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# **CHILD WELLBEING MATTERS: Improving Case Management Practice through Research**

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# Introduction

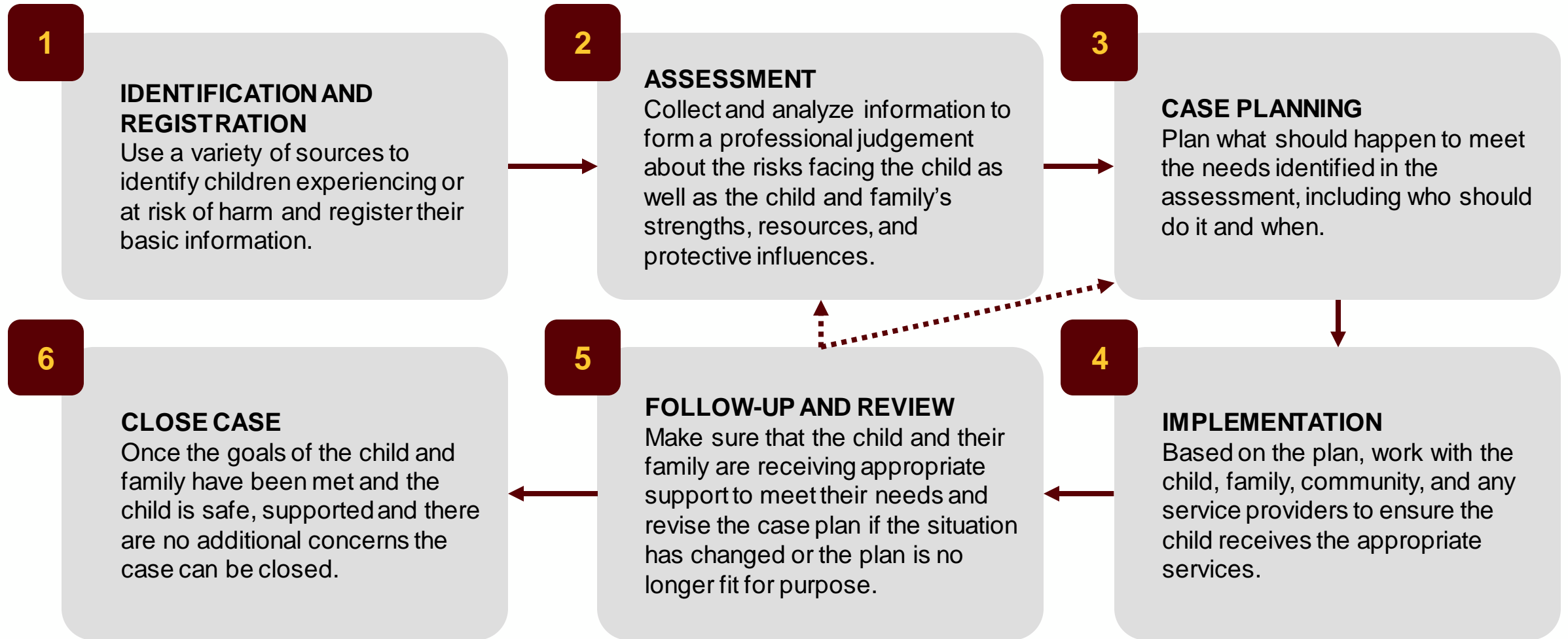
## Background:

- Child protection case management (CM) is the primary response service for children that are at risk of or have experienced family separation, violence, abuse, neglect and/or exploitation in humanitarian settings.
- Despite a standardized approach to service delivery developed by inter-agency actors under the Alliance for Child Protection in Humanitarian Action, little to no evidence exists on CM implementation and effectiveness

