

Guide to Coordinated Case Management

SOP Flow and Operationalisation of Coordinated Case Management

For DAS Arad partners | Thursday, 11 December 2025
Co-funded by the European Union • Social Innovation Initiative

SOP: Common Map of Intervention

What does SOP mean?

Standard Operating Procedure

The standardised operating procedure represents the clear and structured path that each beneficiary follows within our integrated services network.

Main goal: To ensure coherence of intervention, regardless of the initial point of contact or the case manager handling the beneficiary. This guarantees the same level of quality and professionalism for all beneficiaries.

The Five Key Steps

01

Recruitment & Intake

Initial identification and registration

02

Profiling (SkillLab)

Assessment of transferable competencies

03

Co-Design IAP

Building the personalised plan

04

Referral & Services

Connecting with appropriate partners

05 Monitoring & Closure

Progress tracking and finalisation

SOP Step 1 — Active Recruitment and Selection Criteria



Co-funded by
the European Union

**Social
Innovation** ⊕
Initiative

Co-funded by the European Union. Views and opinions expressed are, however, those of the author(s) only and do not necessarily reflect those of the European Union or the European Social Fund Agency. Neither the European Union nor the Granting Authority can be held responsible for them.

Who Recruits Beneficiaries?

Case managers from DAS Arad work in close collaboration with partner teams: UUR (Ukrainian Union of Romania) and Centrul de Vis. This team-based approach ensures broad coverage and efficient identification of people who can benefit from our services.

Paradigm Shift

From mass intervention to high-intensity intervention (1-to-1). We move from generic services to a personalised approach that responds to each beneficiary's specific needs through the dedicated assignment of a case manager.

Selection Criteria

Valid Legal Status Temporary Protection or Residency in Romania	Active Age Between 18–55 years for professional integration	Demonstrated Motivation Clear desire for socio-professional integration	Intake Stage Basic data collected; benefits and mutual commitments explained
---	---	---	--

SOP Step 2 — Advanced Profiling through SkillLab

A New Approach to Competencies

The DAS case manager conducts a full profiling of the beneficiary using the SkillLab platform. This innovative methodology allows us to identify the person's real competencies, beyond simple formal qualifications.

The fundamental difference: We don't only look at diplomas (Qualifications), but at the practical abilities acquired through life and work experience (Skills) — competencies that are transferable into the new professional context in Romania.

Step 1 Life & Work Experience Collecting professional and personal history	Step 2 Translation into Competencies Identifying transferable abilities	Step 3 Professional Portrait Generating multilingual CVs and profiles	Output Realistic job recommendations Matched to Romanian labour market
--	---	---	--

SOP Step 3 — Co-Design IAP: Individual Action Plan

The IAP is the **strategic document** of the entire case management process. This personalised plan is built in direct collaboration between the DAS case manager and the beneficiary, grounded in a deep understanding of needs, aspirations, and barriers identified.



Co-funded by
the European Union

Social
Innovation 
Initiative

Co-funded by the European Union. Views and opinions expressed are, however, those of the author(s) only and do not necessarily reflect those of the European Union or the European Social Fund Agency. Neither the European Union nor the Granting Authority can be held responsible for them.

S.M.A.R.T. Objectives Specific, Measurable, Achievable, Relevant, Time-bound. Each objective has concrete timelines.	Short-term e.g. Romanian language course (A2), obtaining employment documents, initial vocational counselling.	Medium-term e.g. Completion of qualification course, obtaining stable employment, housing stabilisation.	Adaptive The IAP is not static — it adjusts as the beneficiary's situation evolves.
--	--	--	---

SOP Step 4 — The Referral Mechanism

Referral is the structured procedure by which the DAS case manager sends the beneficiary to the most suitable partner to address a specific need identified in the IAP. It is not a simple recommendation — it is a planned transfer with clear responsibilities.

Key to Success: The 'No Wrong Door' Principle

We ensure that the beneficiary actually reaches the destination and is taken on by the partner. Wherever a beneficiary enters the network, they will be correctly directed to the necessary services.

Governance Tool: The Inter-Institutional Working Group (G.L.I.)

The Inter-Institutional Working Group (G.L.I.) functions as the "Control Tower" of the entire ECSILI Network. It ensures strategic coordination, resolution of complex problems, and continuous alignment of all partners to common objectives.

Composition Case managers and designated contact points from DAS Arad, AJOFM Arad, UUR, and Centrul de Vis. Each organisation has a representative with decision-making authority.	Meeting Frequency Mandatory monthly meetings, with the possibility of extraordinary sessions for urgent cases or system blockages.	Case Discussion Analysis of blocked or complex cases, IAP adjustments, resolving communication problems, identifying innovative solutions.	Reporting Each partner presents: active cases, closed cases, blocked cases, resource needs, and challenges.
--	--	--	---



Co-funded by
the European Union

Social
Innovation 
Initiative

Co-funded by the European Union. Views and opinions expressed are, however, those of the author(s) only and do not necessarily reflect those of the European Union or the European Social Fund Agency. Neither the European Union nor the Granting Authority can be held responsible for them.

