**Caseworkers FGD**

*Depending on the amount of participants, the FGD should take approximately 90 minutes in order to allow time for sufficient discussion.*

*To explore the case management process a case scenario is used and included on the next page. This should be adapted and contextualized according to the operating context.*

*Before starting the FGD: introduce the purpose of the FGD, how the information will be used, how confidentiality will be ensured, and check if the participants are willing to proceed.*

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| **Target:**  Caseworkers | | **Format:**  FGD |
|  | To begin, I’d like to get to know a bit more about each of you. Can you please introduce yourselves by name, role and how long you have been in this position? Also, it would be helpful if you can mention how many cases you are managing. | |
|  | What are the main protection issues in your context based on your experience as a caseworker? | |
|  | To give a sense of how cases are managed, consider the following case (use case scenario below). Talk through how would the case be handled. What would be the steps, timeframes and who would be involved?  (NB prompt and clarify as necessary) | |
|  | How prepared do you feel for your role? What training have you been given? Are there areas of training you think you need? | |
|  | Do you have regular supervision and support (if so by whom / in what form / how often?). If you did not know what to do with a case, where would you seek guidance? | |
|  | What are some of the main challenges you face in your work?   * Identification of cases / access to cases * Gatekeeping / caseloads * Prioritisation of cases * Availability of services / referral pathways * Capacity of the workforce / capacity building, supervision and coaching * Availability of financial / material / logistical resources * Working together / multi-agency working (including case conferences, BID panels) * Legal / policy framework * Standards and guidelines (implementation) * Documentation and record keeping * Information management and data protection * Information sharing and confidentiality * Safety and security risks for caseworkers | |
|  | What recommendations do you have for improving the situation / addressing challenges? | |

**Case Scenario**

*Note. This case scenario is included to give an idea of the length / detail to include in a case scenario for discussion in the FGD with the caseworkers. The purpose is to track what actions caseworkers would take when considering a case.*

*It will be necessary to develop a case scenario which reflects a ‘typical’ case encountered in-context.*

*It may be useful to develop more than one scenario (for example one for child labour, SGBV, UASC, trafficking) to be able to assess the way in which different cases would be managed.*

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| Kela is 11 years old. She lives with her father and mother and two siblings – Tomas who is 13 years old and Edi who is 9 years old. Kela and her family left home due to conflict, and crossed the border hoping to find safety. They have no plans to return due to economic conditions and they now hope to be able to move to another country to be able to join Kela’s uncle and his family.  Kela’s mother does not work, and her father works as a carpenter when he can.  Kela has been attending non-formal education classes. At first her teacher found that she was a good student – she struggled with some classes and it seemed as though she had missed out on some education, but she was very keen to learn and mixed well with the other children.  Recently however, her teacher has noticed that Kela has become very quiet and withdrawn. She has told the teacher that her father drinks, and gets very angry. Kela said that there was a big fight over the weekend, and her brother Edi was hit by her father. Apparently, he has many bruises and was not allowed to leave the house.  Kela’s teacher has contacted you because she is concerned about Kela.  **GUIDING QUESTIONS FOR DISCUSSION** (probing each question to elicit more information)   * *From the case study, what child protection concerns appear to exist?* * *Would this case be eligible for case management and what would the risk level be?* * *What actions would you take first, and when should those actions take place? What considerations should you take into account for this?* * *What would be the next steps in the case management process? Who should be involved and at what timeframes?* * *How could a case plan for this case look like? What considerations should you take into account for this?* * *What would be the process for following-up on the case?* * *Under what circumstances would the case be closed?* |