



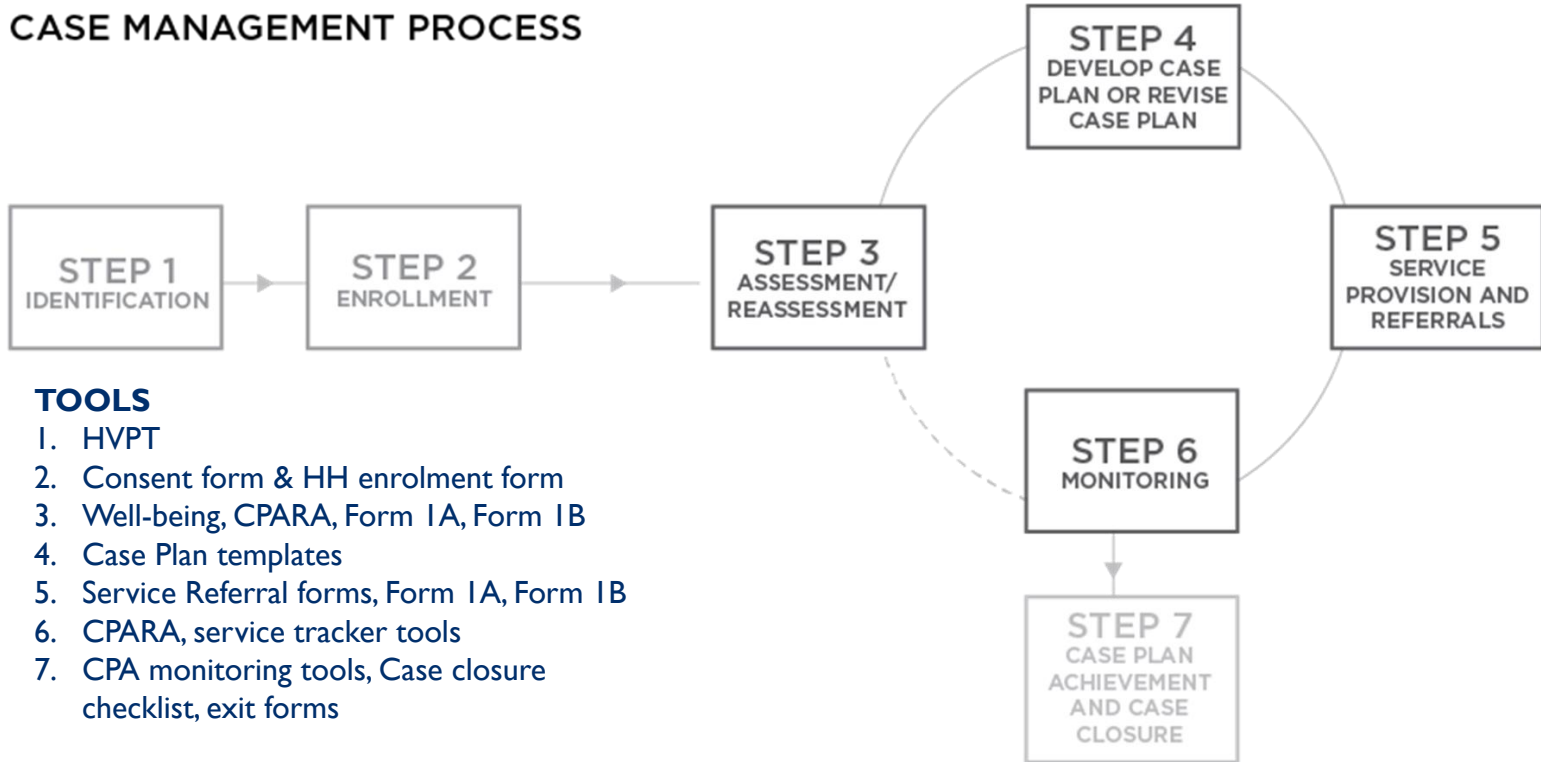
**USAID**  
FROM THE AMERICAN PEOPLE

**MWENDO**

# MWENDO Case Management Approach Piloting of CM Benchmarks

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## CASE MANAGEMENT PROCESS



### TOOLS

1. HVPT
2. Consent form & HH enrolment form
3. Well-being, CPARA, Form IA, Form IB
4. Case Plan templates
5. Service Referral forms, Form IA, Form IB
6. CPARA, service tracker tools
7. CPA monitoring tools, Case closure checklist, exit forms

