



CASE MANAGEMENT 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.

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Purpose

To trace and locate the family or primary legal or customary caregivers and preliminarily evaluate the ability and willingness to reintegrate the child

Outcomes

- Identification of parents/ family members
- Indication of willingness to parent the child
- Identification of issues that must be addressed before reunification
- Determine family suitability

Principles to guide the process

- Child best interest
- Considering family's ability to provide care and protection
- Non-judgmentality and respect to diversity
- Information sharing with the family.
- Do no harm

Precautions

- Mind your safety/security
- Don't go alone, go at least 2 people
- Don't go with the child for tracing
- Don't bypass the LC
- Mind your dressing style
- Mind your language tone
- Do not make promises

The process

- Obtain info from the child's file necessary for family tracing
- Agree on the CCI team to trace the family
- Agree on the date
- Inform the child about the planned family tracing activity
- Make appointment with PSWO/CDO
- Embark on the journey
- While in the community with PSWO/CDO, locate the LCI official
- As a team visit the family
- LCI official introduces you to the family
- Introduce yourselves more & the purpose of visit
- Engage the family in a discussion-aim at making preliminary assessment
- Conclude and leave – promise to return for a further interaction
- Hear from neighbours if anything that may needs to be addressed before reunification

People involved

Case worker
The child
PSWO, CDO
Extended family members
Local Council 1

Tools used

1. Initial Case Record Form
2. Family Tracing Form

Deliverables

Family Tracing Report

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.

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Purpose

To generate information on the family's strengths, needs, resources, systems, choices, goals, and priorities to inform the development of a family improvement/development plan

Outcomes

- A stand on whether or not family reintegration will be pursued
- An understanding of issues to be addressed.
- Assessment of the family's economic situation
- Identification of the risk and protective factors

Principles

- Treat the family with dignity and respect
- Strengths-based assessment
- Cultural sensitivity
- Individualized family assessment
- Done in partnership with the family (family participation).
- Empathy
- Consider strengths & weaknesses in the child's immediate
- Consider strengths & weaknesses in extended family.
- Non Judgmentality
- Best interest of the child
- Confidentiality

Precaution

1. Avoid making promises
2. Never judge the family members
3. Mind your language tone
4. Mind your security
5. Don't go alone
6. Don't go with the child for assessment
7. Do not bypass local authorities
8. Mind your dressing code

The process

- Agree on the CCI team to conduct family assessment
- Agree on the date – make an appointment with the family
- Make appointment with PSWO/CDO or inform them about the planned family visit
- Embark on the journey
- While in the community, make a courtesy call to the LCI official (assuming you have been there before during family tracing)
- Visit the family
- (Re)introduce your selves to the family & the purpose of visit
- Engage the family in a discussion-stimulate a conversation to bring out:
- Risk factors (related to the 4 domains)
- Protective factors (related to the 4 domains)
- Before leaving: Summarize your key observations and share with the family
- Conclude and promise to return for household case planning
- Schedule the date for case conferencing at the CCI. Extend the invitation to the CDO and the family

People involved

1. Family members
2. CCI Staff (Social Worker or Warden)
3. CDO
4. PSWO

Tools used

- Family assessment tool
- Referral form
- HIV Risk Assessment Tool

Deliverable

Household assessment report to inform case planning

Examples of risk factors

- 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

Examples of protective factors

- 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

Source: Sharon L. Johnson (2013). Resources. In Therapist's Guide to Pediatric Affect and Behavior Regulation, 2013

- 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?

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).

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Case Identification and Prioritization

Purpose

1. To identify vulnerable children or households (HHs) in the target area
2. To prioritize the most vulnerable children/HHs for support

Outcome

Vulnerable children and HHs in need of support are identified and prioritized

Principles

- Do no harm
- Best interest of the child
- Confidentiality
- Caregiver participation
- Child participation
- Respect the views of stakeholders involved

Precautions

1. Standardize the identification criteria
2. Clearly explain the purpose of the exercise
3. Don't make any promises
4. Rapport is very important
5. Strictly work with community resource persons and local leaders.
6. Controlled emotional involvement

The Process

- Visit the target community
- Identify community leaders & community resource persons e.g. para social workers, VHTs, CPC members
- Work with the CDO
- Work with these stakeholders to generate a list of vulnerable children/HHs
- Other possible ways to identify OVC & their HHs include:
 - Referrals from health facilities, schools, Office of PSWO/CDO, police, or other institutions
 - Conducting a community mapping process
 - Subject the list of HHs obtained to the HH Vulnerability Prioritization Tool (HVPT)

Tools used

1. OVC Pre-Identification and Registration Form
2. Household Vulnerability Prioritization Tool (HVPT)
3. Observation checklist

People involved

1. Program social worker/ case worker
2. Local/Opinion leaders
3. Para social workers
4. VHTs
5. CPCs
6. CDO

Deliverable

1. Applicable tools filled
2. Child/HH Identification report

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.

