

CASE MANAGEMENT STEPS - JOB AIDS

M a r c h
2020



**Catholic
Care for
Children In
Uganda**

Association of Religious in Uganda
Catholic Care for Children in Uganda

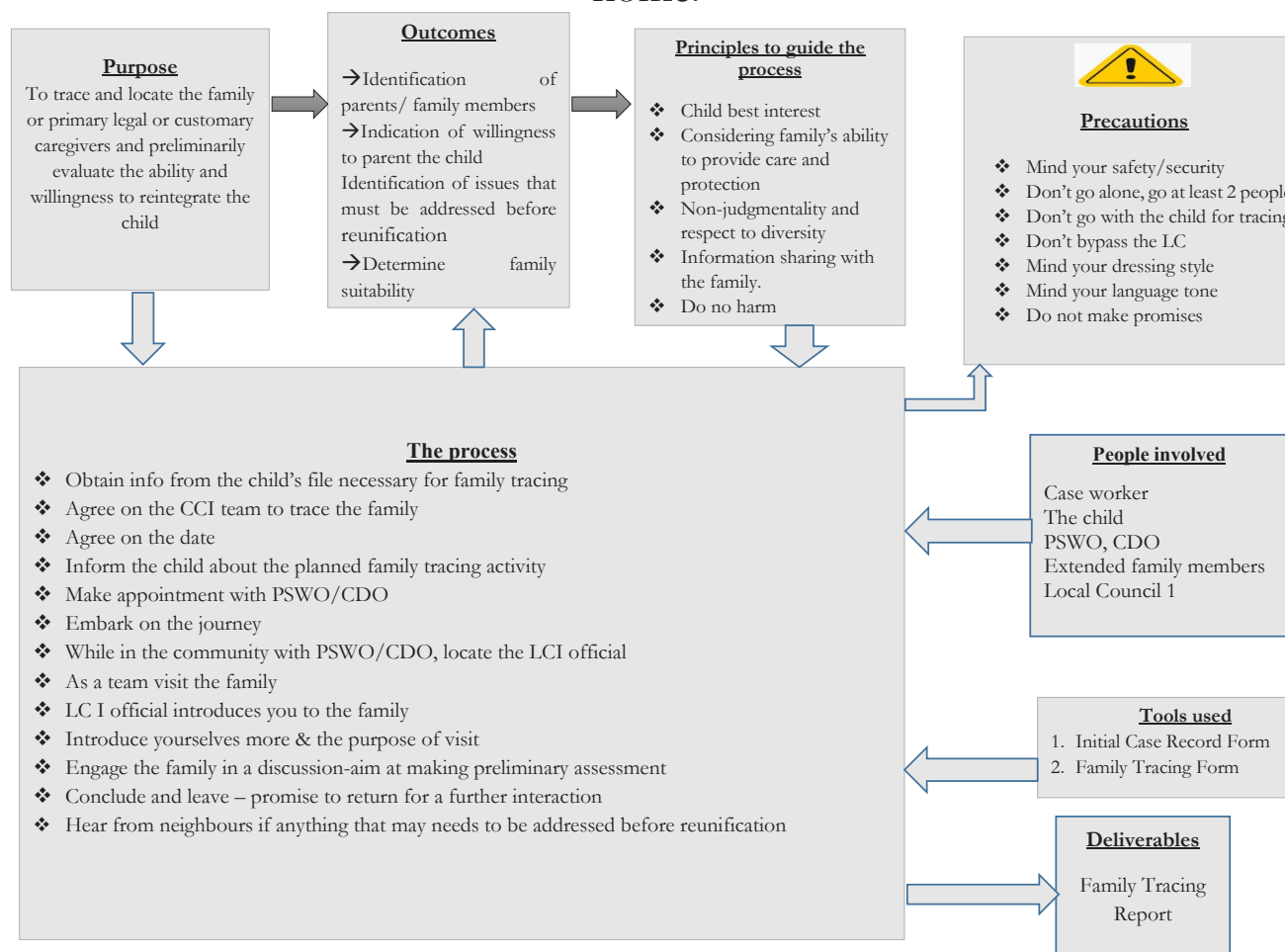
Job aids

Job aids are tools or diagrams in form of instruction cards and wall charts that provide a brief summary of instructions to help a person (case worker):

- Remember what to do;
- Be sure that they have completed all steps required;
- Reduce avoidable mistakes;
- Quickly access the information needed to perform a task.

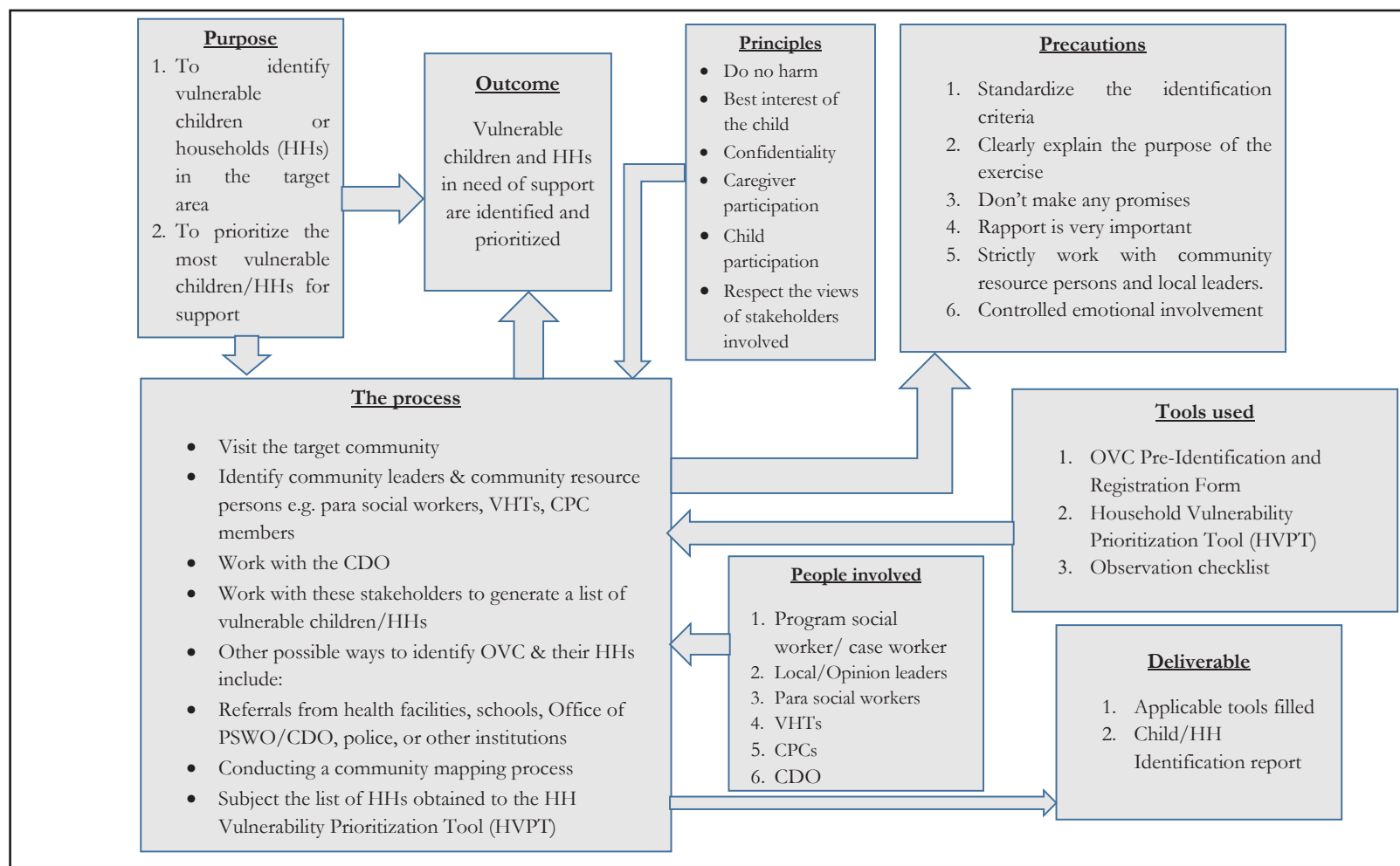
Family tracing:

Refers to the process of identifying a child's family and other related information helpful to better understand where the child came from. This includes visits to a family home and community for purpose of (re)building a relationship and exploring the possibility of placing the child within the home.



Case Identification and Prioritization

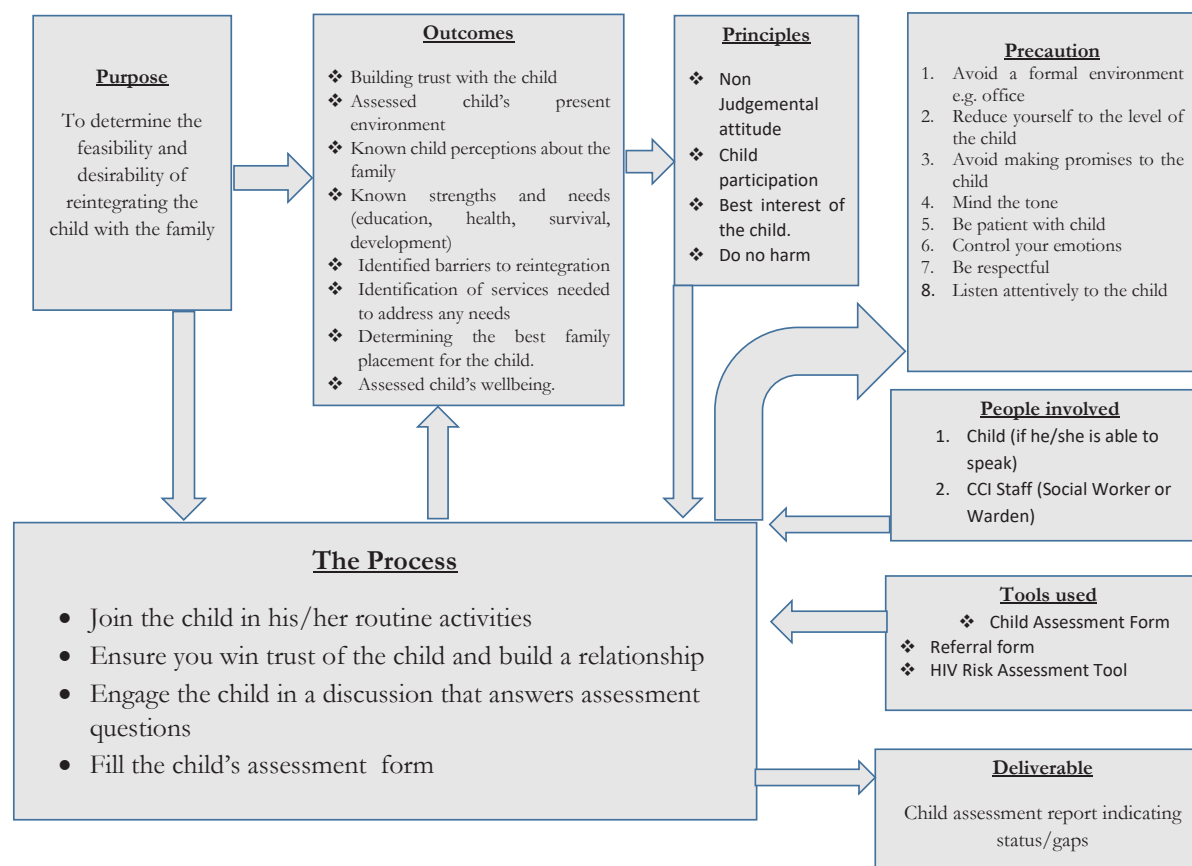
Refers to the process of identifying vulnerable children and their households that need external support from OVC programmes or services in order to become resilient and progress along a path towards sustainable self-well-being (MoGLSD CM SOPs, 2019).



Child Assessment/Profiling

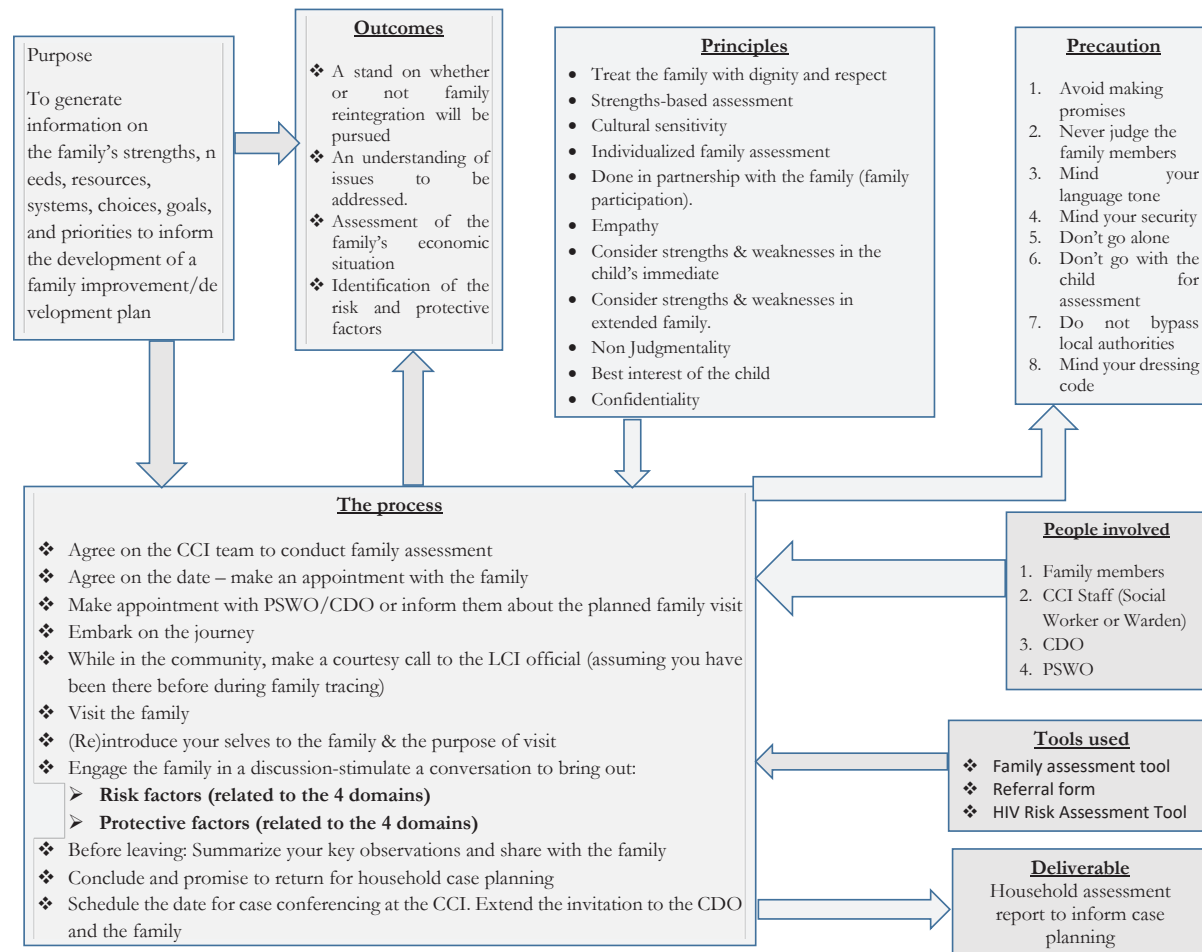
Child assessment is a process of gathering information about the child, reviewing the information, and then using the information to plan, identify specific needs and strengths/resources of a child or family.