# The Case Plan Achievement benchmarks for Kenya

Kenya developed a set of benchmarks agreed upon and used by all OVC Programs

**A total of 17 benchmarks:**

▪ **Six in the *Healthy* domain**

- ✓ Covers 90-90-90
- ✓ Includes caregiver and child related HIV issues
- ✓ Includes prevention especially in adolescent girls

▪ **Four in the *Stable* domain**

- ✓ Reflects Kenyan context
- ✓ Attainable

▪ **Five in the *Safe* domain**

- ✓ Child protection issues
- ✓ PSS for caregiver and child

▪ **Two in the *Schooled* domain**

- ✓ Secondary and vocational training



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# Why MWENDO Adopted the Benchmarks

## To Enable:

- **Case planning with clear actions and goals** that are informed by four domains and benchmarks
- Monitoring of **case plan achievement**
- **Provision of interventions** with a series of **targeted outcomes** as the end goal
- Support towards the achievement of global **90-90-90** effort and **demonstrate how OVC programs are performing**



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# How MWENDO Incorporated the use of CPA Benchmarks

## Scenario A: New cases opened by MWENDO

- Identified new cases using targeting tools/approaches
- Enrolled new cases
- Assessed using the Wellbeing tool
- Developed case plan
- Implemented case plan
- Monitoring/CPARA – **use of benchmarks (six months- one year)**

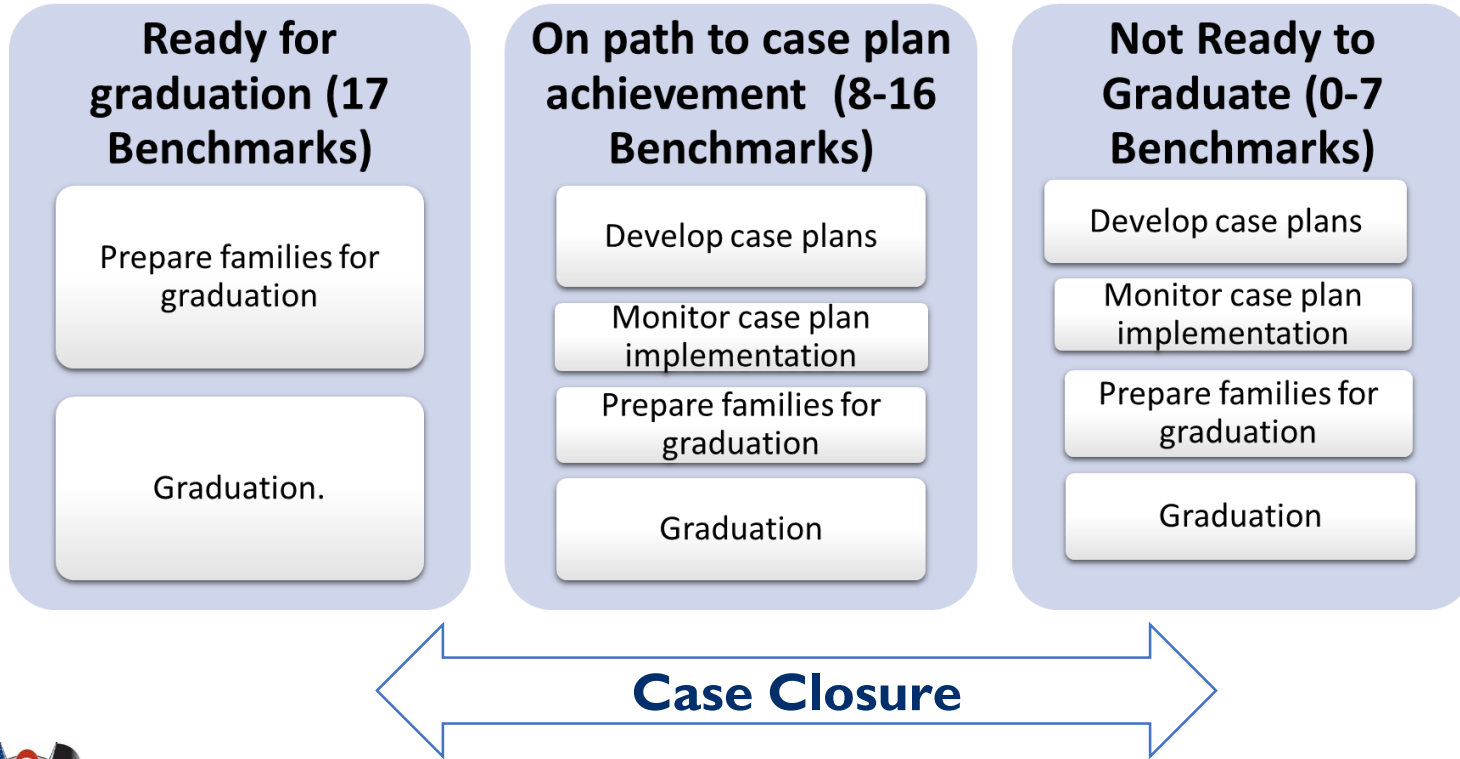
## Scenario B: Cases transferred from a previous OVC mechanism

