Case Management Information System Toolkit

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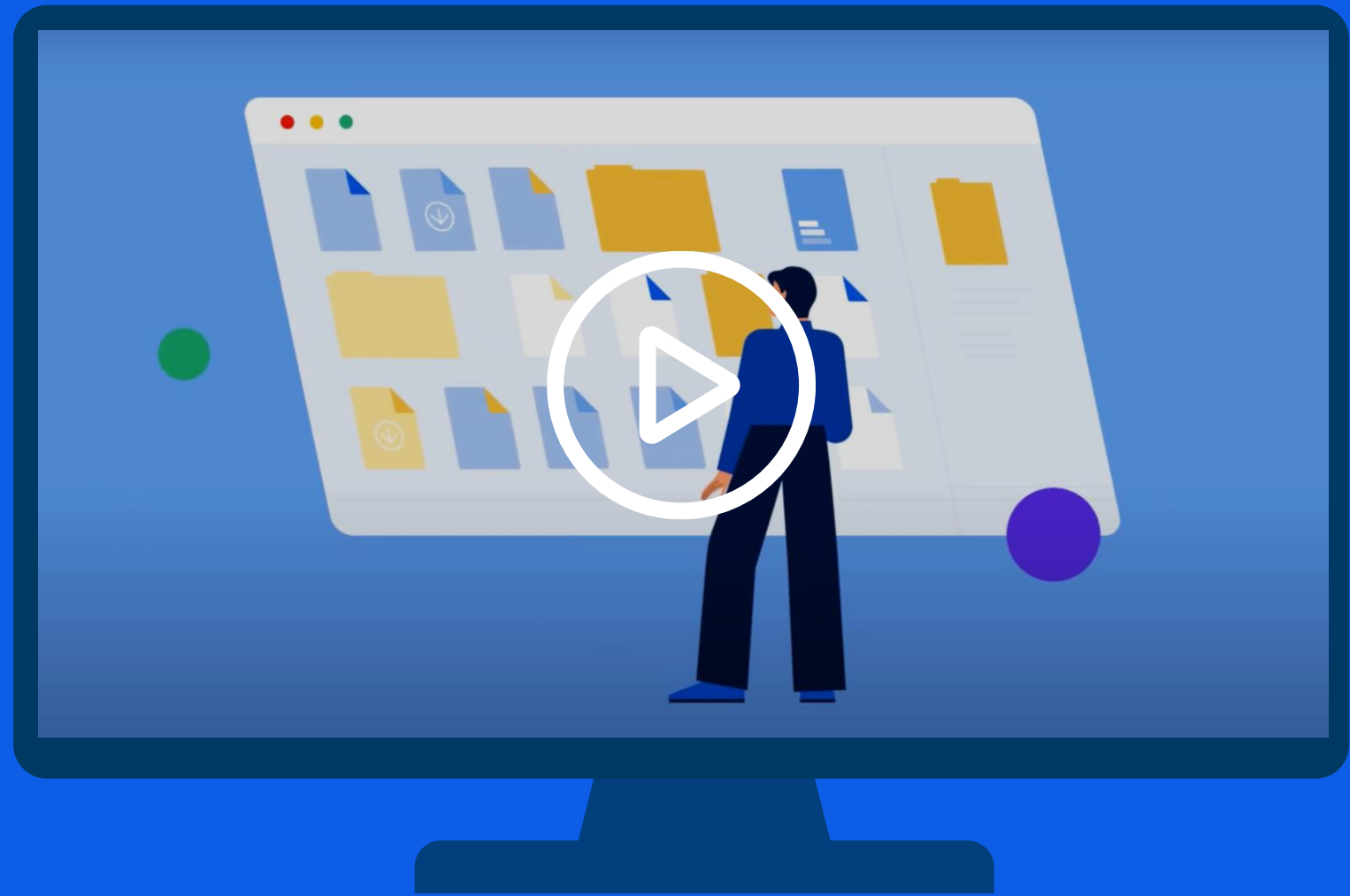
