



INNOVATIONS IN CASE MANAGEMENT

DEVELOPMENT OF STRENGTHS-BASED, RESILIENCE-FOCUSED OVC CASE MANAGEMENT APPROACH

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NEED THAT LED TO THIS INNOVATION

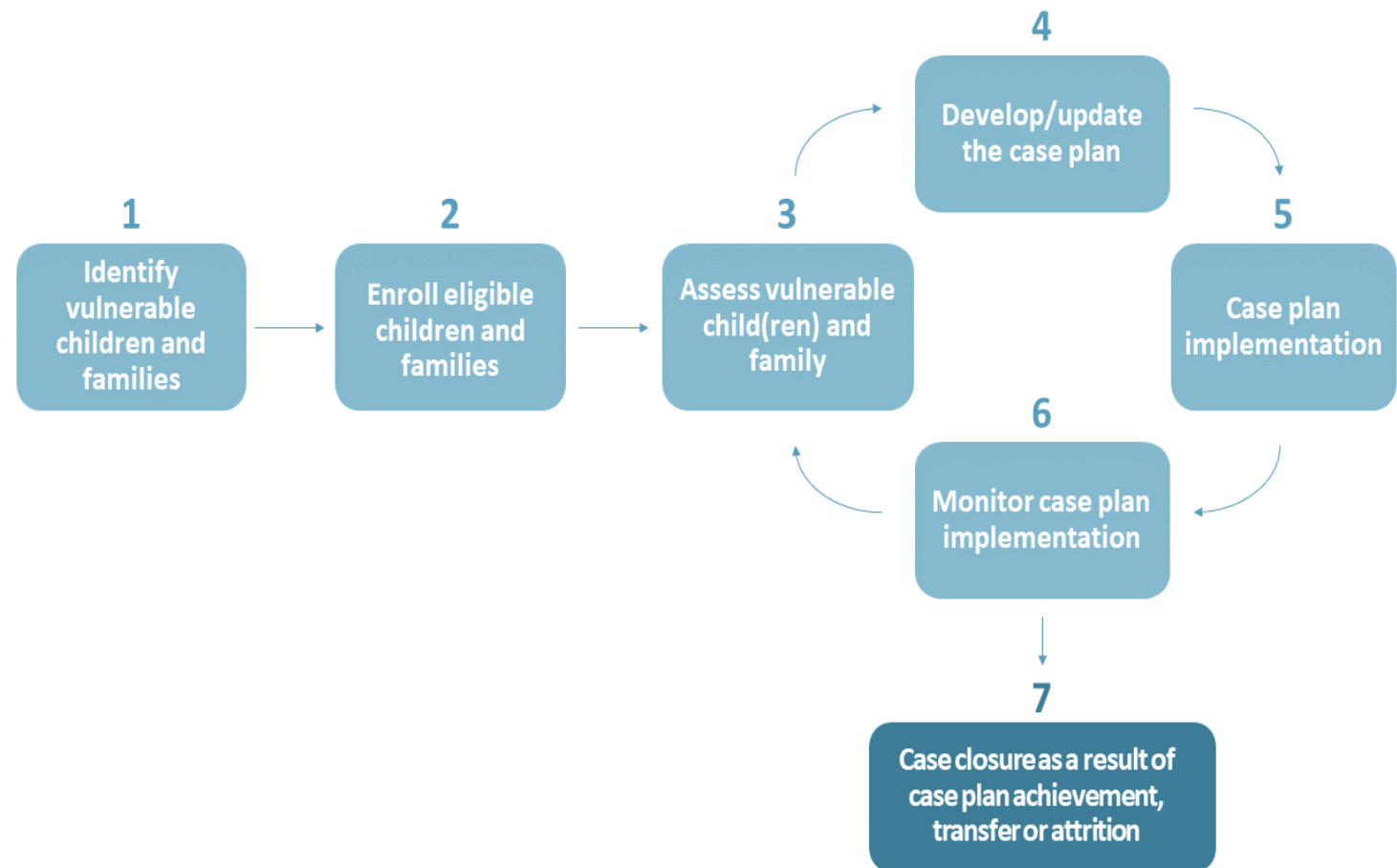
- Transition process
 - 900,000 OVC identified as “exiting” OVC program in Nigeria
 - Supporting the transition process in a responsible (i.e. do no harm) manner
- Children and families not progressing towards resiliency to successfully exit the OVC program
 - Services received not targeted to needs
 - Approach focused on deficiencies rather than strengths
 - Limited progression to resiliency

Designed a process and related tools that helped OVC programming to:

- Move from long-term support and service provision to a **strengths-based, resiliency**-focused approach.
- Intentionally addressed protective and risk factors of **HIV and child protection**.
- Focus on **outcomes** and not inputs.
- **Contribute to** the global effort to reach **95-95-95**.
- **Demonstrate impact** on OVC and their families.

DEFINING CASE MANAGEMENT

In the context of OVC programs, case management is the **process** of identifying, assessing, planning, referring, and tracking referrals, and monitoring the delivery of services in a **timely, context-sensitive, individualized, and family-centered** manner.



PROCESS TO DESIGN THIS INNOVATION

CM package developed in Nigeria

- Participatory
- OVC projects, local IPs & government

CM Package contextualized in different contexts

- Kenya
- South Sudan
- DRC
- Malawi

Learning informed Global CM package

- SOP
- Tools & Job Aids
- Training

Learning shared & informed CM practices in OVC programs & beyond

- Kenya
- South Sudan
- DRC
- Malawi
- Namibia
- Swaziland
- Cameroon
- Zimbabwe
- Uganda
- Lesotho
- Haiti

HOW THE INNOVATION HAS BEEN APPLIED



- Contextualized and **applied across numerous OVC projects**: Kenya, Malawi, Uganda, DRC, Mozambique, Zimbabwe, Cameroon, etc.
- Informed **HIV sensitive national case management system** and related efforts led by the government: Namibia, Swaziland, DRC, etc.
- Informed **Graduation Benchmarks**
- Informed **SIMS**
- Informed **Global CM Package** soon to be released
- Informed **Picture Impact Tools** in Kenya and other countries

HOW THE INNOVATION CONTRIBUTED TO SOLVE THE PROBLEM

Successes

- Grounded in good **social work practice**.
- Builds the **resilience of children and families**: strengths based and participatory.
- **Standardized** approaches.
- Helps provide **clear evidence** of where households are in terms of pathway to resilience.
- Provides **data** that is critical for OVC programs to **report on their impact**.
- Information helps to **target services and referrals**.
- More **effective use of time and resources**.
- Supports **more professional approach** to OVC programming.

Challenges encountered

- On-going capacity building needed to ensure approach is not reduced to solely using the tools as M&E / data gathering exercise.
- High case loads reduce opportunity for full engagement of child(ren) and their family.
- Structure of OVC programs determines extent to which government and all OVC and HIV testing and treatment partners participate in contextualization, which is critical.

LESSONS LEARNED FOR OTHER PROGRAMS

Ensure everyone agrees with and ***understands the “why”***.

Strengths-based approach focuses on problem-solving. ***Make it positive and build ownership of the process, especially with families.***

Engage OVC and HIV IPs as well as local government in all stages. ***Evidence helps with decision-making.***

Celebrate accomplishments - make exiting the program be seen as a success.

Leverage information gathered throughout the case management process ***can inform reporting to govt and USAID.***



THANK YOU!