**SW13**

**Interviewer:** So, this is Yvonne. I'm calling you in conjunction with the IMPACT project, it is in relation to the use of the SOP for case management, vis-a-vis whether there will be a need for us to generate a child maintenance checklist depending on your experience using the SOP. Okay. But before we start the interview, I would like to have demographic information of you. Hope you don't mind, please.

**Interviewee:** Yes please, I don’t mind.

**Interviewer:** Okay, very well thank you. So please you would let me know how old you are.

**Interviewee:** I'm 35 years.

**Interviewer:** Oh, okay.

**Interviewee:** I turned 35 years two days ago.

**Interviewer:** Oh congratulations happy birthday.

**Interviewee:** Thank you madam.

**Interviewer:** Okay Sam, please give me your full name

**Interviewee:** SW13.

**Interviewer:** Please, what's your educational background?

**Interviewee:** I have a degree in accounting, BSc in accounting.

**Interviewer:** That's great. For how long have you been working as a social worker, please?

**Interviewee:** For the last 10 years.

**Interviewer:** For 10 years now?

**Interviewee:** Yes, please.

**Interviewer:** That's quite a long time.

**Interviewee:** Yes, Madam.

**Interviewer:** Wow and have you been working on child maintenance cases?

**Interviewee:** Yes, for eight years now.

**Interviewer:** For eight years now, that's a rich experience, I guess.

**Interviewee:** Yes, please.

**Interviewer:** Please, in the same district or you were somewhere and you were moved to AMA.

**Interviewee:** AMA, I’ve been in AMA for the past ten years

**Interviewer:** Wow, that's good to hear. Okay, basically that's all i would need for the demographic information. Thank you and now we are going into our interview itself.

**Interviewee:** Okay.

**Interviewer:** can you describe to me your experience of using the case management SOP?

**Interviewee:** Okay, thank you for the question. Using the SOP have been very beneficial to my work. Yes, considering the advantages and the exposure it has given me, including the CPIMS that is a Child Protection Information Management System and so far, I have seen that it has really brought certain advantages to my work. First of all, it has improved my data collection. I would say the SOP and the CPIMS in conjunction because they work hand in hand.

**Interviewer:** Okay, will you break the CPIMS for me?

**Interviewee:** Child Protection Information Management System, that’s what we use the SOPs to put on. It has improved my data collection for cases that I have. It has also improved my case reporting.

**Interviewer:** Okay. Improve your case reports and how.

**Interviewee:** In terms of the standards that I would need to report on. I mean, when you’re reporting on cases, you need to touch on the most important part of the case.

**Interviewer:** Okay, and these are contained in the case management SOPs, right?

**Interviewee:** Exactly. It has also resulted in more cases; I've been able to record more cases.

**Interviewer:** Compared to the earlier times that you weren't using the SOP?

**Interviewee:** Yes please.

**Interviewer:** What's the correlation, so now you use the SOP and your case registration has increased?

**Interviewee:** Yes please.

**Interviewer:** How?

**Interviewee:** Once I have the SOP and I know the certain parts that I need to fill, we just grab one. We have the case, go straight into it, know the questions to ask, what's most important things to do. So case recording have been very easy.

**Interviewer:** Any other, please?

**Interviewee:** And then comparing and then sharing information of cases with my colleagues, even in the office, my colleagues case workers others in the other districts, sometimes somebody will call you asking for certain information. So once you are on the same page, you understand what you are doing, you’re using the same case forms, you can use to share or even compare information.

**Interviewer:** So you mean that in the office, even if a colleague who was not around during a case conference comes and pick an SOP, that friend is able to know what really transpired between the officer and the client, right?

**Interviewee:** Yes, it has also done that and other colleagues who also have other similar cases can also come to you and seek for information or guidance and can also refer on the SOPs or the CPIMS.

Then, you realize that at the monitoring level we prepare departmental budgets and action plan. Every department must produce their plan to the district. With this, with our CPIMS, we’re able to know where and when we have the plan, set our target and then prepare the budget. It has really helped us.

