



## CHILD SUPPORT INDEX – Scoring Guide and Codes

### Shelter and Care

#### 1. Shelter is clean and dry.



- :: Shelter is clean and dry, even in the rainy season. This indicator is best observed by the volunteer, not asked directly as a question. Look that there are no holes in the roof, secure windows and door, etc.
- .. Shelter is okay most of the time, but there are some problems.
- .. Shelter is dirty and/or leaks badly and needs significant improvements
- . This family has no shelter; they are living on the street or temporarily with others

#### 2. Primary caregiver is 18 + & provides regular care, attention, support.



- :: Primary caregiver is 18 + and provides regular care, attention, support. This indicator may be asked of children when the caregiver is not present; it may also be observed or described by neighbors,
- .. Primary caregiver is 18+, but there are occasional gaps in regular care, attention or support.
- .. Primary caregiver is 18+, but does not give regular care, attention or support due to illness or the caregiver is often absent
- . There is no adult supervision; e.g. this is a child-headed household.

#### 3. Household has access to safe drinking water.



- :: Household always has access to safe drinking water. This indicator is best observed by the volunteer, not asked directly as a question.
- .. There are some times when the household cannot access safe drinking water.
- .. Access to safe drinking water is difficult much of the time.
- . The household has absolutely NO access safe drinking water; this often results in sickness.

#### 1. Service/Action Codes for Shelter and Care

101 Materials provided for Personal hygiene & House Cleaning [soap, Paraffin , sanitary pads, etc.]	107 Night clothes like blanket Bed-sheet, matures etc... / provided	114. HVC educated on Hygiene
102 Home Repair	108 child reunification with families or extended families facilitated from institution	115. Day care services provided
103 House rent coverage	109. Facilitated foster care	116. Linked with Kebele for Home/shelter
104 Street Child reunified	110. Facilitated temporary shelter	117. Clothes provided
105 Access facilitated to Safe / Potable water	111. Adult coaching during Home visit provided	118. Referral for shelter & care to other agencies
106 Provision of home utensils	113. Linked to Legal body for home inheritance	

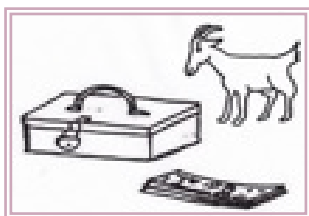


## Economic Strengthening



- :: Household is able to meet minimum needs (expenses) for most of the year. The volunteer may ask about HOW the household meets their basic, minimum expenses.
- :: Basic minimum expenses can be met, but irregularly and not bigger expenses such as secondary school or repairs.
- .. Much of the time, the household has difficulty meeting their minimum expenses; for example, they are behind in rent, can't afford the expense of sending all their children to primary school, and/or owe money to other people.
- . The household ALWAYS has a BIG PROBLEM meeting their minimum expenses. They are destitute !!! -e.g. living on the street or at risk of being on their street, always begging for food, etc.

### 5. Family has regular income and/or income.



- :: Family has regular income and assets that contribute to income. The volunteer may observe or ask employment, small savings, and/or an Income Generating Activity
- :: There are some income gaps during the year and/or assets are very limited.
- .. Income is irregular and there no assets OR there are some assets but no income.
- . Family has NO assets and NO income. They live from day to day, not knowing where their next meals will come from.

### 2. Service/Action Codes for Economic Strengthening

201. BDS training provided	207. Training and Memberships in SAC (saving and credit) Facilitated.	213. Materials like minutes, financial register, saving box, etc... provided for saving groups
202. Financial management training provided	208. Startup capital /Seed money provided	214. Job/employment facilitated
203. Micro and small scale business management training provided	209. Revolving fund provided	215. Linkage with Microfinance created for revolving/startup capital financial support management, saving service and technical support
204. Vocational training	210. Mentoring and coaching support on IGA provided	216. referral created for any economic strengthening support to others
205. Training and Memberships in SHG Facilitated	211. Technical support provided on local market analysis	
206. Training and Memberships in CSSG Facilitated	212. Linkage for follow up and support with government micro and small scale office created	

## Coordination of Care

### 6. Household has someone / somewhere to go in the community for referral and/or support.

- :: Household members have someone/somewhere in the community where they can go for help, for example referral and/or support. This may include a volunteer, friend, religious leader, teacher, extended family member, local organization, etc.



- ∴ Most of the time the household has someone, where they can go to for help, but this is not consistent; there are gaps.
- ∴ Household members do not usually have someone in the community where they can go to for help; occasionally they find support but this is a challenge most of the time.
- ∴ There is no one to go to for help; this household is isolated, always functioning on its own.

#### 7. Services provided to the children are well coordinated in response to the children's needs.



- ∴ Services are always well coordinated in response to the children's needs. Information on this indicator may come up in the conversation, when the volunteer learns that there has been a (recent) need for other services and support.
- ∴ Often, services are well-coordinated in response to the children's needs, but sometimes there are some gaps or problems.
- ∴ There are many challenges in the coordination of services for the children's needs, but occasionally there is (has been) a good response.
- ∴ Services are NOT AT ALL well-coordinated and don't ever respond to the children's needs.