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Purpose

To determine the feasibility and desirability of reintegrating the child with the family

Outcomes

- Building trust with the child
- Assessed child's present environment
- Known child perceptions about the family
- Known strengths and needs (education, health, survival, development)
- Identified barriers to reintegration
- Identification of services needed to address any needs
- Determining the best family placement for the child.
- Assessed child's wellbeing.

Principles

- Non Judgemental attitude
- Child participation
- Best interest of the child.
- Do no harm

Precaution

1. Do not make promises
2. Mind your language tone
3. Mind your security
4. Don't go alone
5. Do not bypass local authorities
6. Dress in a culturally appropriate manner
7. Emergency cases should be addressed immediately

People involved

1. Child (if he/she is able to speak)
2. CCI Staff (Social Worker or Warden)

Tools used

- Child Assessment Form
- Referral form
- HIV Risk Assessment Tool

The Process

- Join the child in his/her routine activities
- Ensure you win trust of the child and build a relationship
- Engage the child in a discussion that answers assessment questions
- Fill the child's assessment form

Deliverable

Child assessment report indicating status/gaps

Enrollment

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

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Purpose

To register the HHs and children that will participate in the program

Outcome

Households to participate in the OVC program are known, contacted and consented

Principles

1. Do no harm
2. Best interest of the child
3. Client self-determination
4. Consent
5. Non-discrimination
6. Participation

Precaution

Do not assume that all eligible HHs are willing to participate in OVC program

Obtain consent!

The process

1. Households with higher scores from the assessment exercise are considered more vulnerable
2. HHs that are highly vulnerable are considered for enrollment
3. The critically vulnerable HHs are given first priority
4. Visit, with the community leader, the households considered for enrollment
5. Introduce yourself to all members of the household, including the children
6. Introduce the OVC programme
7. Explain what it means to participate in CM and work towards case plan achievement
8. Ask the HH members if they want to participate in the programme (consenting to the programme)
9. Complete a Household Enrolment Form for the household if the children and their caregivers want to participate in the programme
10. Ideally a community leader should witness the members of the household agreeing to participate in the programme

