



# Case Management & Case Compass Toolkit

Supporting client countries in developing a case management information system (CMIS)



Armenia | 13.01.2023



## Case Compass in context

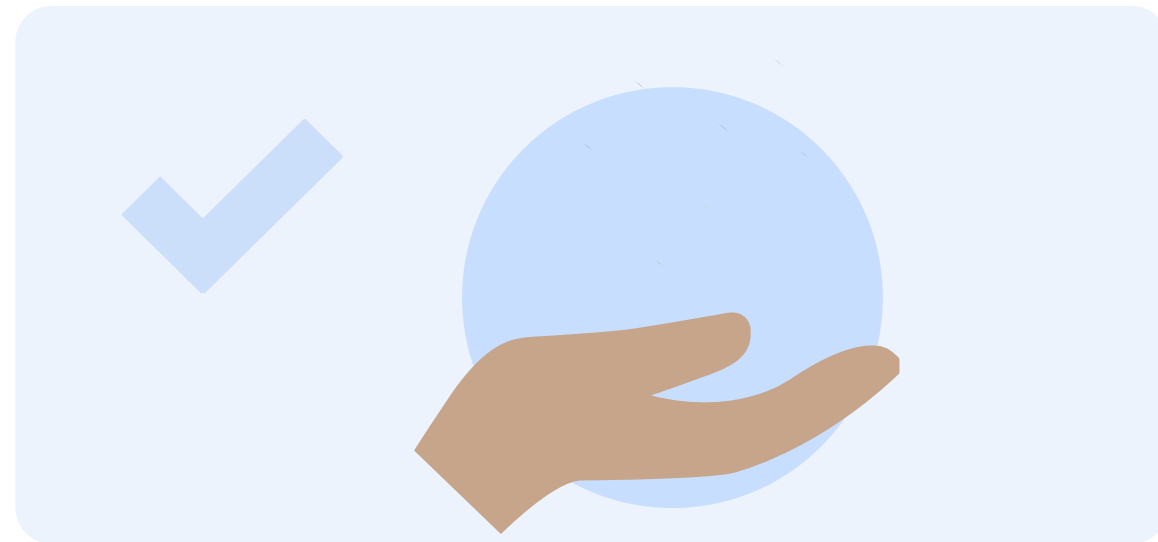
**Vulnerable families and individuals face unique challenges** - each story is different, carrying a complexity of needs and strengths.

To help the vulnerable find what's right for them, we need an **integrated approach like that of Case Management**, the social protection practice that connects vulnerable citizens with appropriate services.

**The World Bank created the Case Compass Toolkit** to help governments **improve Case Management through information technology**.

IT platforms can simplify this work, helping social workers better serve their clients.

# Case Compass Objectives



Support selected client countries to improve case management services

Develop case management information systems (CMISes)

Promote their use for social protection interventions globally

# Our Expertise

## Case Management Experts

Responding to countries' requests to help improve case management programs' effectiveness



## Software development Experts

Advising CMIS development in Chile, Italy, and other countries



## User Experience Experts

Developing a human centered design that is accessible, user-friendly and efficient



# The Compass team mixes expertise in:

## Project management



**Alessandra Marini**,  
project coordinator



**Francesco Cenedese**, project  
monitoring and  
concept  
development



**Agnes Mganga**,  
team assistant

## Case management experts



**Veronica Silva**



**Lucia Solbes**



**Manuela Sofia  
Stanculescu**



**Melissa Zumaeta  
Aurazo**



**Richon Nembhard**

## IT specialists



**Stathis Marinos**, product  
owner



**George Karkalis**, Scrum  
master, architect



**Panos Panagiotidis**, User  
Interface



**Stelios Pantouvakis**, Web  
API, database



**Vikesh Mahboobani  
Martínez**, Research Analyst

## User experience specialists



**Bernadette Herkner**,  
digital product  
designer



**Robert March**,  
user experience  
specialist



**Andrea Jambor**  
Graphic designer

The Case Compass Toolkit

# Includes 3 tools

**Global public goods.** All products and services are not for commercial purposes and are available to interested countries as part of existing or new World Bank support