#### 3. Service/Action Codes for Coordination of Care

801. Care-management support by IP volunteer.

802. Referral to others for care management ,

803. Work with local CC to improve the Coordination of Care in the community

### Legal Protection

#### 8. Child has access to legal support. (Examples: birth registration, protection from illegal practices)



- ∴ Child has a birth registration or certificate that can assist with legal protection. There have been no other legal concerns (for example, around property grabbing or early marriage) or, if there were, these have been solved in the child's interest.
- ∴ Legal protection is partial or in process. For example, the child may not have a birth registration or certificate (or it has been applied-for but has not yet been received). No other legal problems have been identified (or, if they were, they are in-process or have been solved in the child's interest).
- ∴ To date, no attempt was made to get a birth registration or certificate. In addition, there is some concern about vulnerability to property grabbing or other legal problems.
- ∴ Child DOES NOT have ANY legal protection and has been a victim of property grabbing or other actions for which legal protection was needed.

#### 9. Child appears safe from any abuse, neglect or exploitation.



- ∴ Child appears safe from any abuse, serious neglect or exploitation (includes child labor). Note: this indicator is mostly determined by looking for signs and symptoms of abuse. The volunteer may also ask the caregiver, "How do you handle discipline?"
- ∴ Most of the time child is safe from any abuse, serious neglect or exploitation, but there is some risk.
- ∴ Situation is not clear: volunteer needs to pay more attention to possible risks of abuse, neglect or exploitation




	<p>. Volunteer hears or suspects that the child may be experiencing some abuse, serious neglect or exploitation, but this is not clear. (Follow-up in required, in conjunction with Yekokeb Berhan's child protection policy and procedures.)</p> <p>⚠ EMERGENCY: Child is clearly being abused, serious neglected or exploited. (This is an emergency!!! Follow-up immediately via Yekokeb Berhan's child protection policy.)</p>
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### 3. Service/Action Codes for Legal Protection


301 Facilitated for Birth Certificate	305. Facilitated protection and legal education by other agencies
302 Will writing/ Inheritance right ensured	306. Reporting & follow up of abuse/neglect/exploitation
303 Court expense coverage	307. Referral for Legal Support
304. Facilitated child rights and Legal education by concerned government bodies	

### Health


#### 10. Child is free from signs and symptoms of disease & is physically healthy for daily activities

	:: Child is free from signs and symptoms disease & is generally physically healthy for normal daily activities. Observe and ask about child's recent health.
	∴ The child gets sick occasionally, but is usually physically healthy for normal daily activities
	∴ Periodically the child is weak or ill and during these times she or he not healthy for normal daily activities
	. Child is often weak or ill and not healthy for normal daily activities
	⚠ Child is seriously ill right now without adequate treatment. (This is an emergency!!! Follow-up with immediate medical care.)

#### 11. Child has access to health care services, incl. preventive & curative

	:: Child has regular access to health care services, incl. preventative & curative. For adolescents this includes reproductive health services. For adolescents, it is best to ask this question away from adults.
	∴ Most of the time the child has access to health care services, incl. preventative & curative, but there are (or recently have been) gaps.
	∴ Child does not often have access to health care services; preventative & curative treatment is not accessed most of the time.
	. Child NEVER access to health care services, incl. preventative & curative

#### 12. Child has received age-appropriate immunizations (for under 6 years only).

	:: Child as all immunizations up to date. Volunteer may ask to see immunization record.
	∴ Child is partially immunized
	. Child has had NO immunizations up to date. Note there is no opportunity to score two dots
	Not applicable – child is 6 years or over

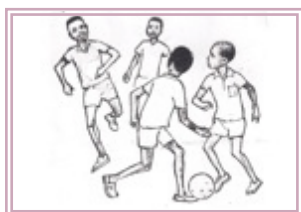


#### 4. Service/Action Codes for Health Care

401 Immunizations facilitated	405. Linkage with health centers for provision of Deworming medicines facilitated	409. Physical therapy for children with disabilities.
402 HIV & AIDS education provided (Prevention, care & treatment)	406. General Medical checkup support provided	410. Referral for other Medical Care
403 Non HIV & AIDS education (RH, HTP, FP, Malaria, etc...)	407. Referral for ART	
404 Medical Expense (like transport, drugs, examination costs) Covered	408. Training on health care to older HVC and guardians/parents provided	

#### Psycho-social Care

##### 13. Child is sociable & enjoys playing with peers



- :: Child is generally sociable & enjoys playing with peers. This may be observed; volunteer may ask the child, "How do you like to spend your free time?"
- ∴ Mostly, the child is sociable & enjoys playing with peers but this is not consistent (the behavior is uneven).
- ∴ The child is frequently unsociable and does not usually enjoy playing with peers
- . Child is NEVER cooperative; he/she NEVER enjoys playing with peers.
- Not applicable – child is too young for this indicator

##### 14. Child expresses hope about the future.



- :: Child is eager to share her/his hopes or dreams about the future Volunteer should ask the child about his or her interests, hopes for the future, what she/he wants to be when grown up.
- ∴ There are some times when child shares hope about the future, but the child also expresses doubts (has no hope), or is sometimes moody or withdrawn).
- ∴ Child has a hard time expressing hope about the future; child is frequently moody or withdrawn
- . Child has no hopes or dreams for the future; child is always or almost always moody or withdrawn.
- Not applicable – child is too young for this indicator

##### 15. Child is treated the same as other children in household; not stigmatized.



- :: Child is always treated the same as other children in household; not stigmatized. This is generally observed or revealed by child and other sources.
- ∴ Child is usually treated the same as other children in household; but is occasionally stigmatized.
- ∴ Child is frequently stigmatized; is not treated the same as other children in household in a significant way.
- . Child is never treated the same as other children in household; is always stigmatized.