Tools used

1. HH enrollment form
2. Consent Forms
3. Referral forms

People involved

1. Program staff (Social worker)
2. PSWO/CDO
3. Local leader(s)
4. Para-social worker/VHT/CPC members

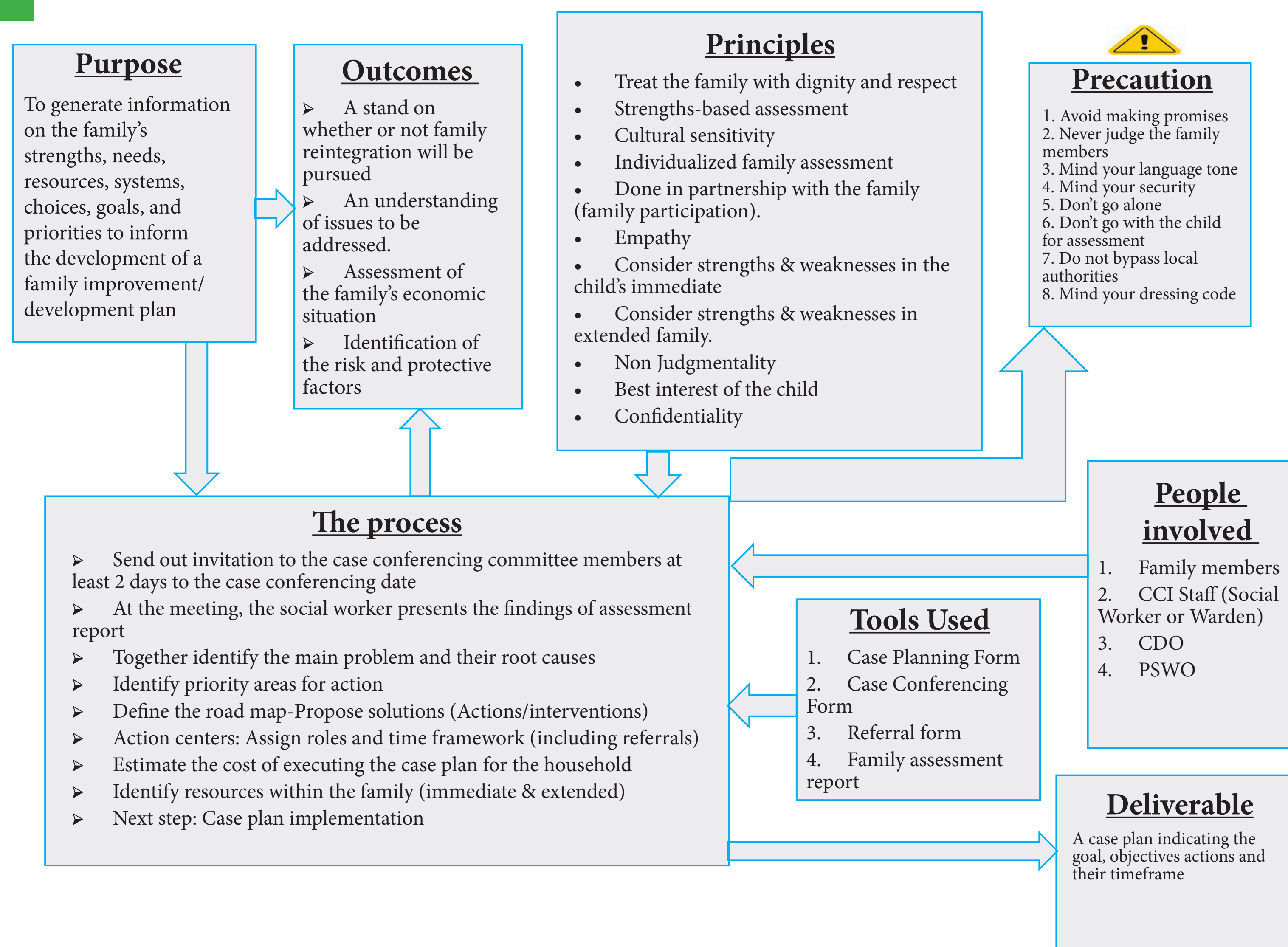
Deliverable

1. A list of consented HHs to participate in the OVC programme
2. A brief report on HHs that consented; eligible HHs that declined and why

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.

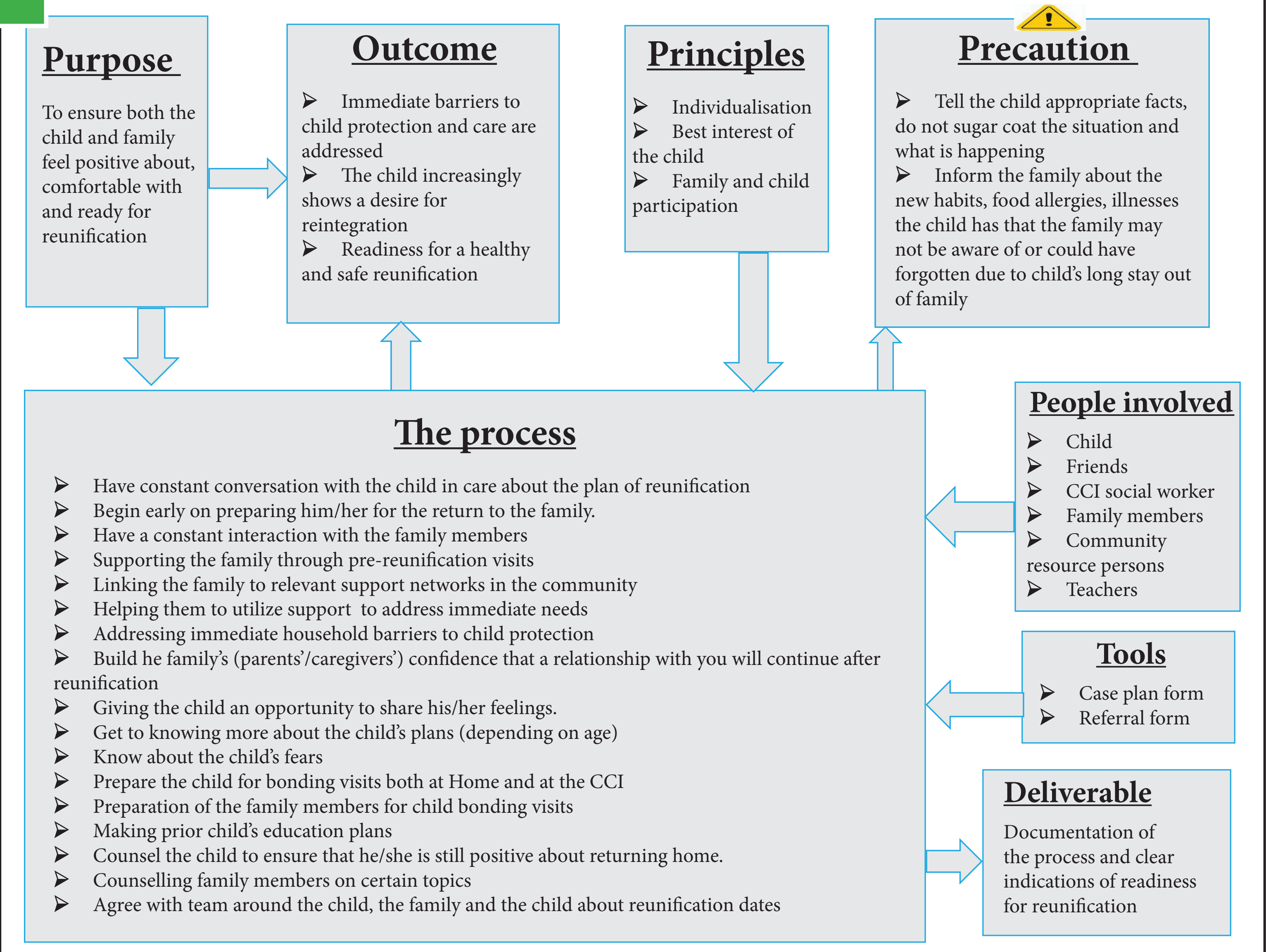
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Child and Family Preparation

