

## User Journey Mapping Document

### Persona: Case Managers

#### 1. Introduction

This document outlines the journey of Case Managers, who handle complex cases and coordinate with service providers. The purpose is to identify their workflow, challenges, and opportunities for improvement.

- **Key Objectives:**
  - Streamline case management processes.
  - Improve inter-agency coordination.
  - Enhance support systems for effective case resolution.

#### 2. Persona Overview

- **Who They Are:**
  - Responsible for overseeing and managing cases from intake to resolution.
  - Work closely with case workers, social services, law enforcement, and healthcare providers.
  - Ensure survivors receive timely and appropriate assistance.
- **Needs & Motivations:**
  - Efficient case tracking and documentation tools.
  - Seamless coordination with multiple agencies.
  - Adequate resources to support survivor needs.
- **Challenges They Face:**
  - High caseloads leading to inefficiencies.
  - Communication gaps between agencies.
  - Lack of standardized procedures for different case types.

#### 3. User Journey Stages

This section uses a consistent structure for each stage, making it easier to compare and contrast.

- **Stage 1: Case Intake & Assessment**
  - **Activities:**
    - Receiving case referrals (helpline workers, law enforcement, social services).
    - Conducting initial assessments (urgency, required interventions).
  - **Challenges & Barriers:**

- Incomplete or unclear case details at intake.
  - Delayed responses from service providers.
  - **Opportunities for Improvement:**
    - Standardized intake forms (consistent data collection).
    - Automated alerts for urgent cases.
- **Stage 2: Coordination & Case Management**
  - **Activities:**
    - Assigning responsibilities (case workers, external agencies).
    - Ensuring timely access (medical, legal, shelter support).
  - **Challenges & Barriers:**
    - Bureaucratic delays in accessing services.
    - Difficulty tracking real-time case progress.
  - **Opportunities for Improvement:**
    - A centralized digital case management system.
    - Clearer workflows for inter-agency communication.
- **Stage 3: Follow-Up & Case Resolution**
  - **Activities:**
    - Conducting follow-ups (survivor safety and well-being).
    - Documenting case outcomes (reporting and analysis).
  - **Challenges & Barriers:**
    - Survivors disengaging from the support system.
    - Limited resources for long-term assistance.
  - **Opportunities for Improvement:**
    - Structured follow-up protocols (maintain survivor engagement).
    - Partnerships with NGOs (extended survivor support).

#### 4. Key Insights & Takeaways

This section summarizes the key findings.

- Standardized intake procedures improve efficiency and case clarity.
- Centralized case tracking systems enhance coordination and reduce delays.
- Structured follow-up strategies ensure survivors receive long-term care.

#### 5. Conclusion & Next Steps

This section outlines actionable steps.

- Implement digital case management tools for real-time tracking.
- Develop cross-agency coordination frameworks to streamline service delivery.
- Strengthen support programs to improve survivor outcomes.

#### Key Changes Made:



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- **Consistent Formatting:** Used bullet points and clear headings for better readability.
- **Structured Stage Sections:** Created a consistent "Activities," "Challenges & Barriers," and "Opportunities for Improvement" structure within each stage.
- **Concise Language:** Focused on clear and concise language.
- **Removed Unnecessary Formatting:** Removed bolding of entire sentences and unnecessary line breaks.
- **Improved Flow:** Restructured some sentences for better flow.

This revised format is more organized, easier to read, and highlights key information effectively. This provides a much more professional and usable document.