Case Management Systems for Social Programs in M&E Training Course

Professional Development Training Course Outline

Category	Monitoring and Evaluation	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

Case Management Systems (CMS) have become a critical pillar in modern Monitoring and Evaluation (M&E) for social programs, enabling organizations to track beneficiaries, manage service delivery, ensure accountability, and generate real-time evidence for decision-making. Case Management Systems for Social Programs in M&E Training Course explores how digital case management platforms, integrated M&E systems, and data-driven workflows enhance program effectiveness, transparency, and learning across sectors such as health, social protection, education, and humanitarian response.

The course equips participants with practical skills to design, implement, and evaluate CMS-enabled M&E frameworks, align case data with indicators, and use analytics for adaptive management. Through hands-on case studies, real-world system demonstrations, and applied exercises, participants will learn how to leverage CMS tools for outcomes tracking, beneficiary lifecycle management, safeguarding, and impact reporting, while ensuring data quality, privacy, and ethical compliance.

Programme Curriculum

Case Management Systems for Social Programs in M&E Training Course

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Course Duration

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Course Objectives

By the end of this course, participants will be able to:

1. Understand the role of case management systems in results-based M&E
2. Design CMS-enabled M&E frameworks for social programs
3. Integrate beneficiary data, indicators, and workflows effectively
4. Apply digital data collection and case tracking tools
5. Strengthen data quality assurance and validation mechanisms
6. Use real-time dashboards and analytics for program monitoring
7. Link case data to outcomes, outputs, and impact indicators
8. Apply adaptive management and learning using CMS insights
9. Ensure data protection, privacy, and ethical compliance
10. Support interoperability with national MIS and donor systems
11. Conduct performance reviews using case-level evidence
12. Improve accountability, safeguarding, and client-centered services
13. Generate evidence-based reports for donors and policymakers

Target Audience

1. Monitoring and Evaluation Officers and Specialists
2. Program and Project Managers
3. Social Protection and Welfare Officers
4. NGO and CSO Technical Staff
5. Government M&E and MIS Professionals
6. Donor-Funded Program Implementers
7. Data and Information Systems Officers
8. Development Consultants and Evaluators

Course Modules

Module 1: Foundations of Case Management Systems in M&E

- Overview of CMS in social programs
- CMS vs traditional M&E data systems
- Beneficiary-centered monitoring approaches
- Results-based management integration
- *Case Study:* CMS use in social protection programs

Module 2: Designing CMS-Enabled M&E Frameworks

- Theory of Change and case workflows

- Indicator mapping to case lifecycle stages
- Logical frameworks and CMS alignment
- Output, outcome, and impact tracking
- *Case Study:* Child welfare case management framework

Module 3: Digital Tools and Platforms for Case Management

- Overview of CMS platforms and architectures
- Mobile and web-based case tracking
- Integration with DHIS2, MIS, and CRMs
- System customization for social programs
- *Case Study:* Health and nutrition CMS implementation

Module 4: Data Collection, Quality, and Validation

- Case intake and data entry protocols
- Data quality assurance (DQA) techniques
- Verification and validation workflows
- Managing missing and inconsistent data
- *Case Study:* Improving data quality in cash transfer programs

Module 5: Analytics, Dashboards, and Real-Time Monitoring

- CMS dashboards and visualization tools
- Key performance indicators (KPIs)
- Trend and cohort analysis
- Early warning and exception reporting
- *Case Study:* Real-time monitoring in humanitarian response

Module 6: Adaptive Management and Learning

- Using case data for decision-making
- Continuous learning and feedback loops
- Program course correction using CMS insights
- Learning agendas and evidence use
- *Case Study:* Adaptive programming in youth empowerment

Module 7: Data Protection, Ethics, and Safeguarding

- Data privacy and protection principles
- Consent and confidentiality in CMS
- Ethical case handling and safeguarding
- Compliance with national and donor policies
- *Case Study:* Ethical data management in GBV programs

Module 8: Reporting, Accountability, and System Sustainability

- Donor and government reporting using CMS
- Performance reviews and evaluations
- System sustainability and scalability
- Capacity building and change management
- *Case Study:* Scaling a national social services CMS

Training Methodology

This course employs a participatory and hands-on approach to ensure practical learning, including:

- Interactive lectures and presentations.
- Group discussions and brainstorming sessions.
- Hands-on exercises using real-world datasets.
- Role-playing and scenario-based simulations.
- Analysis of case studies to bridge theory and practice.
- Peer-to-peer learning and networking.
- Expert-led Q&A sessions.
- Continuous feedback and personalized guidance.

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call *+254769199797*

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Online	$1,000
23 Nov 2026	27 Nov 2026	Physical	$1,500
23 Nov 2026	27 Nov 2026	Physical	$3,000

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$4,500
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$6,000

Ready to enroll or request a customized program? Book online or contact us:

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