Opinions about the reform and its impact

1. What would you consider to be the main goal of the reform of child care system since 2005? Where there any changes in defining the goal of the reform during this period? What would you consider that it should have been the goal?

2. Thinking about children without parental care and children at risk of separation, which are the main changes brought to their lives by the child care reform? What about the child protection system, what do you think is the impact of the reform so far?

3. What were the main achievements in the area of preventing child separation from the family? What were the changes in terms of number of families and children identified and supported by health and social services?

Vulnerable groups


5. To what extent the reforms in child care system addressed the most vulnerable children?

6. Since 2005 have new groups of vulnerable children emerged? Who are these groups and how were they addressed in policy making?

Other external factors influencing the reform

7. Which were the factors that influenced the goal of the reforms - ensuring child’s right to a family environment? First I would like to speak about the positive factors, the conditions supporting the goal? What about the negative factors? What measures have been taken to reduce the effects of negative factors? How would you approach these negative factors?

8. How would you characterize the reforming process? Were all measures adopted coherent along time? Were there any measures that contradicted previous changes? Were there any measures which did not support the goal of the reforms? What about the timing, would you prioritize changes differently?

Harmonization with other sectors

9. Thinking about the reform of child care system during this period, was the legal framework or the policy framework harmonized with other key sectors like health, education and social protection?
10. What about the practices in the institutions from other sectors, what changes happened in order to support the child care reform?

11. What other changes in these key sectors are necessary in order to support these reforms? Probing: changes in the legal framework, budgeting, human resources, work methods.

Discussions on changes produced by the reform
Reforming the child care system in order to ensure the rights of children to quality life in a family environment can be achieved by interventions in different areas. I would like to focus next on few key areas of intervention and discuss about the contribution of different stakeholders to the changes produced in respective areas.

12. First, I would like to discuss about the policy and legislative frameworks. What are the achievements in this area for the reference period? Who were the main contributors to these changes? How do you assess the implementation level of these changes? Probing: individual case management working method. What else is needed in order to fully implement the legal framework?

13. Considering the existing legal framework do you think the focus is on developing prevention services or on developing alternative family substitute care? In what extent is the legal framework using the institutionalization as a last resort and temporary measure? What about the preference for placing children without parental care in family-based care? What are the arguments supporting your opinions? What improvements would the legal framework need?

14. Which are the new services introduced in the child care system in the reference period for children at risk or for children without parental care? Probing: procedural/statutory services, prevention of separation, community based services, family substitute care. Who were the main actors contributing to these changes? Which of these services do you think need improvement?

15. What changes occurred in the availability and accessibility of these services? Are these services created based on an assessment of the needs at local level? Do they respond to the demand at local level? What measures were taken to increase outreach function?

16. What changes have occurred in terms of budgeting and financial flows, especially when thinking about new services in child care system? Was financing for new services sufficient and available in time? Probing: public vs. private services, available funds

17. What changes occurred in ensuring the quality standards? What meant these changes for the service providers? Which are the institutions monitoring the implementation of the quality standards and how do you perceive their effectiveness? How efficient is the system of registration and inspection of social services?

Evaluation of results achieved through child care system reform 2005-2012 in Georgia
18. How would you characterize the coordination between child care system and other sectors like health, education? Probing: cooperation at local, regional and national level. Which are the changes that happened in this field?

19. What changes happened at the level of professionals? Probing: values, attitudes towards cases, knowledge and skills. How did these changes happened? What changes are still needed?

20. What changes do you think have happened in the beliefs and attitudes of the public towards the child protection system? Who were the main contributors to these changes? What were the most effective approaches?

We have discussed so far about the changes in the legislative framework, in the social and professionals norms, new services for children at risk, financing, and coordination and quality assurance of the services.

21. Except these five key areas, were other important areas influencing the child care reforms that should be mentioned? Who are the main stakeholders contributing to changes in these areas? Are there other key areas that were not addressed by any stakeholder but you consider being important for the reforms?

UNICEF’s contribution

22. How do you perceive UNICEF’s contribution to the changes in child care system, previously discussed? What changes would not happen without UNICEF intervention? What interventions relevant for the reform would have taken place without UNICEF intervention?

Sustainability

23. How would you characterize the stability of the reforms in the child care system in terms political support and budgetary allocations over time?

24. What about the future, which are your major concerns regarding the success of the reforms in the child care system? How can these vulnerabilities be mitigated?

Lessons learned

25. Which are the interventions of the reform that could be considered a good practice, a model that could be used by other countries in a reforming process of the child care system?
FOCUS GROUP GUIDE - SERVICE PROVIDERS

(public and private organisations providing statutory/procedural services, support services to children/ families and substitute care services)

Tool code: FGSP

Vulnerable groups

1. What types of beneficiaries are addressed by your services? What are their most urgent needs? To which of their needs is your service addressing and how? How did the needs of these groups change over time? What about your services, how did they change over time?

2. Thinking to your local situation, which are the most vulnerable groups of children? What services exist in your region, addressing their needs? What services are still necessary?

Family and child support services

I would like to refer now to the institutional framework for preventing child separation from the family.

3. What were the main achievements in this area? Which are the institutions involved in preventing child separation from family? What were the changes in terms of availability and access to these services? What were the changes in terms of number of families and children identified and supported by health and social services?

4. How would you characterize the capacity of the child protection system to meet the needs of children at risk of separation from family? What changes would be necessary in order to improve the capacity of the institutions to prevent child separation? Probing: multiplication of services, complementary services, changes in the legal framework

5. How do you assess the resources allocated to the prevention programs or services? Would you distribute differently the existing resources between the components/services of the child protection system?

6. From your experience, what factors still affect the access of children at risk and their families to services focused on preventing child separation? What are the groups of children with less access to prevention services?

7. How would you characterize the development of community based services in your region? What are the main achievements in developing such services? What needs to be done in order to increase the capacity of these services to prevent child separation from family?

System changes

Evaluation of results achieved through child care system reform 2005-2012 in Georgia
We would like now to focus on the individual case management in the child protection system.

8. What practical changes brought in the child protection system the new legal framework on the individual case management? Probing: need for additional human resources, training, financial effort, inter-institutional coordination protocols, different approach of cases, different working methods.

What were the reactions of staff working in services to the changes?

9. What changes produced the introduction of individual case management (as a working method in child care) in the lives of children benefitting from your services?

10. How would you assess the implementation level of the individual case management at local level? What measures are still necessary to increase the implementation level?

11. Who is involved in taking decisions regarding child protection measures? Is there a coordinating body? How are these mechanisms working at local level?

12. How would you describe the cooperation with services from other sectors (like health, education or social protection) in order to implement the new legislation? Is there a body with coordination role at local or regional level? What would be the gaps? What would be the practical improvements you would suggest? Probing: local coordination bodies, formal cooperation protocols, informal cooperation

13. What about the cooperation between the new services for child care (both prevention and alternative care) and other social services? Which are the mechanisms that ensure the cooperation and coordination of different services?

