



# Parameters for Exiting a Case by the Case Worker

PRERANA  
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At Prerana, each client is assisted through extensive in-depth interventions which aim at empowering and equipping them for independent living. These interventions may span from several months to sometimes several years. However, based on our experience, as the years of intervention increase, the clients' need for Prerana's support may also lessen, and exiting/ terminating a case may be considered relevant. Exit/ termination occurs once the client and case worker agree that the intervention goals/ care plan goals have been met or sufficient progress has been made and/or the client no longer needs the services. Sometimes the case worker-client relationship may end before the intervention /treatment is completed. Sometimes, clients may express a need to exit, sometimes the exit happens as the agency is unable to provide the necessary services to the client. Hence, a set of parameters have been detailed below which mentions situations based on which exiting a case could be discussed.

Exiting a case refers to a point in a case where all follow-ups have been ceased and the case files have been closed. **The case worker does not actively reach out to the client. However, the client is still a part of the larger Prerana universe and may reach out to Prerana in case of any assistance.**

Please note, **this list is not absolute in nature.** It offers guidance while discussing the alternative of exiting cases. **Any decisions to be made should be done after careful evaluations and team discussions.**

**Following parameters can be considered when making a decision to exit a case -**

Please note, these parameters primarily cover children/young adults residing in the CCI/aftercare homes or restored to the families.

<b>Parameters</b>	<b>Detailed description</b>
<p><b>1. Mutually agreed to exit</b></p>	<ul style="list-style-type: none"> <li>• There is no immediate risk to the client's physical well-being</li> <li>• There is stability in the client's life with regards to finances, social and emotional well-being</li> <li>• The client has made significant progress in their overall wellbeing</li> <li>• The case worker cannot identify major areas which require intervention or support</li> <li>• The client expresses his/her desire to end the case worker's intervention</li> </ul>

## Parameters

## Detailed description

### 2. Client requests

#### termination of services:

*a) Continue follow up only in certain areas of intervention*

*b) Termination of intervention in all areas*

*c) Client uncooperative and unresponsive to the efforts of the case worker*

a) **Across 6 months** (for a majority of cases but may change according to the needs of a case), the client expresses his/her desire to end all interactions with the case worker but requests continuation of intervention in a specific area like legal follow-up. Hence, the case worker ceases all interactions with the client and continues to follow up only on the requested intervention.

b) **Across 6 months** (for a majority of cases but may change according to the needs of a case) the client as well as the family requests termination of all services provided by the case worker. Hence, the case worker ceases all follow-ups regarding the case.

c) **Across 6 months**, the client remains uncooperative, unwilling to share relevant information, and does not benefit from the intervention provided. For instance, a client requests assistance in seeking a job. Across several months, the case worker arranges for a job interview but the client does not reach the venue at the pre-decided time. Similarly, whenever the case worker attempts to conduct follow-up visits, the client remains elusive - either not at home or not responding to calls.

Parameters	Detailed description
<p><i>d) The client requests a change of case worker</i></p>	<p>Across the 6 months, the case worker may facilitate the following:</p> <ol style="list-style-type: none"> <li>1. Detailed discussions with the client about understanding the reasons behind their hesitation and the importance of follow ups. In case of CWC follow up orders, discussions around the importance of adhering to CWC orders.</li> <li>2. Discussing the possibility of continuing the intervention with family members and subsequently taking their consent for the same.</li> <li>3. Facilitating the client's interaction with the CWC, if needed.</li> <li>4. At the end of 6 months. Submitting a report detailing the client's progress to the CWC, along with a letter from the client, requesting the termination of the case worker's intervention.</li> </ol> <p><i>d) The client requests for a change of social worker to the CWC/ other referral agency. Hence, the case worker ceases all follow-ups regarding the case and passes relevant case-related information to the next case worker.</i></p>
<p><b>3. Referrals made by the CWC:</b></p> <p><i>a) Expiration of CWC order</i></p>	<p>In case the Order passed by the CWC has expired and no follow-up orders have been passed. The case worker successfully discharges the original order, consults the CWC for further action, and subsequently if needed, exits the case.</p>