**Interviewer:** Wow. Then it's a good thing using the case management test for you?

**Interviewee:** Yes please. Yes madam and above all, I’ve realized that, it has also helped us, the case supervisors, my immediate supervisor to also monitor our cases. Oftentimes, you need to go to them to tell them your problem but sometimes they can also assess it using the CPIMS, get to know what you've done on the particular case, and they can also advise.

**Interviewer:** That's a great input.

**Interviewer:** At the downside, let me touch on the downside.

**Interviewer:** Okay.

**Interviewee:** As I was saying, I realized that it's leaning towards cases with high protection concerns or safety

**Interviewer:** Safety protection concerns

**Interviewee:** Yeah. It talks little about maintenance. So, you realize that when you’re using it for maintenance cases, we have a lot of unfilled data fields. It asks a lot of questions which are not related to your case.

**Interviewer:** To the child maintenance case, but rather other cases?

**Interviewee:** Both portions are not used when you’re,

**Interviewer:** I think your line dropped. Can you repeat that portion for me?

**Interviewee:** I'm saying that when you're using Child maintenance, you want to use it on Child maintenance cases, recording it becomes somehow very complex, because there are a lot of fields that you need to complete which are not relevant to the case.

**Interviewer:** To the child maintenance case, but relevant to other cases.

**Interviewee:** Other cases instead, especially abuse and threats to the child's safety. Those are the cases that I realized that it leans towards

**Interviewer:** That the SOP seems to work around?

**Interviewee:** Yes, so for me I feel that it doesn't give equal preference to child maintenance case. Yes, which is also at the assembly level, we do a lot of child maintenance cases.

**Interviewer:** Okay, so if you are striking the percentage, the cases that you do in your municipality, what's the percentage for child maintenance cases?

**Interviewee:** Child maintenance cases are around 80%.

**Interviewer:** Wow

**Interviewee:** Yes, child maintenance, custody and family reunification is about 80%

**Interviewer:** So the other cases that as social worker you handle is, aside the child maintenance case it's about 20% if I got you right?

**Interviewee:** Yes please.

**Interviewer:** okay that's a lot

**Interviewee:** Yes.

**Interviewer:** Okay, so do you think there is a need to create a checklist which is dedicated to assessing child maintenance cases?

**Interviewee:** Yes, I think and I believe it will help too.

**Interviewer:** Why do you say so, please?

**Interviewee:** I believe that if you have a checklist, one, it's going to guide you. Also, many times if you are not careful, you may sway and you want to attend to other things, hat may not be relevant to the case. So if you have a checklist, it makes your work very easy. You are focused, It saves you time as well but even so with the checklist, I was also thinking that probably we also have to have a space for cases that might not need to, that we know we don't have to necessarily follow the routine, but there are special cases when it comes to maintenance. Not just a one -way checklist where you take your tick or you just, but at least let’s leave spaces for other special maintenance cases, but it is good to have a checklist for maintenance cases.

**Interviewer:** Okay, so I will come there for you to suggest some of the things that you feel should be added or should be seen in a child maintenance checklist, so I will come there please. Since you are saying that there is a need to create a checklist, dedicated to assessing a child maintenance cases, what do you think are some of the key issues you encounter currently when you are working on a child maintenance case?

What are some of the key issues that you consider? So, during a case conference with your clients, what are some of the issues that you consider?

**Interviewee:** Yeah, some of the major things that we look at, when we are handling child maintenance cases are the, one, regular inadequate supply of food.

**Interviewer:** The regular and what?

**Interviewee:** adequate supply of food

**Interviewer:** Okay, whether the caregiver is able to feed the child well or?

**Interviewee:** Yes, we look at those ones. We look at timely medical intervention, look at decent clothing, look at access to quality education, availability of care and supervision which is very important.

