

Report from the 5th Annual Global Social Service Workforce Strengthening Symposium

May 2018



Table of Contents

Welcome.....	Page 2
Keynote Address.....	Page 3
Panel 1: Uganda Country-level Efforts in Strengthening the Workforce to Protect Children.....	Page 5
Panel 2: Learning from Different Perspectives: Scotland's Social Services Workforce Journey.....	Page 8
Lunchtime Learning Exchange Discussions	Page 10
Panel 3: Social Service Workforce Strengthening in the Context of Preventing and Addressing Violence against Children in the Philippines.....	Page 11
Panel 4: A Call to Action for Strengthening the Social Service Workforce to Better Protect Children and Achieve the SDGs.....	Page 14
Closing Remarks.....	Page 16

Introduction

The Global Social Service Workforce Alliance hosted its 5th Annual Symposium on May 8, 2018, in Washington, DC, and also via live webcast on the topic of case management and the social service workforce. A total of 85 in-person participants and 308 remote participants from 24 countries across NGOs, practice, government, academia, associations, foundations and other experts in the field participated in the Symposium. They heard presentations from three countries that have formed multi-stakeholder national leadership groups or committees to create and implement comprehensive national workforce strengthening strategies. Country-based panels of speakers provided examples of how they have helped to elevate the discussion about the workforce, brought more visibility to the topic, and designed and implemented strategies to better plan, develop and support the workforce. A Call to Action was launched during the event to spur the development of similar national leadership groups in other countries. The symposium enabled the exchange of information between members of the Alliance and others working in social services to discuss efforts to strengthen the social service workforce to address a range of child protection issues related to care reform, violence, HIV/AIDS and migration.

The event was made possible in part through funding from the United States Agency for International Development (USAID) to the 4Children project through the President's Emergency Plan for AIDS Relief (PEPFAR) program. CELCIS and TPO Uganda were also sponsors of the event. GHR Foundation and UNICEF also provide ongoing support to the Alliance. Tides Center acts as fiscal host and sponsor of the Alliance.

Symposium Welcome

Amy Bess, Director, Global Social Service Workforce Alliance

Ms. Bess opened the event by thanking in-person and webcast attendees for their participation and thanking ongoing supporters of the Alliance, including USAID through PEPFAR, GHR Foundation and UNICEF as well as event sponsors CELCIS and TPO Uganda.

She highlighted how far social service workforce strengthening has come in the past seven years since the Social Welfare Workforce Strengthening Conference: Investing in Those Who Care for Children was held in Cape Town. This is a result of many committed individuals and organizations being involved in and leading these efforts nationally and globally. It is also the result of a commonly held core belief that the social service workforce is the most important driver of change when trying to improve systems of care for children and families.

Ms. Bess then highlighted how the Symposium would bring to light foundational elements for bringing about a stronger social service workforce. Representatives from

three countries were invited to present on coordinated, comprehensive workforce strengthening plans and how all of these efforts are coordinated and driven by national governments and inclusive of other stakeholder groups within country. She shared that the event would conclude with a Call to Action for working together to achieve the Sustainable Development Goals and improve protection, health and well-being outcomes for children, youth, families and

“The social service workforce is the most important driver of change when trying to improve systems of care for children and families. Without them, there would be no services provided, no community-based prevention programs, no systems of care in place. The social service workforce needs to be adequately resourced and supported in order to effectively work with families and communities to bring about positive change.”

communities. She invited other organizations to join the 12 that have signed on to the Call to Action.

Ms. Bess concluded her remarks by thanking the many individuals who have made contributions to the work of the Alliance, including an 11-members Steering Committee, Ambassadors, interest group members and membership at large comprising 1800 people in 121 countries. She concluded by inviting Symposium participants to view new resources from the Alliance, including the 2017 State of the Social Service Workforce Report, become involved in upcoming events including Social Service Workforce Week in September 2018 and continue engagement by becoming a member of the Alliance online at <http://www.socialserviceworkforce.org/membership>.

Keynote Address

Dr. Alma Crumm Golden, Deputy Assistant Administrator, Bureau of Global Health, United States Agency for International Development (USAID)

With a background as a pediatrician, Dr. Crumm Golden spent a decade working in maternal and child health programs in Texas, and there she saw first-hand the important role of social services in meeting the needs of vulnerable and indigenous children and families. She shared that social service workers and USAID share a common goal in wanting to meet the needs of families and children until these services are no longer needed. She also highlighted data from the 2017 State of the Social Service Workforce gathered from respondents on how inadequately prepared they feel to address violence against children and families. Dr. Crumm Golden said these findings would likely echo comments from pediatricians, and that this points to a need to ensure all sectors work together to identify and share tools for building capacity and equipping the workforce.

USAID, in partnership with other groups, has conducted Violence Against Children Surveys (VACS) in 14 countries and five additional countries are currently undertaking this data gathering process. She stressed that how this data is used will be important, as comprehensive plans of action are developed with national governments. She made a call for Symposium participants to share how they are using this data, and how USAID may partner with individuals and organizations in eliminating and preventing violence against children.

