

Innovations in Case Management: Closed User Group (CUG) Model

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USAID
FROM THE AMERICAN PEOPLE



Republic of Uganda
Ministry of Gender Labor & Social Development



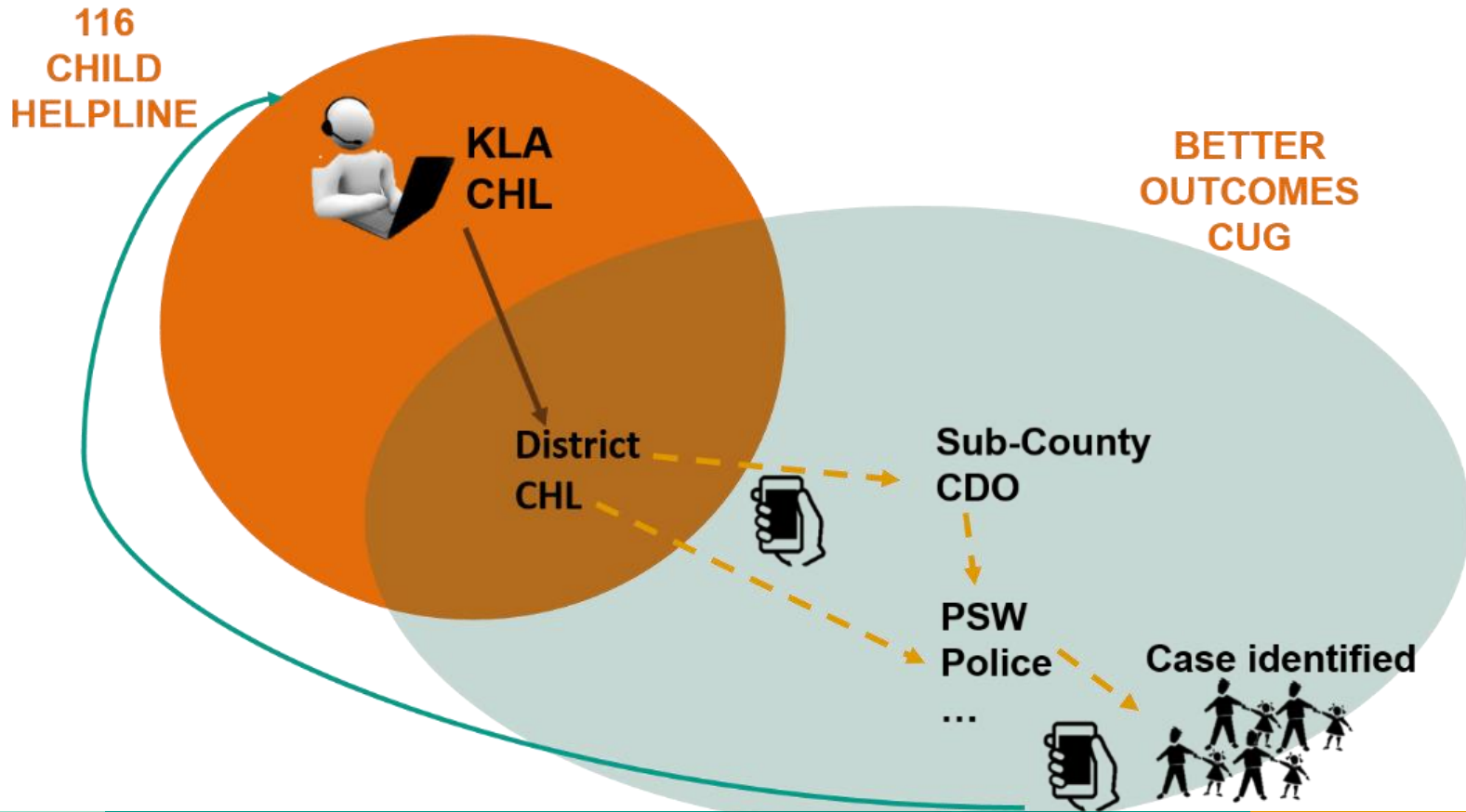
Introduction

- In Uganda, Under USAID/BETTER OUTCOMES OVC program *World Education/Bantwana Initiative* delivers integrated OVC and HIV services to 132,000 OVC and caregivers to build resilience and contribute to Uganda's 95 95 95 goals
- BETTER OUTCOMES delivers services across 22 districts with 8 implementing partners, and government and clinic stakeholders
- Services are coordinated and delivered through a tested **community case management model** anchored by parasocial workers (PSWs) linked to formal district protection systems

