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Final Report

**INTEGRATED SOCIAL WORK CENTERS
MANAGEMENT INFORMATION SYSTEM**

PREPARED FOR THE
MINISTRY OF SOCIAL AFFAIRS
OF THE
ARAB REPUBLIC OF EGYPT

Developed under Contract Number AID/NE-C-1552
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FOREWORD

Objective of the Project

AID, in cooperation with the Arab Republic of Egypt, undertook a project entitled, Integrated Social Services Project (ISSP) to determine whether social services could be improved without increasing costs. The U.S. Agency for International Development (AID) let two contracts for the overall project with the Egyptian Ministry of Social Affairs (MSA): (A) One for inservice training for social workers and for modification or development of services; and, (B) the other for the development of an improved information system. The University of North Carolina (UNC) was selected for contract A and Planning & Human Systems (P&HS) for contract B.

The objective of the Management Information System (MIS) contract was to provide technical services to the MSA in the design and test of a model management information system. The purpose of the model MIS is to assess needs for social services, record and report on activities and enrollments in social services programs, and provide data on the costs of providing these services. In performing this work, P&HS was asked to develop a close, collaborative working relationship with both the Egyptian Project Directors and key personnel and with the UNC team.

Work Products

The products of this effort were:

- Development and implementation of an overall Project Governance Organization
- Establishment of an MIS Development Group under our lead MIS counterpart on National Technical Committee
- Analysis of current MSA Organization and Information System and recommendations for its improvement
- Design and implementation of a Community Needs Assessment, including data processing of the Community Opinion Leaders Survey
- Design and initial test of a model agency and client information system for social units and private associations;
- Analysis of processes, issues, and forms used in supervision of private association programs, and recommendations for the Program's improvement; and
- Recommendations for further development of the MIS

In achieving the above work, P&HS staff developed and discussed with MSA staff various MIS orientation materials; developed a detailed work plan with MSA counterparts; developed and implemented jointly with MSA and UNC a community needs assessment program, including forms, questionnaires, procedures and training; developed and completed a data processing effort for the Community Opinion Leaders Survey; performed task and data analysis; designed and developed information system forms and procedures; and performed a variety of other project activities.

Project Team

To carry out this intensive first year effort, P&HS put together a balanced project team. The project team was composed of the following professionals:

Frances Georgette, Ph.D., President of Planning & Human Systems
(Project Director)

James F. Coyle, M.S., Chief of Party

Arlene Marin, B.A., Systems Analyst

Wayne Faulkner, B.A., Systems Analyst

Dail Doucette, Systems Analyst

Odis Kendrick, Social Systems Specialist

MSA and AID Personnel

Personnel of the MSA and the AID Mission in Cairo participated in, contributed to, and cooperated in the project. Particular thanks must go to the MSA Project Committee, especially Dr. Salah Hommosani, Project Director; to Mr. Omar Hosni, Undersecretary and our lead MIS counterpart on the Technical Committee; to the General Directors of Moderias in Tanta and Assiut, Messrs. Abu Shaba and Mr. Thabet; Mr. Monsuit Imam Director of Statistics and Information; to Mr. Tawfik Ismail, Deputy Director of Information and Statistics and Ms. Nadia Mohammed, Secretary, both of whom worked directly with the MIS team.

A project of this magnitude and complexity is a major undertaking involving the combined efforts of many individuals and organizations. The MIS Project was carried out in a very tight time schedule with many hours of extra time and effort. It is impossible to identify all of the individuals who helped in planning and conducting the work. Nevertheless, we want to thank all of the other Ministry Officials who worked very hard to make this a successful effort. Our thanks to our local P&HS staff, especially Ms. Lucy Hussein,

Executive Secretary, and Mr. Galal El Khalib, Interpreter-Translator. Last, but not least, our thanks to our University of North Carolina counterparts, Dr. John Turner, Chief of Party, Mr. Roger Hardister, and Dr. Porfirio Miranda.

Respectfully submitted,

James F. Coyle
Chief of Party
MIS Project
Planning & Human Systems, Inc.

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CHAPTER I

INTRODUCTION

A. PROJECT ENVIRONMENT/DESIGN CONSIDERATIONS

In order to understand the information system of the Egyptian Ministry of Social Affairs (MSA), we had to understand its structure and functioning which have been undergoing change for the past several years. The MSA can be described as a consolidated, centrally controlled, hierarchical organization with most major decisions on policy and budget made at the central level. There are essentially four levels of organization: Central or Ministry, Moderia or State, Markez or County, and Social Unit or Community level. The first three levels are basically administrative while the last, the social unit, is the primary service unit.

In the design of the Management Information System (MIS), primary emphasis was placed on the unique characteristics of the MSA. The social services system has two particularly important characteristics: it renders both general community services and also services to selected at-risk groups of individuals. Service efforts are accomplished through MSA social units and through private social services associations at the local level. The ways in which information and data are to be collected in the new information system are directly impacted by this dual service delivery system, making design considerations more complex and difficult. Another problem is the multiplicity of private associations--there are more than 7,000--that the new system will both service and be served by. The size, scope, and technical sufficiency of these organizations and MSA social units vary greatly. The impact of this diversity on recordkeeping, information collection, reporting, and use are significant.

The developments in the governates and moderias, resulting from decentralization in response to President Sadat's directives, have now added new dimensions to the operations of the MSA and the need for specific data and information at each level of operation. For instance, the role of the markez is an evolving one that will take many years to complete and be fully functional. At the moderia, new responsibilities and authorities are being added, accompanied by and, in some instances, resulting from parallel increases in the roles of the Governors. Lastly, the MSA is considering changing the role of the social unit as evidenced, in part, by the work contracted to the University of North Carolina (UNC) in this Integrated Social Services Project (ISSP). The change from a wartime to peacetime economy has speeded these considerations. All of these real and potential changes will have a profound impact on the social services system, particularly on the recordkeeping, information needs, and functions of the social units and private associations.

Thus it was clear that the MIS had to be designed around the MSA's and Egypt's unique political and administrative realities, some of which were already

known at the beginning of the project, others which came into play during the project, and others which will come to be in the near future. For instance, during the course of this past year, President Sadat enunciated a goal of having all eligible persons enrolled in national social insurance before the end of 1980, a very ambitious goal. This effort will have a profound impact on the MSA because current law requires the sharing with, and review by, MSA of income assistance payments made by all Ministries, including the Ministry of Social Insurance. MSA's current ability to fulfill this responsibility is incomplete.

It was impossible to discover and to completely understand all of these and other variables over the course of this past year. Our goal was to ensure, to the extent possible, that the MIS design fit current needs while allowing for expansion and modification to meet future needs of the MSA for the next several years.

B. INTEGRATED SOCIAL SERVICES PROJECT GOALS

As stated earlier, the goal of the overall ISSP is to find ways to improve social services without increasing costs. Within this context, there were three main objectives:

1. Develop model social units to improve assessment, effectiveness, and relevance of social services.
2. Develop in-service training programs for services delivery personnel.
3. Design and test a better recordkeeping and information system to support both services delivery and management functions.

Planning & Human Systems (P&HS) was contracted to accomplish objective three above.

C. MODEL SOCIAL UNITS

In Chapter III of this report a description of the structure and functioning of the MSA is provided. As indicated there, services delivery takes place at the level of the social units. For this reason, the social unit was identified as the critical element for improvements in the services system. Since levels above the social unit are basically administrative and technical support, improvements in the structure and functioning of the social units was seen as the necessary focus for this effort. As indicated in the UNC six-month report of July 1979:

"The model social units are to serve as a laboratory for project staff; second, as a training site and resource for upgrading contiguous social units; and, third, as a basis for guiding the improvement of social unit operations in other governates."

Two social units in Gharbyia, Shobra Namali and Kohafa and two social units in Assuit, Sadat area and Beni Mohammed, were selected by MSA and AID to serve as the experimental units for both UNC and P&HS efforts.

D. MIS PROJECT AS INITIALLY PLANNED

P&HS's contract called for us to "develop an approach to the design and testing of an MIS in which Egyptian officials are full-time collaborators at all steps in the process" in order to accomplish the following objectives:

1. MIS

- The design and test of a management information system for the purpose of assessing need for social services, recording activities and enrollment in social services, indicating results of activities, and providing data on costs of providing services
- Provide for the design and field test of the MIS in four social units attached to the demonstration and training center effort
- Provide for the processing and reporting of that data at three levels of government administration: markez, moderia, and central Ministry

In keeping with the contract, our approach was to work through and with our Egyptian counterparts in every step of the work initiated. This was accomplished through several groups: 1) National Technical Committee, 2) MIS Development Group, 3) Local Project Directors and Demonstration and Training (D&T) Center staff, and 4) UNC. Discussions of our roles and work with these groups will follow.

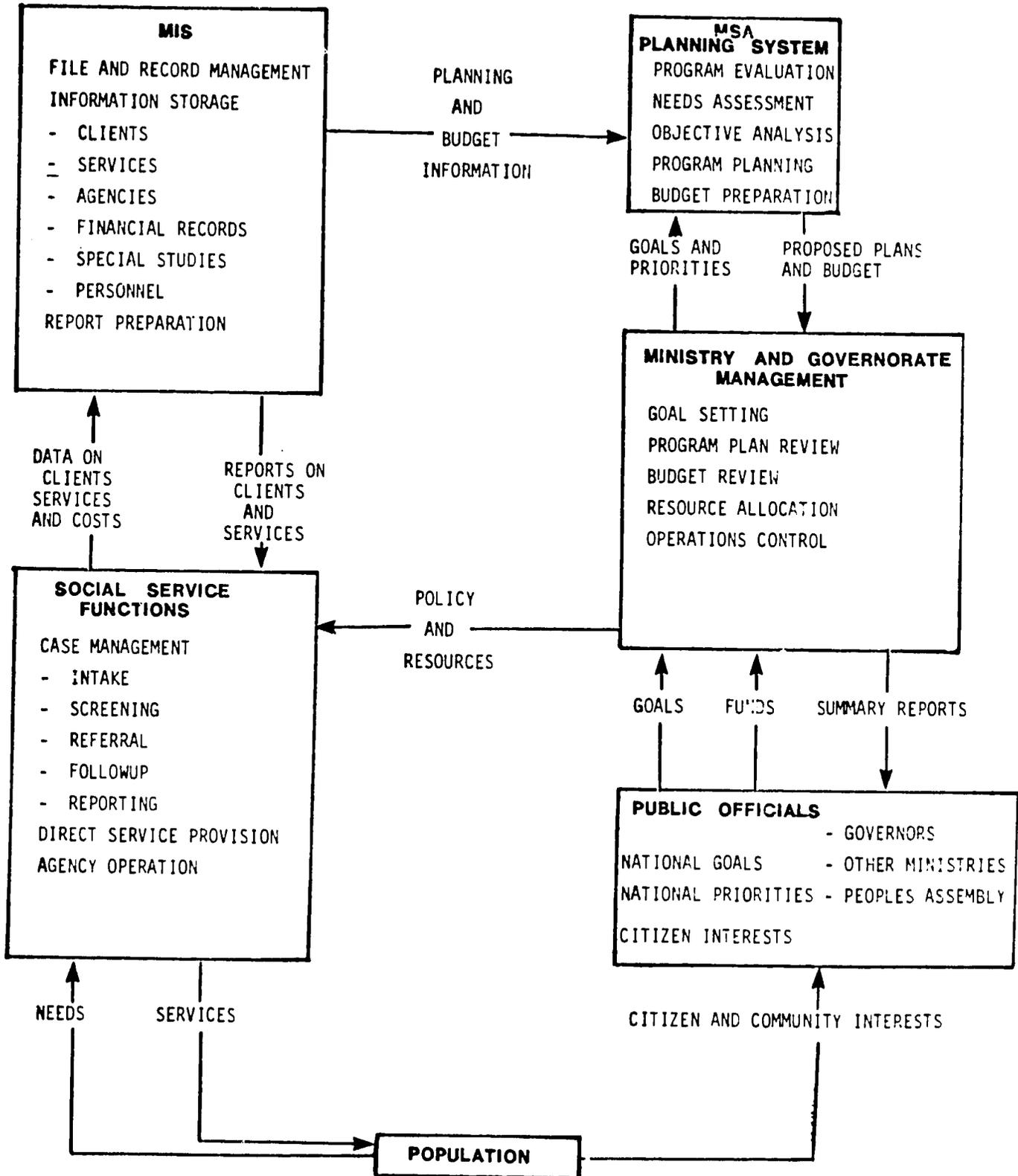
E. PROJECT DESIGN PROCESS AND ISSUES

1. Goal Clarification

Trying to understand and define various types of systems such as Management Information Systems, Human Services Information Systems, Client and Family Information Systems can be frustrating. It is often difficult to reach a clear agreement on what they represent. Nevertheless, systems design and development must begin with a clear understanding of requirements and objectives. At the outset of the project P&HS spent extensive amounts of time assisting our MSA project counterparts to identify information and management needs through the development of a common understanding and commitment to the MIS goals and work. In helping MSA to articulate these, we moved through discussions of abstract concepts to concrete examples of information system processes and outputs. Exhibit 1 is an example of the kinds of information

EXHIBIT 1

ELEMENTS OF THE INFORMATION ENVIRONMENT



material used in these definitional discussions with our MSA project counterparts. The figure shown in Exhibit 1 was particularly useful in our attempts to show the flow and use of information among the various elements of the social services system and the critical role of the MIS. A second related instrument used repeatedly in our early discussions at all levels of MSA was entitled, "MIS: What It Will Do," which supported with specific reference the kinds of information collected through an MIS and examples of its use. A copy of this instrument is included in Appendix I.

Although the time required to gain a common understanding and commitment was extensive, it was necessary to gain open and frank discussion with our Egyptian counterparts concerning their information problems and needs, organizational constraints, and suggestions for improving the information system. We would not have succeeded with the MIS if this mutual investment of time had not been made.

2. Collaboration with UNC

The project proposal called for the close cooperation of the two American contractors in the conduct of joint work, particularly the community needs assessment. Early on, both P&HS and UNC recognized that closer cooperation than anticipated would be absolutely necessary, notably for each of us to achieve our individual objectives, but also for the overall project to succeed.

The goals of UNC with respect to the model social units include consideration of new or improved methods of service delivery whether delivered directly by the social unit or in conjunction with private associations. Review and redesign of procedures for recordkeeping and information processing for services delivery had to be part of this consideration. For instance, the potential use of a case management approach (now under consideration to improve client services), requires a major focus on intake, referral, followup, and evaluation processes and information methods. The use of the same social units and modera staff for development and testing by UNC and P&HS required close coordination of approach, use of personnel, and timing of schedules and efforts. For these reasons, UNC and P&HS made extensive collaborative efforts to plan and carry out work. By jointly occupying office space, this cooperation was enhanced and assured.

3. Work Constraints

The objectives of the MIS Project were based on certain assumptions contained in the feasibility study (Ohio State University Project Paper 0020) with respect to potential for work completion. For example, the Ohio State paper assumed that a system could be developed, tested, and implemented in MSA with minimum participation of the MSA. P&HS proposed otherwise in our work plan and found through the actual work process under the contract that the full cooperation and participation in all phases of the work of our Egyptian counterparts was absolutely essential. This participation was accomplished but required many more work hours than had been foreseen.

A second assumption had to do with the estimates of time required to complete the work involved. These estimates fell very short of time actually required. For instance, it had been estimated by AID project designers that the completion of the community needs assessment from design to final reports would take about three months. In reality, the work of both UNC and P&HS took close to a full year despite our best efforts. This process was far more complex and involved than anyone had anticipated.

A third assumption was that sufficient information was available from previous studies, including the Ohio State study, so that the design of the MIS could begin at a very early stage. During P&HS early orientation and investigations, it became clear that sufficient information on the structure and functioning of MSA was not available, particularly with respect to the services delivery system and private associations. Information was also lacking on the roles and evolving functions of the *moderia* and *markez* as a result of decentralization and expanding local service needs. For this reason, many additional work days were spent in gaining information on these factors and developments. In addition to increasing our perspective and understanding of the operations and programs of MSA and private associations, it also provided the opportunity to increase MSA involvement and understanding of the MIS project.

All of these factors, and others, had direct impact on the nature and timing of P&HS' work. At the midpoint of the work, several sessions were held with AID/Cairo and MSA to clarify and modify the specific objectives of the first year work. The products of this first year effort reflect these mutual agreements on needs of MSA in information systems development.

During field investigations and other project work, the P&HS staff collected a variety of materials: descriptive documents, reports, forms, etc. Practically all of it had to be translated from Arabic to English prior to review, analysis, and use. Also, P&HS developed materials such as work plans, forms, and correspondence which were translated from English to Arabic. All of these translations required extensive time, much more than anticipated. In fact, the MSA asked us to translate all project related materials to Arabic. The work involved was not simply translation, but required the review of language and meaning even on the smallest of data items. For instance, in finalizing the Community Opinion Leaders Survey, the D&T Center staff from Tanta and Assuit differed on the meanings of Arabic phrases because specific words actually have different meanings in Upper and Lower Egypt. In addition, following the pretest of the questionnaire, several words and even sentences were revised because they were being misunderstood by both the interviewers and interviewees. Needless to say, despite the work and time involved, these activities were very important to the process and completion of work as well as to the establishment of a positive group interaction for the tasks involved.

A related work factor had to do with the definition of terms used by P&HS and UNC in both discussion and written material. Many words and phrases do not carry the same meaning in Arabic as in English. As an example, the term

"management information system" has a strong connotation of control and evaluation of individual work in an Arabic context. Also, the word "supervision," as in the supervision of private associations by the MSA, carries much less of a management meaning than in the English context. "Supervision" in Arabic means review, coordination or technical assistance. Throughout our work in Egypt, the question of the meaning of words and phrases was constant, requiring continuous discussion, review of materials, and followup.

CHAPTER II

PROJECT ORGANIZATION AND DEVELOPMENT

A. OVERALL PROJECT STRUCTURE AND FUNCTIONING

Through Ministerial Decree on February 4, 1979, the overall policy and administrative mechanism was established for the ISSP. This Decree identified day-to-day responsibilities and personnel at the national and local levels. This initial project organization and governance was intentionally sketchy and incomplete. As the project evolved over the first months, goals, objectives, and work plans were agreed upon, and necessary changes and additions were made to facilitate the project work at all levels.

At the National level, the Supreme Council, which meets periodically as appropriate, is the policy making body for the entire project. The National Technical Committee, headed by Dr. Salah Hommosani, Senior Advisor to the Minister, has day-to-day responsibility for the development and implementation of the project work. The Central Technical Secretariat facilitates the work for Dr. Hommosani.

At the moderia level, the Director General of MSA, who serves as the local Project Director, has responsibility for carrying out the actual work of the project through the Demonstration and Training Center (D&T) in Gharbyia and Assuit. The Director General has the authority to assign staff to the project and maintain overall responsibility for the work of the social units in his moderia.

At the local level, four social units, two each in Gharbyia and Assuit, were selected as the experimental units for the MIS as well as the service and training activities. To the extent that it was possible, the two units in each moderia were to be one rural and one urban. Neither of them, in fact, is completely urban or rural.

The Technical Committee began functioning on a weekly basis in March and, as time passed, it generally met on an as-needed basis. Joint meetings of the Tanta and Assuit Center Staffs with the Committee took place at crucial times during the work throughout the year. Over the full period of the project, however, Dr. Hommosani, in his capacity as Project Director, met with the Chiefs of Party for P&HS and UNC on a regular basis, usually once a week. Also, several field trips to Tanta and Assuit were made by Dr. Hommosani and the Technical Committee.

As the project goals, objectives, and activities were discussed and implemented, modifications were suggested by the American advisors to facilitate the work. For example, it became evident that the Director Generals could not provide complete day-to-day direction for the D&T Centers

because of full work schedules in MSA. The suggestion was made for a Deputy Director for operations and training to be assigned to each D&T Center. Secondly, it was recognized early on that efforts should be made to bring a greater variety of participation in the planning for and development of the D&T Centers and the experimental social units. Therefore, a local Project Advisory Committee was created, consisting of representatives of other Ministries, community groups, etc.

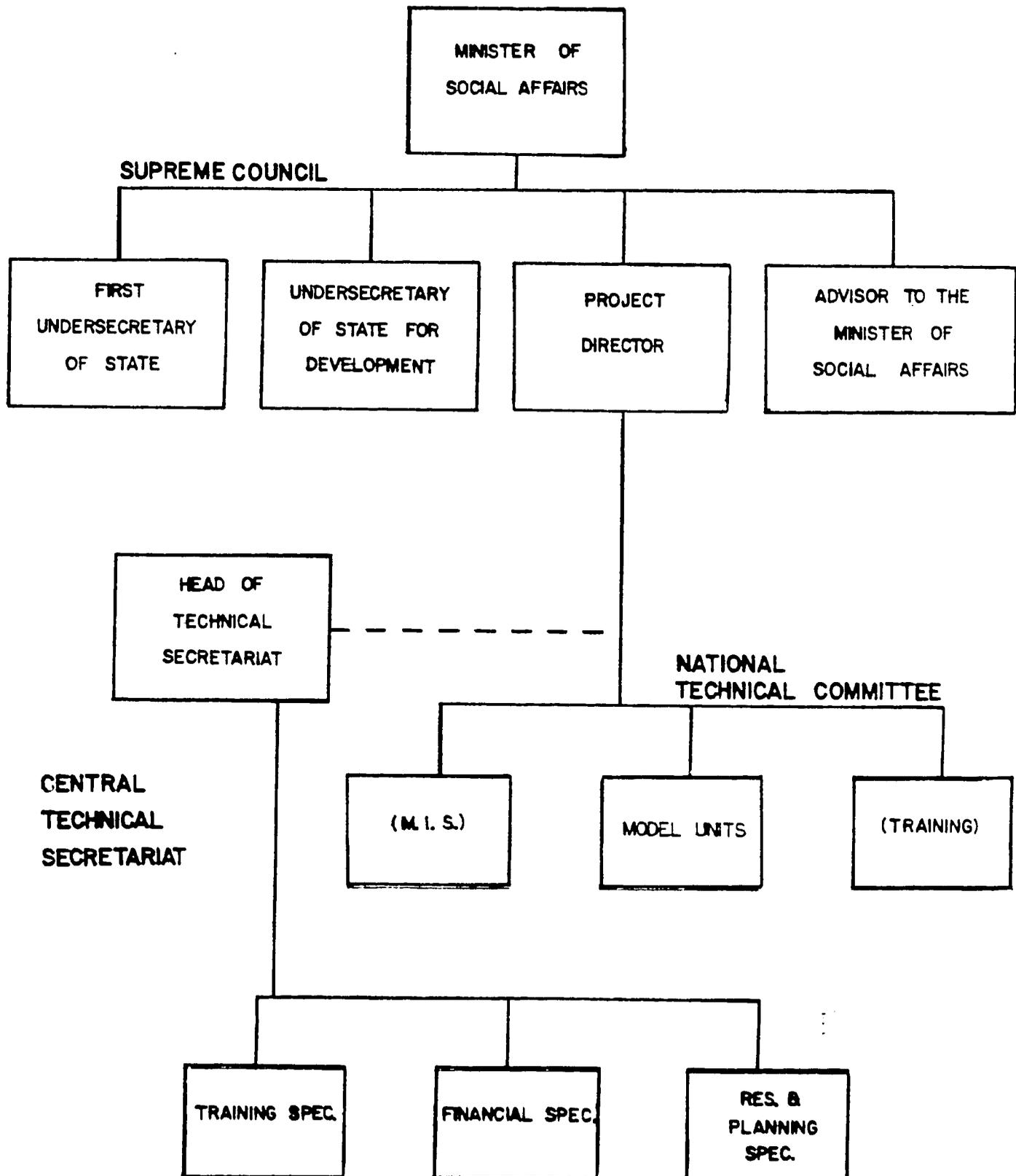
At the National Technical Committee level, three suggestions evolved over the first several months of the project. First, P&HS suggested the creation of an MIS Development Group; this later led to the creation of similar groups for the social unit development and the manpower development components of UNC work. Second, we suggested the expansion of the Supreme Council to include the Undersecretary of Planning, Research, and Statistics and the Undersecretary for Administration and Finance in order to have all of the major functional bureaucracies of MSA represented in overall policy discussion on the Project. Third, a Special Council of Advisors to the MSA's Project Director was established in order to bring into the project the advice and council of persons and organizations involved in social services but not part of the MSA organization, e.g., Deans of Schools of Social Work. All of these changes can be seen in Exhibits 2 through 6. Needless to say, all of the work and discussions involved in the evolution of the project organization required extensive amounts of UNC and P&HS time but we believe it has led to a more appropriate and effective mechanism for carrying out the work.

During the course of the year, many vitally important meetings of the American Advisors were held with the National Technical Committee and the D&T Center staffs. The most significant of these meetings was the first annual ISSP-MIS Project Conference in Alexandria, on September 21, 22, and 23, 1979. The goal of this conference was to bring all of the personnel assigned to the ISSP together to reach a complete understanding on assumptions, goals, progress and work plans for both the MIS and the D&T Centers' efforts. The Conference was a great success, particularly because it brought into focus for all MSA participating personnel the significance and potential for improved social services in Egypt. The Conference ended with a presentation of conference recommendations to the Minister of Social Affairs, Dr. Amal Osman. Dr. Osman gave her full support to the Project, stressed her personal interest in its success, and indicated that all of the recommendations would be implemented. Copies of the Agenda and Recommendations are included in Appendix II for review.

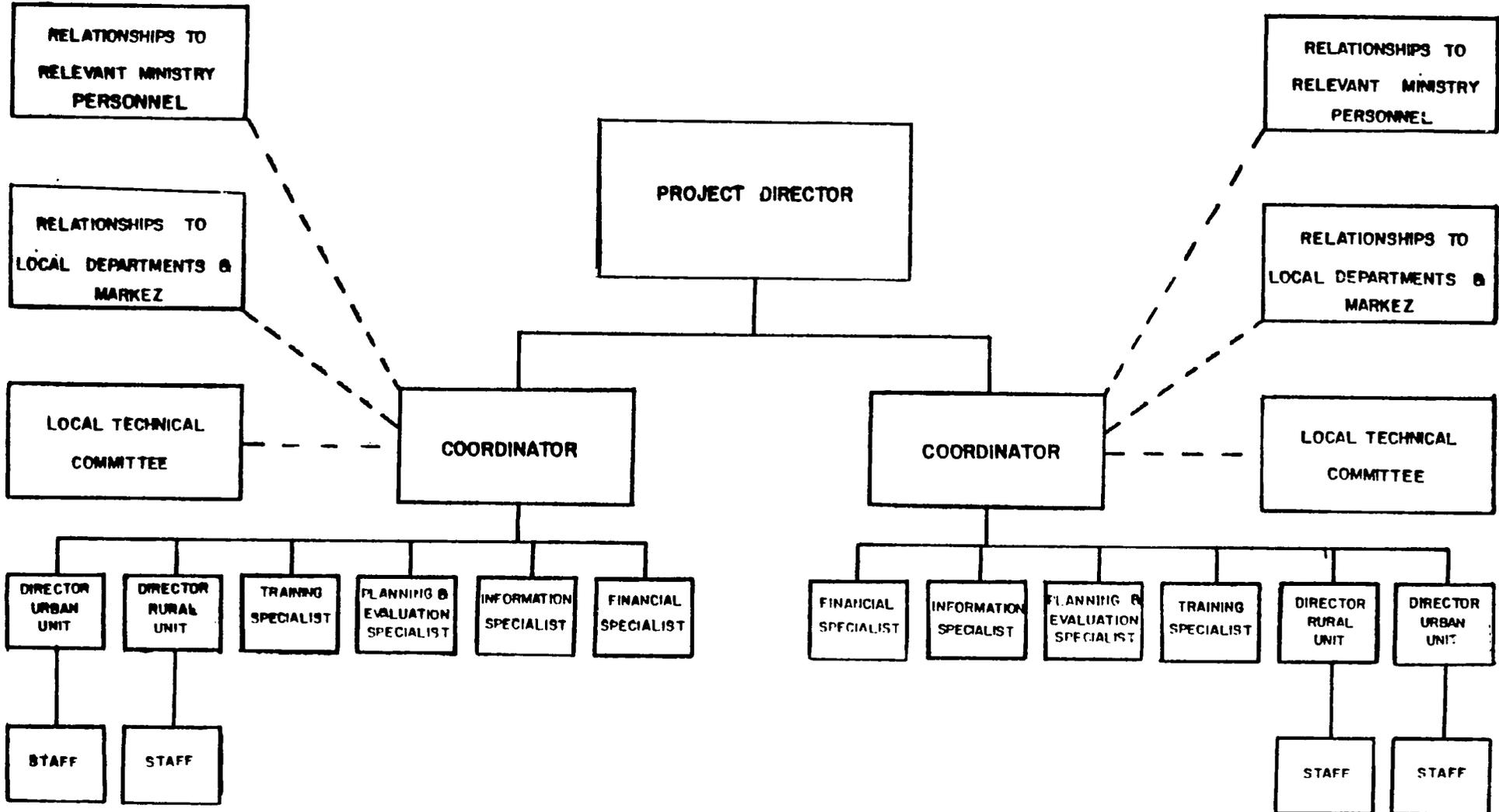
B. MIS DEVELOPMENT GROUP

Many of the changes in the structure and functioning of the overall project governance mechanism were suggested so that the project would be seen as part of the operating MSA and not as a separate self-contained research and demonstration effort. For the MIS to be successful, involvement of the proper level of top MSA managerial and planning was critical. For this reason, P&HS proposed the establishment of a subgroup of the Technical Committee to consist

EXHIBIT 2
 INTEGRATED SOCIAL WORK DEMONSTRATION AND TRAINING CENTERS PROJECT
 LINES OF AUTHORITY AND WORK GROUP STRUCTURE
 NATIONAL COMMITTEES AND STAFF



INTEGRATED SOCIAL WORK DEMONSTRATION AND TRAINING CENTERS PROJECT
LINES OF AUTHORITY AND WORK GROUP STRUCTURE
LOCAL ADMINISTRATION AND STAFFING



**EXHIBIT 4
PROPOSED REVISION
PROJECT GOVERNANCE & ADMINISTRATION**

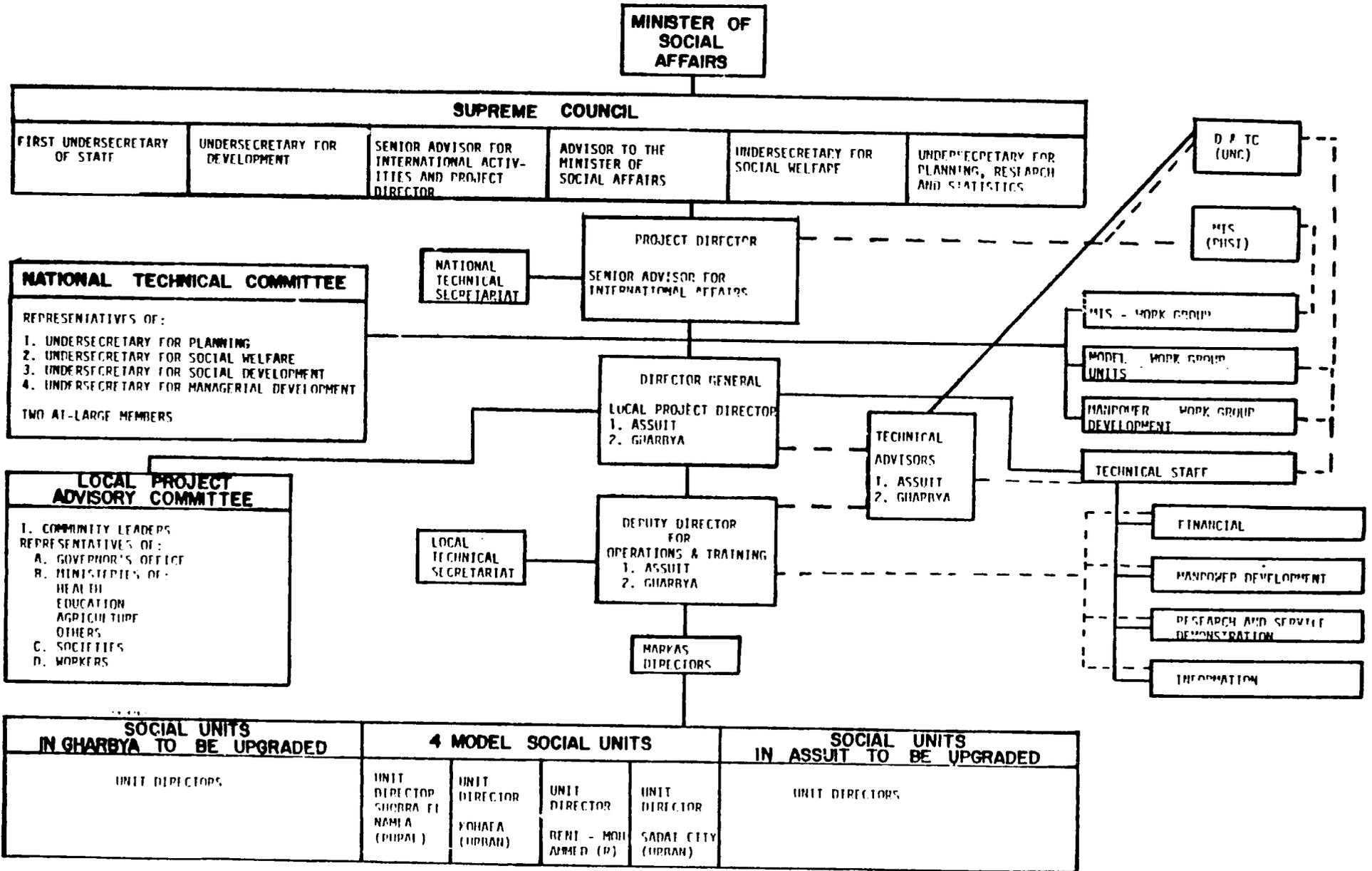
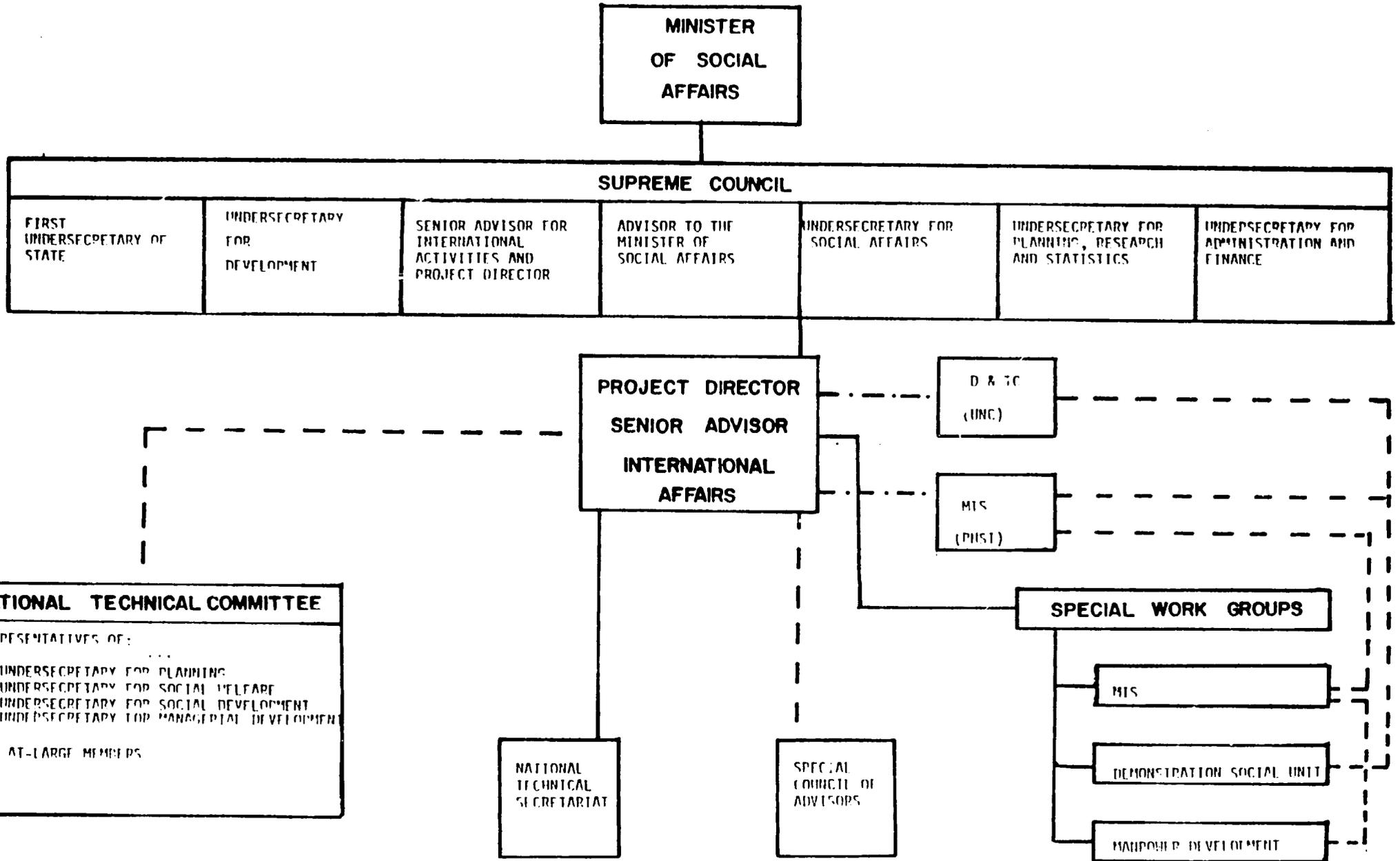


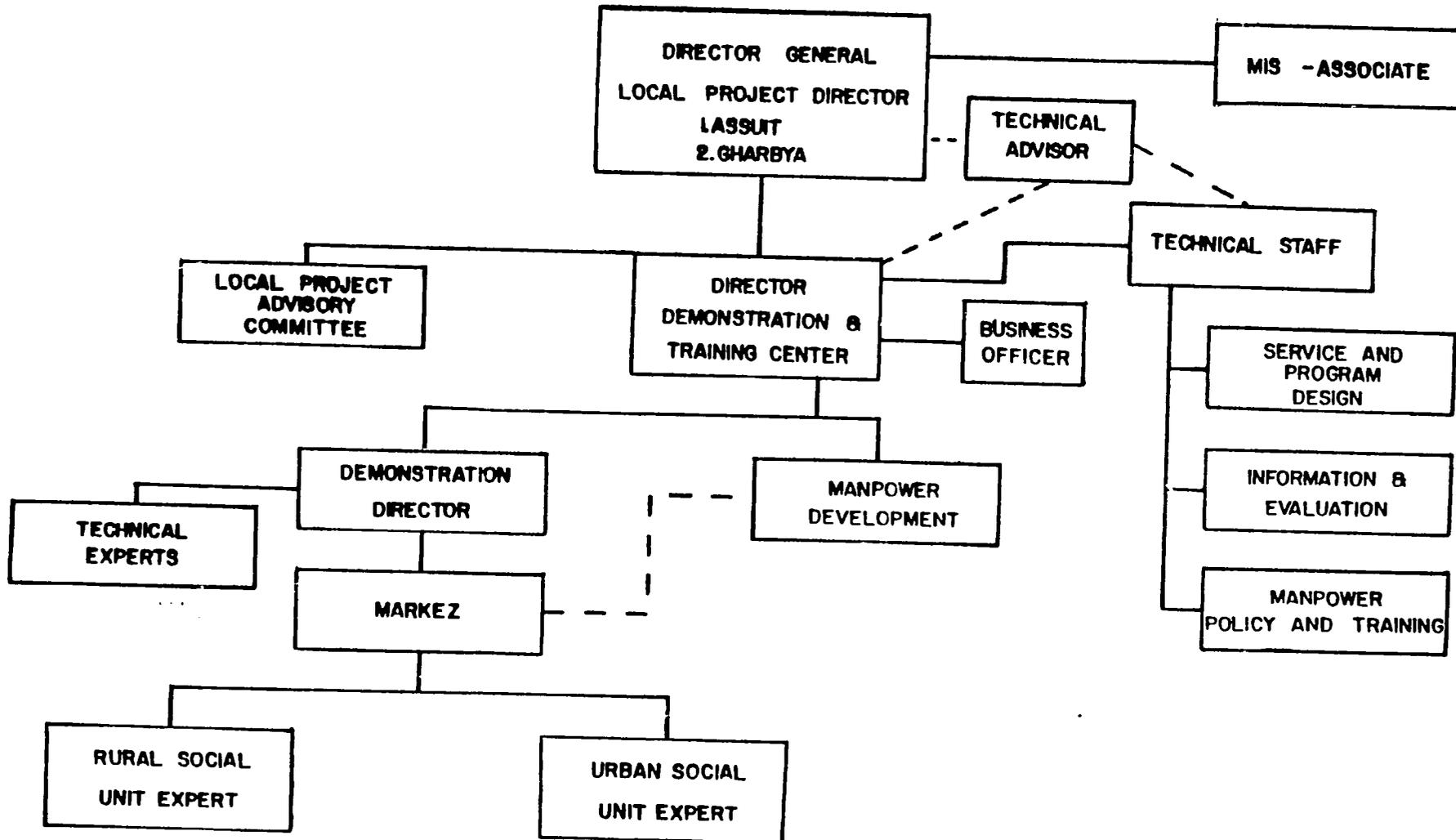
EXHIBIT 5
PROPOSED REVISION OF PROJECT GOVERNANCE AND ADMINISTRATION
AT THE NATIONAL COMMITTEE AND STAFF LEVEL



12

EXHIBIT 6

PROPOSED REVISION OF PROJECT GOVERNANCE & ADMINISTRATION
AT THE GOVERNORATE & LOCAL LEVELS



of representatives of the various operating components of MSA. By Ministerial Decree in June 1979, this subgroup, called the MIS Development Group, was established. Responsibility for its development and work was given to Mr. Omar Hosni, the lead Undersecretary on the National Technical Committee for the MIS. A copy of the proposal and the Decree are included in Appendix II. The MIS Development Group's basic purpose was to assist in communications and cooperation among the departments of MSA and the Technical Committee and to provide direct assistance to the development and implementation of the MIS.

P&HS used the meetings of the Group as opportunities for both team building and project work. The use of descriptive and planning materials helped to raise issues concerning expectations, commitment, and definition of roles and responsibilities. The Group members were very helpful in the development of plans and instruments for the community needs assessment, particularly the Social Unit Area/Population Profile. Their work with us on the review and analysis of the structure and functioning of the private association system was very important to our system design work at the local level. We recommend strongly that in continuing MIS work through the ISSP that the MIS Development Group be given increased responsibilities for the development and implementation of the MIS.

C. LOCAL TECHNICAL STAFF

The National Technical Committee, working with the Director Generals in Gharbyia and Assuit, appointed local technical staff from the moderias for the development and operations of the two D&T Centers. One of the four principal staff positions created and filled was an Information Specialist to support the MIS effort. In addition, as part of the overall development plan for MIS, specific individuals have been assigned at the moderia and markez level as information system associates to link the work of the Centers to the operating Ministry at each level.

Our MIS counterparts were extremely important to us during the course of contract work. They performed a variety of functions, from making appointments, gathering materials, and the like, to taking on specific responsibilities in the community needs assessment effort and the development of the Agency and Client Information System. (The excellent work and support of the UNC advisors in the field on P&HS' behalf enhanced our local counterparts' participation.) In continuing MIS work at the local level, their participation and development should be expanded in the effort's continued success in a second year.

D. DETERMINING MSA INFORMATION NEEDS

In building on the information and knowledge gained through our early orientation and discussions, and to verify and expand on the information and analysis in the Ohio State Feasibility Study, P&HS staff became involved in the services delivery environment to a great extent. In addition to increasing our information and perspective of the operations and programs of

MSA and, more importantly, the private associations and community development associations, this provided the needed opportunity to increase MSA personnel's involvement and understanding of MIS.

The principal focus of these efforts was on the the review of the program and organization of social units and private associations. We developed descriptions and profiles of the services delivery process and their various relationships with the MSA organizational units at markez, governate, and central levels. The MIS Development Group assisted with review and verification of the information and provided new information where possible. The survey outline used for these field visits is included in Appendix II. Exhibit 7 presents a sample list of the kinds of programs and organizations visited for these investigations. A list of the kinds of issues identified can be found in Chapter III.

This services delivery information was used by P&HS as the beginning point for reviewing the information system and the functional activities of MSA in terms of administration and responsibility for services activities. In attempting to examine and understand management functions and the flow and use of information in MSA, P&HS in some cases employed a task analysis approach. Although a time consuming activity, this approach was very necessary for collecting important information that was not readily available.

In conjunction with UNC and our MSA counterparts, P&HS developed a project phase outline for both the planning and conduct of the MIS work. Phase III of this outline concerns the extensive work completed by P&HS in defining MSA's information needs. A copy of the phase outline is in Appendix II for this section of the report.

EXHIBIT 7

SAMPLE OF FIELD INVESTIGATIONS

I. General Background

- A. Central Ministry overview through Departments of Planning, Research & Statistics.
- B. General Directors and Regional Departments in Gharbyia, Assuit, and Cairo.
- C. Moderia Directors in Tanta and Mon Falout.
- D. Many private associations in Cairo, Alexandria, Tanta, Assuit, and Fayoum.
- E. Governors of Gharbyia and Assuit.
- F. Several organizations outside of MSA, including schools of Social Work; Institute for National Planning.

II. Social Security

- A. Central and Cairo Regional Information Centers.
- B. Central Department for Statistics and Information.
- C. Program monitoring at Markez level in Mon Falout.
- D. Social Unit service delivery in Shobra El Manla, Shobra Kass, Tanta, and Beni Mohamed.
- E. Income assistance through Winter Aid.
- F. Ministry of Insurance.

III. Family and Child Care

- A. Moderia and Markez supervision in Gharbyia and Tanta.
- B. Many programs in community development associations and private associations in Cairo, Gharbyia, and Assuit.

(cont'd)

C. Ministry of Health

- D. International Planned Parenthood and National and Cairo Regional Offices of Family Planning Society.

IV. Social Defense

- A. Juvenile Delinquent Office in Tanta.

V. Unions and Societies

- A. General Director Central Department of Unions and Societies.
- B. Regional Departments of Unions and Societies in Gharbyia and Assuit.
- C. Director Merkez Offices in Tanta and Mon Falout.
- D. Social Unit Directors in Tanta I and Beni Mohamed.
- E. Regional Union and Societies, Gharbyia.

VI. Productive Families

- A. Moderia Department of Productive Families in Gharbyia.
- B. Social Unit Directors in Shobra El Namla, Tanta I, and Shobra Kass.
- C. Regional Association for Productive Families in Charbyia.

VII. Vocation Training

- A. Moderia Technical Department in Gharbyia.
- B. Social Unit training programs in Shobra El Namla, Shobra Kass, Beni Mohamed.

(cont'd)

VIII. Rehabilitation

- A. Central Department for Rehabilitation.
- B. Private Associations in Cairo, Alexandria, Tanta, and Assuit.
- C. Tanta Association for Rehabilitation.

IX. General Administration

- A. Minister of Social Affairs, Dr. Amal Osman.
- B. Governors of Gharbyia and Assuit.
- C. Central Departments for Administration, Followup.
- D. General Directors, Gharbyia and Assuit.
- E. Markez Directors, Tanta and Mon Falout.
- F. Directors of many Social Units.