## 5. Service/Action Codes for Psychosocial Supports

501. Counseling through volunteers provided	504. Facilitated for membership in Peer groups for life skills education	507. Guidance (including parenting skills) provided during home Visit
502. Life Skill training provided	505 Memory book preparation orientation/education provided/ materials for MB provided and written	508. Participated on recreational tours
503. Participated in Group Play/ recreation events like soccer, drama	506 Experience sharing arranged for HVC using role models	509 Referral for PSS

## Food and Nutrition

### 16. Child has food on a regular and consistent basis.



- :: Child has food on a regular and consistent basis. The volunteer may ask what the child usually eats; what she/he ate yesterday, etc.
- :: Much of the time, the child has food, but there are periodic gaps – for example, during certain times of the year.
- .. Having food is a problem much of the time; there are frequent gaps when the child is hungry.
- . Having food is ALWAYS a problem; hunger is constant.

### 17. Child is not malnourished (does not show physical signs of inadequate food)



- :: Child is not malnourished; for example no malnutrition symptoms, The volunteers asks or observes this.
- :: Child shows some possible signs of malnourishment, .e.g. some stunted growth, but is still appears to be within the normal range
- .. Child definitely shows some signs of malnutrition, but can still participate in all normal children's activities.
- . Child shows multiple signs of malnutrition , and is often too weak to participate in all normal children's activities.
- ⚠ Child is severely malnourished ill right now and needs immediate treatment.  
(This is an emergency!!! Follow-up with immediate medical care.)

## 6. Service/Action Codes for Food & Nutrition

601 Food Portion /Supplementary feeding provided on temporary bases	605. Referral for food support (e.g. food-by-prescription, therapeutic feeding)
602 Home/Kitchen garden training provided	606. food supported in School feeding
603 Micronutrient (Vitamine A, etc...) provided	607. Education on exclusive breast feeding provided
604 Education on food preparation/ preservation provided	608. Food support or referral for pregnant and lactating women



## Education

18. Young child receives early childhood stimulation at home or in a center; Older child is in secondary school, vocational education, or life-skills training.



:: Young child is stimulated by learning and being active with peers in the home or the community, including Early Childhood Development program or kindergarten. For the older child (post-primary school), this indicator refers to participation in secondary school, vocational training and/or life-skills training. Ask how the child spends his or her time.

.. There are some times when young child /older child is positive stimulated in school, community activities or home.

.. Child only occasionally attends school.

. Child does not attend any school or learning; is idle or isolated

Not applicable (child is too young for any schooling or is in primary school)

19. Child (7+) attends school is performing well, to graduate to next class. (Includes children with disabilities.)



:: Child (school age) normally attends school is performing well in accordance with the government standards for the child's grade, and is passing to graduate to next class. Information may come from the school; not only the child or caregiver. Includes children with disabilities, of school age.

.. Child (7+) is sometimes absent and/or is not performing very well, but there is still a good chance she/he will graduate to next class.

.. Child (7+) does not regularly attend school and/or is performing poorly. Graduating to the next class is at risk (strong chance it will not happen).

. Child (7+) DOES NOT attend school and/or is failing; will not graduate to next class.

Not applicable (child is too young or has completed grade 10)

20. Child has sufficient school materials, supplies & school clothes



:: Child normally has sufficient school materials, supplies & school clothes. The volunteer may ask to see the things the child takes to school

.. Often the child has sufficient school materials, supplies & school clothes, but there are gaps when some things are delayed or not available.

.. Child has very limited school materials, supplies and school clothes, or only for part of the year

. Child does not have ANY school materials, supplies & school clothes

Not applicable (child is too young for any schooling or has completed school).



#### 7. Service/Action Codes for Educational Supports

701. School Fee covered in private schools	705. School development/ improvement fee covered	709. After School study & home-work assistance provided
702. School uniform provided	706. School development/ improvement fee exemption	710. Bags, reference books provided
703. pens, pencils and exercise books provided	707. Educational visit facilitated	711. Awards provided for achievers
704. Tutorial support facilitated	708. Supported in Early Childhood Care	712. Referral for educational support(e.g. scholarship)

Service/Action Codes (Action Codes) are for two-dot, one-dot, and emergency situations only.

#### KEY TAKE-HOME MESSAGES

Being honest in your CSI scoring is the best way to help families and children.  
True emergencies need immediate, follow-up actions