“I believe that [social service workers] may be the key to what actually changes the AIDS epidemic. We want to be your partner on that.”

Dr. Crumm Golden gave an overview of the DREAMS initiative led by PEPFAR, which has been designed primarily for girls from the ages of 15 through their early 20s. She shared a story of a troubled teenage mother in Kenya who is now aspiring to run for public office due to the skills she gained through the program. Dr. Crumm Golden stressed that social service workers play an integral role in the program and its achievements. The key to changing trajectories is a strong support system, and the social service workforce is a vital piece of that system.

She provided examples from Uganda, where USAID has helped to reduce the number of vacancies and increase recruitment in the social service workforce through a workforce analysis done in partnership with groups within country. A new cadre of para social workers has been developed in Uganda and results are already being realized. One organization working within Uganda reported an increase by 50% in child protection cases being resolved or closed.

Dr. Crumm Golden concluded by reiterating USAID's commitment to the Global Social Service Workforce Alliance, as a founding member, and in continuing to plan, develop and support the social service workforce for the future.

Keynote Address

Kirsten Di Martino, Child Protection Senior Advisor, UNICEF Headquarters New York

Ms. Di Martino began her remarks by thanking attendees for their efforts and interest in furthering conversations on strengthening the social services workforce to build strong child protection systems that can better protect all children from violence and abuse. A human rights lawyer who has worked in child protection in low, middle and high-income countries in various political contexts, she has witnessed first-hand how essential a qualified and well-supported social service workforce is to child protection. She has advocated to governments for greater recognition and priority for the workforce. "Child protection laws, policies and services simply mean nothing if there is no motivated cadre of social service workers in place to drive the system and help the most at risk and vulnerable children and families to get the support they need."

Ms. Di Martino highlighted the need for a workforce that is equipped to meet the needs of growing numbers of displaced children and families. With more than 28 million child refugees, migrants and asylum seekers globally, national child protection systems are stretched beyond capacity and unable to adapt to meet evolving needs. She shared that in Somalia alone, almost 600,000 children moved from their homes in 2017, and yet, Somaliland has only 20 qualified social workers employed by the Government and a University offering a social work degree (in Hargeisa). Countries in the region have identified workforce strengthening as a pressing priority and realize that strong leadership and multi-sectoral coordination is a prerequisite for doing so. She stressed that the ability of the social service workforce to perform and impact their work depends upon receiving the proper political, human and financial support.

Ms. Di Martino highlighted some of the ways that UNICEF is currently working in partnership with the Global Social Service Workforce Alliance and regional and country-level partnership to support national workforce strengthening efforts. The Alliance is helping to lead workforce mappings in eight countries in South Asia, six countries in East Asia and the Pacific and nine countries in the Middle East and North Africa. This data and assessment is the first step toward guiding national and regional efforts for improving policies and programs that support workforce strengthening. The Alliance has also worked with UNICEF on development of the Programme Guidance on Strengthening the Social Service Workforce. This guidance is intended to support UNICEF country offices through specific steps needed for planning, developing and supporting the workforce to strengthen child protection systems to achieve the SDGs by 2030.

She also shared that UNICEF's Strategic Plan 2018-2021 contains 33 indicators on child protection, including two that relate specifically to social service workforce strengthening. A country will be considered as having a quality assurance system in place for social service work

"For the first time, social service workforce strengthening has been identified as a priority strategy and intervention under UNICEF's new Strategic Plan for the period 2018-2021. UNICEF's global experience in supporting child protection systems strengthening has demonstrated that a well-planned, well-trained and well-supported social service workforce plays a central role in identifying, preventing and managing risks, and responding to situations of vulnerability and harm."

if it has a normative framework, a system of supervision and support, a system for licensing or accreditation, and a nation-wide data collection system for the social service workforce.

Ms. Di Martino also shared UNICEF's increasing its focus on case management systems and tools, which is a core function of this workforce. Service delivery in child protection and preventive efforts improve when quality case management practices are used.

She concluded by stating that "the workforce is now recognized as the single most important 'ingredient' of a child protection system. Establishing a qualified - whether professionally trained or community-based 'para' social services workforce – is critical to establishing this system."

Panel 1: Uganda Country-level Efforts in Strengthening the Workforce to Protect Children

Moderator: *Patrick Onyango Mangan, Country Director, TPO Uganda*

As the moderator, Mr. Mangan introduced the topic and panelists who would be sharing Uganda's experiences in workforce strengthening to better protect children. He shared that Uganda has been at the forefront of childcare reforms for the last 10 years, including in the early years through systems mapping, then alternative care reforms and most recently completing the VACS, becoming a Pathfinder Country for ending violence against children and piloting the INSPIRE Program as one of the action points within the national action plan. The Ministry of Gender, Labour and Social Development (MGLSD) has led these efforts by building multi-sectoral support.