CHAPTER III

DESCRIPTION OF CURRENT MSA ORGANIZATION AND INFORMATION ACTIVITIES

A. ORGANIZATION

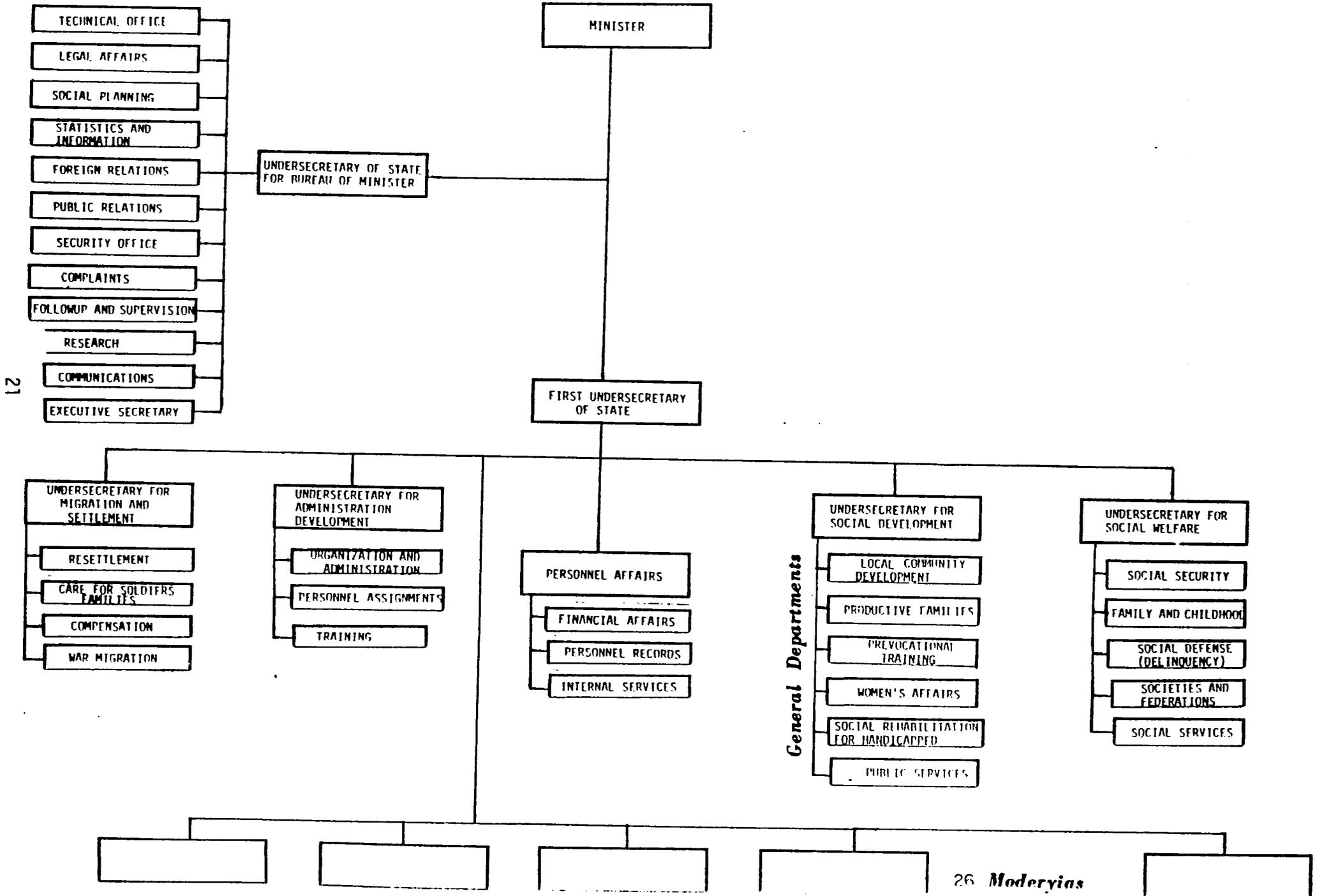
1. Structure of MSA

In order to understand the information system of the MSA, we had to understand its structure and functioning which have been undergoing change for the past several years. The MSA can be described as a consolidated, centrally controlled, hierarchical organization with most major decisions on policy and budget made at the central level. There are essentially four levels of organization: Central or Ministry, Moderia or State, Markez or County, and Social Unit or community level. The first three levels are basically administrative while the last, the social unit, is the primary service unit.

At the central level of MSA there are six Undersecretaries, four with programmatic responsibilities and two with overall administrative and policy responsibilities. At the next two levels, the moderia and markez, this structure is generally repeated, although staffing levels vary greatly due to fund limitations. In some instances, functions and organization exist only on paper, particularly at markez level where many do not exist at all. In this case, the functions are handled at the higher moderia level. At the community level, social units, in cooperation with private and voluntary agencies, are responsible for services delivery. The private and voluntary agencies are a manifestation of the Islamic giving-to-the-poor, although in the past several years government funds and support for these agencies have increased considerably.

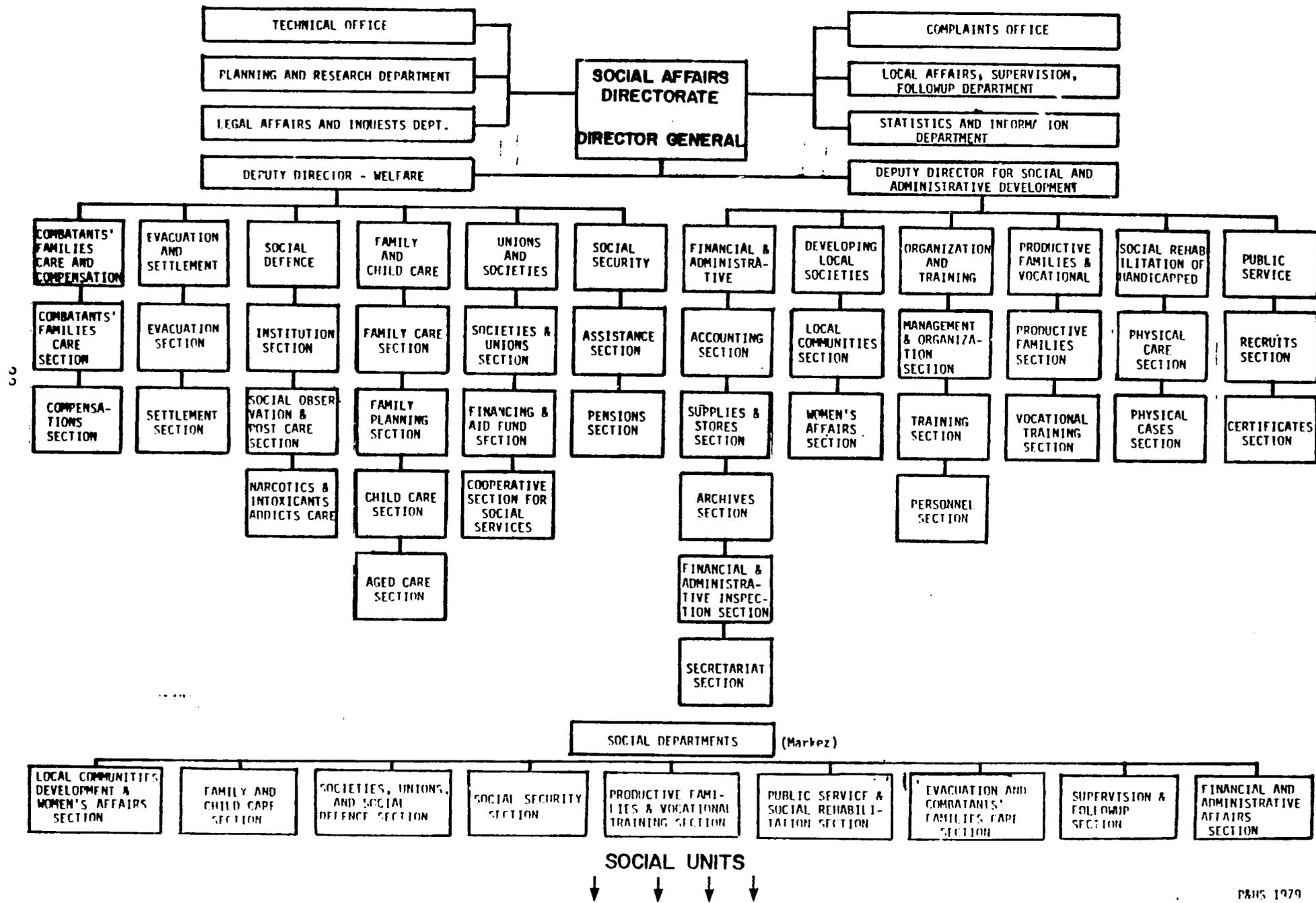
Because of the changes in MSA over the last several years due to decentralization and cessation of the war effort, updated and accurate organizational charts were not available. Exhibits 8 and 9 were developed by P&HS staff as a result of discussions with MSA staff and review of existing documents. As the reader will observe, the MSA is highly structured along program lines. For the most part, the four programmatic departments maintain line authority and decision power, while the administrative departments control planning, budget and personnel matters. In response to President Sadat's Decentralization Program, the MSA is developing alternatives and approaches for transferring certain authorities and responsibilities to the MSA's Director Generals at the moderia level. This is in keeping with the transfer of Presidential authorities to the Governors of the 26 governates (which are similar to our states). The Director Generals at the moderia have small staffs but have been gaining increasing authority over MSA personnel in their moderia as a result of decentralization. This, in turn, will give them more substantive authority

EXHIBIT 8
 Ministry of Social Affairs



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EXHIBIT 9
Ministry of Social Affairs
Moderia and Markez Levels



and control over program and administrative services which heretofore they have not had. Line authority in Social Security, for example, now goes back to the program division of this department at the central level. Basically, the General Director of the moderia has responsibility for coordination of programs and services but are increasingly gaining more control over overall programs and personnel. This fact has major implications for an information system to meet the management needs at this level of MSA.

2. Planning and Budget

The Ministries of Planning and Finance set the framework for policy and budget and decide on the economic and social parameters of the National Government. The Ministry of Planning has sectoral divisions which correspond to the various Ministries of the Egyptian Government. Thus, there is a division to which MSA relates for discussions and program developments.

The Ministry of Finance and the Budget Committee of the People's Assembly (Legislature) assume the lead roles in the national budget discussion. Primarily, the Ministry of Finance develops the initial guidelines and formats for use by the Ministries in submitting budget requests, and then upon receipt from each Ministry reviews the request. The People's Assembly eventually receives the final proposed budget for review and appropriation. It is generally true that after the major decisions are made, the individual Ministries have few decisions to make for they are expected to implement their budget according to these central budget decisions.

The planning for new programs within MSA is the responsibility of the Department of Planning, which is under the Undersecretary for Planning, Research and Statistics. Due to Egypt's state-of-war for so many years, flexible, new resources have been limited, but available. The Planning Department of MSA surveys the governates and moderias for requests for new projects and develops this list for the MSA. Operational budgets have not received new funds for many years. Increases in personnel have only come through the allocations from the Public Services Program and the college graduate manpower pool.

College graduates are guaranteed a government appointment if permanent employment cannot be found in the private sector. One year of public service is required of all graduates regardless of their eventual employment in the public or private sector. An example of how large and critical this job program has become was found in the Governate of Assuit during our field investigations. Of the 541 moderyia employees, 410 were public service or graduate appointments, with 348 public service workers who work for only one year.

As part of the overall MSA budget development process, the Council of Undersecretaries, consisting of the six Undersecretaries, reviews and prioritizes the new projects' requests developed by the Department of Planning and approves the remainder of the overall budget for MSA review and approval. The MSA budget consists of three main components: 1) Personnel, 2) Operations,

(3) New Projects. This last component is the most flexible category in the budget and receives all of the debate, discussion and negotiation.

On receiving the final budget approval from the Ministry of Finance, the Council of Undersecretaries reviews the appropriations, negotiates changes where possible, and notifies the departments and moderias of the funding package. Usually the new projects' budget is less than proposed, therefore some negotiation and reallocation is done before the final allocations are made.

At the central departments and at the lower program and administrative levels (moderia), few budget decisions remain following the overall budget process. There is one exception. At the moderia level, there is a group entitled the "Council of the Box or Allocations", chaired by the Director General of the moderia. This box or fund receives funds annually from various sources both private and governmental for distribution to the various private and voluntary associations. The council makes the allocative decisions about which projects or associations will receive financial support. In reality, these funds represent the only discretionary budget decisions to be made by MSA and they are made at this level. Unfortunately, these decisions are made without the benefit of good information about the associations, their programs or real capabilities.

We have also found that some of the Governors have flexible funds called the "Box of Services" which they use to fund unique or needed projects that are outside any particular Ministry's concern, or represent unbudgeted community needs.

One last note about the planning and budget process. To ensure compliance with the final budget and programs, MSA's Followup Department monitors the expenditures and programs of the departments. With respect to the new projects, this department is directly responsible for their development and implementation during the first year; thereafter, the responsibility shifts to the appropriate program department. (See Appendix III for description of Followup Department.) In a sense, this department is the project management component of new efforts for one year, as an attempt to get projects off on a good footing.

3. Services Delivery

The service delivery system of MSA is basically a decentralized system since the MSA levels above the social unit engage in administration and technical activities rather than direct service delivery. This system has one particularly important characteristic. The focus is on communities or catchment areas (Social Units) rather than individuals. That is, while there are specific services to individuals, e.g., Social Security, most services are more closely tied to community development or groups of individuals, e.g., Productive Families, Vocational Training, Social Clubs, refugees, etc.

The social units, as part of the MSA, are directly responsible for delivery of income assistance to several specific groups of persons: widows, families of soldiers, and handicapped. In addition, in conjunction with Community Development Associations (CDAs) and private associations, the social units are indirectly responsible for provision of social services in the community. In general, the CDAs are physically attached to social units and, in many cases, MSA staff are assigned to work for CDAs. Thus, the social unit has direct inputs into the activities of CDA which can include day care, prevocational training, cultural and social activities, etc.

The third component of the social service delivery system is the 7,000 or so private and voluntary associations delivering various services. Our analysis of this sector has shown that only about 25 percent of these associations deliver services to clients and that the other 75 percent provide services to members. A more detailed description of this service sector is included in Chapter VI of this report. Exhibit 10 presents the variety of issues found by P&HS during field investigations. Although our primary concern was with administrative and information activities, it was important to consider program and other issues that impact on information and administrative work. The services description and assessment component of the Community Needs Assessment effort is collecting more detailed and specific data about the structure and functioning of the services system. The information in Exhibits 10 and 11 was useful to P&HS in our considerations for a new client and family information system and social unit recordkeeping and reporting. Exhibit 12 identifies some of the major functions of the social unit and management problems found by P&HS during field work.

B. CURRENT INFORMATION SYSTEM

While the MSA's basic objectives are to serve the needs of individuals and families through a community development strategy, the ways in which information and data are collected do not serve the needs of the MSA social services system. The current information system does not provide essential planning information for either community or individual services nor does it report needed program impact data. For instance, information for overall program planning generally is derived from historical perspective, personal experience, and interpersonal relations and not from sound statistical data collected through the formal information system. As is the case in many management decision systems, data and reports are generally used to confirm prior judgments or to refute existing plans or proposals. Hard statistical and analytical data are not the basis for decision making. This is, in part, due to the lack of confidence in the reliability of reported data as well as in its lack of timeliness and completeness. In this kind of an environment, personal contact and confidences are more reliable for decision making and judgments.

Additionally, there is a lack of a reliable feedback mechanism on data reported to higher levels from the service point. This is a one-directional

EXHIBIT 10

Issue Classification from Field Investigation

Seven major areas, 21 sub-headings, 46 general problems, 21 social unit problems (social unit identified by letter and number).

A. Access and availability

- | | | |
|----|-------------------|------------|
| 1. | Waiting lists | 1,5,13,14 |
| 2. | Transportation | 21 |
| 3. | Working hours | 39 |
| 4. | Target population | A2, D1, G2 |
| 5. | Program resources | F1 |

B. Financial 2,3,5,17,E2

C. Information systems

- | | | |
|----|-------------------|--|
| 1. | Records | 9,30,31,32,46,A1,A3,A4,B2,G1 |
| 2. | Files | A5 |
| 3. | Reports | 10,28,32,33,35,46,B2,B3,E1,C2
E2,E3,F2,40 |
| 4. | Lack of equipment | 38 |

D. Evaluation

- | | | |
|----|------------------|------------------------|
| 1. | Followup | 4,22,29,C3,D2,F3,36,41 |
| 2. | Economic studies | 15,C1 |

E. Management

- | | | |
|----|------------------------------|----------------------|
| 1. | Training | 7, 8, 18, 34, C1, E2 |
| 2. | Staffing | 18,19,45,46 |
| 3. | Organization | 26,27,41 |
| 4. | Coordination and cooperation | 6, 11, 16, 23, 41 |

F. Standards of performance 12,20,28,31,32,33,36,39,44,C2 B1

G. Miscellaneous

- | | | |
|----|--------------------------|-------|
| 1. | Housing | 24 |
| 2. | Refugess | 24,25 |
| 3. | Post project experiences | 37 |
| 4. | Decentralization | 42 |

Discussion Draft
June 1979
PHS

EXHIBIT 11

Sample of Program Administrative and Information System Issues Identified During Field Investigations

1. Extensive waiting list found for many services - clients will not receive services this year.
2. Lack of funds to meet current objectives of Social Units.
3. Current payments insufficient to meet needs of clients (L.E. 3)
4. Follow-up and program evaluation not found generally.
5. Funding restrictions preclude waiting lists beyond available funds.
6. Coordination between various agencies and programs poor.
7. Vocational training in social units does not correlate to needs of local communities.
8. Small numbers of clients actually being trained in existing vocational training in social units.
9. Internal recordkeeping is activity rather than process - oriented - Ex. many journals kept, one for each step that's not related.
10. Required MSA reporting not received from private associations and social units.
11. Very little interaction between agencies with overlapping responsibilities for supervision of private associates.
12. Social workers not fulfilling responsibilities in activities and reporting.
13. Total need for Social Security (# of eligibles) not known.
14. Clients do not apply for Social Security because of long waiting lists.
15. Lack of market studies for planning vocational training.
16. Lack of substantive relationships of private associations with social units.
17. Major fiscal problems at all levels of MSA and private associations.
18. General need for better qualified and trained specialists at service level.
19. Staff ration for children in day care inadequate.
20. Child care programs appear to lack uniformity and quality.

(cont'd)

21. Transportation to services or social units lacking.
22. Activities such as follow-up, outreach, or status reviews often don't exist.
23. Interaction of police with J.D. program needs improvements.
24. Housing shortages major problem particularly where refugees are involved.
25. Impact of refugees problem on funds, resources and operations of MSA substantial.
26. Developmental status of market a problem of planning and services.
27. Non-existence of Market also a problem for programs.
28. Private associations not meeting reporting requirements.
29. Market and Governate do poor monitoring of service activities.
30. Insufficient recordkeeping at social units and private associations.
31. Unreliability of reported data.
32. Subjectivity of reports completed by social workers.
33. Insufficient data available in useable form for program and evaluation.
34. Lack of understanding on use of information and data throughout MSA.
35. Poor internal and external communications in MSA.
36. Few central MSA personnel visit social units.
37. Past project experiences of MSA with HEW, USA impacts MIS work.
38. Limited machine capability for data development and use in MSA.
39. Short work hours limit personnel availability for project work.
40. Duplication in monitoring found throughout MSA.
41. Lack of understanding of impacts of Public Law 52 (Decentralization)
42. Willingness of associations to cooperate in new information system uncertain.
43. Lack of standards for services delivered.
44. Under utilization and make work in MSA contributes to low moral, quality of work, and poor supervision.
45. Operation of public services employment program impacts MSA programs substantially.

EXHIBIT 12

THE SOCIAL UNIT FUNCTIONS AND MANAGEMENT
PROBLEMS ENCOUNTERED

1. Social Development

Function A: Collect data on local resources and community needs

Problems:

1. Data is not consistently collected by all social units
2. Methods used do not assure that entire target population is reached.
3. Forms used do not quantify all appropriate data on clients.
4. There is no means of verification of accuracy and completeness of data collected.
5. There is no systematic, simple, and effective method of storing and retrieving information from centrally filed and updated client data base in the Social Unit.

Function B: Engage in various community development activities through encouraging community participation, counselin and assisting local societies, studying community problems and developing solutions, etc.

Problems:

1. There are no effective measurements of standards of performance for the Social Unit staff that are consistently reported.
2. Report forms do not provide the opportunity to report out all Social Unit activities in this area.
3. Reports are not consistently prepared.

Function C: For family industries, prepare economic studies of existing trades, crafts, raw materials, employees engaged, per capita income, assist in selling products; recruit trainees, assist in developing training centers; assist in administration of program, and prepare reports of activities.

(cont'd)

Problems:

1. Inadequate training and lack of survey tools make economic studies by the Social Unit impractical.
2. Adequate information on activities is not consistently reported (see Function B, Problem 1).
3. There is no success criteria or followup reporting for program evaluation.

Function D: Make referrals to the proper institution for rehabilitation of the handicapped, prepare social case studies of clients and conduct followup activities for the rehabilitated.

Problems:

1. Intake methods used do not assure that entire target population is reached (see Function A, Problem 2).
2. There is no success criteria for rehabilitation and followup procedures do not permit uniform evaluation (See Function B, Problem 3).

Function E: Supervise local societies; assist them in community development, and report on their activities. Recommend the organization of new societies, close those not functioning well, and prepare financial reports on societies.

Problems:

1. Uniform, quantifiable methods of reporting on society activities are not available.
2. Adequate methods and training for accurate financial reporting are not available.
3. All societies do not consistently and completely prepare reports.

--- cont'd)

Function F: Supervise family and child care activities. Determine community needs in the areas of family planning, day care centers, etc., and assist in establishing them. Evaluate social service programs, training programs and prepare reports. Prepare social reports and place children in proper homes, facilities or otherwise meet their needs.

Problems:

1. Adequate resource directories are not consistently available to social workers.
2. Activity reporting is not uniform.
3. Followup and evaluation reporting is inadequate.

Function G: Income maintenance activities consist of processing applications, preparing social reports, and completing all records.

Problems:

1. Recordkeeping is cumbersome.
2. Application methods do not assure that entire target population is reached.

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system which precludes the use of completed data for services and management activities beyond the initial data collection.

1. Statistical Reporting System

There are currently two separate but somewhat related systems for collecting and reporting statistical information. The first is the regular reporting system (monthly, quarterly, semiannual) of the operating Departments of the MSA. Because there is no organizational entity responsible for forms development or control, P&HS staff had to collect the reporting forms from each individual department and program division, both at the central and moderia levels. The structure and use of these individual forms are the prerogatives of the departments and, therefore, cause situations of duplication and lack of uniformity. Without common forms, codes, and language, sharing of data and information is not useful and thus not accomplished. Exhibit 13 is the first page of our analysis of the forms/reports used by the operating department. (See Appendix III for full analysis.) There is no claim here that this list of 49 reports is all-inclusive. Our Ministry counterparts, who reviewed these charts with us, think it fairly represents the actual numbers for the MSA and moderia levels. Interestingly, every visit made by P&HS staff to offices in MSA or to private associations yielded substantial numbers of new forms and reports, generally unrelated to those already collected.

The forms/reports are listed in the order of the department which is most interested in that particular form. Interestingly, we have found no cultural difference between the psychology and use of forms in the MSA as compared to the U. S. In MSA, as in the U.S., they serve three functions: 1) primary recording or input sheet; 2) analysis and review document; and 3) official reporting document.

The second reporting system is a special annual report that is the sole responsibility of the Department of Statistics and Information located under the Undersecretary of Planning, Research and Statistics. A full staff at this central department is dedicated to the collection and development of the annual statistical report. This annual report is constructed separately by the Department of Statistics and Information staff through the use of their own forms. When contacted by the Statistics and Information Department, the regular departments may provide data that were collected in their own reporting system but it is always transferred to the Statistics and Information Department forms. Therefore, the data are only as reliable as that originally collected. To provide some quality control, the Statistics and Information Department staff compare the reported data against the monthly reports of the individual departments.

Exhibit 14 is the first page of our analysis of this statistical reporting system. (See Appendix III for full report.) The number of forms has changed each year for the past several years. The new list of the 1980 forms includes 42 reports. It is noted that the MSA numbers reports, 2, 2A, 2B rather than

SELECTIVE SAMPLE OF 1979 FORMS/REPORTS GENERATED BY THE REGULAR OPERATING DEPARTMENTS OF THE MINISTRY OF SOCIAL AFFAIRS

T I T L E	Originators	Sent to	Who about	Data Categories and Important Items	Frequency
- GENERAL DEPARTMENT OF PLANNING -					
1 A list of new projects for "Assuit & Gharbia" Governate	General Department of Planning	Dept. of Planning	New Projects in Assuit	- Name of project, costs and years	Annual
2 Distribution of budget project in Assuit governate	(Ministry level)	Moderia Level	Budget projects in Assuit	- Name of the project, number, costs and years.	"
3 Calculated basis for established services on basis of population.	"	"	Services	- Kinds of services - target population capacity	"
4 Basic data needed for the plan's projects.	"	"	Data needed for projects	- In-kind investment - Salaries & wages services - Costs of each project separately.	"
5 Planning in the MSA	"	"	Planning in MSA	- Concepts national planning - basic social problems - how the plan is set - project's preparation requirements - the plan's functions - duties of planners in the moderias.	"
- GENERAL DEPARTMENT OF COMPLAINTS					
6 Complaints' statistics from to	Complaints (Moderia level)	G.D. of Complaints Ministry level	Complainants	- Who is the complaint - what is it about - number of complaints - complaints ratio - reasons of complaints' decreases - classification of complaints according to subject - what is done with the complaint.	Quarterly
7 Form (17) complaints statistics	G. D. of Complaints. (Ministry level)	First Under Secretary of State	Complaints	- Names of Moderias - complaints received from these Moderias - what is done to these complaints.	Monthly

33

EXHIBIT 14

Annual Forms/Reports of the Department
of Statistics and Information

of the Ministry of Social Affairs
Statistics & Information Department

T I T L E	ORIGINATORS	SENT TO	WHO ABOUT/ & DEPARTMENT MOST CONCERNED	DATA CATEGORIES AND IMPORTANT ITEMS
(1) Annual census of employees	Mudariyya	Ministry	Employees in the mudariyya including its various levels and units/ "All line departments"	Classification of employees according to job, specialization, education, sex, in service employees, army recruited employees, employees in secondments and on vacations
(2) Annual census of social units	Social Units	Mudariyya & Ministry	Social Units & all line departments	Unit activities, unit's name, unit's building; governmental staff classification according to age, sex, education, job, area served and cadre
(2a) Data aggregation list on social units	Social Units	Mudariyya & Ministry	Social Units / "All line departments"	Social units: types, activities, environments, staff members
(2b) Markaz data	Mudariyya	Ministry	Social affairs at working level / All line depts.	Serial no. of markaz, name of markaz, name of police department, number of social units they manage
(3) Social security budget (both monthly and yearly reports)	Mudariyya (made originally on another form and transferred to this form)	Ministry	Social security / "General Department of Social Security"	Budget - money transferred from last year; actual expenses, yearly, year-to-date, monthly; money spent on pensions; money paid for monthly aids; money paid in once aids; money paid on catastrophes and disasters; money paid for previous employees and their families; pensions stoppage and extra money; aids stoppage and extra money; status of social security requests; income, from selling form (1) insurance, from co-operative societies and from donations; number of families or beneficiaries from social security; number of families or beneficiaries from once aids; kinds of cases benefiting from once aids; number of families or beneficiaries from pensions.
(3a) Annual census on living aids	Mudariyya at Aswan and Qena	Ministry	Living aids for Nubiāns (New Nubia) / "General Department of Immigration	Income and expenditure - budget and year-to-date expenses
(4) Data on Social Rehabilitation offices	Local Rehab. organization	Mudariyya	Handicapped social rehabilitation offices / "General Department of Social Rehabilitation"	Offices' names; kinds of equipments, therapy, vocational training, certificates; income and expenditure; number of beneficiaries; classification of cases according to handicap and age; classification of cases according to the jobs they are sent to
(5) Data on Handicapped Centers in mudariyyas	Local handicapped centers	Mudariyya	Handicapped centers / "General Department of Social Rehabilitation"	Name of centers and capacities - number of cases, classification of cases according to sex, age, handicap, vocational training, jobs, education and geographic distribution
(5a) Statistics on handicapped factories	Handicapped factories	Mudariyya	Centers training the handicapped / "General Dept. of Social Rehabilitation"	Name of factory; sponsoring organization; kind of equipment; kind of factory; classification of cases according to jobs and age; factories' capacities and actual number
(5b) Data on handicapped compensative parts factories	Factories employing handicapped	Mudariyya	Factories employing the handicapped / "General Department of Social Rehabilitation"	Capacity; utilization; equipment manufactured; equipment needed; income (governmental aids, selling, other); expenditures (investment, production requirements, wages/salaries, others)

2, 3, 4, causing some confusion for our analysis. The numbering of the forms is done by the Government printer and not the Statistics and Information Department, causing additional problems for MSA reports and forms. All reports are annual, with the exception of number 3 which is monthly. All of these are put together as a part of the Annual Statistical Report. The Annual Report has been issued at about the end of January or beginning of February for the past two years. Three years ago it was not produced due to the war.

There was some confusion on the part of the developers of the MIS Project about the actual reporting system of MSA. Because data collected, either by the operating departments or the Statistics and Information Department, is almost totally limited to an accounting of services delivered and the number of clients, the impression was given that the Annual Statistical Report represented the overall reporting system. In fact, the Project Development Paper indicated that there were 33 to 38 or more reports in MSA, resulting in a deluge of data which are not in formats useful for planning. In reality, the data collected for the Annual Statistical Report is essentially the same data collected in the operating departments reports and neither system is used extensively for planning or programming. Because of the limited data on duration of services to clients, frequencies of contact, and costs data, both systems reports are of limited value for planning. In addition, the data on the Annual Statistical Report is two years old by the time the report is completed. This, coupled with the fact that it is issued after the planning and budget cycle, severely limits its use and importance.

2. Client and Family Identification Problems

At the services delivery level, general statistical information is recorded in ledgers in both social units and private associations, as required by law. Using serial numbers, a number is assigned to an individual at the time a service is rendered or at the time of application. Currently, no individual or family profiles or case folders are maintained at the social unit and, from our field investigations, only a few private associations maintained such records.

Because of these limited record processes, information on clients, families, problems, and services are not regularly shared by agencies. Referrals to other agencies for service are not routinely made and when they are made, no followup is conducted to assure service delivery or problem resolution.

In addition, from a statistical point of view, little information is recorded that later can be retrieved or reported for analysis, service planning and the like. Unduplicated counts of services provided are impossible, so duplication, fraud, and abuse cannot be calculated. The status of clients in a service program is also difficult to ascertain, given the lack of tracking and reporting on service provision in specific time frames.

This last problem can be directly attributed to the lack of a standard designator or code for all clients receiving services. Without such a number

being assigned, specific information associated with an individual or family cannot be maintained or retrieved either in a manual or computer system.

A precedent for this type of designator was established in 1965 when the Arab Republic of Egypt developed standard police identification cards and a numbering system. Every adult over 16 in the country is required to have an identity card, but we have been told that only about 60 percent have received such ID. The designator consists of three fields: one, the governate name where card was issued; two, the police office where card was issued and, three, the four digit sequential number for that individual. Other information is collected such as date of birth, full name (first name, father's name, grandfather's name), religion, sex, occupation, and so on, but these are not part of the official police designator. We have found in our review of ledgers and reports that most of the above is collected by MSA but in differing sequences and on a variety of forms.

Also, from our investigations, we discovered that the Ministry of Social Insurance has been studying the problem and attempting to develop its own unique designator for its social insurance recipients. They have evolved a proposed individual designator which can be seen in Exhibit 15.

Public Law 30 (1978) requires both MSA and the Ministry of Social Insurance to share information with respect to financial aids provided by each organization in order to reduce duplication or fraud. Since neither has a common identifier to use for these comparisons and because the work has to be performed manually by MSA, the work is not completed. The size of this problem is more easily understood by the fact that the Ministry of Social Insurance has more than 100,000 recipients with the last name, Mohammed. Discussions have been held with the goal of combining certain information operations of the MSA and MSI. It would make good sense for the two Ministries to jointly develop a unique designator to be used by both MSA and the Ministry of Social Insurance. This approach could eventually be expanded to include other Ministries such as Housing, Labor, Health, and so on, for their services. Forms developed by P&HS in the suggested recordkeeping systems include the use of a unique identifier for the family as well as the individual client. A copy of an editorial in the Egyptian Gazette, shown in Exhibit 16, expresses concern for this critical identification issue.

The basic client and family information system is the main focus of our recordkeeping system presented later in this report which has been designed to eliminate these problems and provide better, more reliable data for services delivery and management in MSA.

3. Use of Data Processing

The AID Project Proposal stipulated the examination of the current MSA information system, with an eye toward the development of a computer assisted data processing plan. Certain assumptions were made about the current information environment of MSA. The major assumption was that a tremendous volume of data was being collected and processed manually and that its

HOME NEWS

The Egyptian Gazette

FEBRUARY 21, 1980

Who's who

ABOUT two years ago the authority, or authorities, whose responsibility it is to issue identity cards to the public expressed concern at the number of forged cards in circulation and at the widespread abuse of genuine cards. A few examples will make the point clearer. The personal identity card carried by adults, for instance, could apparently be 'bought' for a few pounds by shady characters from certain shady officials. The ration card was abused outrageously by families who included fully adult, absent or dead relatives as dependents eligible for rationed goods. In the latter type of offence, Egyptians are certainly no worse than citizens of a certain European country where a survey last year produced the extraordinary conclusion that 80 per cent of the population was handicapped — to judge by the number of handicap benefits the Welfare Department was paying out. Almost a third of all driving licence holders were drawing the state pension for the blind. Like students who fiddle the gas meter, not so much because they don't have the money but because it is considered good form to outwit the authorities, abusers of ration cards don't really see themselves as criminals. It is the business of the authorities to outsmart them in a fair game.

But back to the problem. At the time, the authorities said they were about to introduce a fool-proof system to stop the forging of identity cards. The information, once finally established, and photograph of the bearer would be sealed in a plastic mould to preclude any attempt by anyone to tamper with the enclosed details. Re-issue of ID cards in the case of

loss would be a strictly controlled and brutally difficult business. Something has, in fact, been done because it is now brutally difficult to acquire a legal re-issue and, by all accounts, virtually impossible to 'buy' an illegal new identity. That problem is nearly solved. As to the other, a great many deceased and expatriate nationals are still drawing their monthly rations of rice from the co-op at P.T. 5 a kilo.

The urgent need for a fool-proof, water-tight identity card or document is concerned less with the abuse of the system by a minority of criminals than with the general mistrust created by these abusers. As a result, many official transactions require independent endorsement of the information contained in the identity card. The identity card is not accepted at its face value. It is, then, virtually useless.

Clearly an enormous amount of time and money is expended in the process of cross-checking identities, and a great deal of filing space is occupied by redundant, duplicated information for this purpose. We want sincerely, all of us, not just the government, to minimise red tape. Who does not sincerely wish to have a solid week's bureaucratic effort trimmed to a smooth five-minute process? It should be possible to marry, divorce, apply for a passport, cash a cheque, buy a house or sue the landlord on the strength of one trustworthy portable document. It needs a tremendously efficient centralised data processing system. But what a difference it would make!

timeliness, validity, and usefulness were related to this manual system. As one can readily see from our findings discussed above, this is not the case. Computer data processing has potential in MSA, but an extensive information system development and testing must precede computer usage. Definitive goals, objectives, and appropriate units of measure must be developed for human services in MSA if the information system is to provide the various administrators with accurate data with respect to what their organization and private associations have done in services delivery. Attempts are being made through the work of UNC to define and measure goals or service achievement as part of the D&T Center program. Work is in progress to develop standardized units of services that are measurable. The administration of the various social services programs requires information as to what is being done and measurements as to how well the social units and private associations are achieving the goals of the various service programs. As stated earlier in this report, these organizations have not kept detailed information as to what services they deliver, due mostly to the lack of appropriate recordkeeping and information system processes.

P&HS believes that the forms and processes presented in the section of this report on an agency/client information system (recordkeeping) represents a good beginning for MSA to start collecting, processing, and disseminating information to the other service providers and to the various levels of management within MSA. It is designed to be a continuing system for collecting, using, and reporting information and it may also be used for onetime reports such as the Annual Statistical Report. It is designed to be used manually but can be converted easily to involve the use of computers.

We believe that the MSA can take one or two paths in eventual use of computers. The first could be the use of minicomputers at the moderia levels, although in the long run, minicomputers have limited statistical capacities. The other alternative would be to plan to use a separate input/output device at the moderia level for input to a larger central computer. This suggestion has been discussed extensively with our MSA counterparts and with the staff of the Ministry of Social Insurance. The Ministry of Social Insurance has excess computer capacity at its central facility and also has plans to develop an input/output system at the moderia level of social insurance. These devices might be made available to MSA for use in testing a computer system as part of the new recordkeeping system P&HS developed for MSA. This could be accomplished in the model moderias, Gharbia and Assuit, this next year. If the Ministry of Social Insurance's long-range plans become a reality, these new input devices will be connected directly to the main central computer when a new microwave transmission system goes into operation in several years. This technology would reduce transmission and processing time and provide some immediate feedback.

Both MSA and the Ministry of Social Insurance could use the same facilities at the moderia for entering data, thus reducing the cost for both Ministries. Given the close working associations and legal relationships between MSA and the Ministry of Social Insurance this is a realistic approach. Additionally, the Ministry of Social Insurance already has 15 years experience in computer

operations which they are willing to share. There appears to be an emerging consensus in MSA that recognizes that a deliberate, gradual development and implementation of new information processes is required and that substantial personnel development and training is required in information systems development and management at all levels of MSA.

A good beginning in mutual support between the Ministry of Social Insurance and MSA with respect to data processing was made through the community needs assessment effort. After completing a survey of available computer services in Cairo, both public and private, P&HS's recommendation to the Technical Committee for using the computer services of the Ministry of Social Insurance was accepted. P&HS entered into a contract for the data processing portion of the Community Opinion Leaders Survey on behalf of MSA. This work was successfully completed and is reported on in Chapter IV of this report.

A second area of consideration with respect to data processing is the efficacy and future potential of the statistical laboratory in the MSA's Department of Statistics and Information. A good description of the equipment and use of this laboratory is in the Ohio State Study. Since the time of Ohio's review, the antiquated equipment has broken down and the laboratory has ceased to function.

Several discussions were held with the Undersecretary, Director, Deputy Director, and the Project Committee concerning future use of a limited capability statistical laboratory particularly if MSA obtains a large computer and changes to computer assisted data processing. The general feeling on the part of MSA officials was that better equipment and training of statistical staff would be very beneficial to the MSA for they would be able to provide direct service to other MSA departments and other organizations on data and statistical reports, research, and the like. P&HS supports this approach and we have included recommendations on this in the final section of the report.

CHAPTER IV

COMMUNITY NEEDS ASSESSMENT

A. BACKGROUND AND OBJECTIVES

The MSA is not developing any needs assessment data of a comprehensive nature with respect to either socioeconomic needs of the communities or the service needs and requirements of past, current or potential social services clientele. Limited data have been collected on needs as a result of a small number of unrelated research projects conducted by various MSA departments. The Department of Research, under the Undersecretary for Planning, Research and Statistics, has completed a list of these research efforts over the last 15 to 20 years. These projects include limited needs data, much of which are very selective and localized. P&HS reviewed this list for research relevant to Gharbyia and Assuit and referred these to the D&T Center staff for use, as appropriate, in the needs assessment effort.

Limited data are also available from the 1976 Census Report. Unfortunately, the Census Report has not been fully completed, although we were able to get printouts on data for the Governate of Assuit and were waiting for the final report of Gharbyia.

In total, however, little useful needs/resources data on local villages and communities are available or collected as part of an ongoing needs information process for planning and evaluation. Although this lack of data is recognized at all levels of MSA, and MSA officials want it to be developed, skilled manpower, adequate data collection methodology, and other needed resources are not now available in MSA.

The primary goal of MSA through social services programs is to develop solutions to both individual and community problems. In order to do this better, a system and processes needed to be developed to provide essential planning information and feedback on program impacts. It is recognized that needs assessment is an essential part of this system since it helps to provide information on what the individuals and communities actual needs are, who are persons most in need (high risk populations) and where the concentrations of these needs are located.

Needs assessment is also a process that involves activities at all levels of the MSA, beginning at the local community level where needs and problems are found. Data and information collected at this level provide the immediate opportunity in the ISSP to plan for the model social unit services and the training center programs. At the same time it provides the beginning of a process for providing information for use by all levels of the MSA as part of the overall MIS project.

The objectives developed by MSA, P&HS, and UNC for this project were as follows.

1. To obtain basic data about community problems and needs, the data to serve:
 - (a) basic requirements for the planning of social services unit activities;
 - (b) major inputs into the analysis of the existing service delivery programs;
 - (c) continuous input into the setting of goals and objectives for the social services programs; and
 - (d) input into the developing of a MIS system and baseline data for the evaluation of ongoing services and operations.
2. To determine approaches and techniques for the continued development of local responsibility for social services which will provide for:
 - (a) identification of effective community organization roles in the social service programs;
 - (b) assistance in the analysis and perceptions of the unmet problems and community needs; and
 - (c) alternative approaches to increased community input and involvement in the social development planning and programming.

B. OVERALL APPROACH AND COMPONENTS OF NEEDS/RESOURCES ASSESSMENTS

In keeping with the intentions of the overall ISSP approach, collaboration with UNC and MSA on the needs assessment effort was excellent. The excellent progress and results of this effort are a direct result of the cooperation and close working relationship of our MSA counterparts at all levels with the American teams.

The early activities in needs assessment included our getting acquainted with the understandings and ideas of both central MSA and the D&T Center staff about needs assessment. Presentations on ideas, concepts, and implementation activities in needs assessments were provided by P&HS and UNC to staffs in Tanta and Assuit as well as to central MSA personnel, particularly to the National Technical Committee. Exhibit 17 is an example of materials P&HS used to orient and discuss purposes of needs assessment. As a result of these developmental efforts, a framework for the community needs assessment was presented to the Technical Committee on April 26, 1979 for discussion and approval. This framework, a copy of which is included in Appendix IV, outlined objectives, strategy, and process for the implementation of the needs

EXHIBIT 17

RELATIONSHIP BETWEEN NEEDS ASSESSMENT PLANNING,
OPERATIONAL/MIS AND EVALUATION FACTORS

	<u>Planning/Need</u>	<u>Operation/MIS</u>	<u>Evaluation</u>
Population:	What population is Egyptian government concerned about? What are its needs as described by relevant socio-economic indicators?	What persons does the system serve?	Is the appropriate population being served?
Objective:	What can Egypt do about this population?	What is it doing? (Programs, Community activities, etc.)	How well is it doing it?
Resources:	What programs, funds, facilities, manpower is needed?	What is Egypt using?	How well are present resources being used?

assessment effort. Following the approval of the National Technical Committee, copies were sent to Tanta and Assuit.

Subsequent discussions were held with the Center D&T staff to clarify task requirements, discuss roles of MSA staff and American advisors and to identify additional resources required. A joint meeting of the D&T Center staff, the General Directors of the moderias (Gharbyia and Assuit), and the American advisors with the National Technical Committee on May 24, 1979 helped to review the individual plans and progress in the two local areas and to reach agreement on the specific components of the overall effort. From an original discussion list of five components, agreement was reached to complete three main components. They were as follows:

1. Community Opinion Leaders Survey
2. Social Unit Area/Population Profile
3. Community Services Description and Analysis

A detailed description of the structure of the questionnaire and forms for each of these, as well as a description of the process and products of these components, is provided in the following section.

During the course of May, June, and July, many work sessions were held to develop the specific instruments, procedures, and responsibilities for completion of the three components. Inputs were received from a variety of individuals and groups, including the MIS Development Group. The two major activities during this period were the identification and selection of community leaders to be interviewed, and the development of the questionnaires for the Community Opinion Leaders Survey, which went through about four revisions before pretesting in Tanta and Assuit during the fourth week of July. Exhibit 18 is a copy of the general work outline used for the Community Opinion Leaders Survey. After pretesting, the questionnaires were revised, put into final form, printed in Cairo by the Cairo Rehabilitation Society, and distributed to the local areas for completion.

On October 2 and 3, 1979, a meeting was held at the P&HS office in Cairo of all of the MSA staff and the America advisors to review the progress of work on all of the components of the needs assessment; to discuss the data processing plan for the Community Opinion Leaders' Survey; and to develop criteria, analysis, and use of information after data processing. A copy of the agenda and outcome of this meeting is included in Appendix IV. Two important factors came out of this meeting. One, local responsibility was accepted for the coding of the completed Community Opinion Leaders' Survey; and, two, commitments were reached on the joint development of the instruments for the Services Assessment and Social Unit Area/Population Profile.

In the final analysis, the development and conduct of the overall needs assessment effort was a very successful collaborative effort between MSA, UNC, and P&HS. This was the first of its kind carried out in MSA and represents a major accomplishment for the staff at all levels who worked so hard on this effort. Although improvements will need to be made in the process, forms,

EXHIBIT 18

OUTLINE FOR COMMUNITY OPINION LEADERS SURVEY

<u>DATE START/ COMPLETION</u>	<u>COMMUNITY LEADERS SURVEY</u>	<u>RESPONSIBILITY FOR PARTICIPATION</u>	
		<u>CAIRO</u>	<u>MODERIA</u>
_____ _____	Identification of Leaders Formal Informal		
_____ _____	Development of Survey Questionnaire		
_____ _____	Translation of Questionnaire		
_____ _____	Pretest		
_____ _____	Revision as needed and Reproduction		
_____ _____	Select Interviewers		
_____ _____	Train Interviewers		
_____ _____	Schedule/Assign and Conduct Interviews		
_____ _____	Followup		
_____ _____	Tabulation and Analysis		
_____ _____	Discussion of Results and Interpretation		

techniques, and statistical sampling, a good beginning and foundation has been made in MSA toward the development of an effective community needs assessment system.

C. PROCESS AND PRODUCTS OF EACH NEEDS ASSESSMENT COMPONENT

1. Community Opinion Leaders Survey

As previously described, the Community Opinion Leader's Survey was one of three components of the community needs assessment process which was designed, developed, and implemented through the collaborative efforts of the UNC team, the MSA, and P&HS team. This needs assessment process had both long-term as well as short-term goals. In the short run, the objective was to provide relevant data to be used by MSA and UNC in designing model social units and services and training center programs in the Governates of Gharbyia and Assuit. In the long run, it serves as the beginning of a process for providing information for use at all levels of MSA as part of an ongoing needs assessment process. The development of the Community Opinion Leaders Survey was structured to meet both these objectives. The process of design and implementation depended on extensive efforts by our MSA counterparts in Cairo, Gharbyia, and Assuit in the many phases of development. This involvement was essential in meeting the long-range objectives of a MSA-owned and implemented needs assessment process. The initial step was the design and review of a preliminary instrument to be field tested in the four associated social units. (Assuit: Beni Mohammed and Sadat area; Gharbyia: Shobra Namla and Kohafa area.) This effort involved the staffs in the two D&T Centers and the four social units in the design of the instrument which they themselves were going to administer. After a field test of 40 cases in each governate, extensive efforts were made to analyze the results, evaluate the instrument, and redesign an improved questionnaire that would serve the information needs of the social units, D&T Centers, and other levels of the MSA. After training by the D&T Centers, the new version of the survey was administered to 200 locally selected community leaders in each of the two participating governates (400 total). The results of the questionnaires were reviewed and coded at the local level and sent to Cairo for data processing, using services contracted from the Ministry of Social Insurance data processing division. The analysis of the questionnaire and subsequent design of reports was done jointly by UNC and MIS teams for use by the D&T Centers and social units. The original copies of the questionnaires were returned to the local level for use in training regarding use of information acquired through the survey, evaluation of the survey instrument itself, and to serve as the basis of new information banks in the social unit and D&T Center. To meet these plans, the survey was designed as a snap-apart form to facilitate dissemination and use of information in secondary analysis.

It is important to note that this survey is only a beginning in the process of developing an overall needs assessment process for the MSA. The plans are for the participants in this initial effort to analyze the instrument as well as the results, and to improve the process for subsequent use in other social units.

(a) The Questionnaire

Exhibit 19 provides an outline of the kinds of information sought by the survey. The complete English version of the questionnaire is included in the Appendix IV. The questionnaire was designed in three parts. These include biographical data on the leader being interviewed, problem identification and exploration, and, finally, service assessment for the services currently offered in the community. Each section is separate and can be detached for subsequent use within the local community.

The first section, Biographical Data, is contained on one page, front and back, and is intended to give general characteristics about the leader and the leader's family. This information when aggregated will give a profile of the leadership within the community. In addition, it is needed for correlation with the data in the section on problems for accurate analysis of the overall responses in that section. Finally, it is intended to be maintained in the social unit as a basis for a detailed file of the community leaders to assist the social unit Director in his responsibilities in the area of community development.

The second section, Problem Identification and Exploration, begins by having the leader identify and explain three important problems in the community. Then each of these problems is explored as to its causes, past and potential efforts at its resolution, and the leader's interest in participating in any future efforts. Once coded, these responses were to be aggregated to give a list of the community problems as well as a cross-section of the community dynamics in meeting its own problems. Each problem and the related details are on a separate page to facilitate further examination of the specific details of related issues.

The final section deals with services administered by various Ministries available to the community. The questions in this section serve two uses. First, they explore the leader's awareness of services which are available. Second, they explore the effectiveness of these services and the leader's perceived barriers to successful service delivery. This information is extremely valuable to the social unit director in identifying areas of community lack of awareness of available services, as well as for improvement of programs that already exist to meet community needs.

(b) Data Processing

The Community Opinion Leaders questionnaire was a subjective survey. Interviewers were told to encourage leaders to give as detailed as possible responses to the questions asked them. This then required coding of responses to each question to enable aggregation and preliminary analysis of the results of the survey. It must be remembered that subsequent detailed review of the responses is expected in areas highlighted by initial gross analysis. For the purpose of aggregation, a coding section was included on each page of the questionnaire. The codes reviewed and deemed representative by the MSA participants were included on the questionnaire. After administering the

EXHIBIT 19

Community Opinion Leader Survey
Kinds of Information Sought

As an illustration of the kinds of information sought, the outline below lists some of the areas of questions.

