

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.

Started in 2010, PKSA is based on the **Decree No. 15A/HUK/2010 of the Minister of Social Affairs** on the Implementation Guidelines of the Child Social Welfare Program (PKSA).



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.

Human Resource

- Increase the number and capacity of social workers;
- Engage social welfare workers and volunteers; and
- Organize regular training and capacity building sessions.

Integration and Cooperation

- Empower Provincial / District / City Social Welfare Offices to implement PKSA;
- Enhance the cooperation of program resources from various agencies to implement more comprehensive services; and
- Enhance the role of the Child Welfare Institution and the community in supporting family-based care.

Case Management

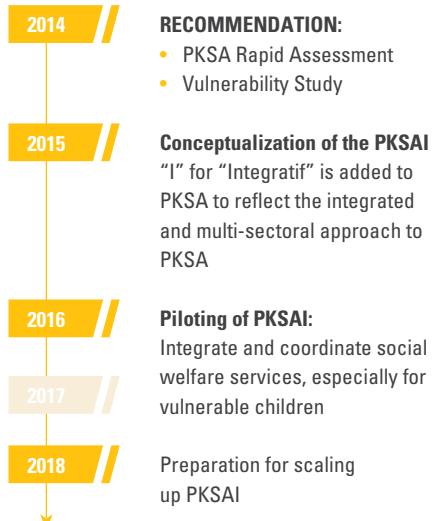
- Improve the application of a case management mechanism in services including clarity of accountability at each stage; and
- Strengthen the availability of early intervention services to address vulnerabilities and intensive support to respond to high risk cases.

Strengthening Evidence

- Redesign the benefits of PKSA to be more effective, efficient and relevant to improve the welfare of children, especially vulnerable children;
- Develop the Theory of Change and Monitoring and Evaluation framework; and
- Develop child vulnerability databases and case management.

Increase Capacity and Outreach

FROM PKSA TO PKSA-INTEGRATIF - PKSAI (INTEGRATED CHILD WELFARE SERVICES)