Speakers:

Lydia Joyce Najjemba, National Coordinator, Orphans and Other Vulnerable Children, Ministry of Gender, Labour and Social Development, Uganda

The Role of Government in Building a Multi-Sectoral Response to Violence Against Children

Ms. Najjemba described the key role of government in building multi-sectoral collaboration for workforce strengthening. Some of the efforts the MGLSD has been involved in developing with key other stakeholder groups include: an in-service training program, a comprehensive case management system, policy and strategic direction including the first-ever child policy that addresses all issues related to child's rights that will be launched in 2018; research and innovation, capacity building targeting OVC, advocacy and lobbying for programs to end VAC, and coordination of stakeholders and partnership-building to end VAC. "Ending violence against children is everyone's business, not only the business of government, but education has a role, health has a role, just has a role, to name a few."

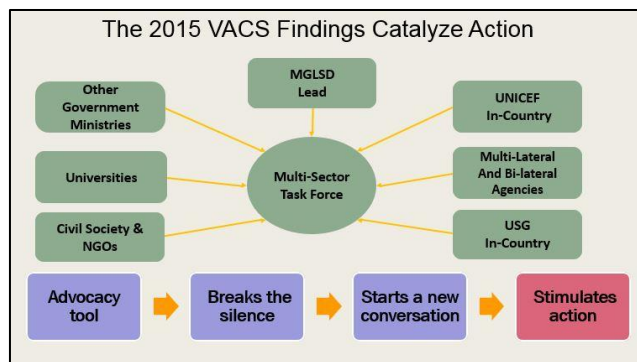
She shared the role and work of the Child Protection Working Group, which is comprised of six individuals representing different sectors to ensure information-exchange and collaboration at the highest-level. A multi-sectoral approach has also been developed and continued through quarterly meetings held by the MGLSD that bring together all stakeholder groups.

Ms. Najjemba listed some of the many achievements within Uganda as a result of these collaborative efforts. These include: attaining Pathfinder status, a new Child Policy under review and integrated with the National Implementation Plan of the Child Policy, development of a competency framework for para social workers, Child Helpline for raising child protection

concerns, VACS Report that will soon be disseminated to ensure data transformation and roll out of INSPIRE.

In closing, Ms. Najjemba shared some of the ongoing efforts to strengthen policy and legislation. Mapping of available interventions on violence against children will enable planning and targeted deployment of resource. Improving data and information management systems will allow effective tracking of children entering the

child protection system. These processes will ensure accountability and allow for reporting on outcomes. Ultimately, all of these steps and collaborative actions will lead to a strengthened social protection system for families to be able to overcome weak socio-economic status, which is a key underlying cause of VAC.

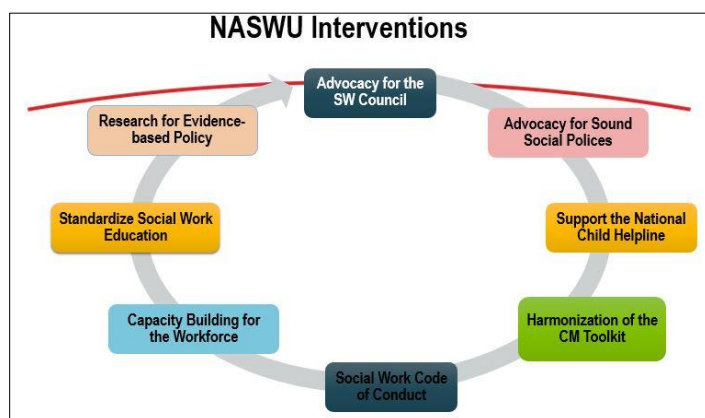


Presentation prepared by **Dr. Taib Azah, Technical Advisor, National Association of Social Workers Uganda**

The Need for Policies to Regulate the Social Service Workforce

Mr. Mangen presented on behalf of Dr. Azah who was unable to travel to the Symposium but who prepared a presentation on the efforts of the National Association of Social Workers Uganda (NASWU) to regulate and develop the social service workforce within Uganda.

NASWU was founded in 1972 but has recently become more active, with 2000 members, aiming to increase regulation to enhance professional growth of social work. Mr. Mangen described some of the current challenges facing social workers in Uganda. There is currently no legislation to support social work practice in Uganda, and the level of training and skills greatly varies. Most social workers work at the community level within NGOs. There are few social service positions within government, and only 57% are filled. The ratio of social workers to clients is 1:6000.



To address some of these challenges, the Association is beginning the process of establishing a professional social work council to ensure quality and training of social workers. NASWU is mainstreaming para social workers (PSWs) into the local government structure, has trained master trainers for the PSW curriculum and developed supervision guidance. The Association has used the Alliance’s competency framework for PSWs and conducted a PSW skills audit to address gaps. Mr.

Mangen also highlighted some of the current efforts underway to standardize social work education, build capacity of the workforce, advocate for policies and develop a code of conduct.

The Association believes that when all of these goals and processes are fully implemented, it will lead to a better qualified and regulated workforce that is able to meet the needs of vulnerable children and families within Uganda.

