“It can’t go on like this, we are ‘drowning’ in our work and it has no results”
Case analysis

- Lack of cooperation (6 agencies/family)
- Capacity: 45 cases – 48 agencies
- Every agency starts with a new intake
- No common “framework”
- Need multi-agency approach for entire family
CO3: A Chain Approach

A Client centred Organisation

3 agencies working together:

1) Government: City of Antwerp and Province
2) Police and justice
3) Social work and aid
Target group

Families characterized by:
- Complex situation that demands a multi-agency approach
- Multi-problem situation (min. 3 life domains)
- Unsafe situation for victim and/or children
- Difficult start of social work, justice measures
CO3 common goal

Stop the violence, prevent recurrence of violence and increase the protective factors in a family
Network

Professionals work according to goals from own organisation and work together on a non-committal base.

City
Social work
Police
Education
Justice
Agencies work together in a network

Social work

Justice

Public services

Police
Public services

Social work

Justice

Police
Proces-keten

Social work

Reception → Information → Qualification → Case-management → Implementation → Evaluation

Public services

Justice

Police
CO3: chainplate domestic violence

Notifying Organisations

CO3 + partners

Steering committee CO3 (managers organisations)

Board (governemental representatives) CO3

Intake

Activity:
- Intake
- Crisis-intervention

File

Activity:
- Round table
- Gather information

Qualification

Activity:
- Multidisciplinary counsel
- Draft plan

Case-management

Activity:
- Draft to action plan with clients and organisations

Execution

Activity:
- Implement
- Coördinate
- Follow-up
- Adjust

Evaluation

Activity:
- Evaluation on case and policy level
evaluation CO3

- Recidivism?
- Better information
- Works on all life-domains
- Works on entire family
- More specific orientation
- Better feedback
“We are not alone anymore with our frustration”