

## INDIVIDUALISED CASE MANAGEMENT PLANS

### Indicator Phrasing

**English:** % of survivors of TIP who have an individualised case management plans

### What is its purpose?

This indicator determines if survivors have individualized case management plans. It is important for a project/service providers to develop an individualized case management plan to record and keep track of the progress of care for survivors of TIP.

### How to Collect and Analyse the Required Data

#### **Calculation Method:**

- Numerator: Number of survivors of TIP who have individualised case management plans
- Denominator: Total number of survivors of TIP under the project's assistance

*Percentage = (Numerator/ Denominator) x 100*

#### **Data Collection:**

Count the number of individualised case management plans recorded by the service providers/partners. These case plans must have an individual plan for each survivor. If the plan in each file seems duplicated or the plan applies to a certain group of survivors, that is not counted as an individual plan.

To verify if the plan is individualised or not, there are three ways to check the validity of the data:

1. Check the individual case management plans to see the difference between files.
2. Ask the survivor if they know about their case plan, or they have seen it.
3. Ask the social workers/staff if they have a case file for each person or in the group and verify through random spot checking.

### Disaggregate by

- Gender
- Age Group

*Note:* You can choose any number of ways to disaggregate data if useful for your project, for example GESI-related disaggregation (disability, ethnicity, etc.).

## Important Comments

### **To Consider:**

Case management helps survivors understand their rights and navigate through the criminal justice, immigration, and service systems. It allows for service providers to identify and make appropriate referrals, assist survivors in accessing services, provide moral and emotional support in order for the survivors to focus on their recovery.

### **Definitions:**

*Individualized Case Management Plan* is the plan created with the active participation of each survivor of TIP in response to their needs (such as medical, psychosocial care, skills development, education, return and reintegration plan).

*Case Management* is an approach to service delivery that attempts to ensure that clients with complex problems receive all the services they need in a timely and appropriate fashion. Case management includes needs assessment for individual survivors and their family; planning; following up and monitoring of an individual case. Case management needs to specify the following steps: needs assessment, service provision, follow up, and case closure. And specify the monitoring and reporting system.

## Access Additional Guidance

- [Human Trafficking Task Force e-Guide: 4.3 The Vital Role of Case Management & Service Planning](#)
- Clawson and Dutch (2008) [Case Management and the Victim of Human Trafficking: A Critical Service for Client Success](#)
- World Vision (2016) [Case Management System Manual: \(Re\)integration Assistance for Survivors of Human Trafficking](#)