

Compendium of Case Management Tools and Resources

Global Social Service Workforce Alliance

Case Management Interest Group

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1st Edition

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PREFACE

This Compendium of Case Management Tools and Resources represents the work of the Global Social Service Workforce Alliance (Alliance) Case Management Interest Group (CMIG). As a global network, we support the work of the task-focused and result-oriented interest groups of the Alliance members concentrated specific thematic areas.

Given increasing interest among Alliance members on the topic of case management and the social service workforce and a growing number of resources in this field, the Alliance has established and supported the work of the Case Management Interest Group (CMIG) and its two subgroups on Concepts and Principles of Case Management and on Case Management Tools and Resources. The former group prepared the document Core Concepts and Principles of Effective Case Management: Approaches for the Social Service Workforce. The latter sub-group has reviewed extensive case management tools and resources and assembled a collection of those most useful to the Alliance membership. The resources gathered in this compendium reflect the core case management concepts and principles identified by the CMIG and are meant to resonate across different regions and have global applicability, representing practices from humanitarian and development perspectives. They should be useful to audiences of various workforce levels and organizations.

This compendium is not intended to be a comprehensive source of all tools and resources relating to the case management. The open source documents shared by the authors and included in the Compendium with the permission of different organizations are published between 2009-2017. We should note that even given the extensive work on collecting and screening these resources, this Compendium is in its first edition. Its continued improvement relies on each of you who will share additional relevant documents, use the tools included in the Compendium or adapt them for their own use. Our hope is that you will let us know ways in which it can become more relevant and more applicable across different contexts.

ACKNOWLEDGEMENTS

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We are sincerely appreciative of the review group members who were especially generous and helpful in the review of the resources and the provision of recommendations for the Compendium: Aften Beeler, Beth Bradford, Severine Chevrel, Sarah Neville, Natia Partskhaladze.

The Alliance would like to thank the following members of the sub-group who provided valuable input into to the development of the Compendium: Dawn Bowes, Jane Calder, Alex Collins, Colleen Fitzgerald, Jennifer Kaberi, Sarah Lim, Francesca Stuer and Nino Tchitanava. In addition, we thank the more than 50 members of CMIG who have contributed to this process.

COMPENDIUM OF TOOLS AND RESOURCES

	Title of Resource	Author/Organization	Year	Description
Core Concepts/ Principles	3 Principles for Effective Social Work Case Management	Clarity Human Services; Bitfocus	2016	This document is a short and easy-to-use guide that summarizes core principles for effective case management. It contains links to other useful resources relevant to the topic for direct service providers.
	Caring for Child Survivors of Sexual Abuse: Guidelines for health and psychosocial service providers in humanitarian settings	International Rescue Committee	2012	The document provides guidance for health and psychosocial staff providing care and treatment to child survivors of sexual abuse in humanitarian setting including on how to adapt case management process for this target group (Chapter 5) and related tools.
	Case Management Framework Specialist Homelessness and Domestic and Aboriginal Family Violence Services	Government of South Australia, Department for Communities and Social Inclusion	2013	This framework promotes the case management approach prioritizing the support of clients to obtain long-term housing and addressing life circumstances that have led to homelessness and/or the risk of homelessness in South Australia.
	Case Management in Child and Family Support Centers/PDAK	Save the Children	2016	The document outlines components, principles and objectives of case management and duties and skills of the staff responsible for its implementation in the context of the Child and Family Support Centre PDAK in Indonesia.
	Case Management Practical Guide	Partnerships for Every Child Moldova	2016	This guide aimed at practitioners and program managers includes case management procedure in the context of the integrated social service system with a focus on child protection, family strengthening and alternative care in middle-income countries.
	Case Management Practice within Save the Children Child Protection Programmes	Save the Children	2011	The review outlines the fundamental components of a good case management process, drawing upon good practice in developed countries, development and

				emergency contexts. It also discusses findings of the study which aimed to look at the level of understanding and practice of case management within Save the Children's child protection programmes.
	Case Management Toolkit: A User's Guide for Strengthening Case Management Services in Child Welfare	Davis, R. T. & Simmel, C.	2014	A Toolkit was developed for the Europe and Eurasia Bureau of the United States Agency for International Development. It provides the user with a comprehensive assessment framework for analyzing current systems, procedures, and practices against international standards and professional case management practices at both the case level and system level
	Child Protection Case Management Operations Manual	Ministry of Gender Equality and Child Welfare of Namibia	2017	This Manual includes background information, standard operating procedures with documentation tools and job aids on case management. It aims to support social workers from the Ministry of Gender Equality and Child Welfare in Namibia in their daily work to effectively support vulnerable children and families with user-friendly guidance in case management. The last job aid is a manual on supportive supervision. To be used with Case Management Training Facilitator Guide Social Work Case Management Training of Trainers Workshop
	Child Protection Case Management Framework	The Government of Malawi	2015	This framework provides standard procedures, assessment and planning tools, and guidance in the delivery of child protection case management services. It aims to support building a holistic child protection system by strengthening case management as a core anchor and a mobilizing force for child protection in Malawi. To be used with: Child Protection Case Management Training Manual Child Protection Case Management Booklet
	Good Practices in Case Management - How your OVC program can be ready for a site improvement monitoring system (SIMS) assessment	4Children	2017	The document includes links to a variety of tools, forms, and other resources used in the Site Improvement Monitoring System (SIMS) - an important part of the U.S. Government's efforts to strengthen the quality of services