## Aim:

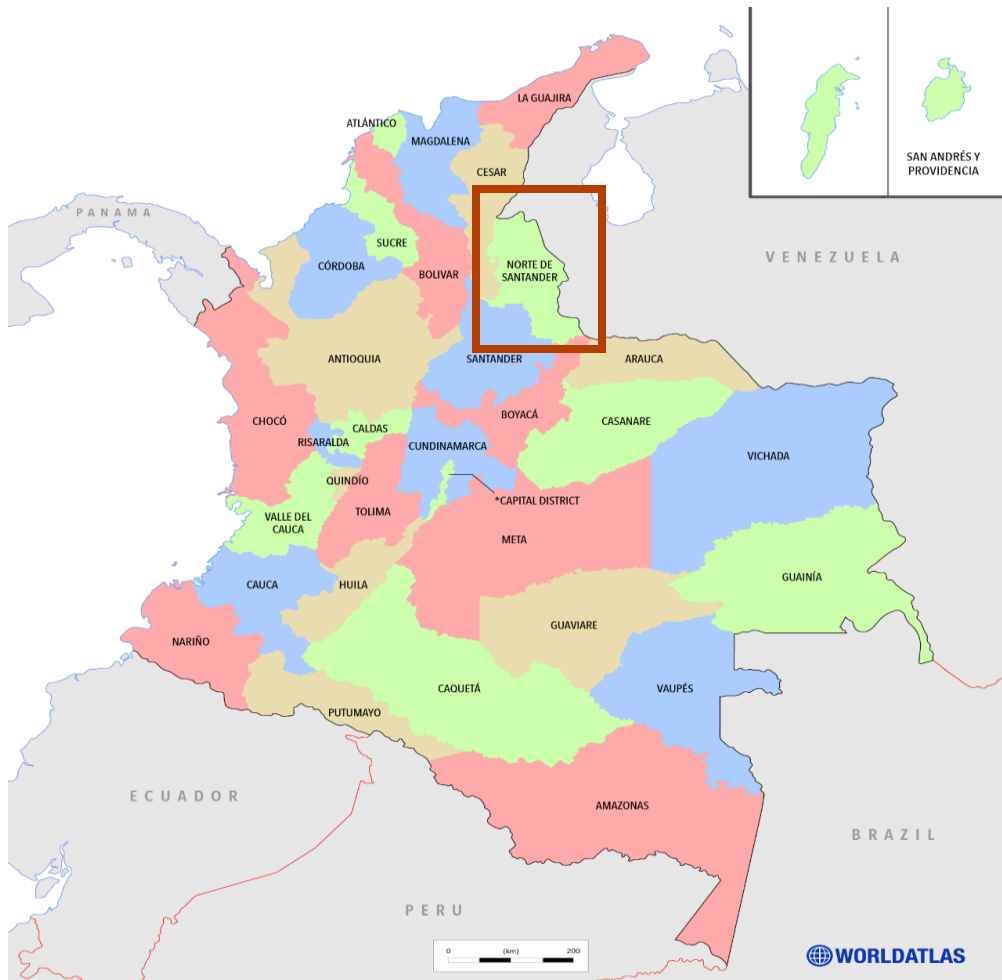
- Identify which components of case management contribute to improving child wellbeing

# Child Protection Case Management



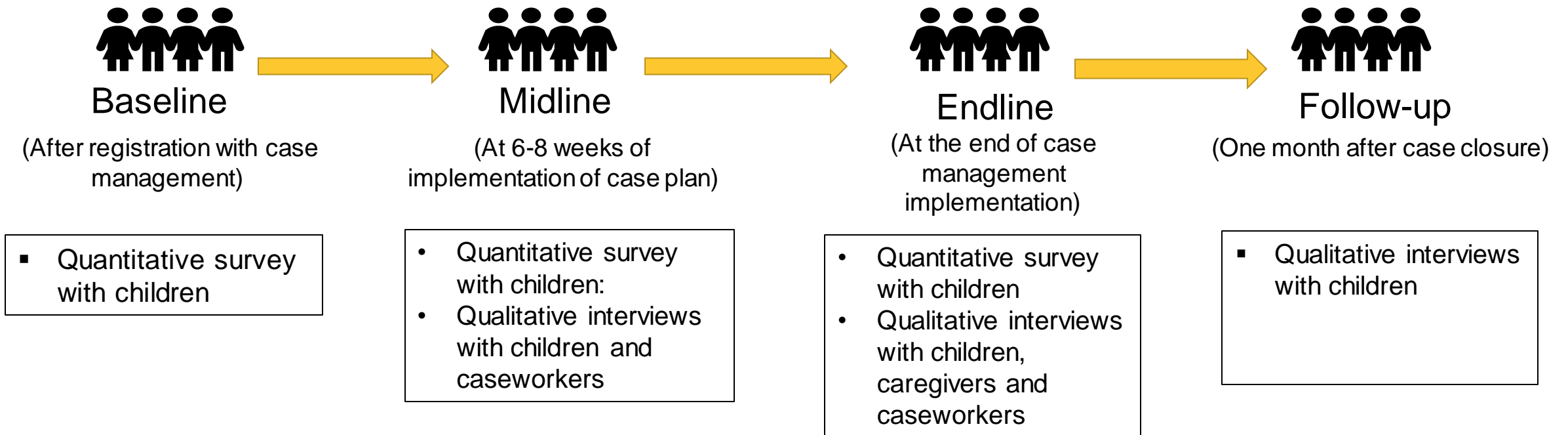
# Study Settings

- Multi country study in Colombia (Norte de Santander) and Nigeria (Maiduguri Metropolitan Council)

