

# Casefile

## Department Summary

Summary Report for March

- I. *Worked with a casefile volunteer to conduct a family update.*
- II. *Mentor Program.*
- III. *Parents' Meeting.*
- IV. *Get Ready Girl.*
- V. *Advocacy Walk.*
- VI. *Updated data entry.*

Sign-off by Department Head

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## Reporting:

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

## Highlights

### **I. Family visit and Family update**

- Information on three kids from three families in the Compassion house project, six kids from six families in Phsar touch community and three kids from three families in Deum Kvet Village was updated this month.

### **II. Mentor Program**

- *There were 9 kids in the mentor program who received letters from their mentor and then wrote a reply letter:*

1. ID 0052. Ch Sr
2. ID 124. S Ka
3. ID 0004. Se Th
4. ID 0175. S S
5. ID 0023. Ch Ch
6. ID 0338. L S
7. ID 0060. Ch L
8. ID 0024. La Sr
9. ID 0411. Ch V

### **III. Parents meeting in compassion house project**

- *Helped the education staff and social staff invite clients' parents and parents of New Generation Kindergarten pupils for a meeting.*
- *Even though 19 children from the Compassion House project were selected for New Generation Kindergartens, three children have never attended a class.*

### **IV. Get Ready Girl selection in Kilomet 6 project**

- *Worked and coordinated with program director and social staff to select "Get Ready Girls" from the Kilomet 6 project. We managed to get six more girls to attend this program.*

### **V. Advocacy Walk**

- *12/03/2012 worked with education staff and volunteer coordinator to help coordinate volunteers from Singapore for advocacy work.*

Time	Activities	Person in Charge
6.00 am	Guides pick up the visitor at Hotel	
6.20am to 6.30am	Introduction to advocacy walk <ul style="list-style-type: none"> <li>- The objectives</li> <li>- What visitors are expected to do during the walk</li> </ul>	
6.30am to 7.10am	Follow the trash collector <ul style="list-style-type: none"> <li>- How trash collectors makes his or her living by collecting recycling materials.</li> <li>- What is it that makes the kids collect the trash.</li> <li>- The challenges they face.</li> </ul>	
7.10am to 7.40am	Have breakfast and interview the kids. <ul style="list-style-type: none"> <li>- Enjoy local breakfast containing chicken or pork.</li> <li>- Interview the kids to learn more about their life.</li> </ul>	
7.40am to 8.10am	Presentation about Alexandra Project <ul style="list-style-type: none"> <li>- Baby Room</li> <li>- Weekly Boarder</li> <li>- Kindergarten and grade class</li> </ul>	
8.10am to 8.50am	Visit Phsar Touch Community <ul style="list-style-type: none"> <li>- Presentation about the community</li> <li>- What Riverkids Foundation has been doing for the community.</li> </ul>	
8.50am to 9.40am	Visit Kilometer Six Community <ul style="list-style-type: none"> <li>- Presentation about the project</li> </ul>	
9.40am to 10.50am	Visit Blum Community <ul style="list-style-type: none"> <li>- General information about the community</li> <li>- Our project in Blum (get ready boys, English etc)</li> </ul>	
10.50am to 12.00am	Visiting Compassion House <ul style="list-style-type: none"> <li>- Presentation about our community</li> <li>- Presentation about our projects</li> <li>- Interview our client's mother, currently working as a sex worker, to learn more about the challenges in her life.</li> </ul>	
12.00am to 2.00am	Break for Lunch.	
2.00am to 2.30am	Visiting Wat Phnom, a tourist site where street sex workers wait for their customers. High probability of getting an interview with a sex worker here.	
2.30pm to 3.00pm	Visiting the old market to see beauty salons, believed to be the place where most night workers come to apply make up and get ready.	
3.00pm to 4.00pm	Visiting old building, where sex workers used to work and live.	

4.00pm to 4.05pm	Visitors fill the feedbacks form	
4.05 pm	Take visitors to their hotels	

#### VI. Update data entry

- Worked with casefile volunteer to update data entry and update clients' information. Information on 160 clients was updated in database.

### Challenges

1. Ever since the Riverkids Foundation started the program in 2007, our staff has selected clients in various communities without periodically updating their information. As a result, some clients have moved away without informing us of their whereabouts. Some of our Vietnamese clients have changed their names and some have moved to another NGO. As a result, we were a bit late to get some of our clients' information updated. Thus, Casefile's staff need more time to control their information.
2. Some clients who were sent for a mentor program changed their name and/or moved away from our program. That is why casefiles need more time to cooperate with education staff, social staff, state school, local authorities and families to re-update information.
3. There are some clients who meet our criteria of 'Get Ready Girl' but what we are really concerned about is that we do not have clear guidance and instruction from the organisation. Actually, we know what they can learn from us when they are staying with us and graduating from us. However, some families in the community just want to get short-term benefits from the organisation but are not concerned about the long-term benefits. They sometimes think that when their children attend with program, they can get a lot of support from the program.
4. Casefile Coordinator had personal work (got married!) during the month, so casefile staff needed to delay the plan for next month.

### 1- Monthly Action

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

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
1 <sup>st</sup> week				01/03/2012	02/03/2012	03/03/2012	04/03/2012
				- Family visited and family information updated in Compassion House project	- Family visited and family information updated in Compassion Project	Weekly meeting	
2 <sup>nd</sup>	05/03/2012	06/03/2012	07/03/2012	08/03/2012	09/03/2012	10/03/2012	11/03/2012

<b>week</b>	Took leave ( went hometown)		Did data entry	International Women's day	Worked with education staff to conduct parents meeting in Compassion House project	Weekly meeting	
<b>3<sup>rd</sup> week</b>	12/03/2012	13/03/2012	14/03/2012	15/03/2012	16/03/2012	17/03/2012	18/03/2012
	Worked with education staff and Volunteer Coordinator in Advocacy walk for Wei Teng and Dawn Young	Did data entry	Worked with Program Director to select Get Ready girl In Kilomet 6 project		- Worked with Volunteer to translate Mentor's letter for children	- Weekly meeting	
<b>4<sup>th</sup> week</b>	19/03/2012	20/03/2012	21/03/2012	22/03/2012	23/03/2012	24/03/2012	25/03/2012
	Took Mentors' letter to children in communities	Family visited and family information updated in Compassion project	Worked with volunteer to translate children's letter for their mentors	Checked data entry in Master list	Checked data entry in Master list	Weekly meeting	
<b>5<sup>th</sup> week</b>	26/03/2012	27/03/2012	28/03/2012	29/03/2012	30/03/2012	31/03/2012	
	Worked with casefile volunteer to check and update data entry						

## Planning for next month

### Highlights

- Casefile will cooperate with education staff, house mother, teacher assistant and local volunteers to conduct family visits and family updates in Compassion and Blum projects.
- Casefile is going to correct clients' numbers and names that have been duplicated in the master list.
- Casefile will send totally completed number of clients to Singapore office.
- Data entry and assign ID for new clients who are going to attend Get Ready training.
- Casefile Coordinator will cooperate with casefile volunteer to prepare and update folders and files.

## Challenges

- *We find it difficult to meet the head of a client's family in their house during our work hours because they are always busy with their work.*
- *Some of our clients do not have an ID and Name recorded in the casefile master list. Casefile list needs to be updated and developed.*
- *Our clients often move house, making it difficult to control their information.*
- *Some of our clients have moved and they have gone to other places, we need time to find their information in the community.*