

Spotlight on Key Resources for Effective Case Management

CASE MANAGEMENT TASK FORCE

2024 Annual Meeting for Child Protection in Humanitarian Action

Child Protection Case Management was defined as a core approach to child protection in humanitarian action during the development of the 2012 Minimum Standards for Child Protection in Humanitarian Action (CPMS). A lot of progress has been made to improve and standardise the quality and delivery of case management services in child protection since the development of the Case Management Child Protection Guidelines in 2014, especially in humanitarian crises. Since its formation, the Case Management Task Force through the inter-agency approach to case management has been leading the development of standard tools such as:

- The quality assessment framework
- Inter-agency forms
- Standard operating procedures
- Data protection and information sharing protocols.

It has been professionalised through the development of:

- Capacity building packages
- A strengthened focus on coaching and supervision
- A strengthened focus on the engagement of community volunteers
- Key tools /guidance for information management, for case management

Given the available tools and guidelines, there is now an opportunity to more systematically use the data generated from child protection case management to improve program quality, inform humanitarian response planning and to drive global advocacy on child protection risks and vulnerabilities and the resources that are required to address them.

The session presentations can be found [here](#). Key takeaways from each were as follows.

1. Case Management Research

Marta Passerini, Humanitarian Case Management and Information Management for Case Management consultant, UNICEF

- In 2024 UNICEF commissioned a desk review of case management data utilising the CPIMS+ with the following purposes: understand the profile of children receiving case management and document outcomes of the intervention; understand data gaps and improve to future programs' design. It also meant to understand how to best utilise the CPIMS+ for data analysis to improve child protection case management work; as well as overall case management forms and information management systems
- Data from 2022-2023 was collected for the following refugee settings: Ukraine, Kenya (Dadaab), Bangladesh (Cox's Bazaar), Lebanon, Nigeria.
- **Key Findings:** The average duration between opening and closure of a case was 5 months; Neglect of the child is the most common protection incident reported across all countries.
- **Preliminary Learnings:** Lack of clear data categories and definitions, so protection concerns vary greatly between contexts; there are no "core data fields" in the case management forms; and there are specific contextual considerations which may for example make definitions of points like risk levels different. All of this is being addressed through a number of activities which are being led globally by the task force, for example Data Categorisation and revision of the case management forms.



2. The Child Wellbeing Matters: How Research can Inform Better Practices

María Cecilia Dedios, Associate Professor, School of Government Universidad de los Andes



- This project aims to fill evidence gaps in understanding the experiences of children, caregivers, and caseworkers to identify the most effective parts of case management at improving child wellbeing.
- This will lead to the development of practical tools and resources to help frontline workers better support children in crisis situations.
- **Key Findings:** The importance of rigorous research in improving child protection case management; The potential for significant impact of case management on improving child wellbeing.