Innovation in the Non-Profit Sector: Case Management in Victim Support in Germany

VSE CONFERENCE 2014

Workshop B - Quality of Support and Evaluation Tools

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Prof. Dr. Carsten Schultz

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Agenda

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Introduction

▶ In anticipation of EU Directive 2012/29/EU, German Federal Ministry for Labor and Social Affairs commissioned 3 projects in 2011 to analyze various aspects of the current state of victim support provision in Germany:

TRAVESI: The Importance of Trauma-Centers for Victim Support: University of Ulm

KOPS: Coordination of Victim Support and psychological Care

Atlas of German Victim Support Organizations: Center for Criminology, Wiesbaden

Start: August 2012
End: December 2014

Project Partners:
- Christian-Albrechts-University at Kiel
- Ministry of Social Affairs, Health, Family and Equality of Land Schleswig-Holstein
- LVR(Regional Association Rhineland) NRW
- Women's Counseling Center Kiel
- symeda GmbH

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Project KOPS: Targets

▶ Identify real coordination problems and their relevance to the quality and efficiency of victims assistance for victims of violent crimes

▶ Develop a concept for an IT-based Case Management System that protects the confidentiality of the victims

▶ Develop, test and evaluate the implementation of the Case Management System

Goal of the KOPS Project: The development of a transferable Case Management Software that improves the organization and coordination of holistic treatment for victims of violent crimes

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Project KOPS: Progress to Date

▶ 30 Individual and Group Interviews

▶ Research and Collection of primary and secondary data

▶ Attendance of Victim Support Conferences and Forums

▶ 2 Lead-User Workshops with Project Partners and Victim Service Support Organizations

▶ Qualitative Analysis of interview transcriptions and protocols

▶ Creation of the Cooperation and Network Survey based on qualitative analysis and extant relevant literature

▶ Mailing of the survey in three German states (Schleswig-Holstein, Saxony and Hamburg)

▶ Case Management Software development with the Women's Counseling Center in Kiel, Germany

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Step 1: Qualitative Analysis

▶ 30 semi-structured individual and group interviews

    ▶ Employees of various organizations including Victim Support Services, Women's Services, Police, Qualified Victim Court Support, State Attorneys, Victim Attorneys, etc.

▶ 1. Lead-User Workshop

    ▶ Analysis of the workshop-generated content

▶ Transcription of interviews and protocol documentation

▶ Analysis of all transcripts and protocols using MAXQDA Software

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Step 1: Preliminary Results

► **Information Flow Issues**

   ► Low transparency regarding core competencies of different victim support organizations and government agencies

   ► Information on available support (for victims) and client satisfaction (for quality management) is not readily available

► **Coordination Difficulties**

   ► Low levels of coordination between various providers of victim support may cause quality deficiencies and be inefficient

   ► There is a need for streamlining processes and developing a comprehensive victim case management and implementing quality management tools

