

# Casefiles

## Department Summary

### Summary Report for December

- *We cooperated with the Finance Assistant and Admin- Assistant volunteer to update client's information and also took pictures of the Phsar Touch community.*
- *We performed data entry and assigned IDs for new clients in the Alexandra project.*
- *We did a presentation about updated casefile intake forms for social team and other relevant staffs.*
- *We updated the internal home family visit forms.*
- *We have been cooperating with the education and social departments to follow up on clients who usually absent and have moved away from Riverkids project.*
- *We assigned and did the ABCD for Get ready program for those in generation VII for get ready girls and generation III for get ready boys.*
- *We conducted Child reply letters to their mentee in the mentor programs.*

Sign-off by Department Head

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## Reporting:

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

## Highlights

### 1. Update Information

- 1.1 This month, the casefile coordinator cooperated with the Finance Assistant and Admin assistant volunteers to update and take pictures of clients in the Phsar Touch community. There are 35 clients (18 male and 17 female) from 19 families which are updated.



- 1.2 There were some difficult families in Phsar Touch community who we provide soap to after we had them interviewed.



### 2. Assigned ID and done data entry for kindergarten of Alexandra :

- 2.1 There are 38 kids including three female kids from the baby belly program (17 females and 21 males) who were selected and assigned IDs for the Kindergarten at Alexandra project.
- 2.2 There are 32 kids attending class (15 females and 17 males).
- 2.3 There are 6 kids who did not attend class since registration (1 female and 5 males).

### **3. Conducted presentation :**

3.1 The Casefile coordinator has updated new casefile intake forms and conducted presentations about the form for the social team and other relevant staff.

3.2 They showed the key term of client statuses (extract from Riverkids registration policy) to the participants.

### **4. Home family visit form:**

4.1 Casefile updated new home family visit forms for internal use (we use the form for home family visit).

### **5. Cooperation with Education and social department:**

5.1 In December, casefile cooperated with the education and social departments to follow up on clients' information.

There are 27 clients who are changed their status in the Riverkids project.

5.2 There are 12 clients have moved away and have gone to other places.

5.3 There are 9 clients who declined to study in the Riverkids program.

5.4 There are 5 clients who transferred to other NGOs.

5.5 There is one client whose information is lost.

### **6. ABCD Evaluation:**

6.1 There are 27 clients who are attending the Get Ready Program (13 Get Ready Girls and 14 Get Ready Boys).

6.2 There are two families in grade D, 8 families in grade C, 4 families in grade B, and 10 families in grade A but there are 3 families left that we have not evaluated because they attended class late.

### **7. Child Reply letters**

7.1 There were four clients who wrote reply letters to their mentee in the mentor program; ID. 0060. C.L., 0124. S.K., 0338. L.S. and 0339. N.S.

## **Challenges**

- 1. Some of Riverkids 'clients moved homes very often without informing the Riverside's staff; we have to spend more time to get information from them.*
- 2. Some client's family do not care about their kids who are attending the Riverkids program.*
- 3. Most of our clients in the Phsar Touch community do not know their kid's name, and we difficult to find their real name in the casefile list.*
- 4. Casefile needs more time to update and control information*
- 5. Most of our Vietnamese clients in the Phsar Touch community changed their names and birth dates after they have their birth certificates as Cambodian, and casefile need to follow up and update their name.*
- 6. Some clients cannot give their information this month.*
- 7. Some clients dropped out because of their family's situation and their living standards, as they need their kids help such as collecting Ait Chai and selling.*
- 8. We always ask our clients about their real situation such as their health, work, financial and other problems that causes them difficulties but they keep mum.*

9. Some of our Clients do not have enough documents such as family documents and birth certificates and that make it difficult for us to identify their names , family's member and birth dates.
10. We do not have the exact criteria for selecting new clients to our program that is why it is difficult to control their information for updating.

### 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
<b>1<sup>st</sup> week</b>				01/12/2011	02/12/2011	03/12/2011	04/12/2011
				Checked ABCD evaluation form for Get Ready Program.	Cooperated with Ms S.S. to evaluate the ABCDs of the Get Ready program.	Weekly meeting	
<b>2<sup>nd</sup> week</b>	05/11/2011	06/12/2011	07/12/2011	08/12/2011	09/12/2011	10/12/2011	11/12/2011
	Checked name list and pictures of new clients in kindergarten for the Alexandra project.	Verified child birth dates in Alexandra with the Education department.	Data entry and classified ABCDs evaluation in to casefile	Went to meet and informed clients who are in mentor programs about their mentee	Prepared Agenda for the weekly meeting.		
<b>3<sup>rd</sup> week</b>	12/12/2011	13/12/2011	14/12/2011	15/12/2011	16/12/2011	17/12/2011	18/12/2011
	Prepared child reply letters to send to Elaine Woon in the Singapore office	Data entry	Conducted family updates in the Phsar Touch community.	Conducted family updates in the Phsar Touch community.	Updated information in casefile data entries .	- Weekly meeting	
<b>4<sup>th</sup> week</b>	19/12/2011	20/12/2011	21/12/2011	22/12/2011	23/12/2011	24/12/2011	25/12/2011
	There were 5 client's information from 3 families updated in Phsar Touch community.	Took pictures of new clients who attended the Alexandra project.	Check student's name against their picture in Central Office.	Made ABCD evaluation list for Get Ready Program.	Cooperated with the Education department to check and follow up on S.T.	Weekly meeting	
<b>5<sup>th</sup></b>	26/12/2011	27/12/2011	28/12/2011	29/12/2011	30/12/2011	31/12/2011	

<b>week</b>	<i>There were 10 kids from 4 families updated in the Phsar Touch community.</i>	<i>There were 3 kids from 2 families updated in the Phsar Touch community.</i>	<i>Conducted presentation about casefile intake updated forms for the social team</i>	<i>There were 4 kids from 2 families updated in the Phsar Touch community</i>	<i>Took leave</i>		
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## **Planning for next month**

### **Highlights**

- *Casefile will cooperate with human resource to recruit one casefile assistant volunteer.*
- *Verifying client's status and taking photos in the Phsar Touch community.*
- *Conduct presentation about casefile work to casefile assistant volunteer.*
- *Casefile is going to correct client's number and names that have overlapped.*
- *Data entry and assign Id for new clients who are going to attend kindergarten of the Compassion house project.*
- *Cooperating with the Education department and housemothers to follow up on client's information.*
- *Casefile is in process of updating master list and preparing document (files).*
- *Showing people in community on how to report to Riverkids's staff when they have problem*
- *Plan to update client's picture and information every six months*
- *Casefiles will cooperate with education department to correct client's name and their birth dates in accordance with their birth certificate*

### **Challenges**

- *We cannot support all the needs of our clients who are in our program, which is why they usually move away from our project.*
- *Casefile finds it really hard to get real information from community, as some families do not cooperate with us to give the real information.*
- *Our clients usually move house, so it is difficult to control their information.*
- *Some of our clients moved away and we cannot get their information; thus we need to wait their information.*
- *Some of our new clients information only contain their name but they never attended our project.*
- *Casefiles needs more time to develop the database and forms.*