



Experience by Rescue Dada Centre
In Nairobi, Kenya

Background: Rescue Dada Centre is a Charitable Children's Institution that provides rescue, rehabilitation, reintegration, and resocialization of former street connected girls. In 2008, the organization went from rescuing 40 street connected girls per year to 70. At that time, even though the programs and their departments worked with the same families, they did not collaborate but worked independently from one another. There was no cohesion, management and sharing of information about a case, thus decisions did not concur either.

The **solution** was the introduction of Case Management in Multidisciplinary Teams in order to:

- Meet the needs of the target group
- Using experience and knowledge among staff
 - Sharing workloads and information
- Enhancing creativity and quality in decision making

Experience description

Starting point of the experience was that programs and their departments within the organization did not collaborate; the Empowerment Program focused on the caregivers, and the Child Protection Program focused on the girl (the case). This resulted in unfavorable decision making and a low team spirit, even though the entire staff shares a passion and will of improving the lives of former street connected girls and their caregivers. After agreeing on the introduction of multidisciplinary teams with a social worker as a team leader, a core team and support team as well as biweekly case conferencing and activity planning meetings, things started to change for the better: the staff developed a high spirit of team work to ensure each case succeeds. Now, the team works toward a common goal with consideration of each other's responsibilities and contribution.



Other characteristics



IMPACTS

- Higher team spirit
- Common goal set
- Shared workloads
- Common decision making
- Maximize effectiveness and quality of service
- Faster interventions



CHALLENGES

- Synchronizing work plans beyond teams and departments
- Increasing supervisory support
- Improving information flow to the management
- Assuring availability of HR



LESSONS LEARNED

- Teamwork is crucial in order to best support a case
- Teamwork enables usage of all the experiences and expertise from different team members
- Information flow among all team members involved in a case is fundamental