



PROGRAMME METHODOLOGY

Definition of Objectives Considered in Family Development Programme : Criteria of supposition, identification and resolution

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ABBREVIATIONS

BC	Birth Certificate
FDP	Family Development Programme
RC	Ration Card
SW	Social Worker
TB	Tuberculosis

FOREWORD

The aim of this work is to provide guidelines and clues to SWs for them to know the list of potential objectives of the family. According to their observation, they can suppose some objectives for the family. The goal of the SWs is then to explore if this supposed objective is an actual issue for the family. This work then provides standard criteria to consider if an objective is identified by the family. Finally, this work also contains standard criteria to decide when an objective is considered solved.

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I. **CONCEPTS USED IN THE DOCUMENTS**

The definition mentioned in the present guidelines is the result of the previous FDP objective document created in 2006 merged with insight of all the Program Managers and Head of Country of ATIA.

OBJECTIVE

The name of the objective, stated as an objective, and not as a problem.

CLUES FOR THE SW TO SUPPOSE THE OBJECTIVE

The list of clues, made by observation, that can help the SW suppose the subjective and start exploring if this could be an objective for the family.

CRITERIA FOR IDENTIFICATION OF THE OBJECTIVE

The criteria to consider the objective as "identified": only objective identified by the family are considered as objective: it is their lives, not ours.

CRITERIA FOR RESOLUTION OF THE OBJECTIVE

The criteria to consider the objective as "solved".

AREA OF INTERVENTION AND POSSIBLE GUIDANCE

It indicates the activities and action that can be done by the SW to facilitate the resolution of the objective. It refers to the SW's role.

REFERRAL AGENCIES

The list of agencies to which the SW can refer the family for this specific objective.

II. HEALTH

As defined by World Health Organization – “**Health is a state of complete physical, mental and social well – being and not merely the absence of disease or infirmity**”

Treat TB

CLUES FOR THE SW TO SUPPOSE THE OBJECTIVE	When the SW suspects that one member of the family might be a TB patient (2 weeks with cough, fever every afternoon or at night, tiredness, back ache, loss of appetite, loss of weight, blood spitting) OR that the SW knows a member is a TB patient that is not taking their medication regularly
CRITERIA FOR IDENTIFICATION	When family complains about the symptoms of TB and diagnosis report is positive OR when an infected family member expresses the wish to get better
CRITERIA FOR RESOLUTION	TB is treated OR at the end of the FDP follow-up, patient has been taking his treatment regularly for more than 2 months
AREA OF INTERVENTION AND POSSIBLE GUIDANCE	<ul style="list-style-type: none"> • To encourage the members to take all TB tests even if some results come back negative • To understand why the member is not following treatment • To understand how much knowledge the family has of TB • To reassure the potentially affected members on the outcome of TB: TB is curable • To increase motivation for medication and adherence to medications • To emphasize the importance of taking treatment on regular basis • To ensure follow-up with TB Treatment and link with TB Home Visits • To support the family in starting/resuming the treatment • To support the whole family in accompanying the patient (prevention, acceptance, non-discrimination....) • To test the other members potentially infected (skin test and / or X-ray for children, sputum and / or X-ray for adults)
REFERRAL AGENCIES	♦
SUGGESTIONS / COMMENTS	<p>TB DIAGNOSIS IS NOT AS OBJECTIVE, it is only a way to achieve the treatment of TB. Indeed, if a member get tested but not treated, his condition would have not improved at all</p> <p>If the family member is not infected with TB (<u>all</u> reports have come back negative), then the objective identified is Treatment of Infection /Disease and the date of objective identification is when all the reports came back negative. Even if all reports come back negative, the supposed clue remains Treat TB and the identified objective Treatment of Infection/Disease.</p> <p>Select one clue/objective per member with TB</p>

Reduce undernutrition and malnutrition

CLUES FOR THE SW TO SUPPOSE THE OBJECTIVE	When SW observes that one member of the family shows physical symptoms of undernourishment (underweight, pale, low reactivity) or are displaying signs of deficiencies (anaemia- regular fatigue, skin pallor, shortness of breath, dizziness, fast heart beat; vitamin deficiencies etc..)
CRITERIA FOR IDENTIFICATION	When family observes that one member of the family shows physical symptoms of undernourishment (underweight, pale, low reactivity), or malnourishment and wants to improve his/her situation OR one family member complains about undernourishment/malnourishment physical symptoms OR one member expresses their desire to put on weight or feel better physically
CRITERIA FOR RESOLUTION	The member has gained weight or has no more deficiencies or has started taking treatment (supplements) regularly
AREA OF INTERVENTION AND POSSIBLE GUIDANCE	<ul style="list-style-type: none"> • To raise awareness of the condition of the undernourished and malnourished person (child or adult) and the potential consequences (diseases, death) • To raise awareness of change of needs while growing up and the importance of introducing nutritional food accordingly • Check or refer for check-up of member's weight and diagnosis of deficiencies • To understand the eating habits of the family and the reasons for those habits (lack of money, time, knowledge, interest, or conflicts etc...) • To understand if and how eating habits are related to family dynamics • To suggest ways to make low cost nutritional recipes • To address potential misconceptions regarding food
REFERRAL AGENCIES	♦
SUGGESTIONS / COMMENTS	<p>It is about <u>underweight or malnourished adults or children</u>, not about supposed bad nutrition habit: if there are no members underweight or complaining about symptoms of deficiencies, this objective should not be selected. This is not a judgment on the families' eating habits and can only be chosen if families are recurrently sick, tired or underweight.</p> <p>If there is a correlation between objective of Reduce undernutrition and another need (family relationships, gender discrimination...) then select the Reduce undernutrition with this other identified objective</p> <p>Select one clue/objective per member that is under or malnourished</p>

Immunisation

CLUES FOR THE SW TO SUPPOSE THE OBJECTIVE	When SW observes that a child between 0 to 5 years old has no or incomplete immunisation.
CRITERIA FOR IDENTIFICATION	When a family wants to immunise a 0 to 5 years old child OR a family expresses concern for their children's health
CRITERIA FOR RESOLUTION	At least half of the required vaccinations have been done at the end of the follow up.
AREA OF INTERVENTION AND POSSIBLE GUIDANCE	<ul style="list-style-type: none"> • To understand why the family has not initiated/completed the children's immunization. • To build awareness, giving preventive advice, information about purpose of vaccination, and different vaccines, together with their long term advantages (insistence on the risks, if not immunized) and the diseases each of them fights. • To support and encourage the family in completing the whole immunisation process. • To refer for immunisation • To prepare family on incidental physical reactions of immunization (fever, swelling, ...) and precaution and or management of those (sponge bath (warm-compress), giving paracetamol, ...)
REFERRAL AGENCIES	♦
SUGGESTIONS / COMMENTS	<p>If there is a correlation between objective for immunisation and another need (family relationships, gender discrimination...) then select the immunization along with another identified objective.</p> <p>There are different levels of recommended immunisation. We should consider the major one which includes immunisation against:</p> <ul style="list-style-type: none"> - Polio (oral or vaccination), Diphtheria - Pertussis (whooping cough) – Tetanus (DPT vaccine), TB (BCG), - Measles (vaccine) - Hepatitis B <p>Select one clue/objective per child without vaccinations (doesn't matter the number of vaccinations)</p>