A digital guide to the fundamentals of CMISes and case management



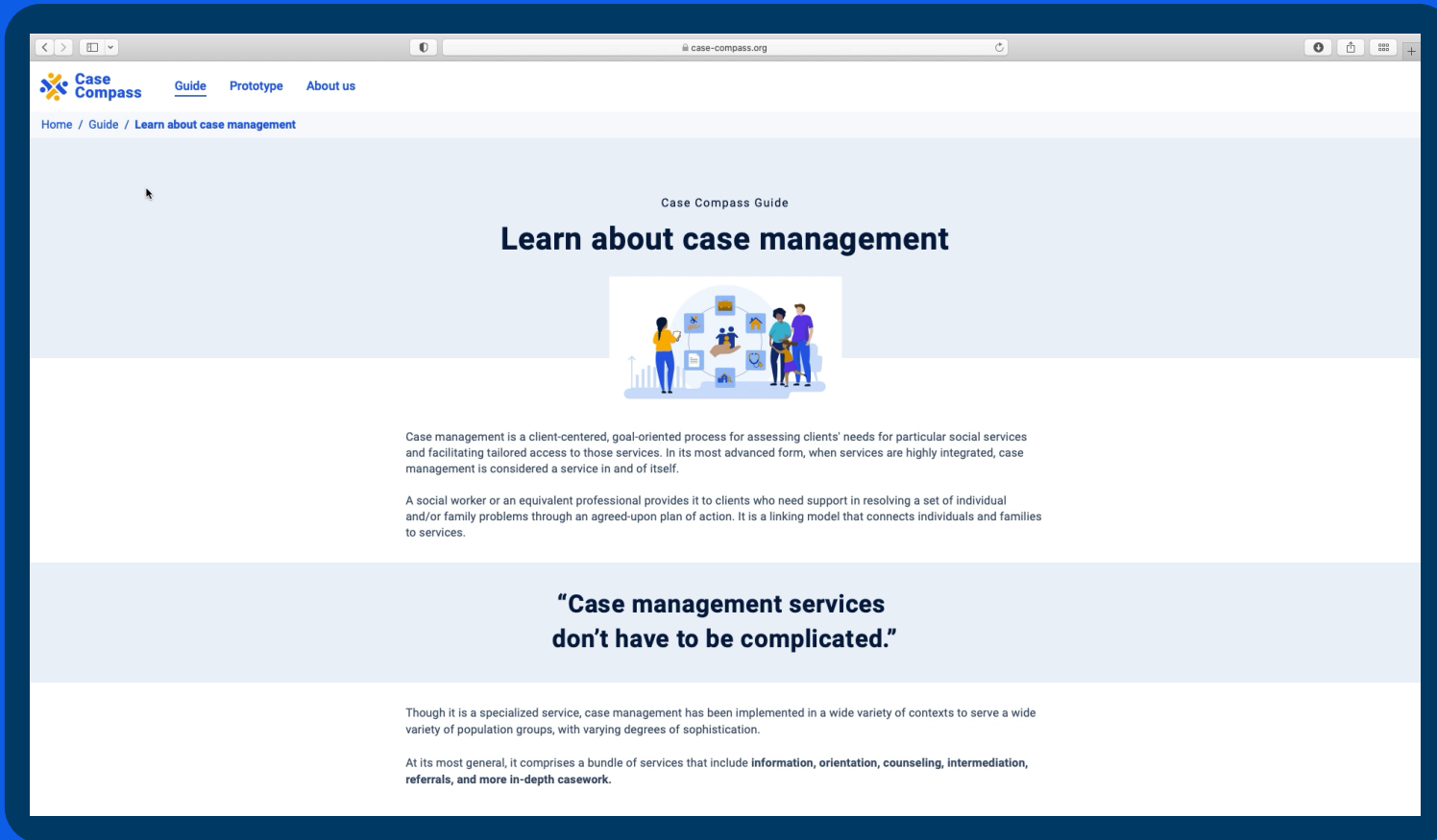
A fully functioning CMIS prototype to showcase different modules and functionalities of case management information systems



Tailored advice (clinics) from the Case Compass team on setting up and running a CMIS project

## Piloting with countries

customized versions of the CMIS prototype showing country-specific assessment tools



# Case Compass Guide

A digital guide to the fundamentals of CMISEs and case management.