Child Profiling/assessments can explore issues related to socio-economic status, health, HIV, status, psycho-social wellbeing, education, nutrition, and protection that affect the child.



Family assessment

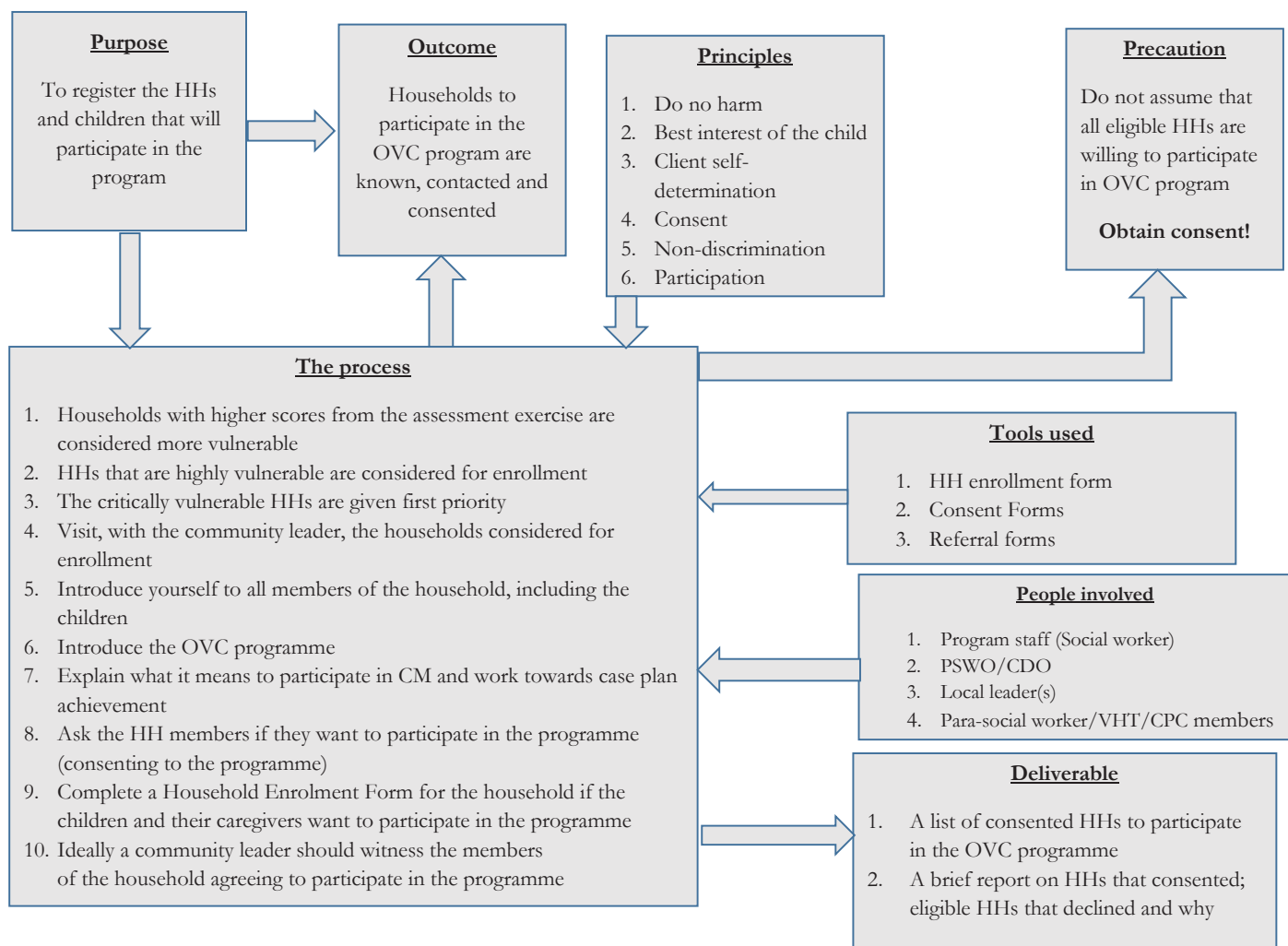
It is a process designed to gain a greater understanding of family's strengths, needs, and resources and how these affect a child's safety, permanency, and well-being. The assessment provide the foundation upon the family improvement/development plan is based.



Examples of risk factors	Examples of protective factors
<ul style="list-style-type: none"> ✚ Parental depression ✚ Substance and alcohol abuse ✚ Family/domestic violence ✚ History of childhood abuse ✚ Mental ill-health ✚ Orphanhood ✚ Ignorance about children's rights and what constitutes abuse ✚ Household economic vulnerability ✚ Sickly adult caregiver ✚ Elderly adult caregiver ✚ Single parenthood 	<ul style="list-style-type: none"> ✓ Life skills among children e.g. relational skills, critical thinking and critical decision making skills ✓ Positive parenting skills on the part of caregivers ✓ Economic wellbeing of the family ✓ Family stability-violence free ✓ Conducive and supportive school environment ✓ Child knowledgeable about his or her rights and what constitutes abuse
Sample of guiding (assessment) questions	
<p>Source: Sharon L. Johnson (2013). Resources. In Therapist's Guide to Pediatric Affect and Behavior Regulation, 2013</p> <ul style="list-style-type: none"> ✓ Are there safety and protection issues that must be addressed? ✓ What are the relative strengths and weaknesses of the family? ✓ What are the family's needs? ✓ Can the family meet the needs of the child? ✓ What are the resources available to the family (extended family, church, community, etc.)? ✓ Is the family competent to provide for basic needs? ✓ Do the parents/caregivers have the ability to manage problem behaviors in age-appropriate ways without any safety risks? ✓ Is there any evidence of multigenerational patterns of abuse or neglect, substance abuse, etc.? ✓ Parental/caretaker ability to empathize? ✓ Parental/caretaker ability to nurture? ✓ What resources have been helpful to this family system in the past? ✓ How does this family system cope with stress and crises? 	