**Interviewer:** Availability of care and what?

**Interviewee:** Supervision.

**Interviewer:** Supervision, how, please kindly elaborate on it for me.

**Interviewee:** Now, if we are looking at what really goes into maintenance, care and supervision is very true. So if it is there, you also have to look at it and then the quality or the tanginess of the supervision and care.

**Interviewer:** So the supervision in what angle?

**Interviewee:** Over the child.

**Interviewer:** Over the child

**Interviewee:** Yes, please.

**Interviewer:** So you are looking at the time that the child wakes up from bed, the child, how?.

**Interviewee:** Sometimes, If there is a caregiver and in the sense that, if the caregiver has adequate skills and knowledge to care for the child.

**Interviewer:** Okay.

**Interviewee:** That is very important, and then safe shelter.

**Interviewer:** Good shelter

**Interviewee:** safe

**Interviewer:** safe shelter.

**Interviewee:** A place where the child can be kept safe. I mean, where she lives, he or she lays the head.

**Interviewer:** So the environment that the child sleeps in.

**Interviewee:** It's safe for the child.

**Interviewer:** So a safe shelter for the child, if it's available, right?

**Interviewee:** Yes, please.

**Interviewer:** Wow. Is that all? What about the economic situation of the caregiver, do you go into that?

**Interviewee:** That is when, you look at that, I left that one out. I want us to look at it when we come to the checklist, whether I really want it to appear on the checklist.

We also look at the age, the community where the child is also staying, whether it is favorable, look at the income levels of the parents or caregivers and other responsibilities of the caregivers. These are other things that we consider.

**Interviewer:** That you consider currently using the child maintenance SOP. **Interviewee:** Whenever we are, yes. When we are attending to a case, that is child maintenance case.

**Interviewer:** Okay, even with or without the SOP, right?

**Interviewee:** Yes.

**Interviewer:** So, how different would you want a child maintenance assessment checklist to be from the case management SOP that we've spoken about?

**Interviewee:** You see a checklist, per the name checklist, it has to be very simple and we know our SOPs are quite big and complex. it's it's very comprehensive, but i feel that we must do more than just a checklist. I don't know if you get it?

**Interviewer:** Yes please.

**Interviewee:** Usual case registration or case information, the name, the family details, all stuff pertaining to the information that relates to the child and we have to also consider the key issues that we have just stated. The key issues that is the regular and adequate supply of food, timely medical intervention, decent clothing, the age, the community, the income levels of the parents and i feel that it must also be on it.

**Interviewer:** In the checklist?

**Interviewee:** Yes please and then again, we also have to look at the, what immediate interventions that the caregiver, I mean the case worker can also do.

**Interviewer:** Okay, so immediate action right?

**Interviewee:** Yes, just like the SOP that we have, where we have done the initial screening, you need to look at the immediate intervention that you have to do for the child. In this case, we have to also have some columns for

**Interviewer:** For that in a checklist.

**Interviewer:** Yes and then again, you also have to have some social inquiry reports. It's very important because once you are dealing with a child, you need to go down there, take certain information, but it must be geared towards or focused on the key issues that we have just stated or underlined. I don't know if you get that. So in my own opinion, I feel that something like this is enough compared to an SOP in general.

**Interviewer:** An SOP which is, which contains a lot of things as you mentioned earlier, which are not related more or less to a child maintenance case.

**Interviewee:** Yeah.

**Interviewer:** Okay, and so the SER column that you are suggesting, you know, for a checklist, what really do you think will make up for that place?

**Interviewee:** The SER?

**Interviewer:** Yes please. The social inquiry report, so we have a checklist, that we have a column that requires that you put in an SER, what are some of the things that you would suggest it goes into the SER?

**Interviewee:** Okay, so I believe you have to look at how much is coming in as money for food, current conditions now, education, how regular is the child in school and his performance, look at where the child is staying, the home conditions and then the availability of a caregiver, if the caregiver has the requisite skills and experience, who is the child actually staying with.