Section I Biographical Data

- A. General Personal/Family Data
- B. Leadership Activities
- C. Leadership Training
- D. Leadership Status

Section II Problem/Need Identification

- A. Problem Identification and Prioritization
- B. Problem Exploration
 - 1. Causes
 - 2. Resolution efforts
 - 3. Leader resolution efforts

Section III Services/Resources

- A. Leaders Awareness of Services
- B. Effectiveness of Services
- C. Problems/Barriers Affecting Services
- D. Community Resources Availability
- E. Personal Experience with Services System
- F. Suggestions for Improvements

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questionnaire to all recipients, a selected group of the staffs at the local level were trained by P&HS for the coding process. This was completed at the local level and the coded data sent to P&HS in Cairo for data processing. To facilitate data entry, the codes were transferred to data sheets, included in Appendix IV, and keypunching services were contracted through the Ministry of Social Insurance. Concurrently, generalized computer programs were also being developed by P&HS through the technical support made available by the Ministry of Social Insurance data processing section. The programs were designed to permit a variety of reports aggregating in various ways the data collected in this survey. They were also designed to handle data processing of future surveys using the same basic format. Five sets of reports, included in Appendix IV, totalling 54 in all, were designed and the data was aggregated in seven separate collections: four social units, two combined within Governate, and one total survey sample. Also in Appendix IV is a copy of the process paper for preparing the survey information for data analysis and use prepared by P&HS for completion of the work.

(c) Product: The Survey Reports

The first report, The Leader's Profile, gives the distribution of responses for each question in the first section of the questionnaire. For each question, the report gives the number and percentage of responses in each coded answer and the total number of respondents answering that particular question. In several questions there is the possibility of multiple answers and the report also records this information. This report is four pages in length.

The second set of reports, five in all, demonstrates the correlation between certain questions in the biographical data and a set of seven leadership characteristics (age, sex, education, occupation, time in the community, economic status, and formal or informal leadership status) also from the biographical data. In each report the responses to one of five questions is correlated with the leadership characteristics. These include categories of membership in private associations, economic status, participation in formal training, extent (or number of) membership(s) in private associations and, finally, formal or informal leadership status. Each report is two pages long.

The third set of reports deals with the problem identification and exploration. The first report gives frequency of problem selection and ranking of that selection for problems identified as first priority, second priority, third priority, and overall selection. The second report deals with the stated causes for each problem, as well as frequency of selection of multiple causes for each problem. The report also gives the total frequency for each cause for all problems. The other six reports in this set deal with the other areas of problem exploration in the same way as given above. These included past resolution efforts, success of past resolution efforts, resources available to solve problems, potential sources of resolution efforts and willingness to participate in future resolution efforts. Each of these reports is three pages long.

The fourth set of reports deals with the service assessment section of the questionnaire. For each Ministry listed (Social Affairs, Health, Agriculture, Education, and miscellaneous), a report is generated giving the frequency of responses to the three questions about the services offered. The report thus gives information about the leaders' awareness of the availability of services, the effectiveness of those services, and the leaders' perception of the barriers, if any, to successful service delivery. These reports are two and three pages long.

The final set of reports is a detailed summary of the responses to problem identification and exploration and the correlation of these responses to the seven leadership characteristics mentioned earlier. Each problem is dealt with in a separate report and all the related responses are included.

Complete sets of these reports were prepared and distributed to the D&T Centers in Gharbyia and Assuit, MSA in Cairo, the UNC team in Cairo, and AID in Cairo. P&HS held meetings both in Cairo and Tanta to discuss these reports and their uses. At the time of our departure from Cairo, the D&T Center staffs were orienting key market, media and social unit staff to the process and the information in the reports. Additionally, presentations and discussions were held with the Community Development Associations attached to the experimental social units in Gharbyia.

(d) Limitations On Survey Procedures

The needs assessment survey is an unusual evaluation for two reasons. It is the first structured community needs survey to be carried out at the social unit level by the MSA staff, both social unit and media. For this reason, completion of the process itself was as important to the project as the information gained. This success will provide the confidence and basis for a continuing, evolving needs assessment system for MSA that will place a greater interest on the data collected.

A second unique feature of the survey was the approach used for the selection of the interviewees. The social unit directors and the D&T Center staff established a plan for the identification and selection of potential interviewees. This was not a scientific selection process, but one based on personal experience and word-of-mouth referrals. The importance of this effort should not be dismissed. For the first time the social unit directors have an excellent list of leaders to work from, as well as specific information on that leader from the first section of the survey. However, for followup needs assessment work, a better selection process needs to be developed in order to have the best statistically representative group from the individual communities or villages. The data from this first survey can be used in an impressionistic, opinion manner, but cannot be said to represent accurately all of the issues or opinions on the social units involved. With a better selection process for future surveys, the reliability of the survey data will be much higher.

2. Social Unit Area/Population Profile

The Social Unit Area/Population Profile (hereafter referred to as Profile) was the second component of the overall community needs assessment process design, developed, and implemented through the collaborative efforts of UNC, MSA, & P&HS. The objective of the Profile was to collect data and information about community structure, socio-economic-cultural processes and traditions, etc., in two specific categories:

- Social Unit Area

Description of physical characteristics of the area, basic public services, community resources, boundaries, economics, and social and political organization.

- Population

Collection of social-economic data, demographic data, and vital statistics.

The social units have, as part of their charter, the collection of local community data for economic and social planning. However, the lack of specific instruments, procedures, and training have limited the capacity of social unit staff to fulfill this function.

In the course of P&HS investigations, while planning for the community needs assessment, we discovered in discussions with the MIS Development Group, the existence of a basic information notebook developed by the Department of Planning in 1964 for use by the social units. Originally, it was designed for collecting basic social-economic-political data in rural areas. The basic notebook was not being used by social units but we saw it as a good beginning point for the completion of the Profile effort.

The decision was made by MSA and the American advisors to revise the basic notebook to include urban factors and to send it to the D&T Centers in Tanta and Assuit for review and comment as far as its usefulness for the objective of the community needs assessment effort. A copy of the Planning Director's memo and instructions about this effort is included in Appendix IV.

The process of design and implementation depended on extensive efforts of P&HS and our MSA counterparts in Cairo, Gharbyia and Assuit. As mentioned earlier, during the course of May, June, and July, many work sessions were held to develop the specific objectives, instruments, procedures, and responsibilities for completion of the three components of the community needs assessment. Although extensive work on the completion of the Community Opinion Leaders Survey was done during August and September, work continued on the Social Unit Area/Population Profile.

During the October 2, 3 meeting in Cairo of all MSA staff with the American advisors on the progress of work on all three components of the needs assessment, final decisions and commitments were made on the completion of the Profile. Both the Tanta and Assuit D&T Centers had received and reviewed the basic notebook sent through the moderia offices by Mr. Mahi, Director of Planning in MSA. They had reviewed the document and found it unmanageable given current resources. Their review had identified portions of the handbook which were feasible to complete and offered suggestions for other areas that should be included. Both Tanta and Assuit indicated that they were collecting data and information for those areas of the handbook they felt were appropriate. After some discussion, it was agreed that each D&T Center would submit its suggestions for revising the handbook to P&HS who, in turn, would work with Mr. Mahi and Mr. Tawfik, Statistics & Information Department, in developing a final set of minimum requirements for data and a format/instrument for recording this data. After a number of work sessions, a final draft Profile instrument was completed. On November 15 in Tanta, Mr. Tawfik presented this draft to the D&T Center staff of both Tanta and Assuit for review and comment. These comments and suggestions have been incorporated into the final Profile instrument included in Appendix IV. The final version of the Profile instrument was sent to both Tanta and Assuit in late December 1979 for completion. As indicated earlier, the data and information from the Profile will be integrated with the data from the other two components of the Community Needs Assessment for analysis and use in the plans of the Integrated Social Services Project.

- Profile Instrument

Exhibit 20 provides an outline of the kinds of data and information sought by the instrument. The complete English version of the Profile is included in Appendix IV. Information sought about the social unit area includes general features of community, public utilities and services, economics, community values and traditions, administrative and political system, and statistical data.

The first section, general features, is intended to give information on population size, main thoroughfares, acreage, etc. It also requires maps to be drawn for the social unit area and for each village within it. Finally, it asks for identification of neighboring villages and social units.

The second section, public utilities, is intended to elicit specific information about the social unit, its services, and its relationship to other services providers.

The third section, economics, is designed to collect information on the kinds of industry and farming in the local areas as well as the ownership patterns. There are two sections in order that information can be collected on any urban areas that might exist in the particular geographical area. Several questions attempt to gain specific information on employment levels and the nature of the work force.

EXHIBIT 20

SOCIAL UNIT AREA/POPULATION PROFILE Kinds of Information Sought

As an illustration of the kinds of data and information sought, the following outline is provided:

Section I General Features

- A. History of Community
- B. Social Unit Area Map
- C. Village Profile Map
- D. Geographical Position

Section II Public Utilities

- A. Drinking Water Resources
- B. Electricity
- C. Sanitary Services
- D. Garbage Collection
- E. Public Roads
- F. Health
- G. Education
- H. Recreation & General Cultural Means
- I. Workshop Places
- J. Markets
- K. Social Units Institutions & Services

Section III Economics

- A. Agriculture
- B. Industry
- C. Immigration
- D. Employment

Section IV Community Values & Traditions

- A. Social Structure
- B. Leadership & Authority

Section V Administrative & Political System

Section VI Statistical Data

Sections IV, V, and VI are intended to collect information on the community's values, traditions, leadership, and political system. With the national policy of decentralization, the importance of information on the administrative and political system cannot be understated. Of particular interest is the factor of the influence of key families or individuals in villages or social unit areas. This information is invaluable to the social unit director in attempting to develop and focus community leadership potential for community development.

3. Community Services Description and Analysis

The third component of the Community Needs Assessment was the Community Services Description & Analysis. The purpose of this component was to collect specific data and information on the nature and extent of services delivered in the model social unit areas. Three specific types of information were sought:

- Description of services and target populations
- Evaluation of services and user outcomes
- Assessment of service delivery system including manpower allocation and utilization

The development of the services instrument was being structured to meet these requirements. Like the other two components of the needs assessment effort, the process of design and development depended on extensive work by our counterparts in Cairo, Tanta, and Assuit. Although several discussions and work had been completed on the services assessment component over the summer months, the pivotal meeting on its development was on October 2 and 3 in Cairo at P&HS offices. This meeting, as described earlier, was called to review the work to date on all three components of the needs assessment effort and to plan for the completion of all work remaining.

With respect to the Community Services Description and Analysis, Tanta provided a set of instruments they had developed for use in the services assessment. This work had included the design, field test, and modification of an instrument to be used for about forty services in the two social unit areas in Tanta. These draft instruments included a standard data collection form to use for all services and an assessment form and guidelines to be used to code assessments. The activities in Assuit had yielded slightly different results. Thorough identification of all services available in the communities, Assuit D&T Center staff investigated the existence of documented services objectives. After specifying approximately five objectives for each service, they developed an appropriate service assessment instrument for each service.

Discussions had begun at the Alexandria Conference in September about the possibility of using a standardized service assessment like that which was developed in Tanta. At the October meeting it was agreed that after review and modification, the Tanta instruments would be integrated with the Assuit

services objectives to complete a final services assessment instrument. It was also agreed that guidelines would have to be developed for the use of the final instruments.

The University of North Carolina accepted responsibility for reviewing the comments from Tanta and Assuit and drafting the final instrument and guidelines. At the time P&HS was finishing up in Cairo in January, UNC had completed drafts of both items and was in the process of final review before distribution to Tanta and Assuit for their use at the local level.

CHAPTER V
AGENCY/CLIENT INFORMATION SYSTEM

A. BACKGROUND AND SCOPE OF WORK

Managers of human services programs at the MSA have traditionally suffered from a lack of timely and accurate information in order to effectively manage the complex human service delivery system in Egypt. One of the major obstacles to a rational approach to coordinating this service delivery system at the social unit level has been the difficulty in providing outreach, intake, and assessment services to clients seeking one or more services provided through the auspices of the MSA.

Our current Agency/Client Information System (ACIS) was developed to provide intake services and to process MSA clients through the social service network at the local level. It also is designed to maintain basic client/ family information in the central files at the social unit level, and to collect and store services information for coordinated planning and assessment of client services. It is also designed to assist the service delivery staff at the social unit and the program and management staff at higher MSA levels to link all of the social services for client tracking, case management, planning, and budgeting.

The information requested by the MSA on social service functions generally falls into one of two categories: client related or organization related. Both types of data will be distilled into information which is useful for management purposes both at the client (worker) level and the multiple levels of MSA management.

Client related (client specific) information used to:

1. Identify an individual's problem(s)
2. Bring the client into the agency's service delivery system (intake)
3. Determine eligibility for service
4. Develop a service plan
5. Refer a client to another service agency or another branch of the same agency
6. Evaluate and monitor the service being provided to the client
7. Followup client success after referral
8. Purchase a needed service for the client.

Organization related (non-client specific) information is geared to the executive and administrative operation in:

1. Allocation of resources to program or services
2. Accounting and statistical reporting
3. Evaluation and assessment
4. Management reporting
5. Planning and budgeting
6. Monitoring and supervision.

Many officials in MSA recognize that the relative success or failure of the Ministry lies in its successful integration of information into a cohesive management/administrative structure and process. Various MSA managers have discussed the need during the course of this MIS effort for a "management by objectives" (MBO) system for social services. The system of records which has been developed through this project will appropriately fit into such a MSA design for a MBO system should it become a reality.

The case management system, which is being developed in the model social units through the UNC portion of the project, also utilizes the established conventions of MBO. The setting of objectives, as expressed in a service plan, on a case-by-case basis and accomplishing these objectives or finding out why they cannot be achieved, is the consonant theme throughout this process.

The ACIS designed for the MSA assumes this reorientation of thought and work patterns. It also provides a methodology which will operationalize existing policy with a uniform recording and reporting system. It is the first step in a developing system of case records which will be needed over a period of time to support a more sophisticated case management system. It can also be the impetus to the development of a better management system in the MSA for analysis and decision making, evaluation, and followup.

Scope of Work

In keeping with the Scope of Work in the contract the following work products have been developed:

1. A standardized client intake process;
2. A model referral and followup process;
3. A model service delivery recordkeeping system; and
4. The design and development of forms and procedures for the above three items.

Each of these work products will be discussed in more detail in the following sections of this report.

B. FINDINGS AND CONCLUSIONS

Current Situation in MSA

A plethora of forms and ledgers exist both at the social unit and private association in the service delivery system. This system of records has evolved over a number of years and through many uncoordinated supervisory channels. Recordkeeping requirements are established: (1) through program or technical offices in the central Ministry; (2) through staff offices in the central Ministry; (3) by organized group of private associations; (4) by a program specific society; or, (5) to meet the needs of a single society.

The results of this uncoordinated and often unfulfilled reporting scheme is that little or no useful information is prepared for top level decision makers. Many management decisions are made on-site after personal review by a manager. These site level decisions do not necessarily fit into an overall mission objective by the MSA, but rather represent reactions to immediate issues at the service level.

As was discussed in the earlier part of this report, a major factor which influences this style of operation and, in fact, reinforces this approach is the MSA requirement for an Annual Statistical Report. The preparation, assimilation, and publishing of this mammoth manual effort requires enormous work time, through the MSA staff at the service delivery level and throughout the Central Ministry.

At the present time, virtually no case management is performed at the service delivery level. Service delivery is not viewed as a continuum of documentation. In some programs and associations a complete absence of maintained recordkeeping exists, with no interrelationship between documentation and reporting.

As a result of the fragmentation and lack of supporting records, no followup of referrals is likely. Little or no information is shared between programs or associations. At the client level, the problem of client information exchange is exacerbated by the lack of formal referral procedures. Lack of uniformity in completing the social research forms, or the current basic client record, makes it difficult to transfer client information between organizations.

Issues

Three significant issues were identified in the analysis of the current recordkeeping system:

1. The role of the social unit in the delivery of human services;
2. The role of the social unit in the recording and reporting of client and services data; and
3. The inability of management to clearly articulate information needs for management decision making.

The role of the social unit has been defined through an evolutionary process of ever changing legislation and administrative direction. Under the current system of service delivery, the inherent capability of the social unit to deliver services is severely hampered by the lack of properly trained personnel. In order for the system of records which has been developed through this project to be effective, this role must be clarified. A true case management function through staff of the social unit is possible. The arranging, brokering, and followup of services are appropriate to this role. Whichever rule is chosen will require significant effort in staff development and training.

Case documentation is an inherent requirement of the case recording component of the proposed system of records. It is the most effective way to transfer and share information between multiple service providers, whether they be within the MSA, a private association, or in another agency of government.

Coordination between the current system of recordkeeping and the proposed system is enhanced by the proposed D&T Center staffing plans. Current records contain data that will be utilized in the new system. A system of inter-related job functions assures accountability of data recording.

The third issue is certainly not unique to MSA. As a result of the current diffused reporting mechanisms, management has little information to rely on in making decisions. As a consequence, the substitute "on site" method of decision making has developed. MSA managers see no reasonable alternatives to the current system but frequently voice their uneasiness with the current status.

Conclusions

The process of case recording and reporting must be standardized and incorporated into a daily operating routine in order to assure data integrity. Confidence in reported data has to be established by MSA managers. The conditions must be established which will induce managers to incorporate services data into decision making.

C. PROCESS FOR DEVELOPING THE SYSTEM

Our study design for the development of a model system of records basically followed a three step process:

1. Assessment of the current system;
2. Determination of the new system requirements; and
3. Design of a new system.

There is an overabundance of forms and records in current use by all service providers, whether in a social unit or a private association. Many varieties of forms and ledgers are used during and after the process of service delivery to record, document, and report service results. These multitudinous forms are supplied through several different organizational channels.

As a result of these multifaceted recording processes, extensive field work has been required in order to untangle and understand the current system of records and to chart the information pathways. Interviews were held at all levels of government, primarily within the MSA and some with the Ministry of Social Insurance, in order to understand the flow of information and the legal requirements of the financial programs.

In addition to governmental agencies, private associations, societies, and other service providers were interviewed on site. Field reviews were made at both the central (Cairo) level as well as the D&T Centers and the model social units in Tanta and Assuit.

An extensive collection of forms and other documents was collected throughout this field review process. The documents were cataloged; most of them have been translated into English and analyzed for this project.

A matrix was prepared in order to categorize and analyze the individual data elements contained in each form. By using this data and the results of our field reviews, a conceptual design of a recordkeeping system was developed along with suggested forms and layouts.

Discussions and work sessions were held with MSA and staff of the Tanta D&T Center to finalize the system design and refine the forms. In addition, presentations and review discussions were held with the MSA Technical Committee, the Directors of Statistics and Information from the 26 moderias, UNC, and the AID Project Committee. As a result of the field reviews and the forms analysis completed in the development process, the system of records presented in this report was developed.

D. WORK PRODUCTS

1 Background

(a) Overview

The proposed system of records designed through this project is viewed as a part of the case management activities within the overall context of a client information system. The system is designed to complement the current system of ledgers mandated by statute in the service delivery system. Although it doesn't require a computer, it has the capability of meeting the basic input requirements of an automated data processing system. When the client information portion of a comprehensive management information system

is implemented in the MSA, the manually prepared statistical reports can then be produced by the computer. The record system is designed to be suitable to the Egyptian approach to social services in (a) using the family as the basic unit which is to be served in both the identification of needs and the delivery of services, and (b) formatting of forms so that they may be used repetitively by erasing old and unneeded information.

Exhibit 21 presents the information and referral procedures, tools, or forms to support these procedures recommended by P&HS.

INFORMATION and REFERRAL PROCEDURES

STEPS IN THE PROCEDURES

TOOLS or FORMS UTILIZED IN THE PROCEDURES

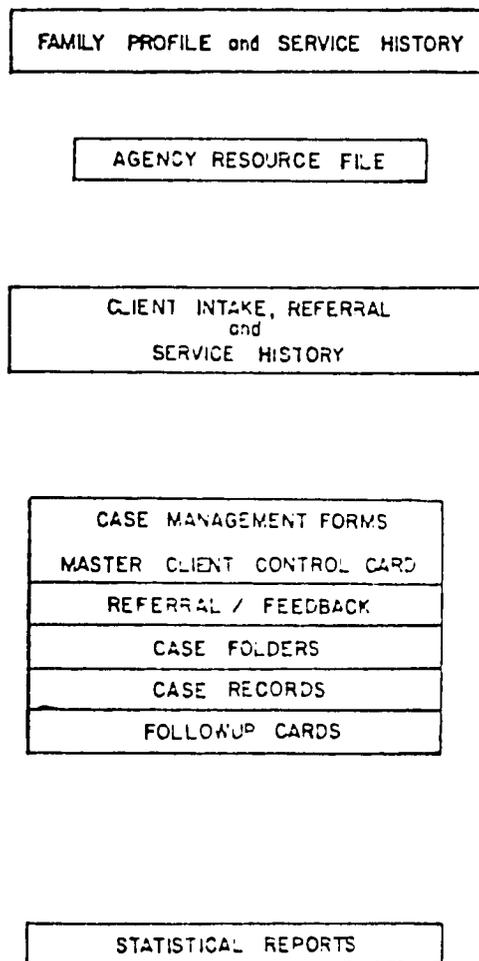
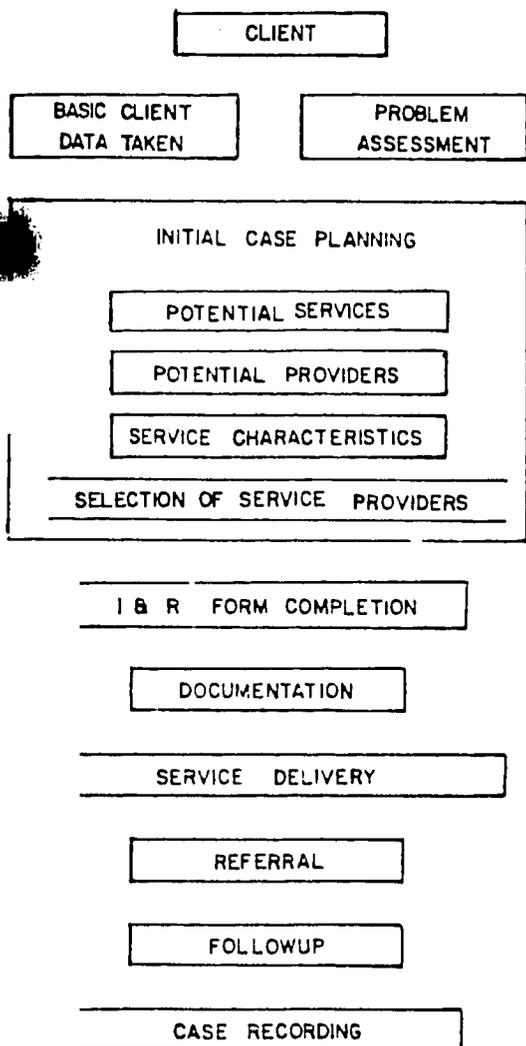


Exhibit 22 is a list of major components in the proposed system of records.

<u>Item</u>	<u>Name</u>	<u>Format</u>
1	Family Profile and Service History	Form
2	Client Intake, Referral and Service History	Form
3	Referral/Feedback	Card
4	Master Case Control	Card
5	Master Client Control	Card
6	Case Folder (Family and Individual)	File
7	Appointment Followup - Tickler File	Card
8	Case Referral Followup - Tickler File	Card
9	Weekly Information & Referral Statistical Data Worksheet	Form
10	Summary Information and Referral Statistics	Form

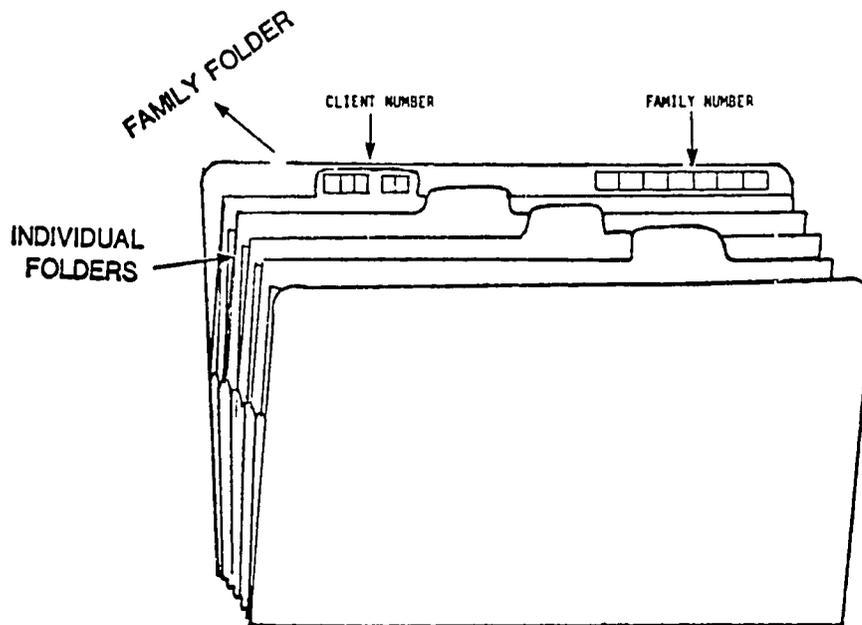
Exhibit 23 is a list of suggested reports in addition to the Summary Information and Referral Statistics Report explained below.

<u>Reported Items</u>	<u>Characteristics</u>	
	<u>Frequency</u>	<u>Sources</u>
Incidence of Multi-Service Referral	Quarterly	Family Profile & Service Service History
Distribution of Clients by Day	Quarterly	Same
Number of Referral Followups Performed	Monthly	Referral/Feedback
Types of Referral Followups Performed	Quarterly	Same
Number of Appointments Completed	Monthly	Appointment Followup

(b) Summary of the Social Unit Record System

While Parts 2 and 3, which follow in this report, present a complete and detailed description of the record forms, we will here present an overview of the system and an example of its use. Of these, four forms are record forms and three are followup cards for use in assuring that the client receives planned services. The record system consists of seven forms*, plus folders. The forms are designed to serve two purposes: (a) to develop a record about service needs and services rendered, for use by the social worker, and (b) to collect summary data to be used at all levels of the MSA for planning, evaluation, and other management activities. The forms are to be printed on different color papers so it will be easy to distinguish one from another.

First, there is a large folder which will contain all the information on a family and will also contain the folders for individual members of the family who become clients of the social unit. The Family Folder (Exhibit 24), will have a number on it, which will be the number assigned to that family; Family Folders will be filed according to their number.



In case a client comes in who does not know his or her family case number, the social worker will also have a file which will contain a card that cross-indexes the family or case number by name. This card is called the Master Client Control Card (Exhibit 25).

*While the Ohio State Study stated that there are 33 forms in use, the study actually was reporting on another part of the MSA. We found that at the social unit level very few, and sometimes no forms, were in use.

MASTER CLIENT CONTROL CARD

NAME _____

CASE NUMBER _____

The first thing inside the Family Folder will be a form called the Family Profile and Service History (Exhibit 26), which will provide complete information needed by the MSA concerning the family. This form will also be used by the social worker in determining all the needs of the entire family, so that outreach work can be done, immediately after the first person from the family comes to the social unit for help.

FAMILY PROFILE and SERVICE HISTORY

<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 10%; border: 1px solid black;"> </td><td style="width: 10%; border: 1px solid black;"> </td> </tr> <tr> <td colspan="12" style="text-align: center; font-size: small;">CASE NUMBER</td> </tr> </table>													CASE NUMBER												<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 33%; border: 1px solid black; font-size: x-small;">DAY</td><td style="width: 33%; border: 1px solid black; font-size: x-small;">MONTH</td><td style="width: 33%; border: 1px solid black; font-size: x-small;">YEAR</td> </tr> <tr> <td style="border: 1px solid black;"> </td><td style="border: 1px solid black;"> </td><td style="border: 1px solid black;"> </td> </tr> <tr> <td colspan="3" style="text-align: center; font-size: x-small;">TODAY'S DATE</td> </tr> </table>	DAY	MONTH	YEAR				TODAY'S DATE			<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 100%; border: 1px solid black; font-size: x-small;">SOCIAL UNIT</td> </tr> <tr> <td style="border: 1px solid black;"> </td> </tr> </table>	SOCIAL UNIT		<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 10%; border: 1px solid black; font-size: x-small;">PER.</td><td style="width: 10%; border: 1px solid black; font-size: x-small;">FAM.</td><td style="width: 10%; border: 1px solid black; font-size: x-small;">ROOMS</td><td style="width: 10%; border: 1px solid black; font-size: x-small;">O. P.</td><td style="width: 10%; border: 1px solid black; font-size: x-small;">AMOUNT</td> </tr> <tr> <td style="border: 1px solid black;"> </td><td style="border: 1px solid black;"> </td> </tr> <tr> <td colspan="5" style="text-align: center; font-size: x-small;">HOUSING INFORMATION</td> </tr> </table>	PER.	FAM.	ROOMS	O. P.	AMOUNT						HOUSING INFORMATION					<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 10%; border: 1px solid black; font-size: x-small;">AMOUNT</td><td style="width: 10%; border: 1px solid black; font-size: x-small;">M1</td><td style="width: 10%; border: 1px solid black; font-size: x-small;">M2</td> </tr> <tr> <td style="border: 1px solid black;"> </td><td style="border: 1px solid black;"> </td><td style="border: 1px solid black;"> </td> </tr> <tr> <td colspan="3" style="text-align: center; font-size: x-small;">INCOME DATA</td> </tr> </table>	AMOUNT	M1	M2				INCOME DATA		
CASE NUMBER																																																															
DAY	MONTH	YEAR																																																													
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SOCIAL UNIT																																																															
PER.	FAM.	ROOMS	O. P.	AMOUNT																																																											
HOUSING INFORMATION																																																															
AMOUNT	M1	M2																																																													
INCOME DATA																																																															

STREET ADDRESS _____ FLAT _____ MARKEZ _____ DISTRICT/VILLAGE _____ CITY _____

TRANSPORTATION TO SOCIAL UNIT REFERRAL SOURCE

FAMILY MEMBER NAMES			BIRTHDATE			SEX	RELATIONSHIP	RELIGION	MILITARY STATUS	MARRIAGE STATUS	EDUCATION	OCCUPATION	LITERACY	PROBLEM OF NEED	SERVICES PROVIDED			
FIRST NAME	FATHER'S NAME	GRANDFATHER'S OF FAMILY NAME	DAY	MONTH	YEAR										1	2	3	4
1															TYPE	D	TYPE	D
2																		
3																		
4																		
5																		
6																		
7																		
8																		
9																		
10																		

C O D E S	INCOME 1. Employment 4. Pension 2. Social Security 5. Public Asst. 3. Social Insurance 6. Other	TRANSPORTATION TO SOCIAL UNIT 1. Walk 4. Private Car 2. Taxi 5. Animal Rick 3. Bus 6. Train 7. Other	REFERRAL SOURCE 1. Self 4. Clinic 2. Family 5. Agency 3. Friend	SEX M - Male F - Female	RELATIONSHIP 1. Husband 6. Grandmother 2. wife 7. Father 3. Son 8. Mother 4. Daughter 9. Other 5. Grandfather
	RELIGION 1. Moslem 2. Christian 3. Jew 4. Other	MILITARY STATUS 1. Active 2. Completed 3. Deferred 4. Not Obligated	MARRIAGE STATUS 1. Never Married 2. Married 3. Divorced 4. Separated 5. Widowed	EDUCATION 1. None 5. Vocational 2. Primary 6. Higher Institute 3. Preparatory 7. University 4. Secondary	OCCUPATION 1. Farmer 7. Merchant 2. Government Service 8. Housewife 3. Private Professional 9. Laborer 4. Non-governmental Clerical Service 5. Non-professional Personal Services 6. Other

Next inside of the Family Folder will be a separate folder for each individual member of the family who becomes a client of the social unit. The Client Folder will have a number on it, consisting of the Family Number plus a shorter number assigned to the individual client; thus each client will have an individual case number, and the first part of it will always be the family number.

The first thing inside the individual Client Folder is a form called the Client Intake, Referral, & Service History (Exhibit 27), which will be used to record information about the client's problems, services provided, referrals made, and other information. This form contains a summary record of everything about the client.

CLIENT INTAKE, REFERRAL and SERVICE HISTORY

CASE NUMBER	DAY	MONTH	YEAR	SOCIAL UNIT	HOUSING INFORMATION	INCOME DATA
STREET ADDRESS		FLAT		MARKET	DISTRICT/VILLAGE	CITY
FIRST NAME		NAME OF CLIENT		BIRTHDATE		GOVERNATE
FATHER'S NAME		GRANDFATHER'S or FAMILY NAME		DAY	MO	YEAR
<input type="checkbox"/> TRANSPORTATION TO SOCIAL UNIT	<input type="checkbox"/> REFERRAL APPLICANT REGISTER NO	<input type="checkbox"/> SEX	<input type="checkbox"/> RELIGION	<input type="checkbox"/> MILITARY STATUS	<input type="checkbox"/> MARITAL STATUS	<input type="checkbox"/> EDUCATION
				<input type="checkbox"/> PAYMENT REGISTER NO	<input type="checkbox"/> OCCUPATION	<input type="checkbox"/> LITERACY

SERVICE PLAN				REFERRAL PLAN				
1	<input type="checkbox"/> PROBLEM	<input type="checkbox"/> Y <input type="checkbox"/> N SERVED IN SOCIAL UNIT	<input type="checkbox"/> Y <input type="checkbox"/> N REFERRED	<input type="checkbox"/> SERVICE GAP	COMPLETED			COMPLETED
	SERVICES PROVIDED				POSTED			POSTED
2	<input type="checkbox"/> PROBLEM	<input type="checkbox"/> Y <input type="checkbox"/> N SERVED IN SOCIAL UNIT	<input type="checkbox"/> Y <input type="checkbox"/> N REFERRED	<input type="checkbox"/> SERVICE GAP	COMPLETED			COMPLETED
	SERVICES PROVIDED				POSTED			POSTED
3	<input type="checkbox"/> PROBLEM	<input type="checkbox"/> Y <input type="checkbox"/> N SERVED IN SOCIAL UNIT	<input type="checkbox"/> Y <input type="checkbox"/> N REFERRED	<input type="checkbox"/> SERVICE GAP	COMPLETED			COMPLETED
	SERVICES PROVIDED				POSTED			POSTED
4	<input type="checkbox"/> PROBLEM	<input type="checkbox"/> Y <input type="checkbox"/> N SERVED IN SOCIAL UNIT	<input type="checkbox"/> Y <input type="checkbox"/> N REFERRED	<input type="checkbox"/> SERVICE GAP	COMPLETED			COMPLETED
	SERVICES PROVIDED				POSTED			POSTED

This is how data is entered onto the Weekly I&R Statistical Data Worksheet: when the social worker is finished putting information into a Client Intake, Referral & Service History form on any particular day, the social worker gives the form to a clerk. The clerk checks the Client Intake, Referral & Service History forms against the Weekly I&R Statistical Data Worksheet, and makes one tally mark for every service, etc., given, tallying all the information onto the Worksheet. Thus, daily statistical records are accumulated. At the end of the day, after completing all the tallies, the clerk files the Client Intake, Referral & Service History form in the individual folders.

At the end of the week, the clerk counts the total number of tallies for each service or referral, etc. The clerk writes the total numbers on the Weekly I&R Statistical Data Worksheet. In very large social units serving hundreds of clients daily, totals could be done daily.

In order to accumulate statistics over longer periods than a week, the clerk uses a form called Summary I&R Statistics (Exhibit 33). This form provides for entering weekly totals of services, referrals, etc., for a year, week-by-week and month-by-month. Each week the clerk copies the total numbers from the Weekly I&R Statistical Data Worksheet onto the Summary I&R Statistics form. Then the clerk can erase the information from the Weekly tally sheet and use the sheet again.

SUMMARY I & R STATISTICS

DESCRIPTION	MONTH I					MONTH II					MONTH III					MONTH IV					TOTALS								
	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	6 MO.		12 MO.	
	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	NO.	%	NO.	%
NUMBER OF CLIENTS																													
HOUSING INFORMATION																													
NUMBER OF PERSONS																													
NUMBER OF FAMILIES																													
OWN																													
RENT																													
INCOME (1st)																													
EMPLOYMENT																													
SOCIAL SECURITY																													
SOCIAL INSURANCE																													
PENSION																													
PUBLIC ASSISTANCE																													
OTHER																													
INCOME (2nd)																													
EMPLOYMENT																													
SOCIAL SECURITY																													
SOCIAL INSURANCE																													
PENSION																													
PUBLIC ASSISTANCE																													
OTHER																													

At the end of the month, the clerk adds up the total numbers for each week to obtain a monthly total on the Summary I&R Statistics form. Copies of this form can be sent to various levels of the MSA on any desired schedule.

Of course, if and when the computer is used, totals could be done on any schedule that is desired.

Exhibit 23 is a list of suggested additional reports which can be prepared from the basic recordkeeping system. The frequency and utilization of each additional report should be planned around clearly articulated needs of management in the MSA. Other case management functions such as "tracking" and "linking" can be reported if the system is automated.

2. Description of the Forms

Family Profile and Service History (Exhibit 26)

The Family Profile and Service History is the intake document in the proposed system of records for MSA. It captures basic data about each client's family and provides a mechanism for future referral processes to occur. Appendix V contains the instructions for preparing the form.

The document is used for the case control functions of posting and tracking. In the manual system of records, it also serves as the source of information for the statistical reports compiled at the social units. At such time as the system is automated, a copy may be sent to a central data entry location for computer input.

The completed document is placed in the case folder maintained by the social unit. This begins the basic contact and history file between the client and the social unit. Each subsequent contact between the two will be recorded and placed in the case file.

Client Intake, Referral and Service History (Exhibit 27)

This form records a more discrete profile of an individual family member who is a services client at the social unit. Both the detailed Services and Referral Plans are recorded on this form.

Each copy of the two-part set is color coded to facilitate processing. The white (original) is maintained in the client case folder. The yellow (duplicate) is given to the client. It is a visual record of the client's visit to the social unit. If a client has been referred for services to another service provider it serves as an appointment reminder and entrance ticket to that provider. Considerable time at the new service provider is saved by having the client's basic data compiled and in hand.

Three viable options exist for the manufacturer of the two-part form-set: (1) printed on pads in duplicate sets with insertable carbon; (2) snap-apart duplicate sets with one-time use carbon, or (3) duplicate sets using pressure sensitive papers. The cost options and delivery times will weigh heavily in a final decision on preproduction and set preparation methods. Method (1) is seen as the most timely and is recommended as the option to be used in a testing phase by MSA at the social unit.

Referral/Feedback Card (Exhibit 30)

This card is used by the service provider to whom the client was referred to report on the status of the referral. The completed card is returned to the originating social unit. The responses on this card are posted to the client's case records.

Master Case Control Card (Exhibit 28)

This card is used to create an alphabetical card by client and family. It will serve as the cross reference file to the case record folders.

Master Client Control Card (Exhibit 25)

This document is the primary client case action summary. All events which impact on the client are recorded on this card. The file is maintained in the client case file. It provides a summary of case actions, both services and payments, for each client.

Case Folders (Exhibit 24)

Each family seen through the social unit has a case folder prepared for it. The folder is oversized and contains individual tabled folders for each client in the family. The family name and case number are inscribed on the family case folder. The family number client folder inscribed with the client's name, case number and family number. Each of the individual family numbers' files are stores in the larger family file. Exhibit 24 illustrates this method of filing. Filing of the family folder is in numerical sequence by case number.

Appointment Followup (Exhibit 29)

This blue card is maintained in chronological appointment date sequence by client name. It is used by clerical staff to assist the social worker in the scheduling of appointments and subsequent followup of appointment outcomes.

Case Referral Followup Card (Exhibit 31)

This card is used as a tickler file to track the status of a referral through the service delivery system. It is a control card maintained in the social unit to assist in case management.

Weekly I & R Statistical Data Form (Exhibit 32)

The primary function of this form is to provide a means of manually tabulating statistical data from the Family Profile and Service History form. A place to accumulate data by a hand tally is provided on the form. The weekly summary data is then transferred to the Summary I & R Statistics report below.

Summary I&R Statistics Form (Exhibit 33)

The summaries from the weekly I & R Statistical Data Form are entered on this form. This is the basic reporting document of the proposed system of records. It provides for the first time at the social unit level the workload and client characteristics data which can be used in the management of the social service delivery system.

3. Case Recording

Even though specific forms have not been developed to methodically require a specified format in case recording, a structured system of case recording by social units is needed. This will allow errors in case management to be detected and corrected. In a MBO system, this becomes essential for quality control and effective supervision.

A suggested technique of case recording which will achieve these objectives is called "SOAP": Subjective, Objective, Assessment Plan. Case progress notes written in this fashion would provide a summary to guide services for both social workers and supervisors.

Each of the SOAP components is explained below:

S = Subjective

What the client tells you. Quotations are often used to set out remarks verbatim. Write exactly what the client said and what the client thinks the problem is

O = Objective

How you see the client's problem. This section includes information you gather from observation and testing.

A = Assessment

What you think is the client's total problem.

P = Plan

What is actually being done to help the client. It may include completed or future services. The plan has three parts: (1) diagnosis and assessment; (2) therapeutics, and (3) education.

Service plans developed for clients with a single problem or need may not contain all of the components above. It is possible to develop patterns for those services which require a set order for execution. For example: intake procedures developed on a step-by-step basis would provide an established pattern for management of certain common problems.

Summary

The forms designed for the proposed system of records are seen as the first step in the development of a comprehensive client information system. Two distinct functions are required for proper recordkeeping: case recording and case reporting. The proposed system of records has been designed to complement the current statutorily mandated journals and ledgers now used in the Ministry of Social Affairs.

The process of assuring data integrity will be enhanced by the standardization of the intake and referral procedures. The basic reporting requirements of the statistical reports will begin to provide useful information for MSA management decisions.

As the Ohio State Study stated, "...findings have led us to conclude that there is neither the manpower nor the expertise at the social unit level to operate even an elementary data collection and analysis system." In view of this, implementation of the proposed system of records is contingent upon two factors:

1. Implementation of the new staffing configuration planned for the social levels of MSA and UNC, and
2. Sufficient orientation to the concepts of case management together with skills training in the record system.

For these reasons the above proposed system of records has been designed as the first stage in a much longer development process of a comprehensive, automated management information system.

E. RECOMMENDATIONS

Based on the analysis of the current recordkeeping system a complete replacement of the existing system is neither needed or desired. The proposed system of records is designed to complement the current system rather than replace it. Some modifications should be made to the current system in order to increase the usefulness of the data and to facilitate cross referencing of case information.

The proposed system of records has been designed to provide continuity between the case recording and case reporting processes. In this design the record keeping and data collection and reporting will be implemented concurrently. This will allow the immediate implementation of a manual system which could form the nucleus for a comprehensive automated management information system for the MSA at a later date.

The following recommendations have been developed for this study:

1. The proposed system of records should be further field tested in the two experimental social units in Tanta.
2. After the limited field test above the revised system should be implemented in all of the upgraded social units in both Gharbyia and Assuit.
3. Training in the techniques of maintaining the system must follow the implementation of the new organizational structures in the social units.
4. Using the Regional Union of Societies, private associations should be brought into the referral process of the new system.
5. After the upgraded social units are functioning well with the new record system, private associations should be included in the intake process of the system.
6. Reporting requirements from the Markez, Moderia, and central Ministry need to be reassessed.
7. A Services Inventory by provider must be available in each social unit at the time of implementation.

Limited Field Test

The training and demonstration center staff in Tanta have been involved in the review of the proposed system of records. As a result of their astute involvement in this development process, modifications were made in the forms and procedures. Because of this basic familiarity with the system, the two experimental social units in Tanta are ideal for the initial field test. In addition, the proposed new job descriptions for these two units have incorporated many of the steps in processing the forms.

Prior to this limited field test, the forms, instructions, and procedures must be translated into Arabic. This process must involve staff who are familiar with the service delivery vocabulary. Arrangements must also be made for the appropriate reproduction method of the forms. It is suggested that the multi-part forms be printed in pad fashion for the initial testing phases.

Revised Field Test

After the system of records has been tested and any necessary modifications have been made to the forms, instructions and procedures, a full scale field test should be undertaken in each of the upgraded social units in both Gharbiya and Assuit. This will allow for a complete testing of the case recording as well as the case reporting aspects of the proposed system of records. The case management concepts which are being developed in the ISSP by UNC are wholly supportive of this proposed system of records and will mesh in many of its operational requirements.

Timing of Training

Many of the functions in the proposed system of records have been incorporated into job descriptions of the upgraded social units. Training in the execution and maintenance of the new recordkeeping system should parallel or immediately follow the implementation of the new organizational structure. A careful constructed training schedule needs to mesh these activities. This would be in keeping with AID's original objectives of parallel development and implementation by UNC and P&HS.

Regional Union of Societies

The Regional Union of Societies provides a ready made vehicle for the training of private associations in the new system of records. The private associations should receive initial training in the referral process as well as general training in the entire system. A strategy for phased implementation of all private associations needs to be developed in order to bring them into the total proposed system of records, including the initial client intake process.

Reporting Requirements

The initial reporting schedule recommended is as follows:

Weekly:	Social Unit
Monthly:	Markez
Quarterly:	Moderia
Semi-annually:	Ministry

Summary I&R Statistics are to be forwarded to the next higher organizational level on this schedule. After some experience is gained in the use of the new system, the reporting requirements should be reassessed. Management's skills in using the accumulated data for services management may also influence the type and periods of data to be reported.

Services Inventory

One of the key requirements for the operation of a successful information and referral service is the development of a community services inventory or resource file. The proposed system of records relies heavily on this resource at the time of intake. It is assumed that the UNC project team will assist the upgraded social units in the development of such an inventory including the questionnaires, retrieval system, and periodic updating of such an effort. The third component of the completed needs assessment effort, the social services assessment, should help greatly with this effort.

CHAPTER VI
SUPERVISION OF PRIVATE ASSOCIATIONS

A. BACKGROUND

In 1964, Public Law 32 established a structure and a set of regulations for the private charitable organizations which had existed for years as an outgrowth of the Moslem tradition of almsgiving to the poor and needy. (A translated copy of Public Law 32 has been provided to AID-Cairo for project files.)

These organizations, which number close to 7000 in Egypt, were brought together under the auspices of the MSA for regulation as well as for technical and financial assistance from the MSA. Increasing emphasis has been placed on the role and services of these private associations over the past few years due to the change in emphasis in Egypt from wartime defense activities to peacetime economic development and human services. This trend is evident down to the level of the social unit throughout the country.

Until recently, a primary activity of the social units and many private associations has been aid to families of soldiers, evacuation, and relocation of Suez Canal victims. Peace with Israel has brought increasing attention and activities in economic and social development in the communities at large. All of this has brought pressure to bear on the functioning and services of the myriad of private, social service associations.

B. PROCESS FOR COMPLETION

Because most social services are delivered in Egypt through the vehicle of the private association, a thorough understanding of their structure and functioning was needed. Due to time limitations and other constraints, Ohio State University, in completing the feasibility study for the ISSP for AID, was unable to fully investigate and analyze the charters, law, organization, and operations of these private associations. For these reasons, an in-depth investigation by the P&HS team of these organizations was planned and carried out.

This early effort entailed the development and use of an extensive outline to assist in field visits and interviews designed to collect details of the structure of the private associations, details of service delivery including budget information, economic aspects of the organization, and their relationships with the various branches of the MSA. Exhibit 34 is the face sheet of the outline with the complete outline included in Appendix VI.

The staff of the D&T Centers in Tanta and Assuit, as well as our other counterparts in Central MSA, helped us with schedules, transportation, introductions, and the collection of specific information and data not readily available at the time of site visits.

In addition to these visits to numerous private agencies, repeated visits were made to the various departments in the MSA having responsibility for supervision of the agencies within their geographic and programmatic jurisdictions. These visits included social units in Gharbyia, Assuit, and Cairo; markez offices in Tanta, Assuit, and Mon Falout; moderia and central departments of Unions and Societies; followup and various technical program departments. Several workshops were held at the moderia level to discuss the formal requirements for supervision, current practices, improvements needed, and the potential for collaboration of efforts by various departments with overlapping responsibility. Exhibits 35 and 36, developed by P&HS staff, are charts of the general social service environment including description and memberships for the private sector and the relationships between the private sector and the MSA at all levels of the government. The field investigations, Exhibit 7 in Chapter II, include many of the site visits mentioned above.