Case Compass Objectives
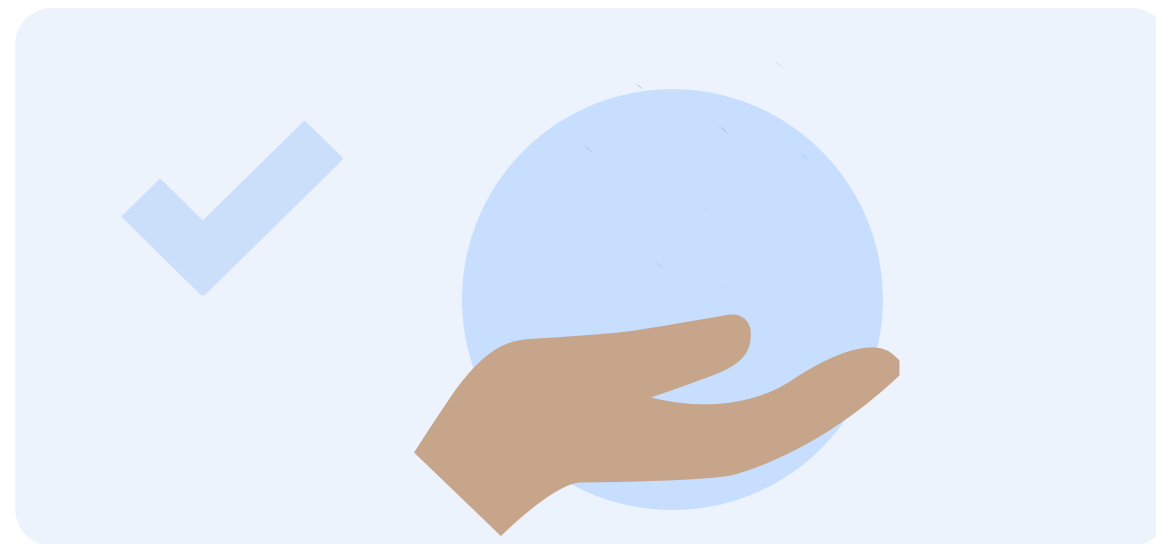
Support selected client countries to improve case management services

