

**United Nations Children's Fund**  
Regional Office for South Asia

# **Caring for Children** Case Management and Child Friendly Interviewing

A Resource Pack

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children

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## About this Resource Pack

Effective case management systems and sensitive, child friendly interviewing processes are both essential factors in the Rescue, Recovery, Repatriation and Integration (RRRI) of children who have been trafficked or are in exploitative or abusive situations.

The materials contained in this pack were created during a three year project carried out by John Frederick consultant for the Child Protection Sections in UNICEF Regional Office for South Asia, UNICEF India and UNICEF Bangladesh with the overall aim of improving the RRRI within and between India and Bangladesh. The contents do not necessarily reflect the policies or the views of UNICEF.

While the project was specifically focussed on India and Bangladesh, the materials in this pack are generic and could be used in countries across the region.

For those who wish to gain an overview of the whole RRRI process and how it can be improved see UNICEF ROSA **RRRI Resource Pack**.

## Who might use the Caring for Children Resource pack?

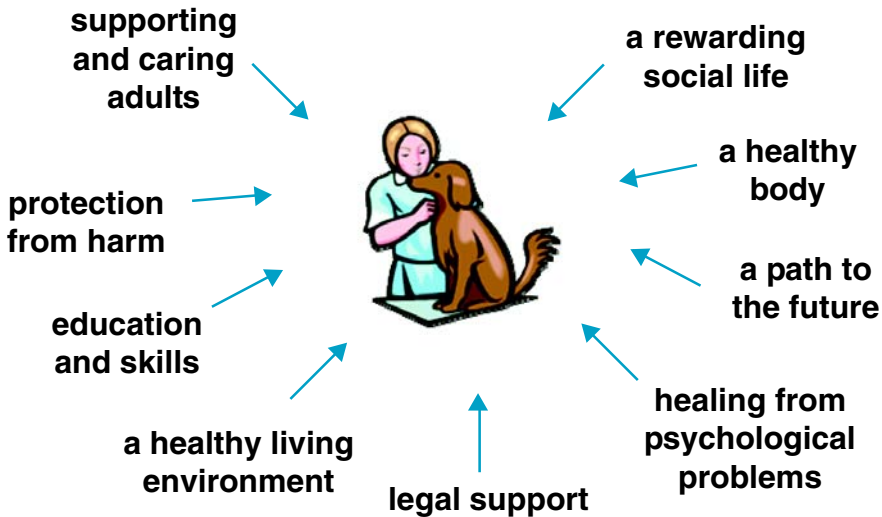
This pack could be used by anyone who is involved in or wants to find out more about either Case Management or Interview Training. While having specific relevance to those working with children during the RRRI process, the materials in this pack are also relevant for those working with vulnerable and at risk children in any context.

The **Case Management materials** are designed for all those whose work involves care and guidance for children and young people in need of special support. This could include: care workers, social workers, shelter staff, counsellors, parents, foster parents and guardians, community workers, police, lawyers and those working in detention centres, doctors and nurses, teachers and vocational trainers.

The **Interview Training materials** are designed for all those involved in carrying out training in basic interview skills to anyone who works with children and young people who have been trafficked, abused and exploited or children who are living in problematic situations such as on the street, in exploitative child labour, separated from their family, or living with abusive caregivers.

NB. The **Interview Training Curriculum** in this pack prepares interviewers to conduct interviews in a range of 'non-sensitive' areas but is not intended to fully prepare interviewers to conduct interviews in case history of abusive situations, forensic interviews or medical, psychological and protection assessments. These forms of interviewing require additional training in interviewing techniques beyond the scope of this curriculum.

# WHAT DO I NEED?



## What is Case Management?

A 'case' is a person in need of help. Among children this could be a street child, a rescued child, a sexually abused child, a runaway child, a child in conflict with the law or a refugee child. The child could be living in a shelter, on the street, at home, in a detention centre or in a refugee camp.

Case management is a *holistic* process which recognises that the needs of a child or young person can best be met by all services working together. It involves a *multi disciplinary team* of service providers working together to provide the child with the help that is needed. It recognises that different service providers (social workers, doctors, counsellors, shelter staff, teachers etc.) all have a special service that they offer the child and how they need to meet together regularly in order to assess the child's requirements and create a documented joint action plan for the child. A key principle of case management is that the child should always be at the centre of the process and that all decisions should be made both with the child and in the child's best interests.

## Why are good interviewing skills so important?

It is challenging to collect information from trafficked, abused and exploited children, particularly children who have been trafficked outside their country and are residing in a 'strange land'. Careful collection of information is necessary for the care and protection of these children, for identifying their families, for arresting and prosecuting offenders, and for administrating the overall process of recovery, repatriation and integration.

Numerous factors make interviewing these children challenging. Often, information must be collected rapidly, and at a time when the child finds it difficult to provide information. The child's ability to provide sufficient and truthful information is affected by his/her psychological and physical well-being, and issues which create mistrust, fear or silence. Consequently, the information collected is sometimes incomplete or erroneous, and sometimes improper interviewing techniques have a negative effect on the well-being and rights of the child.

'Interviewing' is a learned skill and those carrying out interviews with this particularly vulnerable group of children need to acquire basic techniques of the craft in order to ensure that their interviewing style is child-friendly, ethical and protective.

## What is included in this Resource Pack?

Documents related to **Case Management** include:

### *Handbook for Caregivers on the Case Management Process*

Key themes covered include:

- Introduction to Case Management
- The Foundation of Case Management
- Intake: The first contact with the child
- Assessments: Understanding the child's needs
- Case Planning
- Implementation of the Case Plan
- Case Review
- Final Evaluation and Case Closure
- Challenges in case management
- Guidelines for Conducting Assessments

### *Assessment Forms, case planning forms and other tools*

These include:

- Forms for recording the case management process and for ensuring informed consent of the child
- A comprehensive range of forms for recording various types of assessment

### *Training Powerpoint Presentation*

A set of powerpoint slides giving a summary of all aspects of the case management process and suggestions for group work activities.

1. Documents related to **Interview Training** include:

***Learning to Listen: Guidelines and Training Curriculum for Trafficked, Abused and Exploited Children.***

This is a document for trainers which shows in detail how to conduct a four day interview training programme. Topics include, amongst others:

- Ethical principles of interviewing
- Informed consent of the child being interviewed
- How to become an active listener
- Different kinds of questions – open, closed etc.
- Understanding how the child feels
- How to make interviews child friendly
- Possible dangers of the interview process
- How to deal with difficult interviews

The training is activity based and each topic contains information on the materials and time required, practical advice on how to carry out each activity and detailed guidelines on each topic.

There is also a series of annexes which provide guidelines and checklists on specific interview situations.

### ***Learning to Listen: Guidelines for Interviewing Trafficked, Abused and Exploited Children.***

This is an accompanying document to the ***Guidelines and Training Curriculum*** described above and is intended to be given as a course booklet to all participants. It includes guidelines for each topic but omits details on how to deliver the training.

### ***Learning to Listen Powerpoints***

This series of powerpoint slides outlines the main points made in the ***Guidelines and Training Curriculum***. The curriculum is clearly marked showing where each powerpoint needs to be used.





Cover photo:  
UNICEF/NYHQ2008-0937/Shehzad Noorani  
Pakistan, 2008

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