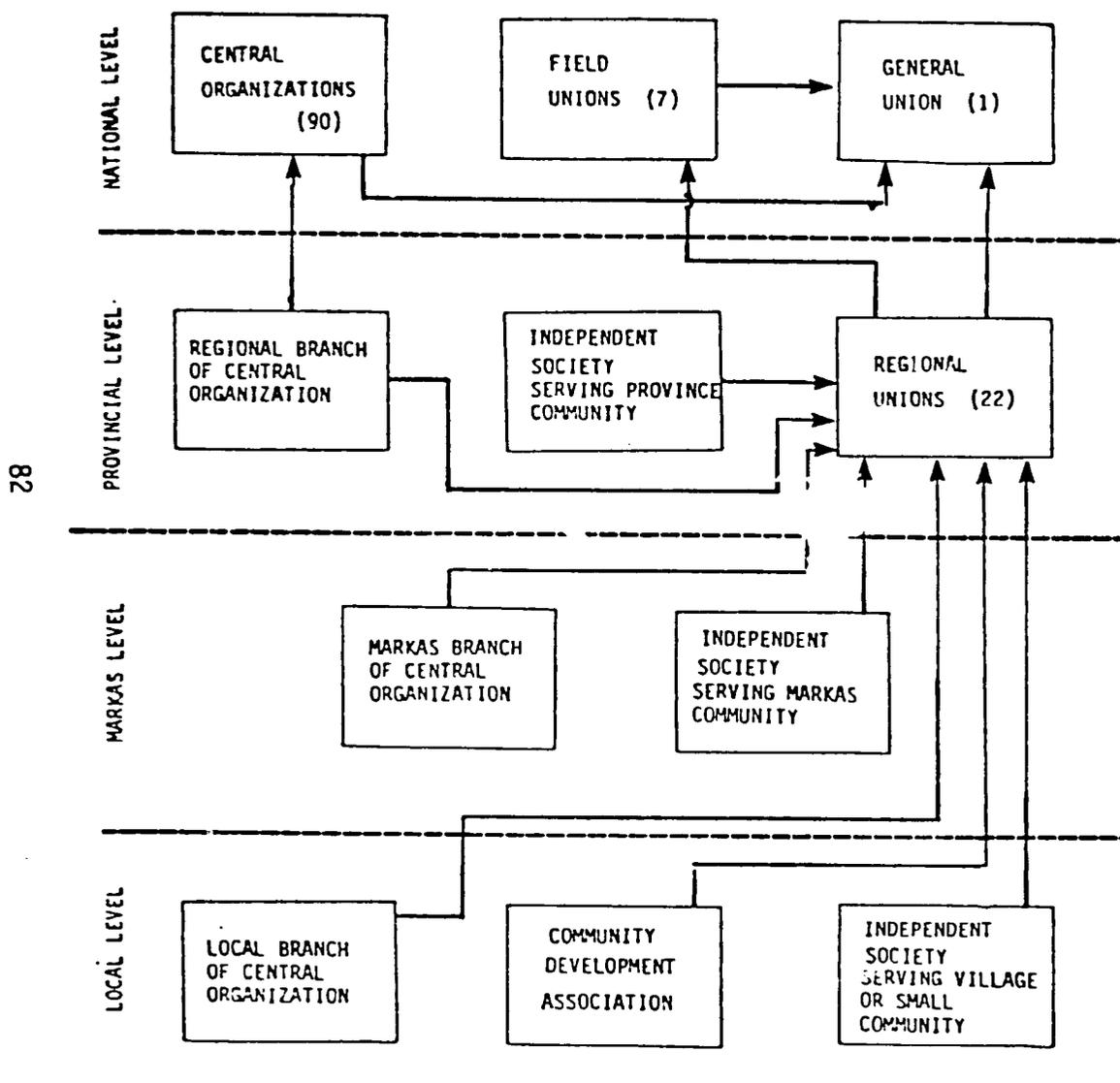
C. FINDINGS AND CONCLUSIONS

P&HS staff discovered that there were basically two parallel reporting and supervision systems operating for the private associations. The first system operates within the hierarchical organizational levels of like associations and/or membership unions. The second reporting and supervision system operates in the MSA itself. Since the MSA was unable to provide us with organizational charts depicting both systems, they did not become clear to us until after we completed several field visits and analysis. As shown in Exhibit 35, there are three types of membership organizations at the national level to which the regional and local associations or unions relate depending on the nature of these associations. Our analysis of these two systems, as well as the description of the various associations, was reviewed by various MSA officials at all levels including the MIS Development Group. Due to many different understandings among MSA officials, these descriptions of functions and relationships went through several alterations before reaching the stage presented here. Because of time restraints and priority, P&HS and our MSA counterparts concentrated our information system activities on the second system, the relationship of the private associations to the MSA for supervision and technical assistance.

Our examination of the private association structure led us to the realization that, though the relationship between the MSA and private associations was fairly well defined by law, the reality of the situation as we found it was the result of institutional ignorance of the law and/or lack of enforcement. Surprisingly, many officials interviewed had limited factual information about the operations, relationships, and legal requirements of private associations. Additionally, the reporting and use of information from private associations in program offices of MSA were limited. Ironically, this supervision activity

EXHIBIT 35

SOCIAL SERVICES ENVIRONMENT



Descriptions and Memberships

General Union - National Federation of all Societies in Egypt through representation by delegates from all Regional Unions, Field Unions and Central Organizations

Field Union - National Federation of all Societies working in a specific field of service through representation by delegates from committees within the Regional Unions

Central Organization - Society formed at the national level to serve the country through branches at provincial and local levels

Regional Union - Federation of all Societies within the boundaries of a Governorate through representatives from each Society

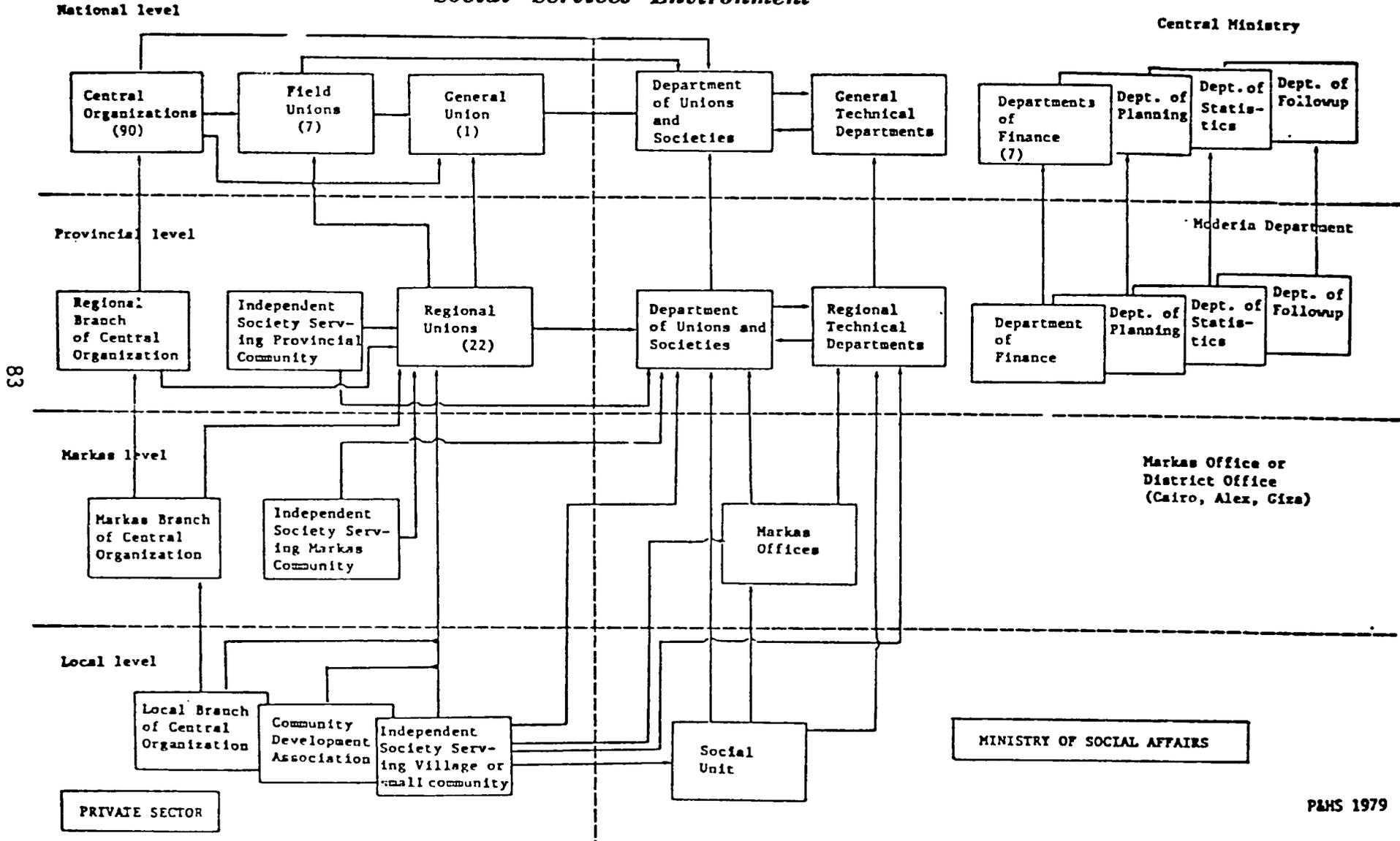
Independent Society - A private association working independently from any other society in a specific area of service, serving its designated community

Branch of Central Organization - A private association existing as a branch of a Central Organization but also registered as a Society in and of itself

Community Development Association - A private association created to serve the variety of needs of a village or group of villages or small section of a city where other resources are not available. The CDA works in conjunction with the MSA Social Unit

EXHIBIT 36

Social Services Environment



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offers an excellent opportunity for the MSA to receive management information not available through any other reporting process in use in the MSA.

Social workers, administrative staff, and general directors alike, complained of a lack of knowledge about the social services available in the community which were their own responsibility or that of their departments to supervise. They also expressed concerns for the lack of sharing of information among departments and Ministries about services delivery which, in many cases, caused duplication and overlap of activities.

Dozens of ledgers designed to record the history of each private association from the date of registration through periodic visits for social and financial inspections were not being used. Social work reports of visits and followup were continually the subject of complaints regarding their content and usefulness. This led to the idea that the creation of a standard format for reporting on visits would provide uniformity of content and improve the quality and usefulness of the information gained from such visits. It was clear that this information, if readily available, could serve many information needs of the different departments within the markez and moderia.

In reaching this end, P&HS uncovered the existence of forms and procedures developed by MSA for both financial and social supervision. Translated copies of these forms are included in Appendix VI. For the most part, these were unused in present day activities of supervision of private associations. Therefore, we scheduled additional meetings in Tanta with directors and representatives of the markez and moderia departments of Unions and Societies, followup, community development, and family industries to review the available forms and procedures in light of the expressed needs and concerns for current and future MSA social service goals and objectives. All of these representatives had responsibility for supervision and technical assistance to private associations and for the development of reporting formats and guidelines.

Generally, all participants agreed that an adequate structure for social services existed in Egypt but that, in certain instances, it needed to be updated, particularly since it was originally designed to meet needs at a time of limited government involvement.

After a review of the current objectives of the MSA with respect to private associations and each participant's responsibilities and need for information in this area, the current procedures were reviewed. Many good recommendations were made by the participant's about the forms, procedures, and data requirements, and about ways to improve the overall administration of the supervision effort.

All participants agreed that insufficient orientation for social workers about the purposes of social supervision, financial inspection, and technical assistance was given. In addition, insufficient training on the nature and use of the established forms and procedures was a real problem. And, lastly, not enough emphasis was given by managers responsible for these efforts on the

supervision of social workers or on the use of the data, once collected, for assisting private associations.

In the final analysis, it was agreed that modification and implementation of the current instruments, together with improved training through the D&T Center, was the first step in developing an improved supervision process and information regarding private associations. Discussions to this end were held both with UNC and the D&T Center staff by P&HS, and plans will be developed for a specific training program for the supervision of private associations.

One final observation with respect to improvements in private association supervision. The Agency Client Information System (ACIS) has been designed, as mentioned in Chapter V, to be implemented in the private associations at a future date after testing and implementation in the social units. Implementation in the private associations will enhance the supervision process as a result of better information collection, storage, and reporting. Even if the processes were being implemented well, the necessary information is not readily available in private associations.

CHAPTER VII
RECOMMENDATIONS FOR CONTINUED DEVELOPMENT OF MIS

In planning for the work of developing and implementing a Management Information System for the Egyptian Ministry of Social Affairs, Planning & Human Systems envisioned the various activities necessary to achieve this goal in four phases over a two-year period. Phase I, II, and III were completed during the first contract period.

FIRST YEAR

A. PHASE I - Initial Project Organization

This involved a series of activities for orienting all parties to the goals, activities and responsibilities of the Integrated Social Services Project and the Management Information System effort; for gaining an overall understanding of the Ministry of Social Affairs; and for developing procedures and task outlines for working collaboratively with the Ministry of Social Affairs and the University of North Carolina.

OUTCOMES:

1. Developed with MSA and UNC an overall Project Governance Organization and Operation.
2. Established collaborative relationships with UNC and MSA counterparts at all levels.
3. Completed broad overview of MSA through initial field visits, investigations, and discussions.

B. PHASE II - Defining MSA Information Needs

This involved analytical tasks aimed at gaining a full understanding of the current MSA organization and operations, decision environment, services delivery and information needs.

OUTCOMES

1. Analyzed and described current MSA organization and information system

2. Completed review of existing procedures, forms, records, and reports used by MSA for both management and services delivery activities.
3. Completed programs and organization review of social units and private associations with respect to services delivery, recordkeeping, and reporting.
4. Developed organization charts of MSA, central to social units.
5. Developed organizational charts of private association system from central to social unit level.
6. Diagrammed relationship of private associations to MSA at all levels, central to social unit.
7. Analyzed processes, forms, procedures, records, and issues in MSA supervision of private associations and made recommendations for improvements.
8. Translated from Arabic to English and analyzed a tremendous amount of project related materials.

C. PHASE III - Initial Design and Implementation of a Model Agency/Client Information System and a Community Needs Assessment System

Close cooperation with MSA and UNC was necessary in completing the two activities above. This required discussion and development of goals, tasks, and responsibilities in the design and implementation of both the Agency/Client Information System and Community Needs Assessment systems.

OUTCOMES

1. Completed work plans and schedules for completion of Agency/Client Information System and Community Needs Assessment System.
2. Direct participation of MSA personnel from all levels as well as involvement of members of community development associations attached to model social units.
3. Designed and implemented community needs assessment in four social unit areas.
4. Completed coding, programming and reporting on survey data with data processing assistance from the Ministry of Social Insurance.

5. Designed and tested a model AgencyClient Information System for social units and private associations.
6. Provided training to MSA personnel in the design and use of new forms, procedures, and the analysis of data.

SECOND YEAR

D. PHASE IV - Continued Development and Implementation of MIS

In continuing the second year of the MIS development activities, the work should continue with its dual emphasis: 1) to improve the collection, reporting and use of basic social service data at the point of origin in the social units and private associations; 2) to develop for the MSA a system for recording, processing, reporting, and analyzing the aggregated data and information. The activities should consist of:

1. Continue work with MSA in understanding their information needs.
 - a. Talk with officials in the various departments of the MSA to determine their roles, functions, and information needs.
 - b. Determine which information should be taken from the Statistical Summary Information and Referral Report for use by the MSA and how it should be organized and presented so that all information needs are met but that no unnecessary information is presented.
2. Work with the MSA in understanding and developing better data processing concepts and techniques.
 - a. Upgrade the statistical laboratory, including new statistical equipment and the possible computer terminal connected to the Ministry of Social Insurance, or installation of a new large computer in the MSA.
 - b. Initiate the use of a statistical laboratory for conducting research and for training MSA employees at the central and moderia levels in modern social service statistical handling techniques.
3. Help the MSA in deciding to purchase its own large computer or whether to use the computer in MSI.
 - a. If the MSA decides to buy its own computer, assist them in deciding on a computer to purchase, and assist in obtaining bids and help negotiate a purchase.

- b. If the MSA decides to use the MSI computer, then help the MSA to establish a collaborative information system development effort with MSI for designing an operating computer and communication system at all levels of services.
 - Assist in establishing a permanent joint computer system design activity.
 - Prepare systems design which will enable the computer to support both MSA and MSI.
- 4. Develop data programs for compiling data.
 - a. Write programs to process the MSA statistical laboratory reports.
 - b. Prepare standard coding schemes for all clients, governmental organizations, and private associations to avoid duplication of effort and incompatibility of codes.
 - c. Make standard the input procedures to central computer for input devices at the moderia level in Gharbyia and Assuit.
- 5. Continue the development and use of the data from the record system, especially to provide accurate data to all levels of MSA.
 - a. Continue to test, redesign, and expand the agency/client information system (recordkeeping) in the model social units and private associations. This system will support social services delivery, client case management, and community development, but also be compatible with the evolving computer system.
 - b. Continue development of the community needs assessment instruments in collaboration with UNC and MSA, including the design and testing of recordkeeping and case recording to yield specific needs/problems data.
 - c. Test and redesign improved forms and procedures for intake, eligibility determination, and referral at the social unit and private association level.
 - d. Redesign and test of the processes for social supervision, technical assistance, and financial and legal monitoring of private associations by MSA as a continuation of the first year's effort.

APPENDIX

INTEGRATED SOCIAL WORK CENTERS MANAGEMENT INFORMATION SYSTEM

PREPARED FOR THE
MINISTRY OF SOCIAL AFFAIRS
OF THE
ARAB REPUBLIC OF EGYPT

Developed under Contract Number AID/NE-C-1552
Funded by the Agency for International Development
of the
United States of America

PLANNING AND HUMAN SYSTEMS, INC.

3301 NEW MEXICO AVENUE, N.W., SUITE 252
WASHINGTON, D. C. 20016
TELEPHONE (202) 686-5100

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APPENDIX I

Chapter 1

Introduction

Management Information System

MIS. What it will do

Collect information on:

1. Social needs and problems.
2. Social service activities.
3. Utilization of services by individuals, groups and communities.
4. Follow-up data on clients to measure impact on client needs.
5. Utilization and allocation of financial and manpower resources.

For use in:

1. Ministry of Social Affairs operations.
2. Resource management.
3. Needs assessment.
4. Program and staff evaluation.
5. Objectives analysis.
6. Planning.

To be evaluated on:

1. System capability to collect and report information for management decisions.
2. Applicability and accuracy of data collected.
3. Simplicity, efficiency and timeliness of data collection process.
4. Quality of analysis from reports produced.
5. Cost of producing information.

MIS: WHAT IT WILL DO

Collect information on:

1. Social needs and problems.
 - A. Client and group requests for services in model units through intake process.
 - B. Additional client and group needs and problems through screening process.
 - C. Profiles of community needs through statistical data obtained from census data, surveys, and published research studies.
 - D. Needs identified by key informants and community leaders.
2. Social service activities.
 - A. Primary social service activities of private associations and development societies.
 - B. Direct government support of the needy through Social Unit income maintenance activities.
 - C. Government management of social services through social unit supervision, monitoring and counselling activities of their attached development societies and other local private associations.
 - D. Government management of private association and social unit social services through MSA Central Ministry, Moderia and Markaz administration, monitoring, and cooperation.
3. Utilization of services by individuals, groups, and communities.
 - A. Head counts of services delivered.
 - B. Waiting lists of those in need.
 - C. Status information on clients in process for services.
4. Social and economic follow-up data on clients to be used as indicators of social services impact on client needs.

5. Utilization and allocation of resources

A. Financial

- (1) Revenue; amounts and sources, including subsidies and donations in kind, of private associations and development societies.
- (2) Direct service costs and money payments of:
 - Private associations.
 - Development societies.
 - Social units.
- (3) Budgets and overhead expenses including payroll, fixed assets, equipment and consumables for:
 - Direct service delivery agencies, public and private
 - Ministry of Social Affairs at all levels.

B. Manpower: Staffing patterns and personnel inventories of:

- Direct service delivery agencies, public and private.
- Ministry of Social Affairs at all levels

For Use in:

1. Ministry of Social Affairs operations.

- A. Improve private association, development society and social unit management operations by standardizing and simplifying record-keeping practices and systemitizing data storage and file management practices.
- B. Improve private associations and MSA administrative operations at all levels by providing new and improved reports, eliminating unnecessary ones and increasing their accuracy and timeliness.

2. Resource management.

- A. Redesign financial reporting procedures to reflect reorganizational changes and decentralization impetus.
- B. Improve financial reporting procedures by making them more complete, accurate and timely.

- C. Analyze data for decisions on the allocation of resources in the preparation of the budget.
- D. Analyze data for the allocation of personnel resources to improve staffing patterns.

3. Needs assessment

- A. Analyze data on client needs to measure the success of present service delivery.
- B. Analyze data to identify the persons most in need and where they are concentrated.
- C. Identify unmet community needs and measure their intensity.

4. Program and staff evaluation

- A. Establish routine, objective, feedback reporting procedures to improve program monitoring and to monitor staff activities against established standards of performance.
- B. Identify success criteria for each service activity and for critical position descriptions. Develop evaluation reporting procedures to measure progress and performance.
- C. Provide information for the early detection of problems and the occurrence of instances of possible fraud and abuse.
- D. Develop reporting procedures on follow-up activities.

5. Objectives analysis

- A. Combine data from reports on program operation and evaluation, resources management, and needs assessment for analysis of objectives.
- B. Analyze combined data to identify problems, set objectives and determine priorities.
- C. Use this approach to determine policy, elect goals, and set objectives in the areas of:
 - (1) Community needs.
 - (2) Social service activities.
 - (3) Resource allocation.
 - (4) Decentralization.
 - (5) Inter-agency relationships.

6. Planning

- A. Develop national plans for social service functional organization and funding from established policies, priorities and objectives.
 - (1) Develop new social services, modify present ones and eliminate unwanted services to meet established community needs nationally.
 - (2) Use problem analysis to reorganize MSA administration for more effective and efficient management of social affairs.
 - (3) Use resource analysis and established priorities to develop budget.
- B. Use management reports on community needs, social service activities, and established budgets to assist provinces to decentralize and reorganize their social affairs administration for more effective and efficient delivery of services.
 - (1) Use nationally collected statistics to prepare comparative reports for problem identification and local planning.
 - (2) Use combined reports on social service activities to coordinate efforts of Department of Social Affairs with those of private associations.
- C. Use reports on local community needs assessment and social service activities feedback and follow-up reports to plan local activities and reallocate private and government funds in Social Units, Development Societies and Private Associations.

To be evaluated on:

- 1. System capability to: (a) identify, collect, and store; and (b) retrieve, process and report; information on which management may make decisions on the allocation of their resources.
 - A. Adequacy of performance decisions about specific program components and administrative organizational structures.
 - B. Evaluation decisions based on cost/benefit performance studies.
 - C. Planning decisions based on analysis of community needs.
- 2. Applicability and accuracy of data collected.
- 3. Simplicity, efficiency, and timeliness of data collection process.

4. Quality of analysis from reports produced.

5. Cost of producing information: operating costs, personnel, equipment and forms, etc.

APPENDIX II

Chapter 2

Project Organization and Development

DATES:

September 21, 22, 23.

PLACE:

Local Community Development Training Center,
Sedi Beshr, Alexandria.

CHECK IN TIME:

The Center will be available to persons wishing to check in to their rooms starting at 2 pm. Friday September 21st.

REGISTRATION & RECEPTION:

6 pm. Friday, September 21st.

SCHEDULE

Saturday meeting, September 22, 1979

<u>TIME</u>	<u>ACTIVITY</u>	<u>CHAIRMAN/PRESENTC</u>
8:00-9:00	Breakfast	
9:00-9:15	Introductions	
9:15-10:15	Goals, Assumptions, Objectives (Presentation & questions and Discussions).	Dr. Hommossani
10:15-10:30	Break	
10:30-11:15	History and Types of Social Units	Mr. Hosni
11:15-2:15	Discussion Groups: Changes in the Functions, Objectives, and Methods of Work of Social Units (see suggested questions for discussion). Including the role of the Community Development Association.	
2:30-3:30	Lunch	
4:00-6:00	Governorate Sub-Groups	
6:00-7:30	Report from discssion groups and recommended actions.	
7:30-8:30	Reports of activities & recommendations from each D&TC.	Dr. Hommossani
8:00	Dinner at Saint Giovanni with the Minister.	

Sunday meeting, September 23, 1979

<u>TIME</u>	<u>ACTIVITY</u>	<u>CHAIRMAN/PRESENTOF</u>
8:00-9:00	Breakfast	
9:00-11:00	Presentations of Work Plans- MIS and ISS	Dr. Hommossani Mr. Hosni
11:00-11:30	Tea-Coffee break	
11:30-2:00	Project Organization/Decision- Making & Communications and Recommendations.	Dr. Hommossani
2:00-2:30	Status of work completed to date. Summary of conference proceedings. Presentation of conference recommendations.	Dr. Hommossani
2:30-3:00	Remarks	Dr. Osman
3:00	Lunch/Adjournment	

=====

SUGGESTED CONTENT FOR PROJECT
CONFERENCE

PURPOSES:

1. To provide opportunity for all project staff to discuss and review as a group:
 - a) The project's goals, scopes, assumptions and objectives.
 - o. Integrated Social Services (ISS).
 - o. Management Information System (MIS).
 - b) Changes in the functions, organization and methods of work of the social unit in view of the development needs of the people, the mission of the Ministry of Social Affairs, and the goals of the ISS and MIS Project.
 - c) The work plan for accomplishing the project objectives.
 - o. ISS.
 - o. MIS.
 - d) The project's organization, structure, communication, decision-making and evaluation procedures.
 - e) Activities in Assuit and Gharbia (progress to date).
2. To achieve together a unity in our conception and understanding of:
 - a) Goals and related objectives.
 - b) Work plan and methods to be used in accomplishing objectives.
 - c) Organization, accountability and authority to get the work done at all levels of the project.
3. To make recommendations which are helpful and/or essential to the successful execution of the project.

FORMAT: (See attached schedule of the meeting).

1. A summary of the ISS and MIS Project is attached, please study it carefully. Should you have suggestions or comments be prepared to state them during the discussion period. If possible, we would like to have questions in advance of the meeting.

2. Following a presentation of the History and Types of Social Units, we will divide into two discussion groups to discuss functions, objectives, and ways of organizing the work of social units. A suggested list of questions which can aid in the discussion follows. However, each group is free to add additional questions. Note: each group is asked to summarize its discussion for the total conference. You would need to appoint a person to handle this report for your group before you start your discussion. Also, please save the last 15 minutes for the group to formulate its report.

(Please refer to:

The Social Unit: Functions, Objectives, Strategies For Improving Its Effectiveness.

Found in the Interviewers Manual for the Leaders' Survey.)

Suggested Questions:

- a) What are the expected contributions of the major categories of the Ministry of Social Affairs (MSA) programs? (i.e. social security social services, social development)?

- b) What functions and what methods should social units use to help meet the program expectations in (a) above?

- c) What are the most difficult obstacles to effective performance (i.e. helping people) which faced by the social unit?

- d) What specific information would be most useful in doing your job? What specific information would be useful to the unit (Social Unit, Markaz, Moderia) within which you work?

- e) What changes could be made immediately to improve the effectiveness of the social units?

f) How should social units be organized to increase their effectiveness?

3. Copies of the work plan for ISS and MIS will be made available to you in advance of the conference. Following the conference, each Demonstration and Training Center (D&TC) and related Social Units is asked to discuss the work plan and report their discussion including recommendations for change to Dr. Hommossani.
4. The project is a complex one involving different levels of government, governmental and non-governmental agencies, different program and administrative units and the people. Thus, the decision-making, functioning, and communications arrangements are necessarily complicated. The purpose of this session is to identify any obstacles and to make suggestions for how these might be overcome to achieve the smooth operation of all parts of the project and to insure its success and its positive impact on the total MSA operations.
5. A session has been planned to allow the conference to hear a progress report of the work going on in each Demonstration and Training Center. Thirty minutes has been allowed for each report. It has been suggested that a project newsletter distributed periodically to assist in keeping project personnel informed about the work and the progress being made. If you think this is a good idea, please let Mr. Mahmoud Gad know your ideas.

SUGGESTED DISCUSSION GROUPS
COMPOSITION

<u>PARTICIPANTS</u>	<u>GROUP (A)</u>	<u>NO. PERSONS</u>	<u>GROUP (B)</u>	<u>NO. PERSONS</u>
	Moderator: Mr. Hosni		Moderator: Mr. Hashim	
Director-General	1-Tanta	1	1-Assuit	1
Local Technical Secretariat	2-Tanta & 2-Assuit	4	2-Assuit & 2-Tanta	4
Assistants to Secretariat	1-Tanta	1	1-Tanta	1
Markaz	—	0	1-Tanta	1
Social Unit Directors	1-Assuit & 1-Tanta	2	1-Assuit & 1-Tanta	2
National Technical Secretariat	2	2	2	2
National Technical Committee	1 F. EL Din	1	1 Hashim	1
	1 Hosni	1		
Technical Advisors	1 Hardister	1	1 Miranda	1
	1 Marin	1	1 Coyle	1
Office Planning, Research & Statistics.	2	2	1	1
	Total	16	Total	16
	Turner Hommosani		Turner Hommosani	

9/9/79

INVITATION LIST

<u>PARTICIPANTS</u>	<u>GOVERNORATE</u>	<u>NO. PERSONS</u>
Director-Generals	(Assuit-Tanta)	2
Local Technical Secretariat	(" ")	8
Local Technical Secretariat Assistants.	(Tanta only)	2
Social Unit Directors	(Assuit-Tanta)	4
Markaz Director	(Tanta only)	1
U.S Resident Advisor	(Assuit-Tanta)	2
		<hr/>
Sub-Total		19
Project Director		1
U.S Advisor Staff (ISS & MIS)		4
National Technical Committee		2
National Technical Secretariat		4
Office Planning, Research, and Statistics		3
		<hr/>
Sub-Total		14
Total		33

RECOMMENDATIONS

It is recommended that:

1. The Project will be provided with all necessary resources and equipment, especially those that facilitate more effective communication between the various administrative and geographical levels of the project.
2. A Ministerial Decree be issued delegating to the local level (Muderia) enough authority in relation to the following matters:
 - (a) Personnel (recruitment and appointments)
 - (b) Financial Affairs
 - (c) Administration
 - (d) The right to participate at various stages of planning.
3. Although the Conference realizes that integration of service should be maintained among all agencies concerned with local community development, the first priority of the Project in regard to service integration be a concentration on achieving effective integration between the various programs provided or sponsored by the Ministry of Social Affairs and by the cooperating private social agencies and societies; with the provision that in the future, work towards integration of services with other ministries will be pursued within the framework of local government.
4. In planning the Model Social Units, attention be given to differences between the various localities, by ensuring that the plan contains sufficient flexibility to take into account such differences while maintaining a unity in conceptualization.
5. The Management Information System be used to help build up and maintain three basic systems of information:
 - (a) Information needed for planning
 - (b) Information needed in the ongoing management of program operations.
 - (c) Information needed for evaluation

It is further recommended that an effective plan for designing and implementing the necessary record keeping system to support these objectives and the development of criteria for evaluation be authorized.

6. A more effective system for work incentives be developed and adopted by the Ministry including among other things attention to the following:

- (a) Provision for permanent residence for social workers within the areas where they work, especially in regard to rural areas.
 - (b) The development and implementation of a new plan for evaluation of the workers' job performance which will provide increase opportunities for career advancement, without necessarily requiring the worker to move or to change jobs in order to advance.
 - (c) Maintain an active program providing scholarships abroad with priority given to workers in the field.
 - (d) Offer a subsidiary for workers and supervisors in the field to meet some of the extra requirements of the job in a realistic way.
7. Adopt a policy for manpower development through the following provisions:
- (a) Cooperation with institutes and colleges of social work especially in the areas of research, curriculum development and field instruction placements in the Social Units, both urban and rural.
 - (b) Improvements in the methods of selecting personnel.
 - (c) Making maximum utilization of the training opportunities provided by the project and by other institutions.
8. The proposed organization of the Model Social Unit should include:
- (a) New and more effective structure, processes and procedures with the following key post as basic or minimum requirements.
 - o. Director of the Social Unit
 - o. Social worker for social welfare services.
 - o. Social worker for research development
 - o. Social worker for Research & Information
 - o. Social worker for Social Security and Social Insurance.
 - (b) A study of the possibilities of taking necessary measures to simplify work procedures and administrative rules.
 - (c) Delegation of authority to the Director of Social Unit to assign and utilize personnel in ways that best achieve the purposes of the Social Unit.

- (d) Adequate and effective supervision be provided for field workers and that a strong effort be made to promote a sense of shared responsibility between various levels and units of work.
9. More attention be given to encouraging effective participation of the people with social attention being to assisting and supporting Community Development Associations so that they will play a more effective role in helping to improve their communities.

Management Information System Project

Proposal for a MIS Development Group

Purpose: The proper level of top managerial and planning involvement is critical to the development of an MIS for the Ministry of Social Affairs. A supportive environment for proper planning and development must be established and maintained. An MIS Development Group would assist in communications and cooperation between the departments of MSA and the Technical Committee and would assume certain responsibilities relating to the development and implementation of the MIS.

Responsibilities:

1. Be familiar with the overall goals of the MIS project and act as an information and communication link with the operating departments of MSA.
2. Assist the MSA project personnel and contractors in the areas of data collection and systems analysis, design, planning and development of model MIS.
3. Execute specific work assignments in support of MIS project as required.
4. Participate in the development of an overall needs assessment plan and program for MSA including assistance to and review of the model community needs assessment efforts in Tanta and Assuit.
5. Monitor the progress of MIS Development to insure its responsiveness to the MSA needs when expanded beyond the model units.
6. Suggest to the Technical Committee new activities relevant to the overall purposes of the MIS project.

Membership:

It is recommended that the MIS Development Group under the Direction of the Undersecretary of the Planning, Research and Evaluation be composed of the following:

1. Director of Planning - Mr. Mustafa Mahi

2. Asst. Director Statistics and Information - Mr. Tawfik Ismail
3. Director of Department of Private Associations
(Representing Undersecretary for Social Welfare) - Mr. Ibrahim Imam
4. Asst. Director for Community Development (Representing Undersecretary for Social Development) - Mr. Mohsin Badrawi
5. Director of Administrative and Organizational Sector (Representing Undersecretary for Administration and Finance) - Mr. Farouk Sufy
6. Planning and Research Specialist
(Representing Technical Committee) - Mr. Mahmoud Gad

Staff Support:

To insure effective functioning of this working group , a staff member from the Undersecretary for Planning and Research will be given responsibility for its support. In addition, to facilitate communications and coordination with the Central Technical Committee, the Research and Planning specialist of the Central Technical Secretariat will be assigned to this working group.

Prepared By:

P&HS - MIS

Second draft

May 31, 1979

رقم ١٨٨ بتاريخ ١٩٧٩/٧/١١
الادارة العامة

وكيل الوزارة

بعد الاطلاع على التظلمون رقم ٤٧ لسنة ١٩٧٨ بشأن نظام السالمين المدنيين بالدولة .
وعلى التوار الوزارى رقم ١٥٠ لسنة ١٩٧٦ بشأن الاعارات والانتدابات .
وعلى التوار الوزارى رقم ٥٠٤ لسنة ١٩٧٨ بالتفويض ببعض الاختصاصات .
وعلى مذكرة ادارة شئون السالمين المؤرخه ١٩٧٩/٧/٢ بشأن تشكيل مجموعة للعمل فى مجال نظام الادارة بالمعلومات الميثق عن مشروع مراكز الخدمة الاجتماعية المتكامله - والمؤمور عليها .
بالموافق من الاستاذ الدكتور / الوزير .
وبناء على ما عرضه السيد / الامين العام

اولا : تشكيل مجموعة العمل فى مجال نظام الادارة بالمعلومات الميثق عن مشروع مراكز الخدمة اجتماعية المتكامله على النحو التالي

- | | |
|----------------------------|---|
| ١ - الاستاذ / عمر حنى ماهر | وسيل الوزارة للتخطيط والبحوث |
| ٢ - " / مصطفى الماحى | مد برغام الادارة العامة للتخطيط |
| ٣ - " / توفيق اسماعيل | وكيل الادارة العامة للاحصاء
والمعلومات |
| ٤ - " / ابراهيم امام | مد براد ارة العام للجسميات
والاشخاصات |
| ٥ - " / محسن ابونوفيد راوى | مثلا لقطاع الرعاية الاجتماعية
الادارة العامة للتنمية الاجتماعية
مثلا لقطاع التنمية الاجتماعية |
| ٦ - " / غاروى صوى | بالادارة العامة للتدريب والادارة
مثلا لقطاع الشئون الماليه والاداره |
| ٧ - " / محمود محمد جاد | اخصائى البحوث والتخطيط السكرتاريه
القبه المركزيه مثلا للمجته القبه للمشروع |

ثانيا : تهادم السيد / محمد سليم انقراوى مد برغام الادارة العامة لشئون المد بريسات بحضور اجتماعات مجموعة العمل .

ثالثا : على الجهات المختصة تنفيذ هذا القرار .

تحريرا فى : ١٩٧٩/٧/١٦

وكيل الوزارة
للتعبئة الادارية

حسن احمد عبد الله
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MIS PROJECT
PROGRAM AND ORGANIZATION REVIEW
SERVICE DELIVERY INFORMATION

Revised draft

4-15-79

NAME

AGENCY/ASSOCIATION:

LOCATION:

TYPE OF SERVICES/SERVICE:

RESPONSIBILITIES:

- A. Target population.
- B. Geographic area.

I. Organizational Information

- A. Describe relationship with Ministry (Social Unit, Markaz, Governate Central Ministry) and other organizations for administrative control, information and reporting, and for any other purpose.
- B. What are the major program divisions, units or sub-organizations within your organization? (provide organization chart if available)
- C. Names of key persons for information reporting and statistics, planning and evaluation, budget, and other key people for information activities.

II. Funding

- A. Total Organizational budget
 - Ministry share
 - Local resources (community)
 - Other
- B. Budget Process - describe.
- C. Describe any budget problems particularly as it relates to information needs.

III. Service Delivery

Describe how the clients/community come in to contact with your organization, how they are processed through your service delivery process, and major forms/methods used for collecting data.

- A. Service Accessibility
 - 1. Hours of operation
 - 2. Transportation resources
 - 3. Service locations (local , long-distance)
 - 4. Community awareness of services.

B. Key ideas and issues that should be reviewed?

1. How do clients enter your organizations service activity.
2. Is there an outreach process. Are referrals made to your organization. From where ? Is there response to these referrals?
3. Who performs intake and eligibility determinations ? What procedures or guidelines are used?
4. What programs or services are referenced in the intake process ?
5. How are clients "tracked" through your social service process?
6. Is there a single application for multiple services? Are forms used/ provided from other associations or Ministry?
7. Is there a case plan prepared ? How is it used in services delivery?

C. Indicate the distribution of your organization's staff.

1. Types of positions and numbers.
2. Part-time / full-time / consultant.
3. Sources of funding (ie. MSA, association, volunteer, public service duty)
4. Service activity (if multiple services delivered)

D. Purchase of Services or Goods.

1. Percentage of organizations funds used to purchase services for the client.
2. How many contractors/organizations do you purchase services from.
3. What kinds of services are purchased.
4. Describe the POS process including contracting, billing, payment, monitoring, and reporting. Identify whose responsible for these activities.

E. Resource Directories

1. Are any formal or informal resource directories used by your organization for referral purposes?
2. Is there a need for such a directory ? What would be particularly helpful in your work.

F. Other Service Delivery Agencies

1. What is your organization's relationships with other service organizations? intake and referral, joint service delivery, other support.
2. What kinds of information from other Agencies would be beneficial to your agency or job.

IV CLIENT/SERVICE INFORMATION SYSTEMS

This section's purpose is to identify the information collected about current or potential recipients of services and the organizational responsibilities for gathering, processing, reporting and disseminating the information.

Want to obtain copies of the application, intake, eligibility determination forms, case plans, service delivery forms, and any other significant documents that relates to the clients. These forms should yield a good part of the following information:

A. Client/Group of Clients Identifiers

1. Is one used for each client, for families, other?
2. What is the identifier, who assigns it, how is it assigned ?
3. Is the a common identifier with other programs or agencies?

B. List information maintained on each client.

Name	Sex	Housing
Address	Problems	Income
Age	Physical Condition	Occupation
B/D	Marital Status	Education
Adult/child	Family members	Veteran Status
		Services received
		Other

Where maintained and by whom ?

C. Record keeping/Files

1. Who creates initial client/family file?
2. Who updates it - how often?
3. Where are they located ?
4. Are there confidentiality issues?

D. Client/Service Reports

1. List reports generated about clients.
2. List reports used for organization or Ministry program management.
3. List reports generated for use by workers. What new data would be helpful?
4. Are any other reports developed. For whom ?
5. What data sources are used for reports ?
6. How other are reports generated ?
7. Is every recipient and potential recipient reported on ?
8. Are waiting list developed maintained ?

E. Client and Family data - Supply the following:

1. Total number of clients receiving service during the last year.
2. Total number of current, active cases/clients.
3. Total number of families receiving services.
4. Total number of other recipients.

F. Administrative Data

1. Cost data and reporting

- a. What are sources of data for cost accounting
- b. How is cost of overhead and indirect cost captured and reported.
- c. List major costs reports.

2. Contractor/Provider information

- a. Is a file maintained on purchase of service? b. Who maintains it?
- c. What kinds of data is kept on providers ?
- d. How often is it updated?

3. Units of Services (may need to define)

- A. Are Units of Service used ?
- B. Are they recorded on client File ?
- C. Are they input units or output units ?
- D. How are they used? (ie,contracting purposes)
- E. What types of units are used.

Time Activity
Commodity

- F. Are costs related to units of services (ie. 1 day of care = 10.00) ?

4. Is there any interfacing between accounting system, client information system, and the provider information system ?

5. Reports(costs or financial). Describe the kinds of reports that are developed for

Management	Public
Supervisors	Budget justification
Case workers	Planning
Specialist	Policy makers

VI. Evaluation

A. Impact of Services on Clients or Communities

- 1. What information maintained in client/service files is used to measure service effectiveness or efficiency?
- 2. Are clients/community even surveyed as part of evaluation?
- 3. Is data from other agencies even used to judge impacts?
- 4. Have any special studies been conducted within the past few years?
- 5. What is your success criteria for service delivery?

B. Needs Assessment

- 1. Has any needs assessment ever been conducted by your organization?
- 2. What is measured for needs assessment ?
 - A. Service Problems
 - B. Personal/community problems
 - C. Barriers to service
 - D. Basic needs
 - E. Other
- 3. What primary data sources are used for need assessment ?
 - A. Clients
 - B. Population
 - C. Providers
 - D. Key informant
 - E. Other
- 4. What secondary sources are used ?
 - A. Census
 - B. Studies
 - C. Other Agencies
 - D. Other
- 5. Have survey been used for needs assessment.

C. Program Evaluation

- 1. Does formal program or unit exists? Please describe.
- 2. Have any special studies been completed recently?
- 3. Are contractors/providers evaluated. How often? By whom?
- 4. Are workers surveyed as part of evaluation?

D. Monitoring

1. Does your organization or the Ministry have a formal procedure for validating the eligibility determination process for services?
2. Does a fraud and abuse procedure exist?

Working outline

P&HS - MIS PROJECT

MARCH 1979

Revised 16 April 1979

Management Information Systems Project

Project Phase Outline

Phase I - Start Up

A. Washington Work

1. Team orientation at P & HS
 - a. Review background information on project including project paper and proposal.
 - b. Review company policies with respect to this contract.
 - c. Discuss team approach to this project's completion.
2. Team orientation at AID
 - a. Project background from AID/Washington and AID/Cairo.
 - b. Cultural background for living and working in Egypt.

B. Egypt Work

1. Orientation to Embassy and AID/Cairo.
2. Establish Cairo office.
 - a. Locate and rent office space.
 - b. Purchase office furniture, equipment and supplies.
 - c. Acquire vehicle and make needed transportation arrangements with Ministry and AID.
 - d. Develop and process project budget and other funding requirements.
 - e. Identify needs and begin recruitment of local office and support staff.
3. Relocate project team staff in Cairo.
 - a. Locate and rent permanent housing.
 - b. Handle receipt and processing of air and surface shipment of household goods and personal effects.
4. Introduction to Ministry project officials.

Phase II - Initial Project Organization

A. Development of collaborative relationship with Social Work Contractor.

1. Acquire better understanding of Social Work Contractors project objectives.
2. Establish procedures and tasks for joint project development.
3. Develop protocol for carrying out work in provinces.
 - a. Locate on-site work space for MIS team.
 - b. Discuss administrative support on-site.
 - c. Discuss relationships with local training centers staffs.

B. Establishment of MSA Project Governance.

1. Orientation of MIS team to project committees including Supreme Council, Technical Committee and Local Development Committees.
 - a. Roles and responsibilities of MSA.
 - b. Roles and responsibilities of MIS team.
2. Identify counterparts and all other MSA individuals actively participating in the project.
3. Establish protocol, guidelines and procedures for the project and participating groups.
4. Review project goals and objectives at:
 - Central Ministry level.
 - Local level.

C. Broad overview of MSA

1. Develop understanding of overall operations of ministry.
2. Meet with key individuals involved in Social Affairs.
3. Make field visits to Alexandria, Tanta, Assuit and other suggested geographical locations.
4. Visit successful Social Affairs projects
 - a. Private and Voluntary associations.
 - b. Model service delivery programs.

5. Visit model urban and rural communities.
 - a. Demonstration Training Center sites.
 - b. Model cities and villages.
 - c. Demonstration and model social units.
6. Identify forces external to ministry impacting MSA progress.
7. Become familiar with overall governate developments impacting Social Affairs proframs.

D. Initial Investigations of Central Ministry Information System

1. Meet central planning and statistics staff.
2. Gain overview of data collection, processing, utilization activities.
3. Undertake preliminary review of Ministry recordkeeping system
4. Discuss development of project work plans and activities.
5. Initial discussions on the community needs assessment portion of project.

E. Development of Collaborative Relationship with MSA.

1. Discuss roles and responsibilities of MSA, central and local, in project development and implementation.
2. Develop central ministry MIS Development Group.
3. Identify MSA individuals at local level to participate in investigation, analysis, MIS design and implementation.

Phase III - System Requirements Study - Defining Information Needs (in collaboration with MIS Development Group and local Technical Committees)

A. Organizational Overview

1. Examine ministry administrative activities.
 - a. Planning, research, statistics and evaluation.
 - b. Financial management including budget.

- c. Program and service delivery management.
 - d. Recordkeeping and reporting systems.
 - 2. Examine relationship of Ministry with Private and Voluntary Organization
 - a. Number and nature of these organizations.
 - b. Goals and Objectives.
 - c. Programs and Services delivered.
 - d. Financial assistance.
 - 3. Examine relationships with other Ministry and Organizations
- B. Initiate Discussion and Development of the Community Needs Assessment Portion of Information System Project.
 - 1. Define the goal of the community needs assessment in concert with the social work contractor and the Ministry.
 - 2. Initiate discussions with project counterparts at all levels on the purposes and uses of community needs assessment.
 - 3. Begin to gather preliminary information on needs from the census bureau and Social Service programs.
 - 4. Reach agreement with UNC and the Ministry on a needs assessment process to be used for carrying out this project effort, including short and long range objectives.
 - 5. Initiate the process for conducting the community needs assessment at the local level in Tanta and Assuit.
- C. Program and Organizational Review of Social Units and Private Associations with Respect of Service Delivery.
 - 1. Develop plan for investigation
 - a. Identify areas of information and specific data necessary for an understanding of service delivery process.
 - b. Develop instruments for investigation
 - c. Fieldtest instruments for completeness and relevance with a limited set of social units and private associations.
 - d. Revise instruments based on analysis of field test.

2. Perform comprehensive analysis of service delivery process.
 - a. Select a representative group of social units and private associations for investigation and establish schedule.
 - b. Conduct investigation of selected organizations.
 - c. Correlate information from investigations developing descriptions, profiles or models of service delivery process and organizational structure.
 - d. Document issues arising from investigation and analysis.
 - e. Verify profiles developed for universality and completeness.

- D. Review of Information System and Functional Activities in all levels of MSA with respect to administration of Social Service Programs.
 1. Identify contact points between service delivery organizations and Ministry administration.
 2. Identify control points in the Ministry.
 3. Examine management activities and information flow through MSA from service delivery agencies through the Ministry.
 4. Examine program management and information requirements from central Ministry program office through the Ministry.
 5. Investigate impact of decentralization on administration of programs.

- E. Overall Analysis of Information Needs in MSA
 1. Describe current information system
 2. Describe the needs for information in current service delivery programs.
 3. Describe the needs for information in current management activities.
 4. Identify problem areas in information collection, processing and utilization.
 5. Develop a national distribution for information to improve management and service delivery activities.

- F. Conceptual Design of New System
 1. Describe current system and its problems.
 2. Preliminary design of Management Information System.
 3. Present for review and approval to Technical Committee and other appropriate group.

- a. Review overall implications for MSA
 - b. Define scope of work for pilot test.
4. Modify draft as required.
- G. Develop Detailed Systems Design.
- H. Develop procedures and programs.
- I. Field Test.
- J. Training and Implementation

P&HS, INC.
February, 1979

APPENDIX III

Chapter 3

Description of Current MSA Organization and Information Activities

The Public Department of Followup and Moderias' Affairs:-

Goal

- To achieve every possible increase in the society's growth ratio by:
 - The general supervision of the Social Affairs Moderias.
 - The objective judgment on the work done and the success achieved at these Moderias.
 - The followup of the execution of the general social policy.
 - The organization of relations between the Ministry's department and Moderias in one hand and the local Council and executive Committees in another.
 - The followup of the execution of the Ministry's policy concerning the "Nubians" in their new society.