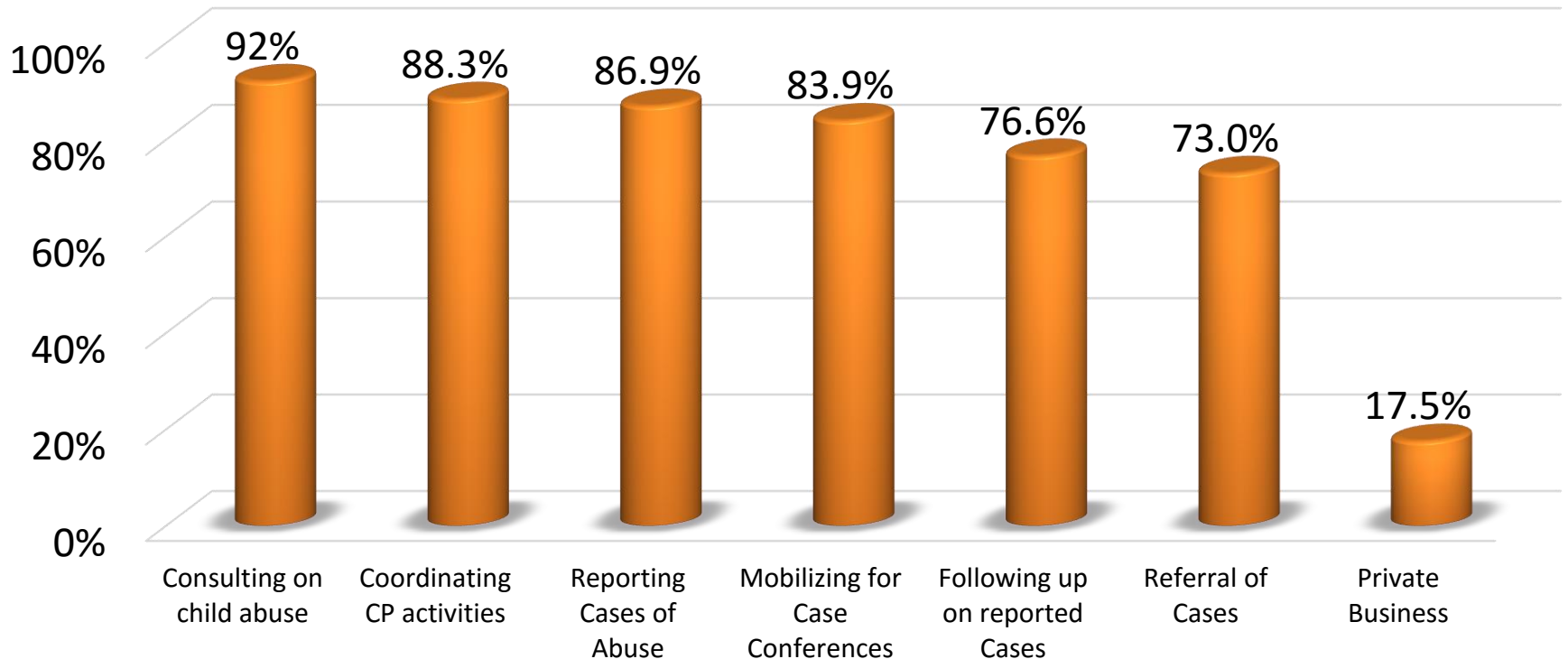


The Problem

In 2016, 238,629 child abuse related cases were reported to the **national Child Helpline (CHL)**



How stakeholders use the CUG



Application of the CUG

1883

Community
Case Workers



CUG ACTIVE USERS



907

Project Staff



850

Multisectoral
Stakeholders



(465) Local government
(156) Health workers
(152) Education sector
(86) Police Unit
(77) OVC Partners

Impact of the CUG

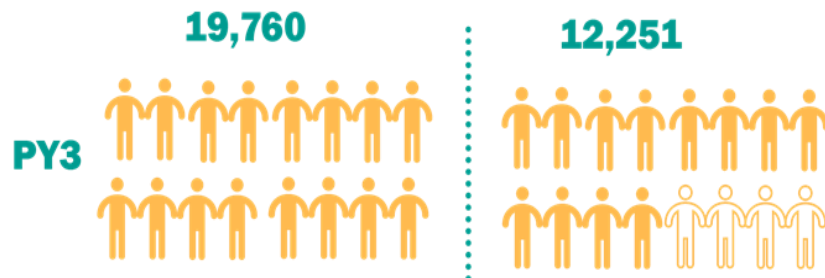
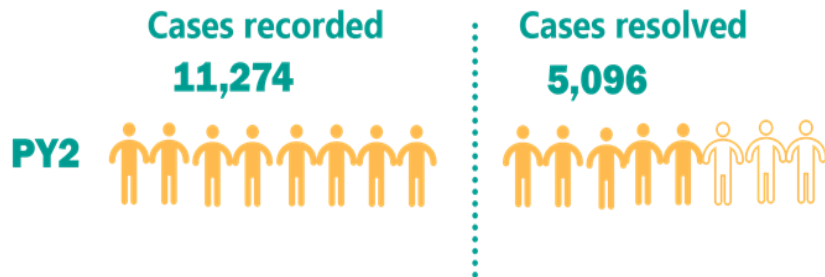
- Improved response to emergencies
- Strengthened follow up and coordination of cases; referrals and community clinic linkages enhanced
- Strengthened integration with National Child Protection Helpline (116)



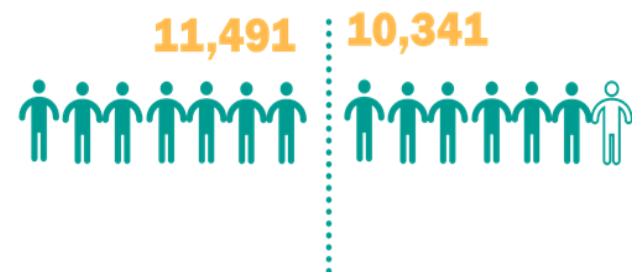
Evidence: Increased reporting, follow up and referral completion



Case Management Response



Referrals Performance



Thank You!

The Bantwana Initiative of World Education, Inc.

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