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Innovations in Case Management: Picture Impact Journals

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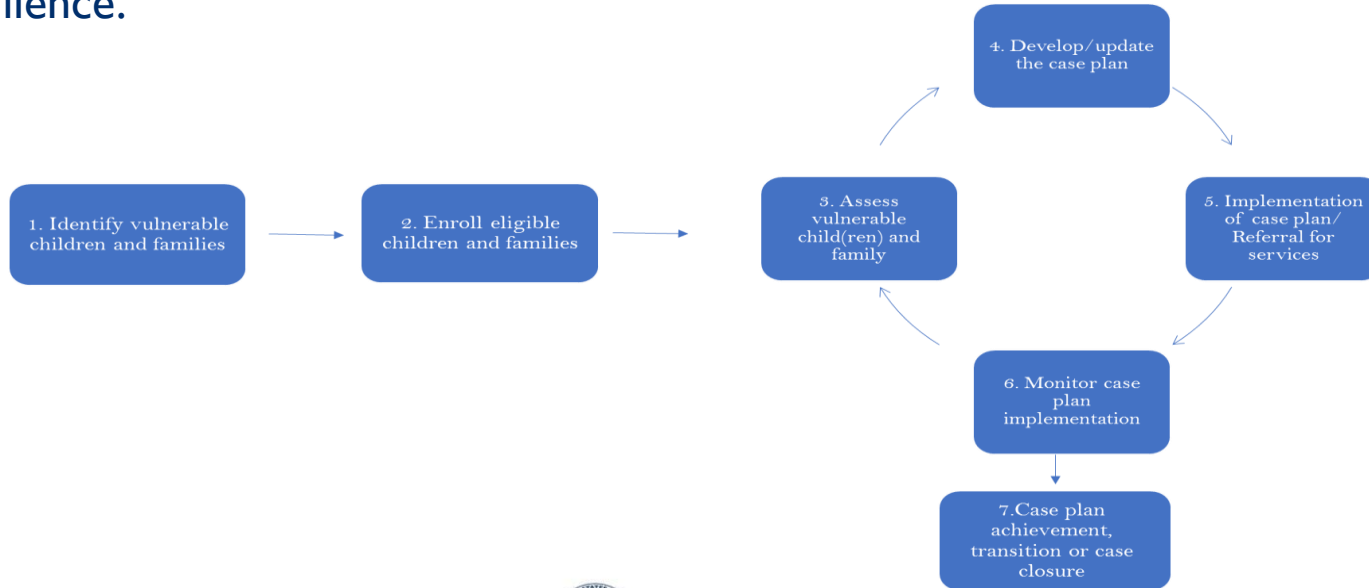
MWENDO Project



- PEPFAR-funded through USAID. (2017-2022).
- Consortium: CRS, Maestral International, and RCTP-FACES.
- Network of 34 Local Implementing Partners (LIPs) across 13 counties of Kenya.
- Targets 340,605 OVC & 181,782 HH;
- Impacting the lives of 302,570 and 153,743 (APR 18).
- Goal: Build stability and resilience in children and families who are exposed, living with, at risk of, or affected by HIV/AIDS.

Case Management Process

- MWENDO uses, a strength-based, family centered approach to case management and service delivery.
- Involves HH engagement in **assessment** and **setting goals** towards HH resilience.



The Need for Innovation

During the CHV training on Case Management, the program realized the following:

- Case Plan and CPARA tools were intensive and complicated for community level CHVs and HHs to comprehend.
- Household assessment and goal setting process took too long, given high caseloads.
- Caregivers had low literacy levels thus could not understand the Case Plan and CPARA tools.
- The project therefore realized the need to simplify MWENDO CM process for active engagement of HHs and effective service delivery and monitoring.



