

MINISTRY OF NATIONAL SECURITY

CASE MANAGEMENT SOCIAL INTERVENTION TOOL

DESCRIPTION

Case management as a tool for crime prevention has been used by the Ministry of National Security (MNS) for over eight years commencing in 2014. It was pioneered and used under the Citizen Security and Justice Programme (CSJP) for six years and, on the close-out of that programme, was transitioned to the main Ministry where it has been in use since 2022 under the Inter-Ministerial School Support Strategy (ISSS), a partnership between the MNS and the Ministry of Education and Youth.

Evidence of Impact: Evidence of the impact of case management as used by the MNS and partners have been seen in three main interventions:

1. The CSJP where risk to violence levels were reduced in 47% of the engaged clients
2. The Local Partner Development project (USAID funded) where risk to violence levels were reduced in 57% of the engaged clients
3. In the Positive Pathway project (USAID funded) where risk to violence levels were reduced in 47% of the clients

Both the Local Partner Development and Positive Pathways interventions utilized the MNS approach including use of assessment instruments and participation of MNS case management staff in training and delivery of case management services.

Though there is no definitive local or international benchmark, internationally, 20% to 40% is accepted as the range for risk-to-violence reduction among case managed participants in crime and violence prevention interventions. Accordingly, the results of the Jamaican case management approach for crime prevention exceeded the international benchmark.

Collaboration and Partnership: By definition and practice, case management is a collaborative effort among various service providers aimed at providing the diverse services vulnerable clients invariably require to transform their lives. The MNS collaborated with entities such as Ministry of Labour and Social Security, Ministry of Health and Wellness (National Council on Drug Abuse), Ministry of Educational and Youth.

Use of Data: Data use was at the heart of case management and under CSJP and a case management information system was used. The MNS is currently seeking to procure a case management system and in the interim is developing a data management tool using Excel.

Sustainability: Evidence of the sustainability of case management for crime prevention is seen in its adoption by the MMNS as one of its pillars of crime and violence prevention. This is buttressed by the recent approval by the Ministry of Finance and Planning for the post of Case Management Officer to be on the Establishment of the Public Service

Monitoring and Evaluation: The case management for crime prevention approach received positive assessments out of the Final Evaluation of the CSJP. Additionally, the MNS is currently (October 2024) procuring consulting service to conduct a process evaluation of case management as practiced under the ISSS.