14. How would you describe the process of creating alternative family substitute care (small group homes, foster care, kinship foster care). Are the alternative services sufficient for ensuring a better life for children? What is the evidence so far concerning the quality of life of children in alternative services? What else would be necessary for reaching this goal?

Quality of services

15. What changes brought to your services the adoption of quality standards? Probing: workload, new competencies required, new investments in infrastructure, bureaucracy. Which are the institutions monitoring the implementation of the quality standards? How is this process working? What about the registration process of social services? How is this implemented at local level?

16. What are the positive effects of these quality standards? What about side effects? What are the concrete changes for children or their families? What else is needed in order for these quality standards to be fully implemented?
17. Which are the financing standards which regulate the work of your services? What meant for your institution the adoption of such financing standards? What improvements would you suggest to these standards?

18. How would you characterize your relationship with the families of children at risk? What is their attitude towards the protection measures or the plans for intervention? Are there any formal mechanisms for parents to appeal against administrative decisions? How do the families find out about their right to appeal or other rights? What is the most common solution to these appeals?

19. How are children involved in planning the intervention or in adopting protection measures? Are there mechanisms in place for children to submit complaints regarding the services they benefit? How are these functioning? What are the consequences of such complaints?

Opinions about the reform

20. How would you characterize the overall reforming process? Were all measures adopted coherent along time in order to produce durable changes in the lives of children?Were there any measures that contradicted previous changes? Were there any measures which did not support the goal of the reforms? What about the timing, would you prioritize changes differently?

21. Which are your major concerns regarding the success of the reforms in the child care system in terms of vulnerabilities to political changes or changes in the financial climate? How can these vulnerabilities be mitigated?
INTERVIEW GUIDE – CHILDREN BENEFICIARIES OF FAMILY SUBSTITUTE SERVICES  

Tool code: IGCH 1

Impact

1. What do you enjoy in your current life?
2. What is that you don’t like now?
3. How many times did you change the placement in the care system?
4. What do you think, what was the reason of your separation from the family?
5. Do you have siblings? If yes, are they also here?
6. What do you think about feeling home in the new form of care/after reintegration in the family? In case not, why?
7. What do you think about living conditions? *(Probing nutrition, housing, clothing, privacy, private belongings)*
8. Who is taking care of you now at home/in the new form of care? Do you like her/him/them?
9. Which of your wishes/feelings are more listen to by people around you? Do your parents/care givers respond to you when you ask them for something? Please detail.
10. Do you sleep better?
11. How clear are you about your future? *(This question addresses children near 18 y.o.)*
12. How do you progress at school after the reintegration/after you changed the placement? *(Probing better marks, teacher(s) appreciation or praising, acquiring more friends in school)*
13. Do you go to the doctor when needed? Does the doctor visit you when needed? If no, please detail who takes care of you when you are sick.

Effectiveness

14. What do you think, when should children and parents be separated?
15. Do you think that in alternative services (small group home, foster care, kinship foster care) your life is/was better? If no, please clarify.
16. What do you think: children prefer to live where there is heat, food and love even if it is not his/her family home?
17. When you were moved to .... *(name the service the child is currently in)* did anyone asked you if you want to move?
18. When you don’t like something or when you have a problem can you tell anyone? *(Probing expressing complaints/opinions in relation to the services, the existence of opportunities to provide feedback about dis/satisfaction in relation to services and whether child’s opinions are taken into account). Who are the people you trust more? And who are those you don’t trust? Why?*
19. Are you receiving counselling services? How often? Do you like meeting the counsellor? *(No matter “Yes/No” probing for the reasons why).*
Relevance

20. Does your social worker/care giver/parent ask you about your needs? Does s/he address your needs?
21. Do you think it is important that a child is involved in the planning of day activities or outdoor activities? Have you been involved?
22. If someone would have the power to fulfil all your needs, what would be your first three wishes you would like to ask her/him to fulfil?
INTERVIEW GUIDE – CHILDREN BENEFICIARIES OF FAMILY SUPPORT SERVICES

Tool code: IGCH 2

Impact

1. What enjoyable things are currently happening in your life?
2. What are the problems you face currently?
3. What do you think about feeling safe in this new form of care (applied to the children always in the family)/after reunification in the family (applied to the children who have been placed in the care system for a while)?
4. What do you think about your current living conditions compared with what you had in the past?
5. What do you think about how your family cares for you? (Probing comparison before and after the family receiving support services).
6. Who are the people you trust more? And who are those you don’t trust? Why don’t you trust them?
7. Which of your wishes/feelings are more listen to by people around you? Do your parents/care givers meet your requirements concerning care they provide to you? Please detail.
8. Do you sleep better?
9. How clear are you about your future? (This question to be addressed to the children near 18 y.o.).
10. Do you go to the doctor when needed? Does the doctor visit you when needed? If no, please detail who takes care of you when you are sick.

Effectiveness

11. What do you think, when should children and parents be separated?
12. What do you think: children prefer to live where there is heat, food and love even if it is not his/her family home?
13. When you don’t like something or when you have a problem can you tell anyone? (Probing expressing complaints/opinions in relation to the services, the existence of opportunities to provide feedback about dis/satisfaction in relation to services and whether child’s opinions are taken into account).
14. Are you receiving counselling services? How often? How helpful are they?

Relevance

15. Does your social worker/parent ask you about your needs? Does s/he addresses your needs?
16. Do you think it is important that children to be involved in the planning of day activities or outdoor activities? Have you been involved?
17. What additional services would you like to receive?
Evaluation of results achieved through child care system reform 2005-2012 in Georgia
INTERVIEW GUIDE - KEY STAKEHOLDERS FROM GOVERNMENTAL BODIES

Tool code: IGGV

Opinions about the reform and its impact

1. What would you consider to be the main goal of the reform of child care system since 2005? Where there any changes in defining the goal of the reform during this period? What would you consider that it should have been the goal?

2. Thinking about children without parental care and children at risk of separation, which are the main changes brought to their lives by the child care reform? What about the child protection system, what do you think is the impact of the reform so far?

Vulnerable groups

3. Which groups of children do you think are most vulnerable? Probing: children with disabilities, children under three, children belonging to ethnic groups, children belonging to single headed households.

4. To what extent the reforms in child care system addressed the most vulnerable children? What about the most vulnerable families, how were they addressed by the reforms? Was gender dimension taken into account when analysing the vulnerability of families?

5. Since 2005, have new groups of vulnerable children emerged? Who are these groups and how were they addressed in policy making?

Other external factors influencing the reform

6. Which were the factors that influenced the goal of the reforms - ensuring child’s right to a family environment? First I would like to speak about the positive factors, the conditions supporting the goal? What about the negative factors? How did you respond to these negative factors?

