cycle, Not a Line: Be prepared to adapt.



# Questions?

#### Follow us:

LinkedIn page: <a href="https://www.linkedin.com/showcase/activityinfo/">https://www.linkedin.com/showcase/activityinfo/</a>

LinkedIn group: https://www.linkedin.com/groups/5098257/



#### Resources

- History of Case Management (cmsadetroit.org)
- Your Guide to Protection Case Management by IRC (UNHCR.org)
- Sophisticated cyber-attack targets Red Cross Red Crescent data on 500,000 people
   (ICRC.org)
- <u>Tearfund WASH service delivery in South Sudan (ODI.org)</u>
- Cash for rats: on the hunt with Jakarta's rodent eradication movement (theguardian.com)
- Making vulnerability analysis useful for humanitarian response: lessons from Somalia and Ukraine (ODI.org)