Treatment of Infection / Disease

CLUES FOR THE SW TO SUPPOSE THE OBJECTIVE	When SW observes that a member of the family is sick and is not taking effective treatment regularly
CRITERIA FOR IDENTIFICATION	When a member of the family identifies a health issue and complains about it OR when a family member expresses wanting to be healthy.
CRITERIA FOR	The disease has disappeared (there are no more symptoms) OR at the end of the follow-up,

RESOLUTION	patient is taking his treatment regularly.
AREA OF INTERVENTION AND POSSIBLE GUIDANCE	<ul style="list-style-type: none"> • To understand why there is no treatment / irregular treatment • To address potential misconceptions • To support family in accompanying the patient (prevention, acceptance, discrimination) • To convey importance of regular and complete treatment • Guide for hygiene / nutrition / any problems during treatment / home remedies • To refer for diagnosis of disease/infection and continue to encourage diagnosis even if some diagnostics come back negative • To increase motivation for medication and adherence to medication
REFERRAL AGENCIES	◆
SUGGESTIONS / COMMENTS	<ul style="list-style-type: none"> ↗ DIAGNOSIS IS NOT AN OBJECTIVE, it is only a way to achieve treatment. Indeed, if a member get tested but not treated, his condition would have not improved at all. The efforts taken will be seen as complete at evaluation ↗ If Treat TB is selected initially as supposed clue but that all reports come negative, then select identified objective of Treatment of Infection/Disease at the date that all reports were shown as negative. ↗ If the family member dies during follow-up while taking treatment, the objective can not be considered as complete, even if the cause of death is unrelated to the infection or disease ↗ If a mother has delivered less than 6 months ago and complains of health issues, then select PNC and not Treatment of Infection/Disease. More than 6 months after the delivery, select TID ↗ If a family member gets an infection/disease, treats it and is healthy again, the objective becomes achieved. If the same infection/disease occurs during the follow-up and the family takes no step to resolve it by themselves, then select the objective again for the same individual. ↗ Regular treatment means that for long term illnesses (HIV, diabetes, blood pressure etc...) the member should have taken their treatment for 2 months without interruption before the phase out. For short term illnesses, the treatment must be complete at phase out. ↗ If there is a correlation between need for treatment and another need (family relationships, gender discrimination...) then select the Treatment of Infection/Disease along with another identified need/objective. ↗ If treatment is a result of any other need (e.g. family relationships, etc.) tick on Treatment of Infection/Disease + Other Need/Objective.

	Select one clue/objective per member that is sick
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Healthier hygiene

CLUES FOR THE SW TO SUPPOSE THE OBJECTIVE		When SW observes that members of the family have frequent infections / health issues (cough and colds, skin disease, gynaecological infection, tooth decay, flies, lice, digestion and bowel movement problems...) or lack of physical hygiene [bathing, cleaning nails & hair, brushing, washing hands...] and/or lack personal hygiene [clothes, eating habits, utensils...] or lack of domestic hygiene (dirt on floor and walls inside the house) or lack of environmental hygiene (open drainage in front of the house,garbage gathered outside the house, stagnant water outside the house).
CRITERIA FOR IDENTIFICATION	FOR	When a member of the family complains about frequent health issues (cough and colds, skin disease, gynaecological infection, tooth decay, flies, lice, digestion and bowel movement problems ...) or complains of feeling ashamed about how they look or how people treat her/him because of his/her hygiene OR a family member expresses the desire to maintain a healthier hygiene or have better health
CRITERIA FOR RESOLUTION	FOR	The health issues are less frequent OR physical, personal, domestic and environmental hygiene have significantly improved (house and nearby environment are cleaner, members are washing hands / taking shower / brushing teeths more often, ...)
AREA OF INTERVENTION AND POSSIBLE GUIDANCE		<ul style="list-style-type: none"> • To understand reasons of present situation • To help the member to recognize his strengths and improve his / her confidence • To provide information about the importance and advantages of healthier hygiene • To give tips on how improving hygiene
REFERRAL AGENCIES		NA
SUGGESTIONS / COMMENTS	/	<ul style="list-style-type: none"> ▪ If there is a correlation between objective for Healthier hygiene and another need (improve mental health) then select the Healthier hygiene along with another identified objective. ▪ This objective has to be selected ONLY if there are health issues or self image and integration issues. ▪ Do not judge the family for their hygiene habits ▪ Select one clue/objective per member that has hygiene issues. For domestic and environment hygiene issues, chose only one objective for the whole house and select per member that will be doing the cleaning and repairing (just like for BHC)

III. NATAL CARE

Ante Natal Care (ANC)

CLUES FOR THE SW TO SUPPOSE THE OBJECTIVE	When SW observes that a family member is pregnant and has not yet undergone any medical exam or is worried about having a child .
CRITERIA FOR IDENTIFICATION	When a member of the family is pregnant and wants to undergo medical exam or has complained of medical complications with previous or current pregnancy or expresses the need for information or complains about lack of information about taking care of herself (nutritious food, proper sleep & exercise) and the unborn child (things to avoid)
CRITERIA FOR RESOLUTION	At least one medical exam has been done before the end of the pregnancy.
AREA OF INTERVENTION AND POSSIBLE GUIDANCE	<ul style="list-style-type: none"> • To understand why the family has not done ANC in past and/or now • To emphasize the importance of ante-natal check-up and to encourage to undergo it • To explain the warning signals during pregnancy • To support mental & financial preparation of BOTH mother and father for the birth of their child (e.g. to prepare them to take additional responsibilities of parenthood) • To inform the family on the mood swings & emotional needs of the pregnant women. • To discuss the importance of healthy lifestyle (nutritious food, proper sleep & exercise) • To refer to appropriate services and give information about number of visits required
REFERRAL AGENCIES	♦
SUGGESTIONS / COMMENTS	Select one clue/objective per pregnant woman

Post Natal Care (PNC)

CLUES FOR THE SW TO SUPPOSE THE OBJECTIVE	When SW observes that a member of the family has delivered during the family follow-up or has a baby below the age of 6 months
CRITERIA FOR IDENTIFICATION	When a member of the family has delivered during family follow-up and wants to undergo medical exam or complains about problems following the delivery or expresses the need for information about taking care of the infant (like bathing, breast feeding) or taking care of herself (nutritious food, proper sleep & exercise)
CRITERIA FOR RESOLUTION	At least one medical exam has been done after delivery and no medical complications have been diagnosed and/ or issues have been diagnosed and treated and the mother is no longer having the issues she had earlier and/or the woman says she is confident about what she needs to do to raise a healthy child and be healthy herself