7. What were the challenges for the institutions implementing the reform? Probing: local, national level; financial support, human resources, infrastructure, resistance to change. Is the institutional framework sufficient for ensuring prevention of separation from the family?

Harmonization with other sectors

Evaluation of results achieved through child care system reform 2005-2012 in Georgia
8. Thinking about the reform of child care system during this period, was the legal framework or the policy framework harmonized with other key sectors like health, education and social protection?

9. What about the practices in the institutions from other sectors, what changes happened in order to support the child care reform? What were the drivers of the change?

10. What other changes in these key sectors are necessary in order to support these reforms?
Probing: changes in the legal framework, budgeting, human resources, work methods.

Discussions on changes produced by the reform

Reforming the child care system in order to ensure the rights of children to a better life in a family environment can be achieved by interventions in different areas. I would like to focus next on few key areas of intervention and discuss about the contribution of different stakeholders to the changes produced in respective areas.

11. First, I would like to discuss about the policy and legislative frameworks and standards for services. What are the achievements in this area for the reference period (2005-2012)? Who were the main contributors to these changes? How do you assess the implementation level of these changes? Probing: individual case management working method.

12. Is the policy and legal framework specifically defining the preference for prevention services, the use of institutionalization as a last resort, and the preference for family-based care? What changes are still needed in order to implement the international standards in the policies and legal framework?

13. Which are the new services introduced in the child care system in the reference period for children at risk or for children without parental care? Probing: procedural/statutory services, prevention of separation, community based services, family substitute care. Who were the main actors contributing to these changes? Which of these services do you think need improvement?

14. Which are the regions or areas in your country where the availability and accessibility of these services is lagging behind? What are the causes of these disparities? Are there any special measures taken to reduce disparities?

15. What changes have occurred in terms of budgeting and financial flows, especially when thinking about new services in child care system? Are there any financing standards implemented? Did you encountered difficulties in financing these new services (availability in time and amount)? Who were the main actors contributing to these changes?

16. What changes occurred in ensuring the quality standards? What meant these changes for the service providers? Which are the institutions monitoring the implementation of the
quality standards and how do you perceive their effectiveness? How efficient is the system of registration and inspection of social services?

17. How would you characterize the coordination between child care system and other sectors like health, education? Probing: cooperation at local, regional and national level. Which are the changes that happened in this field?

18. What changes happened at the level of professionals? Probing: values, attitudes towards cases, knowledge and skills. How did these changes happened? What changes are still needed?

19. What changes do you think have happened in the beliefs and attitudes of the public towards the child protection system? Who were the main contributors to these changes? What were the most effective approaches?

We have discussed so far about the changes in the legislative framework, in the social and professionals norms, new services for children at risk, financing, and coordination and quality assurance of the services.

20. Except for these key areas, were other important areas influencing the child care reforms that should be mentioned? Who are the main stakeholders contributing to changes in these areas? Are there other key areas that were not addressed by any stakeholder but you consider being important for the reforms?

UNICEF’s contribution

21. How do you consider UNICEF’s contribution to the changes in child care system, previously discussed? In what extent did their intervention focused the most vulnerable children? Have you been discussing with the team about the changes in vulnerability that occurred in time?

22. We have previously discussed about factors affecting the reform of child care system. How do you perceive the UNICEF’s capacity to adjust the strategies of intervention in order to take into account the factors that have affected the impact of the reforms?

23. Thinking about all governmental interventions that contributed to the reform process, which one would not have been possible without UNICEF support? Which one would have been implemented anyway, even without UNICEF support?

24. Have you been taking part in discussions with UNICEF team on their Theory of Change which defines results to be achieved and actions needed to be taken in the child care reform? What was your experience in discussing the Theory of Change? Did this approach influence any of your programmatic documents? What about your interventions, do you think they were taken into account when planning UNICEF’s approach?

Sustainability

Evaluation of results achieved through child care system reform 2005-2012 in Georgia
25. What factors supported the sustainability of the achievements made to date in the child care reform? How have the budget allocations influenced the results of the reforms and what do you expect to happen in the next 2-3 years from the perspective of financial support for the reform?

26. Which are your major concerns regarding the further success of the reforms in the child care system in terms of vulnerabilities to political changes or changes in the financial climate? How can these vulnerabilities be mitigated?

27. Which are the stakeholders that could be involved in mitigating these vulnerabilities? What measures have already been taken by the governmental institutions and what other measures should be adopted?

Lessons learned

28. Which are the interventions of the reform that could be considered a good practice, a model that could be used by other countries in a reforming process of the child care system?
INTRODUCTION GUIDE - KEY STAKEHOLDERS FROM PARTNER NGO’S OR INTERNATIONAL ORGANIZATIONS

Tool code: IGNG

Intro

1. First, please briefly describe your organization’s experience and approach in the field of child care. When did the collaboration between your organization and UNICEF start? Please describe the activities emerging from this collaboration.

Now I would like to focus our discussion on the reform of the child care system in [COUNTRY]

Opinions about the reform and its impact

2. What would you consider to be the main goal of the reform of child care system since 2005? Where there any changes in defining the goal of the reform during this period? What would you consider that it should have been the goal?

3. Thinking about children without parental care and children at risk of separation, which are the main changes brought to their lives by the child care reform? What about the child protection system, what do you think is the impact of the reform so far?

Vulnerable groups

4. Which groups of children do you think are most vulnerable? Probing: children with disabilities, children under three, children belonging to ethnic groups, children belonging to single headed households.

5. To what extent the reforms in child care system addressed the most vulnerable children? What about the most vulnerable families, how were they addressed by the reforms? Was gender dimension taken into account when analysing the vulnerability of families?

6. Since 2005, have new groups of vulnerable children emerged? Who are these groups and how were they addressed in policy making?

Other external factors influencing the reform

7. Which were the factors that influenced the goal of the reforms - ensuring child’s right to a family environment? First I would like to speak about the positive factors, the conditions supporting the goal? What about the negative factors? How did you approach these negative factors?
8. What were the challenges for the institutions implementing the reform? Probing: local, national level; financial support, human resources, infrastructure, resistance to change. Is the institutional framework sufficient for ensuring prevention of separation from the family?

Harmonization with other sectors

9. Thinking about the reform of child care system during this period, was the legal framework or the policy framework harmonized with other key sectors like health, education and social protection?

10. What about the practices in the institutions from other sectors, what changes happened in order to support the child care reform? What were the drivers of the change?

11. What other changes in these key sectors are necessary in order to support these reforms? Probing: changes in the legal framework, budgeting, human resources, work methods.

Discussions on changes produced by the reform

Reforming the child care system in order to ensure the rights of children to a better life in a family environment can be achieved by interventions in different areas. I would like to focus next on few key areas and discuss about the contribution of different stakeholders to the changes produced in respective area.