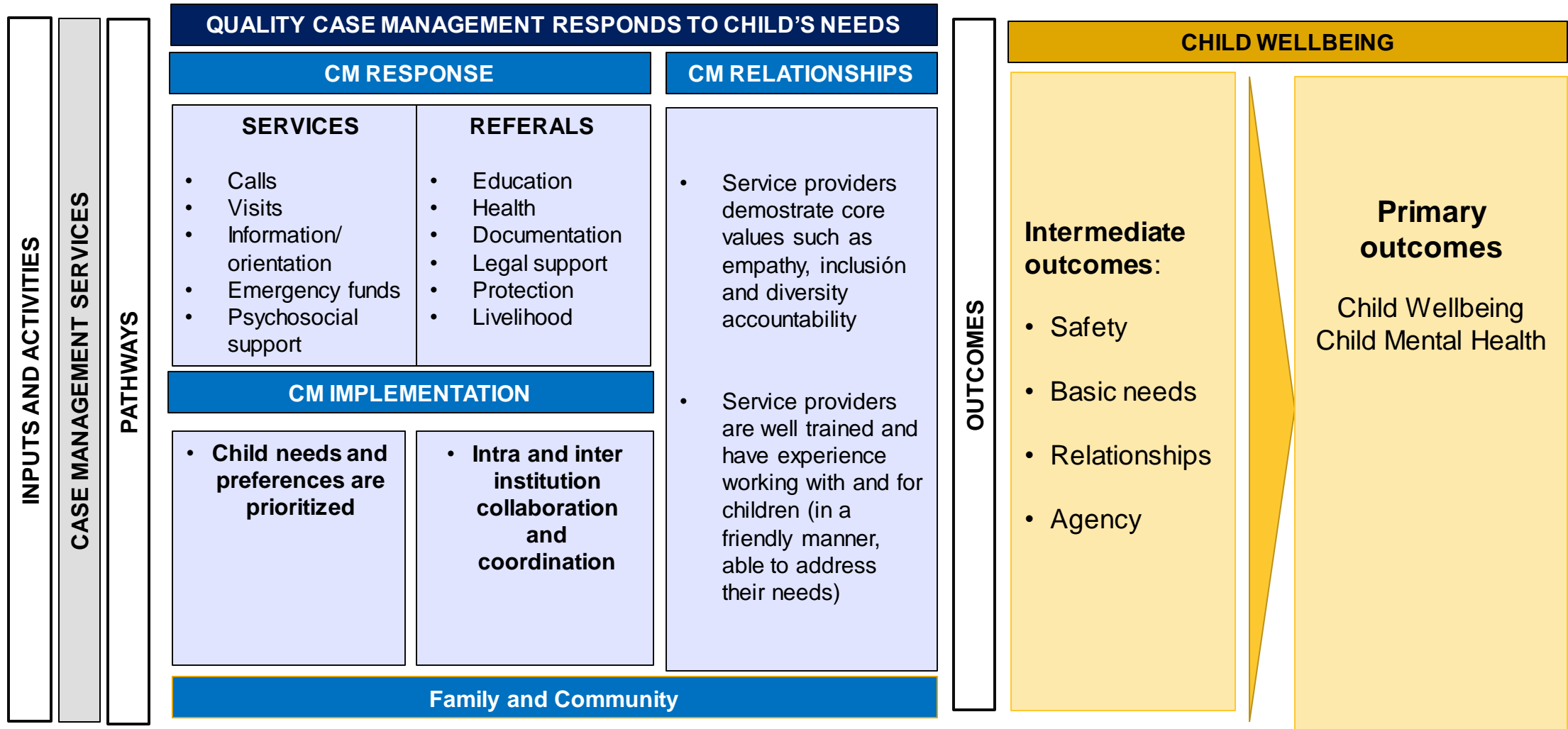


# Research design and process

- Development of CWM framework: series of participatory workshops with child protection staff in Nigeria and Colombia, IRC child protection technical advisors, study advisory committee (Alliance Case Management Task Force), inter-agency partners through AoR
- Longitudinal mixed-methods study and validation of child wellbeing measures



