

Benefits.
Challenges
Improvements
Training.

Transcript 02

Q: So in what ways has the CSI been helpful to your program?

F: Again, this is feedback from the field, that I think that what they've appreciated, the social workers, is that it gives them a tool that that they can work through all of the different areas [inaudible 25:04] the child's wellbeing and perhaps previously, there wasn't the same structure and the same discipline to make them think and consider each of those areas, and they may just have judged the situation a bit more on what was obvious and what was there. So, it makes them think through and check that they've considered all those different elements.

• structured tool
• discipline consider domain

What else did they say? Yeah, I think that's the main thing. Just look at it in a more holistic way.

Q: Where there any challenges to using the CSI that any of the social workers raised or that you've experienced?

F: No. They didn't seem to. From my side, when I collected an initial sample of the data after we were using it just for a short time, I felt that the two countries were using it differently. I was surprised that the country XX assessments all came up much more positive. The average was much more positive than country YY. So...

• different application

Q: Can you talk about that a little more? I'm not sure I followed that. I think I had a little feedback, too.

F: Okay. I asked for a sample of I think 20 or 30 children and when I looked at the average, if I averaged the scores across all the domains, country XX came out much higher than country YY, which I think thought was a challenge because country XX is actually a poorer, less resource-rich country than country YY, and I think the living standards in country XX are lower, so I would have expected them to come out having lower scores.

But talking to our social workers in country YY, they were talking about how they judge it according to the community that they're in and they say -- they have to think -- because they're going to so many different communities, every time they have to think, "Okay, what's the norm for this area?" and maybe it's somewhere they haven't visited before, so they're always trying to judge it based on the norm for the area.

~~different application~~

• country / local standards

So for me, from a monitoring perspective, that's a challenge because I can't -- I will find it hard to compare country with a country.

Q: Mm-hmm.

F: Because the comparisons are all local. Does that make sense?

• country / local standard

Q: It does make sense. But it sounds like that that's what's working for the social workers, though, is by following the norm in a given community, that that helps them do their work and...

• country/
local
standards

F: Yeah. And I think that has to be the way that they do it because it's important for that child to fit back into that local situation. We're always -- we prepare children all together in one place, but they're all going back to completely different setups and we want to have a certain standard, but we have to recognize that it's going to be different in different communities when we've got kids from right across a country. And it's quite varied.

• varied
standards

Q: How do you think the CSI could be improved to better meet the program's needs?

F: One thing that one of our social works brought up was that he felt that there should be a spiritual element to it...

Q: Interesting.

F: We're a Christian organization, but we work with children of all faith, or no faith. But we felt that it would be good to have some sort of spiritual life element to it, that that part was missing. Religion is quite a key part of everyday life, so that was an assessment that came from there but I have no idea really how that would work in practice. [Laughs]

• spiritual

Q: Okay. Do you think that there be a specific domain around it or...

F: Yeah.

Q: ...was it just sort of left pretty general?

F: It was quite general, but I think he was implying that he wanted a domain -- a spiritual domain. He was talking about how -- of how he said it's important for children's resilience in coping with what they're going through, is having that spiritual side as part of their coping mechanism. I guess it's, in some ways, it's in there in the psychosocial domain. Someone from country YY said that in their OVC guidelines, the psychosocial element very much includes a spiritual bit, but there's no specific spiritual mention in that domain within the CSI as it stands at the moment.

• coping
mechanism

- PPS

Q: Okay. All right. I'm going to go onto the next section, which talks a bit about training. I can skip I think the first question, because you already told me that it's the social workers who administer the CSI and that they do provide direct services to children.

F: Mm-hmm.

Q: Have all of those people who you just mentioned, the 12 in countries YY and XX, have they all been trained to use the CSI?

F: Only one staff member has attended a formal training. Our main social worker in country YY attended the regional training last year, I think. But we have kind of done internal, informal trainings ourselves based on the resources that we've got and the experience that the [inaudible 32:16] had during that training.

• Formal/reg. training

Q: Is that a training that you lead or that some of your staff lead?

F: I have led one and then our staff has done it themselves within their social work teams.

• locally developed training

Q: Okay. And does it have a set agenda with it? Or does it vary depending on the group?

F: I think it's -- the one that I've just done in country YY, I had a program and it was based on my resources from a training that happened a while back. And I based what I did on the format, but that was like a four-day training and I have [inaudible], it was quite condensed. And in terms of what the social work staff have done, I think that they have just kind of -- it has been quite informal, more kind of discussing how they would do it, looking at the manual that they've got, and rather than it being an actual kind of workshop setting.

• locally developed

• informal training

Q: So overall, how adequate would you say the CSI training as been?

F: I think we need more training and we would love to get a chance for more of us to go to external training and have a chance to interact with others -- When I was at the regional training I should have mentioned that. I visited to organizations who were using it and that is informing how we're using the CSI as well. So, I guess that -- it was incredibly useful. It's not an official training, I suppose, but I visited [another organization] and they've used it on a very, very large scale and that was really interesting to see how they were using their data from a monitoring -- I did it from a monitoring perspective -- how they were using large quantities of CSI data to develop their programs. And then I visited an organization that is smaller than ours and how they were doing it. That was a really useful learning experience to see practically how other people are doing it and what they were -- the challenges that they had faced and how they were kind of changing things and moving forward with it.

• insufficient training

• desire 2 train w/ others (learn from)