AREA OF INTERVENTION AND POSSIBLE GUIDANCE	<ul style="list-style-type: none"> To understand why the family has not done PNC in past and/or now To emphasize the importance of post-natal check-up and to encourage to undergo it To discuss the importance of healthy lifestyle (nutritious food, proper sleep & exercise) To help sort out practical difficulties in child care like bathing, breast feeding etc... To help the woman get support from the rest of the family by discussing with all the members of the family To identify potential post-partum depression and provide information about it (it is common, symptoms are sadness, fatigue, crying episode, anxiety, ... mother should rest more, lessen pressure to herself and venture outdoors) To refer to appropriate services
REFERRAL AGENCIES	♦
SUGGESTIONS / COMMENTS	If the mother has recently delivered when the follow-up begins, it is also possible to select this objective. If the mother is having health issues during the 6 months after her delivery, select PNC. Post 6 months, select Treatment of Infection / Disease Select one clue/objective per woman that has given birth

Delivery supervised by a professional

CLUES FOR THE SW TO SUPPOSE THE OBJECTIVE	When SW observes that a member of the family is pregnant
CRITERIA FOR IDENTIFICATION	When a member of the family is pregnant and wants to have her delivery supervised by a professional or has complained about complications with previous deliveries or the current pregnancy
CRITERIA FOR RESOLUTION	The member of the family has delivered in hospital, health centre or at home with a certified/experienced midwife
AREA OF INTERVENTION AND POSSIBLE GUIDANCE	<ul style="list-style-type: none"> To understand why the family has not deliver with a professional before To emphasize the importance of delivering with a professional To provide information about the existing services and their costs To refer to appropriate services
REFERRAL AGENCIES	♦
SUGGESTIONS / COMMENTS	Select one clue/objective per pregnant woman

Access to contraception

CLUES FOR THE SW TO SUPPOSE THE OBJECTIVE	When SW observes that a member of the family is above 14 years old and is not using (or using incorrectly) contraception
CRITERIA FOR IDENTIFICATION	When a member of the family does not want to have children (anymore) or complains about the strain (financial, mental etc..) of the number of children in the family.
CRITERIA FOR RESOLUTION	A contraceptive method has been adopted (including "natural" methods (abstinence, withdrawal, calendar method) provided that there are effectively no new pregnancies during the follow-up and that the risks of these methods is explained). When family informs SW/s that they are using one of the methods regularly.
AREA OF INTERVENTION AND POSSIBLE GUIDANCE	<ul style="list-style-type: none"> • To facilitate identification of the objective, information can be provided about risks of early pregnancy and/or multiple and close delivery • To ask adolescents if they are having intercourse and if they are using protection • To give adolescents information on body changes and sexuality • To listen to the misconception of the family and <u>then</u> to address these misconceptions, especially the ones of the potential father. Also to consider old beliefs that have transferred from one generation to another. • To give information on various methods available (process, cost, side effects, reliability of methods) and condom demonstration to BOTH members of the couple • To provide information on the Government rules/schemes – e.g.: A family with more than 2 children will have more difficulties as Government does not give free education after 2 children and names of those children are not entered in RC • To emphasize the importance to have quality time for the couple with their children and as a result to limit their number of children • To refer to appropriate services
REFERRAL AGENCIES	♦
SUGGESTIONS / COMMENTS	if the woman does not have decision making power over her own body then select the object Strengthen integration and empowerment of an adult family member Select one clue/objective per couple (but attribute it to the main person the SW discusses with)

IV. EDUCATION

To enable the person realises his/her full potential; to think, question & judge independently; develop sense of self-respect, dignity & self-confidence; learn to love and respect fellow human beings and nature; in decision-making; develop civic sense, citizenship and values of participatory democracy. [As per Nation Policy of Education]

Pre-Primary Education (PPE)

CLUES FOR THE SW TO SUPPOSE THE OBJECTIVE	When SW observes that a child between 2,5 and 5 years old is not going to Bawaldi or Anganwadi
CRITERIA FOR IDENTIFICATION	When the family wants to put a child between 2,5 and 5 years old to Bawaldi or Anganwadi Or when child expresses the wish to go. When the family complains about not being able to send children to aanganwadi or balwadi. when child complains about not going to anganwadi or balwadi
CRITERIA FOR RESOLUTION	Child between 2.5-5 years of age is registered and goes regularly (more than 50% of days in a week)to Balwadi (or Anganwadi)
AREA OF INTERVENTION AND POSSIBLE GUIDANCE	<ul style="list-style-type: none"> To understand why the child is not going to Bawaldi / Anganwadi To explain the importance of education from the point of view of child development To inform about the Bawaldi / Anganwadi in the vicinity and about the process of admission and to help the family complete it To encourage parents to establish and maintain contact with school and teachers
REFERRAL AGENCIES	
SUGGESTIONS / COMMENTS	<p>If there is a correlation between need for education and another need (family relationships, gender discrimination...) then select the pre-primary education along with this other identified need/objective.</p> <p>If the non enrollment is a result of any other need (e.g. family relationships, etc.) tick on pre-primary education + Other Need/Objective.</p> <p>If the family prefers to put their child in a non-formal setting (madrassa, NGO play group etc..) , it is an achieved objective.</p> <p>Select one clue/objective per eligible child</p>

Formal Education

CLUES FOR THE SW TO SUPPOSE THE OBJECTIVE	When SW observes that a child between 6 to 14 years old is not going to school (either because he has not been registered or because he dropped out of school)
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		When a SW observes that a person above 14 years has not completed their formal education and could go to a non formal education school When SW observes a person has passed Xth and could go to college
CRITERIA FOR IDENTIFICATION	FOR	When the family wants to put a child between 6 to 14 years old in school (either because he has not been registered or because he dropped out of school) or one of the children expresses a desire to go to school or complains about not going or any person expresses the need to continue non formal and college education
CRITERIA FOR RESOLUTION	FOR	Child between 6 to 14 years old is registered and going regularly (more than 50% of days) to school including Government schools or NGO/institutes or private schools for any intentional and systematic education in which content is adapted to the unique needs of the students (or unique situations)). A person above 14 years old is registered in a nonformal school and is going regularly (more than 50% of days) A person above 14 years old appeared for an exam to get an academic degree/diploma A person having passed Xth is registered in a college and is going regularly (more than 50% of days)
AREA OF INTERVENTION AND POSSIBLE GUIDANCE		<ul style="list-style-type: none"> • To understand why the child is not going to school • To explain the importance of education from the point of view of child development • To explain the importance of education from the point of view of adult development and potential employment outcomes • To inform about the schools and colleges in the vicinity and about the process of admission and to help the family complete it • To encourage parents of children from 6 to 14 years of age to establish and maintain contact with school and teachers • To give tips to parents for providing favorable environment at home for studies and to help the family identify supportive resources for studies (neighbor, adult in the family...) • To handle maladjustment problem by direct guidance / advice (fear of or other students / bullying, difficulties due to first time school admission or change of school) • In case of suspected mental (learning disabilities or attention deficit for example) or physical problems (eyesight problem,...) to refer child to specialists for investigation • To prepare parents and child for next school year (save money, prepare new subject, ...)
REFERRAL AGENCIES		♦
SUGGESTIONS / COMMENTS	/	The school has to dispense the same subjects as formal education (at least 4 subjects such as Math, Social Science, English and Science) but can also combine it with religious

