Job Aid: Case Management Flow

Follow-up care and support is perhaps the most challenging aspect of providing appropriate care and support for children and adolescents who have experienced sexual violence and exploitation. Case management can improve coordination and integration between and among sectors, facilitating the delivery of multiple services and helping clients navigate complex and disparate service delivery systems. Strong case management is critical to enabling children, adolescents, and families to manage the myriad of services and appointments they need, in the immediate and long term, to facilitate their own healing. Regardless of the cadre tasked with case management, there are seven essential components to case management, as illustrated below.

Child/adolescent is identified for service (referral, direct disclosure)

1 Introduction and Engagement
- Greet and develop rapport.
- Introduce services and obtain permissions.

2 Intake and Assessment
- Assess child/adolescent's situation and needs.*

** Medical/forensic care and treatment; safety and protection; psychological support; legal/justice; other/social support.*

3 Case Action Planning
- Identify child/adolescent's needs and plan for care and treatment.
  - Decide who will "**do what**" and "**by when.**"

4 Support Child/Adolescent (and Family) to Implement the Case Plan
- Connect the child/adolescent to resources and services.
- Provide direct interventions as appropriate (e.g., psychosocial interventions).

Reassess the child/adolescent and family's needs and identify barriers to achieving care and treatment goals.

5 Case Follow-up
- Have the goals been achieved?
- Does the child/adolescent require more assistance?

6 Case Closure
- Child/adolescent 'exits' the service.

7 Evaluate Service Provision
- Conduct client satisfaction interview/questionnaire.
- Follow-up case with case review/supervisor review.

ABOUT THIS TOOL

This job aid is an excerpt from the publication entitled, *Strengthening Linkages Between Clinical and Social/Community Services for Children and Adolescents who Have Experienced Sexual Violence: A Companion Guide*, which can be accessed at: https://aidsfree.usaid.gov/resources/prc-companion-guide.

The information in this job aid was sourced from International Rescue Committee (IRC). 2012. *Caring for Child Survivors of Sexual Abuse*. New York: IRC. The full document is available at: http://www.unicef.org/pacificislands/IRC_CCSGuide_FullGuide_lowres.pdf.

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