Enrollment

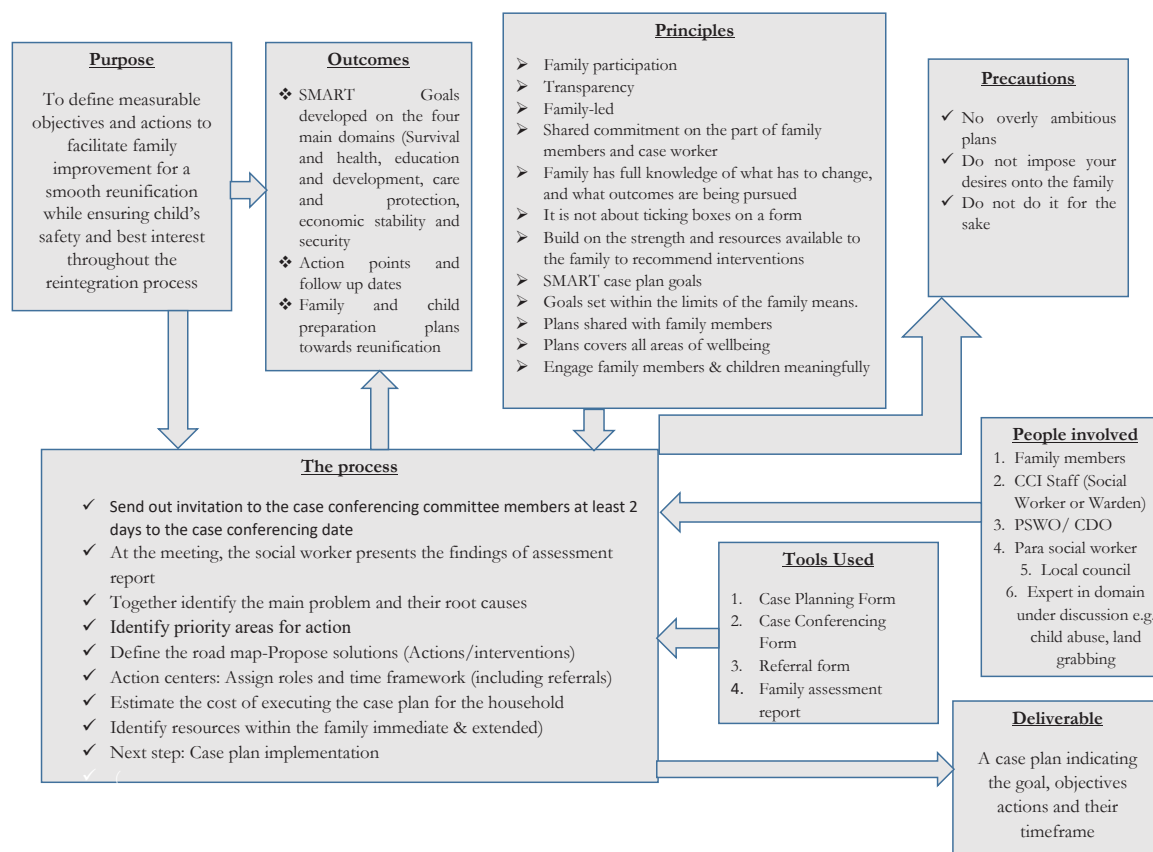
The process of registering children and households that are eligible for and want to participate in the OVC programme (MoGLSD CM SOPs, 2019).



Household case planning

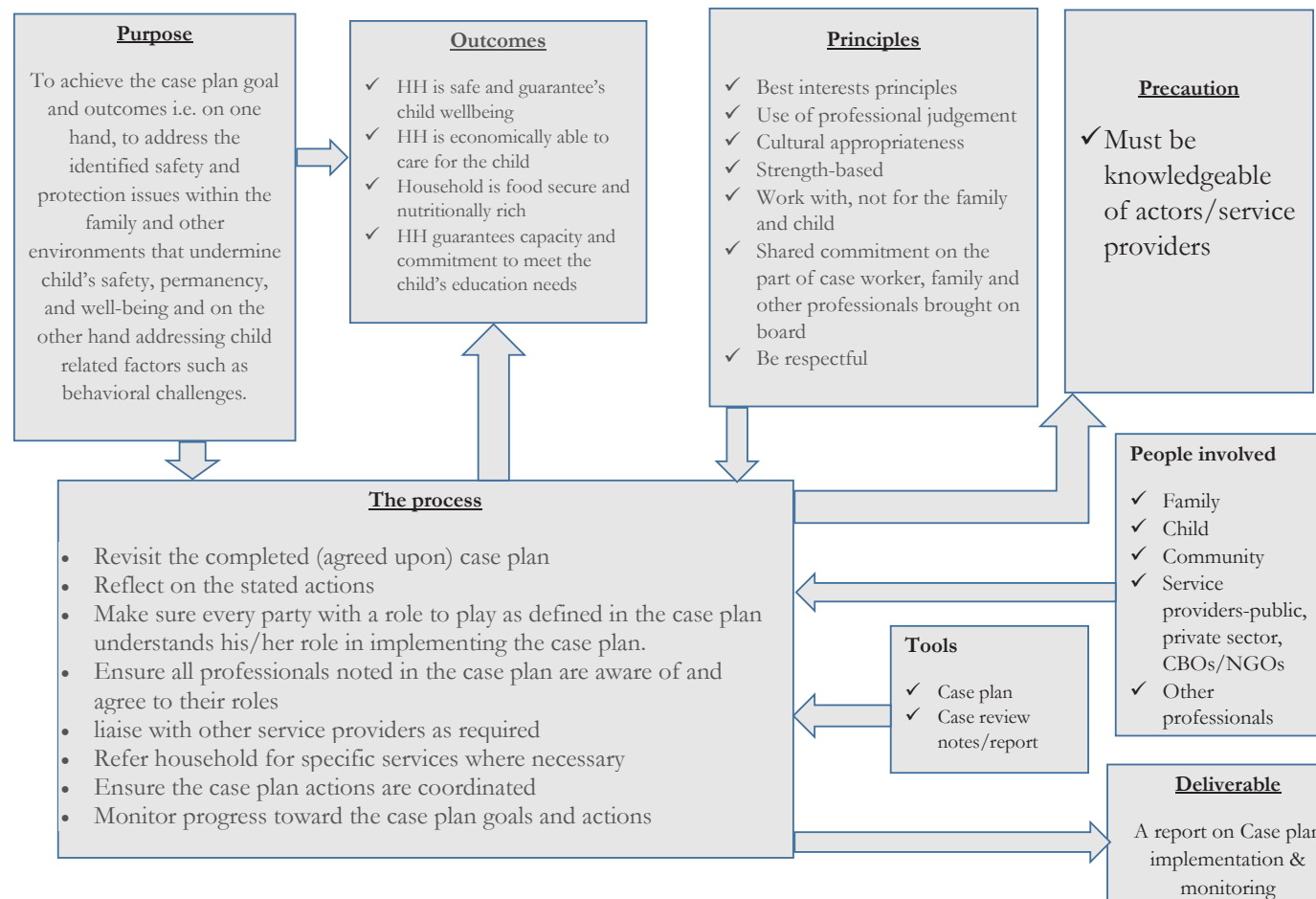
The process of creating a written plan that outlines how to improve the wellbeing and safety of a household and increase its resilience. It includes developing goals, objectives and activities that have been undertaken.