	<p>teachings, informal settings, etc.... This is following the 2015 law qualifying madrasas as 'non schools'. Even a child above 14 years doesn't go to school but attends a formal education exam to obtain a degree, it will be considered as achieved in this objective.</p> <p>If the student has gone to more than 50% of days in a week throughout the year but has not taken the final exam, the objective is considered achieved. In evaluation we will assess how this situation has evolved.</p> <p>Select one clue/objective per member concerned by education</p>
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Tuition Class

CLUES FOR THE SW TO SUPPOSE THE OBJECTIVE	When SW observes that a child is weak on studies and may not be able to continue his/her education because of it
CRITERIA FOR IDENTIFICATION	When the family wants to put a child in tuition class OR the family complains about the difficulty in providing guidance to the child in coping with her/his education OR a child expresses his desire to attend tuition classes
CRITERIA FOR RESOLUTION	Child is going regularly to tuition class (more than 50% of days).
AREA OF INTERVENTION AND POSSIBLE GUIDANCE	<ul style="list-style-type: none"> To understand reasons behind difficulties of the child To provide referral and related information and to help the family for the process to register To support and follow-up the child and his/her improvement To encourage parents to establish and maintain contact with teachers
REFERRAL AGENCIES	♦
SUGGESTIONS / COMMENTS	The tuition classes are only for academic purposes. Classes after school to pass an entrance exam for professional courses are considered vocational Select one clue/objective per member concerned by education

Adult Education

CLUES FOR THE SW TO SUPPOSE THE OBJECTIVE	When SW observes that an adult has difficulties to read or write that are hampering his/her daily life
CRITERIA FOR IDENTIFICATION	When a member of the family, adult, who has difficulties to read or write wants to go back to studies OR a member complains about the difficulties of not knowing how to read and write
CRITERIA FOR RESOLUTION	The adult has improved his/her reading and writing skills and is not hampered anymore in his/her daily life OR is still going to literacy courses at the end of the follow up
AREA OF INTERVENTION	<ul style="list-style-type: none"> To build confidence related to education and feeling of independence

AND POSSIBLE GUIDANCE	<ul style="list-style-type: none"> To encourage an adult learn to read and write To support continue learning as per the schedule/syllabus To follow-up by taking feedback of conformability with time, & teacher and feedback from individual of his/her performance
REFERRAL AGENCIES	◆
SUGGESTIONS / COMMENTS	<p>SWs must NOT do it themselves but they have to refer to relevant services and organizations. It is indeed vital to remember that SWs are not teachers. Adult Education is only for illiterates, it can't be selected in case an adult's life is hampered by not knowing a second language as they know how to read and write in another language. In case an adult knows another language and wants to learn a new one then select vocational training</p> <p>Select one clue/objective per member concerned by adult education</p>

Vocational & Skills Training

CLUES FOR THE SW TO SUPPOSE THE OBJECTIVE	When SW observes that an unemployed member (above 14 years old) has not enough skills or experience to find a job or an employed adult could access a better job by doing a vocational training
CRITERIA FOR IDENTIFICATION	When a member of the family, adult, wants to register to vocational or skills training OR a member complains about his/her lack of competencies
CRITERIA FOR RESOLUTION	The adult has finished the training OR is still regularly attending to it at the end of the follow-up
AREA OF INTERVENTION AND POSSIBLE GUIDANCE	<ul style="list-style-type: none"> To understand need and interest of the individual / family To explain importance of future gains / advantages To provide relevant and accurate information about available trainings (costs, frequency, jobs related to this training, ...) To motivate and appreciate regularity for training To follow-up by taking feedback about the performance from individual / family
REFERRAL AGENCIES	◆
SUGGESTIONS / COMMENTS	<p>The objective could cover Computer Course, Learning Second Language, Beauty Parlour Course, technical course, etc.</p> <p>For all people, ask them what they would like to do before suggesting a course. Also, keep the person informed on all the different possibilities and move away from stereotypes (women/men can do stitching and parlour courses or computer courses/mechanic courses)</p>

	<p>Vocational training can be selected for an adult that is literate in another language but wants to learn another language to aid in their daily life. Regularly attending means that the person has completed 50% of the course by the phase out and has attended all classes (missing one or two is not an issue)</p> <p>Select one clue/objective per member concerned by VT</p>
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V. DOCUMENTATION / LEGALISATION

It provides an identity of being citizen of India. It creates awareness of their 'Civil Rights'. Also it helps Government and country at large to prepare statistical analysis.

Birth Certificate

CLUES FOR THE SW TO SUPPOSE THE OBJECTIVE	When SW observes that a member (below 18 years old) of the family has no BC OR when there is a need for any correction in the BC OR when family needs a duplicate BC
CRITERIA FOR IDENTIFICATION	When a member of the family has no valid BC and wants to get one OR when a member complains about not being able to access services for which a BC is required
CRITERIA FOR RESOLUTION	BC is obtained
AREA OF INTERVENTION AND POSSIBLE GUIDANCE	<ul style="list-style-type: none"> To understand reasons why BC has not been obtained before Explaining importance of BC To give information about related procedure (costs, documents and processes) To motivate family by providing support or accompanying family, if required Follow-up with the family on procedure followed or steps taken
REFERRAL AGENCIES	♦
SUGGESTIONS / COMMENTS	Select one clue/objective per member without a BC

Ration Card

CLUES FOR THE SW TO SUPPOSE THE OBJECTIVE	When SW observes that the family does not have a RC OR that the RC is not up to date (missing member on it, wrong information (age, address, ...)) OR that the RC category needs to be changed
CRITERIA FOR IDENTIFICATION	When the family wants to ask for a RC OR to update their RC OR to change their RC category OR complains about not having access to RC services because they don't have a RC
CRITERIA FOR RESOLUTION	RC is obtained with correct details OR updated with correct details OR changed category
AREA OF INTERVENTION AND POSSIBLE GUIDANCE	<ul style="list-style-type: none"> To understand reasons why RC has not been obtained or updated before To give accurate information about RC : Holding the card certifies the bearer's right to purchase rationed subsidized goods like food grains, sugar, kerosene, etc. with the help of their ration cards on the basis of their economic condition. They are of three types: Antyodaya ration cards, issued to the poorest, Below Poverty Line (BPL) cards,

	<p>Above Poverty Line (APL) cards.</p> <ul style="list-style-type: none"> To give information about related procedure (costs, documents and processes) To motivate family by providing support or accompanying family, if required Follow-up with the family on procedure followed or steps taken
REFERRAL AGENCIES	
SUGGESTIONS / COMMENTS	Select one RC objective per person if their name is not on the RC

PAN Card

CLUES FOR THE SW TO SUPPOSE THE OBJECTIVE	When SW observes that a member of the family has a bank account and address proof but no PAN Card
CRITERIA FOR IDENTIFICATION	When a member of the family has a bank account and address proof but no PAN Card and wants to have a PAN Card
CRITERIA FOR RESOLUTION	PAN Card is obtained
AREA OF INTERVENTION AND POSSIBLE GUIDANCE	<ul style="list-style-type: none"> To understand reasons why PAN Card has not been obtained before To give accurate information about PAN Card: a Permanent Account Number (PAN) is a ten-digit alphanumeric number, issued in the form of a laminated card, by the Income Tax Department. The number remains common for an individual throughout life To give information about related procedure (costs, documents and processes) To motivate family by providing support or accompanying family, if required Follow-up with the family on procedure followed or steps taken
REFERRAL AGENCIES	
SUGGESTIONS / COMMENTS	Select one clue/objective per member concerned by the PAN card