12. First, I would like to discuss about the policy and legislative frameworks and standards for services. What are the achievements in this area for the reference period (2005-2012)? Who were the main contributors to these changes? How do you assess the implementation level of these changes? Probing: individual case management working method.

13. Is the policy and legal framework specifically defining the preference for prevention services, the use of institutionalization as a last resort, and the preference for family-based care? What changes are still needed in order to implement the international standards in the policies and legal framework?

14. Which are the new services introduced in the child care system in the reference period for children at risk or for children without parental care? Probing: procedural/statutory services, prevention of separation, community based services, family substitute care. Who were the main actors contributing to these changes? Which of these services do you think need improvement?

15. Which are the regions or areas in your country where the availability and accessibility of these services is lagging behind? What are the causes of these disparities? Are there any special measures taken to reduce disparities?

16. What changes have occurred in terms of budgeting and financial flows, especially when thinking about new services in child care system? Are there any financing standards
implemented? Did you encountered difficulties in financing these new services (availability in time and amount)? Who were the main actors contributing to these changes?

17. What changes occurred in ensuring the quality standards? What meant these changes for the service providers? Which are the institutions monitoring the implementation of the quality standards and how do you perceive their effectiveness? How efficient is the system of registration and inspection of social services?

18. How would you characterize the coordination between child care system and other sectors like health, education? Probing: cooperation at local, regional and national level. Which are the changes that happened in this field?

19. What changes happened at the level of professionals? Probing: values, attitudes towards cases, knowledge and skills. How did these changes happened? What changes are still needed?

20. What changes do you think have happened in the beliefs and attitudes of the public towards the child protection system? Who were the main contributors to these changes? What were the most effective approaches?

We have discussed so far about the changes in the legislative framework, in the social and professionals norms, new services for children at risk, financing, and coordination and quality assurance of the services.

21. Except for these key areas, were other important areas influencing the child care reforms that should be mentioned? Who are the main stakeholders contributing to changes in these areas? Are there other key areas that were not addressed by any stakeholder but you consider being important for the reforms?

UNICEF’s contribution

22. How do you consider UNICEF’s contribution to the changes in child care system, previously discussed? In what extent did their intervention focused the most vulnerable children? Have you been discussing with the team about the changes in vulnerability that occurred in time?

We have previously discussed about factors affecting the reform of child care system.

23. How do you perceive the UNICEF’s capacity to adjust the strategies of intervention in order to take into account the factors that have affected the impact of the reforms?

24. Thinking about non-governmental interventions/international organizations that contributed to the reform process during this period of time, how would you describe the role of UNICEF in their implementation? What interventions could not have been implemented without UNICEF’s contribution?
25. Have you been taking part in discussions with UNICEF team on their Theory of Change which defines results to be achieved and actions needed to be taken in the child care reform? What was your experience in discussing the Theory of Change? Did this approach influence any of your programmatic documents? What about your interventions, do you think they were taken into account when planning UNICEF’s approach?

26. How would you characterize the alignment of UNICEF’s Theory of Change to the national plans in child care system? Please explain.

Sustainability

27. What factors supported the sustainability of the achievements made to date in the child care reform? How have the budget allocations influenced the results of the reforms and what do you expect to happen in the next 2-3 years from the perspective of financial support for the reform?

28. Which are your major concerns regarding the further success of the reforms in the child care system in terms of vulnerabilities to political changes or changes in the financial climate? How can these vulnerabilities be mitigated?

29. Which are the stakeholders that could be involved in mitigating these vulnerabilities? What measures have already been taken by the governmental institutions and what other measures should be adopted?

Lessons learned

30. Which are the interventions of the reform that could be considered a good practice, a model that could be used by other countries in a reforming process of the child care system and why?
INTERVIEW GUIDE – PARENTS IN FAMILY SUBSTITUTE SERVICES

Tool code: IGPT 1

Impact

1. How many times does your child change the placement in the care system? What was the reason behind?
2. What do you think about how your child adapted to new care environment/to new community?
3. Do you feel your plans about the future of your child will be fulfilled? If no, what additional support/services are needed?
4. What additional support you would need from state/service to improve your family life?
5. How regularly do children attend school? If they do not, why?
6. What do you think about your child(ren)’s performance in school after reintegration/placement? Do they have better grades?
7. What do you think about your access to community based services for your child(ren)? (Probing availability and affordability of services).
8. How accessible are medical services to your child(ren)? To what extent do they respond to your child(ren)’s needs If no, what are the problems encountered in accessing medical services?

Effectiveness

9. Do you feel like you are supported when you are in crisis?
10. Which type of care do you prefer for your child(ren): more institutional care or alternative care services e.g. small group homes, foster care? Please, detail.
11. In your opinion what would be the best way to prevent abandonment?
12. What do you think about alternative services (small group homes, foster care, kinship) are these a better solution to ensure a better life for your children? If no, please clarify.
13. Are you informed about your care giver obligations/responsibilities parental rights and limitations? Who informed you?
14. Where from do you get information about the new services in your community?
15. Are you informed if there are day care services/early intervention services in your region? If yes, do you consider the amount of these services enough? Do they meet your demand?
16. How often does social service representative/social worker visit you after the involvement in the service?
17. Would you like social worker to visit you more frequently?

Relevance

Evaluation of results achieved through child care system reform 2005-2012 in Georgia
18. What do you think about complaint mechanism in the service you utilize established as a tool for service improvement? Do you provide feedback about your dis/satisfaction? Were your opinions taken into account?

19. How/in which way have you been involved in the planning of the service you receive?
INTERVIEW GUIDE – PARENTS IN FAMILY SUPPORT SERVICES

Tool code: IGPT 2

Impact

1. Did you ever think to place your child in the institution? If yes, what was the reason behind?
2. How long is since you are involved in this service?
3. What additional support do you think you need from state/service to improve your life? If yes, please detail.
4. Do you feel that the plans about the future of your child will be fulfilled? If no what additional support/services are needed?
6. What do you think about your child(ren)’s performance in school after your involvement in this program/service? Do they have better grades?
7. What do you think about your access to community based services for your child(ren)? *(Probing availability and affordability of services)*
8. How accessible are medical services to your child(ren)? To what extent do they respond to your child(ren)’s needs If no, what are the problems encountered in accessing medical services?

Additional questions for parents of children with disabilities

D1. Thinking about the efforts made by local authorities to respond to the needs of children with disabilities, do you feel that they pay a special attention to this group? What changes over the years in the interventions were made by local authorities for children with disabilities? What about changes in the interventions made by NGOs? *(Probing: number of services, types of services, attitudes of staff, attitudes of local community)*

D2. Which are the needs of your child that are not answered by the existing services? Are these services available in other parts of the country? Why do you think these interventions do not exist at local level? How do you manage to answer to these needs?