Timothy Opobo, Child Protection Manager, ChildFund
Civil Society Collaboration with Government in Addressing VAC in Uganda

To highlight civil society’s collaborative efforts with government in addressing VAC, Mr. Opobo spoke on behalf of ChildFund and other civil society groups working within Uganda on this issue, which make up 70% of the social service workforce that is addressing VAC. Civil society comprises international NGOs, local NGOs, faith-based organizations and community-based organizations, operating at national, district and sub-county levels.

While Uganda has made great progress in addressing VAC, much remains to be done to address physical, social and emotional violence that children face, he said. He shared data from the 2015 Uganda VACS that shows a greater percentage of males face physical and emotional violence, while a greater percentage of females face sexual violence. The overall report provided regional breakdowns on the types of violence most common in different areas of the country. Among the challenges those who have encountered violence face, many do not know where to go for help, and when they do, very few actually get helped.

Government is collaborating with civil society on the road map to achieving Sustainable Development Goal (SDG) 16.2 to end violence in all forms against children. At the district-level in particular, civil society is building capacity of the social service workforce and developing district-specific plans for action. Sub-county and community-level prevention activities include mapping and capacity building for community-based child protection structures to understand strengths, weaknesses and linkages. They are encouraging community dialogue for communities to develop their own practices for preventing violence. As a response mechanism for children and families affected by violence, a case management approach is being implemented for reporting and registering cases, psychosocial support, referrals and home visits.

Role of Civil Society in Addressing VAC

- Advocacy: Policy and Legislative
- Capacity Building
- Funding
- Research
- Program/Project Implementation
- Direct Service delivery- Case management
- Accountability

He echoed Dr. Azah’s comments on the challenges as well as positive progress in training and regulating the social service workforce to be best positioned to address this issue. He concluded by reiterating the importance of NGOs integrating social service workforce development into all of their projects.

Question & Answer Session

Some of the questions and topics raised included: key challenges and solutions in effective multi-sectoral collaboration across government ministries, coordination from national to community levels, attracting trained social service workers to return to rural communities following education and training, and the training curriculum and standardization of training for PSWs.

Panel 2: Learning from Different Perspectives: Scotland's Social Services Workforce Journey

Moderator: Prof. Jennifer Davidson, Executive Director, CELCIS and the Institute for Inspiring Children's Futures, University of Strathclyde

Professor Davidson introduced the panelists and introduced the topic they would be sharing with attendees. She provided some context for the presentation on the number of looked after children in both in-home and out of home care at 1.5% of the population. CELCIS with the Scottish government is implementing a plan for greater policy priority for children in and at risk of alternative care, and the social service workforce working with children and families. The voices of children and young people with experience in the care system have been a key driver in achieving this level of awareness and attention to the challenges they face. While social workers have a mandate to intervene on behalf of children, there is also priority given for keeping children with families and ensuring rights of parents when children are in alternative care settings. A strong social service workforce is required to ensure the right balance of family cohesion and quality of care. Poverty when combined with other risk factors is a strong driver of reasons for children to be placed in alternative care

Speakers:

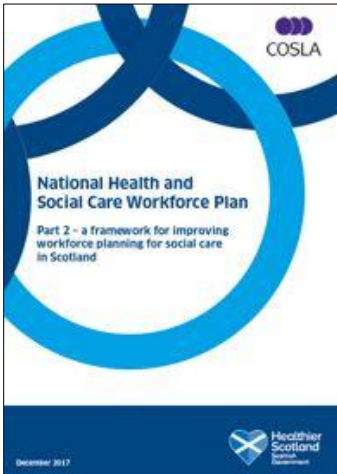
Iona Colvin, Chief Social Work Adviser to the Scottish Government

Progress, Opportunities and Challenges: The future social services workforce in the context of Scotland's health and social care integration

In opening, Ms. Colvin described policies within Scotland that regulate the workforce. The Social Work Scotland Act of 1968 formally established social work and the welfare principle for children. This introduced the intervention of social work within family life and regulates how and when social workers and other social service workers intervene to provide services. There are currently more than 200,000 social service workers, with the largest areas of service provision being housing support/care at home, care homes for adults and day care children services.

The Vision and Strategy for Social Work Services 2015-2020 developed inter-disciplinary teams for social workers to work alongside health and education to ensure better outcomes for children and families.

She shared the role of the Scottish Social Services Council in regulating the workforce. The council registers all social service workers, sets standards for conduct and behavior, and develops the workforce through training in collaboration with education. Care Inspectorate is an inspection and improvement agency that ensures quality of service provision.



Recommendations

1. Integrated workforce data
2. National and local labour market and workforce analysis
3. Workforce planning guidance for partnership working
4. Workforce planning tools
5. Promoting social care and social care settings more widely as a positive career choice
6. Career pathways
7. Training and education

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The National Health and Social Care Workforce Plan was released in December 2017. It is the first time a national plan has been developed specific to the social service workforce and is informed by evidence and strengths-based approaches. The Scottish government collaborated with local authorities on development of the plan, as it will be implemented and regulated through local governing authorities. The report also provided a framework for improving workforce planning

in social care in Scotland and included a number of recommendations, including integration of workforce data, workforce planning, promotion of social care professions and training and education for these workers. While in the early stages of implementation, it is expected that realization of these recommendations will lead to a stronger social service workforce providing better outcomes for children and families.