# Use the Case Compass Guide to get inspired from existing CMISes in other countries:



## Read about the key enablers to introduce a CMIS in a country

This includes aspects such as the presence of professional social workers, the existence of approved assessment tools for case management, etc.



## Browse examples of existing CMISes in other countries to get inspired

Go through the CMIS cards and select the ones that are of interest (via an easy conceptual framework). Explore different Case Management or CMIS set ups that exist around the globe



## Find out how countries tackled topics such as privacy, referrals, etc.

Follow an easy tagging system to see how different countries set up their CMISes to comply with privacy laws, do automatic referrals to other institutions, send automatic reminders to beneficiaries via SMS or email, etc.

[View the Guide](#)







Indirect registration

Case work

Low-Income families

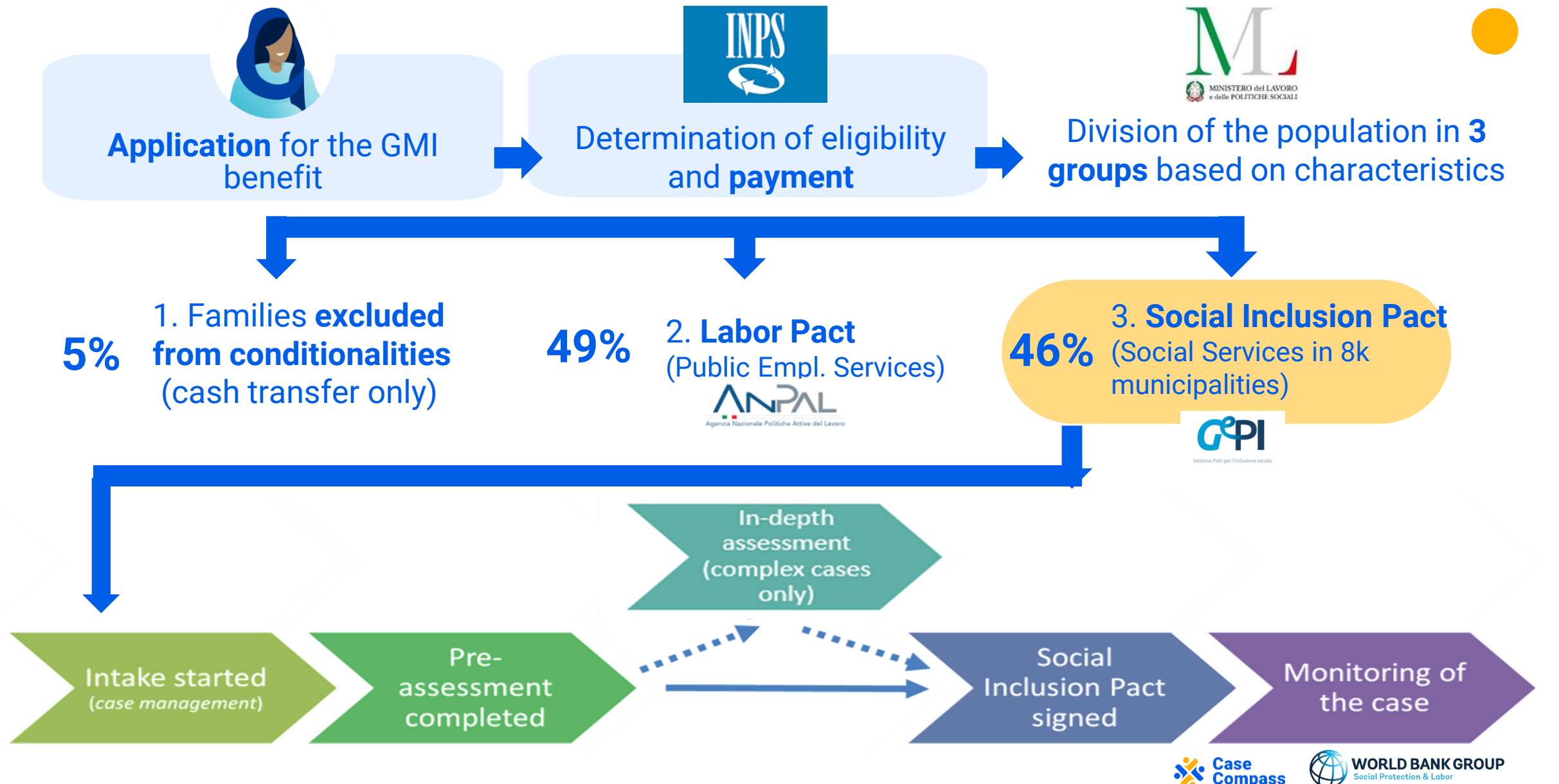
## Italy

### GePI: a CMIS for the guaranteed minimum income program **Reddito di Cittadinanza**

Multi-tiered assessment of needs and conditions, external referrals, intervention plans and monitoring; residency requirement checks and participation to “compulsory community volunteering” projects (PUC)



# A simplified *RdC* delivery chain: integration with social and labor services by design





Direct registration performed by local teams (social worker, community nurse, school counselor, and others)