► **Cultural Conflicts between Organizations**

   ► Different organizations and government agencies

   ► Network creation and maintenance is tedious

► **Sustainability**

   ► Long-term financing is insecure

   ► Organizational futures are uncertain due to current funding structures

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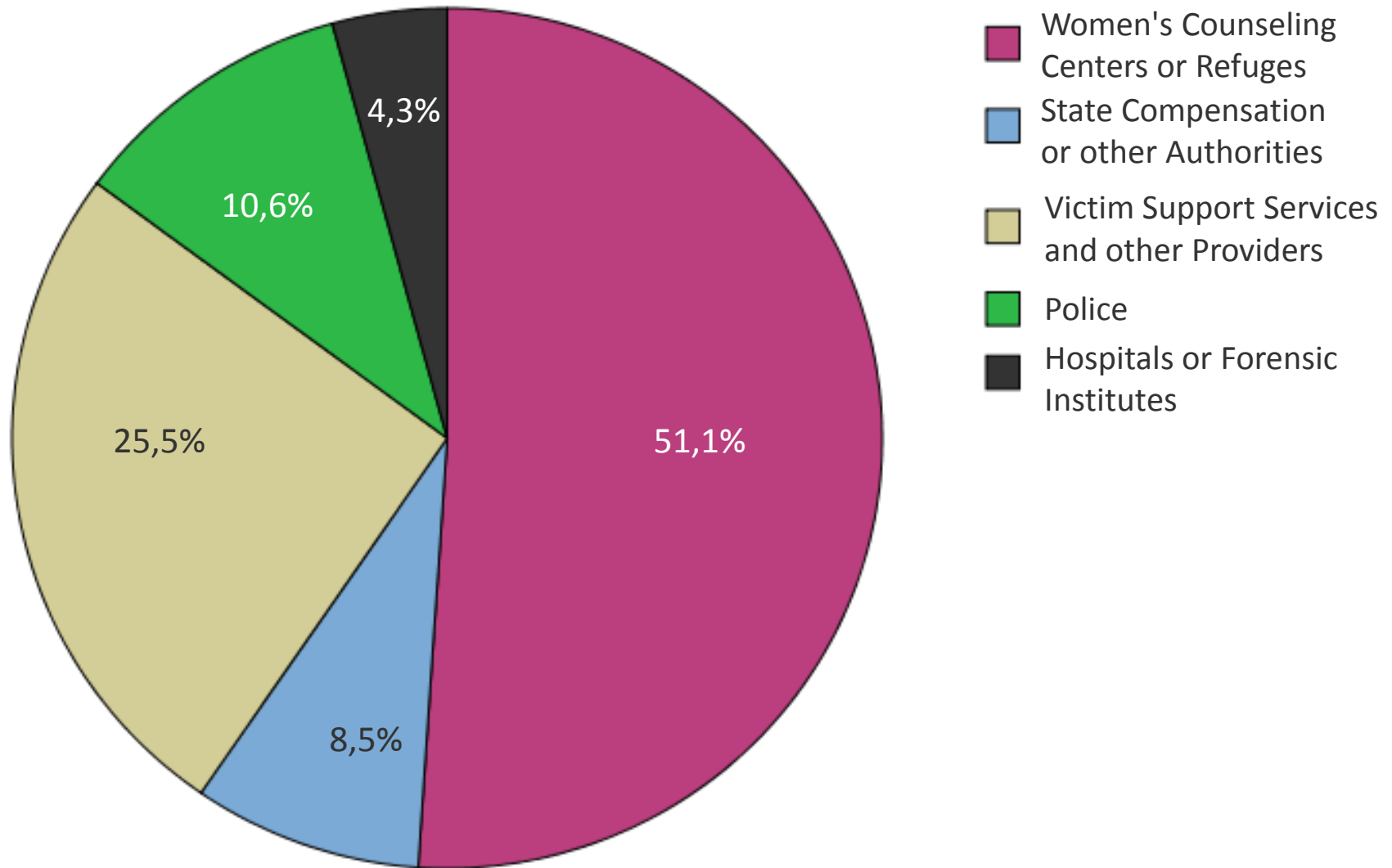Prof. Dr. Carsten Schultz

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Step 2: Quantitative Analysis

► Survey designed building on the results of the qualitative analysis

► Focus on:

 ► Coordination and collaboration between victim support providers

 ► Service and decision-making processes, core competencies

 ► Public relations

 ► Organizational network

 ► Victim Compensation

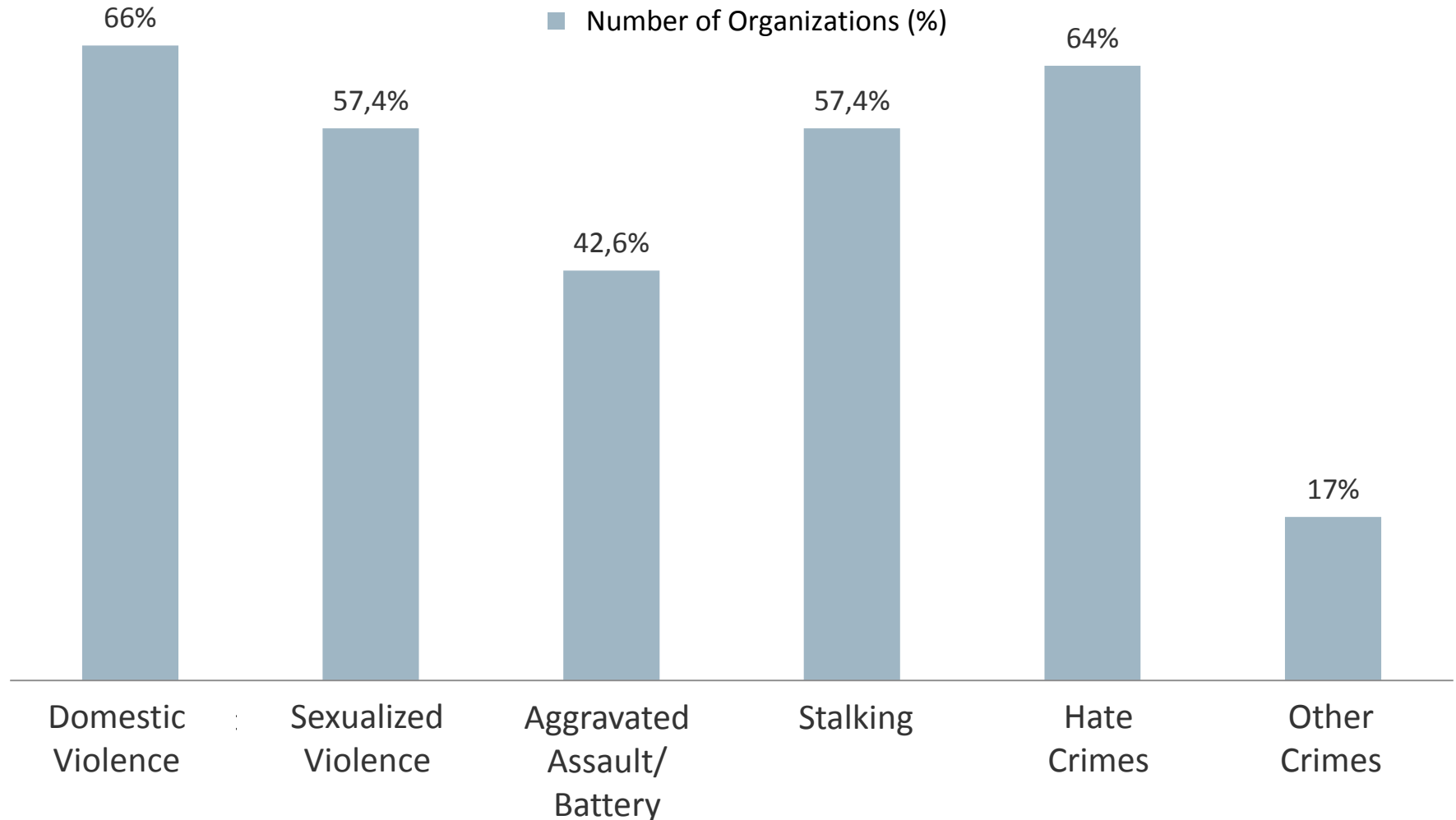► 5 point scales and free answers to capture independent opinions of victim support providers

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Step 2: Preliminary Results

▶ We sent out 113 surveys in 2 batches in Schleswig-Holstein

    ▶ 1. Batch: Organizations in known to us through research

    ▶ 2. Batch: Organizations named as cooperation partners in the surveys received

▶ 62 completed surveys responses to date:

▶ 47 have been analyzed to date, a further 15 have yet to be included in the analysis (effective response rate: 55%)
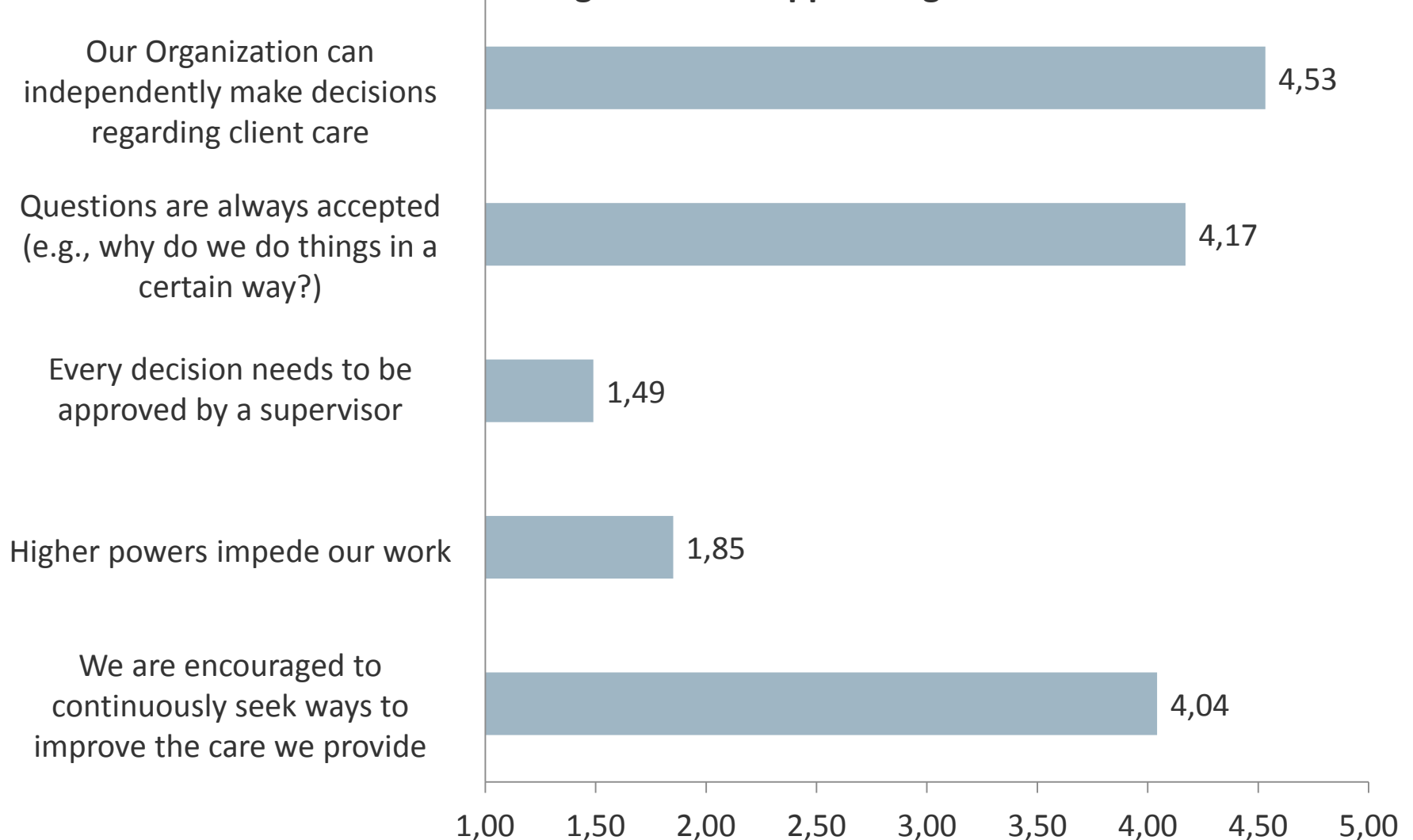
Step 2: Preliminary Results

Legend:
- Women's Counseling Centers or Refuges — 51,1%
- State Compensation or other Authorities — 8,5%
- Victim Support Services and other Providers — 25,5%
- Police — 10,6%
- Hospitals or Forensic Institutes — 4,3%

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Step 2: Preliminary Results

Who is being taken care of by Victim Support Services in Schleswig-Holstein?

Bar chart — Number of Organizations (%):
- Domestic Violence: 66%
- Sexualized Violence: 57,4%
- Aggravated Assault/Battery: 42,6%
- Stalking: 57,4%
- Hate Crimes: 64%
- Other Crimes: 17%

Step 2: Preliminary Results

Decision-Making In Victim Support Organizations

Statement	Average
Our Organization can independently make decisions regarding client care	4,53
Questions are always accepted (e.g., why do we do things in a certain way?)	4,17
Every decision needs to be approved by a supervisor	1,49
Higher powers impede our work	1,85
We are encouraged to continuously seek ways to improve the care we provide	4,04

1,00 1,50 2,00 2,50 3,00 3,50 4,00 4,50 5,00

■ Average on a 5-Pt. Scale

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Step 2: Preliminary Results

Quality Management in Victim Support Organizations

	Average on a 5-Pt. Scale
We have written, documented Quality Standards	4,36
We keep written records of schedules, processes and training curricula	4,15
We have standardized processes for victim service procedures	3,85

