**Data Collection Matrix**

*This table gives an indication – for guidance only – of the different data collection means which can be used to assess the components within the (sub-)dimensions of the QAF. Note: depending upon how the tools are adapted and contextualized, their use may change.*

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | **Desk Review / Secondary Data** | **QAF Self-assessment by Agencies** | **Case File Checklist** | **Case Management Observation** | **Self-evaluation Caseworker** | **Self-evaluation Supervisor** | **Caseworker Capacity Assessment** | **Key Informant Interview** | **Caseworkers FGD** | **Supervisors FGD** | **Caregivers FGD** | **Caregiver Feedback Form** | **Child Feedback Form** |
| **CASE MANAGEMENT RESPONSE** | X | X |  | X | X |  | X | X | X | X | X | X | X |
| Basis for adopting case management response | X | X |  |  |  |  |  | X |  |  |  |  |  |
| Eligibility criteria and prioritization guide informed by overall child protection risk analysis | X | X |  |  |  |  |  |  |  |  |  |  |  |
| Children’s access to and participation in the case management response | X | X |  | X | X |  | X |  | X | X | X | X | X |
| Service mapping and multi-sectoral referral pathways | X | X |  |  |  |  |  | X | X | X |  |  |  |
| Standard Operating Procedures | X | X |  |  | X |  | X | X | X | X |  |  |  |
| **CASE MANAGEMENT PROCESS** | X | X | X | X | X |  | X |  | X | X | X | X | X |
| Guiding principles for child protection case management | X | X |  | X | X |  | X |  | X | X | X | X | X |
| Timeframes for conducting the different case management steps | X | X | X |  | X |  |  |  | X | X | X | X | X |
| Urgent action procedures | X | X | X | X |  |  |  |  | X | X | X | X | X |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | **Desk Review / Secondary Data** | **QAF Self-assessment by Agencies** | **Case File Checklist** | **Case Management Observation** | **Self-evaluation Caseworker** | **Self-evaluation Supervisor** | **Caseworker Capacity Assessment** | **Key Informant Interview** | **Caseworkers FGD** | **Supervisors FGD** | **Caregivers FGD** | **Caregiver Feedback Form** | **Child Feedback Form** |
| **CASE MANAGEMENT PROCESSS: *Identification and Registration*** | X | X | X | X | X |  | X | X | X | X | X | X | X |
| System for identifying cases | X | X | X |  |  |  |  |  | X | X | X | X | X |
| Eligibility for child protection case management | X | X | X |  |  |  |  | X | X | X |  |  |  |
| Informed consent / assent (to participate in the case management process, to collect and store information about case, and to share non-identifiable aggregate level information for reporting purposes) | X | X | X | X | X |  | X |  | X | X | X | X | X |
| Case prioritization | X | X | X |  |  |  |  | X | X | X |  |  |  |
| **CASE MANAGEMEN PROCESS: *Assessment*** | X | X | X |  | X |  | X |  | X | X | X | X | X |
| Assessments  | X | X | X |  | X |  | X |  | X | X | X | X | X |
| **CASE MANAGEMENT PROCESS: *Case Planning*** | X | X | X | X | X |  | X |  | X | X | X | X | X |
| Individual case plans | X | X | X | X | X |  | X |  | X | X | X | X | X |
| Stakeholders involvement in developing case plans | X | X | X | X | X |  | X |  | X | X | X | X | X |
| **CASE MANAGEMENT PROCESS: *Case Plan Implementation*** | X | X | X | X | X |  | X |  | X | X | X | X | X |
| Information sharing on a need-to-know basis and with informed consent / assent | X | X | X | X | X |  | X |  | X | X | X | X | X |
| Best practices for referrals | X | X | X | X |  |  |  |  | X | X | X | X | X |
| **CASE MANAGEMENT PROCESS: *Follow-up and Review*** | X | X | X | X | X |  |  |  | X | X | X | X | X |
| Follow-ups | X | X | X | X | X |  |  |  | X | X | X | X | X |
| Review meetings | X | X | X | X |  |  |  |  | X | X | X | X | X |
| Stakeholders involvement in case reviews | X | X | X | X | X |  |  |  | X | X | X | X | X |
