"Planning, Monitoring & Evaluation Training"– Best practices sharing - March 2015 by Voice of Children, Nepal. Updated on July 2020: Monitoring on Case Management

Organisation:
VOICE OF CHILDREN - NEPAL

Head of Organization:
Krishna K. Thapa - Director
krishna@voiceofchildren.org.np

Contact person:
Raju Ghimire - Technical Advisor/Deputy Director-Program
raju@voiceofchildren.org.np

Contact details:
GPO Box No 8975, EPC 1936 Kathmandu, Nepal
Lalitpur Sub Metropolitan City, Gwarko, Lalitpur, Phone No: ++977 01 5548018, 5546390E-mail: communication@voiceofchildren.org.np
URL: www.voiceofchildren.org.np

Best Practice:
MONITORING ON CASE MANAGEMENT

Description

Case Management of the street connected children is very sensitive where is need a systematic approach for the effective case management system. There is estimated that 5000 children are in the street of Nepal by UNICEF but here is lack of exact data of children. Around 1000 children are in the street of Kathmandu Valley.

In 2015, Nepal Government has endorsed 'Street Children Rescue, Rehabilitation & Management Guideline-2015'. According to this guideline, National Child Rights Council (NCRC) is working with 6 partners for the management street connected children.

Case Management is of a key process the successful reintegration of the street connected children from their rescue process.

Monitoring is to ensure the implementation of all tools and process involved in whole process from beginning to case closure.

> **Case Management**
> Case management is a systematic process of identification, assessment, planning, coordination, evaluation and advocacy for options and services to meet an individual child and her/his family's comprehensive development by addressing needs through available resources and referral to promote quality, cost-effective outcomes from beginning to end of a case.

Objectives
- To assess the proper uses of tools and methods in process of case management;
- To understand the impact of reintegration of street connected children in their family and community.

Monitoring of Case management

1. Steps of Case management

| Step 1	Identification and registration
Step 2	Children and Family's assessment
Step 3	Care Planning (Plan of Action)
Step 4	Care Plan Implementation
Step 5	Follow up and Review of Care Plan
Step 6	Case Closure

2. Case Management Meetings

Meeting	Objectives	When	Participants
Case conference	To collect feedbacks and recommendation from other team members about a case	Twice in a month and as per need	Referent SW of DIC, SC, RP, TA, PM Psychologist
Referral	Take decisions about the transfer of child and give recommendations for further work	Before family visit Before transfer the case from one to another unit	Referent SWs of Program, PM, Psychologist
Assessment	To know the development of the situation of families and children	After 6 months of follow up & reintegration	Referent SWs, PM, Psychologist
Phase out/ Case closure	To decide the case closure and assess situation of family & child	Before the decision of case closure	Referent SWs, PM/PC, Psychologist, TA

Note: DIC- Drop-In-Center, SC- Socialization Center, RP- Reintegration Program, SW-Social Worker, PM- Program Manager, TA- Technical Advisor

