



INVESTING IN COMMUNITIES
STRENGTHENING FAMILIES
CARING FOR CHILDREN

CASE MANAGEMENT MODEL

World Education, Inc. and the Bantwana Initiative

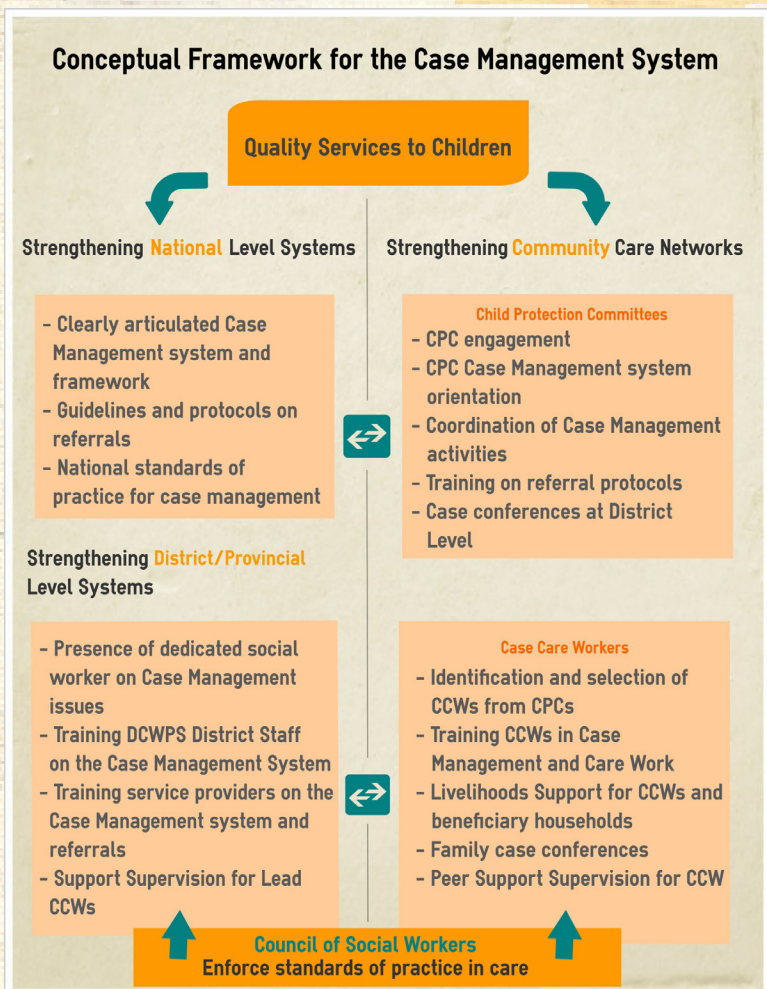
The **Case Management** model is an innovative, cost-effective, and efficient approach designed to provide all orphans and vulnerable children (OVC) in Zimbabwe with a continuum of care and support until their needs are met within their own communities. Funded by the Child Protection Fund through UNICEF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

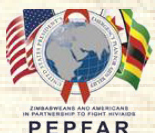
The model adopts a two-pillar approach to ensure that cases are effectively channeled among all levels of service provision (national, provincial, district, and community) for OVC. In a direct response to the staffing and resource gaps identified in the DCWPS Capacity Audit, the **Strengthening National 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.



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unicef

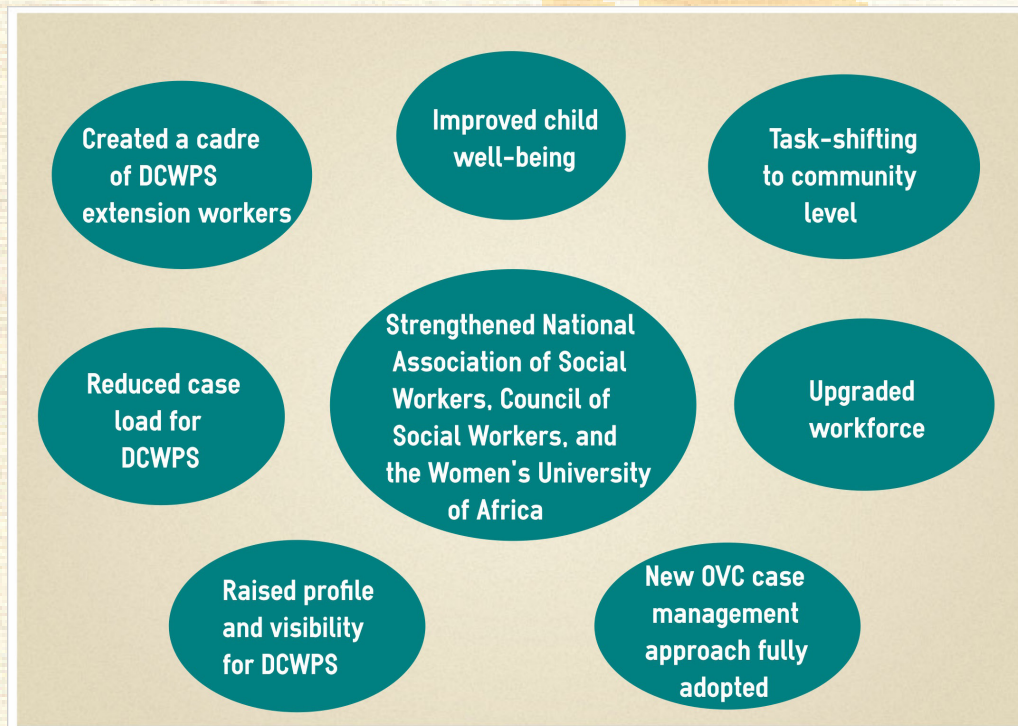


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CASE MANAGEMENT MODEL ACHIEVEMENTS

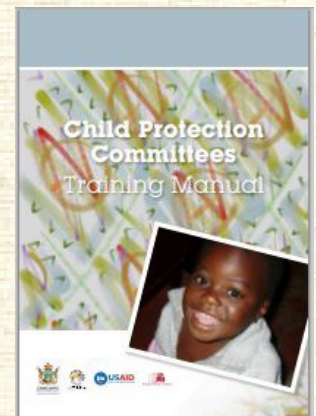
- Strengthened child protection mechanisms and operational guidelines
- Conducted effective trainings for CCWs and CMOs
- Support supervision in place
- Improved case documentation
- Enhanced coordination of service providers
- Improved community awareness and access to services
- Increased DCWPS reach 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