

LEARNING MORE ABOUT CASE MANAGEMENT

Case Management as a function of the Child Protection Mechanism

MDRTS strives to develop or support a mechanism for child protection system in your target areas.

Child protection mechanisms (esp. those that address trafficking) must be able to manage cases. As the systems are still in the developing process, you must be able to provide assistance in case management to respond to actual cases until the time that the child protection systems are able to manage this independently.

What is a case management?

A “case” in the context we are working on, is a person or a group of persons whom we assisting for problem solving.

“Case management” is the process of facilitating the helping process for one case – a child, siblings, family, or one group- until the problem situation is better or is resolved.

Children we work with:

- ◆ Trafficked children
- ◆ Returnees (both by voluntary or through other channels)
- ◆ Vulnerable cross-border or in-country migrants (those who are alone, migrating without parents or those who are undocumented, those who are in exploited situation—fisheries, plantation, domestic workers, selling drug-, and those who come from families with multiple problems)
- ◆ Young girls in forced marriage conditions
- ◆ Stateless children
- ◆ Group of vulnerable children in the place of origin who are vulnerable to be trafficked.

Steps in case management:

- 1) Initial contact – knowing about the person/s, establishing rapport, accomplishing the intake form (starting the record of the child)
- 2) Assessment – of the situation of the person/s, identifying the main problems, urgent areas for action, preferably together with the person/s, setting the objectives

- 3) Planning- plotting the courses of action, with time frames, persons/agencies involved, etc.
- 4) Implementation – doing what needs to be done
- 5) Evaluate/assess
- 6) Follow up and monitoring
- 7) Closing the case

Documentation is done for all these stages. There must be participation of the person/s being helped throughout the process.

We must record:

- ◆ Key information
- ◆ Key decisions and actions
- ◆ Outcome of the case
- ◆ We must keep this information confidentially and securely
- ◆ We must have a way of deciding when a case is open/closed

Interventions/actions to consider when we manage the cases of vulnerable and trafficked children

- ◆ Safe place to stay
- ◆ Health, nutrition, medical needs
- ◆ Personal needs
- ◆ Emotional and social support for the child ; psychological help
- ◆ Rescue
- ◆ Protection/Recovery
- ◆ Return to family/community/ alternative living arrangements (short term and long term)
- ◆ Follow-up and monitoring

- ◆ Referrals

Roles of a case manager

- ◆ Resource provider
- ◆ Networker (or social broker)
- ◆ Mediator (or peace maker)
- ◆ Advocate (including using the law)
- ◆ Enabler/facilitator/catalyst for change
- ◆ Counsellor
- ◆ Documentor

Core principles

- ◆ Do no harm
- ◆ Participation. A child is not an object. He/She must participate in every process that affect his/her life
- ◆ Best interest of the child in decisions and actions taken
- ◆ Non discrimination
- ◆ Rights of the children are indivisible – protection, survival, development, participation
- ◆ Objectivity
- ◆ Privacy and confidentiality
- ◆ Child Protection Policy – accountability of the organisation
- ◆ Working as a team

Who determines what is for the best interest of the victim?

- ◆ The victim

- ◆ Care givers/parents for minors
- ◆ Service providers
- ◆ (multi-disciplinary team)
- ◆ Victim advocates

Actions that serve the best interest of the victim:

- ◆ Restores sense of dignity
- ◆ Strives to promote indivisibility of human rights
- ◆ Decreases sense of powerlessness
- ◆ Away from a situation of exploitation and abuse
- ◆ Brings them to a situation of safety and opportunity to develop their human potentials
- ◆ Supports physical and emotional recovery
- ◆ Leads towards self reliance, self determination, sense of well-being
- ◆ Restores sense of being a member of a family or community

Ways to Listen to Victims' Perspectives in Case Management

- direct talks between the case worker with the victims
- group activities with the victims
- observation on the victim's daily life
- family tracing and family assessment
- case review processes

Case Management

We are still learning about this...

