Integrated Child Welfare Services: Reaching the Most Vulnerable Children in Indonesia

Program Kesejahteraan Sosial Anak (PKSA) or Child Social Welfare Program is a focused, integrated, and comprehensive program implemented by the Ministry of Social Affairs (MoSA) at national level to provide welfare and protection services to children, especially to the most vulnerable. The implementation of PKSA is based on the collaboration between MoSA, provincial and local government across Indonesia.

**Why PKSA Strengthening is Important?**

Two important studies conducted in 2014 which recommend changes to a number of fundamental elements related to the implementation of PKSA.

<table>
<thead>
<tr>
<th>Human Resource</th>
<th>Integration and Cooperation</th>
<th>Case Management</th>
<th>Strengthening Evidence</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Increase the number and capacity of social workers;</td>
<td>• Empower Provincial / District / City Social Welfare Offices to implement PKSA;</td>
<td>• Improve the application of a case management mechanism in services including clarity of accountability at each stage; and</td>
<td>• Redesign the benefits of PKSA to be more effective, efficient and relevant to improve the welfare of children, especially vulnerable children;</td>
</tr>
<tr>
<td>• Engage social welfare workers and volunteers; and</td>
<td>• Enhance the cooperation of program resources from various agencies to implement more comprehensive services; and</td>
<td>• Strengthen the availability of early intervention services to address vulnerabilities and intensive support to respond to high risk cases.</td>
<td>• Develop the Theory of Change and Monitoring and Evaluation framework; and</td>
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<tr>
<td>• Organize regular training and capacity building sessions.</td>
<td>• Enhance the role of the Child Welfare Institution and the community in supporting family-based care.</td>
<td></td>
<td>• Develop child vulnerability databases and case management.</td>
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</tbody>
</table>

**Increase Capacity and Outreach**

**From PKSA to PKSA-Integratif - PKSAI (Integrated Child Welfare Services)**

**Recommendation:**

- PKSA Rapid Assessment
- Vulnerability Study

**Conceputalization of the PKSAI:**

“i” for “Integratif” is added to PKSA to reflect the integrated and multi-sectoral approach to PKSA

**Piloting of PKSAI:**

Integrate and coordinate social welfare services, especially for vulnerable children

**Preparation for scaling up PKSAI**

**Piloting**

Objectives of the Piloting

- Communities in 5 model locations have a community-based mechanism to identify and reach children in their community who are at risks of violence, abuse, neglect and exploitation and refer these children to the integrated child welfare service center.
- Children who are affected by violence, abuse, neglect and exploitation actively seek care from the integrated child welfare service center.
- Child protection system in 5 pilot sites is responsive and accessible for children who are vulnerable to or have experienced violence, abuse, neglect and exploitation.

Pilot Project

**South Sulawesi**

- Makassar
- Gowa

**Central Java**

- Surakarta
- Klateng

**East Java**

- Tulungagung
ILLUSTRATIVE FRAMEWORK OF PKSAI

DIRECTORATE FOR CHILD SOCIAL REHABILITATION
- Social Workers
- Child Social Welfare Institutions
- Technical Implementing Unit for Child Social Rehabilitation

Directorate for Social Empowerment of Individual, Family and Institutions, MoSA
- Sub-district Social Welfare Workforce
- Agency for Family Welfare Counseling
- Integrated Referral Services (ILRT)

Directorate for Family Social Assurance, MoSA
- Family Hope Program (PKH)
- Other social Protection Schemes

Center for Data and Information, MoSA
- Synchronization of data from the Unified Database (BDT)

STAGES OF ACTIVITIES AT SUB NATIONAL LEVEL

PREPARATION
- Year 1
  - Develop policy framework
  - Establish core team
  - Mapping of service providers and develop agreement for PKSAI development
  - Develop working mechanism and services provision
  - Develop a structure for PKSAI
  - Setting up of PKSAI secretariat and support facilities
  - Initiate capacity building for PKSAI human resources
  - Develop baseline on governance and situation analysis on child welfare and protection
  - Develop Theory of Change (TOC) and Monitoring & Evaluation Framework
  - Develop child and family vulnerability database
  - Initiate the provision of services to vulnerable children and families
  - Develop and initiate coordination mechanism