Aadhar Card

CLUES FOR THE SW TO SUPPOSE THE OBJECTIVE	When SW observes that the family does not have a Aadhar Card OR that the Aadhar Card is not up to date (wrong information : age, address, name ...)
CRITERIA FOR IDENTIFICATION	When the family wants to ask for a Aadhar Card OR to update their Aadhar Card.
CRITERIA FOR RESOLUTION	Aadhar Card is obtained OR updated
AREA OF INTERVENTION	<ul style="list-style-type: none"> To understand reasons why Aadhar Card has not been obtained or updated before

AND POSSIBLE GUIDANCE	<ul style="list-style-type: none"> To give accurate information about Aadhar Card To give information about related procedure (costs, documents and processes) To motivate family by providing support or accompanying family, if required Follow-up with the family on procedure followed or steps taken
REFERRAL AGENCIES	◆
SUGGESTIONS / COMMENTS	Select one clue/objective per member concerned by the Adhar card

Other Legal Documents

The following is the detailed list of additional documents selected as "**Other Documents**" in the former list of FDP Objectives.

Housing Documents

CLUES FOR THE SW TO SUPPOSE THE OBJECTIVE	When SW observes that the family does not have a Housing Document OR that the Housing Document is not up to date (wrong information : age, address, name ...)
CRITERIA FOR IDENTIFICATION	When the family wants to ask for a Housing Document OR to update their Housing Document
CRITERIA FOR RESOLUTION	Housing Document is obtained OR updated
AREA OF INTERVENTION AND POSSIBLE GUIDANCE	<ul style="list-style-type: none"> To understand reasons why Housing Document has not been obtained or updated before To give accurate information about Housing Document: Holding a record can act as a proof of ownership of the house, or residence proof or to avail of any Government schemes like rehabilitation scheme, etc. The documents may include Leave and license and or Agreement of Sale, domicile certificate, electricity bill, gas connection, and water bill. To give information about related procedure (costs, documents and processes) To motivate family by providing support or accompanying family, if required Follow-up with the family on procedure followed or steps taken
REFERRAL AGENCIES	◆
SUGGESTIONS / COMMENTS	Select one clue/objective per house

Senior Citizen Card

CLUES FOR THE SW TO SUPPOSE THE OBJECTIVE	When SW observes that a member of the family who is more than 60 years old does not have a Senior Citizen Card
CRITERIA FOR IDENTIFICATION	When a member of the family wants to have a Senior Citizen Card (for themselves or someone who is more than 60 years old)
CRITERIA FOR RESOLUTION	Senior Citizen Card is obtained
AREA OF INTERVENTION AND POSSIBLE GUIDANCE	<ul style="list-style-type: none"> To understand reasons why Senior Citizen Card has not been obtained before To give accurate information about Senior Citizen Card: Holding a card certifies the bearer's right to avail benefits under various senior citizen schemes of the Government of India like travel, health benefits, etc To give information about related procedure (costs, documents and processes) To motivate family by providing support or accompanying family, if required Follow-up with the family on procedure followed or steps taken
REFERRAL AGENCIES	
SUGGESTIONS / COMMENTS	Select one clue/objective per member concerned by the Senior Citizen Card

Handicap Certificate

CLUES FOR THE SW TO SUPPOSE THE OBJECTIVE	When SW observes that a member of the family who shows physical or mental disabilities does not have a Handicap Certificate
CRITERIA FOR IDENTIFICATION	When a member of the family wants to have a Handicap Certificate for themselves or someone in the family who has physical or mental disabilities
CRITERIA FOR RESOLUTION	Handicap Certificate is obtained
AREA OF INTERVENTION AND POSSIBLE GUIDANCE	<ul style="list-style-type: none"> To understand reasons why Handicap Certificate has not been obtained before To verify if the family is aware of the handicap of this member and to address potential stigma attached to this handicap To give accurate information about Handicap Certificate: Holding a card certifies the bearer's right to avail benefits under various handicap citizen schemes of the Government of India like travel, health benefits, etc To give information about related procedure (costs, documents and processes) To motivate family by providing support or accompanying family, if required Follow-up with the family on procedure followed or steps taken
REFERRAL AGENCIES	
SUGGESTIONS /	Select one clue/objective per member concerned by the Handicap Certificate

COMMENTS	
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Caste Certificate

CLUES FOR THE SW TO SUPPOSE THE OBJECTIVE	When SW observes that the family does not have a Caste Certificate OR that the Caste Certificate is not up to date (wrong information : age, address, name ...)
CRITERIA FOR IDENTIFICATION	When the family wants to ask for a Caste Certificate OR to update their Caste Certificate
CRITERIA FOR RESOLUTION	Caste Certificate is obtained OR updated
AREA OF INTERVENTION AND POSSIBLE GUIDANCE	<ul style="list-style-type: none"> To understand reasons why Caste Certificate has not been obtained or updated before To give accurate information about Caste Certificate: Holding a Caste Certificate allows availing facilities related to caste by birth. To give information about related procedure (costs, documents and processes) To motivate family by providing support or accompanying family, if required Follow-up with the family on procedure followed or steps taken
REFERRAL AGENCIES	
SUGGESTIONS / COMMENTS	Select one clue/objective per member concerned by the Caste Certificate

Marriage Certificate

CLUES FOR THE SW TO SUPPOSE THE OBJECTIVE	When SW observes that a married couple has no marriage certificate
CRITERIA FOR IDENTIFICATION	When a married couple has no marriage certificate and wants to have one
CRITERIA FOR RESOLUTION	Marriage Certificate is obtained
AREA OF INTERVENTION AND POSSIBLE GUIDANCE	<ul style="list-style-type: none"> To understand reasons why Marriage Certificate has not been obtained before To give accurate information about Marriage Certificate: Holding a Marriage Certificate allows family availing related rights To give information about related procedure (costs, documents and processes) To motivate family by providing support or accompanying family, if required Follow-up with the family on procedure followed or steps taken
REFERRAL AGENCIES	
SUGGESTIONS /	Select one clue/objective per couple concerned by the Marriage Certificate

COMMENTS	
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Death Certificate

CLUES FOR THE SW TO SUPPOSE THE OBJECTIVE	When SW observes that there have been a death in the family but there are no death certificate
CRITERIA FOR IDENTIFICATION	When there have been a death in the family but there are no death certificate and the family wants to get it.
CRITERIA FOR RESOLUTION	Death Certificate is obtained
AREA OF INTERVENTION AND POSSIBLE GUIDANCE	<ul style="list-style-type: none"> To understand reasons why Death Certificate has not been obtained before To give accurate information about Death Certificate: Holding the Death Certificate is necessary to update other documents with the adequate number of members To give information about related procedure (costs, documents and processes) To motivate family by providing support or accompanying family, if required Follow-up with the family on procedure followed or steps taken
REFERRAL AGENCIES	
SUGGESTIONS / COMMENTS	Select one clue/objective per member who needs the death certificate (not for the one who is dead)