Case Work

Vulnerable children and their families

## Romania – Aurora Project 🇷🇴





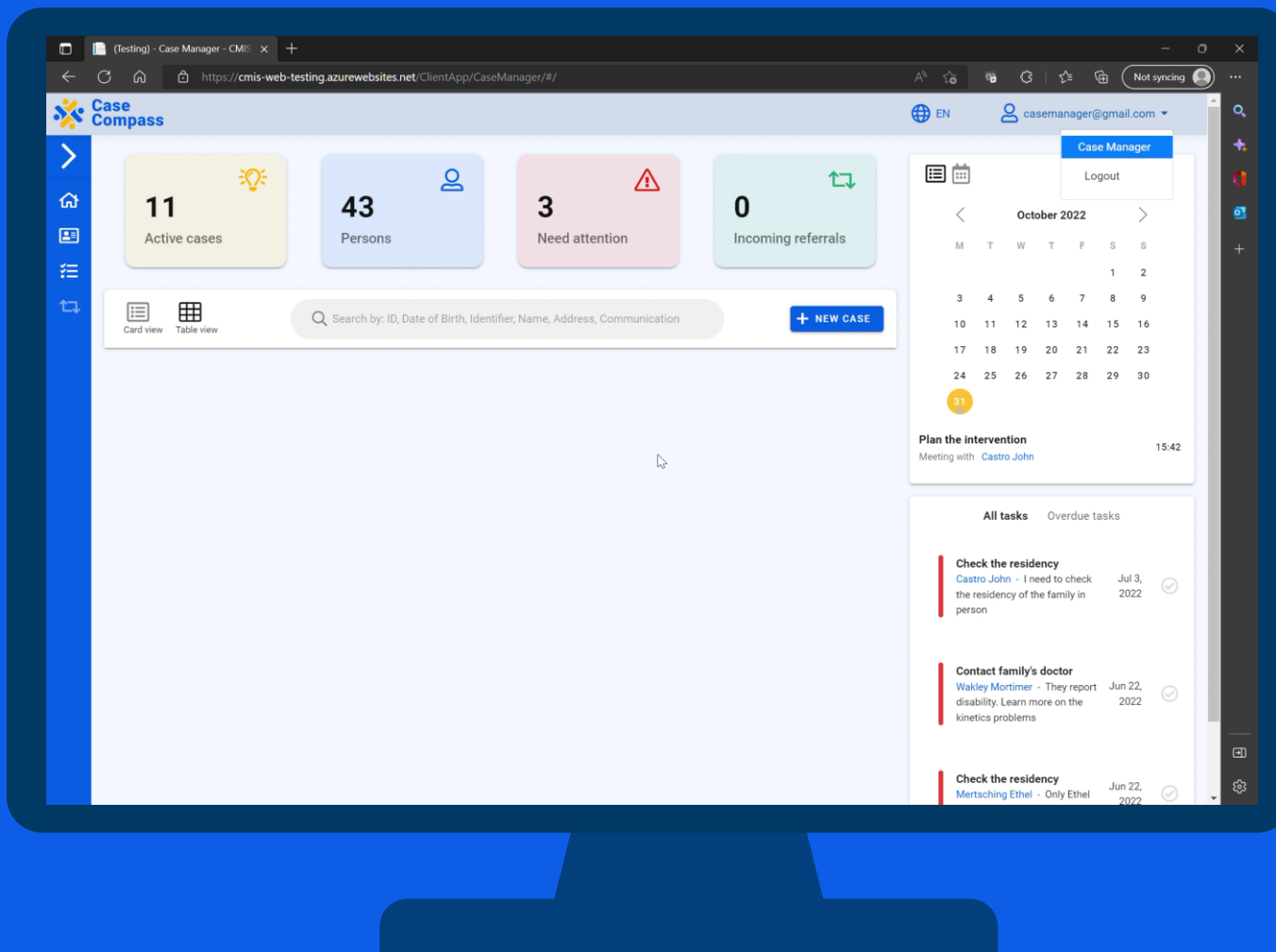
Direct registration

Case work

General population

## Montgomery County, Maryland, United States

Montgomery County platform, the Enterprise Case Management System (eICM): a CMIS for the improvement of the integration in the delivery of social programs and services



# Case Compass Prototype

A fully functioning CMIS prototype to showcase different modules and functionalities of case management information systems.

# What's the purpose of the Case Compass Prototype?














A demonstration of possibilities, not a piece of software to implement

A modular tool, that can grow or shrink in complexity to demonstrate CMISes

A way for World Bank staff and in-country counterparts to see what a CMIS can do

landing page

# What kind of features does the prototype has?

-  Case intake
-  Profiling
-  Assessment
-  Intervention plan design
-  Meeting management
-  Referral module
-  Evaluation
-  User management
-  Logging & auditing user actions
-  Notifications
-  CMIS dashboard
- Etc.

# What will the additional tools for the prototype?



**A beneficiaries' portal** to inform clients of cases and intervention plans



**A mock data warehouse** for policy making



**A dashboard** to help policy makers interpret data



# The Case Compass Prototype does not support:



**Eligibility checks** (e.g. for cash transfer benefits, services, pensions, disability)



**Cash transfer benefits** and workflows



**Payment and reconciliation**

Have a look at [open-source Core MIS](#)

If you are interested in cash transfer benefits management





## Case Compass Learn

Tailored advice  
(clinics) from the  
Case Compass team  
on setting up and  
running a CMIS  
project.

Leverage the team's expertise with  
