

# Minimum Service Standards for Orphans and Vulnerable Children Kenya



## Kenya Job Aid Booklet



# Job Aid for Improving the Quality of Services for Orphans and Vulnerable Children at the Community Level



## Guiding principles of the quality service standards

1. Stakeholder mapping to identify who is where and what they do for establishment of referrals, linkages and coordination
2. Identifying the needs of the OVC and their households and provision of appropriate services on an ongoing basis
3. Ensuring participation and involvement of OVC, households and communities in care and support activities
4. Continuous monitoring of progress of OVC and their households after service provision and reporting of the same to the projects and government
5. Monitoring and evaluation of programme interventions to check whether they make a difference in the lives of the OVC and their households

**“Consider the age , gender, status and culture of the OVC and caregivers when providing services”**

## Dimensions of Quality

These ten points help us to make sure services do not make the lives of the OVC and households worse off than they were before

### 1. Safety

Do no harm to the children, households and communities as you provide services.

### 2. Access

Make sure there is nothing stopping an OVC and their household from getting the service he or she needs.

### 3. Effectiveness

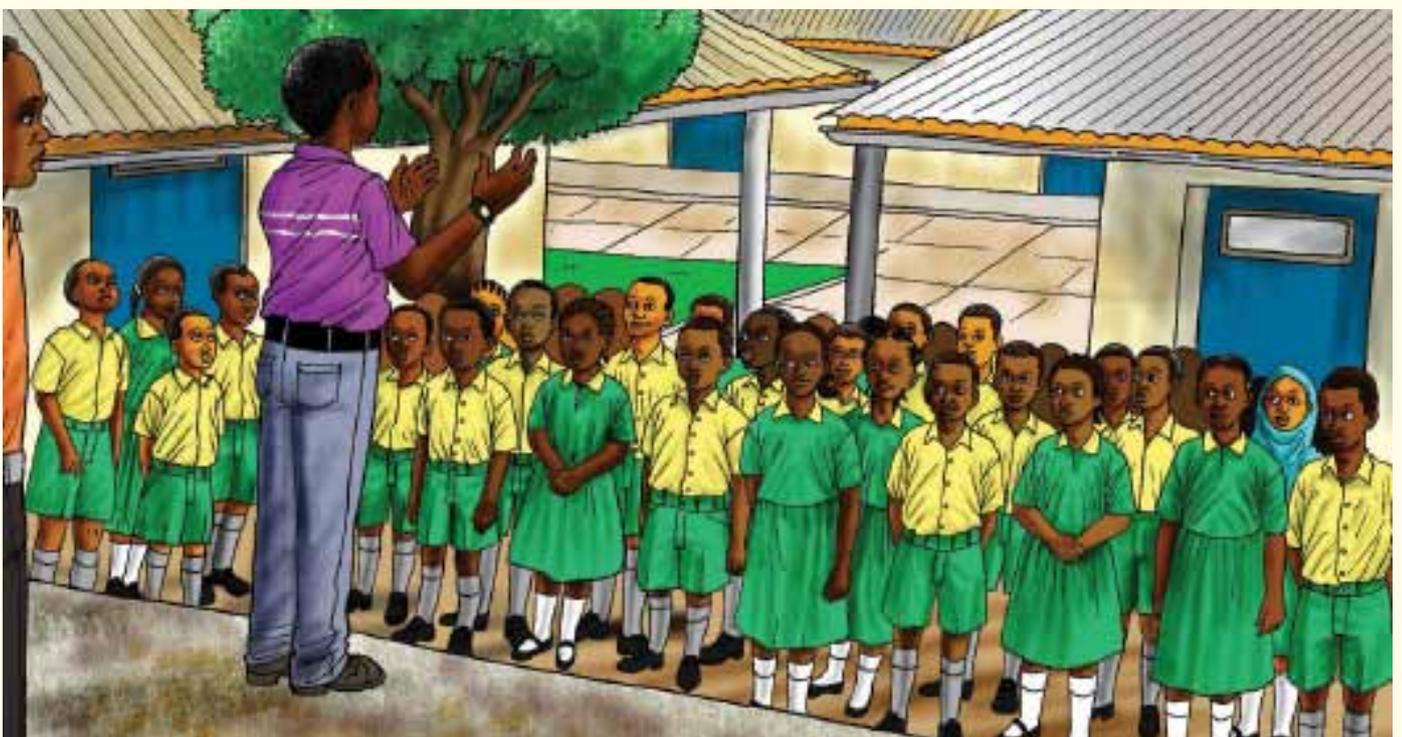
Services meet the real needs of the OVC and the household.

