

Monthly Report (November 2011)

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

Summary

- *Completed the registration process for the 34 new children who joined the kindergarten at Alexandra*
- *Completed casefiles forms for new clients and updated dropout list*
- *Collaborated with the Education Department and various housemothers to follow up on and update existing clients' information*
- *Conducted classes for the Get Ready Programme*
- *Conducted a community survey in the Kilomet 6 area together with the help of a team of Singapore volunteers*
- *Attended a communication workshop conducted by an American charitable organisation and a human trafficking workshop conducted by the Chap Dai Coalition*
- *Evaluated ABCD family with the help of our socio and micro-business departments to determine how to help them become self-sufficient*
- *Updated matters list*

Challenges

1. *Delays in updating our casefiles due to logistical difficulties in updating existing clients' information because of the following reasons:*
 - *Difficulty in identifying clients in the first place due to e.g.*
 - *lack of proper documentation such as birth certificates, making it difficult to identify their name, family members and date of birth*
 - *some clients provided us with the wrong name upon joining the programme*
 - *some clients' parents cannot remember their names*
 - *In the Phsar Touch community, many children who originated from Vietnam have obtained Cambodian birth certificates, changing their names and dates of birth in the process*
 - *Some families move house on a regular basis without informing us*
 - *People are often busy working when we visit their families and are unable to spare the time to speak to us*
 - *Reluctance to divulge information to us because of a misunderstanding of the purpose of our programme*
 - *Some families are not forthcoming in sharing their problems with us even when we do manage to meet up with them*
2. *We do not have specific criteria for the selection new clients who are eligible to join our programme, nor do we have specific information which needs to be updated. Rather, we have to meet up with clients and talk to them and gauge what information is relevant and needs to be taken note of.*

November 2011 Calendar of Activities

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
1st week		01/11/2011	02/11/2011	03/11/2011	04/11/2011	05/11/2011	06/11/2011
		Prepared and filed document	Prepared and filed document	Update clients' information in Phsar Touch	Attended strategy planning session at Chab Dai organization	Weekly meeting	
2nd week	07/11/2011	08/11/2011	09/11/2011	10/11/2011	11/11/2011	12/11/2011	13/11/2011
	Data entry	Data entry	Water festival days (National Ceremony)				
3rd week	14/11/2011	15/11/2011	16/11/2011	17/11/2011	18/11/2011	19/11/2011	20/11/2011
	Attended communication workshop at Riverkids		Assigned ID and data entry for new kindergarten class in Alexandra			Weekly meeting	
4th week	21/11/2011	22/11/2011	23/11/2011	24/11/2011	25/11/2011	26/11/2011	27/11/2011
	Coordinated and managed Singapore team doing community survey in Kilomet 6					Weekly meeting	
5th week	28/11/2011	29/11/2011	30/11/2011				30/10/2011
	Attended Human Trafficking workshop at Chab Dai Coalition						

Plan for December 2011

Highlights

- *Bi-annual updating of clients' information and photos - updating our master list for the programme, cleaning up our records by deleting any duplicate entries ,correcting clients' names and dates of birth so that they reflect the information on their birth certificates, taking clients' photos for the purposes of producing photo cards, working with the Education Department and housemothers to follow up on and update clients' information, and filing of relevant documents*
- *Consolidation of client database in Phsar Touch community – updating clients' information, verifying clients' status, and taking photographs of clients for their photo cards*
- *Progressing the Mentor Programme*
- *Teaching people in the community how to report to Riverkids's staff when they face problems*

Challenges

- *Developing and consolidating our database is going to take some time due to the logistical difficulties which we face (see "Challenges" in November 2011 above). Even after working here for 3 months, I am still unable to identify the actual number of clients which we have*
- *In addition to the above, we face language and communication problems in the Phsar Touch Community, where a lot of our clients are Vietnamese*
- *Integrating new Riverkids staff into the programme such that they are able to cooperate and work well with the existing staff*