HANDOUT 18.2 DEVELOPING CASE MANAGEMENT PROTOCOL

Case Study:

Imagine you just started a new job as a caseworker. You start your first day and discover that you have 30 survivors on your caseload but your colleague only has 5. Despite feeling confused by the disparity in caseloads, you jump into working with clients. You notice that each worker begins their work differently, one starts with consent forms, while another starts with service planning. When a client faints in the office, no one is quite sure how to react. There are discussions about whether to call emergency services, ask a supervisor, call the client’s family, or simply wait until she wakes up.