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

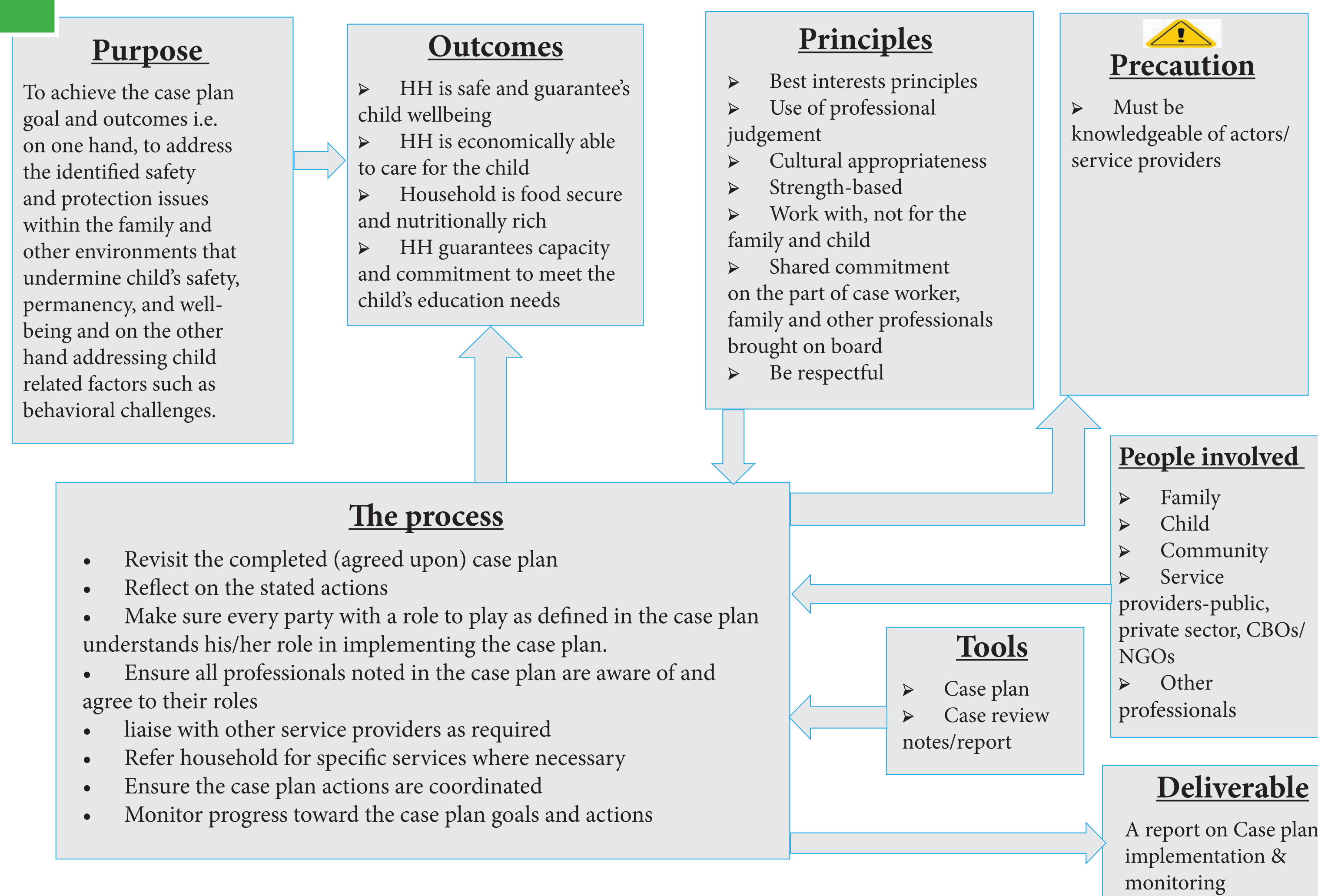
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Case Plan Implementation and Monitoring