Effectiveness

9. Are you informed about your parental rights and limitations? Who informed you? In your opinion what would be the best way to prevent abandonment?
10. In which way do you feel like you are supported when you are in crisis? Or do you not feel support at all?
11. Where do you get information about the new services in your community?
12. Are you informed if there are day care services/early intervention services in your region? If yes, do you consider the amount of these services enough? Do they meet your demand?
13. How often does social service representative/social worker visit you after the involvement in this service?
14. Would you like social worker to visit you more frequently?

Relevance
15. What do you think about the complaint mechanism in the service you utilize established as a tool for service improvement? Do you provide feedback about your dis/satisfaction? Were your opinions taken into account?
16. How/in which way have you been involved in the planning of the service you receive?
INTERVIEW GUIDE - SERVICE PROVIDERS IN FAMILY SUBSTITUTE SERVICES

Tool code: IGSF1

Impact
1. What do you think about the living conditions of the children you are working with? Are there any changes in that sense?
2. Based on the files you had access to, average, how many times did a child change the service?
3. What do you think about how children adapted to the new environment?
4. What do you think their social network?
5. Do children attend school regularly?
6. How accessible are medical services for children when needed?
7. Which do you consider a better solution for children: residential care or alternative care services? Why?
8. Do you consider alternative care services a better solution for children than living in their biological families (provided that living conditions in the alternative services are better)? Why?

Effectiveness
9. How are your beneficiaries informed about the new services? Do you inform them? Do social workers inform them?
10. In your opinion what measures taken by the authorities brought good changes in the lives of children? Why?
11. What do you think about the coordination of state and non-state/private social services?
12. Can you name the inter-sectorial committee in child care with decision making power at local or national level?
13. In your opinion what was the most hindering factor for the smooth operation of the reform? Why?
14. Which change/s in health sector do you consider the most important that noticeably improved health care services for children? Why?
15. Which change/s in education system do you consider the most important that noticeably improved education services for children? Why?
16. Which changes in the national social protection system which had a good influence on the child care? Why?

Relevance
17. What do you think about the complaint mechanism established in your center/service as a tool for service improvement?

Evaluation of results achieved through child care system reform 2005-2012 in Georgia
18. What do you think about the involvement of service beneficiaries or their parents in program/project development? (In case of involvement, probing which phase: program/problem formulation, planning, implementation or evaluation)

19. How would you characterise social workers involvement in relation to your beneficiaries? (Probing equally address needs of all children or priority to certain group(s) of children)?

20. What do you think about the involvement of child protection professionals in advocating for the needs/rights of all vulnerable children (Probing both pro-active and reactive strategies)?

21. When child protection professionals struggle for the needs of children, do they only pursue individual cases or they advocate proactively for systemic changes? Please explain.

**Sustainability**

22. What risks do you foresee threatening the achievements of your service? Why?
INTERVIEW GUIDE - SERVICE PROVIDERS IN FAMILY SUPPORT SERVICES

Tool code: IGFS2

Impact

1. To what extent do you consider the living conditions of the children you are working with have improved? Why?
2. Do you consider that children easily adapt to the new environment (probing the service provided by the organisation/entity were the interviewee is working)? Why do you think that?
3. What do you think their social network?
4. Do children attend school regularly?
5. How accessible are medical services for children when needed?

Effectiveness

6. In your opinion what is the mechanism to address prevention of abandonment which best serves the interest of the child? How is this reflected in current preventive policy?
7. What do you think about the family support service (day care services/early intervention services etc.) in your region?
8. How are your beneficiaries informed about the new services?
9. In your opinion what measures taken by the authorities brought good changes in the lives of children? Why?
10. What do you think about the coordination of state and non-state social services?
11. Can you name the inter-sectorial committee in child care with decision making power at local or national level?
12. In your opinion what was the most hindering factor for the smooth operation of the reform? Why?
13. Which change/s in health sector do you consider the most important that noticeably improved health care services for children? Why?
14. Which change/s in education system do you consider the most important that noticeably improved education services for children? Why?
15. Which changes in the national social protection system which had a good influence on the child care? Why?

Relevance

16. What do you think about the complaint mechanism established in your center/service as a tool for service improvement?
17. What do you think about the involvement of service beneficiaries or their parents in program/project development? (In case of involvement, probing which phase: program/problem formulation, planning, implementation or evaluation)
18. How would you characterise social workers involvement in relation to your beneficiaries? (Probing equally address needs of all children or priority given to certain group(s) of children)?

19. What do you think about the involvement of child protection professionals in advocating for the needs/rights of all vulnerable children (Probing both pro-active and reactive strategies)?

20. When child protection professionals do advocate for the needs of children do they advocate for the purpose of vulnerability or they pursue individual cases? Please explain.

Sustainability

21. What risks do you foresee threatening the achievements of your service? Why?
INTERVIEW GUIDE - SERVICE PROVIDERS IN GATEKEEPING SERVICES

Tool code: IGSF 3

Impact

1. To what extent do you consider that the living conditions of the children you are working with have improved?

2. Under your case management, can you estimate a proportion of successful cases? (First probing what is considered “success” by the interviewee, and only after that give examples of what could be considered as success, as follows: a/ preventing children coming into alternative care solely because of poverty, b/ ensuring that family support and informal kinship care opportunities are considered before a formal care placement is envisaged, c/ examining the best care options (decide from the available range, which is the alternative care arrangement that best corresponds to the child’s situation), d/ implementing the ‘rigorous screening’ required for admission to residential care, if this is the only option). What are the reasons behind unsuccessful cases?

3. What do you think about their social network?

4. Do children under your case management attend school regularly?

5. How accessible are medical services for children when needed?

6. Do you consider alternative care services a better solution for children than living in their biological families provided that biological families live in bad conditions? Why?

Effectiveness

7. In your opinion what is the mechanism to address prevention of abandonment which best serves the interest of the child? Is this reflected in current preventive policy?

8. What do you think about the coverage of preventative services (day care services/early intervention services etc.) in your region? (Probing if they are enough compared with the demand, if they are accessible for the beneficiaries).

9. How are your beneficiaries informed about the new services?

10. Do you consider outreach as a social work service function? Are you conducting it? Why, if the answer is negative/how, if the answer is positive?

11. How would you evaluate the work of Child Care and Guardianship Council (N.B. for the national consultants: please adjust the name of this institution to your country context)?

12. In your opinion what measures taken by the authorities brought good changes in the lives of children?

13. What do you think about the coordination of state and non-state/private social services?

14. Can you name the inter-sectorial committee in child care with decision making power at local or national level?

15. In your opinion what was the most hindering factor for the smooth operation of the reform? Did you have any effort to overcome this barrier?
16. Which change/s in health sector do you consider the most important that noticeably improved health care services for children? Why?

17. Which change/s in education system do you consider the most important that noticeably improved education services for children? Why?