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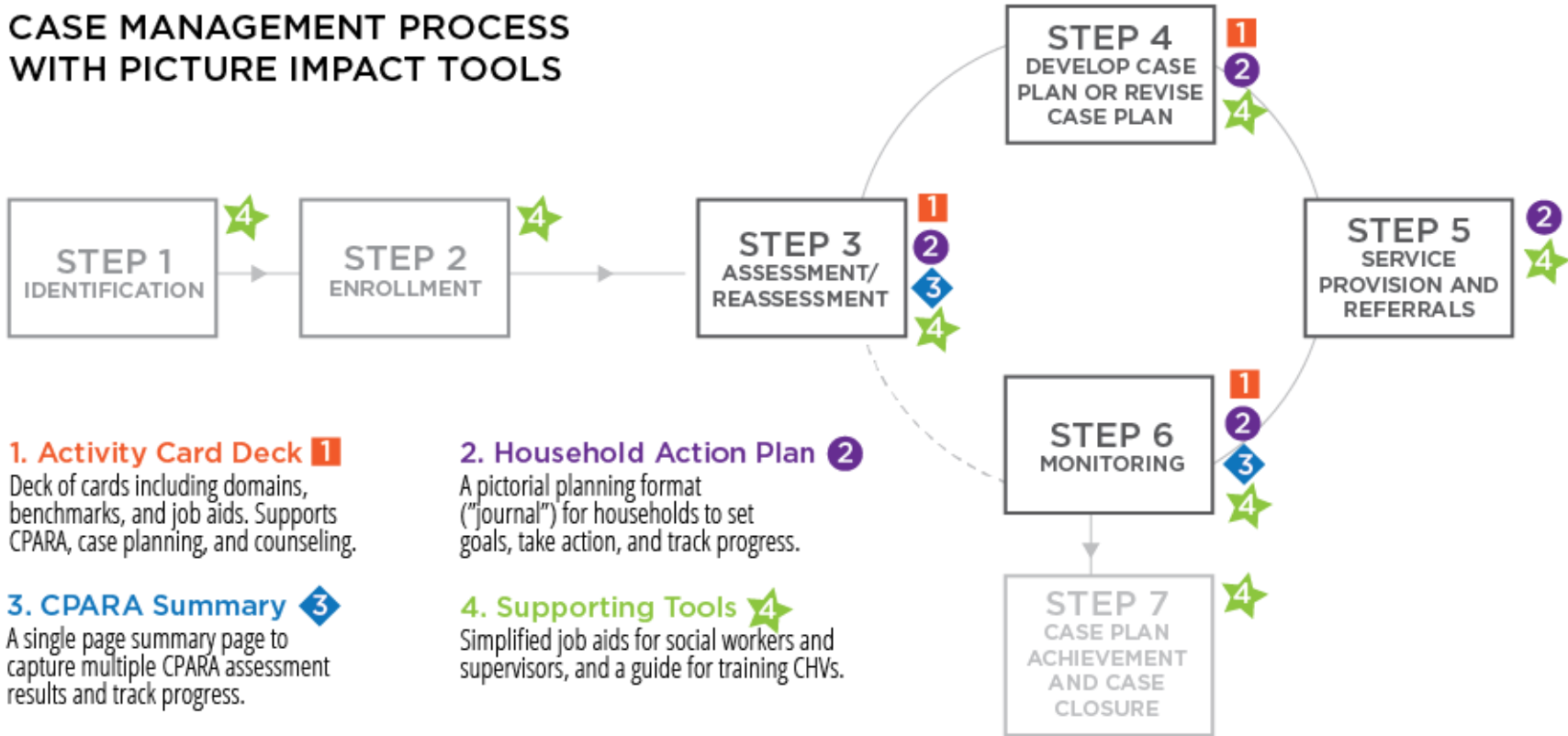
What it Took

- Picture Impact conducted desk reviews with LIP staff on MWENDO CM package.
- Conducted Focus Group discussions with LIP staff and Caregivers to gauge their level of understanding.
- Picture Impact adopted the feedback and recommendations from the interviews and FGDs.
- Identified what materials, images and formats are appropriate.
- Draft materials developed, printed and a pilot conducted in August 2018.



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CASE MANAGEMENT PROCESS WITH PICTURE IMPACT TOOLS

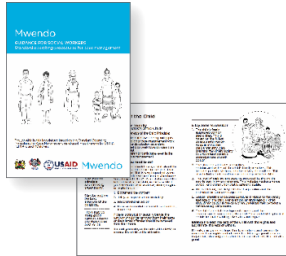


Picture Impact Case Management Tools

4Children SOP for Case Management



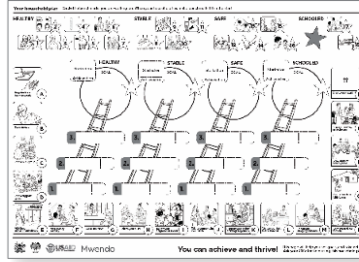
Simplified Job Aids for Social Workers



Simplified Job Aids for CHVs



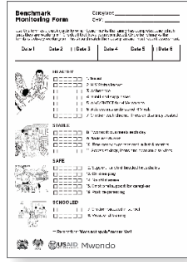
Household Action Plan



Activity Card Deck



CPARA Summary



Adolescent Action Plan



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Results/Outcomes

- The images on the journals are culturally sensitive and user friendly thus promoting engagement and full participation of HH members.
- The tool simplified the narrative and complicated terms - using pictorials thus reducing assessment and case planning time.
- Improved CLHIV and PLHIV disclosure, adherence and viral load monitoring, thus enhancing adherence and Viral Load suppression.
- Demystified fear of graduation since the HHs understood fully the tools.



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Lessons Learned

- Requires a systematic roll out process for better understanding and ownership.
- May require translation to local languages for enhanced adoption and ownership.
- Beneficiaries relate more with pictures and local context.

Next Steps

- Further simplification of the assessment tools (CPARA & Well-being tools) to reduce literature, content, and employ the use of pictorials.
- Follow up to track progress on adoption and ownership.
- Document success and lesson learnt to inform future interventions.



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THANK YOU