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

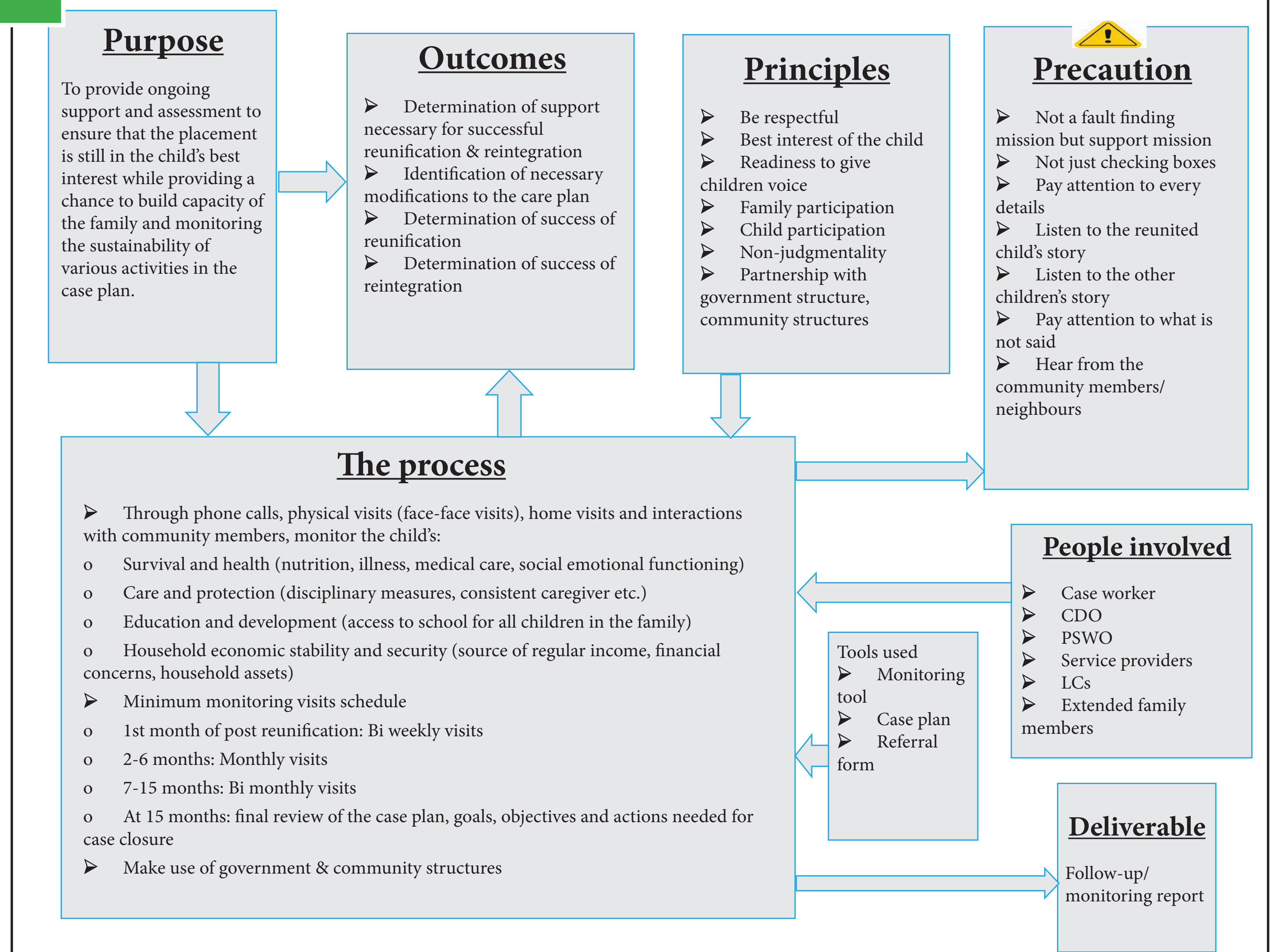
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Post Placement Follow-Up/Monitoring

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.