18. Which changes in the national social protection system which had a good influence on the child care? Why?

Relevance

19. What do you consider is your main role in your position? (Probing change agent in the lives of children or supporter of system/reform requirements)

20. What do you think about the involvement of service beneficiaries or their parents in program/project development? (In case of involvement, probing which phase: program/problem formulation, planning, implementation or evaluation)

21. How would you characterise your involvement in relation to the children? (Probing equally address needs of all children or priority given to certain group(s) of children)?

22. What do you think about the involvement of child protection professionals in advocating for the needs/rights of all vulnerable children (Probing both pro-active and reactive strategies)?

23. When child protection professionals do advocate for the needs of children do they advocate for the purpose of vulnerability or they pursue individual cases? Please explain.

Sustainability

24. What risks do you foresee threatening the progress achievements of your service?
INTERVIEW GUIDE - UNICEF COs STAFF

Tool code: IGUN

Focus on vulnerable children

1. Which groups of children do you think are currently most vulnerable in your country?

2. How did the reforms in child care system implemented so far address the most vulnerable children? What were UNICEF’s interventions focused on ensuring that vulnerable children benefit from the reforms?

3. Since 2005, have new groups of vulnerable children emerged? Which are these groups and how were they addressed by policy makers? How were they addressed by UNICEF interventions?

4. What were the main achievements in the area of preventing child separation from the family? What were the changes in terms of number of families and children identified and supported by health and social services?

Discussions on Theory of Change

5. What is the role of ToC in developing interventions at national level?

6. Have you discussed the ToC with your main partners? What role had your partners in adapting the ToC to country level?

7. How would you characterize the level the Theory of Change is aligned with the national plans in child care system?

8. What about the international standards in child protection, were such standards taken into account when defining the Theory of Change? Please detail.

9. Considering all changes in political, fiscal and social conditions, do you assess that the ToC is still relevant in your country?

10. Considering the key areas of expected change – the social determinants – what is the set of social determinants that were focused on your country? What are the major effects of the interventions in the determinant areas relevant for your country? During the implementation, did any new areas of intervention occur, which could be added to the social determinants framework?

11. What interventions are still needed for each of the ten key areas of expected change?
   - An enabling environment with
     1. Conducive social norms
2. Adequate legislations in place
3. Adapted budgets
4. Operational coordination mechanisms

- Appropriate supply
  5. Availability of essential commodities
  6. Access to adequately staff services, facilities and information

- Ability to express demand
  7. Financial capacity to access the services
  8. Enabling social and cultural practices
  9. Continued ability to timely use the services

- Quality
  10. Adherence to required quality of services

Factors influencing impact of the reforms

12. Which were the external factors affecting the impact of the reforms of child care system, considered in UNICEF approach? First I would like to speak about the positive factors, the conditions supporting the impact? Where these conditions realized? Did UNICEF have interventions targeting these conditions?

13. Which were the risks considered within the approach? What were UNICEF’s modalities to mitigate these risks? Where there any other negative factors influencing the impact of the reforms emerging during implementation? How did you approach these factors?

14. How would you characterize the reforming process? Were all measures adopted coherent along time? Were there any measures that contradicted previous changes? Were there any measures which did not support the goal of the reforms? What about the timing, would you prioritize changes differently?

Harmonization with other sectors

15. How would you characterize the harmonization of the reform of child care system during this period with other key sectors like health, education and social protection? Did UNICEF focus on the harmonization process?

16. What other changes in these key sectors are necessary in order to support these reforms? Probing: changes in the legal framework, budgeting, human resources, work methods. Which of these desired changes are targeted by UNICEF intervention?

UNICEF’s contribution

17. How do you perceive UNICEF’s contribution to the changes in child care system? What were the most important changes UNICEF contributed to?
18. Thinking about all governmental interventions that contributed to the reform process, which one of them would not have been possible without UNICEF support? Which one of them would have been implemented even without UNICEF support?

19. What about partner NGOs interventions, which one of them would not have been possible without UNICEF support?

20. Which are the most important stakeholders that contributed to the reforms? Which were the areas of contribution of other stakeholders? Do you have actions focused on synchronizing efforts with partners? How do you avoid overlapping and ensure complementarity?

Sustainability

21. Which are your major concerns regarding the success of the reforms in the child care system in terms of vulnerabilities to political changes or changes in the financial climate? How can these vulnerabilities be mitigated?

22. How have the budget allocations influenced the results of the reforms and what do you expect to happen in the next 2-3 years from the perspective of financial support for the reform?
Survey on staff working in services and communities
Questionnaire

Identification data

ID0. Sample ID: ______________________

ID1. Country code: ______________________

ID2. Region code: ______________________

ID3. Settlement name: ______________________

ID4. Settlement type:

1. Country capital city
2. Region/County capital city
3. Other urban settlement
4. Rural area

ID5. Data collection mode:

1. Web
2. Phone
3. Regular mail
4. Email

Introduction

Thank you very much for participating in this survey which is part of a multi-country evaluation of results achieved through child care system reform during 2005-2012. The evaluation is commissioned by UNICEF and conducted by Pluriconsult Ltd., and is intended to gather the views of the staff working in service providing organizations about the changes that occurred in the child care system in your country. Your participation is totally voluntarily and we really appreciate your time and willingness to fill in this questionnaire. We assure you that all the information you will provide in this survey will be treated with confidentiality and will be used only for evaluation purposes. Filling in the questionnaire is quite simple and hopefully will not take more than 20 minutes. All you have to do is to read carefully each the question, instructions, answer categories and choose or write down the answers that best match your views or situation. If you have any question regarding this survey please do not hesitate to contact us at [NATIONAL CONSULTANT CONTACT DATA].

Data about institution

D1. Organization name: ______________________

Evaluation of results achieved through child care system reform 2005-2012 in Georgia
D2. Type of organization: (CODE FROM NATIONAL SAMPLE FRAME)

D3. Respondent’s position within the organization

D4. How long have you worked in this organization? ____________________ Years

D5. When was this organization established? Year ____________________

D6. Is this a public or private organization?

1. Public organization
2. Private/NGO

D7. What is the size of the organization in terms of staff?

1. Number of full-time employees (working at least 30 hours a week) ____________
2. Number of part-time employees (working less than 30 hours a week) ____________
3. Number of volunteers ____________

D8. What was the total expenditure budgets of the organization during the following three years (in local currency)?

2010: _____
2011: _____
2012: _____

D9. Which are the main sources of revenues of this organization? (Multiple answers possible)

1. Allocations from centralized state budget (Government, ministries, other central bodies)
2. Allocations from regional / local authority budget
3. Grants
4. Donations/Sponsorships
5. Contributions from beneficiaries
6. Economic activities
7. Other

D10. What types of services does your organization provide? Please, check all that apply.

