**SW11**

**Interviewer:** Good morning.

**Interviewee:** Regina

**Interviewer:** Okay, so for the sake of this interview, how old are you?

Can you please share with me your educational background?

**Interviewee:** I'm 39 years old. I have had my first degree.

**Interviewer:** Okay, so first degree in social work?

**Interviewee:** No, psychology.

**Interviewer:** Okay, so it's a related program that will help you work better. Okay, so, how long have you worked as a social worker?

**Interviewee:** Approximately 16 years.

**Interviewer:** Whoo, that's a long time, 16 years, you don't look it. Wow, then you have rich experience to share with us. Wow, and have you been doing child maintenance cases?

**Interviewee:** A lot.

**Interviewer:** A lot, how long have you been working on child non-maintenance case?

**Interviewee:** Throughout my working practice.

**Interviewer:** So, for 16 years, you've been working on child non-maintenance cases. That's quite a long time. Okay, so then let's delve deeper into why I am here. So, describe your experience of using the case management issue.

**Interviewee:** It's good, because it helps in record keeping. It's really good, it’s not like the former that you’d be writing. It’s really good, it helps in record-keeping.

**Interviewer:** Okay, so you mean that it helps in record-keeping, does it mean earlier social welfare officers or social workers were not keeping good records?

**Interviewee:** They were keeping it, but it seems this is, the SOP is compact and it's easily accessible and it's, keeping it is also very compactible and the former, you have to write it and at times you cannot find some part of it.

**Interviewer:** Okay, you have to write a lot as the clients are doing the narration and you end up losing some of the documents.

**Interviewee:** Yes, that is it.

**Interviewer:** So comparatively, the SOPs are intact and after finishing you just file it. That's very fine.

**Interviewee:** Yes.

**Interviewer:** Since you have worked on child maintenance cases for quite a long time, having to use the informal way of doing the record keeping vis -a -vis the use of the SOP, would you think that there will be the need to create a checklist which is dedicated to assessing child maintenance cases?

**Interviewee:** We really need it.

**Interviewer:** Why?

**Interviewee:** Because when you look at the SOPs currently, it normally doesn't have a detailed record of the child. So if we can create another re-checklist, they can have a detail of the child's education, health, and other essential details of the child. I think it is really, really important.

**Interviewer:** So a checklist that would have so much to tell about the child, if any officer comes to the office and takes it, much will be known about the child that we are dealing or working with.

**Interviewee:** Because you know in this SOPs, the work we are doing, any officer can be transferred but if we have a checklist that has detailed information about a child, immediately another officer comes in and picks it. The person has the whole detailed information about the child and can also help or continue the process, which is very important.

**Interviewer:** Okay, so, as it stands now, what are the key issues you consider when assessing a child non-maintenance case in your office?

**Interviewee:** You look at, the environment of the child, the parents involved, either the guardians or the work they do, the health of the child, education, its relations to the colleagues in class or mates and other things. Because it also forms a basic upbringing of a child and a complete socialization process of the child. So we look at all these to embody it, to make a solid detail information about the child and a good upbringing of the individual.

**Interviewer:** Okay, so if I get you right, you were talking about the location, as the district where you find yourself as an officer and the occupation of the parents or the guardians. You mentioned maybe where the child comes, the health of the child, and so these are the components when you are doing a case management.

**Interviewee:** Management, yes.

**Interviewer:** And are all these in the SOP?

**Interviewee:** No they are not.

**Interviewer:** They are not specified in the SOP?

**Interviewer:** No, they are not.

**Interviewer:** Do you also have the view that the SOP is bulky?

**Interviewee:** It's a major problem, it's too bulky and at times on the side of the client itself, when you are asking so much questions, they become stressed out and at times too, when the questions are so much, they don't give the actual information or the right answers that you need to solve the problem at hand.

**Interviewer:** So if you say that, due to the bulky nature of the SOP, the client gets stressed up. Is it that the person already coming to the office needs someone to talk to, and need not to be boarded with a lot of questions before the actual case, why I am in the office?

Like is that it?

**Interviewee:**  That is it. You have really spoken to the truth, because he or she, himself coming is already stressed, so asking more questions, he or she becomes bored and maybe, the further questions you may ask does not actually in direction with whatever he or she came with. So I think if something can be done about it, it will help with some.

**Interviewer:** Okay, so, aside what you have mentioned, what do you think are the challenges you encounter in using the case management SOP.

**Interviewee:** It's really waste time, and with the bulkness of the whole thing, as I said earlier on, the person is stressed out, and there is also sometimes repetition.

**Interviewer:** Okay, so some of the questions in the SOPs is very repetitive.

**Interviewee:** Yes, it is.

**Interviewer:** And some officers also mentioned that, so most of the clients who are coming in, who have been invited, especially the respondents, they need to double up to report work and so if the case management SOP is going to waste a lot of time before the actual case is mentioned, then probably I would have to agree with you that it would be stressful.

**Interviewee:** Exactly.

**Interviewer:** Okay, so in the checklist, what do you think should be included?

**Interviewee:** As I mentioned earlier on, you take into consideration the work the parents of both, because the environment differs. Formally, I was working in the Ashanti region, then I’m now currently, I’m in the Ayawaso Central which is in the Greater Accra Region. So you see different individuals, different working environments of both guardians and children. So you have to incorporate all these to enhance the checklist and how to get a well -strategized method of helping the child in question.

**Interviewer:** Okay, so if I got you right, the diversity of the areas that you have worked, because I know in the Ashanti Region, mostly it's farming. Then in the Greater Accra, the coastal line where you are, it’s the fishing and it differs how cases are managed.

**Interviewee:** Yes, because if you look, for instance, in the Ashanti region, they normally, they are involved in farming. How much do the person earns? How many children are there in the family within the nuclear and sometimes you can realize that both parents also, have other extra extended family.

**Interviewer:** That they’re taking care of.

**Interviewee:**  They’re taking care of.

**Interviewer:** Okay, so you consider all that?

**Interviewee:** You have to consider when it comes to maintenance cases. Yes. It is very, very important. When you go to the Ashanti, as I'm mentioning, how much does the person earn?

What is the size of the farm that the person is also involved in?

**Interviewer:** Okay, so all are into it to help you?

**Interviewee:** Yes, to help you assess or create a very vital and a detailed checklist for the child. When you come to the Greater Accra Region, it's fishing and it’s seasonal and the men there, they don't actually give monies daily. Whatever they get from the fishing, they give the women and they don't, they are polygamous too. So, you have to consider all those things, how many wives that man have, the number of children and other things. So, there should be a detailed checklist, because you have to consider all these things so that it can help the child in question.

**Interviewer:** Okay, so thank you so much, Madam Regina for your time. I hope that when we are through working on a checklist, it would come back to us as social workers so that we see the impact that it will make in ensuring that we work efficiently and effectively to help families. That is basically what we do and so we would have to find ways and means to do it so well. I thank you so much for your time this morning.

**Interviewee:** You’re welcome.

**(Transcription ends 00:14:51)**