Assessment information collected must be used in a focused way to address the family's identified needs in the household case plan.



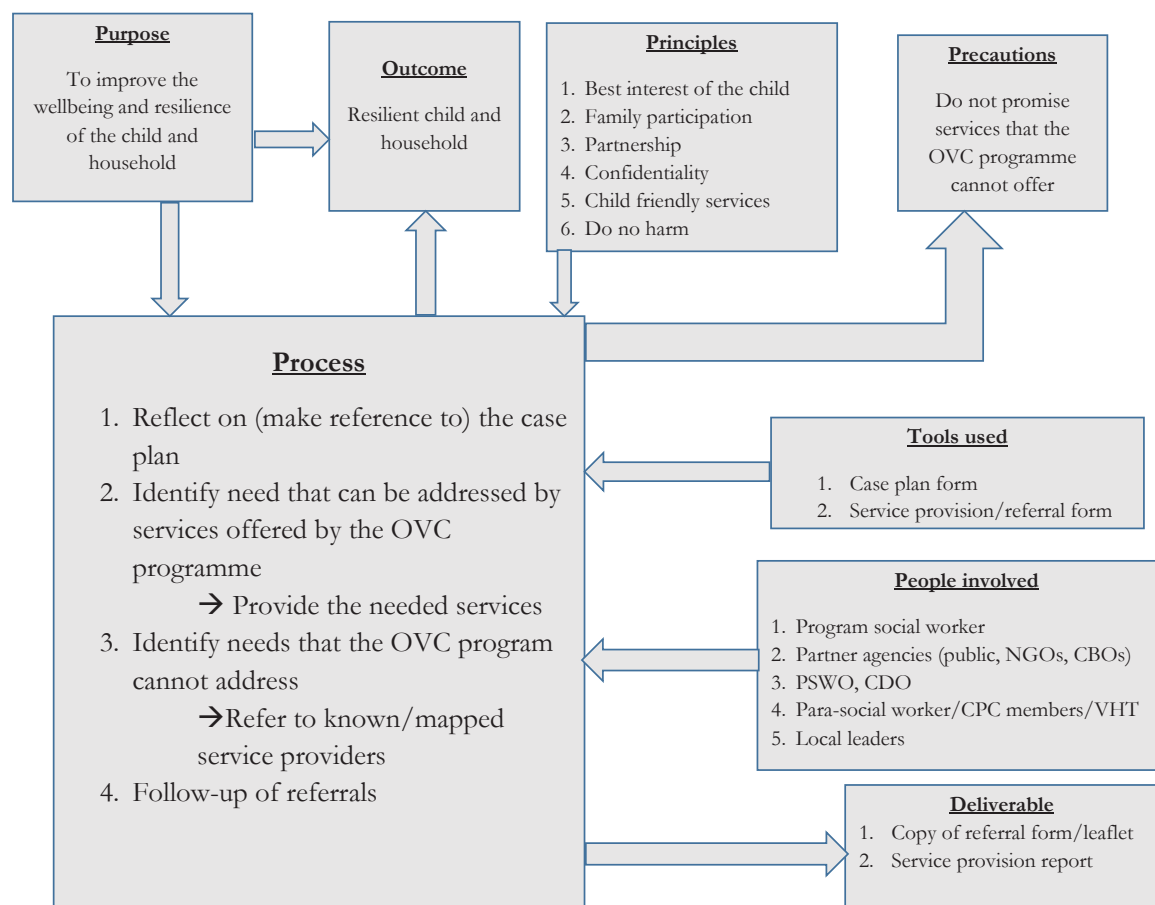
Case Plan Implementation and Monitoring

This involves acting upon the case plan completed with the child, family members and other stakeholders