Dr. Ian Milligan, CELCIS International Advisor

Benefits and Complexities: Scotland's ongoing journey to equip staff working in small group care children's homes with a relationship-based care focus

Dr. Milligan presented strategies and steps undertaken for developing the residential child care workforce. He opened the presentation by sharing context on Scotland's out of home and residential care practices since Scotland's deinstitutionalization 40 years ago. In Scotland, residential care is one setting within a range of care options, as per the UN Guidelines on the Alternative Care of Children, and constitutes small group homes, comprised of 3-8 children. The staff and the quality of care are subject to close regulation and monitoring. There are currently 7,000 trained staff with compulsory registration for all providing care in these settings.

In 1999, the Scottish Institute for Residential Child Care (SIRCC) was launched by the government to provide resources and training to the sector at multi-levels, and the government has made ongoing commitments to the workforce providing these care services. This includes a partnership of more than 10 years with universities and colleges to develop specialist social care and social work courses and opportunities for in-person, online, in-service and part-time training.

Listening to the voices of children regarding their wishes for their care is a key to the provision of loving, caring, nurturing services, he shared. Residential workers and educators have looked to sister professions of social work such as 'child and youth care' and 'social pedagogy' to provide theoretical frameworks and practical training which address the personal and professional dimensions of direct care. Workers in various settings including residential care, have discovered that social pedagogy provides a language and theoretical framework for personal care, empowerment and participation as well as encouraging the reflective use of play and activities with children. A Social Pedagogic orientation values community engagement and group work as well as individual care. He concluded by stating the importance of incorporating and transferring the skills learned through the various training programs into quality care for children with a rights-based focus.

Scotland has been drawn to child and youth care work and social pedagogy approaches "to accommodate workers who have both the professional and personal skills to provide quality care where people live."

Prof. Jennifer Davidson, Executive Director, CELCIS and the Institute for Inspiring Children's Futures, University of Strathclyde

Missing Pieces in Workforce Strengthening? Improving children's outcomes as the key driver in implementing best practices

Prof. Davidson explained that CELCIS was launched through the recommendation of SIRCC as a means to address all issues children may face, whether within the care system or as preventative measures for those at-risk for entering the care system. CELCIS strives to improve outcomes for all children in alternative care and has been a part of a review of how to make change happen for children and the skills needed by the social service workforce to do so.

Prior dissatisfaction in the level of care being provided to children in alternative care settings has led Scotland to its current and future plans for strengthening the social service workforce. A decade-long change program from 2002-2012 developed further into a multi-sectoral partnership at local levels to close the training and implementation gaps. Learnings from this approach include the importance of starting first with a focus on the desired outcomes for children and families in creating the needed collective focus; starting small and getting better; and alignment of whole systems, which can be applied to other initiatives and country programs that are under development.

She highlighted data showing that while workers were learning a great deal in trainings, there continued to be a gap in consistent application of that learning in their work contexts. In a review of the mechanisms for realizing change, support and information to practitioners for both interpretation and implementation were key for meaningful and sustained change. Drivers of implementation of workforce strengthening are a combination of competency, organization and leadership.

“Are we doing what we need to do today, and if not, what do we need to do tomorrow, in order to realize the best outcomes for a child?”

To continue the commitment to strengthening the social service workforce to realize the best outcomes for children, Prof. Davidson shared that just last year CELCIS launched the Institute for Inspiring Children’s Futures which brings together all applied centers for learning within the University of Strathclyde to work collectively toward this goal.

Question & Answer Session

Participants raised questions on the typical length of time children may be placed into residential care and deciding factors for doing so as well as the meaning of volunteers in this context as to whether it means unpaid. Online viewers asked about recommendations from the Scotland experience that could be made to other countries looking at care reform policy and workforce development as well as training for the provision of psychosocial support to children in the care system.

Lunchtime Learning Exchange

Following lunch, in person attendees were able to choose from several small group table discussions, hosted by other organizations undertaking workforce strengthening initiatives or projects related to the workforce. The discussions allowed the exchange of ideas and new innovations among various stakeholder groups.

Establishing a Digital Case Management and Project M&E System for the ELIKIA OVC Project in DRC

Alisha Keirstead of Education Development Center reviewed with the group the DRC ELIKA case management system developed by EDC, which includes case load and payment processes for social service workers. She highlighted the use of the system and adoption of technology practices. The group discussed engaging community cadres and limitations on capacity of digital case management systems and then shared examples from their work.