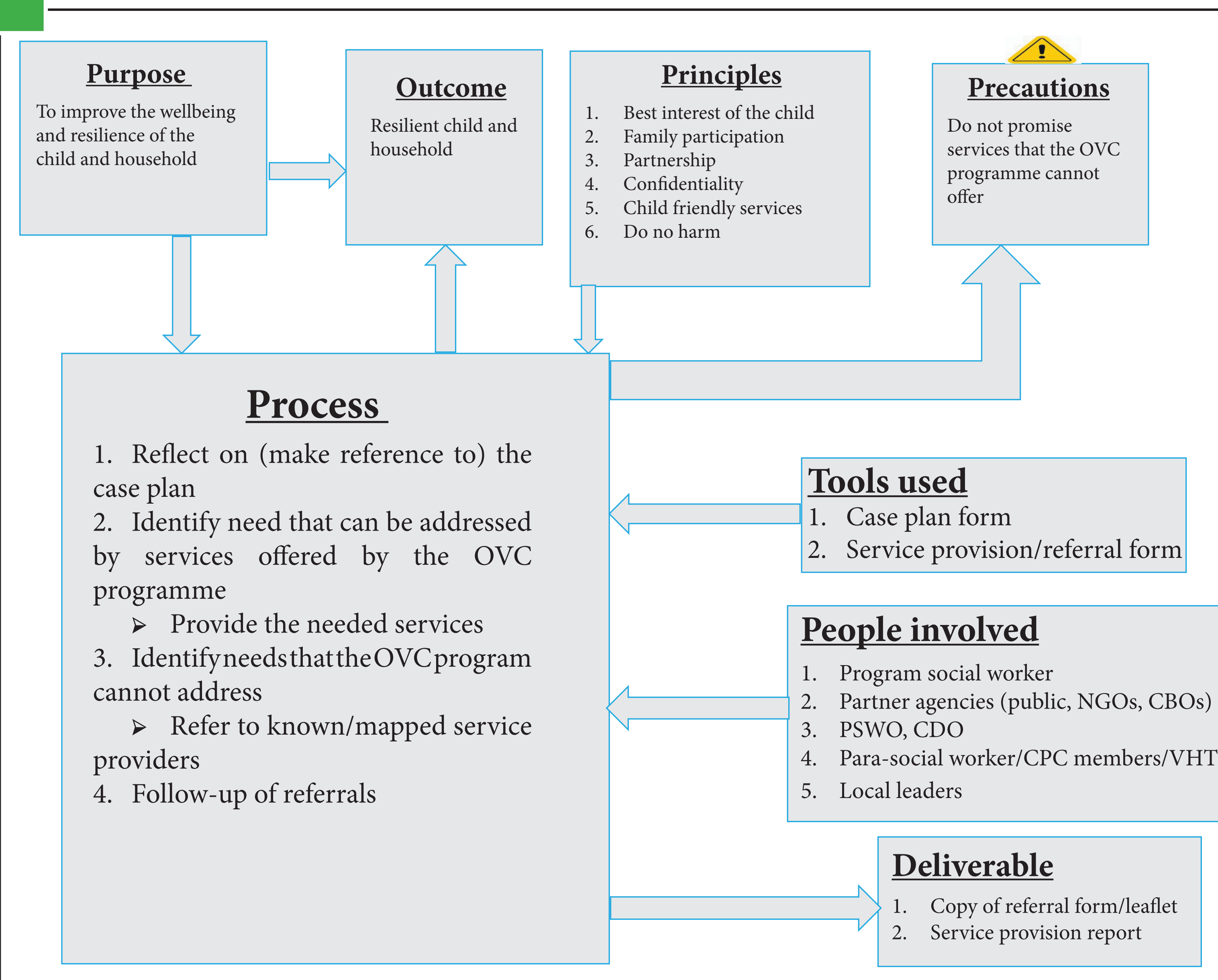
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Direct service provision and referral

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).

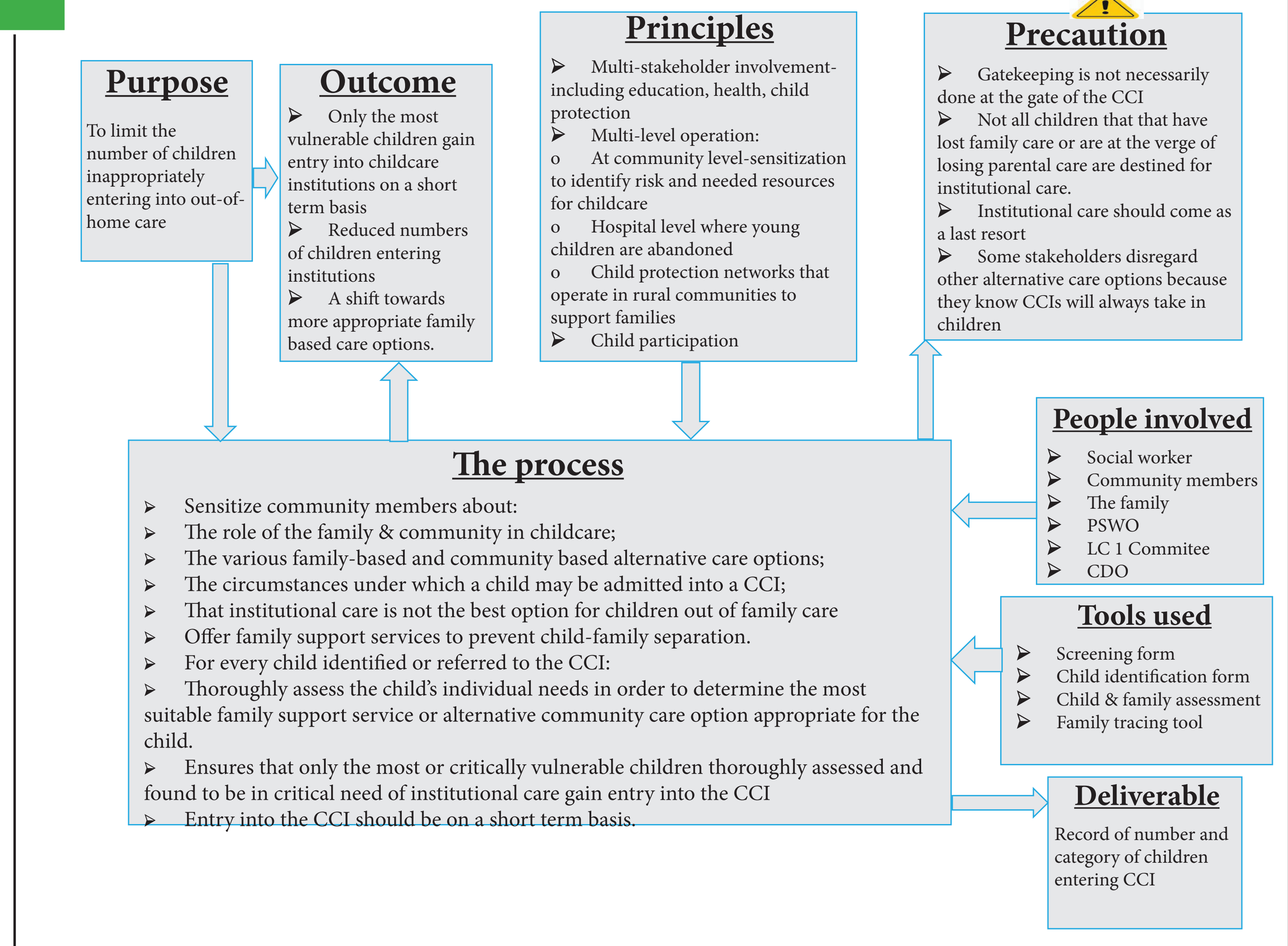
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Gate Keeping