Support the development of case management information systems (CMISes)

Promote their use for social protection interventions globally

Our
Expertise

Case Management

Responding to countries' requests to help improve case management interventions

Software development

Advising development of CMIS based on international experience and the country's context and intervention requirements

User Experience

Developing a human centered design that is accessible, user-friendly and efficient

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The Compass Team

Project management

Alessandra Marini, project coordinator

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User experience specialists

Bernadette Herkner, digital product designer

Robert March, user experience specialist

Andrea Jambor Graphic designer

A few words on Case Management

Familyhood

Pregnancy and ECD

Childhood

Adolescence

Active-age adulthood

Old age

Disability

Risks and challenges at each stage can become specific vulnerabilities to be addressed with different benefits and services.

Examples of benefits:

Conditional monetary transfers

Disability benefits

Subsidies

Examples of Services:

Parenting support

Early childhood development service

Active aging

Case management helps match clients with benefits and services that will meet their needs.
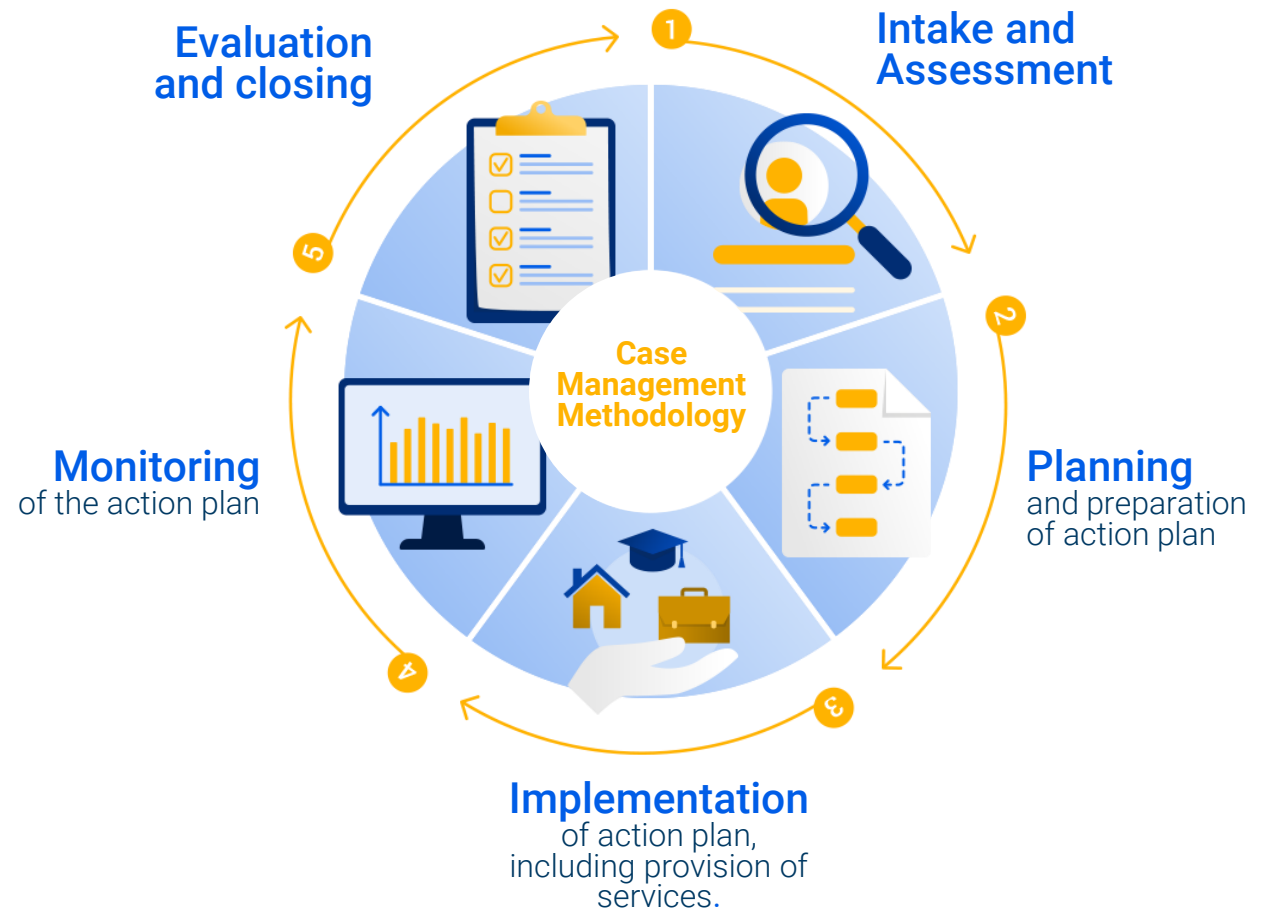
For certain population groups, linking citizens to benefits and services can become a significant challenge

Examples of benefits and services

- Conditional monetary transfers
- Parenting support
- Disability benefits
- Subsidies
- Active aging

Case management is a well-established social protection practice with a clear methodology

Evaluation and closing

Intake and Assessment

Planning and preparation of action plan

Implementation of action plan, including provision of services.

Monitoring of the action plan

Case Management Methodology

1
2
3
4
5

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Intensity of Case Management
A continuum