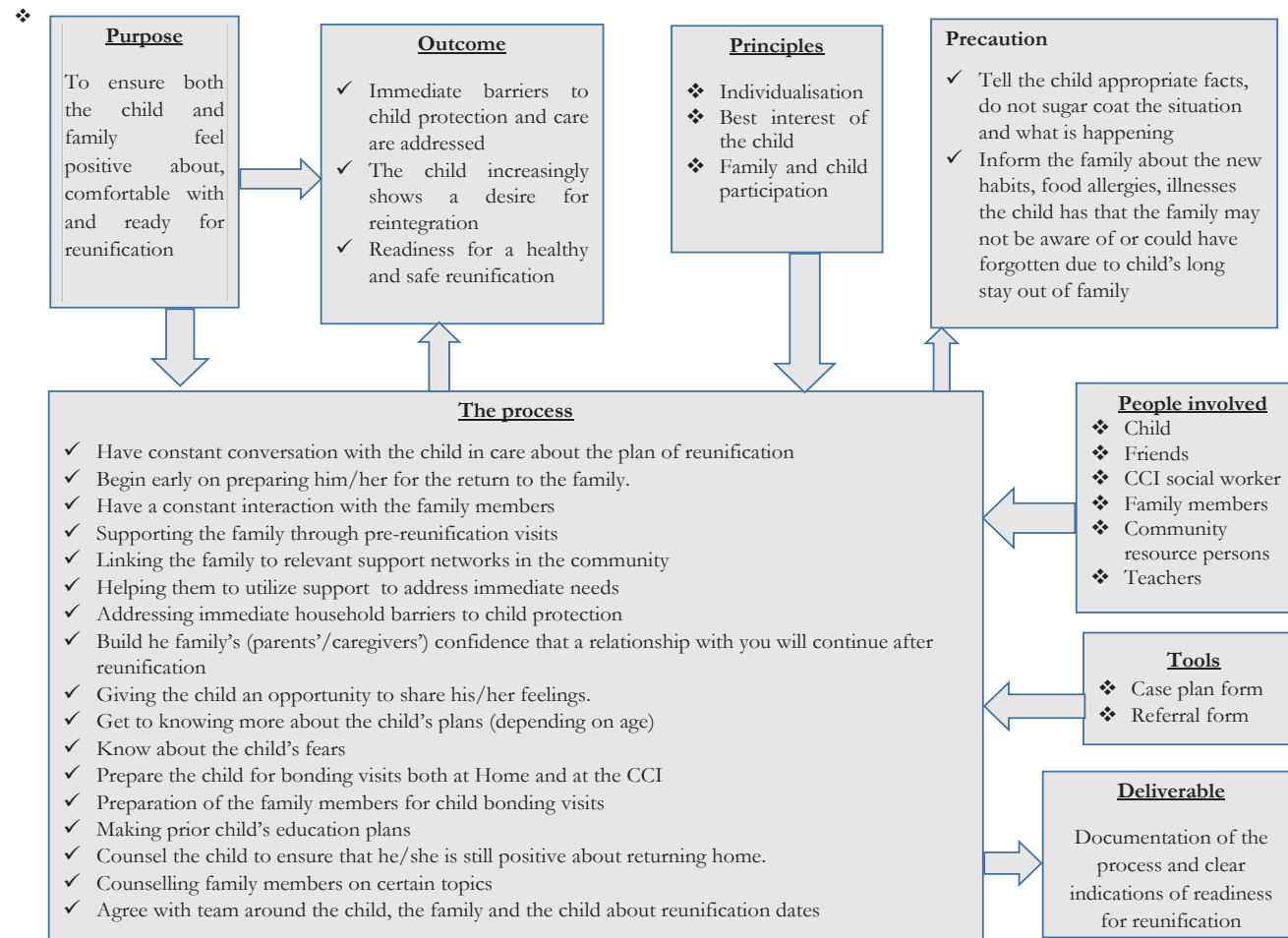
Direct service provision and referral

This step involves the Case Worker acting upon/coordinating actions in the case plan that he/she has developed with the caregiver and the child or the case conferencing committee (for the complex cases). Specifically, the Case/Social Worker determines the needs that the child and caregiver cannot address on their own and which programme services will be provided either directly or through referral. For services provided to the child and caregiver through referral, the case worker makes the necessary follow up (MoGLSD CM SOPs, 2019).



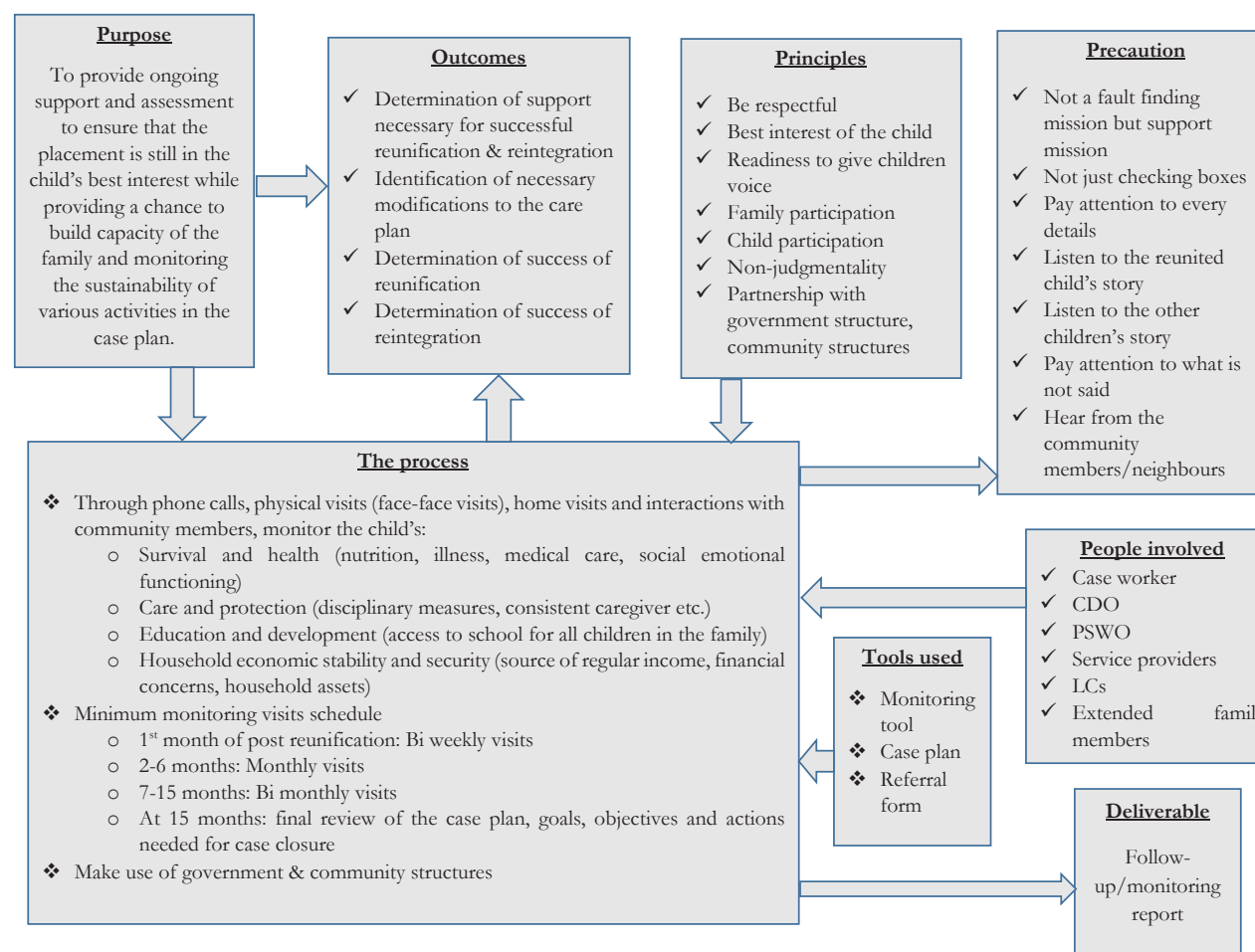
Child and Family Preparation

The process of helping the child and family consider the various aspects of reunification and eventual reintegration.