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.

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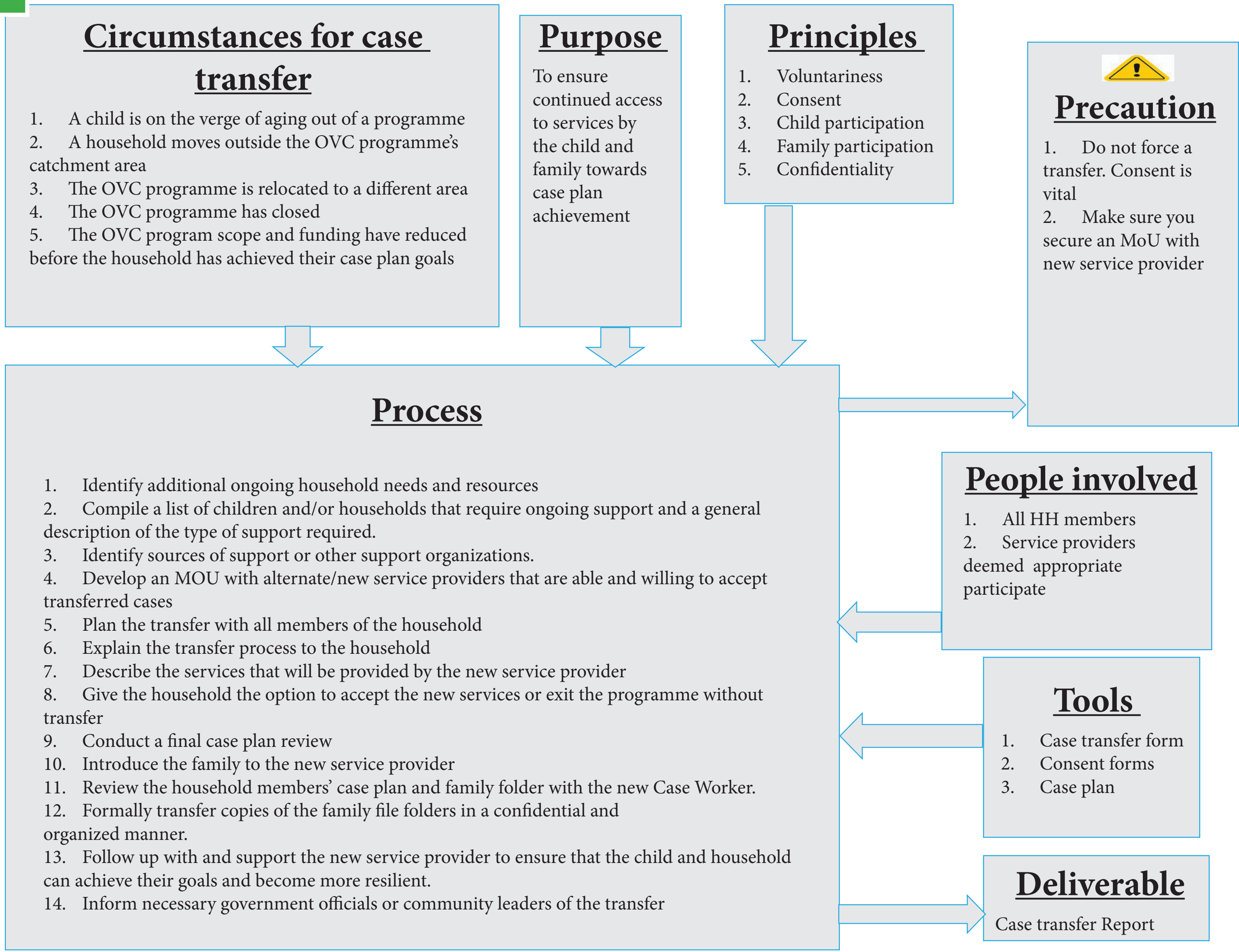


