

PARTICIPATORY CASE MANAGEMENT

Indicator Phrasing

English: % of survivors who felt that they were involved in decisions regarding their case management

What is its purpose?

This indicator measures whether survivors felt they were able to exercise autonomy in their case management plan. Case management is the central component in the provision of comprehensive survivor-centered services to TIP survivors. Survivor involvement in decision making should be a basic tenant of social work practice throughout the case management process, rather than prescribed services.

How to Collect and Analyse the Required Data

Calculation Method:

- Numerator= Number of survivors reported that they felt like they were involved in the decisions regarding their case management plan.
- Denominator= Total number of survivors who are part of the project's case management.

Percentage = (Numerator/ Denominator) × 100

Data Collection:

Collect the following data by conducting a survey with all survivors in the project's case management during each data collection period.

Possible questions and possible answers:

Q1: Do you know that the project developed a case management plan for you?

- a) Yes. (the survivor IS AWARE of the case management process, continue with Q2).
- b) No. (the survivors IS NOT AWARE of the case management process, stop the question).

Q2: Do you feel you were involved in the decision making in the case management process?

- a) Yes. (the survivor WAS INVOLVED in the decision-making in the case management process, continue with Q3).
- b) No. (the survivors WAS NOT INVOLVED in the decision-making as part of the case management process, stop the question).

Q3: How were you involved in the decision making? (record the data for the analysis of level of involvement in the decision-making).

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:

Survivor involvement will help empower individual to identify their goals, strengths, and challenges. Thus, this indicator is important to monitor whether the project used this crucial process as part of case management.

Definitions:

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.

Involved in Decision-Making means the survivors were asked about and able to express their needs and able to make decisions on issues related to their life and the services available to them. Decision making can relate to education, employment, (re) integration, financial, legal matters, and health and mental health care. Those decisions also include the decision to decline any services.

Access Additional Guidance

- [Case Management Defined](#)
- World Vision (2016) [Case Management System Manual: \(Re\)integration Assistance for Survivors of Human Trafficking](#)
- National Association of Social Workers (2013) [NASW Standards for Social Work Case Management](#)