



Practices Network

IMPORTANT NOTE

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HOW TO PRESENT A FAMILY CASE: necessary information at the end of the Observation Period

FAMILY DEVELOPMENT PROGRAM	
Organisation	ATIA http://www.atia-ong.org/
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Author(s)	Adrien Cascarino, Technical Support on FDP, ATIA 2014-2017
Editor(s)	Vincent Griffaton, Head of Country ATIA 2011-2016
Key words	Family Development Program – Observation Conclusion Meeting – Presentation – Social Worker - Training
Summary	<p>The Social Workers have to present family case to all their colleagues at each Observation Conclusion Meeting and also every time another social worker or a supervisor is accompanying them during a field visit.</p> <p>These guidelines provide an almost exhaustive list of topics that has to be mentioned during any presentation of families. It also provides examples of questions that the supervisor can ask to deepen the understanding of the family.</p> <p>Specifically, at the end of the OP, the social worker should have gathered all the information mentioned in this Note.</p> <p>This note can be used by the social worker and their supervisor at each Observation Conclusion Meeting and at the meeting at the end of the follow up to ensure an exhaustive presentation of the family.</p>

1. Presentation of the family in its quantitative / objective aspects

First, it is necessary to present an overview of the family from the indicators based on the FDP

- List of family members (ages and relationships)
- Level of poverty / PAT's score
- Objectives (type, number, achieved / in progress / not achieved),
- Duration of follow-up to date and number of effective visits

2. Context and history before the beginning of the follow-up

First of all, it is necessary to present an overview of the history of the family, i.e. the events that occurred before the beginning of the follow-up. **The points below should be presented as facts, in a non-judgmental way.**

- History of the main interlocutor of the social worker (most usually the mother):
 - Where does she come from?
 - When did she leave her parents? Are they still alive? Is she still in touch with them?
 - Did she have other important love partners before? Did she have other children? Is she still in touch with these former love partners and with her children?
 - If she is still with a partner, when did she meet him? Did he have other love partners before? Other children?
 - When did she move to her current place? Where did she live before?
 - If some important members of the family or former love partners died, when did they die and how?
- Reasons for enrolment in the family development program
 - How was the family met?
 - Why the family has been identified?
 - What was the initial request for support (objectives) of the family? Why the family was not able to solve these problems by itself? What actions did she initiate for the matter?
 - What did the social worker observe during the first visit in addition to what the family already mentioned?

3. About the follow-up

Then, it is important to present the family follow-up steps, **without limiting the explanations to the family objectives.** The points below should be included:

- General condition of the family

- What are the occupations of the family members? How much money do they earn?
- Who manages the budget? Who takes care of the children?
- Who takes decision in the family? About what?
- Is there any marriage planned for the children?
- How are the relationships between the members of the family?
- Does the family have relationship with other people? Do they have friends in the community?
- Relationship between the family and the Social Worker (do its members trust the Social Worker? Are they happy to see him? ...):
 - With which members of the family the social worker has been able to talk?
 - How was the relationship with the family at the beginning of the follow-up?
 - How did it develop during the follow-up? How is it now?
 - Does the social worker think that a relationship of trust is established? Does the social worker feel welcomed by the family when he / she goes to the family's home? Whatever the answer, explain why.
 - Does the Social Worker think this is a "hard" family to follow? Or rather easy / nice to follow? Why?
- Objectives identified
 - What is the current status of the identified objectives?
 - What did the social worker do to help solve the objectives (encouragement, referral, providing information (give details: what information was provided))?
 - What did the family do to solve the objectives? Did it work out? Why?

4. Strategic plan of the social worker

The last part of the presentation is the strategic plan of the social worker: given the history and the current situation of the family, what is the plan of the social worker for the following visits

- Missing information
 - What the social worker doesn't understand about the family? (about what they say or what they do)
 - Which information is still missing? On which topics does the social worker need more information? What are the blind spots of the family?
- Hypothesis
 - What are the hypotheses of the social worker to explain the difficulties of the family to solve some of the objectives?
 - What other potential objectives may be identified by the family. We consider as objectives only those identified by the families but the social worker has the responsibility to consider other potential objectives. Then, without imposing

his own point of view, he can share his concern to check if there is an actual issue and if yes, to discuss alternatives with the family. For example, if a member uses to smoke, we can ensure through subtle questions that he is aware of the consequences, without telling him that he should stop: **the goal is not to convince but to offer alternatives.**

- Action plan
 - What does the social worker plan to do with the family during the next visits? Does he need support from another social worker or from a supervisor?
 - Is there any objective which he does not know how to solve at all because there are no affordable services offered in the area for this objective?
 - According to the social worker, is the follow-up still useful for the family and does it need to be continued? Why?

5. Examples of questions to ask for further reflection

- Are Home-base visits in this family longer / more frequent or shorter / less frequent than average? Why?
- Do you think about the family and its situation outside working hours? Do you sometimes have the impression to see this beneficiary in the street?
- Is working with this family a source of stress, tension for you, or pleasure? At the end of the home-based visit, do you feel more tired than with other families?
- Is it difficult to imagine the end of family follow-up, or is it rather a relief? Why?
- What do you think the family expects from you?
- For each achieved objective, the following table can be filled

Objective <i>Achieved</i>	Capabilities / resources of the family	How to help the family reinforce this capability / ressource	How to use it or apply it other situations?
	*	*	*
	*	*	*

- If an objective is achieved, what does it show about the family's ability to solve problems?
- How does the SW highlight the progress of the family? (capacity building and resilience)
- How are the abilities of family members underlined and strengthened?

- For each unachieved objective, the following table can be filled

Objective <i>unachieved</i>	Reasons given by the family		Reasons given by the Social Worker		Capabilities / resources of the family	Potential directions towards solutions
	Internal factors	External factors	Internal factors	External factors		
*	*	*	*	*	*	*

- To identify the resources of the family, we can also use the following table

	Positives aspects	Challenges / Issues
Internal factors of the family	Capabilities, family or person resources "What works? "	Points of difficulty, obstacles "What prevents the family from moving forward? "
External factors	External resources, partner structures, family support (extended family) and community support ...	Lack of accessibility to existing structures, lack of external support (family, community), contextual elements ...

This table is particularly relevant for:

- Ensuring that all aspects are thoroughly covered (resources / capacities, difficulties / obstacles at the family level, and reflection about existing external resources + reflection on finding solutions to strengthen resources and limit difficulties).
- Thinking about the situations of families who do not move forward, or think about some objectives that are difficult for a family to achieve.