Case work

Intermediation
and Referrals

Information
and Orientation
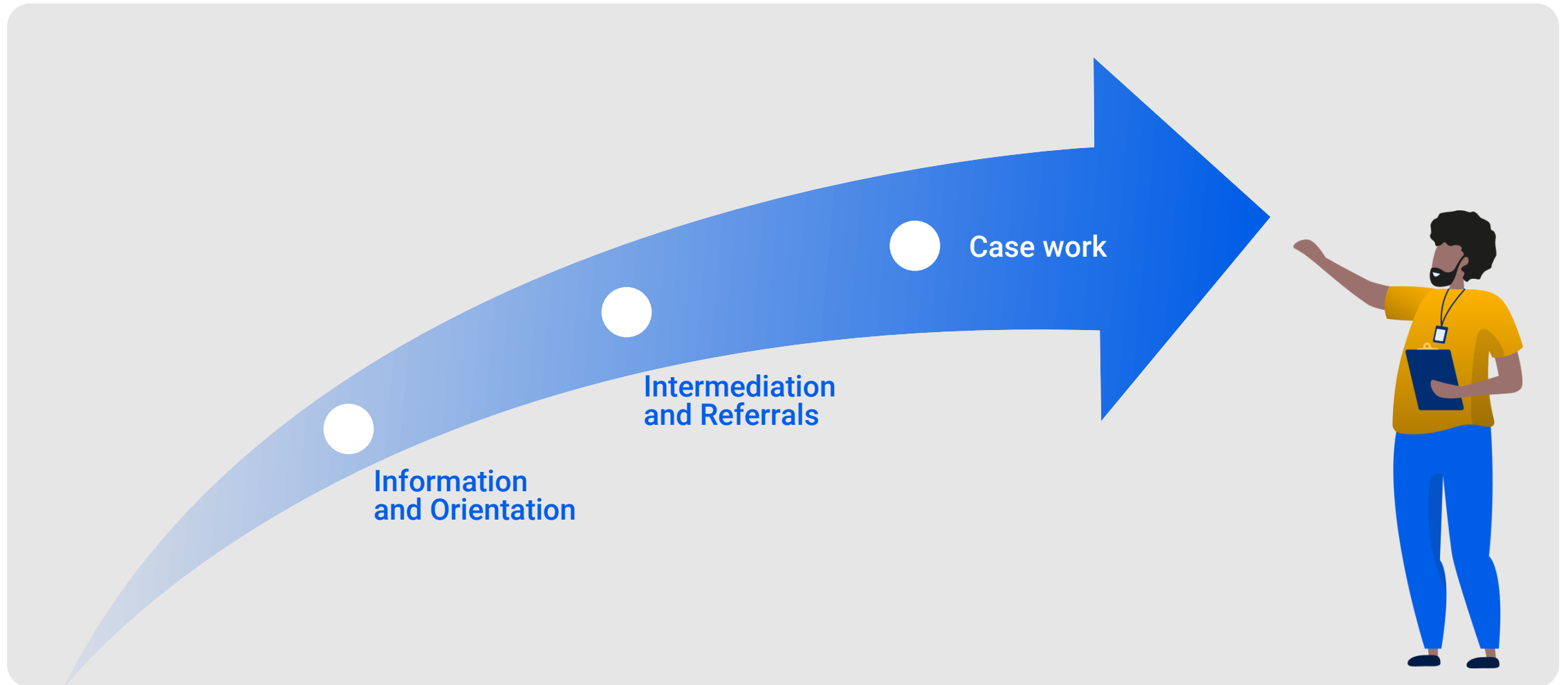
A proposed classification framework

for Case Management Interventions based on three criteria

Casework

Indirect

Referrals

Intermediation

Low-income families
Families with the elderly
Families with children
People with disabilities
Long term unemployed
Migrants
…etc.

Direct

Information and orientation

INTAKE POINTS

POPULATION SERVED

CASE MANAGEMENT INTENSITY

Information and orientation
The individual or family is registered for Case Management or on a CMIS to access a service and receives general information, orientation and guidance about available services and benefits, without an in-depth assessment of needs.

Intermediation and referrals
Case managers broadly assess individual or family needs and situation to provide information, orientation and intermediation to available benefits and services, based on the results of the assessment. This support may include referring the beneficiary to another service (within the same agency or in another agency) for whom they are eligible.

Case work
The interaction between the case manager (a social worker) and the client involves a more in-depth assessment, the preparation of an agreed intervention plan) and close monitoring and contact. This most intense degree is what is generally understood as case management in the social work sphere.

