

INVESTING IN COMMUNITIES STRENGTHENING FAMILIES CARING FOR CHILDREN

# CASE MANAGEMENT MODEL World Education, Inc. and the Bantwana **Initative**

The Case Management model is an innovative, costeffective, and efficient approach designed to provide all orphans and vulnerable children (OVC) in Zimbabwe with a continuum of care and support until their needs are met within their own communities. Funded by the Child Protection Fund through UNICEF and PEPFAR/ USAID, this system leverages the cultures of care inherent in Zimbabwean communities to identify hardto-reach OVC and provide them with critical interventions and continuous community-based services.

Children include those in child-headed households, out of school, on anti-retroviral therapy (ART), disabled, or affected by abuse or exploitation. The national case management system is implemented by the Department of Child Welfare and Probation Services (DCWPS) with technical support provided by the Bantwana Initiative in Zimbabwe.

The model adopts a two-pillar approach to ensure that cases are effectively channeled among all levels of service provision (national, provincial, district, and community) for OVC. In a direct response to the staffing and resource gaps identified in the DCWPS Capacity Audit, the **Strengthening National** Systems pillar focuses on capacity building and systems strengthening for the DCWPS' Case Management processes at all levels. This process is supported by a clearly articulated case management system and framework that is sequentially cascaded to all operational levels.

The Community Care Networks pillar recognizes the essential role that Child Protection Committees (CPCs) and Child Care Workers (CCWs) play as the model's direct implementers on the ground. CPCs coordinate case management activities and hold case conferences at the district level. CCWs identify cases, conduct home visits, and report cases to Case Management Officers (CMOs). The model strengthens these two critical actors' capacity to link OVC to timely and effective interventions from case identification to case closure.

The case management model was designed to improve linkages between district and community care systems to enhance the delivery of quality services to OVCs and their families.



# Conceptual Framework for the Case Management System

**Quality Services to Children** 



### Strengthening National Level Systems

- Clearly articulated Case Management system and framework
- Guidelines and protocols on referrals
- National standards of practice for case management

## Strengthening District/Provincial **Level Systems**

- Presence of dedicated social worker on Case Management issues
- Training DCWPS District Staff on the Case Management System
- Training service providers on the Case Management system and referrals
- Support Supervision for Lead

Strengthening Community Care Networks

### **Child Protection Committees**

- CPC engagement
- CPC Case Management system orientation
- Coordination of Case Management activities
- Training on referral protocols
- Case conferences at District Level

- Identification and selection of **CCWs from CPCs**
- Training CCWs in Case **Management and Care Work**
- Livelihoods Support for CCWs and beneficiary households
- Family case conferences
- Peer Support Supervision for CCW



**Council of Social Workers** Enforce standards of practice in care









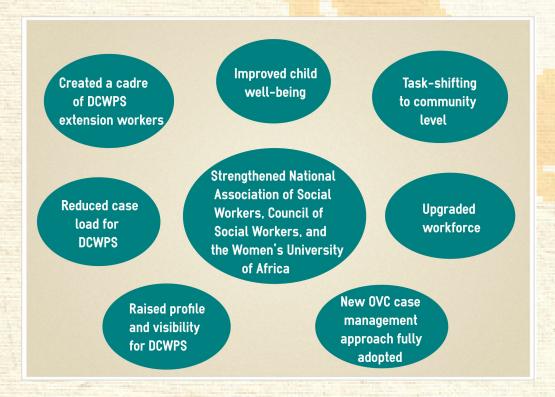




# CASE MANAGEMENT MODEL ACHIEVEMENTS

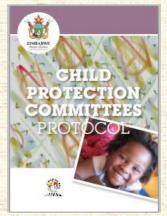
- Strengthened child protection mechanisms and operational guidelines
- Conducted effective trainings for CCWs and CMOs
- Support supervision in place
- Improved case documentation
- Enhanced coordination of service providers
- Improved community awareness and access to services
- Increased DCWPS reach with over 2,500 trained CCWs and 8,000 trained by the end of 2015

# IMPACT OF SYSTEMS STRENGTHENING ON NATIONAL CHILD PROTECTION



# TOOLS DEVELOPED BY WORLD EDUCATION/BANTWANA IN PARTNERSHIP WITH THE DCWPS

- National Case Management
  Framework and Operations Manual
- CCW Handbook and Decision Cards
- Minimum Standards in Child Care
- Child Protection Committee
  Protocol and Training Manual
- National Case Management Toolkit
- Clinical Supervision Facilitators' Manual
- Intake, Assessment, Case Planning Forms





The Child Protection Committee Protocol and Training Manual

