

Casefiles

Department Summary

Summary Report for October

- *Updated clients' status and photo-taking in Kilomet 6 community*
- *Ongoing update of clients' status and photo-taking in Phsar Touch community*
- *In the process of a mentoring program*
- *Casefiles intake form updated*
- *Collaboration with Social and Education Department to follow up and update clients' information*
- *Attended training for building capacity*

Sign-off by Department Head



Reporting:

Staff in charge of report: Mr. IN AN; Casefiles Coordinator

Highlights

- *Updated Casefiles' intake form for social department*
- *Collaborated with social and education department to update client's information in Kilomet 6 and Phsar Touch community*
- *Have conducted teaching for 'Get Ready' program*
- *¼ of clients information were updated during this month*
- *Updated Master list and took photos for 'Get Ready' program*
- *Visited children in mentor program and sent their letters (ID 0041, 0076, 0092, 0185, 0253, 0268 & 0587) to respective mentors*
- *Have updated Master list, Dropped Out list and Follow-up list in casefiles*
- *Attended training 'How to Write A Report' at Riverkids by Mr. Davide from USA, and 'Strategic plan' at Chap Dai Organization*

Challenges

- *Difficulty in collaborating with clients' families to update information*
- *Frequent change of address without informing Riverkids' staff led to out-of-date information*
- *More time was demanded in meeting with clients' family as they were often busy with work when visited*
- *Misunderstanding of Riverkids' program by some clients' family*
- *Most clients are registered under the program under a wrong name and resulted in difficulty locating them*
- *Some clients' parents cannot remember their name when visited to update information*
- *Most Vietnam clients of Phsar Touch community have changed names and birth dates since their certificate change as a Cambodian*
- *Some clients in the mentor program have moved away (ID 0021, 0269 & 0447) and dropped out of the project (ID 0025, 0613 & 0614)*
- *More time required to teach and train new staff*
- *More time required to collaborate with respective departments in updating clients' information*
- *Clients' updates are received late from Social Department*
- *Information of some clients could not be taken this month*
- *Some clients' information were not filled*
- *Due to the family's situation and living standard, some clients had to drop out*
- *While visiting, some clients' families did not show any problems*

- Inadequate documentation (family documents and birth certificates) made it difficult to identify the names and birth dates of some clients and their family members

1- Monthly Plan of Action

(List the plan of activities that the program raised up during reporting period)

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
1st week						01/10/2011	02/10/2011
						- Weekly meeting	
2nd week	03/10/2011	04/10/2011	05/10/2011	06/10/2011	07/10/2011	08/10/2011	09/10/2011
	Updated Client's information and took photos in Kilomet 6 Community —————→					- Weekly meeting	
3rd week	10/10/2011	11/10/2011	12/10/2011	13/10/2011	14/10/2011	15/10/2011	16/10/2011
	Updated Client's information and took photos in Kilomet 6 Community			Attend training on 'How to Write A Report' by Mr. Davide from USA		- Weekly meeting	
4th week	17/10/2011	18/10/2011	19/10/2011	20/10/2011	21/10/2011	22/10/2011	23/10/2011
	Conducted child's letter for mentor program, took photos and updated information in Phsar Touch community —————→					- Prepared and cleaned Alexandra center for holding ceremony	- Delivery of school material for ceremony
5th week	24/10/2011	25/10/2011	26/10/2011	27/10/2011	28/10/2011	29/10/2011	30/10/2011
	Conducted child's letter for mentor program, took photos and updated information in Phsar Touch community			- Client's photo taken in Phsar Touch community - Team meeting	- Client's photo taken in Phsar Touch community - Team meeting	Public holiday	

Planning for next month

Highlights

- Identifying and updating clients' information in Phsar Touch community

- *Verifying clients' status and taking photos in Phsar Touch community*
- *Processing mentor program*
- *Co-operating with Education Department and Social Department to follow-up their information*
- *Casefiles currently in the process of updating master list and preparing documents (files)*
- *Show people in community how to report to Riverkids's staff when they have a problem*
- *Plan to update clients' picture and information every six months*
- *Casefiles will co-operate with Education Department to correct clients' name and birth date by following-up on birth certificate*

Challenges

- *Language barrier - many of our clients' family in Phsar Touch community are Vietnamese*
- *Regular visits - Because many do not own their own house and they move homes frequently, the need to visit them more regularly is essential.*
- *Change of information - Information (name, birth date and of client and their family members) is changed frequently due to the lack of a family book or birth certificate*
- *Liaison with Social Department - Input and co-operative work is required from Social Department as they are closer to the people of the community*
- *Time - Casefiles needs more time to learn from working and community*
- *New staff - New staff to Riverkids require more time in learning as a team*