Tacking Progress: Measuring the Implementation of the ‘Guidelines on the Alternative Care of Children’

Sarah Johnson with Better Care Network and Otto Sestak from Hope and Homes for Children gave an overview of the tool, its purpose and audience, using the Guidelines as a framework. They shared examples of how the tool has been used to advocate for reforming the Guidelines and examples of the principles of necessity and suitability as underlying principles. The discussion concluded with a review of the benefits and uses and purview of the tool. Participants shared their interests and learnings in the area of alternative care and deinstitutionalization.

Making a Case for Case Conferencing: A model to help empower social service workers and their allies to better coordinate services for vulnerable children and families

Alex Collins, IntraHealth, and Aften Beeler, CRS, led the group in a discussion on case conferencing. Case conferencing can be empowering for social service workers, such as case care workers or other volunteers, because it allows them to speak directly to service providers with whom they might not otherwise have access. It can also be a means of raising visibility and informal “professionalization” for social service workers involved, since participants from other sectors learn what they do and they can receive supervision from social workers in attendance. The South Sudan model was set up in this manner. Table participants noted that from the examples of effective case conferencing that they’ve seen in their work, characteristics that lead to case conferencing success include that conferences are government led within a functioning social service system and bring in the right participants across sectors for the cases under discussion.

Responding to Disability in Child-Focused Programs

Led by John Williamson, USAID/DCOF, and Betsy Sherwood, Save the Children US, new tools and guidance on responding to disability in child-focused programs was presented. USAID/DCOF will soon be releasing a guidance document on work with children with disability and their families to prevent unnecessary separation and support family reintegration. A list of six resources for caseworkers, child protection specialists, gender-based violence workers and other workers was shared and discussed as tools for building the capacity of those working directly with children with disability. Group participants then developed two individual goals on how they can promote the inclusion of children with disabilities and their care-givers into their existing programming.

Developing Cross Border Social Work Cooperation to Support Children on the Move

Elaine Weisman at International Social Service USA hosted this discussion on cross border collaboration for supporting children on the move. She highlighted the ISS-USA model as an example for addressing short, medium and long-term needs of children moving across borders by connecting social service systems and supporting informed decision-making based on the best interests of the child. The group exchange case management models and tools for support cross border case management to ensure safe, sustainable and coordinated movement of children across borders.

Competencies for the Para Professional Social Service Workforce

Nathan Linsk, Professor of Social Work, Midwest AIDS Training and Education Center, University of Illinois at Chicago, and Zeni Thumbadoo, Deputy Director, National Association of Child Care Workers South Africa, co-chairs of the Interest Group on Para Professionals, provided background on development and an overview on content in the PSSW Competencies document. The shared examples of how the document has been used to formulate competencies and trainings for several para professional cadres, including para social workers

in Uganda. Participants shared how they have been using this document within their work and expressed interest in contributing to possible future work of this interest group.

Panel 3: Social Service Workforce Strengthening in the Context of Preventing and Addressing Violence against Children in the Philippines

Moderator: Dr. Bernadette Madrid, Executive Director, Child Protection Network Foundation, Philippines

In opening the panel presentation, Dr. Madrid gave an overview of the presentations to be shared on the Philippine Plan of Action for Ending Violence Against Children as a Pathfinder Country and an emphasis within this plan is strengthening of the social service workforce.

Speakers:

Dr. Bernadette Madrid, Executive Director, Child Protection Network Foundation

Achieving the Philippine Plan of Action to End Violence against Children: The need for a strong social service workforce

Dr. Madrid began by presenting data from the 2016 VACS that shows the magnitude of violence against children. The study showed that 66% have faced physical violence. Psychological and sexual violence prevalence rates were also high. Following this study, the Philippines Plan of



Action for Ending Violence Against Children (PPAEVAC) was launched for addressing all forms of violence against children in the country, which builds on the INSPIRE strategies developed by WHO, UNICEF, the Global Partnership to End Violence and 10 other international agencies. INSPIRE is an acronym that presents seven evidence-based strategies, including improved access to good-quality health and social welfare and criminal justice support services. The strategies highlight the importance of multi-sectoral approaches cutting across all sectors.

The development of the PPAEVAC was a multi-pronged process. It began with a regional cluster consultation workshop with 423 participants from a range of stakeholder groups, followed by a national planning workshop. Dr. Madrid further presented on the plan framework that says there must be action from the highest level of government for the influence of policy, programming and budget. Implementation of the plan aims to achieve SDG 16 as well as 5. It also includes six key result areas in support from various supporting agencies: strengthening parenting skills, self-protection and seeking professional help by children, availability and quality provision of services to victims of VAC, M&E system in place, VAC-related laws in place and enforced, and multi-stakeholder child protection structures and systems in place.

To be able to implement all of these key result areas, a well-planned, developed and supported workforce is needed, as Dr. Madrid shared from the Alliance's Framework for Strengthening the Social Welfare Workforce. The agency leading these efforts in the Philippines are the Department of Social Welfare and Development, which is undertaking mapping, capacity

building and institution building. She concluded by declaring that “Every child has a right to a life free from violence.”