PILOTING

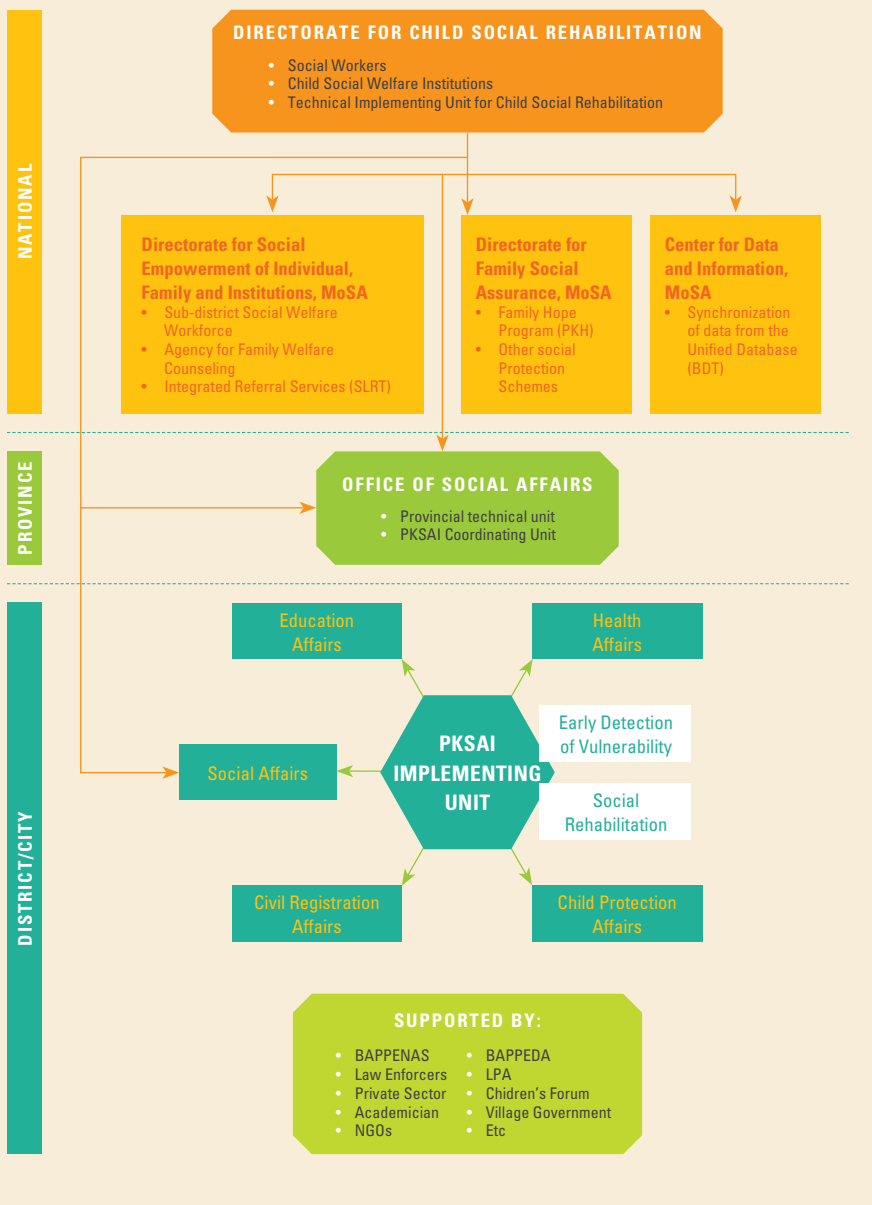
Objectives of the Piloting

- 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



ILLUSTRATIVE FRAMEWORK OF PKSAI



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



© PLKSAI Surakarta/2017
Dissemination of the Mayor's Decree on PKSAI in Surakarta.

- 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



© unicef/2017
Try-out of the Integrated Child Protection Program Model involving stakeholders.

- 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



© PKSAI Makassar/2018
Discussion of the revision of the Makassar PKSAI SOPs with related services.

- 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.

RANGE OF SERVICES



© UNICEF/2017
Mrs. Katiyah and her son Adam pose with the newly obtained birth certificate.

- 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.

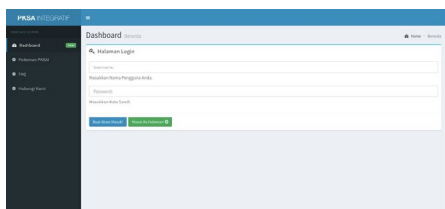
HUMAN RESOURCES



© UNICEF/2017
Parenting Training for PKSAl frontline in Gowa and Makassar.

- Presence of social workers for PKSA (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



View of the PKSAl Database

- 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.

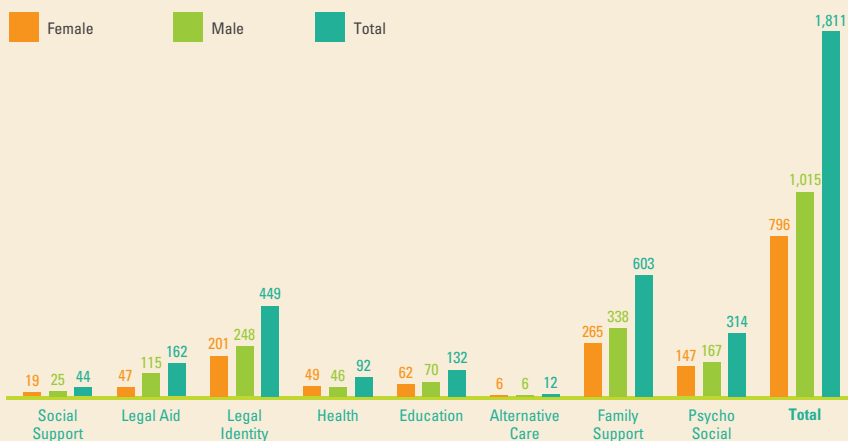
CASE COMPARISON: BEFORE AND AFTER PKSAl

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

Pilot Sites	PKSA 2016 (MoSA data)	PKSAI, Jan - Oct 2017 (5 Pilot Sites)
Makassar	60	405
Gowa	56	303
Surakarta	20	138
Klaten	90	203
Tulungagung	160*	780
Total	386	1,811