Case closure, Transfer or Attrition

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)

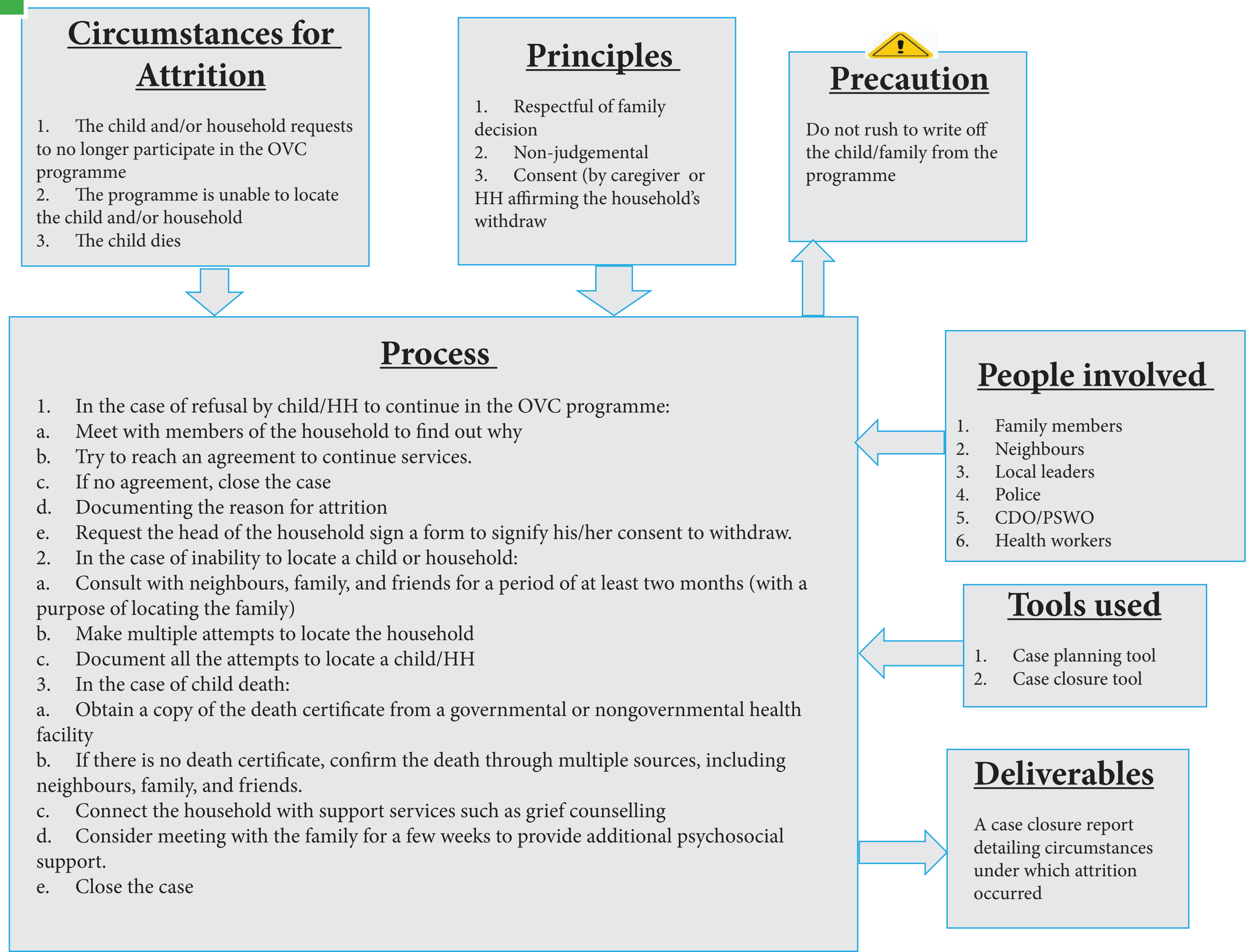
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Attrition

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).

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Case closure due to case plan achievement

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