**Case Compass Learn**



**Request ad-hoc clinics to get the Case Compass team's feedback on specific topics**

Get feedback from the team on your overall case management strategy or on specific topics and challenges that you are facing at the onset of a CMIS project.

**Get guidance on creating your country-specific CMIS card**

Participate in sessions dedicated to build a CMIS card for a specific country following the template prepared by the team or get a simplified version by filling an online questionnaire.

**Access the compendium of learning material that will be made available**

Access the dedicated website with learning material and tutorials.

# Advisory support from Case Compass

## 1. Draft a case study for your own country

If you have already an existing a CMIS, write a CMIS card to describe its main features or simply describe the status of case management practices in the country.



## 2. Work with the Case Compass team on the CMIS strategy

Get feedback from the team on your overall case management strategy or on specific topics and challenges that you are facing at the onset of a CMIS project.



## 3. Get guidance on the design of the CMIS

Get feedback on the design of the CMIS, its modules and take inspiration from the logic used to build the Case Compass Prototype.



## 4. Possibility to visualize your assessment tools in Case Compass Prototype

If you have some assessment tools ready a version of the prototype can be customized to showcase your specific assessment tools.





**Thank you**

<https://www.case-compass.org/>

# Annex on Case Management



Familyhood



Pregnancy and ECD



Childhood



Adolescence



Active-age adulthood



Old age



Disability

Individuals can face a set of risks and challenges at each stage of the life cycle that can turn into specific vulnerabilities.

Countries meet citizens' needs offering a myriad of benefits and services.



Examples of benefits:



Conditional monetary transfers



Disability benefits



Subsidies

Etc.