- Began the CM process by using the *case plan achievement readiness assessment (CPARA)* to determine status of each case. **Use of benchmarks**
- Based on results developed a plan for exit via case plan achievement or developed a case plan.
- Using the case plan to work towards case plan achievement.
- Followed SOPs for monitoring and case closure.

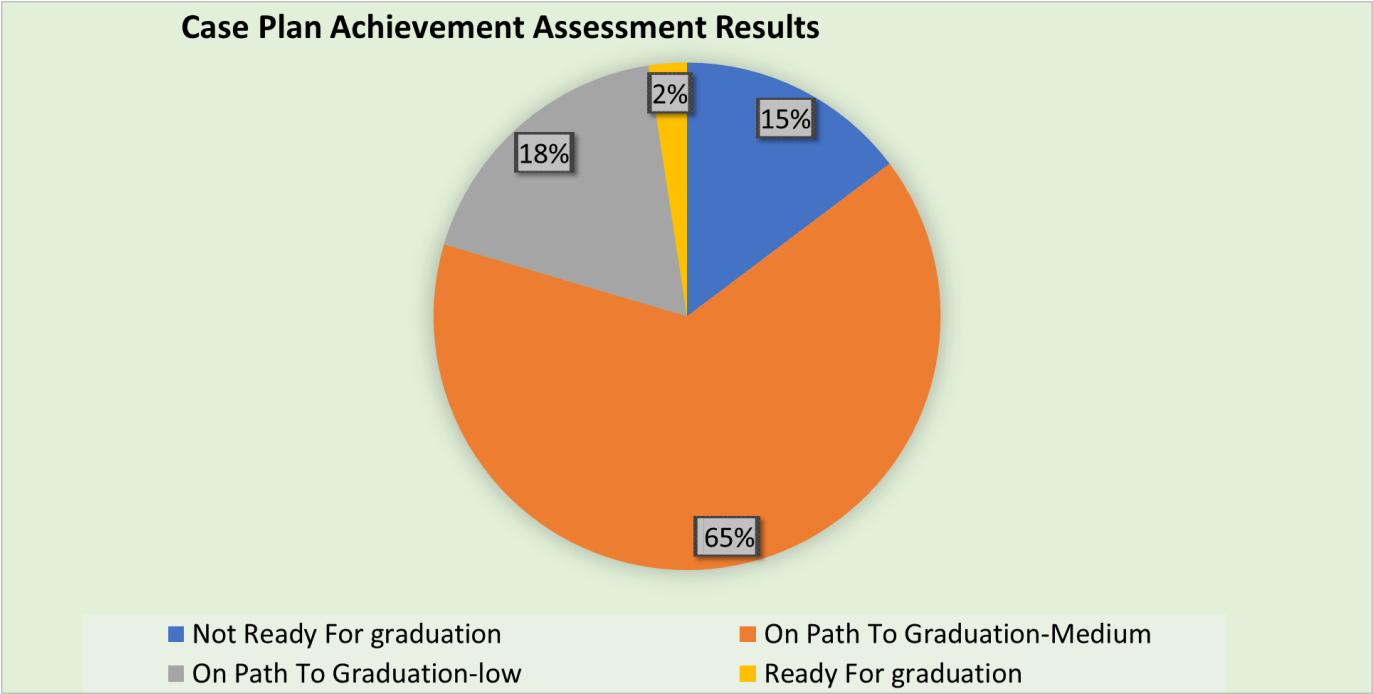


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# Specific Actions on Each CPA Pathway