Election Card

CLUES FOR THE SW TO SUPPOSE THE OBJECTIVE	When SW observes that an adult (above 18 y.o.) does not have an election card OR when election card of a member is not up to date.
CRITERIA FOR IDENTIFICATION	When an adult (above 18 y.o.) does not have an election card and wants to have it OR when election card of a member is not up to date and s/he wants to update it.
CRITERIA FOR RESOLUTION	Election Card is obtained or updated
AREA OF INTERVENTION AND POSSIBLE GUIDANCE	<ul style="list-style-type: none"> To understand reasons why Election card has not been obtained or updated before To give accurate information about Election Card: Holding an official card gives the individual a right to vote. It also provides a photo identity document to the card holder. To give information about related procedure (costs, documents and processes) To motivate family by providing support or accompanying family, if required Follow-up with the family on procedure followed or steps taken
REFERRAL AGENCIES	
SUGGESTIONS	Select one clue/objective per member concerned by the Election Card

VI. ECONOMIC STATUS

Access to Employment

CLUES FOR THE SW TO SUPPOSE THE OBJECTIVE	When SW observes that an adult (above 18 y.o.) is unemployed OR has a very difficult job
CRITERIA FOR IDENTIFICATION	When a member of the family is unemployed and wants to find a job (formal or non-formal) OR complains about not having revenue or activity. OR when a member complains about the hardship of their job and wants to change it.
CRITERIA FOR RESOLUTION	The member of the family that was unemployed has an income generating activity (formal or non-formal) and works according to availability of work The member of the family that complained about the hardship of their job has a new income generating activity, and expresses that their work conditions have improved and works according to availability of work
AREA OF INTERVENTION AND POSSIBLE GUIDANCE	<ul style="list-style-type: none"> • To understand reason for need / wish of employment • To assess individual's capacity and areas of interest • To refer and inform of the known vacancies / sources • To support family's own initiatives in self-employment • To provide information on how to get a loan for creating a business activity • To support individual / family to continue / be regular in job
REFERRAL AGENCIES	♦
SUGGESTIONS / COMMENTS	<p>The difficulty of job can be psychological, financial and physical. If the person doesn't have an employment by the end of the intervention (has left the activity or hasn't found one), the objective is not achieved. It is important to remember that men and women are concerned in this objective. Therefore if an unemployed woman is at home and is not taking care of the children (that is seen as employment), she too is should be considered in this objective. Also, if a male member is at home and does not work, it is important to understand the reasons why and not be judgmental or directive.</p> <p>Select one clue/objective per member concerned by getting an employment</p>

Improve savings

CLUES FOR THE SW TO SUPPOSE THE OBJECTIVE	When SW observes that the family is not able to pay for punctual (rent, tuition fees, ...) or unpredictable (health, natural disaster, ...) expenses
CRITERIA FOR	When the family wants to be able to pay for punctual (rent, tuition fees, ...) or

IDENTIFICATION	unpredictable (health, natural disaster, ...) expenses OR a family member complains about not being able to pay for these expenses
CRITERIA FOR RESOLUTION	The family is able to save regularly (include saving at home, in saving account, in bishi etc...). If the family is using its savings money, the objective can still be considered solved even if the balance of the savings does not increase. OR The family has access to a health micro-insurance
AREA OF INTERVENTION AND POSSIBLE GUIDANCE	<ul style="list-style-type: none"> • To understand source of income and categories of outgoings through the help of the budget tool • Awareness on importance about saving money • To encourage all family members to participate in family budgeting discussions • To motivate the family to anticipate their future financial needs (health issues, school supplies, creating a business, ...) and plan their saving accordingly • To give advice on how to plan budget and support on the implementation of it • To providing information about saving methods (e.g. account opening) and about government saving schemes • To encourage regular savings • To follow-up and feedback from family on steps taken / regularity in saving money
REFERRAL AGENCIES	♦
SUGGESTIONS / COMMENTS	Select one clue/objective per member doing the saving

Get financial support

CLUES FOR THE SW TO SUPPOSE THE OBJECTIVE	When SW observes that the family has an income generating activity AND that this activity could be more profitable OR that the family could access benefits OR government schemes
CRITERIA FOR IDENTIFICATION	When the family has an income generating activity AND wants to develop this activity OR when the family wants to access to financial allowance or benefits OR complains about not earning enough from their IGA OR complains about not knowing about potential financial support
CRITERIA FOR RESOLUTION	The family has increased the income of its income generating activity OR the family get financial allowance or benefits
AREA OF INTERVENTION AND POSSIBLE GUIDANCE	<ul style="list-style-type: none"> • If family does not have knowledge of their financial transactions, use budget tool to help family acquire knowledge on how their business works • To provide information on processes to avail of financial allowances or benefits

	<ul style="list-style-type: none"> To refer the family to an MFI To refer to government scheme offices
REFERRAL AGENCIES	
SUGGESTIONS / COMMENTS	Select one clue/objective per member getting the financial support

Better Housing Conditions

CLUES FOR THE SW TO SUPPOSE THE OBJECTIVE	When SW observes that, in the house, there are no windows (leading to no adequate ventilation / sunlight) OR that there are regular flooding / water leaks OR that the house is dangerous (electricity wires, holes, ...)
CRITERIA FOR IDENTIFICATION	When the family complains that, in their house, there are no windows (leading to no adequate ventilation / sunlight) OR that there are regular flooding / water leaks OR that the house is dangerous (electricity wires, holes, ...) OR family expresses desire to better their housing conditions
CRITERIA FOR RESOLUTION	The family has been able to improve the conditions they wanted to improve
AREA OF INTERVENTION AND POSSIBLE GUIDANCE	<ul style="list-style-type: none"> To understand the history and the reasons for the present housing conditions To sensitise to the benefits of safe and healthy housing conditions To give suggestions / options for improvement To support if difficulties in the improvement / implementation process To follow-up of the family's view after making alterations in housing condition To appreciate steps taken by family
REFERRAL AGENCIES	
SUGGESTIONS / COMMENTS	<p>if improvement can be done only by a regular cleaning of the house, the objective should rather be "healthier hygiene"</p> <p>The objective considers conditions inside and outside of the house</p> <p>Select one clue/objective per house (but put it in the name of the family member you talk to most about this topic)</p>

VII. PSYCHOSOCIAL

This theme refers to the **condition and quality of relationships** within the family. It also embraces the **emotional and mental health** of the members.

Nevertheless, "Psychosocial" objectives cover only a small part of the complex elements that constitute the psychological state of the family and its members.

Besides, the dimension of **family relationships** is a transversal aspect always present in FDP work as it is one of the major keys of the family's development. Therefore it is not compiled in just one or two needs or objectives.