Parameters	Detailed description
	<p>For instance, the case worker was asked to follow up with the child for 1 year after their restoration. The case worker submits the report of their follow-ups to the CWC. At the end of the year, there is no extension of the original order, i.e. CWC does not extend the order. The case worker may exit the case.</p>
<p><b>4. CCI limits assistance/ access</b></p>	<p>If the CCI in which the child resides or is transferred to states that they do not require the assistance of the case worker while providing rehabilitation services to the client.</p> <p>For instance, a child care institution stated that they did not require the case workers assistance in future follow-ups in certain cases.</p> <p>Before exiting such a case, the caseworker could do the following:</p> <ol style="list-style-type: none"> <li>1. Conduct exit sessions with the child</li> <li>2. Send an official email to the CCI with relevant details of the case and keep the doors open to the institution to approach in case of any assistance needed in the future.</li> </ol> <p>Submit a report to the CWC with a brief description of Prerana's intervention so far (preferably prior to the child's transfer to the new CCI).</p>
<p><b>5. Client restored to home state/country</b></p> <p><i>a) linkages to local organizations</i></p>	<p>a) The client has been restored to their home state. The case worker is unable to provide direct intervention and therefore has provided linkages to a local organization.</p>

## Parameters

## Detailed description

*b) Unable to provide services to the client (direct or linkages)*

*c) Client untraceable*

1. A local organization has been in contact with the client, established rapport, and conducts regular follow-ups.
2. The case worker should inform the CWC of the same and consult them for guidance further.
3. Across each quarter, the case worker may take follow-ups from the local organization for a period as specified by the CWC order.
4. At the end of 12 months, if applicable, the case worker may submit a brief description of the interventions undertaken in the case to the CWC.

At the end of 12 months, send an official email to the local organization handing over the case

b) The client has been restored to their home state. The case worker is unable to provide direct intervention and unable to provide linkages to a local organization.

c) The case worker is unable to establish contact with neither the client nor their family. In this circumstance, the case worker may attempt to intervene in the following ways:

**1. Across 6 months,** the case worker has been unable to establish contact on the stated contact numbers.

**2. Across 6 months,** the case worker tries to get in touch with the client with the assistance of another client/family.

Parameters	Detailed description
	<p>3. <b>Across 6 months</b>, the case worker has requested a local organisation/ institution to conduct visits at the mentioned address, however has been unsuccessful in establishing contact.</p> <p>4. <b>Across 6 months</b>, the case worker has followed up with the police to trace the client, however, has been unsuccessful.</p> <p>5. <b>At the end of 6 months</b>, the case worker has submitted a letter to the CWC stating their attempts in establishing contact and reasons for being unable to do so and thus exits the case.</p>
<p><b>6. The client has died</b></p>	<p>The client referred to the case worker has passed away and no immediate concern has been raised by the client's family.</p>

**Please note:**

While exiting cases, the case worker has to be mindful of the language they are using, the process of conducting the exit from the case, and the emotions of the client. Many clients may experience negative feelings of fear, loneliness, and abandonment. A well-planned exit session with the principles of sensitive communication kept in mind can help mitigate the same.

## Checklist for case workers exiting a case

Exit sessions are important to prepare the client for an exit over a period of time. They are quite relevant in the social case work process. **These sessions aim at equipping clients with the information necessary for ensuring safety, stability, and their general well-being** post Prerana's involvement. While these sessions may consist of diverse information, structuring these sessions is crucial. Hence, a checklist of the key areas that should ideally be covered in the exit sessions has been drafted.

**Please note, this is not an exclusive or an exhaustive list. It aims to provide structure and guidance to case workers and counselors while preparing for their exit sessions.**

Some key points to keep in mind while preparing exit sessions are as follows:

1. As far as possible, at least 3 to 4 detailed sessions should be planned before exiting any case.

2. While preparing for the session, please remain mindful of the previously known details of the case as well as the client's attitude and pattern of interaction.

3. While the checklist may suggest key areas of discussion, the detailed content of the session is largely influenced by the case details, the client's perspective of the future as well as the case worker's observations.