Key Elements for an effective provision of Case Management Services

- Engagement from all stakeholders
- Concrete and realistic goals
- Formal and operational agreements
- Tailored to local conditions and capacity
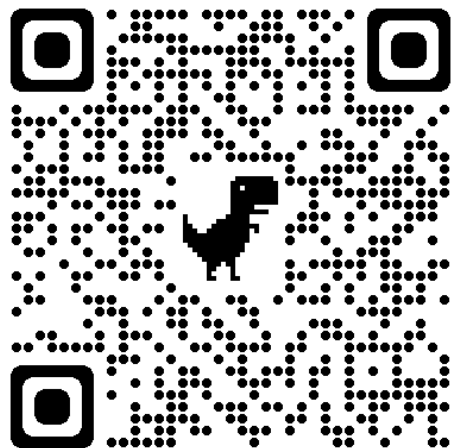- High quality information
- Skilled workforce

Is there an underlying assumption that social services already exist at the local level? Generally, yes but it is not always the case.

Case Management is a service in and of itself

Case managers link beneficiaries to other benefits and services

Case managers provide additional services (e.g. accompaniment, counselling)

The Case Compass Toolkit

https://www.case-compass.org/

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The Case Compass Toolkit

Includes 3 tools

Case Compass Guide

A digital **guide** to the fundamentals case management and CMISes.

Case Compass Prototype

A fully functioning CMIS **prototype** to showcase different modules and functionalities

Piloting with countries customized versions of the CMIS prototype

Case Compass Learn

Tailored advice (clinics) from the Case Compass team on setting up and running a CMIS project

All products and services are **not for commercial purposes** and are available to interested countries

The Case Compass Toolkit products in detail
Case Compass Guide

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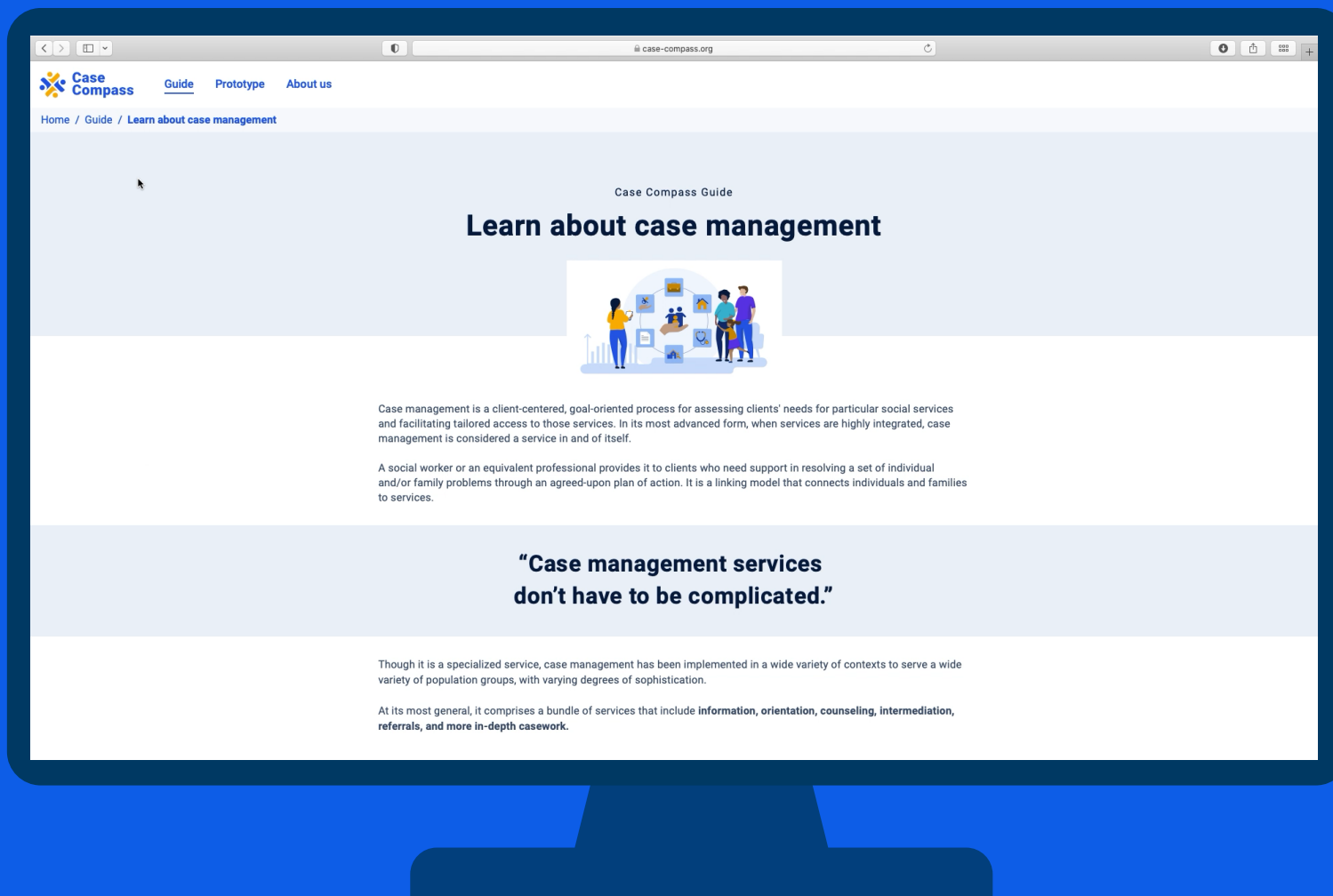
Case Compass **Guide**