IMPLEMENTATION
- Year 2 & 3
  - Initiate partnership and collaboration
  - Conduct training, develop information, education and communication materials
  - Develop integrated data system on service provision
  - Develop documentation of processes in every stage
  - Develop budget allocation framework
  - Develop strategy for sustainability and scaling up

EVALUATION
- Year 3
  - Strengthen data system
  - Evaluation of the model
  - Documentation and dissemination of lessons learned from the piloting
  - Preparation for scaling up

COMPONENTS OF THE PKSAI

POLICY
- Adoption of local regulation on the establishment of PKSAI including defining institutional arrangements, working mechanisms, human resources and budget allocation.
- Issuance of Mayor’s decree on the establishment of the PKSAI Advisory and Technical Team.

INSTITUTIONAL ARRANGEMENT
- Establishment of the Advisory Team, Technical Team and appointment of focal persons from relevant sectors and service providers with the Secretary from the Office of Social Affairs as coordinator.
- Establishment of a secretariat that is easily accessible by the community, with designated room for registration, initial assessments / counseling, meetings and for data.

WORKING MECHANISM
- SOPs that regulate service delivery, case management implementation from planning to termination, post service monitoring and coordination, including conducting a case conference for certain cases.
- Establish mechanism for monitoring “customer satisfaction” and focal persons in each sector serve as liaison including to identify problems and services needed.
CASE COMPARISON: BEFORE AND AFTER PKSAI

The implementation of PKSAI has a significant impact on the number of cases responded. Vulnerable children are five times more likely to get access to services through PKSAI.

<table>
<thead>
<tr>
<th>Pilot Sites</th>
<th>PKSA 2016 (MoSA data)</th>
<th>PKSAI, Jan - Oct 2017 (5 Pilot Sites)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Makassar</td>
<td>60</td>
<td>405</td>
</tr>
<tr>
<td>Gowa</td>
<td>56</td>
<td>303</td>
</tr>
<tr>
<td>Surakarta</td>
<td>20</td>
<td>138</td>
</tr>
<tr>
<td>Klaten</td>
<td>90</td>
<td>203</td>
</tr>
<tr>
<td>Tulungagung</td>
<td>160</td>
<td>780</td>
</tr>
<tr>
<td>Total</td>
<td>386</td>
<td>1,811</td>
</tr>
</tbody>
</table>

PKSAI POPULATION TARGET

High and medium risk children based on vulnerability criteria.

<table>
<thead>
<tr>
<th>AREA</th>
<th>LEVEL OF RISK</th>
<th>GIRLS</th>
<th>BOYS</th>
<th>GIRLS</th>
<th>BOYS</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>HIGH</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>MEDIUM</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Klaten</td>
<td></td>
<td>147</td>
<td>138</td>
<td>1,145</td>
<td>1,239</td>
</tr>
<tr>
<td>Surakarta</td>
<td></td>
<td>39</td>
<td>65</td>
<td>1,632</td>
<td>1,833</td>
</tr>
<tr>
<td>Tulungagung</td>
<td></td>
<td>395</td>
<td>395</td>
<td>2,592</td>
<td>2,728</td>
</tr>
<tr>
<td>Gowa</td>
<td></td>
<td>433</td>
<td>790</td>
<td>3,170</td>
<td>4,265</td>
</tr>
<tr>
<td>Makassar</td>
<td></td>
<td>773</td>
<td>1,004</td>
<td>17,102</td>
<td>29,734</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>1,787</td>
<td>2,392</td>
<td>25,641</td>
<td>29,734</td>
</tr>
<tr>
<td>COMBINED TOTAL</td>
<td></td>
<td>4,179</td>
<td>55,375</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

1. Klaten Unified data 2015
2. Surakarta Unified data 2017 in 5 selected villages
3. Data from the Ministry of Education in 2017 on pre-school, elementary & junior high school from family of migrant workers verified during outreach in 70 villages in 5 sub districts
4. Gowa Unified data 2015 in 18 sub districts
5. Makassar Unified data 2015 in 14 sub districts

RANGE OF SERVICES

- Organize interventions to address child and family vulnerability as well as response interventions on cases of violence, abuse, exploitation and neglect against children.
- Conduct outreach and referral of cases of violence, abuse, exploitation and neglect against children.
- Develop collaboration and partnerships with various service providers.