1. Statutory or procedural services
2. Family and child support services
   2.1. Day care
   2.2. Home-based care
   2.3. Psycho-social support
   2.4. Legal aid
   2.5. Other family and child support services please mention..................................................
3. Family substitute service

Evaluation of results achieved through child care system reform 2005-2012 in Georgia
3.1. Family based care service
   3.1.1. Foster care
   3.1.2. Guardian care
   3.1.3. Other type of family based care service, please mention ……………………………

3.2. Residential care institutions
   3.2.1. Infant homes
   3.2.2. Children’s homes
   3.2.3. Institutions for physically/mentally disabled
   3.2.4. Family-type homes
   3.2.5. General boarding-schools
   3.2.6. Temporary placement centres / Crisis shelters
   3.2.7. Other type of residential care, please mention ……………………………

D11. What categories of vulnerable groups benefits of your services? Please, check all that apply.

- Children aged 0 to 3
- Children aged 4 to 6
- Children aged 7 to 14
- Children aged 15 to 18
- Children with disabilities / special needs
- Children deprived of parental care
- Children and families at risk of separation
- Children in conflict with law
- Vulnerable families
- Other, please specify _____________________

D12. What is your organization’s coverage of operations?

1. National
2. Regional
3. County (equivalent territorial administrative unit for each country)
4. Local community

D13. How do the children/families usually get to benefit from the services of your organization?
(MAXIMUM THREE ANSWERS POSSIBLE)

- Direct identification
- Direct referral from a public authority/institution
- Direct referral from a private organization
- Awareness/Information campaigns
- Referral from other beneficiaries
- Other ways, please specify _____________________

D14. What is the capacity of service delivery of your organization, in terms of number of beneficiaries per month?
D15. What was the average number of beneficiaries per month in 2012 and 2013?

a. 2012___________  b. 2013______________  9999. Not applicable

D16. During the last year, were there any periods when you were confronted with a demand for services which exceeded your capacity of service delivery?

1. Yes
2. No
3. Not applicable
9. Do not know

D17. What are the main two problems your organization is currently confronted with?

1. Lack of financial resources
2. Lack of appropriate infrastructure / space / facilities
3. Lack of specialized staff
4. Resistance of the staff to changes in norms and procedures
5. Problems (inconsistencies, lack of harmonization, gaps) derived from the legal framework
6. Lack of beneficiaries
7. Difficult cooperation with other organizations
8. Other, please specify ______________________
9. None
99. Do not know

First problem .............. Second problem...............
A1. On a five-point scale, where 5 is strongly agree and 1 is strongly disagree, please indicate your level of agreement with each of the following items.

<table>
<thead>
<tr>
<th>Item</th>
<th>Strongly disagree</th>
<th>Disagree</th>
<th>Undecided</th>
<th>Agree</th>
<th>Strongly agree</th>
<th>DO NOT KNOW</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. In [COUNTRY] the main goal of the child care system should be the prevention of children separation from their families</td>
<td>1</td>
<td>2</td>
<td>3</td>
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<tr>
<td>B. In [COUNTRY] policies and laws in the area of child care focus mostly on prevention of separation of children from families.</td>
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<td>2</td>
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<tr>
<td>C. The best interests of the child are the overriding principle when [COUNTRY] authorities consider a child’s separation from his/her parents.</td>
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<tr>
<td>D. In [COUNTRY] the separation of children from their parents is precluded except in cases where abuse or neglect of the child by the parents has been determined by the competent authorities</td>
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<td>2</td>
<td>3</td>
<td>4</td>
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<td>9</td>
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<tr>
<td>E. In [COUNTRY] there are social policies and programs which encourage the return of the separated children to their own parents</td>
<td>1</td>
<td>2</td>
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</tr>
<tr>
<td>F. In [COUNTRY] there is an established preference for family-based placements over institutional placements for all children without parental care.</td>
<td>1</td>
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</tbody>
</table>
G. In [COUNTRY] there is an established preference for family-based placements over institutional placements for infants and young children without parental care.

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H. In [COUNTRY] more budgetary resources are allocated for family preservation efforts or family-based care models rather than for the placement and maintenance of children in institutions.

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</table>

I. In [COUNTRY] institutionalization of children without parental care is established only as a measure of last resort.

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<th>4</th>
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<th>9</th>
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</table>

J. In [COUNTRY] institutionalization of children without parental care is established only as a temporary measure for the shortest time possible.

<table>
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<th>4</th>
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</thead>
</table>

K. In [COUNTRY] institutionalization of children with disabilities or other special needs is established only as a temporary measure.

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<tr>
<th></th>
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<th>4</th>
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</table>

L. In [COUNTRY] decisions on institutional placement of children without parental care are subject to periodic review.

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</table>

M. Placement of children in institutions of residential care is a good measure of care, protection and education.

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<th></th>
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</table>

A2.1. For each of the following type of services please assess their availability in your country ten years ago, using a scale from 1 to 10, where 1 means there were not such services available in the country and 10 means there were many, well developed such services.

A2.2 For each type of services how would you rate their availability in [COUNTRY] nowadays? Please use the same 1 to 10 scale, where 1 means there are not such services available in your country, and 10 means there are many, well developed such services.

*Evaluation of results achieved through child care system reform 2005-2012 in Georgia*
### A2.1. Availability of services 10 years ago

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Worsened a lot</th>
<th>Worsened a little</th>
<th>No change</th>
<th>Improved a little</th>
<th>Improved a lot</th>
<th>DO NOT KNOW</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Family strengthening services, such as parenting education, mediation and conciliation services</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>9</td>
</tr>
<tr>
<td>2. Day care for children from disadvantaged families</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>9</td>
</tr>
<tr>
<td>3. Day care for children with disabilities or other special needs</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>9</td>
</tr>
<tr>
<td>4. Centres for mothers at risk of abandoning their children</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>9</td>
</tr>
<tr>
<td>5. Centres that provide support and assistance to pregnant women at risk of abandoning their new born babies</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>9</td>
</tr>
<tr>
<td>6. Centres that provide psycho-social support and assistance for abused, neglected or exploited children</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>9</td>
</tr>
<tr>
<td>7. Centres that provide services that support the integration or reintegration of children in families</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>9</td>
</tr>
<tr>
<td>8. Centres that provide services for the development of independent living skills</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>9</td>
</tr>
<tr>
<td>9. Respite care</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>9</td>
</tr>
<tr>
<td>10. Home based care</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>9</td>
</tr>
<tr>
<td>11. Centres providing counselling and legal aid</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>9</td>
</tr>
</tbody>
</table>

### A2.2. Availability of services nowadays

A3. In the last ten years, how did the situation regarding the access of the vulnerable groups to the following types of child and family support services change in [COUNTRY]?