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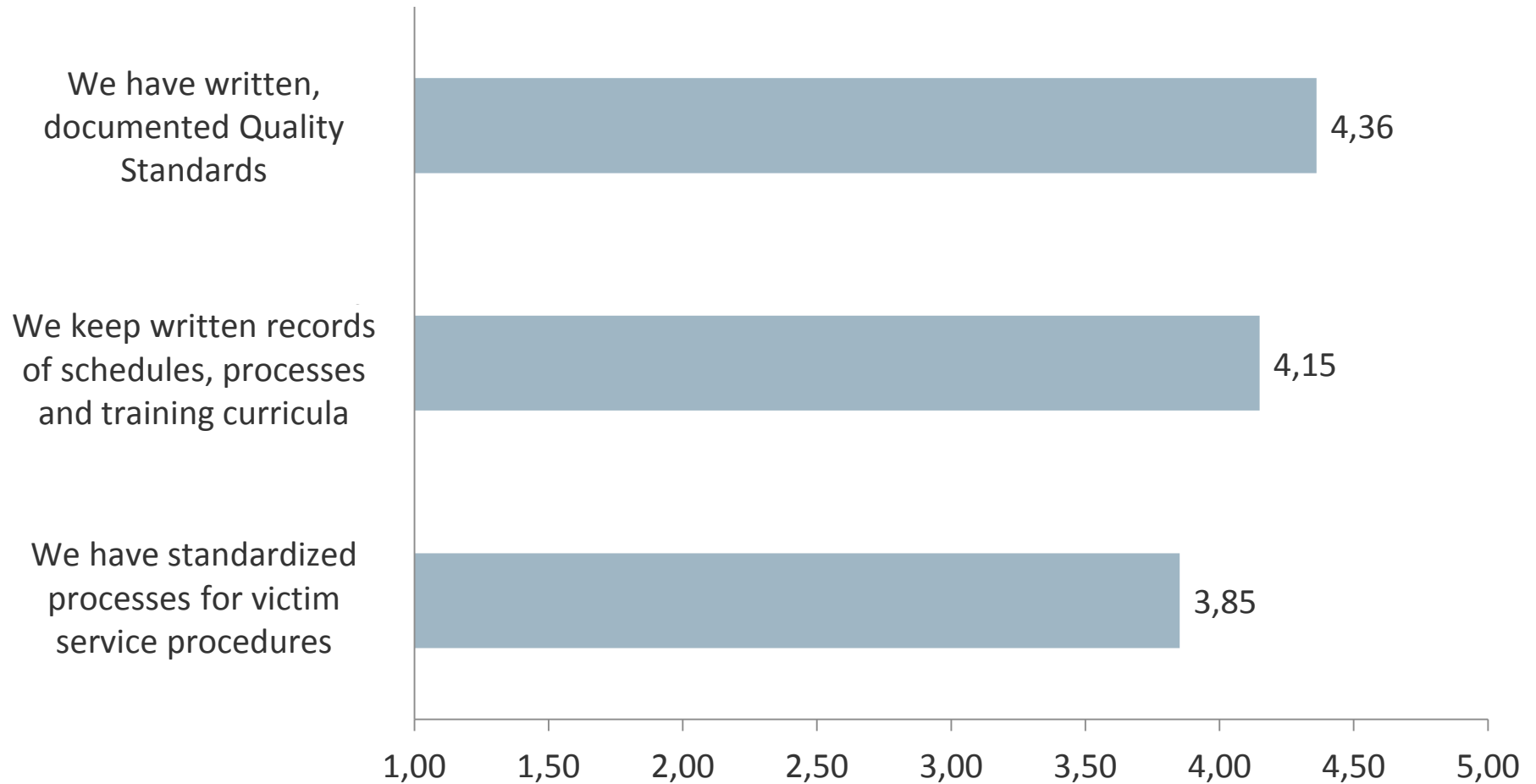
Step 3: Case Management Software

▶ Quality Management and Evaluation begins with individual Victim Support Organizations

▶ We visited various Victim Support Organizations to experience how they conduct their day-to-day business