HUMAN RESOURCES

- Presence of social workers for PKSAI (Satuan bakti pekerja sosial).
- Collaboration with other frontline workers (TKSK, SLRT assistants, PKH Facilitators, family planning facilitators, Puskesmas social workers).
- Secretariat staff: Coordinator and supervisor; psychologist; data officer; complaint & registration staff.
- Initiate program to improve staff capacity including availability of training materials for social workers and other frontline staffs.

DATA MANAGEMENT

- Use of Unified database on social protection program (BDT) and other data sources to determine the level of risk.
- Use of data for community outreach.
- Use of data from cases reported and responded.
- Develop & test information system for case management (PRIMERO) hosted by PUSDATIN (Pusat Data dan Informasi or the Data and Information Center) at the Ministry of Social Affairs.

View of the PKSAI Database
**Recommendations for PKSAI Expansion in Indonesia for 2019 - 2024**

**Policy**
- Support the inclusion of the PKSAI in the National Medium Term Development Plan (RPJMN) 2019-2024 to ensure sustainability.

**Institutional**
- Strengthening the cooperation and coordination of the relevant government agencies, through the adoption of a Memorandum of Agreement.
- Strengthening coordination of social protection programs, family empowerment and social rehabilitation of children to ensure welfare and social protection.

**Work Mechanism**
- Strengthening coordination and cooperation between government agencies in order to implement pro-active social and child protection programs, including the development of a common standard operating procedures (SOPs).

**Range of Services**
- Strengthening PKSAI’s linkage to social protection programs so that children from vulnerable families will have better access to basic services.
- Ensuring an adequate budget to carry out proactive, holistic, integrated and comprehensive services.
- Implement program on child and family strengthening sessions (Temu Penguatan Anak dan Keluarga - TEPAK).

**Human Resources**
- Advocacy for the adoption of the Social Work Bill that guarantees the professionalism of the social workers in general as well as to improve the capacity of frontline workers including for PKSAI.

**Data and Information System**
- Strengthening the child protection information system through the establishment of the vulnerability database and the use of Primero for case management.

**Leadership**
Competent leadership is very important for PKSAI’s operations. Although there are circulars issued by the Bupati / Mayor in each location appointing a coordinator for PKSAI, coordination remains an issue, especially with other service providers and frontline staff.

**Inadequate Budget**
Lack of data on child vulnerability and child protection cases resulted in insufficient planning and budgeting for services. Development of vulnerability database and case management system are needed to support better planning and budget allocation.

**Challenges**
- Human Resource Capacity
  - The limited number of social workers cannot cope with the increasing demand for proactive services, especially to do outreach activities.
  - There is a lack of job security among frontline staff due to the short-term contractual arrangement.
  - At the structural level, frequent changes in personnel affect information flows and follow-up action.

**PKSAI and Sustainable Development Goals (SDGs)**

1.2 Reduce at least by half the proportion of men, women, and children of all ages living in poverty in all its dimensions.

2.1 End hunger and ensure access by all people, in particular the poor and people in vulnerable situations.

4.5 Eliminate gender disparities in education and ensure equal access to all levels of education and vocational training for the vulnerable, including persons with disabilities, indigenous peoples and children in vulnerable situations.

5.1 Eliminate all forms of discrimination against all women and girls everywhere.

5.2 Eliminate all forms of violence against all women and girls in the public and private spheres, including trafficking and sexual and other forms of exploitation.

5.3 Eliminate all harmful practices, such as, child marriage.

5.4 Reduce at least by half the proportion of men, women, and children of all ages living in poverty in all its dimensions.

8.7 By 2025 end child labour in all its forms.

16.2 End abuse, exploitation, trafficking and all forms of violence against and torture of children.

16.3 Promote the rule of law and ensure justice for all.

16.9 Provide legal identity for all, including birth registration.

**Secretariat and Supporting Facilities**
Specific place for the secretariat that is accessible is an important factor for integrated welfare and child protection services. This is not only to have a place where children and families in need can report but also to ensure the confidentiality of services, data security and coordination.