

# Casefile

## Department Summary

Summary Report for January

- I. Conducted family updates and visited in Alexandra project.*
- II. Checked and evaluated family conditions of new clients attending the kindergarten in Alexandra project.*
- III. Worked with education department on updating of data in system.*
- IV. Recruited a casefile volunteer with the help of the volunteer coordinator and program director.*
- V. Attended workshop at World Vision International in Cambodia on Policy and Minimum standards for protection of the rights of victims of human trafficking.*
- VI. Checked clients' information in Out Site projects*

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 update***

- Conducted family visits and family updated in Phsar Touch Community. Details of 58 clients (F= 37) from 29 families were updated.
- Took new and updated pictures of clients from the Phsar Touch community as well as the Blum project.
- Visited and updated information of clients living in family house.

### ***II. Worked with Education staff to conduct assessments on the families of new clients in Phsar Touch community***

- 13 families in Phsar Touch community were assessed; only 8 children were selected to attend kindergarten at Alexandra project.

### ***III. Worked with education department on updating of data in system***

- Information on both new and existing clients (70 clients) were updated in the system.

### ***IV. Recruited a casefile volunteer with the help of the volunteer coordinator and program director.***

- Mr. Horn Sambor was recruited as a casefile volunteer for 3 months. Mr. Horn was briefed on his duties.

### ***V. Attended workshop at World Vision International in Cambodia***

- The casefile coordinator *attended the workshop at World Vision International in Cambodia on Policy and Minimum standards for protection of the rights of victims of human trafficking (16<sup>th</sup> to 20<sup>th</sup> January)*

### ***VI. Checked clients' information in Out Side projects***

- *Worked with Education Staff to check and provide school fees for students in Out Site project.*

## Challenges

1. *It was difficult conducting family visits during the Chinese New Year holiday as some of Riverkids clients are Vietnamese and Chinese-Khmer ethnicity who celebrated the festival.*
2. *Two or more NGOs were found to be offering similar programs to Riverkids. Some of our clients may decide to drop out from our programs and join the programs in other NGOs instead.*
3. *Some parents of our clients do not place any value on education, but instead are more interested in the benefits offered by Riverkids.*
4. *Many of our clients' family members are too busy with work to be interviewed by our staff.*
5. *We have difficulty discouraging the children from skipping class to collect Ait Chai, because their own families are still asking them to do the latter.*

6. *There is indication that the general community might be inflicted with tuberculosis and liver disease as most of our clients themselves have contracted the diseases.*
7. *As some of our clients are living a long distance away from Riverkids, it is difficult to make frequent family visits.*
8. *Better cooperation within staff departments would improve the standards of our activities.*

### 1- Monthly Plan of Action

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

	<b>Monday</b>	<b>Tuesday</b>	<b>Wednesday</b>	<b>Thursday</b>	<b>Friday</b>	<b>Saturday</b>	<b>Sunday</b>
<b>1<sup>st</sup> week</b>							01/01/2012
<b>2<sup>nd</sup> week</b>	02/01/2012	03/01/2012	04/01/2012	05/01/2012	06/01/2012	07/01/2012	08/01/2012
	Publish holiday		- Cooperated with Mr. Gnem Touch, Education Assistant to visit clients in Out site Project.	- Prepared document and checked Client's Id	Team Retreat at Kompong Som Province		- Attended Training about Personal Development.
<b>3<sup>rd</sup> week</b>	09/01/2012	10/01/2012	11/01/2012	12/01/2012	13/01/2012	14/01/2012	15/01/2012
	- Conducted presentation about case file's work to casefile to Volunteer.	- Family updated in Phsar Touch community, 7 clients from 3 families	- Family updated in Phsar Touch Community, 8 Clients from 4 families	- Team management meeting. - Data Entry	- Family updated in Phsar Touch Community - Family Visit	- Weekly meeting	
<b>4<sup>th</sup> week</b>	16/01/2012	17/01/2012	18/01/2012	19/01/2012	20/01/2012	21/01/2012	22/01/2012
	Attended workshop at World Vision International in Cambodia about Policy and Minimum standards for protection of the right of victim of human trafficking.						
<b>5<sup>th</sup> week</b>	23/01/2012	24/01/2012	25/01/2012	26/01/2012	27/01/2012	28/01/2012	29/01/2012
	Family updated in Phsar Touch community, 7	family updated in Phsar Touch	Family updated in Phsar Touch	Family updated in Phsar Touch community, 5	Family updated in Phsar Touch community, 7	Weekly meeting	

	<i>clients from 5 families</i>	<i>community, 10 clients from 6 families</i>	<i>community, 6 clients from 5 families</i>	<i>clients from 3 families</i>	<i>clients from 5 families</i>		
<b>6<sup>th</sup> Week</b>	30/01/2012	31/01/2012					
	Data entry	Data entry					

### **Picture of family visit in community**



### **Highlights**

- *Family visits (for previous clients of the Get Ready Program) will be made jointly by the casefile staff together with the Get Ready Program Assistant.*
- *Conduct family visit in Compassion house.*
- *Casefile department will amend overlapping clients' details.*
- *New IDs will be assigned to new clients attending the kindergarten in the Compassion house project.*
- *Casefile department is in the process of updating the client master list and preparing case files.*
- *Information on how to seek help from Riverkids should be made public.*
- *To update clients' pictures and information every six months*
- *Casefiles department will work with education department to correct clients' name and their dates of birth according to their birth certificate information.*

### **Challenges**

- *Two or more NGOs were found to be offering similar programs to Riverkids. Some of our clients may decide to drop out from our programs and join the programs in other NGOs instead.*
- *The casefile department faces problems from uncooperative families who are not forthcoming in providing information.*
- *It is difficult keeping updated records of clients' information as some of them change addresses without informing us. Some new clients fail to attend programs they registered for.*