# CWM Conceptual Framework



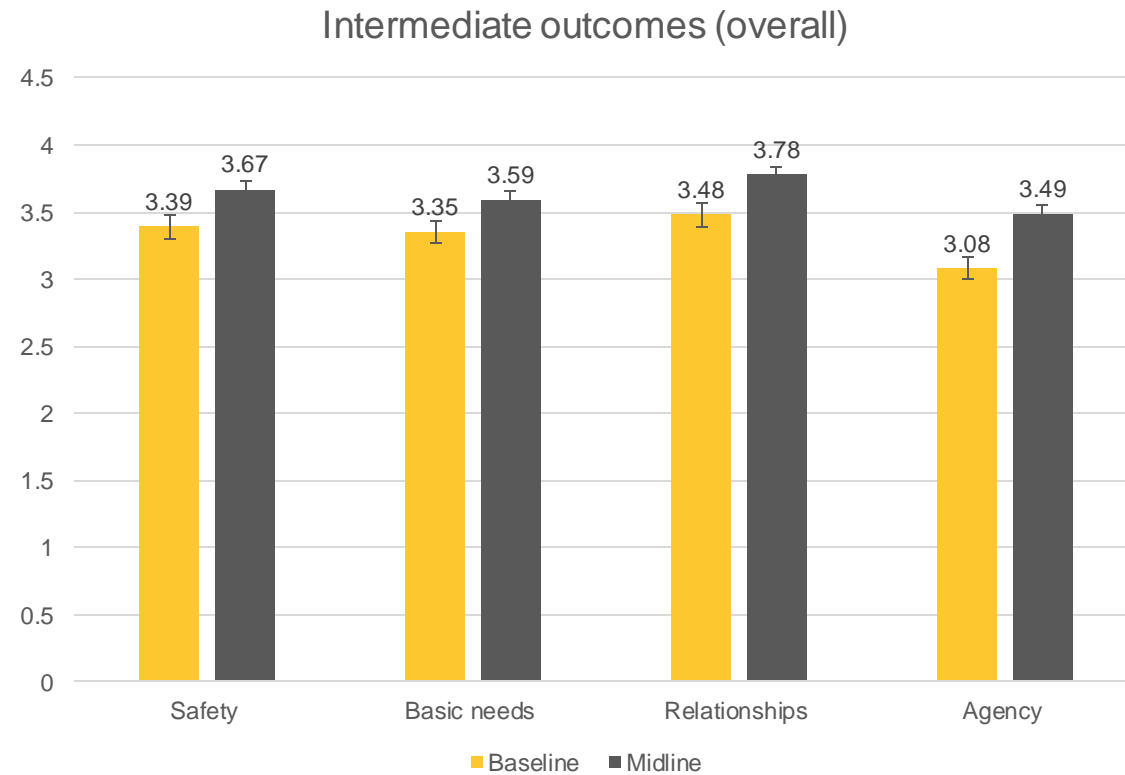
# Measures

- **Demographic Information Collected** (Age, gender, Nationality, Religion, School and housing status, Coexistence with biological parents, Food security, Disability needs, Displacement status).
- **KIDSCREEN-27:** Measures subjective health and wellbeing across five dimensions: physical wellbeing, psychological wellbeing, autonomy and parent relations, peers and social support, school environment
- **Child Wellbeing Scale (Alliance for Child Protection in Humanitarian Action, 2021):**  
Evaluates child wellbeing across five domains: safety from abuse, neglect, exploitation, and violence; basic needs; connection to and care from consistent, responsive caregivers; supportive relationships with community members; opportunities for children to exercise agency
- **WHO-5 Wellbeing Index:**  
Brief measure of psychological wellbeing with five positively phrased items
- **PHQ-9 (modified for Adolescents - PHQ-A):**  
Assesses depressive symptoms in adolescents aged 11–17 years
- **Self-Efficacy Questionnaire for Children:**  
Subdomains for social, and emotional self-efficacy
- **Empathy from Caseworkers:** Measured using the adapted Visual CARE Measure to evaluate empathy in the child-caseworker relationship
- **Implementation and effectiveness of case management:** Experience and actions taken during casemanagement (number of encounters, effective referrals -when needed-, perceived effectiveness of case management)