				delivered to people affected by HIV. The tools were developed for a specific context and require careful review and adaptation for use in a new context.
	A Handbook for Case Management in Child Protection: A resource guide for multi-sectoral case management agencies in Uganda	Ministry of Gender, Labour and Social Protection of Uganda	2016	The aim of the Handbook is to help to standardize practice in child protection case management in Uganda. It takes the practitioners through the various stages of case management from case identification to case closure.
	Integrating Case Management for Vulnerable Children. A process guide for assessing and developing an integrated case management system in Eastern and Southern Africa	Maestral, UNICEF	2017	This document is a process guide for assessing and developing an integrated case management system in Eastern and Southern Africa and is applicable globally. This guide focuses on what is needed for case management integration to work and how an integrated case management system can be planned, developed and implemented to ensure accountability from the individual case to the system level.
	Interagency Gender-based Violence Case Management Guidelines: Providing Care and Case Management Services to Gender-based Violence Survivors in Humanitarian Settings	International Medical Corps, International Rescue Committee, UNICEF, UNFPA and UNHCR	2017	This resource aims to set standards for quality, compassionate care for GBV survivors in humanitarian settings, with a particular focus on the provision of case management services. This document was developed for staff of organizations who provide care, support and protection services to GBV survivors in humanitarian settings, including social work-informed case management and psychosocial support.
	Interagency Guidelines for Case Management and Child Protection	The Alliance for Child Protection in Humanitarian Action (formerly the Child Protection Working Group)	2014	This document provides a general framework of agreed principles, considerations, steps and procedures for effective child protection case management in line with the Minimum Standards for Child Protection in Humanitarian Action. The guidance is also relevant for non-humanitarian settings.
	National Case Management System for the Welfare and Protection of Children in Zimbabwe	Ministry of Public Service, Labour and Social Welfare, Zimbabwe	2017	The purpose of this document is to provide a framework for implementation of the National Case Management System (NCMS) for the care, protection and welfare of children in Zimbabwe. It includes core concepts and principles, standard operating procedures and forms applicable in similar contexts.
	Social Work Case Management Standards	National Association of Social Workers (US)	2013	The core standards are designed to enhance social workers' awareness of the values, knowledge, methods, and skills needed to practice case management

				competently.
Training Materials	Case Management Training Facilitator Guide	Ministry of Gender Equality and Child Welfare, Namibia	2017	<p>This document is a guide to all trainers who will be training social workers on the use of the Case Management Operations Manual developed by the Ministry of Gender Equality and Child Welfare of Namibia.</p> <p>To be used with Child Protection Case Management Operations Manual Social Work Case Management Training of Trainers Workshop</p>
	Child Protection Case Management Operations Manual	Ministry of Gender Equality and Child Welfare, Namibia	2017	<p>This Manual includes background information, standard operating procedures with documentation tools and job aids on case management. It aims to support social workers from the Ministry of Gender Equality and Child Welfare in Namibia in their daily work to effectively support vulnerable children and families with user-friendly guidance in case management. The manual includes a job aid on supportive supervision.</p> <p>To be used with: Social Work Case Management Training of Trainers Workshop Case Management Training Facilitator Guide</p>
	Child Protection Case Management Training Manual	The Government of Malawi	2015	<p>This five-day child protection case management training manual was developed to meet the needs of community child protection workers and other social workers working in tandem with the justice, health and law enforcement systems in Malawi.</p> <p>To be used with: Child Protection Case Management Framework Child Protection Case Management Booklet</p>
	Child Protection Case Management Training Manual for Caseworkers, Supervisors and Managers	The Alliance for Child Protection in Humanitarian Action (formerly the Child Protection Working Group)	2014	<p>This Training Manual is developed based on the Child Protection Working Group Interagency Guidelines for Case Management. The Facilitator's Guide provides guidance on the key steps to take before, during and after training, including customizing the training to different contexts and audiences.</p>