Specializations

- To recommend directors for the Moderias and to suggest their appointment in the Ministry or in other Moderias.
- To submit the directors' visits outside the governorate, meetings' attendance and vacations.
- To take part in distributing the (administrative and specific) officials over the Moderias.
- To transfer the members of the staff from one place to another.
- To make sure of the execution of all the Ministerial decrees, laws, directions and instructions, which regulate the work in the Moderias and the Social Units by visiting them periodically.
- To make sure of the tight supervision of the Moderias on their different department to guarantee the achievement of the Ministry's general policy.
- To help the Moderias in solving their problems.
- To followup the execution of the results of the technicians' visits to the Moderias, and to study the causes which delay the execution and try to overcome them.

- To attend the periodical meetings hold by the Moderias for their staff to help in declaring the general policy of the Ministry, to review the results of these meetings and to followup their excution.
- To have a clear and full picture of the work in the Moderias.
- To examine the important complaints and give the department's viewpoint.
- To keep in order the contact between the Ministry and the Moderias on different levels.
- To review the localities' decrees concerning the important affairs connected with the general policy of the Ministry.
- To prepare for the periodical meetings in the Ministry for the Moderias' directors and to followup the excution of their decisions and recommendations.
- To collect information about different activities of the Moderias and the units and to prepare the annual reports.
- To contribute in setting up programms for employees' training.
- To take part in the technical researches committees.
- To set and followup a time table for the excution of the submitted projects in the budget.
- To receive the followup reports from the Moderias and to write a final report and send it to the Ministry of planning.
- To study the changes suggested by the Moderias.
- To followup the projects which are excuted according to international agreements.
- To followup the Nubians' problems with the Ministry and solve them.
- To followup the work of social development Committee in the Moderias of Aswan and Kena concerning the help of the Nubians.

Laws and Decrees which the Department Supervises their Execution

- Local government law number 52 in 1975 concerning the activities of the Ministry and the Moderias.
- Ministerial decree number 95 in 1966 to establish the general department of the Moderias' Affairs.
- Ministerial decree number 189 in 1976 to change the name of the General Department of the Moderias' Affairs to the General Department of Followup and the Moderias' Affairs.
- To supervise the execution of all laws, Ministerial decrees and instructions which regulate the work in the Moderias, social administrations and units.

The Heirarchy

The Department consists of

1. The Department of General Inspection
2. The Department of Coordination and Local Affairs, it consists of two departments
 - a. The Department of Local Affairs.
 - b. The Department of Services Coordination.
3. The Department of Followup. It consists of
 - a. The Department of Plain Followup.
 - b. The Department of Projects and Programmes' Followup.
4. The Department of Nubians' Affairs. It consists of
 - a. The Numbians' Affairs Department.
 - b. The Deserts' Reclamation Department.
5. The Secretarial Department.

The Specialization of the Sub-departments and their Divisions:

1. The General Inspection Department

- To pay periodical visits to the Moderias to make sure of the execution of laws, ministerial decrees and the instructions regulating the work in the Moderias and units.

- To help the Moderia in finding solutions for problems and difficulties.
- To followup the moderias excution of the inspectors' remarks.
- To participate with the public departments to issue the regulating instructions or to modify the previous ones.
- To examine the important complaints.
- To take part in the committees formed by the Ministry to examine different affairs in the Moderias.
- To attend the periodical meetings hold by the Moderias for their staff to help in clarifying the Ministrv's general policy.
- To have a full and clear picture of the Moderias' work in general.
- To collect information about the Moderias' activities.
- To study employment in the Moderias.

2. The Department of Coordination and Local Affairs

- To organize the contact between the MSA and the Moderias.
- To review the local councils and the excutive committees' decisions concerning the sector of social affairs.
- To prepare for the periodical meetings of the Moderias, directors in the Ministry.
- To take part in setting training programmes for the staff.
- To take part in the Committees' of technical researches, to contribute in developing the economic and social development programmes in the national level.
- To prepare the periodical reports about the Moderias' activities.

Specializations of the Department's Divisions

A. The Localities' Department

- Coordinate between the excution of the Ministry's policy on the national and regional level.
- To followup the excution of the different decrees.

B. Service Coordination Department

- To coordinate between services offered by the Ministry and its different central sectors.
- To coordinate social services on the national and international level.

3. The Specialization of the Followup Department

- To take part in the preparation of the projects of chapter there in the budget and distribute the funds of these projects on the Moderias.
- To set a time table for the execution of the submitted projects and to follow them up.
- To receive the periodical followup reports of the plan projects, and to write the final report on each project and send it to the Ministry of Planning.
- To study the changes suggested by the Moderias.
- To followup the projects which are executed according to international agreements.

Specialization of the Department's Divisions

A. The Budget Followup Division

- To followup funds, dedicated for the projects of social welfare and social development.
- To followup the execution of the plan projects' and programmes' funds.
- To followup the funds of the central transference cash boxes.

- To followup the funds of the local transference cash boxes especially in the field of giving aid to Societies.
- To followup the execution of money collection.

B. Programmes and Projects Followup Department

- To followup the execution of the experimental and model social programmes and projects.

4. The Nubians' Affairs Department

- To study the Nubians' affairs in their new society and know the problems which they face and try to find solutions by collaborating with the Ministry and other departments.
- To followup the work of the social Moderia in Aswan concerning the Nubians' community development.
- To facilitate regulations in service delivery to the Nubians.

Specializations of the Department's Divisions

A. The Nubians' Affairs Division

- To study the Nubians problems and try to find solutions for them.
- To followup the work of the Ministries and societies which have to do with the Nubians information, and try to solve the problems which they face.
- To followup the works of the services' committee in the people's assembly in its meetings or pay field visits to "Nuba" to find solutions for immigrants' problems.
- To take part in the committees which are held to discuss the Nubians' problems.
- To followup and direct the social affairs Moderias in Aswan concerning the following:
 - The Nubians community development committee.
 - The Nubians development projects.
 - To decide the aid pay to the Nubians.

- To study the Nubians' complaints.
- To followup and direct the social administration at Nasser City in Aswan governorate in the following:
 - Social welfare's works.
 - Nubians community development works.
 - Social Units in Nubian's villages.
 - General supervision on decrees and special instructions excution in the field of immigration.

B. The Desert's Reclamation Division

- To take part in the planning of the projects of housing, reconstruction and development, and to suggest the necessary services to each project.
- To set development programmes for the desert communities and to supervise its excution.
- To set the programmes for moving citizens from one place to another.
- To help the direct inhabitante to adopt themselves to their communities.

Translated By P&HS, INC.
July, 1979

SELECTIVE SAMPLE OF 1979 FORMS/REPORTS GENERATED BY THE REGULAR OPERATING DEPARTMENTS OF THE MINISTRY OF SOCIAL AFFAIRS

T I T L E	Originators	Sent to	Who about	Data Categories and Important Items	Frequency
- GENERAL DEPARTMENT OF PLANNING -					
1 A list of new projects for "Assuit & Gharbia" Governate	Gneral Department of Planning	Dept. of Planning	New Projects in Assuit	- Name of project, costs and years	Annual
2 Distribution of budget project in Assuit governate	(Ministry level)	Moderia Level	Budget projects in Assuit	- Name of the project, number, costs and years.	"
3 Calculated basis for established services on basis of population.	"	"	Services	- Kinds of services - target population capacity	"
4 Basic data needed for the plan's projects.	"	"	Data needed for projects	- In-kind investment - Salaries & wages services - Costs of each project separately.	"
5 Planning in the MSA	"	"	Planning in MSA	- Concepts national planning - basic social problems - how the plan is set - project's preparation requirements - the plan's functions - duties of planners in the moderias.	"
- GENERAL DEPARTMENT OF COMPLAINS					
6 Complaints' statistics from to	Complaints (Moderia level).	G.D. of Complaints Ministry level	Complanints	- Who is the complaint - what is it about - number of complaints - complaints ratio - reasons of complaints' decreas - classification of complaints according to subject - what is done with the complaint.	Quarterly
7 Form (17) complaints statistics	G. D. of Complaints (Ministry level)	First Under Secretary of State	Complaints	- Names of Moderias - complaints received from these Moderias - what is done to these complaints.	Monthly

T I T L E	Originators	Sent to	Who about	Data Categories and Important Items	Frequency
8 Data on Social Units	G. D. of follow-up (Ministry level)	Dept. of follow-up (Moderia level)	Social Units	<p style="text-align: center;">- GENERAL DEPARTMENT OF MODERIAS' AFFAIRS, FOLLOW-UP AND SUPERVISION</p> <p>- Social Units - manpower in social units - guiding visits to these visits - meetings - remarks on the units - new projects - training, researches - money collection licenses - financial affairs - grants - social defense - family and childhood - childcare centers - social rehabilitation - social security - family industries - benefitors and their classification according to crafts and number in each projects - vocational training - soldiers' families - expenditure according to items and amounts - martyrs' families.</p>	Semi annual - Annual
9 Follow-up of projects' execution	Dept. of follow-up (Moderia level)	General Dept. of follow-up (Ministry level)	Projects' Execution	- Projects' names, funds, investments operational procedures, preparatory procedures, salaries and wages - production requirements.	Yearly
10 Monthly report on the execution of the submitted projects.	Dept. of follow-up (Moderia)	General Dept. of follow-up (Ministry)	Projects' Execution	- Projects' names - no. of projects - wages and salaries production requirements - total funds - preparatory and operational procedures.	Monthly
11 A Visit's report on the Moderia	An Inspector from the Dept. of follow-up (Ministry)	Dept. of follow-up (Ministry)	Moderia	- Name of visitor - job - unit's staff work status in the unit - periodical meetings - execution of previous remarks - different activities of the unit: aids, immigration .. etc.	Semi annual
12 Follow-up general department's aggregated reports on the Moderias	All Inspectors	General Dept. of follow-up	Moderia	- Childcare - handicapped institutions - vocational training centers - funds - staff - different departments.	Semi annual

T I T L E	Originators	Sent to	Who about	Data Categories and Important Items	Frequency
13 Moderia's monthly report on immigration field	Department of immigrants (Moderia)	General Dept. of immigrants (Ministry)	Immigrants	<p style="text-align: center;">THE UNDER SECRETARIATE OF IMMIGRATION & SETTLEMENT</p> - Immigrants' residence centers' status - immigrants' movement in these centers - immigrants' who receive lodging aids - immigrants' families who receive pensions - classification of immigrants who receive living aids according to priorities - complaints sent to the Moderia on stoppage or decrease of living aids - exceptional aids - social welfare - No. of immigrants' students - classified according to educational stage (these students receive aids) - number of students from Gaza and Sinei classified according to educational stage - (they receive aids) - residence centers which are being mended - Palestinian immigrants - Seinal immigrants who desire to go back to Sinei - occupied residence centers - individuals who supervise the immigrants' affairs in the Moderia - monthly payment requests for the immigrants.	Monthly
14 Statistical report on Moderias' activities on the field of veterans' families	Department of Veterans (Moderia)	General Dept. of veterans (Ministry)	Veterans' families	<p style="text-align: center;">GENERAL DEPARTMENT OF COMPENSATIONS</p> - Veterans' families' aids requests - their complaints - social researches on these families - paid money - classified according to quantity aid kinds - Moderia's financial status - and stoppage and extra money - services offered.	Monthly
15 Compensations' complaints'	General Dept. of complaints (Ministry)	First under secretary of (Ministry)	Compensations	- No. of complaints - studied complaints - the complainer or sender of the complaints - classification of complaints.	Quarterly
16 Compensations for the Suez Canal and Seirai citizens	"	"	"	- Kinds of compensations' requests - requested submitted to the general committee of complaints.	Quarterly
17 Contributions of general dept. of compensations to Suez Canal and Seinal	"	"	"	- Name of the governate - percentage of met requests - requests to be submitted to the general committee.	Quarterly

T I T L E	Originators	Sent to	Who about	Data Categories and Important Items	Fraquency
18 Compensations - files status	Department of compensation (Moderia)	Department of Compensations (Ministry)	Compensation's files	- Kinds of damages - No. of workers - problems and barriers Moderias' suggestions - No. of committees - their meetings.	Monthly
19 Programme of MSA's projects'	General Dept. of Community Development (Mderia)	First Under Secretary of State (Ministry)	MSA's projects	- Projects' names - funds - stages of excution.	Quarterly
20 A periodical report on CDA's	Dept. of Community Devlp. (Moderia)	General Dept. of Com. Devlp. (Ministry)	CDA's	- Society's name - sponsoring unit - No. of society's members - contributions - board excuted projects - income.	Annual
21 Form (1) family industries' activities	Dept. of productive families (Moderia)	General Dept. of productive families (Ministry)	Family industries	- No. of families - classification of families according to jobs - the project's financial resources - the project's expenditure - loans - production - marketing - benefits - families in the waiting lists	Annual
22 Form (2) families' industries production marketing	"	"	"	- Marketing exhibitions - periodical exhibitions - both.	
23 Form (3) family industries	"	"	"	- Staff - activity - loans and aids.	
24 Quertarly form to follow-up the submitted budget projects	Department of women's affairs (Moderia)	General dept. women's affairs (Ministry)	Women's affairs	- Project's name - place - operational procedure - expenditure	Quarterly

T I T L E	Originators	Sent to	Who about	Data Categories and Important Items	Frequency
25 Statistical report on compensative parts factories	Manager of compensation parts factory	GENERAL General Dept. of rehabilitation (Ministry)	DEPARTMENT OF Compensative parts factories	SOCIAL REHABILITATION FOR THE HANDICAPPED - Kinds of compensative parts - incomes and expenditures.	Semi annual
26 Handicapped institutions	Director of handicapped institution	" (Ministry)	Handicapped institutions	- Cases in the institution - classification of cases according to jobs - classification of cases according to I.Q. and age	Semi annual
27 Centers and Societies of the handicapped	Director of Centers and Society of handicapped	" (Ministry)	Handicapped Centers and Society	- Cases' status - cases' classification according to kind of handicap.	Semi annual
28 Handicapped factories	Director of handicapped factories	" (Ministry)	Handicapped factories	- Cases' status in the factory - classification according to handicap and job	Semi annual
29 Quarterly statistical report on the activity of handicapped social rehabilitation	Social Rehabilitation Office (Modera)	" (Ministry)	Handicapped social rehabilitation	- Income and expenditure - distribution of production requirements on services - classification of cases according to kind of required service - classification of benefactors according to training, service, compensative parts - classification of handicapped applicants according to handicap and sex - distribution of admitted cases according to sex and handicap - kinds of required and delivered compensative parts or equipments - certificates - jobs.	Quarterly

T I T L E	Originators	Sent to	Who about	Data Categories and Important Items	Frequency
30 Form (12) public service	Department of public service (Moderia)	General Dept. of public service (Ministry)	GENERAL Public Service	DEPARTMENT OF PUBLIC SERVICE - No. of public service working individuals classified according to moderias - graduation of individuals.	Monthly
31 Form () public service statistical data on public services	"	"	Public service	- Individuals in public service classified according to certificate and sex.	
32 Financial status of social security items	Department of social security (Moderia)	1- General Dept. of social security 2- General dept. of statistics	GENERAL Social Security	DEPARTMENT OF SOCIAL SECURITY - Pensions - aids - aids for pensions employees - income and expenditure	1- Monthly - Quarterly - Semi Annual - Annual 2- Annual
33 Statistical data on family guidance offices	Family guidance office (Moderia)	General Dept. of family and childhood (Ministry)	GENERAL Family Guidance	DEPARTMENT OF FAMILY AND CHILDHOOD - Basic data - staff - financial aspects - classification of cases according to referrer - family guidance programs.	Annual
34 Annual report on expatriates home	Dept. of family and childhood (Moderia)	"	Expatriates homes	- Name - data of establishment sponsoring society.	Annual
35 Statistical report on expatriates homes	"	"	"	- Homes' names - sponsoring society - kind of service - No. of individuals living in.	Quarterly

T I T L E	Originators	Sent to	Who about	Data Categories and Important Items	Frequency
36 Statistical report on Orphanages	Department of Family & Childhood (Moderia)	General Dept. of Family and Childhood (Ministry)	Orphanages	- Kinds of cases - cases in childcare educational level.	Quarterly
37 Quertarly statistics on Orphanages	"	"	"	- Name - sponsor - capacity - actual number	Quarterly
38 Cases' status in institutions of old-aged	"	"	Old-Aged Institution	- Cases' status - cases' classification according to marital status and sex - classification of cases which left the institution.	Monthly
39 Statistical report on Family Planning Centers	"	"	Family Planning	- Name - sponsor - cases - methods/ways used - tools used	Monthly
			GENERAL	DEPARTMENT OF SOCIAL DEFENSE	
40 Statistical data on services	Department of social defense (Moderia)	General Dept. of social defense (Ministry)	Social Defense	- Cases incoming - cases outgoing - name of the organization.	Quarterly
41 Statistical report on reception centers activity	"	"	Reception Centers	- Incoming cases - outgoing cases	Quarterly
42 Statistical data on probation's houses' activities	"	"	Probation's Houses	- Incoming cases - outgoing cases	Quarterly
43 Statistical data on guest houses' activities for delinquents	"	"	Guest houses'	- Incoming cases - dealing with the case - outgoing cases - classification of cases according to education and vocation.	
44 Statistical report on obligatory living in institu-	"	"	Handicapped institution	- Cases' status - incoming - outgoing - dealing with the cases - classification of cases according to education and vocation - kind of services - No. of benefitors.	Quarterly

T I T L E	Originators	Sent to	Who about	Data Categories and Important Items	Frequency
45 Periodical report on social probation office	"	"	Social Probation office	- Incoming cases - outgoing cases - cases' follow-up	Quarterly
46 Statistical report on After Care	"	"	After Care	- Incoming and outgoing cases	"
47 Statistical report on Social Defense dept.'s activity	"	"	Social Defense	- Staff - visits - meetings - other activities - difficulties.	"
48 Statistical report on guest houses for individuals graduated from the delinquents' institutions	"	"	Guest houses	- Cases - incoming and outgoing - kinds of services - period	"
49 Certification and amalgamation of private societies	Department of Societies and Associations	GENERAL DEPARTMENT OF General Dept. of Societies & Associations	PRIVATE SOCIETIES AND ASSOCIATIONS Private society & associations	- Certification requests - certified societies - amalgamated societies/ended societies - classification of societies according to field of work - general assembly's meetings - membership in the societies - income and expenditure inspection on private societies.	Semi annual

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T I T L E	ORIGINATORS	SENT TO	WHO ABOUT/ & DEPARTMENT MOST CONCERNED	DATA CATEGORIES AND IMPORTANT ITEMS
(1) Annual census of employees	Mudariyya	Ministry	Employees in the mudariyya including its various levels and units/ "All line departments"	Classification of employees according to job, specialization, education, sex, in service employees, army recruited employees, employees in secondments and on vacations
(2) Annual census of social units	Social Units	Mudariyya & Ministry	Social Units & all line departments	Unit activities, unit's name, unit's building; governmental staff classification according to age, sex, education, job, area served and cadre
(2a) Data aggregation list on social units	Social Units	Mudariyya & Ministry	Social Units / "All line departments"	Social units: types, activities, environments, staff members
(2b) Markaz data	Mudariyya	Ministry	Social affairs at working level / All line depts.	Serial no. of markaz, name of markaz, name of police department, number of social units they manage
(3) Social security budget (both monthly and yearly reports)	Mudariyya (made originally on another form and transferred to this form)	Ministry	Social security / "General Department of Social Security"	Budget - money transferred from last year; actual expenses, yearly, year-to-date, monthly; money spent on pensions; money paid for monthly aids; money paid in once aids; money paid on catastrophes and disasters; money paid for previous employees and their families; pensions stoppage and extra money; aids stoppage and extra money; status of social security requests; income, from selling form (1) insurance, from co-operative societies and from donations; number of families or beneficiaries from social security; number of families or beneficiaries from once aids; kinds of cases benefiting from once aids; number of families or beneficiaries from pensions.
(3a) Annual census on living aids	Mudariyya at Aswan and Qena	Ministry	Living aids for Nubians (New Nubia) / "General Department of Immigration"	Income and expenditure - budget and year-to-date expenses
(4) Data on Social Rehabilitation offices	Local Rehab. organization	Mudariyya	Handicapped social rehabilitation offices / "General Department of Social Rehabilitation"	Offices' names; kinds of equipments, therapy, vocational training, certificates; income and expenditure; number of beneficiaries; classification of cases according to handicap and age; classification of cases according to the jobs they are sent to
(5) Data on Handicapped Centers in mudariyyas	Local handicapped centers	Mudariyya	Handicapped centers / "General Department of Social Rehabilitation"	Name of centers and capacities - number of cases, classification of cases according to sex, age, handicap, vocational training, jobs, education and geographic distribution
(5a) Statistics on handicapped factories	Handicapped factories	Mudariyya	Centers training the handicapped / "General Dept. of Social Rehabilitation"	Name of factory; sponsoring organization; kind of equipment; kind of factory; classification of cases according to jobs and age; factories' capacities and actual number
(5b) Data on handicapped compensative parts factories	Factories employing handicapped	Mudariyya	Factories employing the handicapped / "General Department of Social Rehabilitation"	Capacity; utilization; equipment manufactured; equipment needed; income (governmental aids, selling, other); expenditures (investment, production requirements, wages/salaries, others)

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T I T L E	ORIGINATORS	SENT TO	WHO ABOUT/ & DEPARTMENT MOST CONCERNED	DATA CATEGORIES AND IMPORTANT ITEMS
(6) Data on handicapped care societies	Mudariyya prepares at society	Ministry	Handicapped Care Societies / "General Dept. of Social Rehabilitation"	Services offered by societies; income and expenditure; staff; vocational training; educational activities; aids in the societies; classification of cases trained in the society according to age
(7) Data on institutions of mentally retarded	Prepared at the societies	Ministry	Institutions of mentally retarded (IQ 25-75) / "General Dept. of Social Rehabilitation"	Institution's name, capacity; cases distribution according to age, IQ, and sex
(8) Private activity in field of social welfare (certification, amalgamation, ending societies' activities according to Law 32/1964	Mudariyya	Ministry	Social welfare private societies / "General Department of Private Societies and Associations"	Number of organizations by subject; certification and amalgamation of organizations; their budgets; income and expenditure; societies' classification according to environments; societies' income and expenditure in last fiscal year; money collection licenses for societies; classification of aided societies (governmental aid, other aiding organizations or citizens); non-aided societies; kinds of aids (periodical, furnishing or structural); total money collected by money collection licensed societies
(8a) Data on community development associations ("CDA's")	Mudariyya	Ministry	Community development associations / "General Department of Community Development"	A list of aggregated data on associations - registration, certification, amalgamation and ending up of association activities; classification of CDA's according to environment; CDA income and expenditure; money collection licenses; kinds of governmental aids (structural, furnishing, periodical)
(8d) Data on regional federation of societies	Mudariyya sends employees to federation to complete form	Ministry	Regional federation of societies / "General Department of Private Societies and Associations"	Federations' names; general data on federations; federations' training members; technical committees and specific committees in federations; income and expenditures; federations' buildings (rented, owned); address; board - board members, legal meetings per year, average members attending each meeting; societies' yearly contribution (aided, not aided); staff training; kinds of officials trained; number of training cycles; lectures and visits; governmental and other aids; kinds of aids (periodical, furnishing, structural); kinds of expenditures (in administrative sites, in activity, total); number of societies in federation; membership and contributions
(9) Annual census on Day Care Centers	Local Day Care Centers	Ministry	Day Care Centers / "General Department of Family and Childhood"	Classification of children according to classes, capacities, age, and mother's care; classification of employees according to jobs; center's income and expenditures; center's name, address, area served, and sponsor
(9a) Statistics on Day Care Centers	Mudariyya	Ministry	Day Care Centers / "General Department of Family and Childhood"	A list of aggregated data on day care centers - name, sponsor, number served, area served, classification of children according to age and mother's care; staff; income and expenditure; aids; donations; contributions; investment; salaries; wages; goals
(10) Annual census of family planning centers	Family Planning Centers	Mudariyya	Family Planning Centers / "General Department of Family and Childhood"	Classification of cases received in the center; classification of instruments distributed; classification of staff according to jobs; income and expenditures; private and governmental organizations; budget; center's name; area served

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(10a) Family planning centers and their activities	Mudariyya	Ministry	Family planning centers' activities / "General Department of Family and Childhood"	A list of aggregated data on family planning centers and their activities; area served; cases; methodology of family planning; sponsor; name; staff; income (balance, aid, other); expenditure (investments, wages, salaries)
(11) Annual census of family guidance offices	Social family guidance organization	Mudariyya	Family guidance offices / "General Department of Family and Childhood"	Classifications of new cases according to referrers; family response to problem solving; income resource; office's name; sponsor; address of office and sponsor; number of cases under social research; classification of cases according to problems; income (balance, aids, other); expenditure (rent, electricity, telephone, printing materials, wages, salaries)
(11a) Aggregated data on family guidance offices	Mudariyya	Ministry	Family planning office / "General Department of Family and Childhood"	Aggregated data on family guidance offices; number of cases served; office's name; "complete response of the case to the guidance -- partly responsive; no response; case abandoned office's guidance because problem is solved"; cases under research; income and expenditures
(12) Annual census of orphanages	Mudariyya sends employees, local orphanages complete form	Mudariyya	Child care orphanages / "General Department of Family and Childhood"	Number of cases; their status; classification of cases according to age, period of staying in institution, education and training; classification of employees according to jobs; income, expenditure and budget; orphanage's name; kind (governmental, government run by private society, private aided, private and not aided); address; sponsor; capacity (male and female); existing cases at end of year; cases leaving during the year; cases without research from last year; classification of cases according to reason of coming to orphanage; classification of cases according to reason for leaving institution (marriage, escape, going to another institution, delivery to family, other); classification of cases undertaking education, training or work during year (literacy classes, different stages of education, vocational training, work); income (donations, aids, balance from last year, sellings); expenditures (goals, investments, clothes, medicines, activities, raw materials, wages, salaries)
(12a) Aggregated data on orphanages	Mudariyya	Ministry	Orphanages / "General Department of Family and Childhood"	Same as (12) but aggregated data on number of orphanages in one area
(13) Annual census of old age institutions	Mudariyya sends employees to complete form	Mudariyya	Old age institutions / "General Department of Family and Childhood"	Institution's name, address; kind (governmental, governmental run by private societies, aided private societies, private societies not aided); sponsor, sponsor's address; capacity (male, female); number of aged in institution (male, female); cases' status during year (remain from last year, joined during the year, left during the year, remain at end of year); classification of cases leaving institution according to reason (delivery to family, going to another institution, death, other); income (balance at beginning of year, aids, donations, fees); expenditure (investment, goals, food, clothes, medicines, raw materials, activities, salaries, wages, others, balance at end of year)

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T I T L E	ORIGINATORS	SENT TO	WHO ABOUT/ & DEPARTMENT MOST CONCERNED	DATA CATEGORIES AND IMPORTANT ITEMS
(13a) List of aggregated data on old age institutions	Mudariyya	Ministry	Old age institutions / "General Department of Family and Childhood"	Same as (13) but aggregated data on institutions for the aged in one area
(14) Statistical data on delinquent institutions	Mudariyya sends employees to complete form	Ministry	Delinquents institutions / "General Department of Family and Childhood"	Name; address; sponsor; kind (governmental, governmental run by private society, private aided, private not aided); fiscal year's cases, status, sections in which delinquents are put; capacity; kinds of cases (cases remaining from last year, cases joining during the year, newcomers, return from escape, others); reception sections (cases from last year, cases joining during the year); observation section (cases from last year, cases joining during the year); monitoring office's activity (cases from last year, newcomers); living-in section, cases in living-in section
(15) Statistical data on institutions for minor girls	Mudariyya sends employees to complete form	Ministry	Minor girls institutions / "General Department of Social Defense"	Name; address; sponsor; kind of institution (governmental, governmental run by private society, private aided, private not aided); fiscal year; capacity; cases' status according to reason of joining institution (cases from last year, cases joining during the year, cases leaving institution at end of this year, cases at end of the year); classification of cases according to rape, liability to sexual delinquency, prostitution, other; classification of cases according to age, education, vocational training
(15a) Statistical data on released convict care societies	Mudariyya sends employees to minor girls organizations to complete form	Ministry	Minor girls institutions / "General Department of Social Defense"	Name; address; field of work; fiscal year; classification of cases according to kinds (released convicts, prisoners' families); classification of studied cases (aided, kept in records, got a job, joined a vocational training center, more than one service provided); number of cases followed up; classification of cases according to kind of aid and its value in LE (commercial projects, vocational projects, financial aid, aid-in-kind)
(16) Statistical data on beggars institutions	Beggars institutions	Mudariyya	Beggars institutions / "General Department of Social Defense"	Name of institution; address; sponsor; kind (governmental, governmental run by private society, private aided, private not aided); sponsor; fiscal year; capacity; classification of cases according to reason of joining; classification of cases leaving institution by reason (delivery to family, going to another institution, escape, death, other)
(17) Annual census of foster care centers	Foster care centers	Mudariyya	Foster care project (birth to 13 years old) / "General Department of Family and Childhood"	Classification of cases according to kinds (bastard, illegitimate son, vagabond, "homeless-parentless," sons of separated parents); classification of cases according to referrer (child care center, delinquency police); income (balance, aids, donations, other); expenditure (payment to foster families, services, other); classification of cases according to kind of care, age, results of social study, how person was orphaned

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T I T L E	ORIGINATORS	SENT TO	WHO ABOUT/ & DEPARTMENT MOST CONCERNED	DATA CATEGORIES AND IMPORTANT ITEMS
(18) Activities of home and environmental industries societies	Mudariyya	Ministry	Societies of home and environmental industries / "General Department of Family Industries"	Classification of societies as CDA's and welfare societies; number of CDA's; number of centers; number of welfare societies; kinds of vocations; kinds of trainers (governmental, private); kinds of trainees (under training, completed training); costs of training centers; exhibit marketing status; kinds of exhibits (continuous, temporary, social work day exhibit); number of exhibits; number of societies in these exhibits; expenditures; sales during year
(18a) Activity of pre-vocational training centers	Mudariyya	Ministry	Pre-vocational training centers (12-18 years) / "General Department of Pre-vocational Training"	Name of center; address; work beginning date in the center; income (money transferred from last year; income this year; aid of general assembly of family industries and pre-vocational training centers; aid from societies and localities; sales; other); expenditure (actual expenses - equipment, raw materials, wages to private trainers, wages to trainees, incentives, administrative expenses, others); properties at end of year (materials, manufactured equipment, balance to next year); costs of production; kind of skills; kinds of industry; whether graduates find work or not
(19) Activity of family industries project	Mudariyya	Ministry	Family industries project / "General Department of Family Industries"	Income and expenditure: income (balance from alst year, income during this year, "aids from the Ministry, aids from societies and localities, marketing"); expenditure during this year ("purchases of equipment, loans to families, wages, administrative costs, others"); properties at end of the year (from last year, consumed during the year, done without during the year, existing at end of year); loans given to families and how they are repaid during the year; production, marketing, and income of productive families
(20) Report on local training in private societies	Mudariyya	Ministry	Local training in private societies / "General Department of Coordination and Management"	Number of training centers; number of training cycles; kinds of training (general, specific); income in LE (Ministry aid, organizational contribution); expenses; training in field of female leaders; income of the project and expenses; number of literacy classes, number of students, number of teachers; number of libraries, number of frequenters of libraries, number of books in libraries
(23a) Annual census on the mudariyya's activity in field of military family care	Mudariyya	Ministry	Mudariyya's activity in military families care / "General Department of Military Families Care"	Cases status; classification of military families according to governmental aid; classification of military families according to private aid
(24) Public service activity	Mudariyya	Ministry	Public Service activity / "General Department of Public Service"	Number of individuals and their classification; number who join activity; number of finish activity
(25) List of expatriate homes	Mudariyya	Ministry	Expatriates' homes / "General Department of Family and Childhood"	Classification of individuals according to sex, job, and whether they are fed or not; number of staff; budget; income and expenditure

Annual Forms/Reports of the Department
of Statistics and Information

Compiled through the assistance of
the Ministry of Social Affairs
Statistics & Information Department

T I T L E	ORIGINATORS	SENT TO	WHO ABOUT/ & DEPARTMENT MOST CONCERNED	DATA CATEGORIES AND IMPORTANT ITEMS
(26) Statistical data on New Areas	Mudariyya	Ministry	New Areas / "General Department of Settlement"	New areas; financial aids; in-kind aids; number
(27) Mudariyya's activity in field of compensations for military families	Mudariyya	Ministry	Mudariyya's activities in field of compensations / "General Department of Compensations"	Money paid to compensate injuries and death; reason for compensation; number of compensations requests; beneficiaries
(28) Mudariyya's activities in field of immigrant care (due to war)	Mudariyya	Ministry	Mudariyya's activities in field of immigrant care / "General Department of Immigration"	Immigrants' residence centers; immigrants aided; classification of immigrant cases; exceptional aids; classification of immigrant children in schools; number of families and individuals and how they are housed; money paid to repair residence centers for immigrants; number of repaired centers
(29) Exchange of information (to avoid double payments)	Mudariyya	Ministry	Audit of double payments to social welfare recipients / "General Department of Statistics and Information"	Number of cases that receive money from each Ministry or society; number of agencies informed on duplicity; number of information exchanges between ministries

APPENDIX IV

Chapter 4

Community Needs Assessment

PLANNING AND HUMAN SYSTEMS, INC.

مؤسسة التخطيط والأنظمة الإنسانية

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٣٣٠١ شارع نيو مكسيكو . ن . و . اليناه ٢٥٢
واشنطن دي سي ٢٠١٦ . الولايات المتحدة الاميركية
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٣ شارع السرايا الكبير طقة ٧
جاردن سيتي - القاهرة - جمهورية مصر العربية
تليفون : ٢٩٤٦٣

FRANCES GEORGETTE, Ph.D.
PRESIDENT

الدكتورة فرانسيس جورجيت
الرئيسة

26 April 1979

To: Technical Committee

From: James F. Coyle

Roger Hardister

Subject: Proposed Framework for Community Needs Assessments

Attached for your review and discussion is a proposed outline of objectives, strategy, and workplan for the implementation of local needs assessments in Tanta and, subsequently, Assuit. This is being presented to you in response to last weeks Committee discussions.

We look forward to discussing this proposal with the Technical Committee in detail and hope to initiate activities as soon as possible.

INFORMATION SYSTEMS - PROGRAM MANAGEMENT - RESEARCH - EVALUATIONS - SYSTEMS ANALYSIS

SUPPLY/DISTRIBUTION - EDUCATION/TRAINING - HEALTH - MENTAL HEALTH - SOCIAL SERVICES - TRANSPORTATION - AGRICULTURE

MANAGEMENT/ADMINISTRATION - FEASIBILITY - MARKETING - CONSUMER STUDIES

INFRASTRUCTURE DEVELOPMENT

أنظمة المعلومات - الإدارة للمبرمجة - الأبحاث - التقييم - التحليل التخطيطي
التنوير/ التوزيع - التعليم/ التدريب - الصحة - الصحة العقلية - الخدمات الاجتماعية - المواصلات - الزراعة
الإدارة - الملاحة - التسويق - دراسة السلع الاستهلاكية
الأسس المتقدمة

Basic Framework for
Community Needs Assessment

Since a primary goal of the Ministry through social services programs is to develop preventive, constructive and corrective solutions to individual and community problems, a process and/or system must be developed to provide essential planning information and feedback on program impacts. Needs assessment is essentially part of this process and helps to provide information on what the needs are, who are persons most in need (the high risk populations) and where the largest concentrations of people in need are located.

Needs assessment is also a process that involves activities at all levels of the Ministry but beginning primarily at the local, community level where specific needs are found. Data and information collected at this level will provide us with the immediate opportunity to plan for the model social unit services and the training center programs while, at the same time, beginning a process for providing information for use at all levels of the Ministry as part of the MIS project.

The objectives and strategy outline below will help us to move constructively to better information for planning and programming.

Objectives: 1) To obtain basic data about the community's problems and needs which will provide:

- A. Basic requirements for the plannings of social services unit activities.
- B. Major inputs into the analysis of the existing service delivery programs.
- C. Continuous input into the setting of goals and objectives for the social services programs.
- D. Input into the developing MIS system and baseline data for the evaluation of on-going services and operations.

2) To determine approaches and techniques for the continued development of local responsibility for social services which will provide for:

- A. The identification of effective community organization roles in the social service programs.

- B. Assistance in the analysis and perceptions of the unmet problems and community needs.
- C. Alternative approaches to increased community input and involvement in the social development planning and programming.

General Implementation Strategy

1. The Technical Committee will develop and approve overall strategy for accomplishing the objectives and will communicate this strategy to the local research and demonstration staff in Tanta and Assuit. The University of North Carolina and the Planning and Human Systems staff will act as technical assistance and support personnel for this community based effort.
2. Procedures will be established for the communication of the activities and results of the local needs assessments to the overall MIS Development group. These local needs assessment experiences and process will form the basis for the planning and development of a broader needs assessment program for the Ministry.

DEVELOPMENT AND TESTING OF LOCAL NEEDS ASSESSMENT
PROCESSES, SCHEDULE OF INITIAL ACTIVITIES

	Proposed Completion <u>Date</u>
1. Discussion and approval by National Technical Committee.	April 25 <hr/>
2. Issue Directive to Local Technical Secretariat-Tanta assigning responsibilities for the Initial Needs Assessment Design to the Research and Demonstration Section. Specify broad framework for design.	<hr/>
3. NTC/NTS Member and American Advisor meet with Research and Demonstration Sector staff to clarify task requirements, discuss roles, and identify additional resource needs. Begin planning.	<hr/>
4. Identify Local Leaders/Professionals for involvement in Needs Assessment Process.	<hr/>
5. R&D Section and American Advisors arrange for additional Technical Assistance as required.	<hr/>
6. Identify specific Information Needs regarding community problems/needs.	<hr/>
7. Begin to identify and to collect Secondary Data as available.	<hr/>
8. Identify and/or design specific instruments and/or methods for additional information collection.	<hr/>
9. Design required Reporting Formats (involve information collection and Dissemination Section).	<hr/>
10. Identify Manpower Requirements for data collection and analysis.	<hr/>
11. Design process for implementation of data collection and analysis.	<hr/>

Proposal Completion
Date

- I2. Train Manpower. _____
- I3. Collect Primary Data. _____
- I4. Analyse primary and secondary data and study in light of service program design. _____
- I5. Analyse effectiveness of Needs Assessment methods and processes to local level. _____
- I6. Review Needs Assessment methods and processes at national level in light of national information needs. _____
- I7. Review needs assessment process for testing in Assuit. _____

PLANNING AND HUMAN SYSTEMS, INC.

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شارع الصراف الكبير طقة ٧
بنت مدينتي - القاهرة - جمهورية مصر العربية
الهاتف : ٢٩٤٦٣

دكتورة فرانسيس جورجيت
رئيسة

5 October 1979

I would like to express my sincere appreciation for your support, through attendance of your staff, of the meeting in Cairo on October 2 and 3 to continue work on the community Needs/Resources Assessment. As you know, this process is collaborative effort of the Ministry of Social Affairs, the Integrated Social Services Project and the Management Information System Project. Considerable progress towards useful ends has been made through admirable efforts by all participants. That the meeting in Cairo was most fruitful can only be result of the valuable contribution of each participant.

Attached are combined materials of the work completed during the meeting. These materials include: 1) the agenda; 2) summary of the meeting; 3) special directions for coding of the Community Opinion Leaders Questionnaire and lists for coding, in Arabic; 4) materials developed on information needs; and 5) a schedule of commitments on work to be completed. I hope that you will find these materials informative and that you will share with us any comments which you may have.

Again I want to thank you for continued support of our projects.

Respectfully,

Arlene Marin
Planning and Human Systems, Inc.

INFORMATION SYSTEMS - PROGRAM MANAGEMENT - RESEARCH - EVALUATIONS - SYSTEMS ANALYSIS
SUPPLY/DISTRIBUTION - EDUCATION/TRAINING - HEALTH - MENTAL HEALTH - SOCIAL SERVICES - TRANSPORTATION - AGRICULTURE
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الإدارة - العمالة - التصويق - دراسة السلع الاستهلاكية
الأسس التقدمية

A G E N D A

ISS-MIS Projects

Subject: Community Needs/Resources Assessment

Date: 2,3 October 1979

1. Introduction - Mr. Omar Hosni: Undersecretary for Planning and Research
2. Review of Agenda - Ms. Arlene Marin: MIS
3. Short review of 5 components of community Needs/Resources Assessment - expectations.
4. Presentation by each Demonstration and Training Centers staff of current activities in the areas of the 5 components of Needs/Resources Assessment
 - a. progress to date
 - b. current schedule for completion
 - c. resources used
 - d. problems encountered/solved
5. Review of various instruments available and being used for collection of data for village profile and services evaluation.
Outcome - consensus on usage.
6. Discuss users/uses of information
 - a. D + TC and model social units.
 - b. upgraded social units
 - c. community development in general
 - d. all Ministry information needs through use of MIS
7. Discuss the analysis of data to serve users
 - a. expectations by Assuit and Tanta D+TC staffs of the kinds of analysis they will do.
 - b. other possible kinds of analysis to serve local level
 - c. analysis of data for use at other levels

Outcome - closure on immediate analysis needs
8. Discuss the processing of information for use in analysis
 - a. data collection
 - b. coding

- c. tabulation
- d. local efforts
- e. central efforts

9. Develop combined plan for completion of Community Needs/Resources Assessment

- a. expectations
- b. schedules
- c. individual responsibilities
- d. coordinated efforts.

Meetin Participants

Meeting for Community Needs/Resources Assessment
October 2 & 3 , 1979

Participants:

Cairo: Mr. Omar Hosni Maher
Mr. Tawfik Ismail
Dr. John Turner
Mr. James Coyle
Ms. Arlene Marin

Assuit: Mr. Faiz Haridy
Dr. Profirio Miranda

Tanta: Mr. Saad Abdel Khalik
Mr. Atiya El Shefy
Mr. Mohammed Abdel Latif Salim
Mr. Ahmed Shafik El Soukary
Mr. Roger Hardister

Summary_of_Meeting

Mr. Omar Hosni opened the meeting expressing appreciation and encouragement to the staff. He introduced Mr. Tawfik Ismail the deputy director of statistics and information for the Ministry who has been assigned full-time to the project to support the MIS effort. In addition, Mr. Hosni promised the staff to make personal efforts to see that problems regarding payment of personnel responsible for the successful completion of the community leadership questionnaire be resolved quickly.

After a review of the agenda for the meeting there was a short discussion of the components of the community needs/resources assessment. From the origin list of 5 components we discussed that the social unit area profile and population profile had come to be thought of as one combined part of the overall needs assessment. Thus, since at this time no specific problem investigations were underway or scheduled, there are currently three major activities contributing to the needs/resources assessment process.

The meeting proceeded to a more detailed discussion of the major activities for needs assessment at each demonstration and training center. Tanta staff spoke first about the services assessment. They had completed development of a set of instruments to be used for service assessment. This process had included design, field test and modification of an instrument which was now ready to be used for about 40 services in the 2 social unit areas. These instruments included a standard data collection form to be used for all services and an assessment form and guideline to be used to code assessments. The activities in Assuit had yielded slightly different results. Identification of all services available in the communities had led to investigation of documented service objectives. After specifying approximately 5 objectives for each service, an appropriate service assessment instrument was developed for each service. Discussions had begun in Alexandria between D+TC staff about the possibility of using a standardized service assessment as had been developed in Tanta. These discussions continued during

this meeting and it was finally agreed that subject to review and modification, the Tanta instruments together with the service objectives obtained in Assuit would be used as the current project instrument for service assessment. It was also agreed that guidelines for use of the instruments would have to be developed.

The second activity discussed was the social unit area/population profile. Tanta staff discussed receiving the social unit handbook sent through the Moderia from Mr. Mahi, the director of planning in Ministry. They had reviewed the document and found it unmanagable given current resources. Their review had identified portions of the handbook which were feasible now and others which required information not readily available. Using an instrument which the Tanta staff had developed, information is currently being collected and answers recovered in the handbook were possible. A meeting is scheduled by Tanta staff for October 15, for a review of this process and drafting of recommendations and comments to be submitted to Mr. Mahi. Assuit staff is also active in the collection secondary data for use in social unit/population profile analysis. They have prepared a description of the Assuit city area and are continuing to pursue sources of secondary data. It was agreed that each D+TC should continue in the directions they are going and that a outline of the data being collection be shared with Cairo staff. Using the lists submitted by each D+TC, a standard list of the minimum data to be collected will be sent to each D+TC.

The third activity discussed was that of the leadership questionnaire. Both D+TC staffs reported completion of all scheduled interviews for the leadership survey, including training of all interviewers. The Assuit staff had proceeded with coding of the questionnaires. In reviewing the answers obtained and the available coding of several of the questions, the Assuit staff had developed some recommendations for modifying the planned coding. It was agreed to review these recommendations and develop a modified coding scheme for use in both Tanta and Assuit.

After a break for lunch, and continuing the second day, the meeting divided into two groups. One group discussed in detail the coding of the leaders questionnaire and the second group proceeded with items 6 and 7 on the agenda. The outcome of the first group included modified lists for coding the answers to several of the questions, as well as, some special instructions for coding other answers. These are included in the attached materials. The second group developed a list of general areas of interest as well as specific questions which can be answered by use of the information collected by the combined needs/resources assessment. These lists are also included in the attached materials.

The final item on the agenda concerned schedules for the completion of the immediate tasks at hand. It was agreed that the coding in Tanta and the correction of coding in Assuit would be local responsibilities to be completed by October 15. In addition, several commitments to joint development of instruments for services assessment and village/social unit profile were agreed to. These are reflected in the schedule which is attached. Finally, the Cairo staff agreed to try to facilitate the communications between Assuit and Cairo to enable the exchange of needed materials and support.

The meeting ended after a fruitful two days of hard work with an appreciation of the contributions each participant had made both here and at their respective centers.

Special Instructions for Coding and Use of Changes for Coding

Page 1 - Biographical Data

- Question 1 - Leader Code Number: assign your own serial number to the leaders.
- Question 2 - Village Code Number: use code number available through social security program.
- Question 3 - Social Unit Number: create a 5 digit code number XYYYY - where XX - number of the Governate
YYY - number of the social unit
as use by the Ministry of Social Affairs
- Question 4 - Occupation: answer number 3 should read "private professional" (example: private doctor, lawyer, engineer, etc.) instead if "vocational"; answer number 8 should include "vocational" as well as "laborer"

Page 2 - Continuation of Biographical Data

- Question 15 - Organizations of Leadership Activities:
the coding has been expanded to 15A and 15B;
15A is the same as 15 is currently but expanded to include 4 possible answers instead of just 1 (add 3 additional lines for answers); answer number 4 should read "cooperatives" (example: agricultural cooperative, consumer cooperative) instead of "all of the above"; 15B is a new piece of information to be code, it is the number of organizations in which the leader participates (add a new line and label it 15B for this answer).
- Question 21 - Usefulness of Training: answer number 3 may be used for "half and half"

Page 3 - Problem/Need Identification

Problem/Need Categories: the coding of the problems/needs identified has been changed to more closely reflect the kinds of issues encountered in the tests. Be sure to use the modified list when coding questions 1,2 and 3. (an Arabic list is attached).

Page 5,7, and 9 - Problem Need Exploration

Questions 4,11 and 18 - Cause of Problem: the coding of factors contributing to coding has been changed to more closely reflect the binds of issues encountered in the tests. Be sure to use the modified list when coding these answers. There is room for 3 possible answers. Choose up to 3 answers that best reflect the answers given.

Page 15

Questions 41 through 44: each of these questions have 3 parts and require three answers to be coded; the problem or need should be coded using the categories from problem/need identification on page 3 (use modified list attached); the service should be coded using the number from 1 to 40 relating the service as given on pages 11 through 14; usefulness should be coded with number 1 meaning "not at all useful", number 2 meaning "a little usefull", and number 3 meaning "a lot useful".

ISS-MIS Project

Conference Materials
Needs/Resources Assessment

IN RESPONSE TO THE LARGER QUESTION:

What are the information needs. It is hoped that the needs/resources assessment will help to answer?

The following list of question areas has been developed primarily from the perspective of work in the social unit, but it will be apparent that other units i.e. Markez and the Moderia as well as the Ministry will be interested in some variation of these questions. The phrase "Question Areas" is used deliberately here to note each (area) has a number of sub or related questions associated with it.