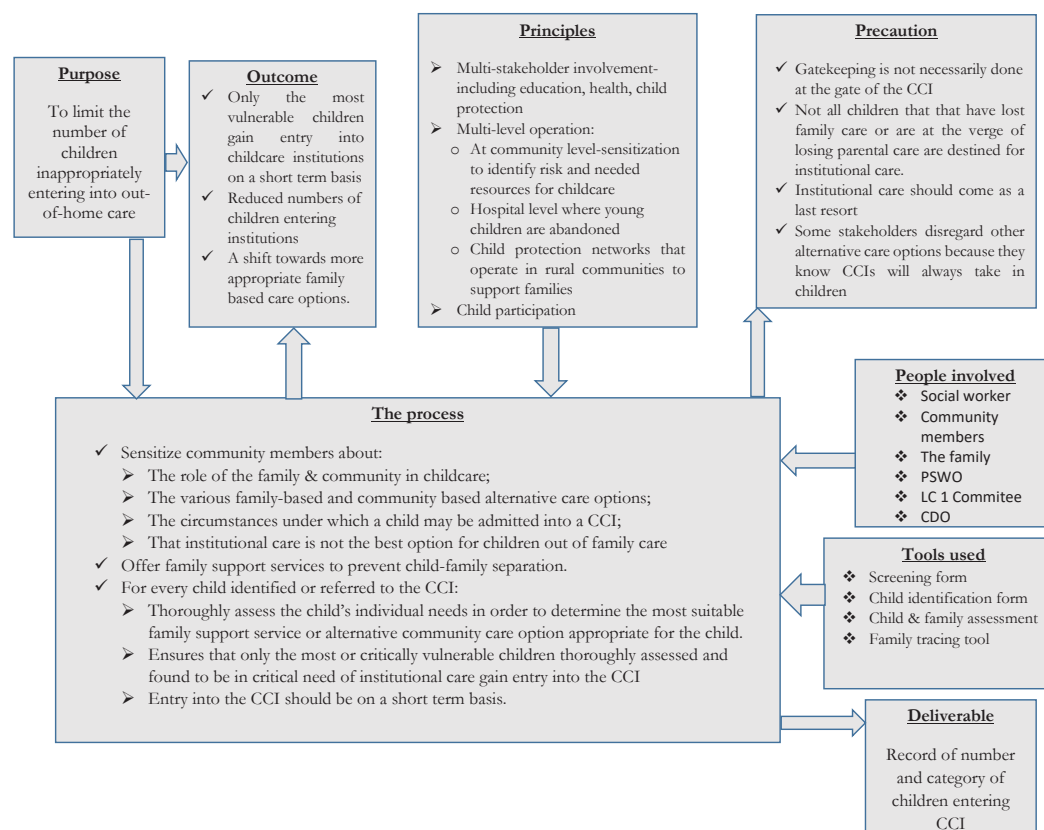
Post Placement Follow-Up/Monitoring

The process of assessing whether or not the child is fitting into the family, is accepted, is obtaining the needed care and protection as well as watching out for any signs of failed reintegration and addressing them in time.



Gate Keeping

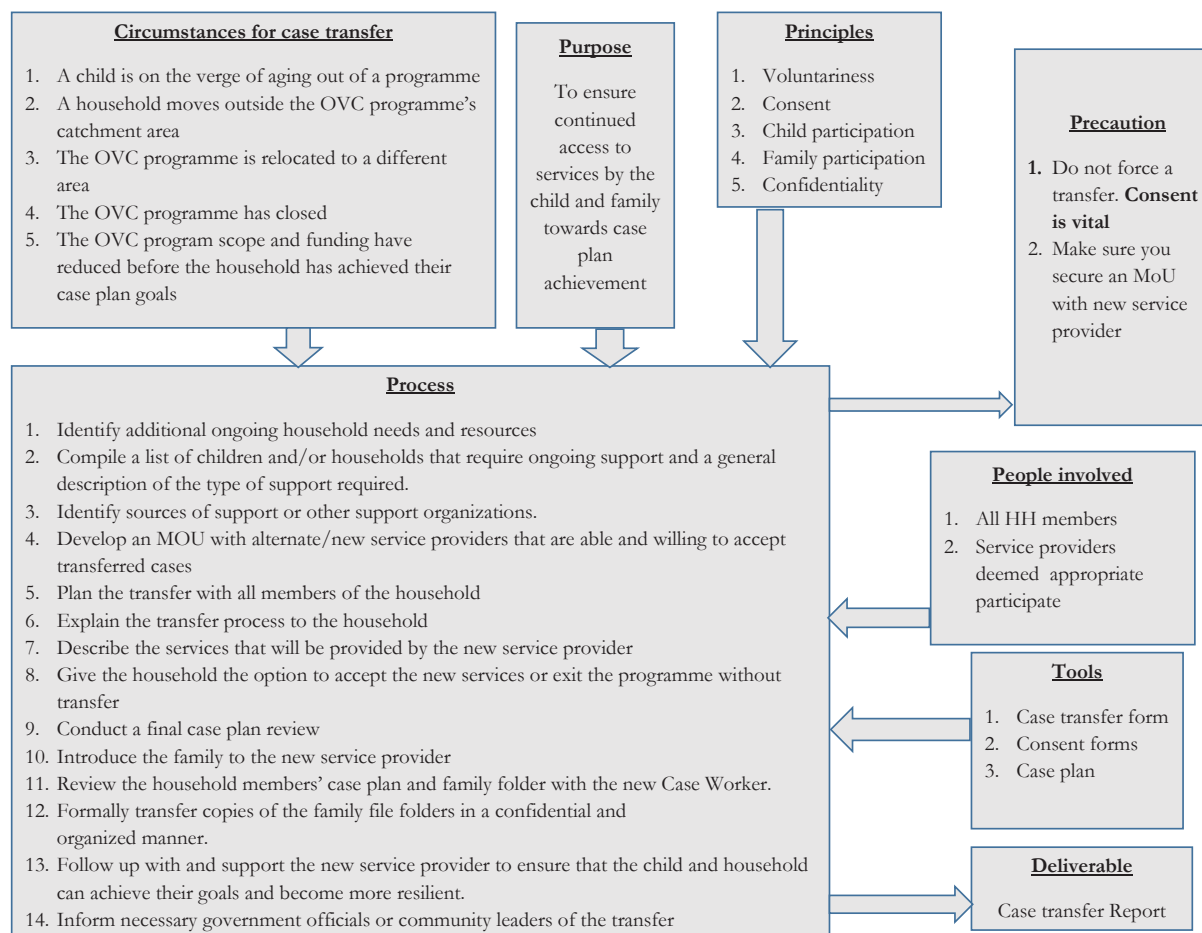
Gate keeping is a process of involves preventing the unnecessary entry of a child into the care system and ensuring that only the most vulnerable children gain entry into childcare institutions on a short term basis. Gatekeeping diverts children from unnecessary initial entry into alternative care, and reducing the numbers of children entering institutions. It supports a process of deinstitutionalisation and a shift towards more appropriate family based options.