* PKSAl

TYPES OF SERVICES PROVIDED IN 2017



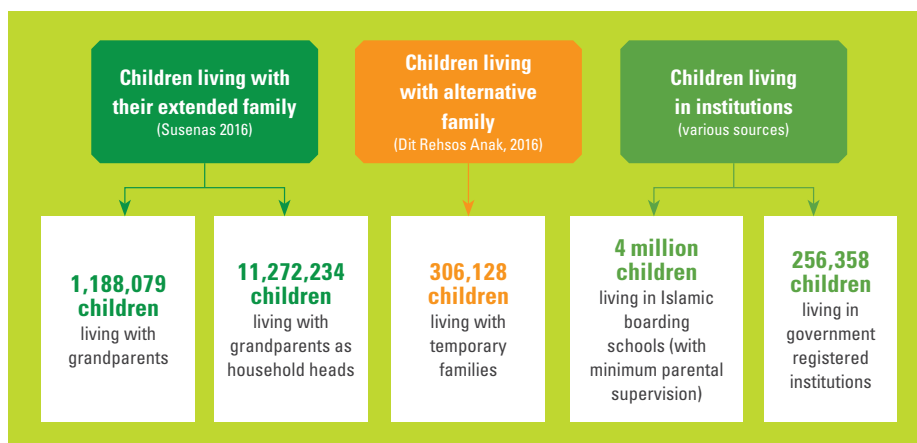
PKSAI POPULATION TARGET

High and medium risk children based on vulnerability criteria.

Estimated vulnerable children in 5 Pilot Sites

AREA	LEVEL OF RISK			
	HIGH		MEDIUM	
	GIRLS	BOYS	GIRLS	BOYS
Klaten ¹	147	138	1,145	1,239
Surakarta ²	39	65	1,632	1,833
Tulungagung ³	395	395	2,592	2,728
Gowa ⁴	433	790	3,170	4,265
Makassar ⁵	773	1,004	17,102	19,669
Total	1,787	2,392	25,641	29,734
COMBINED TOTAL	4,179		55,375	

- Klaten Unified data 2015
- Surakarta Unified data 2017 in 5 selected villages
- 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
- Gowa Unified data 2015 in 18 sub districts
- Makassar Unified data 2015 in 14 sub districts



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.

Leadership

Competent leadership is very important for PKSAl's operations. Although there are circulars issued by the Bupati / Mayor in each location appointing a coordinator for PKSAl, 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.

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.

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**.



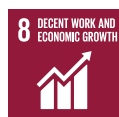
4.5 Eliminate gender disparities in education and ensure equal access to all levels of education and vocational training for the vulnerable, including persons with disabilities, indigenous peoples and **children in vulnerable situations**.



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 types of exploitation

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



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**.

RECOMMENDATIONS FOR PKSAI EXPANSION IN INDONESIA FOR 2019 - 2024

COMPONENT	NATIONAL	SUB NATIONAL
Policy	<ul style="list-style-type: none"> • Support the inclusion of the PKSAl in the National Medium Term Development Plan (RPJMN) 2019-2024 to ensure sustainability. 	<ul style="list-style-type: none"> • In accordance with Law 23/2014—local governments are mandated to establish services like PKSAl. Hence, it is important that PKSAl is reflected in the sub national development priorities such as in the Sub-National Medium Term Development Plan (RPJMD).
Institutional	<ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • Strengthening coordination of service providers at the provincial and district / city levels.
Work Mechanism	<ul style="list-style-type: none"> • 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). 	<ul style="list-style-type: none"> • Strengthening the capacity of the Office of Social Affairs as coordinator of the PKSAl secretariat at province and district/city. • Strengthening collaboration between stakeholders based on standard SOPs.
Range of Services	<ul style="list-style-type: none"> • Strengthening PKSAl'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). 	<ul style="list-style-type: none"> • Provision of proactive, holistic, integrated and comprehensive services to reduce children's vulnerability and response to children who are victims of neglect, violence and exploitation.
Human Resources	<ul style="list-style-type: none"> • 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 PKSAl. 	<ul style="list-style-type: none"> • Advocacy for budget allocation to improve the quantity and quality of social workers and other frontline workers.
Data and Information System	<ul style="list-style-type: none"> • Strengthening the child protection information system through the establishment of the vulnerability database and the use of Primero for case management. 	<ul style="list-style-type: none"> • Strengthening the utilization of population data as a basis for the vulnerability database.