A digital guide to the fundamentals of CMISes and case management.

Get inspired by other countries

Read about the key enablers to introduce a CMIS in a country

This includes aspects such as the presence of professional social workers, the existence of approved assessment tools for case management, etc.

Browse examples of existing CMISes in other countries to get inspired

Go through the CMIS cards and select the ones that are of interest (via an easy conceptual framework). Explore different Case Management or CMIS set ups that exist around the globe

Find out how countries tackled topics such as privacy, referrals, etc.

Follow an easy tagging system to see how different countries set up their CMISes to comply with privacy laws, do automatic referrals to other institutions, send automatic reminders to beneficiaries via SMS or email, etc.

View the Guide ⬈

Case studies from a wide variety of countries
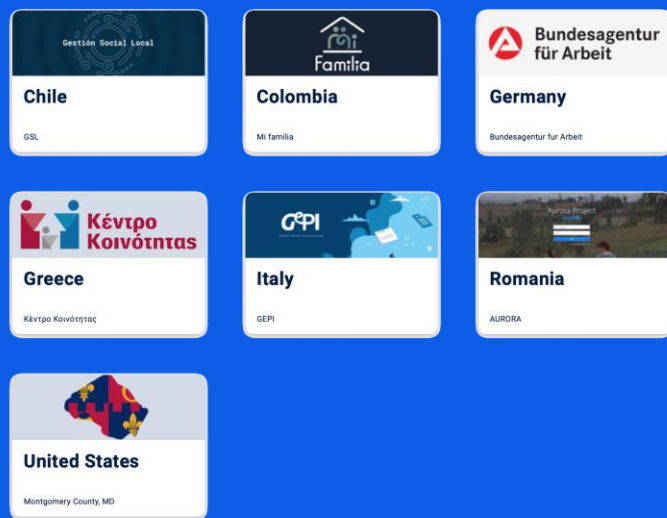
Country (project in parentheses, where relevant)	Intake point	Case management intensity	Population group served
Italy	Indirect	Case work	Low-income families
Chile	Direct	Case work	Low-income families
Germany	Direct	Case work	Unemployed
Romania (Aurora)	Direct	Case work	Children and their families
US Montgomery County (eICM)	Direct & Indirect	Case work	Low-income families
Greece (community centers)	Direct	Information & orientation	All
Colombia	Indirect	Case work	Children and their families

The Case Compass Toolkit products in detail
Case Compass Prototype

Case Compass Prototype

Where decision makers can see what a Case Management Information System (CMIS) can do.

▶ PLAY VIDEO

What's the purpose of the Case Compass Prototype?

A demonstration of possibilities, not a piece of software to implement

Emulate the case management workflow

Offer a tool that's ready to test

What kind of features the prototype has?

User management	Intervention plan design
Logging & auditing user actions	Meeting management
Notifications	Evaluation
Defining a social case	Referral module
Profiling	CMIS dashboard
Assessment	Etc.

What are the additional tools for the prototype?