Improve childhood experience

CLUES FOR THE SW TO SUPPOSE THE OBJECTIVE	<p>When SW observes that parents are not spending time with children and/or parents do not supervise their children and/or children are</p> <ul style="list-style-type: none"> taking parental responsibilities (children doing daily chores, taking care of siblings etc...) or making money(children assisting or doing income generating activity) or earning social recognition (getting children married before the age of 18 years) or having no time to play or do other activities <p>and/or the family members are discriminating/rejecting (school, tuition etc..) against a child because of gender, habits or appearance/abilities.</p> <p>and/ or siblings do not get along with each other or with the parents..</p>
CRITERIA FOR IDENTIFICATION	<p>When the parents express having difficulties in spending time with children or in supervising their children or in taking up their parental responsibilities (chores, work etc..) or express the wish to improve relationship with their children or amongst siblings OR when a parent complains about a child being stigmatized/rejected/ignored</p> <p>or children complain about not having time with their parents or children complain about being overwhelmed by responsibilities (chores, working, marriage etc..;) express the wish to improve their relationship with parents or siblings</p> <p>OR when child complain about feeling stigmatized/rejected/ignored</p>
CRITERIA FOR RESOLUTION	<p>Parents have started spending time with children or are supervising their children</p> <p>Or children are taking significantly less or are no longer taking parental responsibilities (chores, making money or earning social recognition)</p> <p>Or parents and children express that their relationship with parents/children or other siblings is healthier and more enjoyable</p>

	<p>OR the family communicates more with the rejected child, and start treating them the same as other members (work, concerning school, sharing food, clothing, cleanliness, affection, etc...)</p>
<p>AREA OF INTERVENTION AND POSSIBLE GUIDANCE</p>	<ul style="list-style-type: none"> • • To understand reasons behind relational problem & to give guidance to parents on it • To maintain a non-judgmental attitude towards parents and understand the reasons behind giving responsibilities to children • To help parents and children understand the physiological and psychological changes in puberty and its consequences on behavior to facilitate better communication between the parent & child • To help parents understand the child's emotional and physical needs, and how early childhood experiences impact child development • To raise awareness on the physical and mental maturity needed before getting married and discussing the impacts of early marriage • To highlight the importance of equal treatment for all children • To explain to the parents the repetition of family patterns (especially neglect and abandonment) through the use of tools (genogram, ...) • To reinforce the cohesion of the family through the use of tools (draw your family) • To understand what the child wants and needs, and to give guidance on how to communicate his/her needs • To work with parents to understand what options they have instead of giving children responsibilities •
<p>REFERRAL AGENCIES</p>	<p>♦</p>
<p>SUGGESTIONS / COMMENTS</p>	<p>Children are not supervised when they are left alone, are left in contact with harmful objects or situations.</p> <p>If parents are complaining about their children or their relationship because their children are not taking enough responsibilities (chores, work, marriage etc...) then select this improve childhood experience objective for children below 18 years old (select strengthen integration and empowerment of adult family member if the member is above 18 years)</p> <p>If there is fight between two brother or sister and one is below 18 years, then select this objective.</p> <p>Select one clue/objective per child.</p>

Fight against Physical and Sexual Child Abuse

CLUES FOR THE SW TO SUPPOSE THE OBJECTIVE	When SW observes hints that one or several children are sexually, or physically abused.
CRITERIA FOR IDENTIFICATION	When parents or children complain about sexual, or sexual abuse
CRITERIA FOR RESOLUTION	Child Abuse has stopped or reduced
AREA OF INTERVENTION AND POSSIBLE GUIDANCE	<ul style="list-style-type: none"> • To respond with a non-judgmental attitude and encourage the person to speak when handling disclosure (particularly for sexual abuse) • To explain the rights of the child and also the responsibilities of the parents / child • To use the tools (genogram, draw your family) to have a better understanding of the causes of the abuse • To discuss with the WHOLE family and provide guidance on good communication skills and tips to improve family communication • To explain to the WHOLE family the repetition of patterns (abuse and violence) through the use of tools (genogram, ...) • To help the child to recognize his strengths and improve his / her confidence • To discuss with the child on how to protect himself / herself • To provide referrals : lawyer, professional counselling center, FDP guidance centre
REFERRAL AGENCIES	♦
SUGGESTIONS / COMMENTS	<p>If the child abuse is life threatening (i.e. the child can be dead within a week if we do not intervene) and the family is not sensitized or does not take any action, call specialized agencies (child line, CWC, etc...) to help you in handling the family or taking over the follow-up (See note here)</p> <p>Children are considered below 18 years old. For violence between two adult members chose Domestic Violence.</p> <p>Select one clue/objective per child .</p>

Fight against Physical and Sexual Domestic Violence

CLUES FOR THE SW TO SUPPOSE THE OBJECTIVE	When SW observes some hints that one adult member of the family is sexually, physically or emotionally abused. These hints can be bruises, sudden change in behaviour that suggests shame and secrecy, very negative self talk, stopped performing day to day tasks etc...
CRITERIA FOR IDENTIFICATION	When one adult member of the family complains about sexual, or physical abuse

CRITERIA FOR RESOLUTION	Domestic violence has stopped or reduced
AREA OF INTERVENTION AND POSSIBLE GUIDANCE	<ul style="list-style-type: none"> • To respond with a non-judgmental attitude and encourage the person to speak when handling disclosure (particularly for sexual abuse) • To use the tools (genogram, draw your family) to have a better understanding of the causes of the abuse • To understand the expectations of and from each family member • To discuss with BOTH members of the couple and provide guidance on good communication skills and tips to improve family communication • To discuss about the frustrations caused by unevenly shared responsibilities, and encourage efforts for better understanding between family members • To explain to the WHOLE family the repetition of destructive patterns (abuse and violence) through the use of tools (genogram, ...) • To help the abused member to recognize his strengths and improve his / her confidence • To provide emotional support and motivation to the abused member • To discuss with the abused member on how to protect himself / herself • To provide referrals: lawyer, professional counselling centre, FDP guidance centre
REFERRAL AGENCIES	♦
SUGGESTIONS / COMMENTS	<p>If the domestic violence is life threatening (i.e. the victim can be dead within a week if we do not intervene) and the family is not sensitized or does not take any action, call specialized agencies to help you in handling the family or taking over the follow-up (See note here)</p> <p>Fight against Domestic violence is to be selected if the abused member is above 18 years old otherwise, select Fight against Child Abuse.</p> <p>Fight against Domestic Violence is when there is sexual and physical abuse where as Strengthen Empowerment and Development is when there is emotional abuse (the victim can't take decisions concerning money, work and personal choices , is ignored and verbally abused)</p> <p>Select one clue/objective per member, victim of abuse</p>