  ▶ High dedication to providing the best-quality care possible

  ▶ Basic computer support (Excel, Access) is used for collecting statistics

  ▶ Client files tend to be paper; generally handwritten

Goal: Develop a Case Management Software integrated into the client-oriented tasks that frees resources to focus more on personal client care by:

  ▶ Streamlining processes where possible,

  ▶ Improving internal organization (timesheets, scheduling etc)

  ▶ Reducing the bureaucratic burden on employees/ volunteers

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Step 3: Case Management Software

▶ Partnered with the Women's Counseling Center (Frauennotruf) Kiel to develop a comprehensive Case Management software to integrate care documentation with statistical documentation requirements

▶ We observed their internal work processes, i.e.:

  ▶ Method of operations

  ▶ Statistical requirements

  ▶ Quality Management Standards

▶ Conceptualized the Software in an iterative development process

▶ Initial testing October/November 2013

▶ Start of the final software test: June 3, 2014

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BITTE ANMELDEN

✉ popa@bwl.uni-kiel.de

✱ ••••••••••••

Anmelden

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Marie, C (Ma123cu)

seit 12.11.2013, Episode 1

Arbeitsplatz   Beratung   Daten

KLIENTENSUCHE   ALLE KLIENTEN

KlientIn anlegen

Personencode	Nachname	Vorname	Altersgruppe	Kontakt	Fallmanager	erstellt
	026	KRBP	50 - 59 Jahre	keine Daten hinterle	KiRe	11.11.13
ah1pa	A.	P.	40 - 49 JahreB	keine Daten hinterle	AnHa	26.09.13
ID003BB	Beliebig	Beate	30 - 39 Jahre	keine Daten hinterle	WP	23.10.13
Ma123cu	C	Marie		keine Daten hinterle	AnPo	12.11.13
UlEg1234	Eggers	Ulrike	>= 60 Jahre	Mob: 0176 5454859:	MiSe	15.08.13
CB03LF	Fischer	Luise		keine Daten hinterle	ClBu	29.10.13
CB01BF	Freitag	Barbara		keine Daten hinterle	ClBu	29.10.13
ah3mg	G.	M.	30 - 39 Jahre	keine Daten hinterle	AnHa	22.10.13
VH	H.	Violetta		Mob: 0172-7037594	SiBü	09.10.13
SaHa1234	Hammberg	Sabine	30 - 39 Jahre	Mob: 0151 2324258.	MiSe	15.08.13

35 Klienten

MEINE AUFGABEN   VERGEBENE AUFGABEN

Aufgabe anlegen

10 Tage

Aufgabe	Fälligkeit	Erstellt von	Klient

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Marie, C (Ma123cu)
seit 12.11.2013, Episode 1

Arbeitsplatz   Beratung   Daten

ANGABEN ZUR PERSON

Vorname

Marie

Personencode *

Ma123cu

Nachname

C

Geschlecht

Geburtsdatum

Altersgruppe

Kostentraeger

KONTAKTDATEN

Telefon, Fax, E-Mail

| Festnetz | privat | Nummer bzw. E-Mail | Kommentar | — |

➕ Kontakteintrag hinzufügen

Adresse(n)

| ☑ ✉ | ☑ 🗒 | PLZ | Stadt | Strasse | Nr | Postfach | — |

Marie, C (Ma123cu)
seit 12.11.2013, Episode 1

Arbeitsplatz   Beratung   Daten

PERSÖNLICHER HINTERGRUND

Gewalterfahrungen

Häusliche Gewalt ▾

▾

▾

Zeitpunkt Gewalterfahrung

▾

Tatverdächtigt

▾

Psychische Symptomatik

▾

▾

▾

Weitere Symptomatik

Essstörungen

▾

Beeinträchtigungen

▾

Sprachbarriere

popa@bwl.uni-kiel.de → Abmelden

Marie, C (Ma123cu)
seit 12.11.2013, Episode 1

Arbeitsplatz   💬 Beratung   📋 Daten

KONTAKTE   ➕ Neuen Kontakt anlegen   Gesamt: 00:20 Std.