### 4. Technical performance

Use the minimum service standards when implementing services. Get training in OVC care and support and refer to people with the right training to help the OVC more.

### 5. Continuity

Ensure consistent and timely care to OVC and households by the same person.



“Follow-up by talking with the OVC and the members of the household to check if that service was helpful”

## 6. Efficiency

Ensure good use of resources to reach the OVC and their households. Avoid wastage and giving out services they do not need

## 7. Compassionate relationship

Ensure trust, confidentiality, respect and ethical considerations when providing services

## 8. Appropriateness

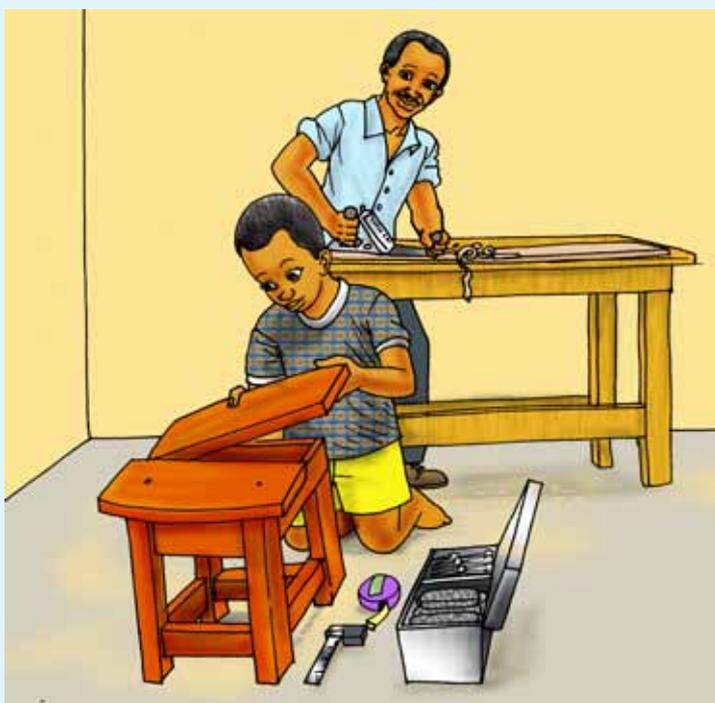
Consider the age, gender, status and culture of the OVC and caregivers when providing services All services must meet the different needs of each individual and community

## 9. Participation

Children, caregivers and communities have a role to play in service provision

## 10. Sustainability

Ensure households and communities are able to provide the services in future to reduce dependency on others



## The following are your roles and responsibilities as a Community Volunteer:

- Conduct a needs assessment of OVC and their households and plan for the provision of the right services to them
- Work with other service providers to build networks and improve the quality of services provided to OVC and their households
- Provide services to OVC and their households based on Minimum Service standards guidelines
- Help organize resources (food, tools and supplies) for OVC households
- Refer the OVC and their households to other service providers when there are services you can not provide and follow up to check whether they got the service
- Follow-up after each service is provided to OVC and their households to make sure the service was used and that it was helpful to them
- Fill in reporting forms correctly and keep detailed records (home visit, CSI and referrals forms), to be shared with the project team and the government
- Make sure that all services provided are in the best interest of the OVC and their households; do no harm

