**SUMMARY OF DATA COLLECTION TOOLS**

*To support the planning of the assessment, the following table gives an indication as to when to use the different tools, and approximate time needed.*

*Changes to content of tools may mean that more / less time is needed. Similarly, where translation is needed, more time may be necessary.*

*When adapting tools, consideration should be given to conducting a pilot / trial of the tools to see how they function and establish timing.*

| **NAME OF TOOL** | **TOOL REF** | **USE** | **Approx. time needed** |
| --- | --- | --- | --- |
| **Case File Checklist** | 1 | Template to use when checking case files / conducting case file audits. During a case file review the reviewer verifies that the case has been managed properly and the documentation is accurate and complete throughout the steps of a case. | 1 hour for 10 files |
| **Case Management Observation Tool** | 2 | To be used when observing a caseworker in a session in order to assess the caseworker’s application of case management competencies during a face-to-face interaction with a child (and/or caregiver). | 30 – 60 mins |
| **Self-evaluation Caseworker** | 3 | Self-assessment for caseworkers to reflect on their own competency levels. Ideally should also be completed by supervisors (to compare / contrast results). It could also be further complemented by the practice observation using TOOL 2. Additionally, outside of the assessment, the tool can be used to support capacity development planning. | 30 – 45 mins |
| **Self-evaluation Supervisor** | 4 | Self-assessment for supervisors to reflect on their own competency levels as supervisors. This could be followed up by observation and / or asking caseworkers to evaluate their supervisors (to compare / contrast results). Additionally, outside of the assessment, the tool can be used to support capacity development planning. | 30 – 45 mins |
| **Caseworker Capacity Assessment** | 5 | The capacity assessment tool should be used to assess the caseworker’s attitudes, knowledge and skills. These are minimum competency standards for all caseworkers providing case management services. Additionally, outside of the assessment, the tool can be used to support capacity development planning. | 120 – 180 mins (to be broken up in two or three parts) |
| **Key Informant Interview** | 6 | This tool is to be used when interviewing key stakeholders (e.g. representatives of agencies providing case management, representatives of government authority responsible for child protection case management, representative of service providers such as police and health care providers, etc.) | 60 mins |
| **Caseworkers FGD** | 7 | FGD to be used with those conducting casework. Should be used in conjunction with a case scenario adapted to local context. | 90 mins |
| **Supervisors FGD** | 8 | To be used with managers and supervisors overseeing the casework conducted by caseworkers. | 90 mins |
| **Caregivers FGD** | 9 | This FGD is for use with parents / caregivers who have had contact and are / were involved with the case management system. | 90 mins |
| **Caregiver Feedback Form** | 10 | The purpose of the form is to record feedback from caregivers on the level of satisfaction regarding the quality of services provided and to identify areas for improvement. | 60 mins |
| **Child Feedback Form** | 11 | The purpose of the form is to record feedback from children on the level of satisfaction regarding the quality of services provided and to identify areas for improvement. | 60 mins |