<u>Question Areas</u>	<u>N/R Sources</u>	<u>Specific Question</u>
1. Help with defining specific objectives		
2. Insight into what activities should be programmed		
3. Clues as to the organization and structure of social development and welfare agencies and programs		
4. Manpower utilization, distribution development needs		
5. Customs, traditions, environmental and socio-economic actors affecting the needs for, utilization of design and delivery of services		

<u>Question Areas</u>	<u>N/R Sources</u>	<u>Specific Question</u>
6. Identification and description of :- a. Personal problems b. Community problems c. Target populations related to a & b.		
7. Identification and description of factors contributing to problems and unmet needs		
8. Identification and description of perceived resolutions of problems and unmet needs.		
9. Identification and description of resources: a. Available in local community b. Needed from outside of community		
10. Identification and description of ways people can use their own indigenous ways to better meet unmet needs and problems.		
11. Determination of levels of awareness and knowledge by the people of: a. Problems and needs b. resources c. MSA services d. Other services e. Role of MSA workers		
12. Identification, description and assessment a. responsibility and objectives b. Program c. resources (facilities and staff) d. Populations served e. Management and Organization f. Costs g. Accessibility		
13. Need for service coordination and integrating a. Role of Social Units b. Role of Marquez c. Role of Maderia		

<u>Question Areas</u>	<u>N/R Sources</u>	<u>Specific Question</u>
14. Identification and description of influence structure in local community.		
15. Provision of base line data about services. The social unit people and their behaidrs, unmet needs and problems		
16. To inform the assessment of training needs		
17. To indicate potential problems needs, causes in the future.		

Specific Questions in Response to General Question Areas

4. Manpower Utilization, Distribution, Development Needs
 - No of persons assigned to social unit (and authorized)
 - Qualifications and clarification of social unit staff
 - Development needs of staff
 - Distribution of staff by program
 - Indication for additional staff needed (required staffing patterns for new programs)
 - Supervision of staff, pattern and impact
 - Relevancy and feasibility of current requirements for service delivery personnel

5. Customs, Traditions, Environmental and Socio-economic Factors affecting the Need for Utilization of Design and Delivery of Services
 - the impact that distance and geographical factors have on service utilization
 - what significant inter-group relations exists and how do they impact on service design and delivery
 - the role of women, especially factors affecting ability to relate to services or to deliver services
 - current controversial issues with potential program impact
 - what mechanisms or techniques would assist in giving women greater, more effective participation
 - what barriers and opportunities exist to service delivery in the socialization norms of the community
 - customs, traditions, opportunities related to community participation
 - the role of religious institutions in service delivery and community life
 - social class factors influencing service delivery and receipt of services
 - political and religious traditions affecting services and problems

- 6 and 7. Identification and Description of Personnel and Community problems, Target Populations relating to these, Factors contributing to Problems and Unmet Needs
 - what problems/needs exist among high risk/high priority population groups
 - are there particular geographical areas where problem cluster
 - are there particular problems which cluster together thus suggesting potential causal relationships
 - impact of problems on individuals and community
 - identification of % multi-problems families/individuals
 - identification and description of factors contributing to problems and unmet needs

8. Identification and description of perceived Resolutions of Problems and Unmet Needs
 - what do community leaders/clients suggest as potential solutions to problems
 - what solutions are prepared by major forces
 - are leaders together or divided along religious or other lines with regard to proposed solutions

9. Identification and description of Resources
 - what resources are available in and outside of social unit area
 - from where are resources available
 - what benefits and costs are associated with utilization of various resources
 - what is distribution of resources relative to priority problems
 - how are resources developed or might be developed
 - how are resources distributed geographically and by population (target) group
 - can resources be shifted across lines

10. Identification and description of ways people can use their own indigenous ways to better meet unmet needs and problems
 - what are specific examples of ways people have attempted to meet their own needs
 - how do these specific ways relate to problem priorities
 - what relationships between indigenous efforts and government efforts
 - how efficient and effective are these self-help efforts
 - how might these efforts have been facilitated or assisted by the social unit

11. Determine levels of awareness and knowledge by the people...
 - how aware is the community of problems and needs, resources, MSA services, other services, role of MSA workers
 - how is outreach accomplished? with what effort
 - what is the opinion of community leaders and professionals regarding problems and needs, resources, MSA services, other services, role of MSA workers

12. Service Identification, Description and Assessment
 - What evidence is there of need for service
 - What results are expected
 - Who benefits from the service
 - What resources are used
 - How is the service organized
 - What evidence do we have of results (see Tanta service assessment variables for details)

13. Need for service coordination and integration
 - What are the responsibilities for each of the levels for coordination and service integration
 - Who is specifically responsible
 - What coordination do you find between public and private programs
 - Who has responsibility
 - What techniques are used

14. Identification and description of influence structure in local community
 - What are the primary characteristics of the leadership interviewed
 - Who thinks these people are leaders and why
 - What are their principle leadership functions or activities

- What categories of leaders can be identified
 - What is role and authority of local council in operation of social unit and social programs
 - Who are community leaders necessary to achieve certain goals and objectives
16. To assist the assessment of training needs
- How can the data and process be used in improving community need assessment and in coding into an organiz process, and in teaching research
 - What new knowledge and skills are needed by staff/citizens to solve community problems and needs
17. To indicate potential problems, needs, crises in the future
- Who are future high-risk populations and potential clients.
 - What are indicators of future problems, etc.

Schedule of Commitments

- October 3 - TANTA D+TC staff provide village/social unit profile outline
- TANTA D+TC staff provide service assessment instruments (3) for review by ASSUIT D+TC staff
- October 14*- ASSUIT D+TC staff complete changes in coding of (arrive in leaders questionnaire and send questionnaires to Cairo) Cairo) for processing.
- ASSUIT D+TC staff provide village/social unit profile outline.
 - ASSUIT D+TC staff provide list of services and objectives for service assessment.
 - ASSUIT D+TC staff provide comments in service assessment instruments developed in TANTA.
- October 15 - TANTA D+TC staff complete coding of leaders questionnaire and send questionnaires to Cairo for processing.
- October 20 - CAIRO staff provide composite outline for village/ (arrive at social unit profile. D+TC)
- CAIRO staff provide revised instruments for service assessment including guidelines.

* date changed after original agreement

COMMUNITY OPINION LEADER

BIOGRAPHICAL DATA

1. _____ Leader Code Number
2. _____ Village Code Number
3. _____ Social Unit Code Number
4. _____ Years in Social Area
5. _____
 1. In Social Unit Area
 2. In Governorate
 3. Other Governorate
 4. Other
6. _____
 1. Under 30
 2. 30 -40
 3. 45 - 60
 4. Over 60
7. _____
 1. Male 2. Female
8. _____
 1. Farming
 2. Governmental service
 3. Private professional
 4. Merchant
 5. Housewife
 6. Non-professional personal service
 7. Non-governmental clerical work
 8. Laborer
 9. Other
9. _____
 1. Single 3. Divorced
 2. Married 4. Widowed
10. _____ Number of persons in family
11. _____ Number of other persons
12. _____ Number of children
13. _____
 1. None 5. Vocational
 2. Primary 6. Higher
 3. Preparatory Institute
 4. Secondary 7. University
14. _____
 1. Illiterate
 2. Read Only
 3. Read and Write

1. Name _____
Address _____
2. Village _____
3. Name of Social Unit _____
4. Number of years in Social Unit Area _____
5. Place of Birth _____
6. Age _____
7. Sex _____
8. Major Occupational Activity _____
Place of Work _____
Position _____
Number of Years in Present Position _____
9. Marital Status _____
10. Number of Persons in Your Family Living in Your House _____
11. Number of Other Persons Living in Your House _____
12. Number of Children Living in Your House _____
13. Highest grade in School completed _____
14. Ability to read and write _____

OTHER COMMENTS

Original Date / /

2nd Revision Date / /

1st Revision Date / /

3rd Revision Date / /

- 15. _____ 1. Governmental
2. Religious
3. Social Societies
4. Cooperatives
5. Other
- 15. _____ 1. Work
2. Council Memberships
3. Both of above
- 17* _____ 1. Time and effort
2. Financial Assistance
3. Materials
4. Skills and experience
5. All of the above
- 18. _____ 1. Yes
2. No
- 19. _____ 1. MSA
_____ 2. Ministry of Local Government
_____ 3. Ministry of Agriculture
_____ 4. All of the above
_____ 5. Other
- 20* _____ 1. Classroom (lecture)
_____ 2. Practical/Fieldwork
_____ 3. Audio-Visuals
_____ 4. All of the above
_____ 5. Other
- 21. _____ 1. Yes
2. No
- 22. _____ 1. Formal
2. Informal
- 23. _____ 1. Less than LE 20
2. LE 20 - 40
3. LE 40 - 60
4. LE 60 +

15. Leadership Activities

16. Positions Held

17. Contributions

Organization	Position	Type of Contribution

Leadership Training

- 18. Have you participated in any formal leadership training?
- 19. Who sponsored the training?

Organization who sponsored Type of Training Year

- 20. What method of training was used?
- 21. Was the training useful?

TO BE ANSWERED BY THE INTERVIEWER

- 22. Leadership Status Formal Informal
- 23. Estimated income (monthly) _____

* More than one response may be coded.

COMMUNITY OPINION LEADERS' PROBLEM/NEED IDENTIFICATION

- _____ 1.
- _____ 2.
- _____ 3.

Problem/Need Categories

- 1. Money
- 2. Housing
- 3. Food
- 4. Clothing
- 5. Over population
- 6. Insufficient employees for public services
- 7. Unmet health needs/personnel hygiene
- 8. Lack of adequate health service
- 9. Lack of Social Care
- 10. Illiteracy
- 11. Inadequate educational services
(Quality & Quantity)
- 12. Recreation/sport
- 13. Irrigation
- 14. Other agricultural problems
- 15. Family feud - Fight between families
- 16. Tranpost (roads, unplanned roads, buses, etc.)
- 17. Communications (Telephone, telegraph, mail)
- 18. Water (drinking) - Personal
- 19. Waste water disposal/sanitation
- 20. Electricity
- 21. Rubbish/Litter
- 22. Inadequate religious services
- 23. Drugs/Alcohol
- 24. Non planning for roads
- 25. Abuse by Gov't employees
- 26. Other

Problem Identification

1-3 I want to know your opinion about the problems of people in your district/village. Could you please identify 3 problems or needs which you/or your community face according to priority? (Top Priority 1, Second Priority 2, Third Priority 3).

1. First Priority _____

2. Second Priority _____

3. Third Priority _____

Questionnaire Number _____

COMMUNITY OPINION LEADERS' PROBLEM/NEED EXPLORATION

Problem 1 (Restate Problem Description) _____

4. _____

1. Lack of Resources
 2. Lack of Citizens interest
 3. People do not understand
 4. Supervisors do not care
 5. Lack of Gov't employees interest
 6. Over population
 7. Increase in prices and insufficient commodities
 8. Inadequate Public utilities
 9. Other reasons

5. _____

1. Governmental efforts
 2. Efforts of private societies
 3. Efforts of local citizens
 4. Personal efforts
 5. All of above
 6. Other
 7. No efforts

6. _____
1. No efforts made
 2. Problem/Need temporarily solved
 3. Problem/Need partially solved
 4. Attempt unsuccessful

4. Why would most people say this problem exists?

5. What has been tried in your village/district to attempt to resolve this problem?

6. What has been the results of these efforts?

Questionnaire Number _____

7. _____

1. Financial
 2. Material
 3. Human
 4. All of the above
 5. Other

8. _____

1. Governmental Agencies
 2. Private Societies
 3. Local citizens
 4. All of the above
 5. Other

9. _____
1. Yes
 2. No

10. _____

1. Financial
 2. Time/Effort
 3. Advertizing
 4. Materials
 5. All of the above

7. What resources are available to your community to help solve this problem/meet this need?

1. Financial

- 1.
- 2.
- 3.

2. Material

- 1.
- 2.
- 3.

3. Human (Time/Effort)

- 1.
- 2.
- 3.

4. All of the above

- 1.
- 2.
- 3.

8. What persons, groups, or organizations can help to resolve this problem?

9. Would you participate in an effort to solve this problem if an attempt were organized?

10. How would you be willing to participate?

COMMUNITY OPINION LEADERS' PROBLEM/NEED EXPLORATION

Problem 2 (Restate Problem Description) _____

11. _____

1. Lack of Resources
 2. Lack of Citizens interest
 3. People do not understand
 4. Supervisors do not care
 5. Lack of Gov't employees interest
 6. Over population
 7. Increase in prices and insufficient commodities
 8. Inadequate Public utilities
 9. Other reasons

12. _____

1. Governmental efforts
 2. Efforts of private societies
 3. Efforts of local citizens
 4. Personal efforts
 5. All of above
 6. Other
 7. No efforts

13. _____
1. No efforts made
 2. Problem/Need temporarily solved
 3. Problem/Need partially solved
 4. Attempt unsuccessful

11. Why would most people say this problem exists?

12. What has been tried in your village/district to attempt to resolve this problem?

13. What has been the results of these efforts?

Questionnaire Number _____

14. _____

1. Financial
 2. Material
 3. Human
 4. All of the above
 5. Other

15. _____

1. Governmental Agencies
 2. Private Societies
 3. Local citizens
 4. All of the above
 5. Other

16. _____
1. Yes
 2. No

- _____
1. Financial
 2. Time/Effort
 3. Advertizing
 4. Materials
 5. All of the above

14. What resources are available to your community to help solve this problem/meet this need?

1. Financial

- 1.
- 2.
- 3.

2. Material

- 1.
- 2.
- 3.

3. Human (Time/Effort)

- 1.
- 2.
- 3.

4. All of the above

- 1.
- 2.
- 3.

15. What persons, groups, or organizations can help to resolve this problem?

16. Would you participate in an effort to solve this problem if an attempt were organized?

17. How would you be willing to participate?

COMMUNITY OPINION LEADERS' PROBLEM/NEED EXPLORATION

Problem 3 (Restate Problem Description) _____

169

18. _____

1. Lack of Resources
 2. Lack of Citizens interest
 3. People do not understand
 4. Supervisors do not care
 5. Lack of Gov't employees interest
 6. Over population
 7. Increase in prices and insufficient commodities
 8. Inadequate Public utilities
 9. Other reasons

19. _____

1. Governmental efforts
 2. Efforts of private societies
 3. Efforts of local citizens
 4. Personal efforts
 5. All of above
 6. Other
 7. No efforts

20. _____
1. No efforts made
 2. Problem/Need temporarily solved
 3. Problem/Need partially solved
 4. Attempt unsuccessful

18. Why would most people say this problem exists?

19. What has been tried in your village/district to attempt to resolve this problem?

20. What has been the results of these efforts?

Questionnaire Number _____

COMMUNITY OPINION LEADERS' SERVICE / RESOURCE SURVEY

INTRODUCTION

WE WOULD LIKE TO HAVE YOUR OPINION CONCERNING A NUMBER OF SERVICES WHICH MAY BE OFFERED IN YOUR COMMUNITY. COULD YOU ANSWER THE FOLLOWING THREE QUESTIONS ABOUT THE SERVICES WHICH I NAME ?

3. WHAT PROBLEMS/BARRIERS REDUCE THE EFFECTIVENESS OF THIS SERVICE ?
2. IS THIS SERVICE HELPING TO SOLVE THE PROBLEMS AT WHICH IT AIMS
1. WHERE IS THIS SERVICE AVAILABLE ?

170

SERVICES
MINISTRY OF SOCIAL AFFAIRS
1. SOCIAL SECURITY
2. FAMILY PLANNING
3. NURSERY
4. CHILDREN'S CLUBS
5. PRODUCTIVE FAMILIES
6. PRE-VOCATIONAL TRAINING (Sewing, carpentry, etc.)
7. OTHER (Specify)
8. OTHER (Specify)

	A	B	C	D
NOT AVAIL				
VILLAGE				
SOCIAL U.				
OUTSIDE				

	A	B	C
YES			
NO			
DON'T KNOW			

	A	B	C	D	E	F	G	H
NO PROBLEM OR BARRIER EXISTS								
PHYSICAL DISTANCE								
STAFF SHORTAGE								
STAFF								
NEGLECTANCE								
UNUSABLE								
TIME SCHEDULE								
INSUFFICIENT								
FUND & EQUIPT								
LEGAL RESTRICT.								
& PROCEDURES								
DON'T KNOW								

QUESTIONNAIRE NUMBER

21. _____ 1. Financial
_____ 2. Material
_____ 3. Human
_____ 4. All of the above
5. Other

- 175 22. _____ 1. Governmental Agencies
_____ 2. Private Societies
3. Local citizens
4. All of the above
5. Other

23. _____ 1. Yes
2. No

- _____ 1. Financial
_____ 2. Time/Effort
_____ 3. Advertizing
4. Materials
5. All of the above

21. What resources are available to your community to help solve this problem/meet this need?

1. Financial

1.
2.
3.

2. Material

1.
2.
3.

3. Human (Time/Effort)

1.
2.
3.

4. All of the above

1.
2.
3.

22. What persons, groups, or organizations can help to resolve this problem?

23. Would you participate in an effort to solve this problem if an attempt were organized?

24. How would you be willing to participate?

- 41. _____ Problem Code
 _____ Service Code
 _____ Usefulness
- 42. _____ Problem Code
 _____ Service Code
 _____ Usefulness
- 43. _____ Problem Code
 _____ Service Code
 _____ Usefulness
- 44. _____ Problem Code
 _____ Service Code
 _____ Usefulness

- 45. _____ 1. More money
 _____ 2. More equipment
 _____ 3. More staff
 _____ 4. Better staff
 _____ 5. Better hours
 _____ 6. Other
- 46. _____ 1. More money
 _____ 2. More equipment
 _____ 3. More staff
 _____ 4. Better staff
 _____ 5. Better hours
 _____ 6. Other

The following coding applies to answers to questions 47-54

- 47. _____ 1. Doesn't know
- 48. _____ 2. A service agency
- 49. _____ 3. A service individual by title or job
- 50. _____ 4. A service individual by name
- 51. _____ 5. Other community leader
- 52. _____ 6. Other
- 53. _____
- 54. _____

41-44 What services have you or your family used to try to solve a problem or meet a need? How helpful were they?

	Problem or Need	Service	Not at A		
			All	Little	Alot
41.					
42.					
43.					
44.					

(1) (2) (3)

45-46 What ideas do you have to help people get better services. Please give these with reference to two specific services.

- 45. Service 1. _____ 46 Service 2. _____
- 1. _____ 1. _____
- 2. _____ 2. _____
- 3. _____ 3. _____

47-54 Who would be the first place you would send the following people to for services?

- 47. A poor woman with no means of support? _____
- 48. A man who lost his arm in an accident? _____
- 49. A boy who is stealing from local stores? _____
- 50. A man who needs work? _____
- 51. A group of families who need good drinking water? _____
- 52. A family who needs a place to live? _____
- 53. A pregnant woman? _____
- 54. A village that needs transportation to other villages or nearby city? _____

Questionnaire Number _____

DATA SHEET : COMMUNITY OPINION LEADERS SURVEY

	1-Tanta 2-Assuit	(1) Leader	(2) Village	(3) Social Unit	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)	(12)	(13)	(14)														
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30

PAGE 1

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	(15A)	(15B)	(16)	(17)	(18)	(19)	(20)	(21)	(22)	(23)								
31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49

PAGE 2

BLANK WHEN NO ANSWER; ZERO IS A VALUE

Number of
Questionnaire (1) (2) (3)

PAGE 3

1	2	3	4	5	6	7	8	9	10	11	12
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PAGE 5-6

(4)	(5)	(6)	(7)	(8)	(9)	(10)
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13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28

PAGE 7-8

(11)	(12)	(13)	(14)	(15)	(16)	(17)
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29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44

PAGE 9-10

(18)	(19)	(20)	(21)	(22)	(23)	(24)
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45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60

BLANK WHEN NO ANSWER; ZERO IS A VALUE

Number of
Questionnaire

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PAGE 11

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(1)

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(3)

23	24	25	26	27	28	29	30		

(5)

39	40	41	42	43	44	45	46		

(7)

55	56	57	58	59	60	61	62		

(2)

15	16	17	18	19	20	21	22		

(4)

31	32	33	34	35	36	37	38		

(6)

47	48	49	50	51	52	53	54		

(8)

63	64	65	66	67	68	69	70		

Blank when no answer; Zero is a value

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PAGE 12

180

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23 24 25 26 27 28 29 30

(13)

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39 40 41 42 43 44 45 46

(15)

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55 56 57 58 59 60 61 62

(10)

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15 16 17 18 19 20 21 22

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31 32 33 34 35 36 37 38

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47 48 49 50 51 52 53 54

(16)

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63 64 65 66 67 68 69 70

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questionnaire

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PAGE 12

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PAGE 12/PAGE 13

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23 24 25 26 27 28 29 30

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31 32 33 34 35 36 37 38

181

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47 48 49 50 51 52 53 54

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63 64 65 66 67 68 69 70

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questionnaire

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PAGE 13

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47 48 49 50 51 52 53 54

PAGE 14

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63 64 65 66 67 68 69 70

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PAGE 14

183

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39 40 41 42 43 44 45 46

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55 56 57 58 59 60 61 62

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15 16 17 18 19 20 21 22

(36)

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31 32 33 34 35 36 37 38

(38)

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47 48 49 50 51 52 53 54

(40)

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63 64 65 66 67 68 69 70

Blank when no answer - Zero is a value

Number of
Questionnaire

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(41)

1	2	3	4	5

(42)

6	7	8	9	10

(43)

11	12	13	14	15

(44)

16	17	18	19	20

(45)	(46)				
21	22	23	24	25	26

(48)	(50)	(52)	(54)				
(47)	(49)	(51)	(53)				
27	28	29	30	31	32	33	34

Process for Preparing Survey Information
for Data Analysis and Use

	Time Required	Completion Date
<u>COLLECT DATA</u>		
1. Complete interviews (200 each center).		
2. Collect completed forms.		Sept. 20
<u>PREPARE & TRAIN FOR CODING</u>		
3. Develop coding manual.	2 days	
4. Prepare in Arabic, type and reproduce.	3½ days	
5. Select individuals to do coding (8 from each center).		Sept. 17
6. Train coders (locally)	1 day*	Sept. 24
<u>CODE FORMS (LOCALLY)</u>		
7. Code answers into coding section of form.	20 man days*	
8. Verify coding by repeating process.	20 man days*	Sept. 30
<u>PREPARE & TRAIN FOR DATA TRANSFER</u>		
9. Develop data sheet for aggregating data.	½ day	
10. Develop instructions.	½ day	
11. Prepare in Arabic, type and reproduce.	1 day	
12. Select individuals to do data transfer (10 total)		Sept. 25
13. Train data transferers	1 day	OCT. 2
<u>TRANSFER DATA FOR AGGREGATION (CENTRALLY)</u>		
14. Collect completed forms.		
15. Transfer codes from questionnaire to data sheet.	15 days	
16. Verify transfer by repeating process.	15 days	OCT. 7

	Time Required	Completion Date
<u>KEY PUNCH DATA (Contracted Services)</u>		
17. Collect completed data sheets.		
18. Locate services and obtain commitment.		
19. Transfer data to machine readable format (80 column cards) punch and verify 3000 cards	3 days	OCT. 10
<u>DEVELOP DATA PROCESSING PROCEDURES</u> (Contracted Services for part)		
20. Design of tables, reports and analysis for data.	1 week	Sept. 7
21. Locate service bureau and obtain commitment.		Sept. 13
22. Develop and test computer programs for data validation and reporting.	3½-4½ wks	OCT. 10

alt. 22. Develop procedures for manual processing of data.		
<u>VALIDATE DATA</u>		
23. Validate data for expected values producing error report.		
24. Distribute error report for correction.		OCT. 15
<u>PROCESS INFORMATION</u>		
25. Excute computer programs on data collected (ignoring invalid data).		
26. Create reports.		
27. Spot check for validity		OCT. 15
<u>DISTRIBUTE FINDINGS</u>		
28. Disseminate information and reports.		
<u>ERROR CORRECTION</u>		
29. Correct errors identified in error report using data sheet and/or survey form.		
30. Pull data cards and mark for correction.		
31. Key punch and verify corrections.		

REPROCESS CORRECTED INFORMATION

Time Required	Completion Date
------------------	--------------------

32. Validate data producing error report.
33. Excute programs on data.
34. Spot check reports for validity.
35. Distribute.

P&HS
8-28-1979

LEADERS SURVEY REPORTS - NEEDS ASSESSMENT

REPORT TABLE OF CONTENTS

- A. Leader's Profile
- B. Correlation of Leadership Characteristics
 - 1. Categories of Membership in Private Associations
 - 2. Economic Status
 - 3. Participation in Formal Training
 - 4. Extent of Membership in Private Associations
 - 5. Leadership Status (Formal/Informal)
- C. Problem Identification and Exploration
 - 1. Problem Selection by Priority
 - 2. Problem Causes
 - 3. Resolution Efforts
 - 4. Success of Efforts
 - 5. Resources Available to Solve Problems
 - 6. Potential Sources of Resolution Efforts
 - 7. Willingness to Participate in Future Resolution Efforts
 - 8. Areas of Participation in Future Resolution Efforts
- D. Services Assessment
 - 1. Ministry of Social Affairs
 - 2. Ministry of Health
 - 3. Ministry of Agriculture
 - 4. Ministry of Education
 - 5. Miscellaneous
- E. Correlation of Problem Identification and Exploration and Leadership Characteristics
 - One complete report for each of the 26 problems

وزارة الفون الاجتماعي
 بحث اراء القادة المحليين - المجلس 1979
 مشروع مراكز التدريب والتدريب للخدمة الاجتماعي المحكامه
 محافظات الغربية واسيوط
 رأي قائد مجتمع على التاريخ 02 01 80

توزيع الامداد في المعلومات الشخصية
 عدد وحدات الالامه في دائره عمل الوحدة

1	2	3	4	5	المجموع
040	044	023	017	276	400
100	110	070	020	76	

عدد الوحدات الميلا

1	2	3	4	المجموع
288	082	022	001	400
70	80	02	02	

عدد المهن

1	2	3	4	المجموع
009	068	027	020	299
187	023	023	007	

الجنس

1	2	المجموع
272	027	400
922	07	

مناطق التوزيع

1	2	3	4	5	6	7	8	9	المجموع
068	201	012	019	000	012	001	010	024	299
170	629	022	027	022	02	02	02	07	

التحدياد

- 1- الال من 0 وحدات
- 2- مهن 0-9
- 3- مهن 10-14
- 4- مهن 15-19
- 5- مهن 20 فأكثر

التحدياد

- 1- في دائره عمل الوحدة
- 2- في المحافظه كلها
- 3- في محافظه اخرى
- 4- خلال ذلك

التحدياد

- 1- عدد 0-3
- 2- من 4-10
- 3- من 11-20
- 4- اكثر من 20

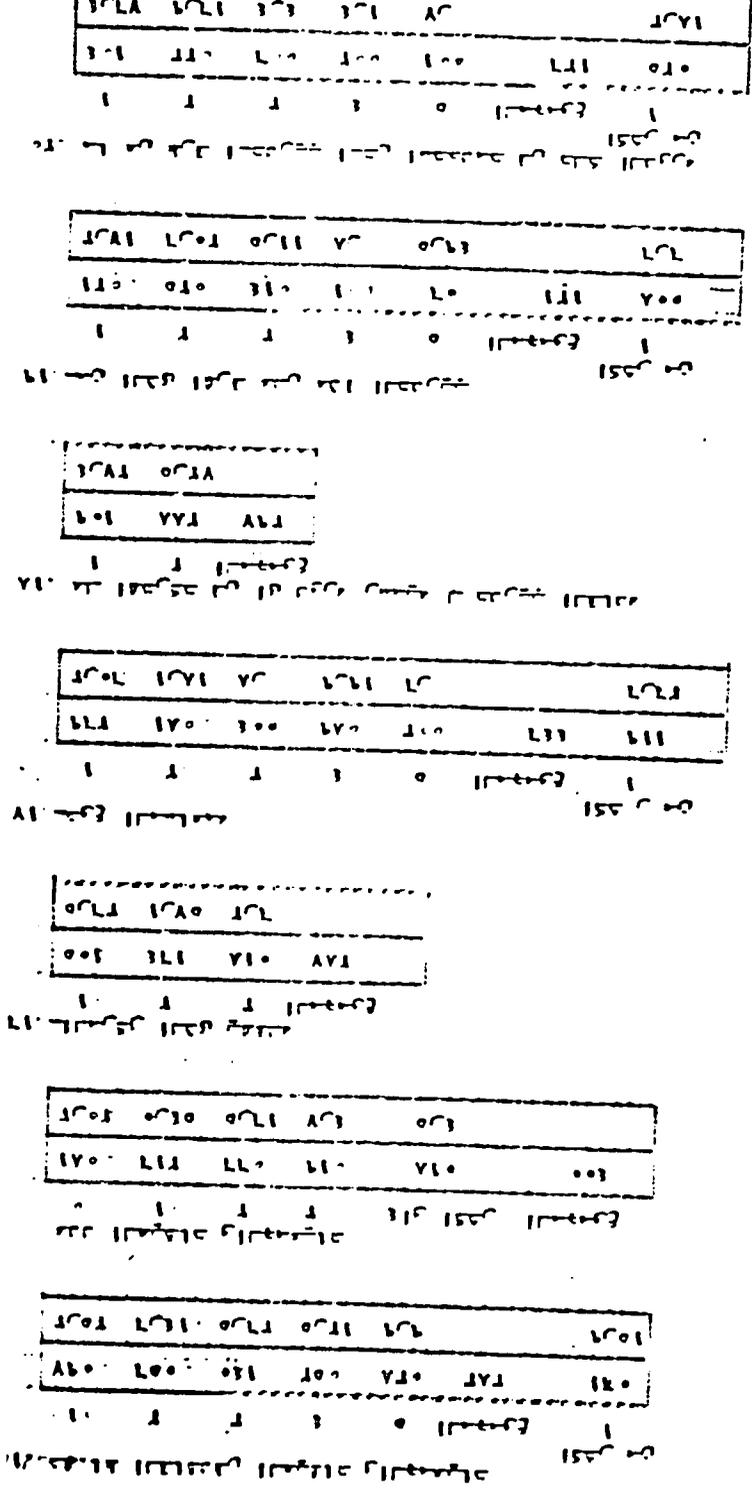
التحدياد

- 1- ذكر
- 2- انثى

التحدياد

- 1- الزراعة
- 2- خدمات حكوميه
- 3- مخفر حر
- 4- تاجر
- 5- ربه منزل
- 6- خدمات شخصيه غير حكوميه
- 7- موظفه كتابيه غير حكوميه
- 8- عامل حر

Figure Leaders' profile 189



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Figure Leaders' Profile (cont)

1971 1972 1973 1974
 1975 1976 1977 1978
 1979 1980 1981 1982
 1983 1984 1985 1986
 1987 1988 1989 1990
 1991 1992 1993 1994
 1995 1996 1997 1998
 1999 2000 2001 2002
 2003 2004 2005 2006
 2007 2008 2009 2010
 2011 2012 2013 2014
 2015 2016 2017 2018
 2019 2020 2021 2022
 2023 2024 2025 2026
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 2031 2032 2033 2034
 2035 2036 2037 2038
 2039 2040 2041 2042
 2043 2044 2045 2046
 2047 2048 2049 2050

1971 1972 1973 1974
 1975 1976 1977 1978
 1979 1980 1981 1982
 1983 1984 1985 1986
 1987 1988 1989 1990
 1991 1992 1993 1994
 1995 1996 1997 1998
 1999 2000 2001 2002
 2003 2004 2005 2006
 2007 2008 2009 2010
 2011 2012 2013 2014
 2015 2016 2017 2018
 2019 2020 2021 2022
 2023 2024 2025 2026
 2027 2028 2029 2030
 2031 2032 2033 2034
 2035 2036 2037 2038
 2039 2040 2041 2042
 2043 2044 2045 2046
 2047 2048 2049 2050

1971 1972 1973 1974
 1975 1976 1977 1978
 1979 1980 1981 1982
 1983 1984 1985 1986
 1987 1988 1989 1990
 1991 1992 1993 1994
 1995 1996 1997 1998
 1999 2000 2001 2002
 2003 2004 2005 2006
 2007 2008 2009 2010
 2011 2012 2013 2014
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 2023 2024 2025 2026
 2027 2028 2029 2030
 2031 2032 2033 2034
 2035 2036 2037 2038
 2039 2040 2041 2042
 2043 2044 2045 2046
 2047 2048 2049 2050

Figure Leaders' Profile 192

Category	1981-82										1982-83									
	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10
1. Total	110	110	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100	100
2. Government	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10	10
3. Private	100	100	90	90	90	90	90	90	90	90	90	90	90	90	90	90	90	90	90	90
4.
5.
6.
7.
8.
9.
10.

Figure Categories of Membership in Private Associations (cont)

1975-76
 1976-77
 1977-78

1978-79
 1979-80
 1980-81

Year	Category	Value
1975-76	1	100
	2	100
	3	100
	4	100
1976-77	1	100
	2	100
	3	100
	4	100
1977-78	1	100
	2	100
	3	100
	4	100
1978-79	1	100
	2	100
	3	100
	4	100
1979-80	1	100
	2	100
	3	100
	4	100
1980-81	1	100
	2	100
	3	100
	4	100

1975-76 1976-77 1977-78 1978-79 1979-80 1980-81

Figure Participation in Formal Training

A = ...
 B = ...
 C = ...
 D = ...
 E = ...
 F = ...

G = ...
 H = ...
 I = ...
 J = ...

K = ...
 L = ...

0.0	0.1	0.2	0.3	0.4	0.5	0.6	0.7	0.8	0.9	1.0	1.1	1.2	1.3	1.4	1.5	1.6	1.7	1.8	1.9	2.0	2.1	2.2	2.3	2.4	2.5	2.6	2.7	2.8	2.9	3.0	3.1	3.2	3.3	3.4	3.5	3.6	3.7	3.8	3.9	4.0	4.1	4.2	4.3	4.4	4.5	4.6	4.7	4.8	4.9	5.0	5.1	5.2	5.3	5.4	5.5	5.6	5.7	5.8	5.9	6.0	6.1	6.2	6.3	6.4	6.5	6.6	6.7	6.8	6.9	7.0	7.1	7.2	7.3	7.4	7.5	7.6	7.7	7.8	7.9	8.0	8.1	8.2	8.3	8.4	8.5	8.6	8.7	8.8	8.9	9.0	9.1	9.2	9.3	9.4	9.5	9.6	9.7	9.8	9.9	10.0
-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	-----	------

...

...

...

Figure Participation in Formal Training (cont)

وزارة الشؤون الاجتماعية
 بحث اراء الناده المحليين . افسس ١٩٧٩

عدد الميقات والجمعيات والمطاد التخصيه للناده

مشروع مراكز التدريب والتجريب للخدمة الاجتماعيه المتكامله
 بمحافظتى التريه واسيوط
 التاريخ ١-١-١٩٨٠

السن	مستوى تعليمي							شواد الاقامه بالدايره					شواد	الجنس	مجموع
	١	٢	٣	٤	٥	٦	٧	١	٢	٣	٤	٥			
١٩٧٩	٠٠٠	٠٠٠	٠٠٠	٠٠٠	٠٠٠	٠٠٠	٠٠٠	٠٠٠	٠٠٠	٠٠٠	٠٠٠	٠٠٠	٠٠٠	٠٠٠	٠٠٠
١٩٨٠	٠٠٠	٠٠٠	٠٠٠	٠٠٠	٠٠٠	٠٠٠	٠٠٠	٠٠٠	٠٠٠	٠٠٠	٠٠٠	٠٠٠	٠٠٠	٠٠٠	٠٠٠
١٩٨١	٠٠٠	٠٠٠	٠٠٠	٠٠٠	٠٠٠	٠٠٠	٠٠٠	٠٠٠	٠٠٠	٠٠٠	٠٠٠	٠٠٠	٠٠٠	٠٠٠	٠٠٠

عدد الميقات والجمعيات

لا يوجد

ميته واحده

ميضان

فداد ميقات

اربع ميقات لفاكثر

- ١ - لا يوجد
 - ٢ - المرحلة الابدائيه
 - ٣ - المرحلة الاعداديه
 - ٤ - المرحلة الثانويه
 - ٥ - التعليم الفني
 - ٦ - دبلومه عالي متوسط
 - ٧ - تعليم جامعي
- ١ - اثن من خمس شواد
 - ٢ - من ٥ - ١
 - ٣ - من ١٠ - ١٤
 - ٤ - من ١٥ - ١٩
 - ٥ - من ٢٠ لفاكثر
- ١ - وظيفيه ١ - اخر
 - ٢ - شعبيه ٢ - اخر

وزارة الشؤون الاجتماعيه
بمقدار اراء القاده المحليين المسطس ١٩٧٨

مفروع مراكز التدريب والتدريب للخدمة الاجتماعيه المتكامله
بمجالس القريه واسيوط

نوع التاياده والتفاد التخصيه للقاده

التاريخ ١-١-١٩٨٠

نوع التاياده	التوزيع حسب السن				النشاط الرئيس للمعه									الدخل التقرى				مجموع		
	١	٢	٣	٤	١	٢	٣	٤	٥	٦	٧	٨	٩	١	٢	٣	٤			
وظيفيه	٠١٧	٠٥٥	٠٣٢	٠٥٤	٠١٢	٠٨٩	٠٠١	٠٥٠	٠٥٠	٠٥٠	٠٠٤	٠٠٠	٠٠١	٠٠٢	٠١٤	٠٤٦	٠٢١	٠٢٨	١٠٩	
شعبيه	٠٢٨	١٠٢	٠٩٨	٠٢٩	٠٥٢	١٤٤	٠١٢	٠١٩	٠٥٥	٠٥٩	٠٠١	٠٠٩	٠٢١	٠٢٥	٠٩٢	٠٧٦	٠٦٧	٣٦٨		
	١ - حدد الثلاثين	٢ - من ٢٥ - ٤٥	٣ - من ٤٦ - ٦٠	٤ - اكثر من ٦٠	١ - الزراعه	٢ - خدمات حكوميه	٣ - معن حر	٤ - تاجر	٥ - ربه منزل	٦ - خدمات تخصيه غير حرليه	٧ - وظيفه شحابه غير حكوميه	٨ - عام حرلى حر	٩ - اخرى	١ - الك من عشرين حتىه	٢ - من ٢٠ - ٤٥	٣ - من ٤٥ - ٦٥	٤ - من ٦٥ لكثر			

Figure Leadership Status (Formal/Informal) 201

وزارة الشؤون الاجتماعية
بمدرسة اراء القادة المحليين - المسطح ١٩٧٩

مشروع مراكز التدريب والتدريب للخدمة الاجتماعية المحكاملة
بمحافظتي الغربية واسيوط

التاريخ ١-١-١٩٨٠

نوع القيادة والخطط الشخصية للقادة

نوع القيادة	المن مستوي تعليمي							خوات الاقامة بالدايرة					الجنس مجموع	
	١	٢	٣	٤	٥	٦	٧	١	٢	٣	٤	٥	١	٢
وظيفيه	٠١٢	٠١٠	٠٠٤	٠١٤	٠١٩	٠١٢	٠٢٨	٠٢٢	٠١٦	٠٠٨	٠٠٥	٠٠٨	٠١٨	١٠٩
شعبيه	٠٧٥	٠٥٢	٠١٤	٠٢٠	٠٢٨	٠١٢	٠٥٥	٠١١	٠٢٧	٠١٢	٠١٠	٢٠٨	٢٦٥	٢٦٨
	١ - لا يوجد	٢ - المرحلة الابتدائية	٣ - المرحلة الاعدادية	٤ - المرحلة الثانوية	٥ - التحليل اللحي	٦ - دبلوم فاك متوسط	٧ - دبلوم جامعي	١. اللد من خمس خوات	٢ - من ٥ - ٩	٣ - من ١٥ - ١٤	٤ - من ١٥ - ١٩	٥ - من ٢٠ فاكثر	١ - ذكر	٢ - انثى

وزارة الشؤون الاجتماعية
بمحافظة القاهرة المحمية
التاريخ ٨٠ ٠١ ٠٢

مشروع مراكز التدريب
العامه من الملتقى ١٩٧٨
محافظة الغربية واسيوط

عدد... المتكلمه

اسم المتكلمه	متكلمه ١	متكلمه ٢	متكلمه ٣	جميعها
عدد اهميه	عدد اهميه	عدد اهميه	عدد اهميه	عدد اهميه
١٦ مشكلة المواصلة	٦	٢٧	١	٣٤
١٧ مشكلة الادوية	٦	١٥	٥	٢٦
١٨ مشكلة الميراث	٢	٢٩	٨	٣٩
١٩ مشكلة المومسات	١	٢٦	٢	٢٩
٢٠ مشكلة الاتجار والشراب	٧	١٨	١١	٣٦
٢١ مشكلة اخطائه العامه	٨	٢٢	٣	٣٣
٢٢ مشكلة نتم اخدماته الخدميه	٢	٢٢	٢	٢٦
٢٣ تعامل المذاره والمشاره			٢	٢
٢٤ عمليه تنظيم الطرود	١	٢٥	٩	٣٥
٢٥ تنظيمه معامه الموظفين			٦	٦
٢٦ الميزانيه الميزانيه	١٧	١١	٢	٣٠

Figure Problem Selection (cont)

وزارة الشؤون الاجتماعية
بمشارطة القادة المحليين
التاريخ ٢٠١٠٢

مشروع مراكز التدريب
القاهرة في أغسطس ١٩٧٩
محافظات الغربية واسيوط

اسم المشكلة

اسم المشكلة	١	٢	٣	٤	٥	٦	٧	٨	٩	١٠	١١	١٢
١٠١. الخصائص	٦	١	٣	١	١	١	٧٦٩	٧٦٩	٧٦٩	٧٦٩	١٣	٣
١٠٢. الامتداد	١٨	١	١	٥	١	١٥	١٢	١	٤	٥٨	١٧	
١٠٣. التغطية	١٤	٨	٥	٤	٣	٥	٢٥	٣	٦	١٤٩	٤٥	
١٠٤. الملاحة	٢٩٥٢	٢٩٦٦	٢٩٢٥	٢٩٦٨٤	٢٩٢٥	٢٩٢٥	٢٩٢٥	٢٩٢٥	٢٩٢٥	٢٩٢٥	٢٩٢٥	١
١٠٥. رويته	١٨	٢	٥	٣	٣	١١	٣	٣	٦	٥٥	١٤	
١٠٦. خصم الموهلين في الخدمات العامة	١	١	١	١	١	١	١	١	١	١	١	
١٠٧. عدم مطابقت الاحديا جاد النحية	٧	٣	٦	٩	١	١	١	١	٢	٢١	١٥	
١٠٨. خصم الخدمات النحية كما ودوعا	٥١	٤	١١	٢٧	٨	٢	٢	٢	٢	١٢	٢٩	
١٠٩. خصم الرعاية الاجتماعية	١٤	٤	٤	٧	١	٤	٤	٤	٥	٤٣	١٢	
١١٠. الامتداد	١٢	٨	١٤	٧	٥	٥	٥	٥	١	٤٩	١٦	
١١١. خصم الخدمات التعليمية كما ودوعا	٥٩	٢	١	٢٥	٢	١٥	١	١	٢٢	١٢٢	٢٧	
	١٤٦٩	١٥١١	١٥١١	١٨٦٢	١٥١١	١٥١١	١٥١١	١٥١١	١٥١١	١٥١١	١٥١١	٢٨٠٢

Figure Problem Causes

رقم	اسم المشكلة	١	٢	٣	٤	٥	٦	٧	٨	٩	١٠	إجمالي
١٢	خدمات الترفيه	٢١	٢	١	٨	٢	٢	٢	٢	٢	٢	٢٩
١٣	مشكلات الترفيه	٤٦	٩	٨	٢٦	٣	١	٦	١١	٤	٤	١١٤
١٤	مشكلات ترفيه المسرور	١٨	٣	٣	١٢	٢	٢	٤	٢	٧	٥	١٧
١٥	المحارمات بين العائلات	٢	٢	٢	٢	٢	٢	٢	١	٧	٢	٢٧
١٦	مشكلات المواضع	٤٨	٢	٢	٢٩	٢	١٧	٨	٢٥	٥	١٤٨	٤٧
١٧	مشكلات الاحتمالات	٧	١	٤	٤	١	١	١	٤	١	١٩	٢٣
١٨	مشكلات المياه	٥٦	١	٢	١٧	٤	٨	١	٤٥	١	١٢٠	٢٢
١٩	مشكلات التجهيزات	٨٨	٥	٧	٤٠	٢	٥	٧	٥٢	١١	٢١٧	٦٦
٢٠	مشكلات الاحتراف والكهرباء	٢٩	٢	٢	٢١	٦	٤	٤	٨	٥	٧٧	٢١
٢١	مشكلة ارتفاع التكاليف	٢٢	١٢	٣٠	١٤	٧	٢	١	٢٤	٢	١٥٥	٥٤
٢٢	مشكلة الخدمات الدينية	١٠	٢	٤	٤	٤	٤	٢	٢	٤	٢٦	٨

وزارة الشؤون الاجتماعية
بحارة القادة المحليين
التاريخ ٨٠٠١٠٢

مفروع مراكز التدريب
القاهرة في أغسطس ١٩٧٩
محافظتي الغربية واسيوط

اسماء الشباب المشتمل عليه

اسم المشتمل	١	٢	٣	٤	٥	٦	٧	٨	٩	١٠	جملة
٢٣	٢	٢	٢	٢	٢	٢	٢	٢	٢	٢	٢٢
٢٤	٢٩	١٨	١١	١٤	٢	٢	٢	١٦	٧	١٣	٤٣
٢٥	٢٢	١٢	٨	٢٢	١٠	٢	٢	١٢	١٢	١٢	٢٢
٢٦	٢٤	١١	١٤	٢٩	٦	٧	٤	٥	١٢	١٢	٢٨
الجميعة	٦٥١	٩٨	١٢٨	٤٠٥	٦٠	٨٩	١٠٥	٢٤٥	٩٨	١٨٨٩	٥٧
	٢٤٤٦	١٢١٨	٧٢٠	٢١٤٢	٢١٧	٥٥٥	١٧١	١٢٦٦	١٢١٨	١٦٦٤	٢٠١٧

اسماء الشباب المشتمل عليه

- ١- عدم كفاية الامكانيات
- ٢- عدم اهتمام المدونين
- ٣- نقص وعي المواطنين
- ٤- عدم اهتمام المسؤولين
- ٥- اهمال كاد الموظفين
- ٦- زيادته الكمية
- ٧- ارتفاع الاسعار وقله السلع
- ٨- عدم كفاية المرافق
- ٩- اسمايا الفسري
- ١٠- اشمس من سيد

الجهه مورد المبدد ذوله

اسم المشخصه	١	٢	٣	٤	٥	٦	٧	جمله	اكثر من
١. الحسيه	١	١	٢	٢			٤	١١	٢
٢. الام	٦	١	٢	١		١	١٩	٤٥	٢
٣. الطه	٨	٢	٢٨	١٢	١	١	٤٢	٩٦	٥
٤. الملاي	١								
٥. ريساده المسكن	٢	٢	٤	٥		١	١٩	٣٣	١
٦. نقص الموعلين لى الخدمات العامه									
٧. عدمه مقابلته الاحتياجات الصحيه	٤	١	٥	٥		٥	٥	٢٥	١
٨. نقص الخدمات الصحيه كما وثوعا	٣	٢	٢١	٢٢		١	٢٢	٧١	٢
٩. نقص الرعايه الاجتماعيه	٢	٦	٦	٢		١	١٢	٢٩	٢
١٠. الام	٨	٢	٩				٧	٢٦	٢
١١. نقص الخدمات التعليميه كما وثوعا									

وزارة الشؤون الاجتماعية
بشار القاه المحليين
الخارج ٨٠٠١٠٢

مفروع مراكز التدريب
القاهرة في أغسطس ١٩٧٩
محافظي الغربية واسيوط

الجمهورية العربية السورية

اسم المؤسسة	١	٢	٣	٤	٥	٦	٧	جمله	اكثر من ١
٢٣ تعاون المزارع والمزارع	١			١				٢	
٢٤ معهد تكيف الطيور	٢			٢٠	١		٢٤	٨١	٥
٢٥ مسسوق معاملة الموالين									
٢٦ اخضرى	٦	٨	٢٣	٢١		١	٢٦	٨٥	٦
الجميعة	٧٨	٢١	٢٨٨	٢٦٤	٢	٢٢	٢٦٤	١٢٥٠	٧٤
	٦٢٤	٢٤٨	٢١٢	٢١٢	٢٤	١٧٦	٢٩١٢	١٠٠٠٠	١٢٢٥

الجمهورية العربية السورية

- ١- جمهورية سورية
- ٢- جمهورية سورية
- ٣- جمهورية سورية
- ٤- جمهورية سورية
- ٥- جمهورية سورية
- ٦- جمهورية سورية
- ٧- جمهورية سورية