### What can I do to provide quality services to OVC and their Households?

1. Do a needs assessment for each OVC and for each house hold before any services are provided to them

- Use tools, like the Child Status Index (CSI), to help you do complete needs assessment on the child
- Use a household vulnerability assessment tool on the house hold to help you know their status

## 2. Create a plan of action and implement it

- Use information you gained from the needs assessment and vulnerability assessment to decide what services are needed for the OVC and the household
- Decide what services are most important and plan to provide those services first
- Find another service provider to help the OVC and the household with services that you cannot provide
- Talk with the OVC and the other members of the household to make sure they are happy with the plan of action and are ready to work with you to implement it
- Regularly check the plan to make sure that all services are being provided
- Fill in reporting forms and share with the necessary people regularly

## 3. Track changes

- Use tools, like the CSI, to do assessments regularly
- Look at and compare information on the OVC and the household before, during and after services to see if progress is being made
- Watch and talk with the OVC and other members of the household to decide what their needs are and what has improved in their lives over time
- After a service has been provided, follow-up by talking with the OVC and the members of the household to check if that service was helpful
- If a service was not helpful, work with the project team to find a way to improve the service to ensure the needs of the OVC and their household

# Eight Core Service Areas Desired Outcomes

## 1. Food and Nutrition:

OVC and other household members have enough nutritious food to eat throughout the year and are not afraid of where they will find food for tomorrow or the next day.

### How:

Ensure OVC and household are able to produce or buy food every day for home consumption throughout the year

Make sure children eat a balanced diet, are growing well compared to other children in the community



