

ECSILI CASE MANAGERS' TIPS

HUMAN FACTOR MATTERS: CM-PARTICIPANT RELATIONSHIP

- Trust, a sense of safety, and being listened to are the basis.
- Clear communication + empathy = a participant takes action.
- Change starts from micro-relationships, not from tools.



INDIVIDUAL ACTION PLAN ISN'T JUST A TABLE – IT'S THE ROADMAP

It's the agreed agreement: what we do, why we do it, and in what order.

It must be realistic, personalised, and regularly updated.

Clear goals and small steps make it easier for the participant to take action.

IAP is a tool: it guides, structures the process, and gives a sense of progress.



CM DOES NOT NEED TO KNOW ALL THE ANSWERS – BUT MUST KNOW THE PATHWAYS

CM's role is guide, connect, and refer – not to solve everything alone.

WCPR + LO + NGO + city institutions
= a full support network.

The strength of the model is
cooperation.



A **HOLISTIC** APPROACH – WE SEE THE WHOLE PERSON, NOT ONLY THE “BENEFICIARY”

Work, mental health, language, sense of safety, children, stress – everything counts. If we do not address the whole situation, the participant may get stuck. Small support in everyday life issues often unlocks big changes.

SKILLLAB SUPPORTS THE CASE MANAGER – IT DOES NOT REPLACE HIM

The tool helps organise data and identify skills and opportunities. CM gives meaning, context, and direction.



SOP IS NOT BUREAUCRACY – IT PROTECTS THE QUALITY OF THE WORK

Thanks to SOP, every CM knows what to do, when, and how. SOP ensures that the work of WCPR and the LO is consistent, predictable, and complete. Following SOP increases efficiency and reduces chaos.



SMALL SUCCESSES = GREAT CHANGE
HIGHLIGHT EVERY STEP FORWARD
THIS BUILDS MOTIVATION, A SENSE OF AGENCY, AND SELF-CONFIDENCE