**Interviewer:** So you mentioned that, a checklist should contain a portion that captures the education of the child?

**Interviewee:** Yes.

**Interviewer:** Is it just the school that the child attends or we are also looking at the academic performance and the attitudes and blah blah, will you talk into it a little for me?

**Interviewee:** I said that earlier, that you have to look at the school, whether child is attending school regularly and then the academic performance of the child, how the child is faring in school. So probably you need to interview the teachers as well because they will be in the position to also give relevant information about the child's performance in school.

**Interviewer:** Would you as well suggest that we also consider the child's inter-personal relationship or intra-personal relationship with her mates, with you know, the entire school community, would you prescribe that?

**Interviewee:** Yes, but if we are looking at the checklists, then that aspect will be quite detailed, but I mean immediately those things cannot be considered now, but going forward. These are, I feel that these are immediate interventions that we can put in place just to get the understanding of the problem before we can know what to do.

**Interviewer:** Wow, okay so, what are the challenges that you encounter using the case management SOP? I think you mentioned it, but i want it a little bit well elaborated, some of the challenges that you encounter using the case management SOP.

**Interviewee:** As I said earlier, it lean towards other cases that are protection, I mean, threat concern, it's sensitive to those cases. We realize that, it's more into details when it comes to things that affect, moving a child from his or her environment because of an existence of a threat. So, if you want to use it for other cases, it becomes, I mean, there are a lot of irrelevant questions that they ask. That is one and then two, I feel that sometimes too, even with the usual cases that affect the threat and then the other things. You realise that, if it has to do with one family with a similar problem, you have to repeat the information again.

**Interviewer:** Yeah.

**Interviewee:** and that is a problem. Sometimes you should have a situation where we can link cases.

**Interviewer:** Okay so the, so it's like the, it has a targeted intervention, right?

**Interviewee:** Come again.

**Interviewer:** So the, what you mean is that the SOP is, sometimes it doesn't look at the situation at hand. Is that it, am I getting you clearer?

**Interviewee:** It does. When it comes to attending to a family, probably it’s, let’s, we are talking about child maintenance, that's why I want us to look at form that angle,the challenges that we have. In a situation where somebody walks in, the mother walks in to come and report that, maybe the father is not caring for her children or their children and they happen to be more than one child, It means that you need to report for every child and I'm saying that we have to have a situation where we can link them the case because these are two distinct cases but in one way or the other, they have to be linked.

**Interviewer:** Okay

**Interviewee:** because it involves more than one child. So I'm saying that, in terms of avoid repeating information about one particular case. We realize that we can link the case but we are actually referring to two distinct children because the SOP is quite comprehensive, so if you have to repeat the information again and again, it becomes tedious.

**Interviewer:** Okay.

**Interviewee:** That's what I'm saying and again, I feel that the SOP demand that we go in for better actions and investigations to be carried out and that is a problem. We need to have logistics and resources to undertake those things and then we need to also have, I think if you don't have regular assessment and then training, sometimes you begin to do the same thing over and over again. I mean, we need to have people come in to come and train us, changes that are coming, look at what we are going through, the challenges that we are having, so that if there is a need for us to modify SOPs, then we do that. So we need to have assessment people coming in to come and assess us, look at our challenges and then train us as well.

**Interviewer:** Okay, so, in your own view, you think that since, like going forward, because of sometimes the dynamic in the cases that come to us, there need to be modification of the SOPs, even so sometimes, right?

**Interviewee:** Yeah.

**Interviewer:** Wow. Okay, that's very insightful. I believe all that you've told us will help us come out with a good checklist that will help us assess child maintenance cases professionally as social workers and also it will help us cut a lot of time and a lot of things which do not directly relate to child maintenance cases as the SOP requires.

Yes. Okay, so thank you so much for your time. I believe that your suggestions will be put to use and I will come back to you if the checklist is ready so that you try using it for us to know how useful it is and it will become for social workers going forward.

Thank you so much.