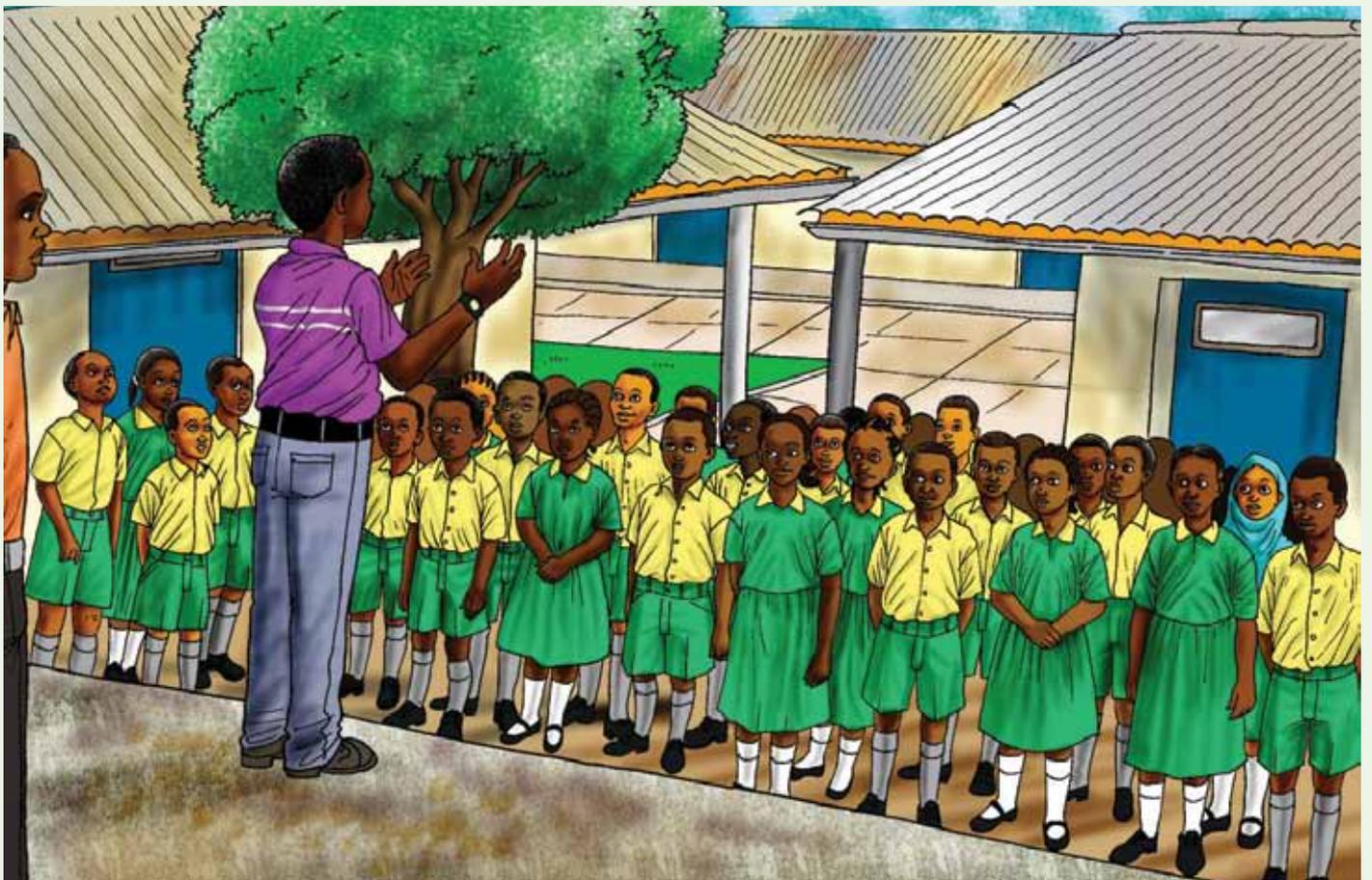
# Education

## 2.Education

### How

Make sure you identify school age children and help them join school. Work with the family, the OVC and the school to ensure they attend school every day, complete their home work and are promoted to the next class every year