The Complete SOP Flow: Integrated Visualisation



This circular flow ensures that every beneficiary goes through all necessary stages, with continuous support and coordination among all actors involved. G.L.I. monitoring allows rapid identification of blockages and adaptation of the intervention to real needs.

Roles and Responsibilities in the ECSILI Network

DAS Arad — Central Hub Case management coordination, SkillLab profiling, IAP development, referral to partners, continuous monitoring of all active cases. UUR — Community Support Communication facilitation in the mother tongue, connection with the Ukrainian community, cultural and mediation services, contextualised Romanian language courses.	AJOFM Arad — Professional Integration Labour mediation, vocational counselling, connection with local employers, professional qualification programmes adapted to the Arad labour market. Centrul de Vis — Holistic Integration Psychosocial counselling services, community integration activities, support for general stabilisation and wellbeing, networking events.
---	--



Co-funded by
the European Union

**Social
Innovation** 
Initiative

Co-funded by the European Union. Views and opinions expressed are, however, those of the author(s) only and do not necessarily reflect those of the European Union or the European Social Fund Agency. Neither the European Union nor the Granting Authority can be held responsible for them.

Fundamental Principles of Coordinated Case Management

- **Beneficiary-Centred:** All decisions and interventions start from the needs, wishes, and unique context of each beneficiary. The IAP is built together, not imposed.
- **Authentic Coordination:** Working in parallel is not enough — partners communicate constantly, synchronise their interventions, and avoid service duplication or gaps.
- **Continuity of Care:** From the first interaction to case closure, the beneficiary has a clear point of contact (DAS case manager) who ensures the thread of the intervention.
- **Flexibility and Adaptation:** The IAP is not static — it adjusts according to the evolution of the beneficiary's situation, emerging opportunities, or unanticipated barriers.

Monitoring and Evaluation Tools

To ensure quality and efficiency, we use a clear set of monitoring tools that allow tracking of each beneficiary's progress and identification of system-level improvement points.

1. Individual Case File

Centralised document containing all relevant information: personal data, intervention history, updated IAP, referrals made, partner feedback, and case manager notes.

2. Progress Indicators

Concrete measurement: number of IAP objectives achieved, course completion rate, employment rate, housing stability, improvement of language competencies (A1, A2, B1 levels).

3. Monthly G.L.I. Reports

Each partner presents monthly: number of active cases, successfully closed cases, blocked cases with explanations, resource needs, and challenges encountered.

4. Beneficiary Feedback



Co-funded by
the European Union

Social
Innovation 
Initiative

Co-funded by the European Union. Views and opinions expressed are, however, those of the author(s) only and do not necessarily reflect those of the European Union or the European Social Fund Agency. Neither the European Union nor the Granting Authority can be held responsible for them.

Systematic collection of beneficiaries' views on quality of services received, satisfaction level, and improvement suggestions — essential for continuous adaptation.

Common Challenges and Practical Solutions

Challenge: Language Barriers

Solution: Use UUR interpreters in initial meetings, materials translated into Ukrainian for key documents, intensive Romanian courses with adapted pace, translation apps for urgent matters.

Challenge: Low Motivation

Solution: Continuous motivational counselling, connection with success stories from the community, incremental objectives in IAP to create quick wins, psychosocial support through Centrul de Vis.

Challenge: Lack of Documents

Solution: Clear assistance protocol for obtaining necessary documents, DAS collaboration with local authorities, step-by-step guide for beneficiaries, time allocated in IAP for this stage.

Challenge: Partner Communication

Solution: Mandatory monthly G.L.I., WhatsApp group for urgent matters, standardised reporting format, designated contact point in each organisation, responsibilities clarified from the start.

Module 1 Recap: What We Learned Today

ECSILI/ERACIS Vision

The theoretical model of coordinated case management integrating social, linguistic, and employment services in a holistic approach.

Governance Tools

The Inter-Institutional Working Group (G.L.I.) as a mechanism for strategic coordination and complex case resolution.

Network Roles

Clarification of each partner's responsibilities: DAS (hub), AJOFM (employment), UUR (community), Centrul de Vis (social integration).

Complete SOP Flow

The 5 stages: Recruitment & Intake → SkillLab Profiling → Co-Design IAP → Referral & Services → G.L.I. Monitoring.

Together, we will build bridges towards integration and new opportunities!

Directia de asistenta sociala Arad • Calea Radnei nr. 250, Municipiul Arad • contact@dasarad.ro



Co-funded by
the European Union

Social
Innovation 
Initiative

Co-funded by the European Union. Views and opinions expressed are, however, those of the author(s) only and do not necessarily reflect those of the European Union or the European Social Fund Agency. Neither the European Union nor the Granting Authority can be held responsible for them.