Kontakt (Persönlich) mit C, Marie   ✏️ bearbeiten   25. Mrz um 09:58 Uhr (00:20 Std)

Erstkontakt

Klientin kam in die Beratungsstelle und hat sich über unsere Möglichkeiten informiert. Nach einem netten Gespräch haben wir vereinbart, dass sie sich melden wird und einen Termin für ein detaillierteres Gespräch ausmachen wird.

ZIELE FÜR KLIENTIN

➕ Neues Ziel anlegen

AUFGABEN FÜR BERATERIN

➕ Neue Aufgabe anlegen

EPISODE 1   ✏️ bearbeiten

seit 12.11.2013

BeraterIn: AnPo
Vertretung:

Grund: Betroffene/r
Segment: Soziale Stabilisierung

Episode abschließen

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👥 Gruppen   **📅 Termine**   **👤 Interessenten**

PLANUNG & LAUFEND   **BEENDET**   ➕ Gruppe anlegen

Name ▲	MitarbeiterIn	Leistungssegment	Status	
Beziehungsprobleme bewältigen	MiSe	Offene niederschwellige Treffpunktarbeit	Planung	✏️ bearbeiten
Selbstverteidigung für Frauen	AnPo	Präventionsarbeit	Planung	✏️ bearbeiten
Verteidung	MiSe	Themenortierte Gruppenarbeit	Planung	✏️ bearbeiten
Wegbegleitung	covoscha	Themenortierte Gruppenarbeit	Planung	✏️ bearbeiten

Adressbuch

RELEVANTE EINRICHTUNGEN   ALLE EINRICHTUNGEN   🔍   ➕ Einrichtung anlegen

Name ▲	Orte	Rolle(n)	Kontaktdaten
Arzt Elmshorn		Arzt/Ärztin	@ keine Daten hinter
Diakonisches Werk Nordhorn	Nordhorn	Sonstiges	@ Tel: 05921 5428
INFOLADEN / SOZIALBERATUNG	Kiel	andere Beratungsstelle	@
Karin Burdack (Dr. med.)	Kiel	Arzt/Ärztin	@ Tel: 0431 551731
Klinik für Psychiatrie und Psychotherapie	Kiel	ambulante Psychotherapie, stationäre Psychotherapie	@ Tel: 0431 9900 255
Polizeidirektion Kiel	Kiel	Polizei	@ Tel: 0431 160 2010
Städtisches Krankenhaus Kiel	Kiel	Klinik	@ Tel: 0431 1697-0 Fa
Testeinrichtung		Klinik	@ keine Daten hinter
Testeinrichtung 1		Frauenhaus	@ keine Daten hinter
biff Beratung und Information für Frauen Lübeck e.V.	Lübeck	andere Beratungsstelle	@ Tel: 0451 7060202

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Zeiterfassung

🔍 [_____]   ➕ **Arbeitszeit erfassen**   ➕ **Fehlzeit erfassen**

Datum	Stunden / Fehlzeit

ERFASSUNG DER ARBEITSZEIT

Datum: 13.05.2014 📅   Beginn (Uhrzeit):   [▼] [▼]

Kostentraeger: [_____▼]   Ende (Uhrzeit):   [▼] [▼]

                                                  Pause: [0 ▼] [00 ▼]

                                                  Arbeitszeit: [0 ▼] [00 ▼]

Beratung: [0 ▼] [00 ▼]   Fortbildung: [0 ▼] [00 ▼]

Gruppenarbeit: [0 ▼] [00 ▼]   Öffentlichkeitsarbeit: [0 ▼] [00 ▼]

Telefonkurzberatung: [0 ▼] [00 ▼]   Gremienarbeit: [0 ▼] [00 ▼]

Teambesprechung: [0 ▼] [00 ▼]   Andere Kostenträger: [0 ▼] [00 ▼]

Supervision: [0 ▼] [00 ▼]   Sonstiges: [0 ▼] [00 ▼]

Differenz: 00:00

Berichte

BERICHTE EXPORTIEREN

[   ] 📅   [Alle Kostenträger ▾]   ➕ Jahresstatistik erzeugen

Outlook

▶ Complete survey collection

▶ Conduct follow-up telephone interviews with respondents

▶ Quantitative analysis

▶ Implementation of the Software with the Women's Counseling Center Kiel

▶ Final project report: December 2014

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Thank you for your attention

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Contact Information

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