A beneficiaries' portal to inform clients of cases and intervention plans

A mock data warehouse for policy making

A dashboard to help policy makers interpret data

AI tools to demonstrate scenarios where AI can be the key for success

The Case Compass Prototype

does not support:

Eligibility checks (e.g. for cash transfer benefits, services, pensions, disability)

Cash transfer benefits and workflows

Payment and **reconciliation**

openIMIS

If you are interested in cash transfer benefits management

Have a look at open-source Open IMIS ⬈

How Case Compass Toolkit has influenced countries
The *GePI per tutti* example

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GePI –Case page (pre-assessment phase)

Case Compass prototype the case page

GePI per tutti
case page

GePI per tutti case page

Analisi Preliminare

Analisi preliminare finalizzata per protocollo RdC INPS-RDC-2022-5786223 in data 05/01/2023 dal case manager SPRTZN64S51D704Z.

Analisi preliminare RDC da confermare

Apri Analisi Preliminare →

Quadro di Analisi

Quadro di analisi non disponibile. Necessario finalizzare l'analisi preliminare

Patto per l'inclusione sociale

Patto per l'inclusione sociale non disponibile. Necessario finalizzare l'analisi preliminare

Monitoraggio

Monitoraggio non disponibile. Necessario finalizzare e firmare un patto per l'inclusione sociale

Progresso della situazione familiare

Valutazione del progresso familiare non disponibile. Necessario finalizzare l'analisi preliminare

Puc

Gestione associazioni al puc non disponibile. Necessario finalizzare l'analisi preliminare

Allegati

Sanzioni

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GePI –case page: intervention planning

- Home
- Gestione Casi
- Dashboard

Analisi preliminare   Quadro di analisi   Patto per l'inclusione sociale   Piano Incontri   **Risultati**   Allegati

Id Domanda: 443765

↩ Indietro

Stato: In monitoraggio   Risultato Analisi Preliminare : C

Assegnata a: casemanager AmbitoRoma - 05/03/2019 19:34:25   Data presentazione: 15/06/2018 00:00:00

Ultima modifica: Coordinatore AmbitoRoma - 14/03/2019 11:24:04   Analisi preliminare finalizzata da: casemanager AmbitoRoma - 13/03/2019 16:24:33

Quadro di analisi finalizzato da: casemanager AmbitoRoma - 13/03/2019 16:30:33   Patto per l'inclusione sociale finalizzato da: casemanager AmbitoRoma - 13/03/2019 16:33:38

Valutazione incontri   −

➕ Aggiungi

Data	Tipologia	Obiettivi o Impegni	Esito	
⊕ 23/02/2016	Obiettivo	Potenziare/Favorire percorsi di istruzione, formazione, sviluppo delle competenze	Raggiunto In Parte	✏ 🗑
⊕ 04/03/2019	Obiettivo	Potenziare/Favorire percorsi di istruzione, formazione, sviluppo delle competenze	Raggiunto In Parte	✏ 🗑
⊕ 31/03/2019	Impegno	Frequenza e impegno scolastico	Impegno Realizzato	✏ 🗑
⊕ 31/03/2019	Obiettivo	Potenziare/Favorire percorsi di istruzione, formazione, sviluppo delle competenze	Raggiunto In Parte	✏ 🗑

Da 1 a 4 di 4

Note

🖥 Chiudi Patto

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Case Compass prototype preassessment

GePI per tutti
preassessment

Becoming a pilot country

Becoming a pilot country / Advisory support from Case Compass

1. Draft an initial information note

Draft a note following the template to describe the status of case management practices in the country and organize thoughts for future plans.

2. Work with us on the CMIS strategy

Get feedback from the team on your overall case management strategy or on specific topics and challenges that you are facing at the onset of a CMIS project.