Video Remarks from Undersecretary Mae Fe Ancheta-Templa, Department of Social Welfare and Development

National Action Plan on Strengthening the Workforce

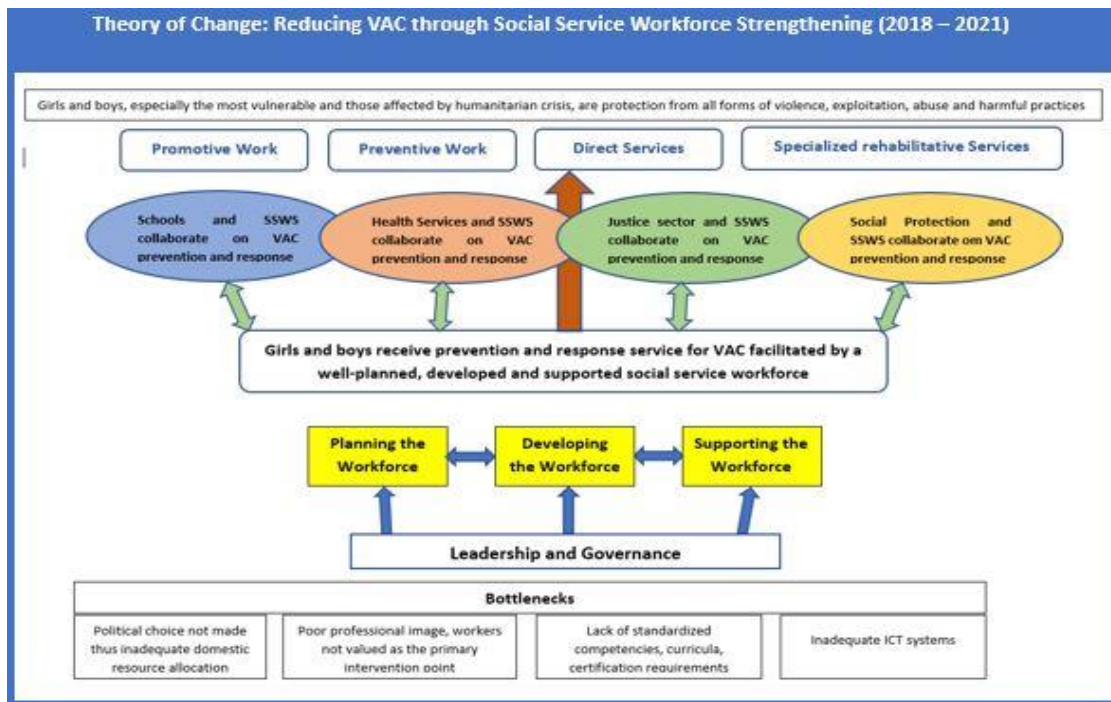
Video remarks were provided by Undersecretary Ancheta-Templa, who was unable to travel to the Symposium. She leads institution-building and child protection efforts with the Department of Social Welfare and Development. UNICEF and the Department have a formal mandate to build up vital sectors that work with children. To do so, they are launching an eight-month study for an analysis on issues and concerns facing the social service workforce. The government is reviewing existing frameworks for supporting the workforce that effect service delivery and performance of the workforce. A mapping has just begun, being led by UNICEF with the University of the Philippines. This data will help to develop a framework for support to the profession. The Philippine Association of Social Workers and the Commission on Higher Education on Social Work is guiding social work education training and standards, which are a part of the review and analysis process. As a trained social worker, Undersecretary Ancheta-Templa shared that her hope is that ultimately the profession will better recognized and regulated.

Kirsten Di Martino, Senior Adviser, Child Protection, UNICEF Headquarters

Mapping of the Social Service Workforce for Better Planning, Development and Support

Ms. Di Martino delivered the presentation prepared by Jess Farr in the UNICEF Philippines office. Local government units in support from mandated national government provide basic social welfare services to children. Strengthening the child-focused social welfare system as a link to parenting support interventions is a priority toward ensuring that all children have access to prevention and response services to address VAC at the community level. Social service workers face many challenges in providing quality services, including: high caseloads, lack of training, lack of experience in case management, lack of supervision and guidance, and limited funding.

UNICEF’s new strategic plan for 2018-2021 and theory of change for response to violence against children stresses systems strengthening for increased child protection. She shared the theory of change that has been developed toward planning, developing and support the social service workforce for promotive, preventive, direct and specialized rehabilitative services. The workforce is a key ingredient and at the heart of a holistic child protection system to drive the entire system forward. A key reason for UNICEF Philippines supporting the government in this initiative is to strengthen the social service workforce in order to reduce VAC by 2022. She reiterated the six key result areas and outcome results that are pre-conditions for realizing this goal. The government is currently focusing on result area one that aims to strengthen the skills of parents.