Baseline

Midline and  
endline

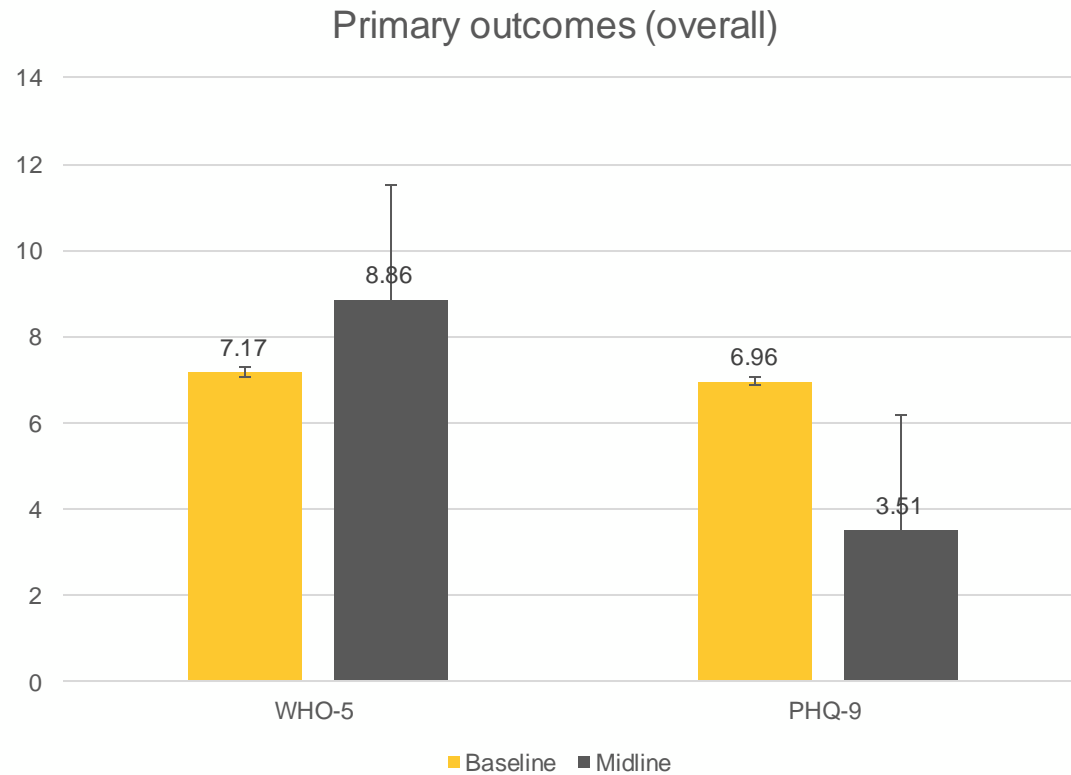
# Preliminary findings: CM and Intermediate Outcomes



**All subscales** showed statistically significant increases post-intervention, with small **effect size**



# Preliminary findings PHQ9 and WHO 5



Significant increase in **wellbeing** and significant **reduction in depressive symptoms** with moderate effect size

# Challenges, lessons learned and recommendations

## **Characteristics of CM:**

- Highly tailored service/intervention – need to develop robust conceptual framework
- Small sample sizes

## **Attrition and caseworker turnover:**

- High mobility of target population affecting follow-ups (21.1% dropout rate in Colombia)
- Caseworker turnover

## **Unpredictable contexts:**

- Evolving children's needs affecting case management plan and implementation
- Crisis contexts and unforeseen events

## **Engaging Children:**

- Use of child-friendly approaches to data collection (drawing and games)
- Use caseworkers for data collection
- Several breaks during quantitative surveys

# How will findings inform case management?

## What are we learning?

- Aspects of case management valued by children and caregivers
- Specific components of CM contributing to child wellbeing
- Identification of best practices and areas that need improvement

## What we will do with the findings:

- Data-driven adjustments to service provision and practice
- Development of feedback tools to understand how children and caregivers experience CM
- Monitoring tools to assess child wellbeing throughout CM process

## Expected impact on CM:

- *Short-Term:*
  - Improved service delivery
  - Better support and supervision for caseworkers
- *Long-Term:*
  - More effective and supportive child protection systems



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Research team Colombia



Research team Nigeria

**Thank  
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