- Your insights? Reflections?
- Apprehensions?

- Inspirations?

Social Work and Case Management

Social Work – helping profession

The goal of social work or the goal of helping is to help a person or a group of persons regain their full capacity to function socially and independently and to have the opportunity to develop their full potentials.

Social Work approaches include:

1. Individual case management
2. Group case work/Family case work
3. Community organizing

Given the nature of child protection problems, child protection committees and other agencies develop capacities to manage individual and group case work.

Basic Steps in Case Management

Client- is the person or persons being helped

Your group must be clear on who is the Case Manager – the person responsible to ensure that you are able to effectively help the persons; and other Case Workers, as well as cooperating individuals/agencies. The Case Manager is the one handling the files of this case.

Step 1 : Initial Contact with the Client

- This is the Social Worker's first meeting with the Client.
- She gets basic information about the Client (e.g. name, education, residence, parents)

Step 2 : Assessment

This involves working with the Client to understand the nature of the Client's problem.

This entails looking at the history of problem, the current situation of the client

It also includes assessing the strengths of the Client and the resources in the environment that could be tapped to handle this case

Step 3: Planning

Key considerations in planning actions for abused and exploited children

Immediate actions:

- rescue
- medical attention
- safe place, food, clothing
- emotional support/family and people they know/social worker or care giver
- evidence is important so need to balance this with family sensitivity
- secondary victims – family

Medium term and longer term actions

- healing and recovery is a long process but need not always be complicated
- responding to trauma requires gradual approach, it helps to have professional advise and support for the care givers in helping the victim cope with and overcome trauma.
- reintegration
- legal recourse

Together, the Case Manager and the Client develop a Case Plan:

- Set goals that are consistent with the rights framework-
Action plans (list of tasks) must be realistic, specific and measurable enough
- They identify formal and informal supports for the client that can help in achieving the goals.

Action Plans –

Objective, activities, persons responsible, timeframe

Step 4 : Implementation of Case Plan & Monitoring / Follow Up

- The Case Manager/Worker provides direct service (e.g. counseling, skills building & relief)
- Referrals - the Case Manager links the Client with the needed services (e.g. referrals, case conferences)
- The Case Manager monitors how the services are delivered to respond the client's need.
- The Case Manager follows up the Client to make sure that he/she is progressing towards the goal and that progress on the case plan is maintained.
- The Case Manager checks to see if there are any new problems and that these are responded to in appropriate way.
- Ensure that the Clients are active participants in the implementation of the plan and that capacity of the Client/s are strengthened in the process.
- Staff working directly with children must have skills to talk with and work with children/young children

Step 5: Evaluation

- The Case Manager evaluates with the Client if the services agreed on were effective in solving the problems and in achieving the goals set in the Case Plan.
- If necessary, the Case Manager and Client can develop a new case plan.

Step 6: Termination

- Following the evaluation, if the goals have been met and there are no new problems, the helping relationship is terminated.
- The Case Manager informs the Client of the new relationship and the conditions under which they may be accepted again for assistance.

Other conditions that cases are closed or terminated:

- a. Clients refuse to be helped anymore
- b. Clients become inaccessible.

Principles and Standards of Case Management

1. Do no harm
2. 4 principles of the UN CRC
 - survival & development
 - participation/right to be heard
 - best interests of the child
 - non-discrimination
3. Child as a rights-holder/social actor – not object to be protected
4. Child Protection Policy
5. Objectivity – not subjective or judgmental
6. Protecting the identity and privacy of the child
7. Confidentiality of the information on children

Some of the skills required

1. Ability to collect and analyse information
2. Interviewing skills (open-ended questions etc.)
3. Ability to really listen (& listen with understanding)
4. Observing
5. Clear recording
6. Confidentiality
7. Ability to refer and coordinate with other agencies
8. Time management & mutual support