وزارة الشؤون الاجتماعية
بشار القاه المحليين
التاريخ ٢٠١٠٢

مشروع مراكز التدريب
التامة في أغسطس ١٩٧٩
محافظات الغربية واسيوط

الجهة المبررة دولة

اسم المؤسسة	١	٢	٣	٤	٥	٦	٧	جمله	اكثر من ا
١٢	٢	٦	١٢				٩	٢٠	١
مجلس الخدمات الرياغيه	١٥٠٠٠٠	٢٠٠٠٠	٢٠٠٠٠	٤٠٠٠٠	٥٠٠٠٠	٥٠٠٠٠	٢٠٠٠٠	١٠٠٠٠٠٠	٢٠٢٢
١٣	١	٤١	٢٥			٢		٧٩	٧
مجلس اسلاك السرى	١٢٦	١٢٦	٤٤٢٠	٥١٨٩	٤٤٢٠	٢٥٢		٩٩٩٨	٨٠٨٦
١٤	٦	٦	١٢			١٢		٣١	
مجلس زراعيه السرى	١٩٢٥	١٩٢٥	٢٨٧٥				٤١٩٢	٩٩٩٨	٥٠٠
١٥	٣	٣	١			١		٥	
المنازعات بين العائلات	١٠٠٠٠٠	١٠٠٠٠٠	٢٠٠٠٠	٢٠٠٠٠	٢٠٠٠٠	٢٠٠٠٠	٢٠٠٠٠	١٠٠٠٠٠٠	٥٠٠
١٦	١	٢٢	٢١			١		٩٧	٣
مجلسه المواصلا	٢٠٢	٢٠٢	٢١٩٥	٢٤٠٢	٢١٩٥	٢٠٢	٢١٩٨	٢١٩٨	٢٠٢٩
١٧	٧	٧	٤			١		١٧	١
مجلسه الاصلاد	٥٨٨	٥٨٨	٤١١٧	٢٢٥٢	٢٢٥٢	٥٨٨	٢٢٥٢	٩٩٩٧	٥٨٨
١٨	٢٨	٢٨	٢٤			٨		٩٢	
مجلسه الميساه	٤٠٨٦	٤٠٨٦	٢٥٨٥	٢٥٨٥	٢٥٨٥	٨٦٥	١٩٢٥	٩٩٩٨	٥٠٠
١٩	١	٥٠	٥٢			٢		١٥٢	٢١
مجلسه المومارى	٦٠	٦٠	٢٢٦٧	٢٢٦٧	٢٢٦٧	٢٢٠	٢٢٢٢	٩٩٩٧	١٢٧٢
٢	١٤	١٤	٢٠			١		٥٨	٥
مجلسه الاثاره والكمرياه	١٢٢	١٢٢	٢٤١٢	٢٤١٢	٢٤١٢	١٢٢	٢٠٦٨	٩٩٩٧	٨٢٢
٢١	٢	٢١	٢٢				٢٤	٨٧	٦
مجلسه الخلاله العامه	٢١٩	٢١٩	٢٤١٢	٢٦٧٨	٢٦٧٨	٢٠٠	٢٧٥٨	٩٩٩٧	٦٨٩
٢٢	٥	٥	٨			١		١٨	٢
مجلسه تنمية الخدمات الدينيه	٢٧٧٧	٢٧٧٧	٤٤٤٤	٤٤٤٤	٤٤٤٤	٥٥٥	٦٦٦٦	٩٩٩٧	١١١١

وزارة الشؤون الاجتماعية
بمشارطة القادة المحليين
التاريخ ٨٠ ٠١ ٠٢

مشروع مراكز التدريب
القاهرة في أغسطس ١٩٧٩
محافظة الغربية واسيوط

جدد افع الجهد ود التبر ذولة

اسم المؤسسة	١	٢	٣	٤	جملة
١ الترميم والتطوير	٢	١	٢	٢	٩
المسوارد المساحة ٢٢٢٢٢٢ ١٩٩٩					
٢ الامانة	٢١	١٢	٤	٢٧	
المسوارد المساحة ٢٨١ ١٩٩٩					
٣ الطب	٤٧	١	٦	٥٤	٩٩٩٩
المسوارد المساحة ٤٠٠٠ ١٩٩٩					
٤ الملاحة	١			١	
المسوارد المساحة ١٠٠٠ ١٩٩٩					
٥ ريسمانه السكان	١٩	١	٢	٩	٢٢
المسوارد المساحة ٢٨١٢ ١٩٩٨					
٦ نظم الموظفين في الخدمات العامة	٢		٢	٤	
المسوارد المساحة ٥٠٠ ١٠٠٠					
٧ عدم مطابقه الاحتياجات العديه	٧	١	٢	٧	١٨
المسوارد المساحة ٢٨٨٨ ١٩٩٧					
٨ نظم الخدمات العديه كما ودرعا	٢٨	٢	٥	٣٥	٦٨
المسوارد المساحة ٤٧٠٥ ١٩٩٨					
٩ نظم الرعايه الاجتماعيه	١٠	٢	٦	٩	٢٧
المسوارد المساحة ٢٢٢٢ ١٩٩٨					
١ الامانة	٩	١	١	٥	٢٥
المسوارد المساحة ٢٠٠ ١٠٠٠					
١١ نظم الخدمات التعليميه كما ودرعا	١٦	٢	٤	٢	٨٢
المسوارد المساحة ٢٦٠٥٨ ١٩٩٧					

وزارة الشؤون الاجتماعية
بمحافظة القاهرة
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مركز مراكز التدريب
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مخاض الغربية واسيوط

جدول الجرد المبذور

اسم المؤسسة	١	٢	٣	٤	إجمالي
١٢ قسم الخدمات الرياضية	١٢	٢	١٢		٢٦
المستوراد المساحة	١١٨٢	١١٨٢	١١٨٢	١١٨٢	١١٨٢
١٣ مكتب مسلات اسرى	٢٥	٨	٦	٢٧	٦٦
المستوراد المساحة	٥٢١١	٥٢١١	٥٢١١	٥٢١١	٥٢١١
١٤ مكتب رعاية اسرى	١٦	١	١٤	٢١	٥٢
المستوراد المساحة	٤١٦	٤١٦	٤١٦	٤١٦	٤١٦
١٥ المنار عام بين العائلات	٢		٢	٥	٩
المستوراد المساحة	٦٥	٦٥	٦٥	٦٥	٦٥
١٦ مكتب مسلة التواميلاد	٤٤	٥	٩	٢٥	٨٣
المستوراد المساحة	٢٧٦٢	٢٧٦٢	٢٧٦٢	٢٧٦٢	٢٧٦٢
١٧ مكتب مسلة الاحتمالاد	٤	٢	٩	١٦	٢٩
المستوراد المساحة	٥٦٢٥	٥٦٢٥	٥٦٢٥	٥٦٢٥	٥٦٢٥
١٨ مكتب مسلة الميساء	٢٤	٢	١٢	٤٢	٨٠
المستوراد المساحة	٤٦٧٢	٤٦٧٢	٤٦٧٢	٤٦٧٢	٤٦٧٢
١٩ مكتب مسلة المجلسارى	٤٦	٨	١١	٦٦	١٣١
المستوراد المساحة	٥٠٢٨	٥٠٢٨	٥٠٢٨	٥٠٢٨	٥٠٢٨
٢ مكتب الاتار والشمرياء	١٩	٤	٢	٢٦	٥١
المستوراد المساحة	٥٥١٨	٥٥١٨	٥٥١٨	٥٥١٨	٥٥١٨
٢١ مكتب احتفاله العام	٣٠	١٢	١١	٢٦	٨٠
المستوراد المساحة	٢٢٥	٢٢٥	٢٢٥	٢٢٥	٢٢٥
٢٢ مكتب قسم الخدمات الدينية	٢	٩	٤	١٦	٢٩
المستوراد المساحة	٢٥	٢٥	٢٥	٢٥	٢٥

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بمشاريع القادة المحليين
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مشروع مراكز التدريب
التامة في أغسطس ١٩٧٩
محافظة الغربية واسيوط

تحتاج الجرد المدونة

رقم	اسم المشتري	١	٢	٣	٤	جملة
٢٣	مخاض المقادير والمسكرات		١	١	١	٢
	المسوارد المتساحه	١٠٠	٥٠	٥٠	٥٠	١٠٠
٢٤	مكتبه خطية الطيسرد	٢٨	٢	٩	٣٦	٧٥
	المسوارد المتساحه	٤٨	٤٨	٤٨	٤٨	١٩٢
٢٥	مسبوه معاملة الموقنين					
	المسوارد المتساحه	٣٠	٣٠	٣٠	٣٠	١٢٠
٢٦	اكتسري	٣١	٢	١١	٣٤	٧٨
	المسوارد المتساحه	٤٢	٥٨	٤٢	٤٢	١٨٤
	الجملة	٤٨٢	٥٦	١٤٠	٤٨٤	١١٦٢
	المسوارد المتساحه	٤٨٤	٤٨٤	٤٨٤	٤٨٤	١٩١٦

تحتاج الجرد المدونة

- ١- لم يبدل اي جمد
- ٢- حطب المشاك ونحيا
- ٣- حطب المشاك جرشيا
- ٤- محارلات نير ناچه

المصدر: وزارة المد...

اسم المؤسسة	١	٢	٣	٤	٥	جملة	اكثر من ١
١ الخ...	٢		٢		٤	٨	٢
٢ الام...	٧	٦	٨		٦	٢٧	٥
٣ الط...	٢٢	١٢	١٩		٨	٦٢	١٧
٤ الملا...	١	١				٢	١
٥ ريس...	٩	٩	١٠	٢		٣١	١٠
٦ ختم الم...	١	٢				٤	١
٧ عدم...	٢	٢	٧		٢	١٢	٤
٨ ختم الخ...	٢١	١٧	٢١	٢	٩	٧٠	٢٢
٩ ختم الر...	١١	٥	١		٢	٢٨	٧
١٠ الام...	٢	٤	١٥		٦	٢٨	٨
١١ ختم الخ...	٢٦	١٩	٢٨		٩	١٠٢	٢٢

الموارد المتعددة

اسم المؤسسة	١	٢	٣	٤	٥	جملة	اكثر من
١٢ تنمية الخدمات الرياغيه	٧	١	١١	٢	١	٢٢	٩
١٣ مكتب مستشارى السرى	١٧	١	٢٤			٦٢	١٢
١٤ مكتب زراعيه اخرى	٦	٤	٨		٥	٢٣	٤
١٥ المشاريع بين العائلات	١٤	٤	١٩		١٢	٥٠	١٥
١٦ مكتب مستشارى الموائع	٤	٣	١	١	٢	١٢	٢
١٧ مكتب مستشارى الاحصاء	٢٦	١	٢٧		٤	٥٨	١٥
١٨ مكتب مستشارى الميساء	٦٨	٦	٤٠		١٩	١٢٣	٢٣
١٩ مكتب مستشارى المتجاري	١٦	١	١٥		٦	٣٨	٦
٢٠ مكتبه الانتاره والشعريه	١٨	٧	٢٤		١٦	٧٥	١٧
٢١ مكتبه النطاله العامه	٧	٢	٧		١	١٧	٥
٢٢ مكتبه تنمية الخدمات الدينيه	١٧	١١	١٧		٥	٥٨	١١

وزارة الشؤون الاجتماعية
بمباراة اتحاد المهنيين
التاريخ ٢٠٠١٠٢

مركز مراكز التدريب
القائمة لى أغسطس ١٩٧٩
محافظة الغربية واسيوط

الم. ب. و. ا. د. ح. ت. ث. ج. د. هـ

اسم المنشأة	١	٢	٣	٤	٥	جمله	اكثر من ١
٢٣ صالون المخدرات والمسكرات	٤	٤	٤	٤	٤	١٥٥	١٥٥
٢٤ مصلحة تخطيط المسكن	٢٧	٦	٢٥		١٢	٧١	١٦
٢٥ مصلحة معاشه الموظفين	٢	٢٨	٨٤٥	٢٥٢١	١٨٢٣	٩٩١٨	٢٢٥٢
٢٦ الخسرك	٢	١٠	٢٩	١	١	٧٠	١٨
الاجمليه	٢٨٥٧	٤٢٢٨	١٤٢٢	١٤٢٢	١٤٢٨	٩٩١٧	٢٥٧١
	٢٤٤	١٢١	٢٨٤	١	١٤٨	١٠١٧	٢٥١
	٢٢٨٢	١٢٨٨	٢٧٧٥	٩٨	١٤٥٥	٩٩١٨	٢٤٦٨

- ١- مالويه ٢ عيشه
- ٢- بشريه ٤ جميعها
- ٥- خسرك

وزارة الشؤون الاجتماعية

بمشارطة القادة المحليين

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الجمهورية العربية السورية

مشروع مراكز التدريب
العامه في المثلث ١٩٧٩
محافظه اللاذقيه واسيوط

١. الخدمه
٢. الاملاك
٣. الطب
٤. الملازم
٥. رؤساء المراكز
٦. فحص الموظفين في الخدمات العامه
٧. عدم مقابله الاحتياجات الصحيه
٨. فحص الخدمات الصحيه ثما وتوما
٩. فحص الرعايه الاجتماعيه
١٠. الاملاك
١١. فحص الخدمات التعليميه كما وتوما

اسم المرفقه	١	٢	٣	٤	جمله	اكثر من
الخدمه	٨	٢			١١	٢
الاملاك	٢٧	٢	٢		٣١	٥
الطب	٨٥	٢	٨	١	٩٦	٥
الملازم	١	١			٢	١
رؤساء المراكز	٢٥	٥	٥	٢	٣٧	٧
فحص الموظفين في الخدمات العامه	٢	١			٣	١
عدم مقابله الاحتياجات الصحيه	١٧	٢			١٩	١
فحص الخدمات الصحيه ثما وتوما	٦٩	٢	٦		٧٧	٦
فحص الرعايه الاجتماعيه	٢٤	١٠	٢	١	٣٧	١٢
الاملاك	٢٢	٣	٦	١	٣٢	٨
فحص الخدمات التعليميه كما وتوما	٨٠	١	١		٨٢	٨

وزارة الشؤون الاجتماعية
بحدارة القادة المحليين
التاريخ ٢٠١٠٢٠٨

مفروع مراكز التدريب
القاهرة في القطن ١٩٧٨
محافظة الغربية واسيوط

الجماد الثاني صاعد من ذلك المثلث له

اسم المنشأة	١	٢	٣	٤	جملة	الكر من ١
١٢ نادي الخدمات الرياضية	٣٦	٢	٢		٣١	٢
١٣ مكتبة ملاذ السرى	٧٠	٧	٧	٧٠	٧٧	٥
١٤ مكتبات زمامية السرى	٢١	١	٢	٢	٢٤	٢
١٥ المخارماد بين العاشاد	٤	١	١	٥	٥	١
١٦ مكتبة المواصلا	٩٢	٨	٨	٨	١٠٢	٧
١٧ مكتبة الاحصاء	١٤	٢	٢	١٦	١٦	
١٨ مكتبة المرساه	٨٩	٢	١٠	١٠	١٠٢	٩
١٩ مكتبة الجسارى	١٢٢	٨	٢٥	١	١٦٢	٢٠
٢ مكتبة الاحاره والشمريه	٥٢	٧	٧	٥٩	٥٩	٥
٢١ مكتبة الحلاله العامه	٧٧	٩	٢١	٢١	١٠٧	٢٦
٢٢ مكتبة حنفى الخدمات التدريبيه	١٤	٢	٢	٢	١٩	٢
	٧٢٦٨	١٥٥٢	١٥٧٨	١٥٧٨	١٥٧٨	

وزارة الشؤون الاجتماعية

بمباركة القادة المحليين

التاريخ ٢٠٠١٠٢

الجماعة التي تساعد في ذلك المقتضى

مشروع مراكز التدريب
القامرة في المبنى ١٩٧٩
مجالتي التربييه واسيوط

- ٢٣ تعامل المقادير والمشتريات
- ٢٤ عملة تخفيض التسيير
- ٢٥ مسكوكه معامه الموردين
- ٢٦ اقسامي

الاسم	١	٢	٣	٤	مجموعه	الاشرف من
	٢		١		٣	١
	٦٦٦٦	٢٢٢٢٢			٩٩٩٩	٢٢٢٢٢
	٧٢	٣	١٢	١	٩٠	١٢
	٨١١١	٢٢٢٢	١٤٤٤	١١١١	٩٩٩٩	١٤٤٤
	٥٥٥	٥٥٥	٥٥٥	٥٥٥	٥٥٥	٥٥٥
	٦٦	١٢	١٤	٢	٩٧	١٨
	٧١١٢	١٢٢٢٧	١٤٤٢	٢٥٦	٩٩٩٩	١٨٥٥
	١١٥٩	٦٦	١٦٨	١٠	١٣٥٦	١٧٧
	٨١٧٨	٥٥٨	١٢٢٨	٧٢	٩٩٩٧	١٢٥٥

الجماعات التي تساعد في ذلك المقتضى

- ١- ميقات خرومييه
- ٢- جمعيات خايميه
- ٣- مواطنين محليين
- ٤- جمعيات خايميه

وزارة الشؤون الاجتماعية
بمحافظة القاهرة المحمية
التاريخ ٨٠٠١٠٢

مشروع مراكز التدريب
القاهرة في أغسطس ١٩٧٩
محافظة الغربية واسيوط

ادراج المشاركة في ذلك الميزانية

اسم المؤسسة	د	ص	١	٢	٣	٤	٥	جملة	اكثر من
١. التـــــــربية	٢	٧		٢	٧		٠	٩٩٩٩	٢
٢. الاســـــــكان	١٢	٢٦	٥	٢٢	٤		١	٩٩٩٩	٧
٣. الطـــــــب	٢٤	٦٨	١٥	٥٨	٢		١	٩٩٩٧	١١
٤. المـــــــلابس									١
٥. ريســـــــانة المســـــــكان	٥	٢٧	٧	٢٠	٤		١	٩٩٩٩	٥
٦. خـــــــدم الموظفين لـــــــي الخـــــــدم العامـــــــة	١	٢		٢			٠	١٠٠٠٠٠	٣
٧. عـــــــدة مـــــــابـــــــنة لـــــــاحتياجـــــــات العـــــــجيه	٤	١٤	٢	١١	٢		٠	١٠٠٠٠٠	٥
٨. خـــــــدم الخـــــــدم العـــــــجيه كـــــــما و نـــــــوعا	١٢	٥٩	٢١	٤٢	١		٢	١٥٠٠٠٠	١٥
٩. خـــــــص الرعايه ا لـــــــاجتماعيه	٥	٢٢	٥	٢١	٥		٠	٩٩٩٧	٨
١٠. الـــــــمـــــــســـــــكن	٢	٢٢	٤	٢٠	٤		٠	٩٩٩٨	٥
١١. خـــــــص الخـــــــدم العـــــــجيه كـــــــما و نـــــــوعا	٧	٧٦	٢١	٥٦	٦		٢	٩٩٩٨	١٨
	٧٢٦	٨٠٠٠٠٠	٢٢٢٢	٥٨٩٤	٢٢٦		٢	٩٩٩٨	١٨٩٤

وزارة الشؤون الاجتماعية
بمحافظة القاهرة المحمدية
التاريخ ٨٠ ٠١ ٠٢

مفروع مراكز التدريب
التعامر لى السطس ١٩٧٩
محافظت التربيه واسيوط
اد راع المشارك لى دل اسنكله

اسم المشكسه	د	ج	ب	ا	٢	٤	٥	جمله	اكثر من ا
١٢	٢١	٧	١٩	٢	١	٢٩	٢٧٥٨	١٩٩٧	٢٧٥٨
١٣	٥٧	١٦	٤٧	٢	٣	١٢٤	١٦١٧	١٩٩٨	١٦١٧
١٤	٢٦	٥	٢٤	١	١	٢١	١٩٩٧	١٩٩٧	١٦١٢
١٥	١٠٠	١٠٠	١٠٠	١٠٠	١٠٠	١٠٠	١٠٠	١٠٠	١٠٠
١٦	٦٦	١٢	٥١	٢	٣	٦٧	١٩٩٨	١٩٩٨	٨٦٥
١٧	١١	٤	٨	١	١٢	١٢	١٩٩٩	١٩٩٩	٨٢٢
١٨	٧١	٢١	٥٥	٦	١	٨٥	١٩٩٧	١٩٩٧	١٦٤٧
١٩	١٠٩	٤٧	٨٧	١١	١	١٥٢	١٩٩٧	١٩٩٧	١٦٤٧
٢٠	٢٨	١٠	٢٠	٤	٦	٤٤	١٩٩٩	١٩٩٩	١٢٢٢
٢١	٦٨	١٥	٤٤	٢٢	٢	٨٢	١٩٩٨	١٩٩٨	١٨٧٧
٢٢	١٢	٥	١١	٢	٤	١٨	١٩٩٩	١٩٩٩	٢٢٢٢

وزارة الشؤون الاجتماعية
بمشاريع القادة المحليين
الخارج ٨٥ ٠١ ٥٢

مركز مراكز التدريب
القاهرة في أغسطس ١٩٧٩
مخالفات الترفيه واسيوط

اد واع المشاركة في ذلك الشركة

اسم المؤسسة	د	عدد	١	٢	٣	٤	٥	جمله	اكثر من ا
٢٣ قطاعي الخدمات والمشروعات	١	١	١	١	١	١	١	١٥٥٥٥	١٥٥٥٥
٢٤ مؤسسة تطوير الطمرد	٨	٦٦	٢٢	٥٤	٨	٢	٢	١٦٩٦٧	١٧
٢٥ شركة ضمانه التمويل	٦٦	٢١	٢٥	٢٨	٦٢	٦٦	٦٦	١٦٩٦٧	١٦٩٦٧
٢٦ الخسري	٢٥	٥٦	١٢	٤٦	٧	٢	٢	٦٨	١٢
اجمليه	٢٦٧٦	٢٦٧٦	٨٢٢٥	١٩١١	٦٦٦٤	١٠٢٦	٢٦٦٤	١٦٩٦٨	١٦٩٦٤
	٢٥٤	٩٢٢	٢٦٦	٧٤٨	٩٦	١٢	٢٢	١١٥٢	٢١١
	٢٢٢٤	٨٠٦٥	١٢٢٣٥	٢٤٩٢	٨٥٦	١٢٢	١٦٩	١٦٩٦٨	١٨٢١

اد واع المشاركة في ذلك الشركة

٢- الاعلان

٢- بانوتد والجمد

١- مالي

٥- جميعه

٤- عيسى

وزارة الشؤون الاجتماعية

- ٥ الاسر المدخلة
- ٦- التكوين المهني - مهكره - تجاره - حداده - سياحه
- ٧ اخرى حدد
- ٨- اخرى حدد
- ٩ المجموع الكلي

- ١- النضام الاجتماعي
- ٢- تحقيق الاسره
- ٣- النضامه
- ٤- جوانب الاطلاق

الموارد والخدمات في رأي القادة المحليين

المجموع	١٠	٩	٨	٧	٦	٥	٤	٣	٢	١	٤	٣	٢	١	٥	٤	٣	٢	١
٢٩٢	٢٥	٧	٢٢	٣٥	٦٨	٥	١٤	٤	٣٥	٢٤٢	٦	٢١	٢٧	٢٢٩	٢	١٤	١٩٥	١٧٨	٢
٢٩٥	٢٢	٢٠	٢٢	١	٥	٩	٢٥	١٦	٢٢	٢٢٧	١٥	٢٢	٤٢	٢١٦	١	٢١	١٤٦	٢٠٩	١٢
٢٩٢	٢٢	٢٨	٤١	١١	٦٣	٩	٨	٨	١٢٩	١٤٩	٢٥	٤٤	٨٤	٢٤٢		٩٨	١٥٠	١٩	٢٥
٢٧١	٢٥	١٠٢	١١٥	٧	٢٨	١٠	٤	٣	١٢٠	٢٨	٩٩	١١٢	٩٨	٨٨	٢	٢٠٤	٢٢	١١	١١١
٢٧٤	٢١	٤٩	٨٩	١٦	٦٢	٥	٦	١٠	٨٨	١٠٧	٤٥	٨٢	٩٢	١٧٧	١	٩٤	١٢٦	١٥١	٥٢
٢٧١	١٤	١١٢	١٢٢	٨	٢٧	٤	٢	٤	١٠٥	٢٨	١١٥	١٢	٧٤	٨٩	١١	٢٠٥	١٧	١٧	١٢١
٢٩٩	٢	٢٨٢	٥	٢	١		٢		٢	٨	٢٨٤	٢	١	١٢	٢٨٢	٢	١١	٢	١١٢٢٢٢٢
٤٥٥		٢٩٨	١							٢٩٨	١		١	٢٩٨	١				
٢٥٨٩	١٤٢	١١٥	٤٢٩	٨٨	٢٠٩	٤٢	٦٦	٤٥	٥١١	٨٢١	١٠٨٧	٤٠٥	٤٢٠	١٢٦٥	٧٩٨	٦٢٩	٦٧٨	٦٢٩	٢٢٥

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|---|--------------------|---|----------|---|-----------------------------------|----|------------------------------|
| ١ | غير ميسره | ١ | تعمد | ١ | لا توجد مشكلات ولا عوائق | ٦ | عدم تلبية الميزانيه والمعدات |
| ٢ | في القرية | ٢ | | ٢ | بعد المصلاه بين الخدمه والمواطنين | ٧ | ضعف ادوات روتينييه واجرائيه |
| ٣ | في نطاق عمل الوحدة | ٣ | لا اعرف | ٣ | نقص الموظفين | ٨ | لا اعرف |
| ٤ | خارج نطاق الوحدة | ٤ | لا اجابه | ٤ | امكان الموظفين | ٩ | لا اجابه |
| ٥ | لا اجابه | ٥ | | ٥ | عدم مواظبه المواعيد | ١٠ | الكسر من اجابه |

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وزارة الشؤون الاجتماعيه

بحد اراء القاده المحليين في أغسطس ١٩٦٩

الخارج ٨٠٠١٠١

وزارة الصحه

مشروع مراكز التدريب والتدريب للخدمة الاجتماعيه المتكامله
محافظي القريه - واسيوط

١ - اوحده الصحه

٢ - رعايه الامومه والطلونه مسجون

٣ - اممستشفيات العامه

١ - اممستشفيات اممخدمه

٥ - اخرى

٦ - اخرى

٧ - المجمع الكلى

الموارد والخدمات لدى رأي القادة المحليين

المجموع	١٠	٩	٨	٧	٦	٥	٤	٣	٢	١	٤	٣	٢	١	٥	٤	٣	٢	١
٢٩٨	٦٤	١٠	١	٢	١٢٥	٢٤	٥٦	٢١	٦٨	١٦٧	١١	٥	٧٥	٢٩٨	١	٧٠	٨٢	٢٢٥	١٤
٢٩٢	٢٢	٦٧	٢٥	٧	٤٩	٤	٢١	٧	٥٨	١٨٥	٦٨	١٥	٥٩	٢٥٥	٨	٧٥	٧٤	١٧٦	٥٩
٢٩٦	٢٨	٢٥	١٢	٢	٥٥	١١	٢٨	١	١٦٦	١٢٥	٢٢	٩	٢٢	٢٨٦	٤	٢١٢	٢٤	٢٦	٢٩
٢٩٢	٢٢	٥٦	٢٥	١٢	٤١	٦	١٥	٨	١٥٥	١١٢	٥٨	٢١	٦	٢٥٦	٧	٢٥٧	٢٨	٥٠	٥١
٢٩١	٢٩١	٢																	
٢٩١	٢٩٨	٢																	
٢٢٧٧	١٤٦	٩٥٢	٨٦	٥٩	٢٧٢	٥٥	١٢٠	٤٥	٤٤٨	٥٩٢	٩٥٩	٥٤	٢٥٨	١١٠١	٨٥٨	٧١٧	٢١٥	٤٨٥	١٥٧

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| ١ | لا توجد مشكلات ولا عوائق | ١ | غير ميسره |
| ٢ | بعد التصافه بين الخدمه والمواطنين | ٢ | لي القرية |
| ٣ | نقص الموظفين | ٣ | لي نطاق عمل الوحدة |
| ٤ | امكان الموظفين | ٤ | خارج نطاق الوحدة |
| ٥ | عدم موافقه المواعيد | ٥ | لا اجابه |
| ٦ | عدم كفايه الميزانيه والمعدات | | |
| ٧ | صعقيدات بروحيه واجرائيه | | |
| ٨ | لا اعرك | | |
| ٩ | لا اجابه | | |
| ١٠ | اكثر من اجابه | | |

وزارة الشؤون الاجتماعية

بعد اقراره القادة المختارين في اغسطس ١٩٦٩

التاريخ ٨٠.٠١.٥١

مشروع مراكز التدريب والتدريب للخدمة الاجتماعية المتكاملة

محافظتي الغربية - واسيوط

وزارة الزراعة

١. اخرى

١. الجمعيات التعاونية الزراعية

٢. اخرى

٢. الوحدات البيطرية

٣. المجموع الكلي

٣. مقارنة الالات الزراعية

الموارد والخدمات في رأي القادة المحليين

المجموع	١٠	٩	٨	٧	٦	٥	٤	٣	٢	١	٤	٣	٢	١	٥	٤	٣	٢	١
٢٨٦	١٨	١٤	٢٢	٢٩	٢٥	٤	٢٨	٢	٢٢	٢٥٧	١٥	٢٢	٢٨	٢٢٩	٢	٢٤	٥١	٢٥٥	١٢
٢٨٨	٢٦	٢٠	٥٢	٧	٤٧	٦	٢٢	٦	١٢٢	١٤٩	٢٢	٢٨	٧٨	٢٤٢	٢	١٤٧	٧٢	١٢٢	٢٤
٢٧٦	١٥	٢٢	٥٠	١٢	٢٥	٢	٢٢	٩	٢٢	٢٥٢	٢١	٤٢	١٦	٢٠٦	٤	٢٨	٢٥	٢٧٨	٢١
٢٩٩	٢٩٢	١	١	٢	٢٢٩	٧٩	٧٢٨	٢٢٢٩	٢٧٢٨	٨٢٤	١١٧١٧	٤٢٥	٨١٢٨	٦١٦	٧٢٤٤	٩٢٠	٧٢٩٢	٨٢٤	٨٢٤
٢٩٩	٢٩٩	١																	
١٩٥:	٥٩	٨٦٨	١٢٦	٤٩	٩٥	١٢	٨٧	١٧	١٦٧	٦٦١	٨٧٠	١٠٥	١٢٥	٨٨٢	٧٩٩	٢٠١	١٥٨	٧١٥	٧٨
	٢٠٢	٤٤١٩	٦٩٧	٢٥٢	٤٨٦	٦٦	٤٤٥	٨٧	٢٢٨٨	٤٤٥٩	٢٢٨	٤٤٥٢	٤٠٢٥	٤٠٢٥	١٠٢٥	٨٠٦	٢٢٦٤	٢٢٦٤	٢٢٦٤

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| ١ | لا توجد مشكلات ولا عوائق | ١ | غير ميسره |
| ٢ | يعد المصالحه بين الخدمه والمواطنين | ٢ | في الترتيب |
| ٣ | تحسن الموظفين | ٣ | في نطاق عمل الوحدة |
| ٤ | امكان المواطنين | ٤ | خارج نطاق الوحدة |
| ٥ | عدم مواظمه المواعيد | ٥ | لا اجابه |
| ٦ | عدم كفايه الميزانيه والمعدات | | |
| ٧ | صعقادات رويحيه واجرائيه | | |
| ٨ | لا اعرف | | |
| ٩ | لا اجابه | | |
| ١٠ | اكثر من اجابه | | |

وزارة الشؤون الاجتماعية

عدد اراء اللجان المحليين في الخطة ١٩٧٨

الخارج ٨٠٠١٠١

وزارة التربية والتعليم

مشروع مراكز التدريب والتدريب للخدمة الاجتماعية المحكمة
محافظة الغربية - واسيوط

- ١- التعليم الابتدائي
- ٢- التعليم الاعدادي
- ٣- التعليم الثانوي
- ٤- فروع محو الامية

- ٥- الجامعة
- ٦- دبلوم عالي متوسط
- ٧- اخرى
- ٨- المجموع الكلي

الموارد والخدمات في رأي القادة المحليين

المجموع	١٠	٩	٨	٧	٦	٥	٤	٣	٢	١	٤	٣	٢	١	٥	٤	٣	٢	١
٢٩٩	٤٥	١٥	٢	٩	٩٢	١٥	٤٢	٢٧	١١	٢٤٢	٦	٢	٢٧	٢٥	٢	٥	٤٨	٢٤٢	١
٢٩٩	٢٤	١٢	١٥	٢	٢٤	١٥	٢٥	٢٢	٢٢	٢٥٤	١١	٩	٢١	٢٥٢	٢	١٥	٩٤	٢٥١	١١
٢٩٩	١٥	٢٨	٦٨	٢	٢١	٦	٧	١٢	١٧٢	١٦	٢٦	١٢	٥٥	٢٠٢	٥	٢٥٢	٤٥	٢٧٥	٢٧٥
٢٨٧	٢٥	٥٩	٥٤	٢٥	٦٩	١٦	٤٩	٢٤	٢٤	١٢٨	٥٢	٤٨	٨٥	٢١٢	٨	٨٤	٢٩	٢٥٤	٥٢
٢٩٦	٧	٢٦	٢٨	٢	١٤	٢	١	١	١٤٩	١٨٩	٢٨	٢٥	٢٥	٢١٥	٩	٢٥١	١٧	٢٤٢	١٣
٢٩٥	٧	٢٢	٤١	٢	١٤	٢	٤	١	١٢٥	١٨٢	٢٢	٢٨	٢١	٢٩٦	٩	٢٢٧	١٧	٢٠٢	٢٢
٢٩٩	٢٩٢	٢		١				٢			٢٩٢	٢		٤	٢٩٤	٢	٢	١	
٢٧٧٤	١٢٨	٥٦٤	١٦٢	٤٠	٢٤٦	٤٧	١٢٤	٩٨	٥٦٧	١١٦٨	٥٥٠	١٢٧	٢٥٩	١٨٢١	٤٢٥	١١١٢	٢٥٧	٨٥٥	١٢٥
	١٤٧٤	٢٠٢٢	٨٢٢	٢٤٤	٨٨٦	١٦١	٤٧٤	٢٢٢	٢٤٢	١٩٨٢	٤٧٢	٩٢٢	٢٩٦٥	١٥٥٠	٢٠٢٢	١٤٧٤	٢٠٢٢	٨٥٥	١٢٥

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|----|-----------------------------------|---|--------------------|
| ١ | لا توجد مشكلات ولا عوائق | ١ | غير ميسره |
| ٢ | بعد المسافه بين الخدمه والمواطنين | ٢ | في نظريه |
| ٣ | حخص الموظفين | ٣ | في نطاق عمل الوحده |
| ٤ | امكان الموظفين | ٤ | فارج نطاق الوحده |
| ٥ | عدم مواظمه المواعيد | ٥ | لا اجابه |
| ٦ | عدم كفايه الميزانيه والمعدات | | |
| ٧ | تعقيدات روتينه واجرائيه | | |
| ٨ | لا اعرف | | |
| ٩ | لا اجابه | | |
| ١٠ | اكثر من اجابه | | |

وزارة أخرى

- | | |
|-------------------|---------------------------|
| ٨- الكمبرياء | ١- دراني الشبار |
| ٩- الشرطة | ٢- مكباد |
| ١٠- فرق المطاي | ٣- احييس لطار مواد |
| ١١- مكادب البريد | ٤- مياه مجاري |
| ١٢- الحيلدرناد | ٥- جمعيات صاوخيه استملايه |
| ١٣- اخرى | ٦- حدود القرية |
| ١٤- اخرى | ٧- الري |
| ١٥- المجموع الكلي | |

الموارد والنفقات في رأي القادة المحليين

المجموع	١٥	١٤	١٣	١٢	١١	١٠	٩	٨	٧	٦	٥	٤	٣	٢	١	٥	٤	٣	٢	١
٢٨٨	٢٤	١٠٤	٢٧	١٧	١١٦	١٢	٢٢	١٥	٥	١٤١	٤٢	٢١	٢٦	٢٥٦	١	٢٩	٦٠	٢٥٦	٤٢	
٢٨٢	٢١	٥٧	١١	٥١	٦	١٧	١٢	٩١	١٢١	٥٩	٥٢	٧٢	٢١٤	٤	١٤١	٤٩	١١٧	١٠٢	١٠٢	
٢٩٩	٢٧	٢٧	١٠	٢٢	١٢٨	٢٧	١٢	٥	٥	١٥٦	٢٨	٢	٥٧	٢٦٨	٤	٥٧	٥٤	٢٥	٢٤	
٢٩٩	٢٤	٧٦	٥	٢٠	١٢٩	١٥	٢٢	٩	١١	١٥١	٧٥	٢	٩٧	٢١٨	١٧	٢٥	٤٤	٢٥٦	٢٢	
٢٩٨	٦٦	٢٥	١٢	٢٥	١٢٢	١٦	٦٤	١٢	٨٢	١٢٤	٢٦	٧	٩٥	٢٢٢	١	٧٩	٢٢	٢١٩	٢٢	
٢٨٤	١٨	٢٨	٧٦	٢٢	١٧	٥	١٢	٢	١٢	١٢٠	٢٦	٧٦	٥٥	٢٢٩	٢	١٩٦	٤٦	٢٦٠	٢٦	
٢٧٧	٤٩	٢٧	٥٢	٢٩	٩	٤٤	٥٢	١٠	٢٥	١٤٥	٢٤	٤٨	١٠٧	٢٢٢	٢	٨٨	٢٢	٢٢٢	٢٢	
٢٩٩	٢٤	٢٢	٨	١٤	٦٤	٦	٢٢	٧	٢٠	١٦٦	١٥	٢	٤٥	٢٢٢	٢	١٨	٧٦	٢٨١	٢١	
٢٩٨	٧	٤٩	١١	٩	٢	١١	٧٢	٦	٢٧	٢٧١	٧	١٦	٢٢	٢٤٥	٢	٩٦	٩٦	٢٦٦	٧	
٢٩٦	١٠	٢٧	١٢	١	٤	٤	٢	١٥٨	١٦٦	٢٨	٢٢	٥٢	٢٨٤	٥	٢٥٢	٤٥	٢٥٢	٢٦٦	٢٦	
٢٩٧	١٠	١١	٧	٥	٢٢	٥	١٢	١١	٢٧	١١١	١١	٥	١١	٢٧٥	٢	١٧	٧٨	٢٩٤	٥	
٢٩٨	٢٨	١٨	١٦	١٤	٧٢	١٢	٢٨	١٠	٨٢	١٨٨	١٤	١٢	٩٢	٢٧٧	٢	١٠١	٢٢	٢٢٤	١	
٢٩٨	٥	٢٢٨	٢٧	٥٢	٩٥	٢	١٨	١	٢٦	٢	٢٢٦	٢٧	١٢٩	٨	٢٢٨	١٢٧	٤	٧	٢٢	
٢٩٨	١٢٢	١٢٢	١٢٢	١٢٢	١٢٢	١٢٢	١٢٢	١٢٢	١٢٢	١٢٢	١٢٢	١٢٢	١٢٢	١٢٢	١٢٢	١٢٢	١٢٢	١٢٢	١٢٢	١٢٢

الموارد والخدمات لى رأى القاده المطالبين

المجموع	١٠	٩	٨	٧	٦	٥	٤	٣	٢	١	٤	٣	٢	١	٥	٤	٣	٢	١
٣٩٨	١	٣٩٦	٣		١				١		٣٩٦	٣		١	٣٩٦	١	١		
٥٥١١	٣٤٤	١٠٤٨	٣٧١	٣٦٤	٩٢٨	١٦٣	٣٣١	١١٤	٨٤٦	٣١٧١	٩٩٤٩	٥٠	٥٥٠	٣٢٥	٩٩٤٩	٣٢٥	٣٢٥	٧٠٩	٣٥٠٩
	٦٤٦	٣٢٢	٦٧٢	٤٧٩	١٦٨٢	٣٦٥	٥٨٢	٦٠٢	٥٣٥	٣٢٠	١٨٠٩	٣٢٢	١٧٠٢	٣٢٦	١٢١٩	٤٠٢	١٢٨٦	٩٢٢	٧٠٩

- | | | | |
|----|-----------------------------------|---|--------------------|
| ١ | لا توجد مشكلات ولا عوائق | ١ | غير مبسره |
| ٢ | بعد المسااه بين الخدمه والمواطنين | ٢ | لى الخريه |
| ٣ | حقص الموظفين | ٣ | لى نظام عمل الوحده |
| ٤ | اهماك المواطنين | ٤ | فارج نظام الوحده |
| ٥ | عدم مواظمه المواعيد | ٥ | لا اجابه |
| ٦ | عدم تلبايه الميراثيه والمعدات | | |
| ٧ | تعقيدات روجيديه واجرائيه | | |
| ٨ | لا اعرف | | |
| ٩ | لا اجابه | | |
| ١٠ | اكثر من اجابه | | |

مشروع مراكز التدريب و الحزيب للخدمة الاجتماعيه المحكاه
محافظة القريه و اسوط
بحاريج ١٠ ١ ١٩٨٠

وزارة الشؤون الاجتماعيه
بدر اراء القاده المحليين المعلنين ١٩٧٩

اطلاع الاحياج و المشاكد لى بدر اراء القاده المحليين
اسمائه رقم ٠٢

رقم	سواد الالامه بالوحده اتياده الجنس							اللى مستوى تعليمي							جمه	
	٢	١	٢	١	٥	٤	٣	٢	١	٧	٦	٥	٤	٣		٢
٢٥	١٧	٧	١٤	٢	٢	٤	٢	٤	٥	١	٤	١	١	٦	٦	٢٥
٢٥	٢٥	٤	١٧	٢	٢	٦	٢	٦	٥	٢	٤	١	٢	٥	٨	٢٥
٢٧	٢٥	١٥	٢٢	٢	١	٦	٥	٨	١	٥	٥	٥	٧	١١	٢٧	
١٢	٦٢	٢١	٥٢	٧	٥	١٦	١١	١٩	٥	١٢	٨	٢	١٨	٢٥	١٢	
٤٤	٢٤	٦	٢٤	٥	٢	٨	٥	٨	٢	٨	٤	١	٩	١٢	٤٤	
٨	٥	٢	٧	١	١	١	١	١	٢	١	٢	١	٢	٢	٨	
٥	٢	٢	٤	١	١	١	١	١	١	١	١	١	١	١	٥	
٢	٢	٨	٢٤	٢	٧	٦	١٥	٤	٥	٤	٤	٦	١٥	٤٥	٢	
٥	٥	٢	٢	٢	٢	٢	١	١	١	١	١	١	١	٢	٥	
٢٥	١٨	١١	٢٤	١	٢	٤	٢	٤	٢	٨	١	٢	٧	١٥	٢٥	
٢	٢	١	٢	١	٢	١	١	١	١	١	١	١	١	١	٢	
٦	٤	١	٢	١	٢	١	١	١	١	١	١	١	١	٢	٦	
١٥	٢٢	٨	٢٥	٤	١	٦	٤	٥	٤	١٥	٤	١	١٥	١١	٤٥	
٨	٥	١	٤	٢	٢	٢	٥	١	١	١	١	١	١	١	٨	
٢٨	٢١	٥	١٦	٢	٦	٢	٢	١	١	١	١	١	٦	١٥	٢٨	
١٢	٨	٢	١٥	١	١	١	١	١	٢	١	١	١	٢	٥	١٢	
١	١	١	١	١	١	١	١	١	١	١	١	١	١	١	١	
٤٢	٢٨	١٥	٢١	٦	٢	٧	٧	١١	٤	٥	٤	٢	٨	٩	٤٢	
٥	٤	٢	٢	١	١	١	١	١	٢	١	١	١	١	١	٥	

الاولويات
اول
ثانيا
ثالثا
المجموع

الاسباب
عدم كفاية الموارد و الامكانيات
عدم اهتمام الموظفين
عدم دهي المتعلمين
عدم اهتمام المسؤولين
امساك الموظفين
زيادة السكان
ارطفاع الاسعار
عدم كفاية المرافق
الخرق
اكثر من سبب
الاجود المبروره
مؤد حكوميه
مؤد جمعيات كاه
مؤد الراد محيين
مؤد لرنيه
مؤد
الخرق
نم بيكد جمه
اكثر من مشاره

١ ذيوك
٢ المرطه الابحاثيه
٣ المرطه الامدانيه
٤ المرطه اتشاديه
٥ الحعيم الطي
٦ دينوم عالى مطلوب
٧ تعليم جامعي
١ الل من ٥ سواد
٢ من ٥
٣ من ١
٤ من ١٥

استطلاع الاحتياجات و المشاكل لمقتضى اراء اللجان المحليه
الممكنه رقم ٣

الاحتياج	البيانات											الاجمالي		
	١	٢	٣	٤	٥	٦	٧	٨	٩	١٠	١١			
نم بيوت اي جهه	٤٧	١١	٩	١	٤	٨	٤	١٠	٦	٩	٢	٧	٢٢	٤٧
حلل المشاكل و الحاجات طوك و لحيه	١	١	١	١	١	١	١	١	١	١	١	١	١	١
حلل المشاكل و حاجات طوك حرفيه	٦	١	١	١	١	١	١	١	١	١	١	١	١	٦
محاوالات لير حاجه	٢٦	١٢	٧	٢	٥	٥	١	٧	٥	٥	٢	٥	٢٤	٢٦
الموارد														
ماءه	٢٢	٩	٤	١	١	٢	١	٥	٢	٤	١	١	١٤	٢٢
عيني	١٢	٥	١	١	١	٢	١	٢	٢	١	١	١	٨	١٢
بشريه	١٩	٥	٢	١	١	٢	١	٢	٢	١	١	١	١٣	١٩
جميعها	٨	٢	١	١	١	١	١	٢	١	١	١	١	٥	٨
الخرى	١٧	٨	٢	١	١	١	١	٢	١	١	١	١	١٢	١٧
اكثر من مورد														
الاجمالي التي تستطيع المساعدة	٨٥	٢٢	١٦	٢	٦	١٢	٥	١٩	١١	١٥	٥	٧	٤٧	٨٥
مبتاد حريميه	٢	١	١	١	١	١	١	١	١	١	١	١	١	٢
جميعها كاهه	٨	٢	١	١	١	١	١	١	١	١	١	١	١	٨
مواطنين محنيين	١	١	١	١	١	١	١	١	١	١	١	١	١	١
جميعهم	٥	١	١	١	١	١	١	١	١	١	١	١	١	٥
اكثر من جهه														
المساعدة الشخصيه														
جمع	٦٨	٢٢	١٢	٢	٦	١١	٢	١١	٧	١١	٤	٤	٤٧	٦٨
د	٢٤	٢	٦	٢	٢	٢	٢	٨	٤	٥	١	٢	١٥	٢٤
دوميه المشاركه														
ناسي	١٥	٧	٢	١	١	٢	١	٢	١	١	١	١	١٤	١٥
بالولد و اجمد	٥٨	١٨	١٥	٢	٥	٢	١	٦	١	١	١	١	٢٨	٥٨
الاعلانات	٢	١	١	١	١	١	١	١	١	١	١	١	١	٢
عيني	١	١	١	١	١	١	١	١	١	١	١	١	١	١
جميعهم	١	١	١	١	١	١	١	١	١	١	١	١	١	١
اكثر من مجموع	١١	٤	١	١	١	١	١	١	١	١	١	١	٧	١١
١ لوجود														
٢ المرحله الابتدائيه														
٣ المرحله الإعداديه														
٤ المرحله الثالثويه														
٥ التعيين المنلي														
٦ تبين ناسي متلوم														
٧ تعينه جامعي														
١ الك من ٥ سنوات														
٢ من ٥														
٣ من ١ - ١٤														
٤ من ١٥ - ١٩														
١ و لحيه														
٢ شعبيه														
١ لشر														
٢ اتشي														

تسطاع الاحتیاجات و المشاكنة لی بمذارة البلاد المحلین
المشقة رقم ۳

جملة	احالة الاحصائية				الخفاط الرئيسي للمعدة				توريح السن			
	۱	۲	۳	۴	۱	۲	۳	۴	۱	۲	۳	۴
۲۵	۲	۱۲	۷	۲	۲	۱۹	۵	۲	۲	۱۰	۸	۲
۲۰	۴	۱۲	۱۰	۲	۵	۲۰	۲	۲	۸	۸	۱۲	۲
۲۷	۵	۱۸	۵	۲	۲	۲۸	۸	۱	۷	۹	۱۲	۲
۹۲	۱۲	۴۴	۲۶	۱۵	۸	۶۷	۱۶	۱۵	۱۷	۲۷	۲۲	۱۷
۴۴	۷	۲۴	۷	۲	۲	۲۲	۸	۶	۲	۱۷	۵	۲
۸	۱	۴	۱	۱	۲	۶	۲	۲	۲	۱	۲	۲
۵	۱	۴	۱	۱	۵	۱۱	۴	۲	۲	۱۴	۲	۲
۴۰	۴	۱۸	۱۱	۲	۲	۲۶	۷	۲	۲	۲	۲	۲
۲	۲	۲	۲	۱	۱	۲	۲	۲	۲	۲	۲	۲
۵	۲	۲	۲	۲	۲	۲	۲	۲	۲	۲	۲	۲
۲۵	۹	۱۴	۲	۱	۱	۲۸	۱۲	۱	۱	۱	۱	۱
۲	۲	۲	۲	۲	۱	۱	۱	۱	۱	۲	۲	۲
۶	۵	۱	۱	۱	۱	۲	۲	۲	۲	۲	۲	۲
۴۵	۹	۱۶	۱۵	۲	۲	۲۲	۱۲	۲	۲	۱۳	۱۷	۷
۸	۱	۲	۲	۲	۲	۲	۲	۲	۲	۲	۲	۲
۲	۲	۲	۲	۲	۲	۲	۲	۲	۲	۲	۲	۲
۲۸	۴	۱۲	۹	۲	۲	۱۹	۷	۲	۲	۲	۲	۲
۱۲	۱	۴	۴	۱	۲	۹	۴	۲	۲	۲	۲	۲
۱	۱	۱	۱	۱	۱	۱	۱	۱	۱	۱	۱	۱
۱	۱	۱	۱	۱	۱	۱	۱	۱	۱	۱	۱	۱
۴۳	۷	۲۵	۹	۲	۲	۲۲	۴	۲	۲	۲	۲	۲
۵	۱	۲	۲	۲	۲	۲	۲	۲	۲	۲	۲	۲

الاولويات

- اول
- ثانيا
- ثالثا
- المجموع

الاسباب

- عدم كفاية اموال و الاكاديات
- عدم اهتمام المولدين
- عدم وعي المواطنين
- عدم اهتمام الممولين
- امكان المولدين
- زيادة النجان
- ارتفاع الاسعار
- عدم كفاية المرافق
- اخرى
- اكثر من سبب

الدعم المبروه

- دعم حكوميه
- دعم وديعات خاصه
- دعم الراد محيين
- دعم لرديه
- دميعة
- اخرى
- لم يبدت دعم
- اكثر من مشاركه

- ۱ الحد الثلاثيد
- ۲ مد ۲۵-۴۰
- ۳ مد ۴۶-۶۰
- ۴ اكثر من ۶۰
- ۶ خدمات شخصيه
- ۷ رقيه كحابيه
- ۸ عامك
- ۹ اخرى
- ۱ الزراعة
- ۲ خدمات حكوميه
- ۳ حركي حر
- ۴ تاجر
- ۵ ربه مدرك
- ۱ الك مد عشريد
- ۲ مد ۲۵-۴۰
- ۳ مد ۴۰-۶۰
- ۴ مد ۶۰ لائشر

MSA: Minister's Office
Undersecretary for Planning
Public Department of Planning

To: Mr. _____
General Director of Social Affairs
Modyria of _____

We send you 2 copies of the basic information notebook along with an explanatory note. This notebook has been previously set by the public department of planning in 1964. In the explanatory note, you have the causes behind the suggestion of filling this notebook in the two social units in which the project of the integrated social services is being demonstrated.