4. Saying goodbye to significant relationships can be an extremely difficult process. Hence being mindful about communicating sensitively is especially important during this time.

5. The case worker/counselor should remain observant of the client's responses (both verbal and non-verbal) during these sessions. Some clients may become distressed at the idea of saying goodbye and it has to be addressed during these sessions.

6. The information shared and the process of exit sessions would be subject to change as per the responses of the client.

7. If possible, the exit sessions could comprise of an activity performed together by the client and the case worker. This activity should ideally be conducted across the exit sessions and can be a concrete takeaway by the client at the end of the last session.





Areas of intervention	YES	NO
<p><b>Social security documents</b></p> <ul style="list-style-type: none"> <li>• Aadhar card</li> <li>• Birth certificate</li> <li>• School leaving certificate</li> <li>• Marksheet from the last class passed</li> <li>• Bank account details</li> <li>• Caste certificate (if applicable)</li> <li>• Pan card</li> </ul>		
<p><b>Safety</b></p> <ul style="list-style-type: none"> <li>• Identifying any safety concerns in the client's future plans based on case history or client interactions</li> <li>• Discussing these safety concerns and strategies of managing the same. Use of role plays or describing scenarios with relevant challenges may be beneficial.</li> <li>• Providing relevant helpline numbers wherever necessary. Reiterate consent and boundaries, safe unsafe and confusing situations/ relationships.</li> </ul>		
<p><b>Health</b></p> <ul style="list-style-type: none"> <li>• Discussing any health-related concerns as mentioned in the case history or in the previous interactions with the client</li> <li>• Updating the client about any health-related concerns raised by associated medical bodies such as in-house doctors in CCLs/ Community Health Centers, etc.</li> </ul>		

Areas of intervention	YES	NO
<ul style="list-style-type: none"> <li>• If the client is on any medication, reiterating the importance of consistency in continuing medication, discussing the frequency of consumption and the process of refilling the prescriptions or acquiring new prescriptions</li> <li>• Providing clients with recent medical reports or health-related documents from the relevant medical bodies</li> <li>• Providing appropriate linkages wherever required</li> <li>• For clients above the age of 18, discussing sexual and reproductive health, STI prevention, reproductive rights and family planning</li> </ul>		
<p><b>Legal</b></p> <ul style="list-style-type: none"> <li>• Providing the client latest legal updates from the following bodies: <ul style="list-style-type: none"> <li>◦ Investigating Officer</li> <li>◦ CWC</li> </ul> </li> </ul> <p>If necessary, depending on the case, the case worker may in consultation with the CWC, refer the client to legal aid service providers like the DLSA.</p>		
<p><b>Education</b></p> <ul style="list-style-type: none"> <li>• Updating the client about any education-related concerns as notified by any external education body. For instance, date of examinations, date of results, etc.</li> <li>• Providing clients with copies of recent education-related certificates for example mark sheets, transfer certificates, etc.</li> </ul>		

Areas of intervention	YES	NO
<ul style="list-style-type: none"> <li>• Discussing the client's future plans related to education, focusing on their choice of course</li> <li>• Discussing the procedure of accessing the above-mentioned course.</li> </ul>		
<p><b>Vocation</b></p> <ul style="list-style-type: none"> <li>• Updating the client about any vocational training-related concerns as notified by any external vocational training body. For instance, result details, date of joining for next level of training, etc.</li> <li>• Providing clients with copies of recent vocational training related documents for example certificates of completion</li> <li>• Discussing their future plans related to vocational training focusing on what courses they would like to take up</li> <li>• Discussing the process of accessing the above-mentioned course including information about institutes that may provide the same</li> </ul>		
<p><b>Employment</b></p> <ul style="list-style-type: none"> <li>• Discussing current employment and any challenges which may arise at the workplace</li> <li>• Equipping clients with knowledge about their rights at workspaces</li> </ul>		
<p><b>Recreational activities</b></p> <ul style="list-style-type: none"> <li>• Based on previous interactions with the client, discussing the client's preferred hobbies and other leisure-based activities</li> </ul>		

