

Case Management in Social Compensation Law

Support and advice in the application and benefits process according to SGB XIV



Who can receive case management?

Victims should receive case management if the harmful event was

- a crime against life or
- a crime against sexual self-determination.

Victims who were minors at the time of the harmful event should also receive case management.

In addition, the Social Compensation Authority decides ex officio whether other eligible persons may be offered case management (for example, if there is a special need for support).

Case management services are provided only with the consent of those affected. They decide for themselves whether and how long they wish to use the case management service.

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For more information on social compensation law, visit bih.de/ser



Have you been affected by a violent crime or another harmful event?

After physical and psychological acts of violence, as well as other harmful events, those affected often have extensive needs for support and advice. The application process under social compensation law can seem challenging at first glance.

Case management offers a straightforward point of contact to clarify questions about potential benefit entitlements and responsibilities. This makes the application and benefits process more transparent. Those affected are involved in the process from the very beginning.

The goal of case management is to accompany the eligible person throughout the entire process and clarify additional assistance.

With consent, eligible persons receive timely, organised, and tailored assistance through personal collaboration.

Harmful events according to SGB XIV include:

- physical and psychological acts of violence
- the effects of the two world wars
- harm related to civilian service
- harm caused by vaccinations



Personal Support

The case manager

- advises those affected even before an application is submitted
- supports them throughout the entire application and benefits process
- clarifies the need for assistance
- facilitates treatment in a trauma clinic
- provides information on the current status
- coordinates the processes within the administrative authority
- coordinates with other social security agencies (such as pension insurance, accident insurance, ...)



For more information: Feel free to contact your regional Social Compensation Authority. Further information can be found on the BIH website: [bih.de/ser](https://www.bih.de/ser)

The website [projekt-hilft.de](https://www.projekt-hilft.de) provides orientation on the landscape of trauma clinics and compensation authorities in Germany.