

AFTERCARE PROGRAM STANDARD OPERATING PROCEDURES



TABLE OF CONTENTS

About CSA	4
Rationale & Scope	5
Background of the problem	6
Aftercare Program - Bridge to Livelihood Program	7
Objectives of the Program:	7
Targeted Outcomes from the Program	7
Process and Implementation	11
After Care Support:	12
Flow chart for the Aftercare Program	13
ABBREVIATIONS	14
Annexures	15
1. Categories of support provided under Bridge to Livelihood Program:	15
2. Rating of Training Institutes and Higher Education Institutions:	16
3. Case File Sample	
4. Aftercare agreement	
5. Consent Agreement	

About CSA

Catalysts for Social Action is an Indian NGO that works towards creating and ensuring a brighter future for every child under institutional care. **With a vision to build a nation where children in need of care and protection are nurtured into happy and contributing members of society.** By empowering institutional care channels, we ensure family-like care for our children, and that enhance access to healthy living conditions, good education resulting in the journey of developing young adults living independently with dignity. As of 2019, approximately 3,70,000 live-in Child-Care Institutions across the country need constant care and support.

Our Programs

Health & Nutrition



- Health & WaSH (Water, Sanitation & Hygiene)
- Supplementary Nutrition
- Infrastructure
- Day to Day Essentials

Education & Development



- Education
- Life Skills
- Recreation
- Sports
- Digital Engagement

Livelihood & Aftercare



- Preparatory program
- Aftercare support
- Higher Education & Skill Training
- Vocation Training

Capacity Building & Advocacy



- Adoption
- CCI Capacity Building
- Stakeholder Workshops & Trainings

Rationale & Scope

Standard Operating Procedures (SOPs) have been developed to facilitate joint action by all stakeholders to effectively respond to children in Institutional care. It is intended to assist them in understanding and supporting the rights of children and young adults (CLs) that they work with. This will be a guiding document that seeks to identify the step-by-step processes to be set in motion when interventions are made for different categories of children and young adults in Institutional care.

CSA has always tried to develop its programs on a child centric approach. where the child is seen and kept in focus throughout the process of the program especially when establishing and providing services

- It takes into account critical timeframes from childhood to adolescent stage and customizes interventions according to the developmental needs of the child and young adults
- Ensures services offered are appropriate to those developmental needs.
- Provides children and young adults with appropriate opportunities to participate in decisions that affect them.
- Promotes a collaborative approach to influencing the children and young adults environment and their interactions in those environments

This SOP neither seeks to advocate a one size-fits-all-approach nor seeks to present a standardized model of intervention with children and young adults in Institutional care; since it acknowledges that in Institutional care are not a homogenous group. This SOP does not present standardized prescriptions, but processes that should be set in motion once a child and young adult becomes part of Institutional care.

Although this guidance is relevant to all children and young adults in Institutional care, its application will vary depending on context and on the circumstances and experiences of specific groups of children. It is vital that those using the guidelines adhere to the general principles included, but carefully adapt the detail of the application. The guidelines may be used in a variety of ways including as:

- a reference document for program implementation and impact measurement;
- a guideline to support people working with children and young adults in Institutional care
- a guideline to ensure quality control measures which are to be applied across different phases of the program
- a resource when developing training materials and evidence of practice

Background of the problem

India is a home to approx. 30 million children in need of care and protection, out of these approx. 3,70,000* children are in childcare institutions. Once children turn 18 years, they have to leave the CCI. There are an estimated 50,000+ children who turn 18 and have to leave the CCI every year (as per statistics of 2019-20). They have no support system, no family to go back to. In this situation, girls are married off by the time they turn 18 or end up into exploitative professions, and boys mostly get into very low-paying jobs, as they have no guidance and skills. The absence of a continuum of care services and a holistic rehabilitation plan impedes such children from living productive and dignified life Also, CCIs and CWCs also feel limitations to prepare a robust rehabilitation plan with linkages for the CLs.

Given this, we realized an inevitable need of creating a creating an effective ecosystem of efficient practices & mechanisms to help these CLs from dependency to self-sufficiency and enabling them to achieve their aspirations and leading a dignified life with confidence.

The Aftercare & Livelihood program aims at making youth who are preparing to leave CCIs, as well as those who have been de-institutionalized, termed as **Care Leavers (CLs)**, self-reliant and is an effort to fill gaps around career awareness, support for higher education, or vocational training, life skills & job placements. The program enables young adults to adapt themselves to society and to encourage them to move away from institution-based life . After-care is an important final stage in the continuum of care, as it ensures smooth rehabilitation and reintegration of a child in need of care and protection/conflict with the law as she/he steps into adulthood. This is especially required if a child has gone through a long period of institutionalization, which is likely to result in a lack of social adjustment.¹

This system is based on the premise that children aging out from child care institutions (CCIs) are under the stage of 16-18 years and are vulnerable to unemployment, psychological stress, physical and mental illness, homelessness, and dependency, given the absence of family or dependable adults who can act as a pillar of support. Unless they are assisted in key matters like finance, employment, accommodation, etc., the process of their transition from protected institutional care to independent adulthood and life thereafter may derail.²

¹<https://cdn.s3waas.gov.in/s3c410003ef13d451727aef9082c29a5c/uploads/2019/03/2019030636.pdf>

