

Case Management



A small history

- Signals from society
- 2007: project 1 to support survivors of murder and manslaughter
- 2010: project 2 to support victims of severe and sexual crimes
- 2011: structural funding for the first project
- 2013: structural funding for the second project

Goal Case Management

- Meet the needs of severe crime survivors
- By professionals
- Through intensive multidisciplinary support
- With the use of selected offense codes
- Based on complex consequences
- Methodical process (assessment, planning, linking, monitoring and evaluation)
- Casemanager: director and performer

Content services

- Practical support
- Legal counseling and support
- Psycho social support
- Financial support
- Guidance in social unrest
- Assistance in dealing with the media

Structure

- 18 casemanagers murder and homicide (regional control)
- 18 casemanagers severe crime and sexual crimes (central control)
- Helpdesk for legal support
- Front office as the centre of the customized cooperation
- Project management

Project manager

- Development and optimization service
- Central control case managers
- Central control criminal lawyers
- Management frontoffice
- Central network coordination

Results

- Increase of customer satisfaction
- Increase in number of cases from a special police detection and registration system program of (most sex) crimes
- Intensified network cooperation, shorter lines
- Front office: point of contact for internal and external network (efficient and effective), capacity allocation, workload distribution, signals of the network of the society

Ambition 2013

- Integration casemanagement services
- Central control
- Front office: 24/7
- Further development central network coordination

Recommendations

- Pilot area
- Offense code
- Research
- 24/7 front office
- Customized cooperation (police, prosecutor and victim support)
- Central control

Casemanagement