Examples of Services:



Parenting support



Early childhood development service

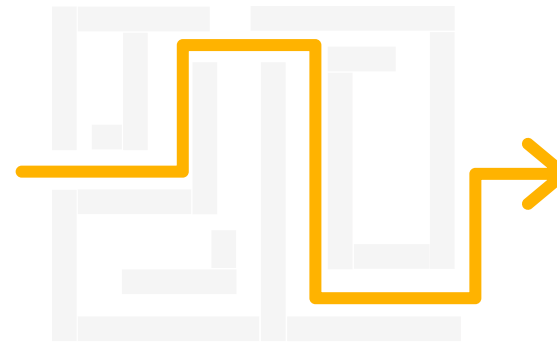


Active aging

Etc.

## Case management helps match clients with benefits and services that will meet their needs.

For certain population groups linking citizens to benefits and services can become a significant challenge

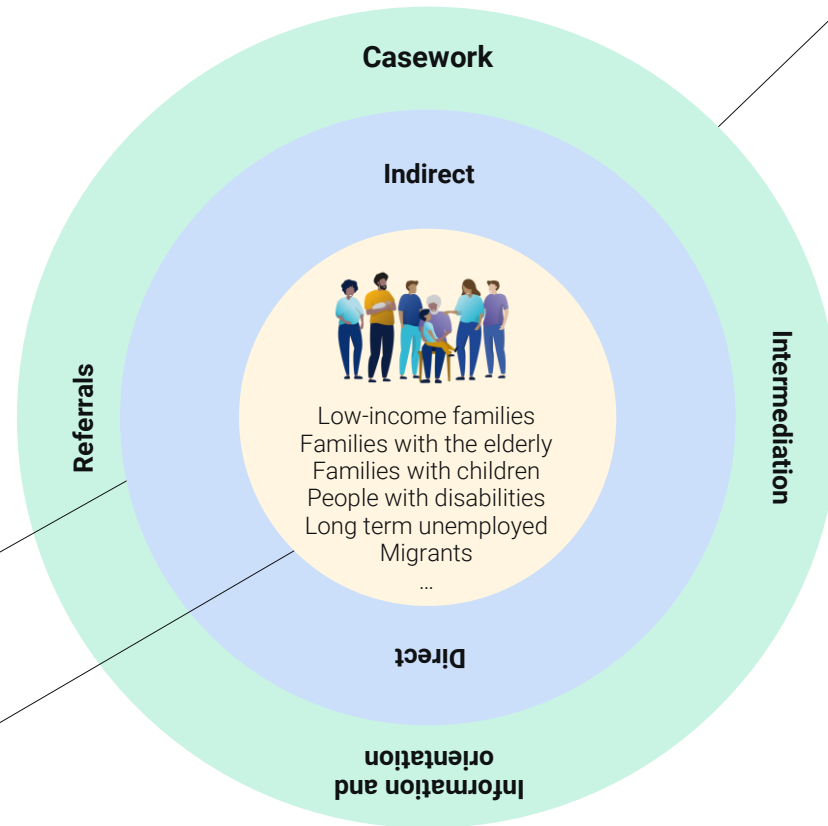


Examples of benefits and services

- Conditional monetary transfers
- Parenting support
- Disability benefits
- Subsidies
- Active aging



# A proposed classification for Case Management Interventions based on three criteria



2. INTAKE POINTS

3. POPULATION SERVED

## 1. LEVEL OF CASE MANAGEMENT

**Information and orientation**  
 The most basic level of integration of services: the individual or family is registered for Case Management or on a CMIS to access a service and receives general

**Intermediation**  
 Service providers register people on a CMIS to assess their specific situation and to provide information, orientation and intermediation to services, based on the results of the assessment.

**Referrals**  
 Service providers register people on a CMIS to assess their specific situation and to provide information, orientation and intermediation to services, based on the results of the assessment, including possibly referring the beneficiary to another service (within the same agency or in another agency).

**Casework**  
 The most advanced level of integration of services: people are registered for Case Management or on a CMIS where the interaction between the social worker and the client involves all the activities of the lower case management levels plus a specific treatment (an intervention plan) and close monitoring and contact.