|  | **Desk Review / Secondary Data** | **QAF Self-assessment by Agencies** | **Case File Checklist** | **Case Management Observation** | **Self-evaluation Caseworker** | **Self-evaluation Supervisor** | **Caseworker Capacity Assessment** | **Key Informant Interview** | **Caseworkers FGD** | **Supervisors FGD** | **Caregivers FGD** | **Caregiver Feedback Form** | **Child Feedback Form** |
| **CASE MANAGEMENT PROCESS: *Case Closure*** | X | X | X | X | X |  | X |  | X | X | X | X | X |
| Case closure criteria and final review | X | X | X |  |  |  | X |  | X | X | X | X | X |
| Stakeholders involvement in case closures | X | X | X | X | X |  |  |  | X | X | X | X | X |
| **STRENGTHENING THE CHILD PROTECTION SYSTEM** | X | X |  |  |  |  |  | X |  |  |  |  |  |
| Quality assessment of child protection case management system in-context | X | X |  |  |  |  |  | X |  |  |  |  |  |
| Case management response’ alignment with child protection case management system in-context | X | X |  |  |  |  |  | X |  |  |  |  |  |
| Sustainability plan and exit strategy  | X | X |  |  |  |  |  | X |  |  |  |  |  |
| **COLLABORATION AND COORDINATION** | X | X | X |  | X |  | X | X | X | X | X | X | X |
| Coordination mechanism | X | X |  |  |  |  |  | X |  |  |  |  |  |
| Procedural safeguards for complex cases | X | X | X |  | X |  | X | X | X | X |  |  |  |
| Linkages with community-based child protection mechanisms  | X | X |  |  | X |  |  | X | X | X | X | X | X |
| **APPROPRIATE STAFFING AND CAPACITY BUILDING: *Safeguarding and Do No Harm*** | X | X |  |  | X |  | X | X |  |  |  |  |  |
| Codes of Conduct, Child Protection Policy and Safeguarding Policy | X | X |  |  | X |  |  | X |  |  |  |  |  |
| Recruitment practices | X | X |  |  |  |  |  | X |  |  |  |  |  |
| Mandatory reporting requirements | X | X |  |  |  |  | X |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  | **Desk Review / Secondary Data** | **QAF Self-assessment by Agencies** | **Case File Checklist** | **Case Management Observation** | **Self-evaluation Caseworker** | **Self-evaluation Supervisor** | **Caseworker Capacity Assessment** | **Key Informant Interview** | **Caseworkers FGD** | **Supervisors FGD** | **Caregivers FGD** | **Caregiver Feedback Form** | **Child Feedback Form** |
| **APPROPRIATE STAFFING AND CAPACITY BUILDING: *Competencies, Skills and Experience*** | X | X |  |  | X | X | X | X | X | X |  |  |  |
| Job descriptions | X | X |  |  | X | X | X |  |  |  |  |  |  |
| Staff ratios | X | X |  |  |  |  |  | X | X | X |  |  |  |
| **APPROPRIATE STAFFING AND CAPACITY BUILDING: *Capacity Building*** | X | X |  |  | X | X |  | X | X | X |  |  |  |
| Capacity building | X | X |  |  | X | X |  | X | X | X |  |  |  |
| **APPROPRIATE STAFFING AND CAPACITY BUILDING: *Supervision and Coaching*** | X | X |  |  | X | X |  | X | X | X |  |  |  |
| Supervision and coaching | X | X |  |  | X | X |  | X | X | X |  |  |  |
| **SUFFICIENT FINANCIAL, MATERIAL AND LOGISTICAL RESOURCES** | X | X |  |  |  |  |  | X | X | X |  |  |  |
| Financial, material and logistical resources | X | X |  |  |  |  |  | X | X | X |  |  |  |
| **INFORMATION MANAGEMENT FOR CASE MANAGEMENT** | X | X | X |  | X |  | X | X |  |  |  |  |  |
| Child protection case management forms | X | X | X |  | X |  |  | X |  |  |  |  |  |
| Data Protection Impact Assessment | X | X |  |  |  |  |  |  |  |  |  |  |  |
| Data Protection Protocols | X | X | X |  | X |  | X | X |  |  |  |  |  |
| Information Sharing Protocols | X | X |  |  | X |  | X | X |  |  |  |  |  |
| Information management database | X | X |  |  | X |  |  | X |  |  |  |  |  |
| **MONITORING, EVALUATION, ACCOUNTABILITY AND LEARNING** | X | X |  |  |  |  |  | X |  |  | X | X | X |
| Performance indicators | X | X |  |  |  |  |  | X |  |  |  |  |  |
| Feedback, complaints and response mecahnisms | X | X |  |  |  |  |  | X |  |  | X | X | X |