Case Compass Toolkit

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

ESSC 2022 - Plenary 1:
Supporting strategic change and decision-making

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Why Case management?

CITIZENS
Face multidimensional and complex needs

GOVERNMENTS
Respond by offering a myriad of benefits and services

Case management helps match clients’ needs with benefits & services

Why Case management information systems?

TO HELP SOCIAL WORKERS
• Spend more time talking to clients and less on bureaucracy
• Have more information on beneficiaries
• Organize their daily tasks
→ higher quality social service provision

DECISION MAKERS CAN USE DATA TO:
• Monitor implementation of programs
• Plan services that meet beneficiaries’ needs
• Identify gaps in service provision/areas at risk
Experience of a team of experts across disciplines:
Responding to countries’ requests to improve case management programs’ effectiveness

Chile  Greece  Italy

Our goal
A toolkit to support selected countries to develop their own information system for case management

Case Compass Guide
A digital guide to the fundamentals of case management and Case management information systems.

Case Compass Prototype
Showcasing different modules & functionalities of case management information systems.

Case Compass Learn
Tailored advice (clinics) from the Case Compass team on setting up and running a Case management information systems. project.
Use the Case Compass Guide and get inspired from other countries

Key enabling factors
Read about key enabling factors to introduce a Case management information system in a country

Learn about existing Information systems
Browse existing Case management information systems in other countries to get inspired (via an easy conceptual framework)
What’s the purpose of the **Case Compass Prototype**?

**Key modules:**
- Profiling
- Assessment
- Intervention plan design
- Monitoring
- Referrals

**Demo versions**
A demonstration of what a Case management information system can do, not a piece of software to implement.

**Flexibility**
A modular tool, that can grow or shrink in complexity to demonstrate Case management information systems.
Critical elements: lessons from experience

HUMAN-CENTERED DESIGN
and validation with users

INTEROPERABILITY
between databases of different national & local administrations or service providers

GOVERNMENT CAPACITY
for helpdesk and training of operators

POLICY MONITORING
by proactively using data and, eventually, fine tuning the program

Two concluding observations
A Case Management Information System does not substitute the need to:

1. strengthen capacity of social services at the local level
2. local coordination and protocols between different agencies to follow complex cases
Thank you!

Find us on: case-compass.org