

CASE MANAGEMENT CURRICULUM

A model for the work of an organization focused on peace, conflict, and healing.

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Purpose

It is proposed that organizations devoted to peace, conflict, and healing that serve the public—especially marginalized people—through community education, community organizing, and/or community healing adopt a case management curriculum for its programs, services, events, and activities. This document outlines and explains a case management curriculum.

Overall Outcome

The curriculum is governed by the following public and internal description and objective:

- **Public-facing overall description:** Emphasizing restoration, healing, justice, equality, equity, inclusion, and liberation, the organization works towards community organizing, community education, community healing, and community building to provide ways for people to collectively manage, transform, resolve, and prevent conflict.

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- Internal objective: Through the lenses of restoration, healing, justice, equality, equity, inclusion, and liberation, participants in organization's programs, services, and activities gain ways to collectively manage, transform, resolve, and prevent conflict through community building.

Measuring and Metrics

A case management approach facilitates the measuring of the impact of an organization's work according to the metrics. Metrics are the particular outcomes or goals that represent the organization's impact. Impact means measurable effectiveness.

Thus, the organization must carefully delineate its metrics.

Everything—all of the organization's work—must be tied to these metrics to demonstrate ongoing impact.

Evaluation (or measuring) is the assessment of how the organization's cases are fulfilling the metrics at key intervals (such as quarterly, annually, every two years, three years, etc.).

Case management is the programmatic engine that facilitates measuring metrics and the entire enterprise of evaluation.

What is Case Management?

Case management is the work of helping people enhance their achievements and advantages while also helping them to organize and educate themselves to solve their problems and challenges.

Case management serves people who connect with an organization by doing the following:

1. Performs intake to delineate who the people are;
2. Assesses the people's needs during intake;
3. Collects and classifies information from intake into data about the people served;
4. Translates this data into metrics—or the particular outcomes or goals that the people must work towards as they access the organization's services, programs, events, and activities;
5. Develops plans of action to meet people's needs;
6. Correlates the needs according to the metrics;
7. Executes services, programs, events, and activities that meet their needs;
8. Monitors and tracks the planning, completion, and effectiveness of the services, programs, events, and activities; and

9. Evaluates the services, programs, events, and activities at every step of the work, including at the end of each case.

What is a Case?

1. A case is the combined sum of a people's ongoing achievements, advantages, challenges, and problems.
2. A case is a platform for enhancing achievements and advantages and solving problems and challenges.

What is a Case Management Curriculum?

A case management curriculum is the learning or organizing experiences that help participants within the organization's work to enhance their advantages while resolving their problems.

Within the organization, the curriculum aims for participants to achieve and/or do the following six learning experiences about conflict resolution and prevention through the lenses of restoration, healing, justice, equality, equity, inclusion, and liberation:

1. Knowledge.
2. Comprehension.
3. Application.

4. Analysis.
5. Synthesis (or problem-solving).
6. Evaluation.

All services, programs, events, and activities should provide people with these six learning experiences.

The action verbs that typify each of these six learning experiences are as follows (and these action verbs can be used when writing detailed service, program, or activity plans):

Knowledge	Comprehension	Application	Analysis	Synthesis	Evaluation
define identify label list match name recall recognize record relate repeat select state	classify compile conclude discuss describe explain express give examples identify interpret recognize summarize translate	apply calculate demonstrate develop interpret locate operate perform practice predict present report use	analyse calculate categorize classify compare contrast determine differentiate distinguish examine outline test	arrange assemble compose construct design develop diagnose manage organize plan propose relate summarize	assess compare critique decide determine establish evaluate judge measure rate recommend select

Likely services, programs, and activities are as follows:

Services	<ul style="list-style-type: none"> • Healing circles (or direct conflict resolution meetings). • Preliminary consultations towards conflict resolution. • Professional development—community education as well as training people to carry out restoration. • Individual consultations towards conflict resolution. • Group consultations towards conflict resolution. • Evaluative consultations towards conflict resolution.
Programs	<p>Conflict resolution services or activities shaped around a particular issue or concern.</p> <p>Peer support activities or events.</p> <p>Trainings or extended opportunities for organizing and education.</p>
Activities	Events and initiatives outside of the scope of services and programs.

Six Main Components of the Case Management Curriculum

1. Intake forms.
2. Policies.
3. Case files.

4. Case to Metrics Forms.

5. Evaluation Forms.

6. Reports.

Respectfully submitted.