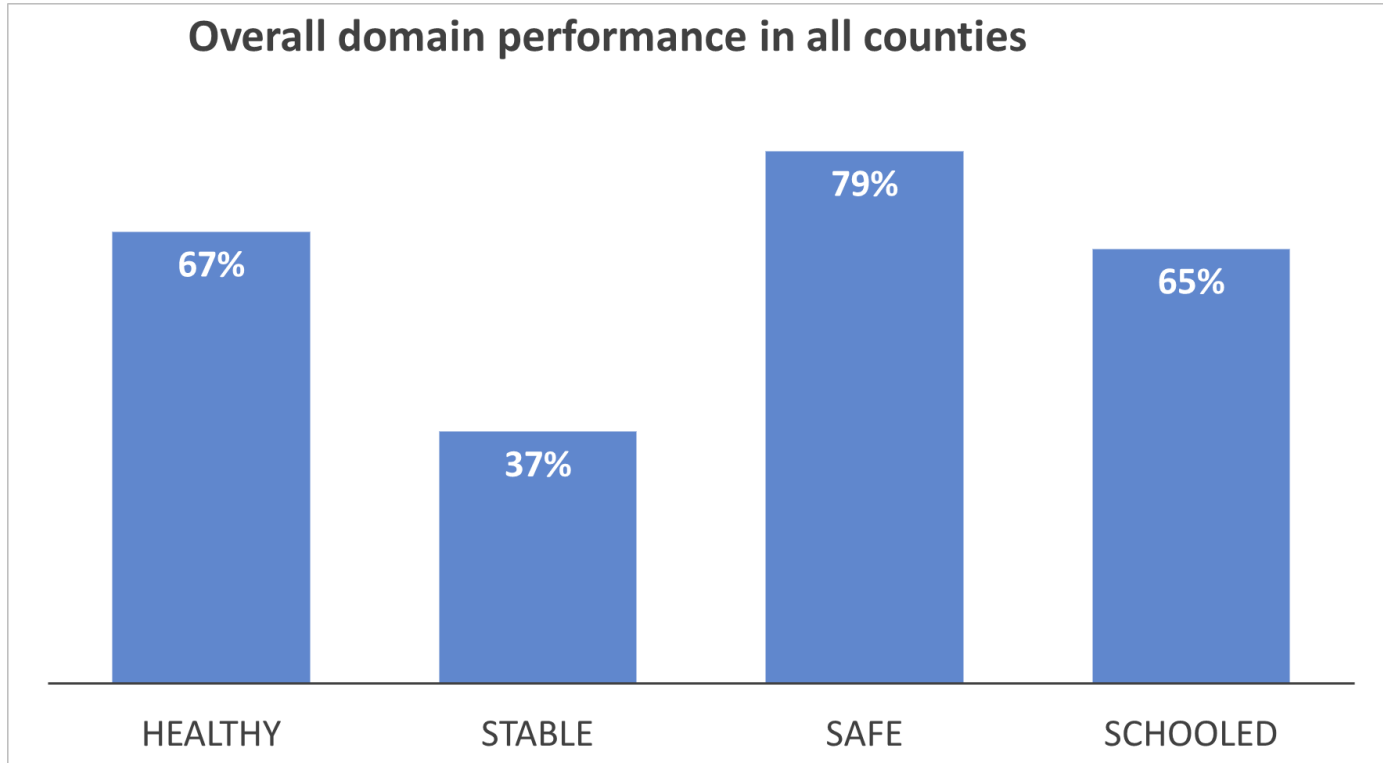


# CPA Results by Pathway





# Performance Per Domain



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# CM Data Analysis and Use

- MWENDO has an excel based CPARA Dash Board.
- It analyses and categorizes HH into 4 pathways based on performance on the 17 benchmarks.
  - ✓ *Highly Vulnerable 0-7 benchmarks*
  - ✓ *On path to graduation(Moderate) 8-13 bench marks*
  - ✓ *On path to graduation(Low) 14-16 Benchmarks*
  - ✓ *Ready to graduate*
- Enable LIP develop a focused approach to service delivery.
- Track and monitor HH performance along the pathways.
- The benchmarks informs case planning that guide service delivery.
- Data collection and monitoring tools are aligned to case plan.



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# CPA Pathways & Interventions

CPA Pathway	Technical Strategy	Specific Interventions
<b>Highly Vulnerable (0-7)</b>	Consumption Support/Social Assistance	HIV risk assessment & referral for testing Link HHs to social safety nets (cash transfer) Provision of school fees, school uniform, sanitary towels for adolescent girls, school materials (books, pens, bags)
<b>On path to CPA Moderate (8-13)</b>	Asset growth	Supported to identify appropriate IGA initiatives to boost their income levels Enrollment into saving groups
<b>On path to CPA Low (14-16)</b>	Income growth	Link HH to formal financial institutions (e.g. Post Bank Mchama) to facilitate access to credit facilities Linkage to Value chain
<b>Ready to graduate (achieved CPA)</b>		Monitoring to ensure on course to graduation



# Benefits of using the Benchmarks

- Helped provide **clear evidence** of where households are in terms of pathway.
- Information from CPARA informs the **development of HH case plans.**
- LIPs able to use information from benchmarks and case plans to **target services and referrals.**
- More **effective use of time and resources.**
- Provided **data** that is critical for MWENDO to **report on impact.**



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# Feedback from the field

- *“The benchmarks helped us feel connected to what we were doing.”*
- *“The process is more interactive and realistic than before.”*
- *“The benchmark assessment results had a direct relationship to the development of a case plan.”*



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# Lessons learned from use of Benchmarks in MWENDO

## Case management

- Ensure everyone agrees with the benchmarks and understands why they are being used...**Moving from outputs to outcomes.**
- Clearly explain to households from the beginning why the benchmarks are used. **Make it positive and build ownership of the process.**
- Celebrate accomplishments- **public graduation ceremonies**

## MEAL

- Ensure development of simple **dashboards** to help analyze case plan achievement readiness assessment data to **inform programming**
- **Data** collected from case plan achievement assessment is **HUGELY useful for targeted planning and related actions.**
- **Consider information** gathered through benchmark assessment **for use in reporting to Govt and USAID.**

## Sustainability

- Engage government at county level in all stages. **Evidence helps them with decision-making and planning**



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