Please send the results as soon as you can.

Undersecretary
Planning Department

on 6th of September, 1979.

Translated from Arabic by
Planning & Human Systems, Inc.
September, 1979

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Instructions for Demonstrating the Basic
Information Notebook and Developing it

First: Introduction

The public department of planning has set this notebook in 1964 to have a full picture about the local community in the area of the social unit, and to have basic information about the unit and its area so as to benefit from these informations in setting the economic and social plan of the local rural community.

As a result of the change in the social conditions and the functions and specializations of the social unit since then till now, this notebook is to be developed to cope with the duties of the rural social units and the urban social units.

This notebook was presented in the meeting of the joint committee of the Integrated Social Services Project which is being demonstrated in both Gharbyia and Assuit and it was agreed that this information should be available in the social units, and the notebook is to be developed in light of its demonstration's results. So it was decided that this notebook would be demonstrated in both Gharbyia Assuit.

Second: Goals

- A. 1 - to demonstrate the notebook as it is
- 2 - the information resources to fill in each data in this notebook
- 3 - the sufficiency of the notebook's data to serve the aims of of the social unit
- 4 - the existence of additional data which aren't needed by the social unit and need to be deleted
- 5 - the need for new data which the social unit requested which are not in this notebook

6 - the adequacy of the notebook's data for both the rural and urban society

7 - to set the required timetable for the social unit to have this notebook filled in.

B. The notebook's development in light of the demonstration's results to make it more appropriate to serve both the rural and urban society and to design a developed model to be used in other governates.

Translated from Arabic by
Planning & Human Systems, Inc.
September, 1979

Social Unit Area Profile
Urban Social Unit/Village Level.

Urban Social Unit

Name:

Village

Department
Police
Center

Name:

Moderia's
Governorate's

Name:

Social Unit's Director's Name:

Date of starting to collect Data:

Date of Finishing Collecting Data:

Signature:

General Features

History of the community:

- When and how the urban social unit/village came to be

- Historical features:

.....
.....
.....

- $\frac{U.S.N.}{Village}$ residence area $\frac{Kilomer^2}{acres}$:.....

pop. census 1976:.....

No. of residence units?

- Main roads/streets' names:

.....
.....

- Vacant area the government possess in $\frac{Km^2}{acres}$:..... approximately

- Are there swamps which need to be covered? Yes No
if yes: mention no:..... location:..... area:.....

- Are there any new residence areas? Yes No
if yes: show the direction of the residence expansion:
East West North South

Social Unit Area Profile Map

Village Profile Map

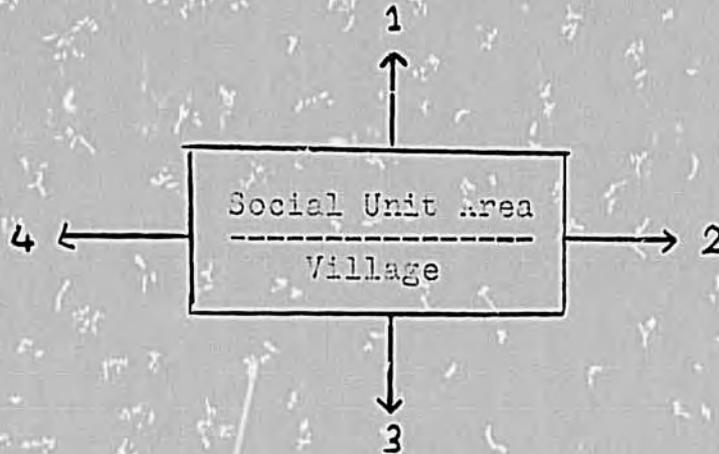
[for rural only]

Geographical Position

For urban: Design a sketch for the social unit area and the neighbouring social units.

For rural: Design a sketch for the village and the neighbouring villages

Place for the sketch:



- Neighbouring urban social unit/village No(1):

approximate distance in K.M:

Means of transportation:

on foot

on animal's back

by buse

by train

by boat

phone contact

- Neighbouring urban social unit/village No(2):

approximate distance in K.M:

Means of transportation:

on foot

on animal's back

by buse

by train

by boat

phone contact

- Neighbouring urban social unit/village No(3):

approximate distance in K.M:

Means of transportation:

on foot

on animal's back

by buse

by train

by boat

phone contact

- Neighbouring urban social unit/village No(4):

approximate distance in K.M: - - - -

Means of transportation:

on foot

on animal's back

by bus

by train

by boat

phone contact

Public Utilities

1] Drinking water resource:

well

%

the Nile

%

water canals

%

by tanks from another place

%

by pipes

%

if by pipes how?

- public water tap(in the street) how many?

- pipes in houses how many house?

all or most

%

most

%

some

%

few

%

2] Electricity:

- Does this community have electricity service? Yes

No

if yes: what is the percentage of houses which have electricity?

all

%

most

%

some

%

few

%

- is the voltage enough for use at its best? Yes

No

- is electricity used for other purposes rather than lighting?

Yes

No

if yes: mention

irrigation

industries

workshops

others mention

- What are the future projects to get rid of garbage(mention if there is any):

.....

5] Public Roads:

Specify the type of road by marking (✓) :

type	good (few holes)	regular (some holes)	bad (many holes)	most holes in the center	most holes in both sides
paved					
dusty					

- What are the future projects to improve roads(mention if there is any):

.....

6] Health:

What are the current health services?

health service	number	none	spOnsor	remarks
<ul style="list-style-type: none"> - public hospital. - central hospital. - specific hospital. - health unit. - private clinic. - motherhood and childhood care center. - ambulance branch. - pharmacy. - nurse. - midwife by study. - midwife by experience. - barber offering health services. - future teller. 				specialisation

- What are the future plans to improve the health services(mention if there is any):

.....

- What are the common diseases?.....

7] Education:

- Are there schools in the area of the urban U. village Yes No

if yes: mention the number:

primary stage:	number of schools	number of pupils
preparatory stage:	" "	''''''
secondary stage	" "	''''''
technical secondary schools:	" "	''''''

university: faculty institute number of students

- Does the community need additional schools or institutes?

yes No

if yes : mention the number:

primary stage:	number of schools
preparatory stage:	''''''
secondary stage:	''''''
technical stage:	''''''

- What are the future educational projects (mention if there is any)

.....

- Number of individuals who do not complete their education.

8] Recreational and general culture's means:

- What are the current means of recreation?

mean	number	none	remarks
- sports club.			
- sports fields.			
- conferences hall.			
- cinema.			
- theatre.			
- projector.			
- library.			
- swimming pool.			
- others - mention			
.....			
.....			

- What are the future recreational and cultural projects(mention if there is any).

.....

9] Worship places:

- are there mosques or churches? number none

if yes :mention how famous:

in the area of the village in the area of the center

in the area of the governorate in the area of the republic

in the international level

- are there tombs (darehs) for religions leaders(awllia)?

Yes: No:

- number of mosques which have social role.....

- " " churches " " " "

- is there future plan to construct or mend a mosque or a churches (mention if there is any-specific kind & place)

.....

10] Markets:

- Is there a weekly market in the community ? Yes No

if yes: specify the day the place

if no : mention the market which people go to(market.....or.....)

11] Social units' services:

A.(these questions for the village only)

- Is it the social unit village? Yes No

is no

mention the name of the social unit village.....

" the distance between the village and the social

unit K/l approximately.

- if the village is not the social unit village:

does it have a CDA? Yes _____ No _____

- if the answer is no:

is there a CDA in the social unit? Yes _____ No _____

3. (these questions for the city and the village),

- what is the original type of the social unit?

security unit _____ social center _____

social section in co-located unit _____

residence unit _____ district unit _____

village unit _____

- How do people usually go to the social unit?

on foot _____ by bus _____

by boat _____ by train _____

on animals backs or by cart _____

- Current institutions and social services in the area of urban unit
village

Kind of service	Number of institutions	Capacity	Number of beneficiaries	Sponsor
- SDA.				
- nurseries.				
- sewings.				
- industry training factory.				
- koran recitation classes.				
- literacy classes.				
- family planning office				
- child club.				
- women's club.				
- family guidance and advisory office				
- orphanages.				
- delinquent institutions				
- mentally-retarded institutions.				
- old-aged institutions				
- expatriate homes.				
- vocational training office.				
- vocational training center.				
- family industries training center.				
- pre-vocational training center.				
- social probation office.				
- charity society.				
- medical care society.				
- young girls care society.				
- prisoners care society.				
- tuberculosis patients care society.				
- public service unit.				
-				
-				
-				

Aids and pensions in the village/urban unit:

category	number of cases	money paid in 19	
		I.	II.
pensions			
aids			
soldiers families.			
immigrants			
others mention			
.....			
.....			
.....			
.....			
.....			
Total..			

(for the village only) M.P. (not filled in for the city)

Ownership classification in the village

Ownership categories	less than one acre	one acre	5 acres	10 acres	20 acres	50 acres +
number of Owners						

- Are there agrarian reform farms in the villages? Yes No

if the answer is yes:

the area in acre.....number of beneficiariesfamily

- is there a moor land in the village? Yes No

if the answer is yes: mention the area in acre.....

- is there a cooperative agricultural society in the village?

Yes No

if the answer is yes:

what is the number of members?

what is the total of farms do they own?

- Total of their financial dealings with the society:

Agricultural crops	cultivated area	average of the acre's production
fruits		
crops		
vegetables		
herbs [medical & perfume]		
others		

Industrial activity	number of institutions	number of laborers	ownership		resources of raw materials	
			private	governmental	from the village	from outside the village
crop grinding						
wrapped dates						
packed agricultural products						
brick making						
carpets and rugs						
weaving						
other						
.....						
.....						
.....						
.....						

Economics unit in the city

N.B.

- this form not to be filled in for the village except if the village has one of the economic activities of the city- in this case the one question is to be answered for the studied village.
- if you find an activity mention the number of its frequency.

kind of activity	number	kind of activity	number
-grocery.		-vegetables store.	
-fruit store.		-butcher.	
-calle-qual restaurant.		-cateria.	
-agricultural equipments		-industrial equipment store.	
-carpentry.		-blacksmith workshop.	
-electrician.		-cars electrician.	
-mechanic.		-gas station.	
-construction equipments		-plumber.	
-software store.		-clothes store.	
-furniture store .		-barber.	
-hair dresser.		-shoes store.	
-jewellery.		-coffee house.	
-stationary shop.		-photographer.	
-hotel.		-consumming goods center.	
-others - mention.		-.....	
-.....		-.....	
-.....		-.....	
-.....		-.....	

- are there factories in the area of the unit ? No yes

if the answer is yes - fill in the following chart.

name of factory	kind of production	raw materials used	number of labourers	the researcher's report on production big - in between - small

- the following question is to answered for the village and the urban unit.

agricultural activity	number of societies	number of numbers	their total dealings	remarks
agricultural				
fishing				
insustrial				
vocational				
conouming				
transportational				
others.....				

Immigration inside & outside the village/district:

- What is the number of people who came to this community within the last five years?

a lot in between few none

- From where did they come?

- From the neighbouring areas: specify:

- Other Communities: specify:

- Why did they come to this Community in general?

.....
.....

- What is the number of individuals who left this Community to live in other Communities in the last five years?

a lot in between few none

- To where most of them go?

near by here: specify:

other Communities: specify:

- Why did they leave this Community?

.....

Employment:

- what is the average wage of the unskilled labourer in the community?
- is it difficult to get a permanent work(not seasonal) in this community?

big difficulty some difficulty easy

why?

.....
.....

- what is the number of people looking for work in this community?

a lot some few none

- in relation to the last 5 years:

is finding a job easier or more difficult?

easier less easier the same

- what is the reason of this?

.....
.....

Habits, traditions and values:

- what are the common values in the community?

.....

- what are the good and bad habits, concerning the following, in the community?

- | | |
|--|----------------------------|
| - marriage. | - girls education. |
| - divorce. | - living. |
| - therapy from intestinal diseases | - W.C. |
| - the son's independence after marriage. | |
| - patients visitation. | |
| - confinement for birth. | - therapy of eye diseases. |

- what is the common age of marriage? girls..... boys.....

- what is the interpretation of this phenomena according to the researcher's viewpoint?

.....

Administrative and political system:

- is there a police unit in the village/unit area? Yes No

is the police unit in another village/unit? Yes

mention the distance approximately.....

- mark [] in front of the item exists in the village:

mayor mayor assistant local council

executive village council city council

local unit

- the researcher's viewpoint in the percentage of people who take part in the country's general policy in the community by signing viewpoints.

all most some few hardly cares

- the researcher's viewpoint in the people's interest in voting in the elections:

a lot of people are interested some people are interested few people are interested

people go to vote because it is a must.....

- Are there in the area some distinguished people who have a political or social activity: No Yes

- mention the names of people whom you think they have a leading activity:

.....
.....

Social structure in the village/urban unit:

- is there a distinguished class in the village/unit's area for whom people have much consideration? No Yes

if the answer is yes -clarify:

.....
.....

- is the community subject to this research divided into specific families and some minorities? No Yes

if the answer is yes - mention these families names:

.....
.....

- What are the most outstanding families - why?

reason of their being outstanding	firms	education	official positions	religion & reform
families names	ownership			

- Leadership & authority:

official positions	mayor	mayor assistant	chief of guards	member of the local council	member in the people's assembly	mosque preacher	governmental jobs
families names							

- Are there radical differences between some of the families or some of the classes? Yes No

if the answer is yes- mention the main differences:

.....

- how are outstanding families reconciled:

.....

- how do families cooperate to help in personal or public catastrophes:

.....

Statistical Data

APPENDIX V

Chapter 5

Agency Client/Information Systems

AGENCY/CLIENT INFORMATION SYSTEM

Appendix . Instructions for completing the case recording and reporting forms.

Family Profile and Service History

Client Intake, Referral and Service History

Referral/Feedback Card

Master Case Control Card

Master Client Control Card

Appointment Followup Card

Case Referral Followup Card

Weekly Information and Referral
Statistical Data

Summary Information and Referral
Statistics

Instructions for completing the
Family Profile and Service History

General Rules:

1. Use a ballpoint pen.
2. Draw a line through any boxes left empty because:
 - a) The client does not want to give the information.
 - b) The information is not known.
3. Enter all letters of a name starting with the left hand box. Leave the remaining boxes empty.
4. Enter all numbers so that the last number appears in the right hand box. Fill in any empty boxes with zeros.
5. When amounts are expressed in Egyptian pounds (LE) they are rounded to the nearest whole pound, i.e.,
LE 1.510 = LE 2.000, LE 1.490 = LE 1.000

Case Number

Enter the head of household's Personal Identification Number as on the ARE Personal identity card.

Day Month Year

Today's Date

Use two boxes each for the day, the month and the year. If the day or month is only one digit, precede that number with a zero.

Example : Enter March 4, 1980 as

0 4 0 3 8 0

Social Unit

Enter the four digit code for your social unit

Example : Shobra El Namla = 4

0 0 0 4

Per Fam Rooms O R Amount

Housing information

Per

Number of Persons

Enter the number of persons who reside in the house.

Fam

Number of Families

Enter the number of families who reside in the house.

Rooms

Number of Rooms

Enter the number of rooms in the house.

O

Owns house

Enter a " " if the house is being purchased.

R

Rents house

Enter a " " if the house is rented.

Amount

Amount

Enter either the monthly mortgage payment if the client is buying or the monthly rental amount if the client is renting. The amount should be entered in whole Egyptian pounds (LE).

Example: LE 2.655

0 0 0 3

Amount 1st 2nd

Income data

Amount

Amount of Income

Enter the amount of income from all sources received on a monthly basis by the family.

1st

First or Primary Source

Enter the one digit code which identifies the primary source of the family's monthly income.

2nd

Second or Secondary Source

Enter the one digit code which identifies the secondary source of the family's monthly income.

Transportation

Transportation to Social Unit

Enter this number in the box... if... this is the case:

- | | | |
|---|-------------|--|
| 1 | Walk | -the client walked most of the way from a residence or place of work to the social unit. |
| 2 | Taxi | -the client rode in a taxi. |
| 3 | Bus | -the client rode in a public transportation system bus. |
| 4 | Private car | -the client rode in or drove a private automobile or truck. |
| 5 | Animal back | -the client rode on the back of an animal. |
| 6 | Train | -the client rode on the train the majority of the distance to the social unit. |
| 7 | Other | -other means of transportation were utilized by the client, e.g., boat, ambulance or hand carried. |

Source of Referral

Referral
Source

Enter this number if this is the case
in the box

- | | | |
|---|------|---|
| 1 | Self | - the client was not referred to your agency by anyone. |
|---|------|---|

- 2 Family -the client was referred to your agency by a family member.
- 3 Friend -the client was referred to your agency by a friend.
- 4 Related to ongoing Service -the client has been part of your regular caseload and you are referring the client for another service at another agency.
- 5 Agency, specify -the client was referred to you by another agency. Enter 5 in the box and then name the agency on the line below.

Address of Family

Enter the complete street address as well as the other information requested on the form as part of the address.

Sex of Family Member

M - Male
F - Female

Enter the one digit code for the appropriate sex in the single box.

Relationship of Family Members

Relationship

Enter one of the following codes in the box to indicate the relationship of the family members.

- | | |
|----------------|---|
| 1- Husband | 6- Grandmother |
| 2- Wife | 7- Father |
| 3- Son | 8- Mother |
| 4- Daughter | 9- Other - includes relatives not specified in this list. |
| 5- Grandfather | |

Religion of Family Members

Religion

Enter one of the following codes in the boxes to indicate the religion of each family member.

- | | |
|--------------|----------|
| 1- Moslem | 3- Jew |
| 2- Christian | 4- Other |

Military Status of Family Members

Military Status

Enter this ...if ... this is the case: number in the box.

1

Active

- the family member is on military duty.

2	Completed	- the family member has served in the military and fulfilled the military obligation.
3	Deferred	- the family member has a deferment from military authorities.
4	Not obligated	- the family member is disabled or has no military obligation under current laws.

Marital Status of Family Members

Marital Status

Enter the family member's current marital status by entering the correct code in the box.

- 0- Never Married
- 1- Married
- 2- Divorced
- 4- Separated
- 5- Widowed

Educational Status of Family Members

Education

Enter the code which represents the highest educational level achieved by each family member.

- 1- None
- 2- Primary
- 3- Preparatory
- 4- Secondary
- 5- Vocational
- 6- Higher Institute
- 7- University

Occupational Status of Family Members

Occupation

Enter the code of the category which most closely represents the occupational area for each family member.

- 1- Farming
- 2- Government Service
- 3- Private Professional
- 4- Non-governmental Clerical Services
- 5- Non-professional Personal Services
- 6- Other (Specify _____)
- 7- Merchant
- 8- Housewife
- 9- Laborer

Literacy Skills of Family members

Literacy

Enter the code of the highest literacy skill level of each family member.

- 1- Illiterate
- 2- Ready only
- 3- Read and Write

Member's Problem/Need

Problem
or
Need

Enter the number of the general problem/need area you and the family member consider appropriate from the following list:

Problem/Need Categories

- 001- Money
- 002- Housing
- 003- Food
- 004- Clothing
- 005- Over population
- 006- Insufficient employees for public services
- 007- Unmet health needs/personnel hygiene
- 008- Lack of adequate health service
- 009- Lack of Social care
- 010- Illiteracy
- 011- Inadequate educational services
(Quality and Quantity)
- 012- Recreation/sport
- 013- Irrigation
- 014- Other agricultural problems
- 015- Family feud - Fight between families
- 016- Transport (roads, unplanned roads, buses,etc)
- 017- Communications (Telephone, telegraph, mail)
- 018- Water (drinking) - Personal
- 019- Waste water disposal/sanitation
- 020- Electricity
- 021- Rubbish/Litter
- 022- Inadequate religious services
- 023- Drugs/Alcohol
- 024- Non planning for roads
- 025- Abuse by Government employees
- 026- Other

Types of Service Provided

Type

Enter the three digit code which represents the actual service provided to each family member.

Date of Service Provision

D

Enter the day and month of service provision.

Example: Service rendered on 5 April

Instructions for Completing the
Client Intake, Referral & Service History

General Rules:

1. Use a ballpoint pen on a hard surface.
2. Draw a line through any boxes deliberately left empty because:
 - (a) the client does not want a particular entry recorded;
 - (b) the information to complete the entry is not known.
3. Enter all letters of a name starting with the left hand box. Leave the remaining boxes empty.
4. Enter all numbers so that the last number appears in the right hand box. Fill in any previous boxes with zeros.
5. When amounts are expressed in Egyptian pounds (LE) they are rounded to the nearest whole pound, i.e.
L.E. 1.510 = L.E. 2.000, L.E. 1.490 = L.E. 1.000.

Case Number

Enter the client's Personal Identification Number as written on the ARE Personal Identity Card. If the client is under the age of 16 use the number of the adult member on whose card the client is listed.

Day Month Year

Today's Date

Use two boxes each for the day, the month and the year. If the day or month is only one digit, precede that number with a zero.

Example : Enter March 4, 1980 as:

0 4 0 3 8 0

Social Unit

Enter the four digit code for your social unit.

Example : Shobra El Namia = 4

0 0 0 4

Per Fam Rooms O R Amount

Housing Information

Per

Number of Persons

Enter the number of persons who reside in the client's house.

Fam

Number of Families

Enter the number of families who reside in the client's house.

Rooms

Number of Rooms

Enter the number of rooms in the client's house.

(If the client is not responsible for the family housing costs, do not complete the "Owns, Rents and amount").

0

Owns house

Enter a " " if the house is being purchased by the client.

R

Rents house

Enter a " " if the house is rented by the client.

Amount

Amount

Enter either the monthly mortgage payment if the client is buying or the monthly rental amount if the client is renting. The amount should be entered in whole Egyptian pounds (LE).

Example : L.E. 2.655

0 0 0 3

Amount 1st 2nd

Income Data

Amount

Amount of Income

Enter the amount of income received on a monthly basis by the client.

1st

First or Primary Source

Enter the one digit code which identifies the primary source of the client's monthly income.

2nd

Second or Secondary Source

Enter the one digit code which identifies the secondary source of the client's monthly income.

Number Name Type

Street Address

Number

Street Number

Enter the number so that the last number appears in the last box. Fill in the empty boxes with zeros.

Example : 41 Mahassin

0 0 0 4 1

Name

Street Name

Enter the name from the left

Example : Mahassin M A H A S S I N

Type

Street Type

Enter the appropriate abbreviation.

Al- Alley	PK - Parkway
AV- Avenue	PL - Place
BL- Boulevard	RD - Road
CR- Circle	SQ - Square
CT- Court	ST - Street
DR- Drive	TR - Terrace
HW- Highway	TK - Turnpike
LN- Lane	

FLAT

Flat Number

Enter the flat number so that the last number appears in the last box. Fill in the empty boxes with zeros.

Markaz

Markaz of Residence

Enter the first five letters of the Markaz.

Example : Tanta T A N T A

District/village

District or Village

Enter the first five letters of the district or village.

Example: Damanhur D A M A N

City

City

Enter the first six letters of the city.

Example: Cair o C A I R O

Governate

Governate

Enter the first five letters of the governate.

Example: El Gharbiyah

 E L G H

Name of client

The client's complete formal name is entered on the form, beginning with the first name. This name must agree with the client's name as written on the ARE Personal Identity Card.

Day Month Year

Birth Date

Birth Date

The birth date of the client is entered in the proper sequence using two boxes each for the day, month and year. If the day or month is only one digit, precede that number with a zero.

Example: 5 April 1980

 0 5 0 4 8 0

Sex

Sex

M - Male
F - Female

Enter the one digit code for the appropriate sex in the single box.

Religion

Religion

Enter one of the following codes in the boxes to indicate the religion of the client.

1- Moslem 3- Jew
2- Christian 4- Other

Military

Military Status

Enter this numberif...This is the case:
in the box .

1

Active

-the client is on military duty.

2

Completed

-the client has served in the military and fulfilled the military obligation.

3

Deferred

-the client has a deferment from military authorities.

4

Not Obligated

-the client is disabled or has no military obligation under current laws.

Marital Status

Marital Status

Enter the client's current marital status by entering the correct code in the box.

- 1- Never Married
- 2- Married
- 3- Divorced
- 4- Separated
- 5- Widowed

Educational Status

Educational Status

Enter the code which represents the highest educational level achieved by the client.

- 1- None
- 2- Primary
- 3- Preparatory
- 4- Secondary
- 5- Vocational
- 6- Higher Institute
- 7- University

Occupational Status

Occupation

Enter the code of the category which most closely represents the occupational area for the client.

- 1- Farming
- 2- Government Service
- 3- Private Professional
- 4- Non-governmental Clerical Services
- 5- Non-professional Personal Services
- 6- Other (Specify _____)
- 7- Merchant
- 8- Housewife
- 9- Laborer

Literacy Skills

Literacy Skills Enter the code of the highest literacy skill level of the client.

- 1- Illiterate
- 2- Read only
- 3- Read and Write

Transportation to Social Unit

Transportation

Enter this number. .if. . .this is the case:

- | | | |
|---------|-------------|--|
| <hr/> 1 | Walk | -the client walked most of the way from a residence or place of work to the social unit. |
| <hr/> 2 | Taxi | -the client rode in a taxi. |
| <hr/> 3 | Bus | -the client rode in a public transportation bus. |
| <hr/> 4 | Private car | -the client rode in or drove a private automobile or truck. |

5

Agency, Specify

-the client was referred to you by another agency. Enter 5 in the box and then name the agency on the line below.

Client's Problem/Need

Problem

Enter the number of the general problem/need area you and your client consider appropriate from the following list.

- 001- Money
- 002- Housing
- 003- Food
- 004- Clothing
- 005- Over population
- 006- Insufficient employees for public services
- 007- Unmet health needs/personnel hygiene
- 008- Lack of adequate health service
- 009- Lack of Social care
- 010- Illiteracy
- 011- Inadequate educational services
(Quality & Quantity)
- 012- Recreation/ sport
- 013- Irrigation
- 014- Other agricultural problems
- 015- Family feud - Fight between families
- 016- Transport (road, unplanned roads, buses, etc.)
- 017- Communications (Telephone, telegraph, mail)
- 018- Water (drinking) - personal
- 019- Waste water disposal/sanitation
- 020- Electricity
- 021- Rubbish/Litter
- 022- Inadequate religious services
- 023- Drugs/Alcohol
- 024- Non planning for roads
- 025- Abuse by Government employees
- 026- Other

Service Gap

Service
Gap

Enter the appropriate code to indicate the status of service gaps in the services delivery system.

- 1- N/A means that there is not a service gap.
- 2- Client ineligible - refers to a situation where the service sought is available but the client does not meet eligibility requirements.
- 3- Inaccessible - refers to a situation where the service sought is provided in the area and the client is eligible, but for some physical reason can't get to the site that offers the service. For example, the client might not have transportation or is bedridden and unable to leave the house.
- 4- Exist, but unavailable - refers to a situation where the service, although being provided in the area, cannot be obtained as quickly as it is needed. For example, an elderly man needs to enter a nursing home by April 6th, but no beds will be available until April 17th.
- 5- Does not exist in community - refers to a situation where a service is known to the social unit, but there are no service sites which provide the stated service.
- 6- Other, specify.

Yes No

Service Delivered in Social Unit

Enter a " " in the appropriate block to indicate if the service requested by the client was furnished solely by the social unit.

Yes No Client referred by Social Unit

Enter a " " in the appropriate block to indicate if the client was referred to another agency of services.

Services Provided to client

Services
Provided

Enter the three digit code which represents the service (s) provided to the client.

Completed

Completed Enter the date on which all services are completed for each of the identified problems/needs. Enter the date in day, month, year sequence.

Referral Plan

Complete the form with the information requested. The social unit services inventory and provider listings should be consulted for the necessary data.

Instructions for Completing the
Referral/Feedback Card

When a client has been referred by the MSA to your agency for services, a Referral/Feedback Card will be sent with a copy of the Client Intake, Referral & Service History.

1. Date - Enter today's date in the six boxes provided.

Example: 7 January 1980 0 7 0 1 8 0

2. Referral Outcomes - Check one of the indicated responses. The definitions of each response is as follows:

Check This Box ... If ... This is the Case:

- | | | |
|---|--|---|
| 1. Service Provided | | The client was provided the services. |
| 2. Service Pending | | The client has entered into formal eligibility determination and the case is pending. |
| 3. Ineligible for Service. | | The client was determined ineligible for the service, before or after an application was taken. |
| 4. Service not offered at this Agency | | The service was not provided because your agency does not offer that service. |
| 5. Service Requested on Referral Form not needed by the Client. | | You and/or the client does not feel that the service for which the client was referred is needed. |

6. Additional Service Provided Here. During your interview, you learn that the client needs an additional service.
7. Referred to Another Agency. The client needs to be referred to another agency for service. In the line below the box, enter the name of the Agency.
8. No Additional Problem. The client does not need any service other than the one for which the client was referred.
3. Agency Name - Write the name of your agency.
4. Social Worker - Write your name.
5. Return the completed Form to the referring social unit.

If the client has lost or forgotten the Client Intake, Referral & Service History and/or the Referral/Feedback Card, complete one of the blank cards furnished by the MSA. In this case, the case number space should be left blank.

Instructions for Completing
the Master Case Control Card

A Master Case Control Card is prepared for each client who is served by the Social Unit. Enter the client's formal name and case number on the card.

Instructions for Completing the
Master Client Control Card

Each person who becomes a client of the social unit must have a Master Client Control Card completed. The Family Profile and Service History is the source of most of the data required for this card. The Payment Register Number and the Applicant Register Number are taken from the Social Insurance records maintained at the social unit. The Cross Reference Name is used to locate a variant of the same name.

Service Plan Data

This data is taken from the Client Intake, Referral and Service History form.

Financial Aids

If the client is also receiving financial aids from the Ministry of Social Insurance, Ministry of Social Affairs or a private association, the information from these records is entered on the card.

Instructions for Completing the
Appointment Follow-Up Card

- 1) Write the client's name in the space provided.
- 2) Enter the client's case number from the Client Intake, Referral & Service History or the Master Case Control Card.

Day Month Year

Appointment Date

Enter the future appointment date given by the worker to the client. The card entry should be in pencil.

Purpose of Appointment

The major purpose of the appointment is entered:

Example: "Social Research"

Date

Day Month Year

The actual date the client kept the appointment. This date may differ from the Appointment Date originally assigned. If the client did not keep the agreed appointment date, the actual date should be entered in this block.

Status

The outcome of the appointment is entered in terms of completed, missed, failed to show, etc.

Remarks

Enter any remarks which will clarify the appointment status or explain why a client could not keep the appointment.

Instructions for Completing the
Case Referral Followup Card

This card is used to track and record the progress and conclusion of each referral made by the social unit. It records the follow-up activities of the social unit as well as providing a case tracking mechanism.

This card must be prepared for each case which receives a referral from the social unit to another services provider. The cards are to be kept in chronological order by the "Due Date". The "Due Date" is the optimum date by which the service should have been provided and reported by the agency to which the client was referred. The "Due Date" is set by the social worker.

The "Referral Appointment Date" is taken from the Referral section of the Client Intake, Referral & Service History. It is the exact appointment date of the client at the agency to which the referral was made. It is always precedent to the "Due Date".

When a Referral / Feedback card is received from an agency to which a client has been referred a " " mark is placed in the column marked " " by the referral outcome and the referral outcome is noted on the card.

Example: If the Referral/Feedback Card indicates that the service was provided, a " " mark is placed in the " " column opposite and " Service Provided is entered as the referral outcome.

Service Provided

The date on which the initial referral decision with the client is recorded in the "made" column across from the " " mark. This is the date the Client Intake, Referral & Service History was completed.

The date the referral was completed by the agency to which the client was referred is entered in the "Comp" column across from the " " mark.

If the social unit contacts the agency to which the client was referred, the date is noted in the "Contact" column.

The date on which the social unit completes the follow-up activities is entered in the "Comp" column.

Instructions for Preparing the
Weekly I&R Statistical Data Worksheet

The Weekly I&R Statistical Data Worksheet is used to prepare the Summary I&R Statistical Data Report. The social unit name and number as well as the week ending date must be entered on the form. Each of the data elements on the Client Intake, Referral and Service History form must be tallied on the form. A counting mark is made on the tally space for each item as it occurs. At the end of the week, the totals are transferred to the Summary Information and Referral Statistics Report.

Instructions for Preparing the
Summary I&R Statistics

Each of the weekly totals accumulated on the weekly I&R Statistical Data Worksheets is posted onto this form. The social unit name and code number as well as the year are entered on the form. The form is designed for a year's reporting. The correct monthly names must be entered on the column headings. The correct dates must be entered under the number of the week, e.g., week 1 that starts on the 1st and ends on the 3rd, would be written as "1/3." The percentage of the components to the total of the category must be calculated each month.

WEEKLY I & R STATISTICAL DATA WORKSHEET

--	--	--	--	--	--

SOCIAL UNIT		WEEK ENDING DATE
DESCRIPTION	TALLY	TOTAL NUMBER
NUMBER OF CLIENTS		
HOUSING INFORMATION		
NUMBER OF PERSONS		
NUMBER OF FAMILIES		
OWN		
RENT		
INCOME (1st)		
EMPLOYMENT		
SOCIAL SECURITY		
SOCIAL INSURANCE		
PENSION		
PUBLIC ASSISTANCE		
OTHER		
INCOME (2nd)		
EMPLOYMENT		
SOCIAL SECURITY		
SOCIAL INSURANCE		
PENSION		
PUBLIC ASSISTANCE		
OTHER		
REFERRAL SOURCE		
SELF		
FAMILY		
FRIEND		
ONGOING		
AGENCY		
TRANSPORTATION TO S.U.		
WALK		
TAXI		
BUS		
PRIVATE CAR		
ANIMAL DACK		

WEEKLY I & R STATISTICAL DATA WORKSHEET

--	--	--	--	--

SOCIAL UNIT _____

WEEK ENDING DATE _____

DESCRIPTION	TALLY	TOTAL NUMBER
TRAIN		
OTHER		
PROBLEM		
MONEY		
HOUSING		
FOOD		
CLOTHING		
OVER POPULATION		
INSUFFICIENT EMPLOYEES FOR PUBLIC SERVICE		
UNMET HEALTH NEEDS/PERSONAL HYGIENE		
LACK OF ADEQUATE HEALTH SERVICES		
LACK OF SOCIAL CARE		
ILLITERACY		
INADEQUATE EDUCATIONAL SERVICES		
RECREATION/SPORT		
IRRIGATION		
OTHER AGRICULTURAL PROBLEMS		
FAMILY FEUD-FIGHT BETWEEN FAMILIES		
TRANSPORT		
COMMUNICATIONS		
WATER (DRINKING)-PERSONAL		
WASTE WATER DISPOSAL/SAHITATION		
ELECTRICITY		
RUBBISH/LITTER		
INADEQUATE RELIGIOUS SERVICES		
DRUGS/ALCOHOL		
NO PLANNING FOR ROADS		
ABUSE BY GOVERNMENT EMPLOYEES		
OTHER		
SERVED IN SOCIAL UNIT		
YES		
NO		

WEEKLY I & R STATISTICAL DATA WORKSHEET

--	--	--	--	--

SOCIAL UNIT _____

WEEK ENDING DATE _____

DESCRIPTION	TALLY	TOTAL NUMBER
REFERRED		
YES		
NO		
SERVICE GAP		
NOT APPLICAPABLE		
INELIGIBLE		
INACCESSABLE		
UNAVAILABLE		
NONEXISTANT		
OTHER		
SEX		
MALE		
FEMALE		
RELIGION		
MOSLEM		
CHRISTIAN		
JEW		
OTHER		
MILITARY STATUS		
ACTIVE		
COMPLETED		
DEFERRED		
NOT OBLIGATED		
EDUCATION		
NONE		
PRIMARY		
PREPARATORY		
SECONDARY		
VOCATIONAL		
HIGHER INS.TITUTE		
UNIVERSITY		

SUMMARY I & R STATISTICS

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SOCIAL UNIT

YEAR

DESCRIPTION	MONTH					TOTALS																							
	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	6 MO.		12 MO.	
	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	NO.	%	NO.	%
NUMBER OF CLIENTS																													
HOUSING INFORMATION																													
NUMBER OF PERSONS																													
NUMBER OF FAMILIES																													
OWN																													
RENT																													
INCOME (1st)																													
EMPLOYMENT																													
SOCIAL SECURITY																													
SOCIAL INSURANCE																													
PENSION																													
PUBLIC ASSISTANCE																													
OTHER																													
INCOME (2nd)																													
EMPLOYMENT																													
SOCIAL SECURITY																													
SOCIAL INSURANCE																													
PENSION																													
PUBLIC ASSISTANCE																													
OTHER																													

SUMMARY I & R STATISTICS

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SOCIAL UNIT

YEAR

DESCRIPTION	MONTH					TOTALS																							
	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	1	2	3	4	5	6 MO.		12 MO.	
	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	/	NO.	%	NO.	%
UNMET HEALTH NEEDS/PERSONAL HYGIENE																													
LACK OF ADEQUATE HEALTH SERVICES																													
LACK OF SOCIAL CARE																													
ILLITERACY																													
INADEQUATE EDUCATIONAL SERVICES																													
RECREATION/SPORT																													
IRRIGATION																													
OTHER AGRICULTURAL PROBLEMS																													
FAMILY FEUD-FIGHT BETWEEN FAMILIES																													
TRANSPORT																													
COMMUNICATIONS																													
WATER (DRINKING)-PERSONAL																													
WASTE WATER DISPOSAL/SANITATION																													
ELECTRICITY																													
RUBBISH/LITTER																													
INADEQUATE RELIGIOUS SERVICES																													
DRUGS/ALCOHOL																													
NON PLANNING FOR ROADS																													
ABUSE BY GOVERNMENT EMPLOYEES																													
OTHER																													

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APPENDIX VI

Chapter 6

Private Associations Supervision

A report To Review The Accounts Of A Society
Financial Year ...

Name of Society:	Address:
No.of Month & Date of registering:	Field of work:
Name of visitor & Post:	Date of visit:
Date of previous visit:	
& purpose:	

FIRST:The sides of actual activity as state in the list:

- 1-
- 2-
- 3-
- 4-

SECOND:The sides of actual activity during the financial year:

- Kind of Activity:
- Number of those with benefit:

The remarks of the financial auditor on the society's activity and how far are they applied to the aims.

THIRD:Membership & Contributions:

- Number of Members:
- Contribution's Class:
- Total of Contributions during the year:

Remarks of the financial auditor on payment.

FOURTH:Names of Used Registers:

Degree of application to the ministerial decree number 75 in 1966 concerning registers which should be kept and remarks of the financial auditor on the stamps, sufficiency- order and the way of registering in these registers.....etc
(The validity of the administration's concil's meetings and its decisions).

FIFTH:Cash receipts and disbursements:

It includes all the sums of money paid to the society and the spent money during the year and if they belong to a previous of coming year.

1- Files' Revision:

The files of the whole year in the societies whose accounts are not checked by legal auditors are reviewed by the seshni method. The reviewed months are to be indicated unless the auditor thinks that the files of the whole year should be revised.

2- The Result of the Files Revision.

SIXTH:Expenditure & Revenue:

1- The result of the expenditure & income's revision to include the expenditure & income of the financial year & exclude the building & furniture's expenditure.

2- To divide the expenditure & income into the following chapters. The auditoris to prepare this list if it is not prepared.

A. Income:

Private income:(contributions - membership fees).

Government Aids:(From the ministry & other destinations)

Work income:(to be indicated).

Other income:(to be indicated).

B. Expenditure:

Services expenditure:(to be indicated).

Work expenditure : (to be indicated).

Administrative expenditure :(to be indicated)

Other expenditure: (to be indicated)

C. The increase of expenditure than income or the opposite.

SEVENTH:The General Budget - Balance Sheet:

A result of the revision of the financial position of the society at the end of the year, comparing it with the previous year and knowing the bank's name and number of the society's account.

EIGHTH:

The date of the general assemblys submission of the final accounts and general budget.

NINTH: Safe stocktaking:

The safe is checked during the visit and compared with the registered accounts to make sure that the loan is not more than the allowed money.

TENTH:Store inventory:

Stores are checked during the visit, also the storing system, used registers & method of register.

ELEVENTH:

The internal list Modyerias date of submission & remarks of auditor.

TWELVETH:

Remarks & directions which are to be excuted, what is excuted during the visit under the supervision of the auditor.

THIRTEENTH:

Previcus remarks, dates of their report to the society, dates of reply and what is excuted and what is not till the visit's time.

FOURTEENTH:

General status of the society(good - satisfactory - unsatisfactory)

ON...../...../.....

Inspector's signature

General directions.

- 1- All societies financed or not are to be directed to the necessity of accounts's preparation(payment - income - budget).
- 2- The auditor is to enclose acopy of the accounts with this report and a copy of the general budget. He is to sign them and to show that he has reviewed them and they are correct.
- 3- In case of expenditure or income's increase than LE 1000 we should make sure that the final accounts are checked by an auditor.
- 4- During expenditure's revision we make sure of the regulations correctness.
- 5- We should make sure of the correctness of counting the consuming's sums which are take.
- 6- If the society received an aid to construct a specific project,an account is registered to show the proiect's income and expenditure in detail.The steps which are accomplished in the project are referred to till the visit's time.

- 7- A list of the names of workers in the society is enclosed with the report. Their posts, qualifications, salaries and dates of their appointments are stated in the list. The auditor is to write his remarks to show the degree of efficiency. The auditor is to make sure of the society's partnership in the society and social security payment of taxes, deputation of individuals to work in that society and the submission of government.
- 8- The auditor is to state his viewpoint and not to suffice himself with the items in the form. He is to check all the works of the society and explain his remarks to the responsables.
- 9- The auditor is to handle this report to the modvria within three days after the visit. His remarks are to be sent within a week.
- 10- The auditors' visits are to be paid for the financed societies and the societies which are not. Their second visit is to follow up the execution of their remarks.

Register of Administration Council

Number of members of the administration council:
Field of work:
No. of month & date:
Address:
Name of society:

Remarks	Date of informing the modyria	Revision of decision	Sammary of the meeting's decisions	Date & number & the meeting agenda	Number of attendants	Date of meeting

THE MODERIA OF SOCIAL AFFAIRS

A REPORT OF SOCIAL INSPECTION

Name of visitor:

Job of visitor:

Dates of previous visits:

FIRST: GENERAL INFORMATION:

Name of society:

Date of establishment:

Address:

Phone No.:

Description of place:

Society field of work:

SECOND: THE SOCIETY'S STATED AIMS:

1-

2-

3-

4-

Excuted aims - non-excuted aims - reasons for non-excution:

THIRD: PHASES OF ACTUAL ACTIVITY DURING THE LAST FINANCIAL YEAR: (WHICH YEAR)

	Activity	Those who benefit	Service costs (Immediate costs, Management & General costs.)
1-			
2-			
3-			
4-			

- The inspector's remarks about the society's activity and how far it is applied to its aims.
- His viewpoint in the level of each activity; the place conveniency, the standard of activity doers and their effeciency and the suggestions to raise the standard.

FOURTH: MEMBERSHIP & CONTRIBUTIONS

- Membership conditions
- Monthly or annual contributions
- Report written to moderia and regional society about membership status every 3 months

Date of Membership	Number of Registered members			Paid contribution till the end of the financial year	Percentage of paid contribution	Remarks
	1974	1975	1976			

- The inspector's remarks about the membership, its development, contributions and the degree of regularity in their collections.
- The degree of society's obligation in membership: i.e. to accept or to stop the membership in case of violating any of the conditions

FIFTH: THE GENERAL ASSEMBLY

Date of the last meeting of the general assembly and date of the previous meeting. How the meeting is by regulations and the paid contributions and the number of attendants. The meeting's place were the managers and regional unions informed before the meeting? Was the unit informed with the meeting's agenda?

THE GENERAL ASSEMBLY'S DECISIONS AND THEIR REMARKS

SIXTH: THE ADMINISTRATION'S COUNCIL

The formation of the council and remarks on this formation.

The council's members

N A M E	Post in the council	Date of joining the assembly	Period of Membership	Job	Remarks

- The council's meeting during the last year. Does it meet each month? The council's decisions and their execution—Inform of the social unit and the regional union during a week from the meeting date.
- Attendance compensation and any cash paid to the council's members.
- To report the membership candidates' names in the general societies, social welfare societies before thirty days of the election.
- The obligation of the council's administration in execution in the field of the submitted subject project.

SEVENTH: COMMITTEES

Names of committee's , specialization, meetings, remarks on the activity and the result of reading the registers.

EIGHTH: THE SOCIETIES' REGISTERS

1- The Administrative Registers

The registers of membership and contributions. The registers of workers, stores, etc.

2- Social Registers

The register of the administration council. The register of the general assembly, the register of AIDS and the register of activity.

3- The Financial Registers

The register of income and expenditure, the register of Bank, register of the box, etc.

Are the registers stamped and numbered? Are they kept in the society? Are they in order?

GENERAL OBSERVATIONS OF THE INSPECTOR

NINTH: INCOME AND EXPENDITURE IN THE LAST FINANCIAL YEAR

- Summary of income and expenditure in the last financial year.
- The stock at the end of the year.
- Date of the submission to the general assembly of the final accounts.

TENTH: THE SOCIETY'S INTERNAL REGULATIONS

Are there any? Date of its submission to the general assembly and Moderias.

ELEVENTH: THE VOCATIONAL SYSTEM

- The executive manager (name - qualification and experience)
- A list of the permanent and deputed employees (the submission of their work destinations on their deputation)
- Qualification - salary and bonus - period of work.
- The payment of social insurance.

TWELVETH: THE SOCIETY'S CORRESPONDENCE

Letters sent - letters received and keeping of letters and the inspectors's remarks.

THIRTEENTH: PREVIOUS INSPECTION'S REMARKS

- Date of the last visit, name of visitor and his position.
- List of previous remarks.
- Date of sending them to the society.

What's excuted and what's not and causes.

FOURTEENTH: REMARKS

- The excuted remarks during the visit.
- The remarks which are asked to be excuted.
- Date of writing the report.

The register of society's visit

The society's name: Address: Number of month: Field of work: Activity: those who benefit Number of

Name of the visitor	Position	Date of visits		Time of visits	Dates of sending reports to the moderia		Dates of sending the remarks to the society		REMARKS	Serial
		From	to		No.	Date	No.	Date		

Name of society:

Address:

No. of month and date:

Field or work:

Year	Kind of meeting		Date of sending the meeting agenda to the Unit	Date and place of meeting	Summary of the agenda	Number of who have the right to attend	Was the meeting at scheduled time	Number of attendants		Date of informing the meeting agenda to the Unit
	Ususal	Unususal						In Person	Proxy	

Register of administration council

No. of members
of the administ-
ration council

Name of society:

Address:

No. of month & date:

Field of work:

Serial No.	Date of meeting	Number of attendants	agenda register in social Unit	Summary of the meeting's decisions	Revision of decision	Date of informing the modera	REMARKS