3. Ladder Approach

Ladder Approach is comprehensive method to reintegrate the street children from street to family which is as per follow:
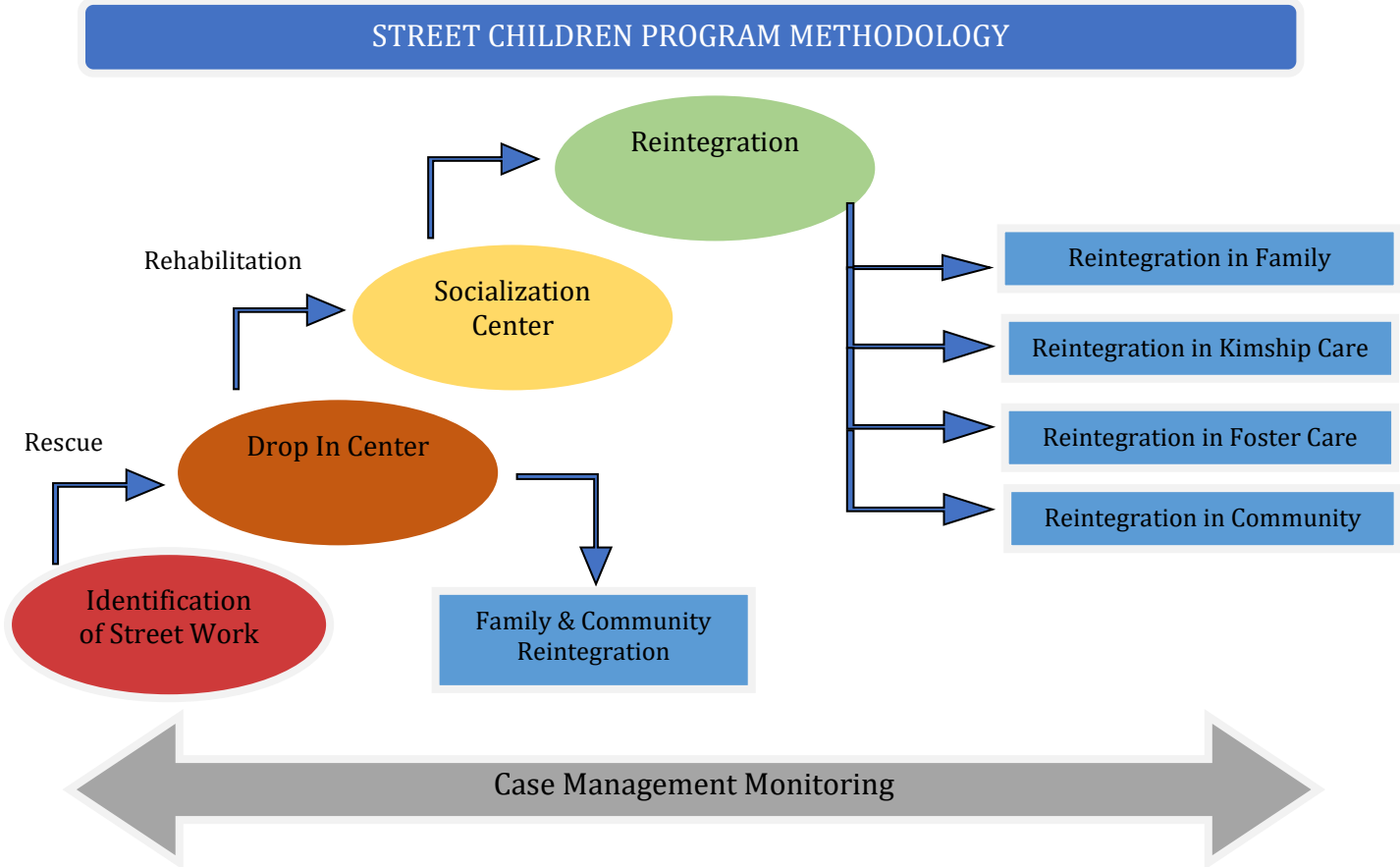
4. Case Studies (Case study format is in Annex-2)

Case study of each child/beneficiary is prepared by referent social worker and all concerned person can know the progress of the case.

Among the cases, Social Workers use to write the success story of the beneficiaries for documentation and presentation.

5. Networking & Coordination for referral

VOC uses to network and coordinate to provide the better services to the beneficiaries and the Social Workers refer the cases to the service providers.

Involvement in Case Monitoring

- Children;
- Families;
- Social Workers;
- Psychologist;
- Program Incharge;
- Service Providers;

Outcome
- Systematic Case Management system established;
- Recognition by National & International agencies & given feedback to replicate the system in other city/similar organizations to work with street children;
- 95% successful rate for the Reintegration of Street Children;

Annex
Annex-1: Case Study Format
I. Profile of Child & Family
- Child Profile

Child's Name:	
Date of birth/ Age:	
Sex:	
Address Permanent	
Address Temporary	
Date of Arrival in	
Date of arrival in	
Date of Reintegration	

- Family Members (Genogram)

SN	Name	Sex	Age (In 2010)	Relation	Address	Occupation

II. History of Child before Organization:
- Background
- Causes for going on the street
- Life and activities on the street
- Relationship with other organizations
- Identification of close relationships (support system) while on the street

III. History of family relationship with the child

- Family History
- Physical and psychological environment of the family – Observation and analysis
- Child's relationship with family :   Feelings of family towards the child

   Feelings of child towards the family

   Problems between family and child

IV. Relationship of organization with child and family

- How did he know about drop-in-center?
- Motivation of the child for coming to drop-in-center
- Child's participation in the activities of the centre
- Problems/ needs/desires/ interests of the child
- Feelings of the child
- Relationship with friends and educators at the centre
- Identification of child's close relationships while he is in the centre
- Future Plan

   Reintegration

   Vocational Training
- Assessment of situation by staff
- Problems identified in family & action taken by organization (Needs identification table?)

V. Conclusion

- Analysis of situation of child : Analysis of child's capacity/behavior/ development/ knowledge
- Opinion and hypothesis of staff
- Rating of success of child (assessment of child when entering centre and current situation)