Ms. Di Martino shared the mapping will generate necessary evidence on the current situation and challenges of the workforce. It is part of a multi-country initiative within East Asia and the Pacific being supported by the Alliance with technical support and tools to the UNICEF EAPRO office that initiating this effort. In conclusion, she shared a quote from Paulo Sergio Pinheiro as included in the report of the UN Secretary General’s study on Violence against Children to the General Assembly in October 2006: “Children are tired of being called the future. They want to enjoy their childhood, free of violence, now!”

Question & Answer Session

Questions to the presenters included: the transition from VACS research into practice, the depth of support for workforce strengthening efforts that originate from the Undersecretary in filtering down to other levels of government and development of standards for social work training and practice.

Panel 4: A Call to Action for Strengthening the Social Service Workforce to Better Protect Children and Achieve the SDGs

Moderator: Dr. James McCaffery, Senior Advisor, Training Resources Group, United States

Dr. McCaffery introduced the panelists and highlighted how the prior panels provided a backdrop for this session in launching a Call to Action for Strengthening the Social Service Workforce to Better Protect Children and Achieve the SDGs. He reiterated how a strong, sustained support system will best be able to help families long-term. With prior work experience in human resources for health and health and social service systems strengthening, Dr. McCaffery highlighted the importance of the social service workforce being included and integrated within these support systems. The Call to Action is intended for individuals to use in

advocating for progress toward strengthening the social service workforce through increased funding and leadership at the country level.

Speakers:

Dr. Daniela Ligiero, Executive Director and Chief Executive Officer, Together for Girls

Laura B. Rawlings, Lead Social Protection Specialist, World Bank

Dr. Ligiero addressed attendees by providing a background on Together for Girls. A public-private partnership focused on ending violence against all children, girls and boys, the organization was launched nearly nine years ago as a platform to convene multiple sectors, including UN agencies, national governments, private sector and civil society, to tackle this issue. She shared that VACS have been conducted in nearly 10% of all countries globally. “It’s so exciting to see that the database is growing...to use that data toward a multi-sectoral approach to a response.” With violence being included within multiple SDGs, there is now a political tool for national level to move this agenda forward. She stated the SDGs offer a great opportunity for the social service workforce to show their key role in ending violence and many other priority areas.

“Clearly the social service workforce has a very important role to play...In all of these areas, it’s important to recognize the emphasis on behavior change and the role that the people who are on the frontline of interfacing with families and interfacing with caregivers have to play in mobilizing particularly to meet these five priority areas.”

Ms. Rawlings, speaking on behalf of the World Bank, concurred that the SDGs can and should be used as a political tool to generate action. She highlighted that the workforce can play a key role in many goals, in particular: ending poverty through social protection, ending hunger through nutrition and health activities, ending preventable deaths for children under five through maternal and childhood health initiatives, ensuring all children have access to quality early childhood education through working with caregivers to invest in education and health, and ending forms of violence against children through preventative efforts.

Dr. McCaffery provided background on the health workforce’s Call to Action released in 2005 that is gaining political will and recognition for the health workforce. As social service workforce strengthening is a few years behind the health workforce in generating greater attention and political will, he stressed that the social service workforce should learn from these efforts to similarly build the evidence base to hold governments accountable.

To show governments that there really is a problem of violence against children, Dr. Ligero challenged the social service workforce to use the SDGs as an opportunity for the workforce to stress that investing in the workforce is a key solution to this issue. INSPIRE includes a common message from all of the actors involved in its development and implementation. Advocacy from the workforce to detail the investment cost as well as cost of inaction is a powerful message, she said. A lesson learned by Together for Girls is that effort toward coordination and incentives are needed to continue cross-sectoral collaboration. Dr. McCaffery concurred that this was also an important learning along the path toward health workforce strengthening.

“For each of the INSPIRE strategies...we need to showcase there’s a role for the social service workforce...and there’s an integrated system that needs to be in place in order to implement all of this.”

Investing in the Early Years is a new flagship initiative at the World Bank. Working at the World Bank for 20 years, Ms. Rawlings stated that this is the period of greatest interest and investment in early childhood initiatives, and in each of these, the social service workforce has a key role to play.

Closing Remarks

Dr. Rebecca Davis, PhD, MSW, Associate Professor for Professional Practice and Director of the Center for Global Social Work, School of Social Work, Rutgers University, United States, and Chairperson, Global Social Service Workforce Alliance Steering Committee

As Chair of the Alliance Steering Committee, Dr. Davis closed the symposium by reflecting on the first statement of the Call to Action in achieving the SDGs and the role of the workforce toward achieving many of the goals. She reiterated comments from Dr. Crumm Golden that the workforce can positively change the trajectory of outcomes for children and families. She urged attendees to not only focus on problems, but to envision the what the world looks like without those problems. She teaches the SDGs to her global social work students so they can envision how their practice of social work after graduation can impact these goals. She challenged social service workers to continue to build their skills in advocacy, and the Call to Action is a tool to help in taking steps toward greater advocacy for the profession. She concluded by thanking attendees for their attendance and continued efforts in social service workforce strengthening as well as speakers, panelists, Alliance staff and Steering Committee members for their contributions to the Symposium and continued momentum in workforce strengthening.