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Worsened a lot</th>
<th>Worsened a little</th>
<th>No change</th>
<th>Improved a little</th>
<th>Improved a lot</th>
<th>DO NOT KNOW</th>
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<tr>
<td>1. Family strengthening services, such as parenting education, mediation and conciliation services</td>
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<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>9</td>
</tr>
<tr>
<td>2. Day care for children from disadvantaged families</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>9</td>
</tr>
<tr>
<td>3. Day care for children with disabilities or other special needs</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>9</td>
</tr>
<tr>
<td>4. Centres for mothers at risk of abandoning their children</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>9</td>
</tr>
<tr>
<td>5. Centres that provide support and assistance to pregnant women at risk of abandoning their new born babies</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>9</td>
</tr>
</tbody>
</table>
abandoning their new born babies

6. Centres that provide psycho-social support and assistance for abused, neglected or exploited children  
   1 2 3 4 5 9

7. Centres that provide services that support the integration or reintegration of children in families  
   1 2 3 4 5 9

8. Centres that provide services for the development of independent living skills  
   1 2 3 4 5 9

9. Respite care  
   1 2 3 4 5 9

10. Home based care  
    1 2 3 4 5 9

11. Centres providing counselling and legal aid  
    1 2 3 4 5 9

A4. Overall, how effective would you consider is the current institutional framework (laws, policies, financial resources, and available services) in preventing separation of children from their families?

1. Not at all effective
2. Not too effective
3. Somewhat effective
4. Very effective
9. Do not know

A4why. Which are the main three weaknesses that affect the effectiveness of the current institutional framework in preventing separation of children from their families?

________________________________________________

________________________________________________

________________________________________________

A5. In your opinion, which are the main factors affecting the access of vulnerable groups to child and family support services in [COUNTRY]? [OPEN ENDED]
A6. Considering the budgetary constraints [COUNTRY] faces nowadays, to what extent do you agree that resources are adequately allocated for the following types of services aiming at preventing family separation?

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Strongly disagree</th>
<th>Disagree</th>
<th>Undecided</th>
<th>Agree</th>
<th>Strongly agree</th>
<th>DO NOT KNOW</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Family strengthening services, such as parenting education, mediation and conciliation services</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>9</td>
</tr>
<tr>
<td>2. Day care for children from disadvantaged families</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>9</td>
</tr>
<tr>
<td>3. Day care for children with disabilities or other special needs</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>9</td>
</tr>
<tr>
<td>4. Centres for mothers at risk of abandoning their children</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>9</td>
</tr>
<tr>
<td>5. Centres that provide support and assistance to pregnant women at risk of abandoning their new born babies</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>9</td>
</tr>
<tr>
<td>6. Centres that provide psychosocial support and assistance for abused, neglected or exploited children</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>9</td>
</tr>
<tr>
<td>7. Centres that provide services that support the integration or reintegration of children in families</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>9</td>
</tr>
<tr>
<td>8. Centres that provide services for the development of independent living skills</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>9</td>
</tr>
<tr>
<td>9. Respite care</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>9</td>
</tr>
<tr>
<td>10. Home based care</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>9</td>
</tr>
<tr>
<td>11. Centres providing counselling</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>9</td>
</tr>
</tbody>
</table>
A7. For each of the following types of social services targeting families or children at risk of separation or children deprived of parental care, please rate to what extent the existing facilities in your region meet the demand/needs for such services.

<table>
<thead>
<tr>
<th>Services</th>
<th>To a great extent</th>
<th>Some extent</th>
<th>Little extent</th>
<th>Very little extent</th>
<th>There aren’t such services in the region</th>
<th>DO NOT KNOW</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Family strengthening services, such as parenting education, mediation and conciliation services</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>0</td>
<td>9</td>
</tr>
<tr>
<td>2. Day care for children from disadvantaged families</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>0</td>
<td>9</td>
</tr>
<tr>
<td>3. Day care for children with disabilities or other special needs</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>0</td>
<td>9</td>
</tr>
<tr>
<td>4. Centres for mothers at risk of abandoning their children</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>0</td>
<td>9</td>
</tr>
<tr>
<td>5. Centres that provide support and assistance to pregnant women at risk of abandoning their new born babies</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>0</td>
<td>9</td>
</tr>
<tr>
<td>6. Centres that provide psycho-social support and assistance for abused, neglected or exploited children</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>0</td>
<td>9</td>
</tr>
<tr>
<td>7. Centres that provide services that support the integration or reintegration of children in families</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>0</td>
<td>9</td>
</tr>
<tr>
<td>8. Centres that provide services for the development of independent living skills</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>0</td>
<td>9</td>
</tr>
<tr>
<td>9. Respite care</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>0</td>
<td>9</td>
</tr>
<tr>
<td>10. Home based care</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>0</td>
<td>9</td>
</tr>
<tr>
<td>11. Centres providing counselling and legal aid</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>0</td>
<td>9</td>
</tr>
<tr>
<td>12. Family-based care service (ex: foster care)</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>0</td>
<td>9</td>
</tr>
</tbody>
</table>
A8. Considering the overall process of reforming the child care system in [COUNTRY] in the last 10 years, to what extent do you think that the following words describe the way in which reforms were implemented during this period?

<table>
<thead>
<tr>
<th></th>
<th>To a great extent</th>
<th>Some extent</th>
<th>Little extent</th>
<th>Very little extent</th>
<th>Not at all</th>
<th>DO NOT KNOW</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. A clear vision about the goal of the reforms and the steps towards attaining this goal</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>0</td>
<td>9</td>
</tr>
<tr>
<td>2. Coherence of the action plans for reforms</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>0</td>
<td>9</td>
</tr>
<tr>
<td>3. Correlation among changes produced in various areas of the system</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>0</td>
<td>9</td>
</tr>
<tr>
<td>4. Correlation among changes in the child care system and changes in other sectors such as social protection, health, education</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>0</td>
<td>9</td>
</tr>
<tr>
<td>5. Stability of the measures taken as part of the reforms</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>0</td>
<td>9</td>
</tr>
<tr>
<td>6. Coordination among various stakeholders involved in the reform process</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>0</td>
<td>9</td>
</tr>
<tr>
<td>7. Adequate allocation of resources in order to sustain the reform process</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>1</td>
<td>0</td>
<td>9</td>
</tr>
</tbody>
</table>

A9. In your opinion, how effective were the changes produced in the child care system in [COUNTRY] in meeting the needs of the most vulnerable children and families?

1. Not at all effective

2. Not too effective
3. Somewhat effective

4. Very effective

9. DO NOT KNOW

A10. Please indicate two of the most important needs of children / families at risk of separation that you believe are adequately addressed by the current child protection system in [country]. [OPEN-ENDED]

_________________________________

_________________________________

A11. Please indicate two of the most important needs of children / families at risk of separation that you believe are not adequately addressed by the current child protection system in [country]. [OPEN-ENDED]

_________________________________

_________________________________

A12. What is your major concern regarding the sustainability of the reforms in the child care system in [COUNTRY]?

[OPEN-ENDED]

_________________________________

THANK YOU!