Fight against Addiction

CLUES FOR THE SW TO SUPPOSE THE OBJECTIVE	When SW observes that one member of the family suffers from addiction (excessive substance use (alcohol, tobacco, gutkha, drugs etc.) that lead to physical dependency)OR a member of the family complains about another member's addiction
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CRITERIA FOR IDENTIFICATION	FOR	When one member of the family complains about his / her own addiction AND wants to stop or diminish his / her consumption
CRITERIA FOR RESOLUTION	FOR	The member of the family has stopped OR significantly diminished his consumption OR has started taking regular treatment (counselling sessions)
AREA OF INTERVENTION AND POSSIBLE GUIDANCE		<ul style="list-style-type: none"> To understand the person's history with the substance and empathize with how s/he feels To ask whether the person knows of the consequences of drug-use (physical, mental, emotional and social effect) and to raise awareness if needed To increase self-confidence together with self-awareness and understanding of people around To encourage and help the person to identify his / her reasons of drug-use To encourage alternative activities (Sports, involvement on other organizations, community activities, skills training) To improve family's and friends support by talking to them and helping them to understand the reason of addictive behavior To provide tips (how to identify and avoid tempting situation) and other simple coping mechanism (relaxation breath-techniques) To provide referrals: groups for addiction control (ex AA), professional counselling centre, FDP guidance centre
REFERRAL AGENCIES		♦
SUGGESTIONS / COMMENTS	/	<p>If the addicted member does not want to stop but that another family member suffers because of it, either select strengthen empowerment and development of the couple if they are a couple or improve childhood experience if they are parent and offspring.</p> <p>It is important to remember that addiction is the expression of many psychological disturbances and should be dealt with not as a “bad habit or behaviour” but as a problem a person is facing</p> <p>Select one clue/objective per member that has the addiction</p>

Strengthen integration and empowerment of an adult family member

CLUES FOR THE SW TO SUPPOSE THE OBJECTIVE		When SW observes that one or several members of the family are rejected / ignored by some of the other members of the family OR/AND When SW observes that the role between the members of the family are unbalanced (only one takes all decision, one is dominating/opressed) OR some members almost always follow directions of others (family, friends) each time a decision has to be made etc....
CRITERIA FOR	FOR	When some members of the family express their concern/complain for the fact that one or

IDENTIFICATION	several members of the family are rejected / ignored by the rest of the family (member stigmatized by the family, unwanted child, ...) when a member expresses a need to be more independent and assertive or a need to have better relations with another adult member of the family
CRITERIA FOR RESOLUTION	The family communicates more with the rejected members, and start treating them the same as other members (work, concerning school, sharing food, clothing, cleanliness, affection, etc...) and the rejected member can take decisions independently
AREA OF INTERVENTION AND POSSIBLE GUIDANCE	<ul style="list-style-type: none"> • To use the tools (genogram, draw your family) to have a better understanding of the causes of the rejection • To discuss with the WHOLE family and provide guidance on good communication skills and tips to improve family communication • To explain to the WHOLE family the repetition of patterns through the use of tools (genogram, ...) • To raise awareness of the family on what they do that excludes one member • To help the abused member to recognize his strengths and improve his / her confidence • To discuss with the rejected member on how to protect himself / herself • To provide referrals: professional counselling centre, FDP guidance centre
REFERRAL AGENCIES	♦
SUGGESTIONS / COMMENTS	<p>Rejected meaning a member is stigmatized because of their gender, their habits (alcohol, no employment etc..), their appearance (handicap, looks etc..). Family members do not talk or talk badly about/to the member, don't treat him/her the same way (work, school, sharing food, clothing, cleanliness, affection, etc...).</p> <p>If one of the rejected members is below 18 years old, also select Improve child hood experience</p> <p>Select one clue/objective per person to integrate and empower</p>

Improve mental health

CLUES FOR THE SW TO SUPPOSE THE OBJECTIVE	When SW observes that one member of the family is depressed OR depreciates him/herself frequently OR is obsessed by a past event (grief, rape, separation,) OR feels powerless to change his/her situation.
CRITERIA FOR IDENTIFICATION	When a member of the family expresses an important psychological suffering (is depressed OR depreciates him/herself frequently OR is obsessed by a past event (grief, rape,

	separation, ...) OR feels powerless to change his/her situation).
CRITERIA FOR RESOLUTION	This member of the family has taken several new actions to improve his/her situation OR is talking more positively about him/herself or about the his/her situation.
AREA OF INTERVENTION AND POSSIBLE GUIDANCE	<ul style="list-style-type: none"> • To help the person to recognize his / her strengths & to gain confidence. • To facilitate family support and encouraging the person to talk with people s/he is trusting • To use the tool (to help putting the personal issue on perspective and reminding the person she has been able to overcome other difficulties in the past • To ask the person what they want to do or need, listen empathically and encourage the person to adopt a problem-solving point of view (e.g. to find solutions by herself and not to wait for others to change) • To facilitate differentiation between his / her needs and the ones of the others • To use the tools (genogram, draw your family) to have a better understanding of the causes of the rejection • Provide platform to the family and concern member/s to discuss and ventilate the emotions and provide support accordingly. • Refer to appropriate health / counselling centre
REFERRAL AGENCIES	
SUGGESTIONS / COMMENTS	This objective can be selected for any member (children and adults) Select one clue/objective per member to improve their mental health

Treatment of mental illness

CLUES FOR THE SW TO SUPPOSE THE OBJECTIVE	When SW observes that there is signs of alterations in thinking mood, or behaviour expressed by family / individual (or some combination thereof) associated with distress and/or impaired functioning OR slow development especially in children. E.g. trauma, mental retardation, extreme nervousness, etc.
CRITERIA FOR IDENTIFICATION	When a member of the family expresses impossibility to control his/her behaviour through OR when a member wants to get treatment (for him/herself or for another member).
CRITERIA FOR RESOLUTION	The member has no more mental illness OR is taking regular treatment as indicated by a professional
AREA OF INTERVENTION AND POSSIBLE GUIDANCE	<ul style="list-style-type: none"> • Understand the reasons or history of situation. • Try to understand the difficulties family faces because of the present situation • Make the person realize his/her need of external support • Understand what steps family has taken and plans to take to overcome the situation. • Refer to appropriate health / counselling centre

	<ul style="list-style-type: none"> • Provide platform to the family and concern member/s to discuss and ventilate the emotions and provide support accordingly. • Encourage and appreciate the steps taken by family to overcome the situation • Take regular feedback of family about the change resulting from support
REFERRAL AGENCIES	♦
SUGGESTIONS / COMMENTS	<p>This objective is about mental illness, which SW are not able to treat on their own (on the contrary to the objective "improve mental health", which can be solved by the family on their own with the support of the SW), so the main objective should be to refer to health / counselling centre (similarly to the "Treatment of Infection / Disease" objective).</p> <p>Select one clue/objective per member to treat their mental illness</p>

Break social isolation

CLUES FOR THE SW TO SUPPOSE THE OBJECTIVE	When SW observes that the family is socially isolated (no relationship OR conflict with neighbourhood AND few relationship OR conflict with the extended family).
CRITERIA FOR IDENTIFICATION	When the family complains about being socially isolated (no relationship OR conflict with neighbourhood AND few relationship OR conflict with the extended family) OR expresses the wish to have more social interactions
CRITERIA FOR RESOLUTION	This family has made relationship with people outside of their household: they talk positively about their relationship with these people OR these people were able to help them in different ways.
AREA OF INTERVENTION AND POSSIBLE GUIDANCE	<ul style="list-style-type: none"> • To discuss about the history of the family: where are they coming from? Did they have more social relationship before? • To understand the reasons and the nature of conflict if relevant • To encourage the family to participate to social groups and meetings
REFERRAL AGENCIES	•
SUGGESTIONS / COMMENTS	Select one clue/objective per isolated person.