Those who complete basic education should be helped to either proceed to secondary school ,join a vocational training centre or be helped to become self reliant



# Health

## 3. Health

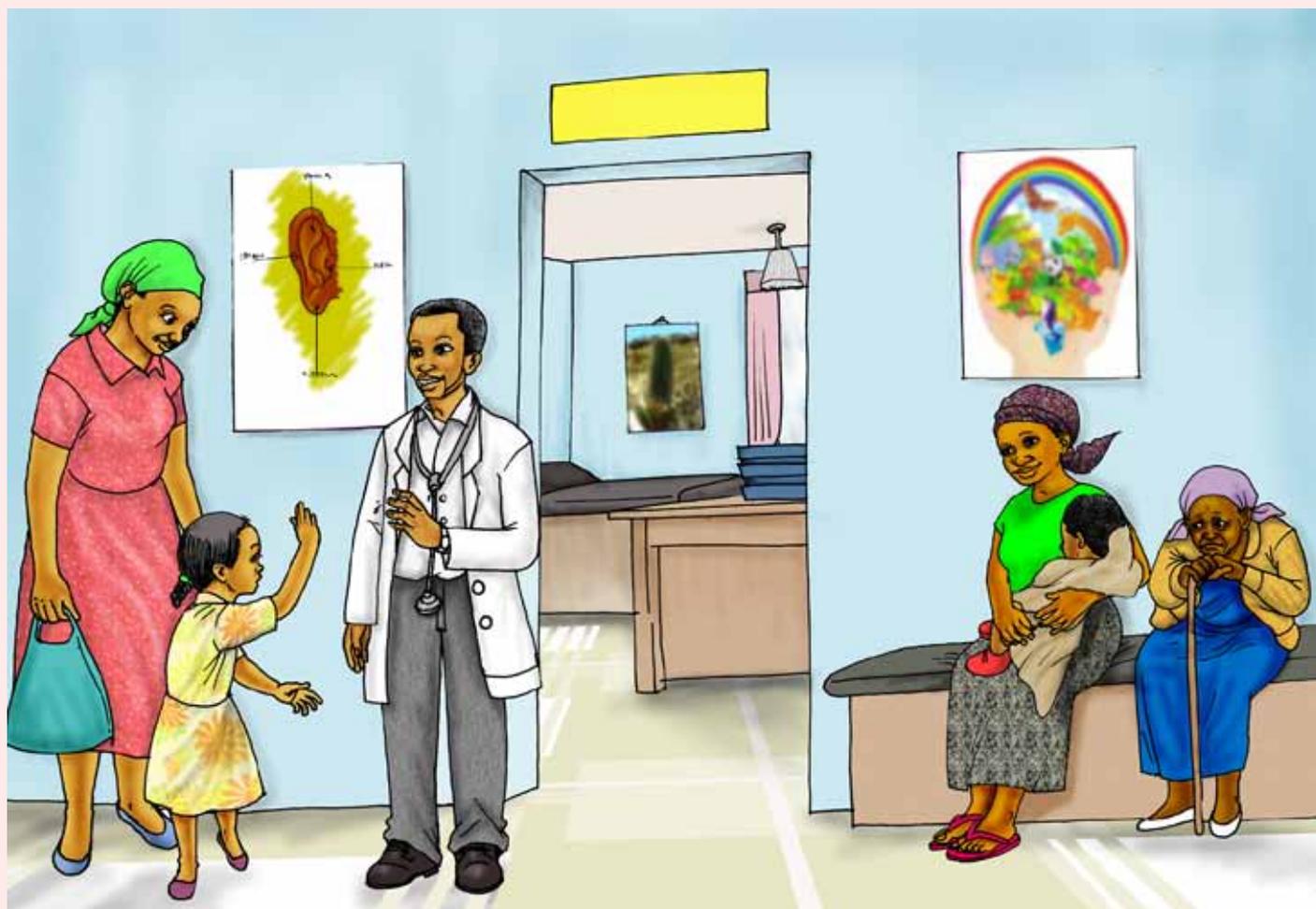
### How:

Make sure children aged 0-5 years go to the clinic, get immunization and treated when sick

Ensure all sick children are treated when sick  
Help the OVC and their households in preventing sickness like malaria, TB, HIV, diarrhea etc

Support children and households with chronic illnesses learn to take care of themselves

Promote use of safe water, clean home environment, use of latrines and rubbish pit and, hygiene education



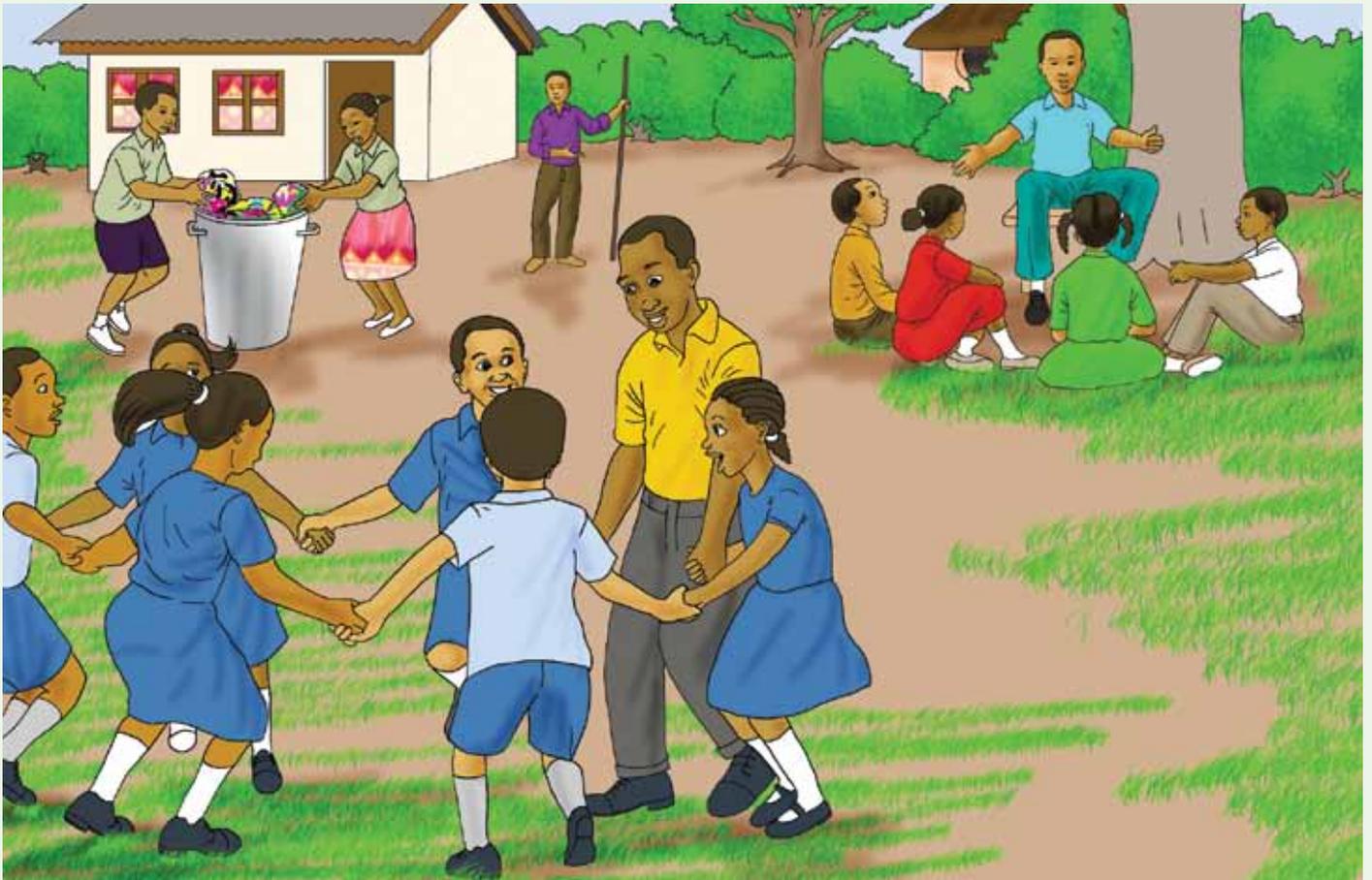
# Psycho Social Support

## 4. Psycho social Support:

### How:

Help children and their households to cope with their situation and be able to play, work and communicate well with each other and with adults around them

Support children with skills to help them live well.



# Shelter and Care

## 5. Shelter and care:

### How :

Make sure children live in a safe, dry and clean house  
Help the OVC and households to get clean clothes and bedding

Support all children to have at least one adult caregiver taking care of them especially child headed households, those with old caregivers, sick parents and mentally challenged parents



# Child Protection

## 6. Child Protection:

### How:

Educate OVC, caregivers and the community on child rights and responsibilities

Work with the project team, the community and the government to make sure abused and neglected children are rescued and helped.

Help OVC and caregivers to get legal documents like birth certificates and other important documents



# Household Economic Strengthening

## 7. Household Economic Strengthening:

Households are able to regularly and safely meet the basic needs of the OVC without getting help from someone who does not live in the house.

### How:

Support caregivers and children to start activities that can help them get money for household use

Link caregivers to savings and loans programmes for skills building and money management

Monitor households to ensure they are able to take care of without support from other people their needs over time



# Coordination of care

## 8. Coordination of care

### How:

Provide the correct mix of services to OVC and their households.

Work with other projects and the community to ensure they get all services they

Work with the government for more support monitoring and reporting

### What can I do to provide quality service in the 8 key services?

- Get training on OVC care and support
- Identify the number of households you will work with.
- Conduct needs assessment and develop action plan with the households
- Work with the OVC, households, community and projects to address their needs and keep monitoring through home visits and household meetings
- Work with other community stakeholders (schools, churches, mosques, CBOs, NGOs, Council of elders and Beneficiary Welfare Committees etc) to address the needs of OVC and their households
- Work very closely with your project team and the government to plan for improvement





Ministry of Gender, Children and Social Development