3. Get guidance on the design

Get feedback on the design of the CMIS, its modules and take inspiration from the logic used to build the Case Compass Prototype.
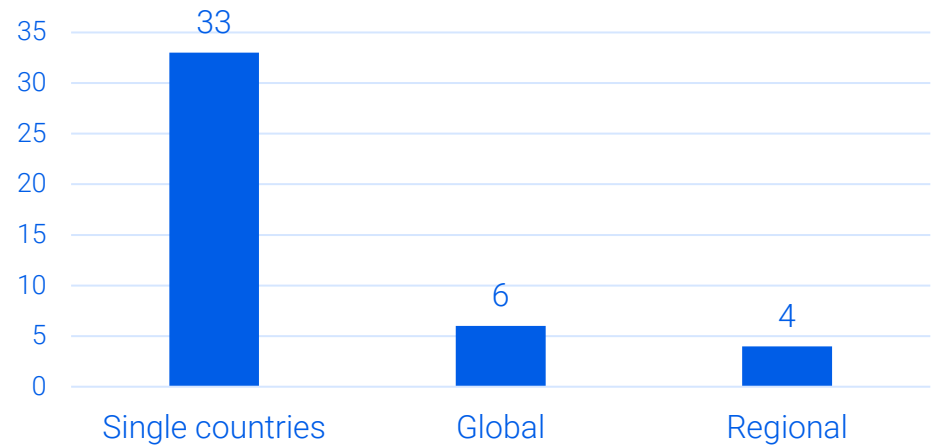
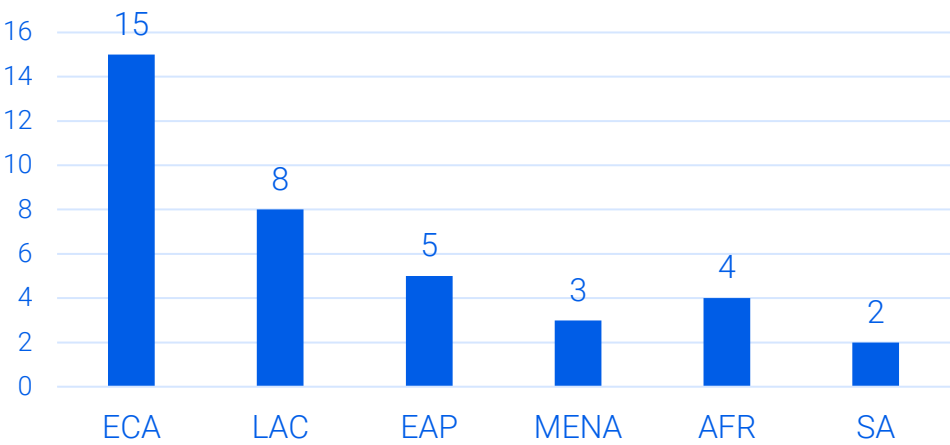## 4. Visualize your assessment tools

If you have some assessment tools ready a version of the prototype can be customized to showcase your specific assessment tools.

Presentation and clinics with countries

Case Compass presentations and clinics - by type

Case Compass presentations and clinics – number of countries by Region

Case Compass map of support

Examples of work with a selection of active pilot countries

Country (project in parentheses, where relevant)	Intake point	Case management intensity	Population group served
Mozambique	Direct	Intermediation and referrals	Girls out of school 10-19 years old

Ongoing activities: design of delivery chain of existing program to highlight the existing case management elements; potential structuring of case management process; support to digitization of case management

Country	Intake point	Case management intensity	Population group served
Jamaica	Direct	(up to) case work (depending on program)	Vulnerable individuals

Ongoing activities: assessing current case management methodology, proposing adjustments and developing a prototype for the first case management information system

Country	Intake point	Case management intensity	Population group served
El Salvador	Direct	Intermediation and referrals	Unemployed youth

Ongoing activities: initial presentation and clinics with the government. Exploring options to the Case Compass prototype to screen vulnerable unemployed youth.

Lessons from experience

HUMAN-CENTERED DESIGN
and validation with users

INTEROPERABILITY

between databases of different
national & local administrations
or service providers

GOVERNMENT CAPACITY

for helpdesk and training of operators

POLICY MONITORING

by proactively using data and,
eventually, fine tuning the program

Two concluding observations

A Case Management Information System
does not substitute the need to:

1 **strengthen capacity of social services** at the local level

2 **local coordination and protocols** between different agencies to follow complex cases

Thank you!

https://www.case-compass.org/