	Family Case Management: Family-centered care training for care-providers of children and families living with and affected by HIV	FHI360 (formerly Family Health International)	2009	This six-day training is intended for case managers/community health volunteers/field supervisors who help households affected by HIV in India.
	Social Work Case Management Training of Trainers Workshop	Ministry of Gender Equality and Child Welfare, Namibia	2017	Training of Trainers workshop slides aim at familiarizing the audience with the strengthened Namibia Ministry of Gender Equality and Child Welfare case management system. To be used with Child Protection Case Management Operations Manual Case Management Training Facilitator Guide
Tools and Forms	Assessment Tool for Children in Alternative Care - Assessment and Training Guide	National Department of Social Development and UNICEF, South Africa	2012	The assessment and training guide provides guidance on how to assess children in alternative care in South Africa taking into account the child's general well-being, his/her developmental strengths and needs.
	Caring for Child Survivors of Sexual Abuse: Guidelines for health and psychosocial service providers in humanitarian settings	International Rescue Committee	2012	The document provides guidance for health and psychosocial staff providing care and treatment to child survivors of sexual abuse in humanitarian setting including on how to adapt case management process for this target group (Chapter 5) and related tools.
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	Child Protection Case Management Operations Manual	Ministry of Gender Equality and Child Welfare of	2017	This Manual includes background information, standard operating procedures with documentation tools and job

	Namibia		<p>aids on case management. It aims to support social workers from the Ministry of Gender Equality and Child Welfare in Namibia in their daily work to effectively support vulnerable children and families with user friendly guidance in case management. The last job aid is a manual on supportive supervision.</p> <p>To be used with: Social Work Case Management Training of Trainers Workshop Case Management Training Facilitator Guide</p>
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Child Protection Case Management Booklet	The Government of Malawi	2015	<p>The booklet includes a number of child protection case management forms to be used in tandem with the Training Manual and Framework.</p> <p>To be used with: Child Protection Case Management Training Manual Child Protection Case Management Framework</p>
A Common Assessment Form: A guide to assessment and interdisciplinary case management for providing help to children and families at risk or in a difficult situation	Partnerships for Every Child Russia	2005-2016	<p>This document is a guide to assessment and interdisciplinary case management for providing help to children and families at risk or in a difficult situation in Russia. The document outlines the basics of interdisciplinary case management; the aims, principles and parameters of assessing the needs of the child and the family; recommended assessment tools and recommendations on methods of using these tools.</p>
A Handbook for Case Management in Child Protection: A resource guide for multi-sectoral case management agencies in	Ministry of Gender, Labour and Social Protection of Uganda	2016	<p>The aim of the Handbook is to help to standardize practice in child protection case management in Uganda. It takes the practitioners through the various stages of case</p>

	Uganda			management from case identification to case closure.
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	National Case Management System for the Welfare and Protection of Children in Zimbabwe	Ministry of Public Service, Labour and Social Welfare, Zimbabwe	2017	The purpose of this document is to provide a framework for implementation of the National Case Management System (NCMS) for the care, protection and welfare of children in Zimbabwe. It includes core concepts and principles, standard operating procedures and forms applicable in similar contexts.
Standard Operating Procedures (SOPS)	Caring for Child Survivors of Sexual Abuse: Guidelines for health and psychosocial service providers in humanitarian settings	International Rescue Committee	2012	The document provides guidance for health and psychosocial staff providing care and treatment to child survivors of sexual abuse in humanitarian setting including on how to adapt case management process for this target group (Chapter 5) and related tools.
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	Family Case Management: A Handbook for Family Case Managers	FHI360/India	2012	<p>This handbook is designed for the outreach workers involved in HIV care and support program in India. It details out the roles and responsibilities of Family Case Managers in addressing the wide array of health, psychosocial, nutrition, food security and education needs of the vulnerable children and families.</p>
	Good Practices in Case Management - How your OVC program can be ready for a site improvement monitoring system (SIMS) assessment	4Children	2017	<p>The document includes links to a variety of tools, forms, and other resources use in the Site Improvement Monitoring System (SIMS) - an important part of the U.S. Government's efforts to strengthen the quality of services delivered to people affected by HIV. The tools were developed for a specific context and require a careful review and adaptation for the use in a new context.</p>
	A Handbook for Case Management in Child	Ministry of Gender, Labour	2016	<p>The aim of the Handbook is to help to standardize practice</p>

	Protection: A resource guide for multi-sectoral case management agencies in Uganda	and Social Protection of Uganda		in child protection case management in Uganda. It takes the practitioners through the various stages of case management from case identification to case closure.
	Interagency Guidelines for Case Management and Child Protection	The Alliance for Child Protection in Humanitarian Action (formerly the Child Protection Working Group)	2014	This document provides a general framework of agreed principles, considerations, steps and procedures for effective child protection case management in line with the Minimum Standards for Child Protection in Humanitarian Action. The guidance is also relevant for non-humanitarian settings.
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