Areas of intervention	YES	NO
<ul style="list-style-type: none"> <li>• Discussions on encouraging clients to regularly engage in hobbies and other leisure-based activities               <ul style="list-style-type: none"> <li>◦ Discussing some challenges that may arise while attempting to engage in these activities including paucity of time, limited resources, etc.</li> </ul> </li> </ul>		
<p><b>Interpersonal relationships</b></p> <ul style="list-style-type: none"> <li>• Based on case history and previous interactions with clients, discussing any challenges or difficulties they could encounter while interacting with others including family members, friends, or partners</li> <li>• Discussing important life skills such as self-esteem, risk-taking behavior, boundary setting, healthy relationships, friendships among others</li> <li>• Discussing the use of strategies to manage the above-mentioned concerns and encouraging the regular use of these strategies</li> </ul>		
<p><b>Psychosocial assistance:</b></p> <ul style="list-style-type: none"> <li>• Based on case history, look for signs of self-harm or suicidal ideation</li> <li>• Discuss exiting safety plan and strengthen the same</li> <li>• If the client is on any psychiatric medication, reiterating the importance of consistency in continuing medication, discussing frequency of consumption and the process of refilling the prescriptions or acquiring new prescriptions</li> <li>• Responding to any questions, concerns or feelings which may arise due to exit sessions</li> </ul>		

Areas of intervention	YES	NO
<ul style="list-style-type: none"> <li>• Reiterating the key strategies of coping and self-care as discussed across the previous sessions</li> <li>• Discussing the key points of progress made across the previous sessions as well as how it may continue in the future</li> <li>• Reviewing the progress of the counseling sessions held so far focusing on what went well and what could be improved</li> <li>• Clarifying the counselor's role post-termination and discussing the process of re-accessing counseling facilities</li> <li>• Discussing the possibility of returning to counseling focusing on identifying the potential reasons for seeking out professional assistance</li> </ul>		
<p><b>Personal challenges</b></p> <ul style="list-style-type: none"> <li>• Based on previous interactions with the client, discussing any personal challenges that they might face in the future</li> <li>• Discussing and encouraging the use of appropriate coping mechanisms</li> </ul>		
<p><b>Resource directory</b></p> <ul style="list-style-type: none"> <li>• Case-specific - <ul style="list-style-type: none"> <li>◦ Contact details of the IO</li> <li>◦ FIR no.</li> <li>◦ Contact details of the CWC</li> <li>◦ Contact details of relevant education institutes and vocational training institutes</li> <li>◦ Contact details of relevant doctors or hospitals</li> <li>◦ Contact details of case worker</li> </ul> </li> </ul>		

Areas of intervention	YES	NO
<ul style="list-style-type: none"> <li>• General –               <ul style="list-style-type: none"> <li>◦ I-call</li> <li>◦ Police</li> <li>◦ Childline</li> <li>◦ Women Helplines</li> </ul> </li> </ul>		
<p><b>The organization may provide assistance in the following even post-exit:</b></p> <ul style="list-style-type: none"> <li>• Aftercare facilities</li> <li>• Youth NCC</li> <li>• Sponsorship</li> <li>• Manodhairya</li> <li>• Linkages to Job opportunities</li> <li>• Assistance with police in case any crisis situation emerges</li> <li>• Assistance in making any document (Aadhar, Pan, Bank, etc.)</li> <li>• Admissions or procuring any documents.</li> </ul>		
<p><b>Specifically for parents:</b></p> <ul style="list-style-type: none"> <li>• Having detailed discussions about effective parenting styles and strategies of effective parenting</li> <li>• Detailed discussions regarding the importance of sensitive communication and reiterating basic steps of sensitive communication</li> </ul>		

## Self-care for case workers while or post exiting cases

The clients often touch their respective case workers' lives and leave a significant impact on them. Hence, saying goodbye can be difficult for the case workers as well and they may experience a range of different emotions, such as happiness, fear, apprehension, sadness among others. It is normal to grieve the loss of their professional association with the client. Some tips that may be of assistance during this difficult process is as follows:

- Get information about compassion fatigue, grief, and the process of grieving
- Regularly engage in self-care activities
- Practice mindfulness
- Maintain a journal
- Seek the help of supervisors and colleagues



## Documentation

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