Case closure, Transfer or Attrition

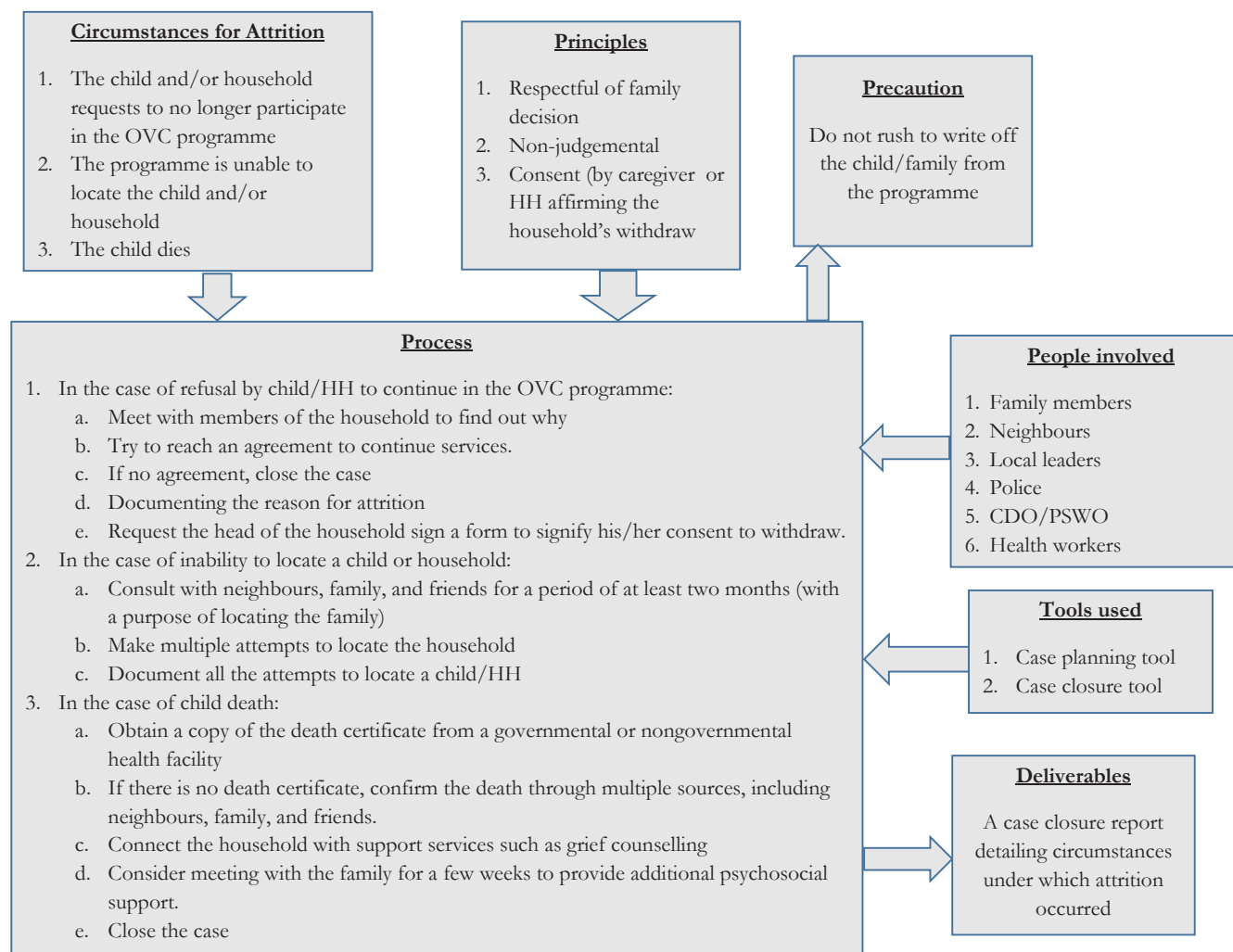
Case transfer

Case Transfer is the process of supporting the movement of a child and/or household from active participation in a the OVC programme to another source of case management support (MoGLSD CM SOPs, 2019)

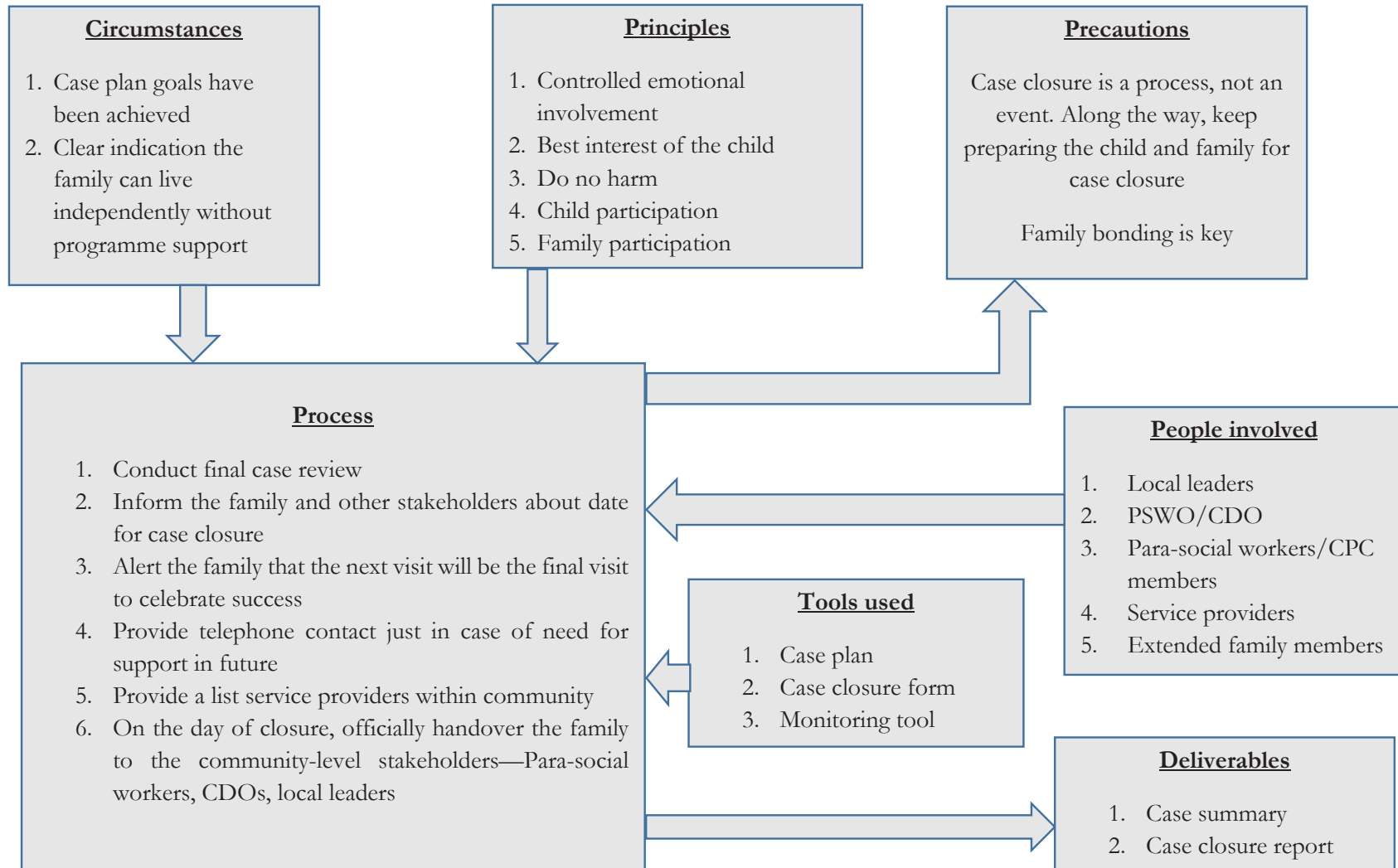


Attrition

This is the premature termination of support to a child and/or household due to circumstances beyond the control of the OVC programme (MoGLSD CM SOPs, 2019).



Case closure due to case plan achievement





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