²<https://iacn.in/images/resources/f70f800c4e0cce8ef54c4c5f171aee55.pdf>

Aftercare Program

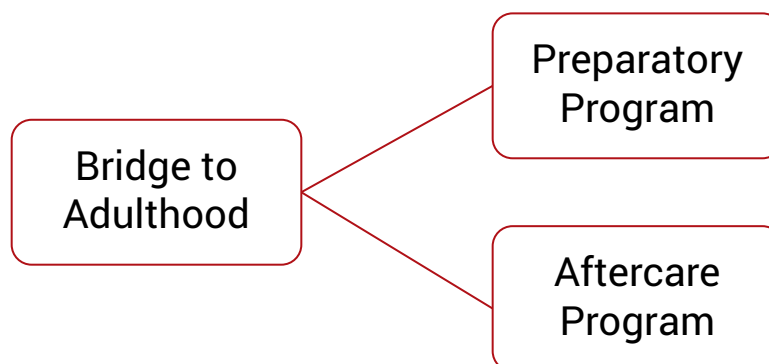
Bridge to Adulthood Program

CSA with the nuances mentioned above has sensibly curated a holistic program called the Bridge to Adulthood Program. The objective of the program is as follows

Objectives of the Program:

- The program facilitates effective preparation & appropriate career opportunities for every resident child in the age group 14 – 18 yrs.& above.
- Eventually, making Young Adults self-reliant and contributing member of the society

CSA has chosen a two-pronged approach to design the intervention pathways for the Bridge to Adulthood program

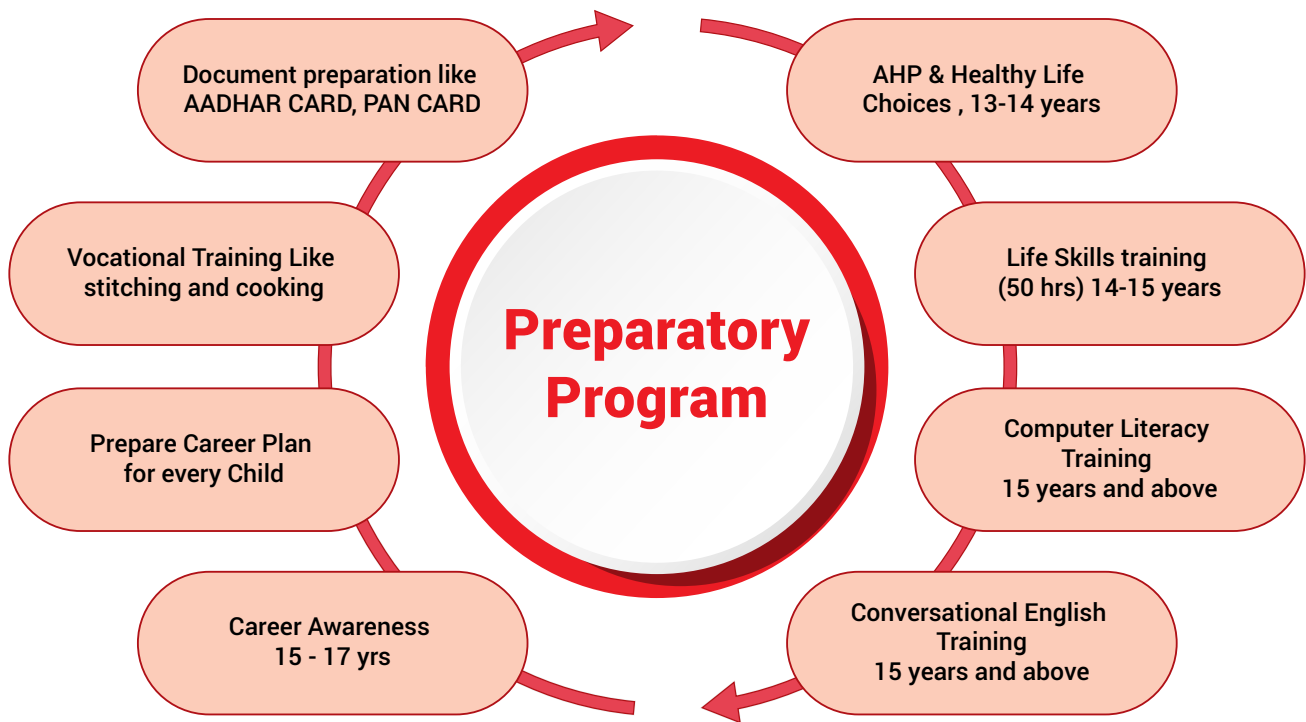


Targeted Outcomes from the Program

- Having a comprehensive database of young adults/CLs for bridge to livelihood training/aftercare plan
- 16+ age children/CLs receive career awareness and short-term vocation training to identify their career interests & aptitude and getting prepared for deeper aftercare support.
- Children of 16- 18 years age career plans are prepared and documented.
- All children and CLs are enabled and empowered for their life ahead through various training – Spoken English, Computer & Financial Literacy, College to Campus preparation etc
- CLs of 18+ age are placed in respective aftercare engagements based on their care plan
- All CLs 18+ are placed in their respective employments and mentored for various life aspects

Preparatory Program

The preparatory program caters to children under the age category of 14-18 years and is still in the child-care institutions. The purpose of the program is to train children with computer skills, life skills, vocational training, and bringing about the overall development of the child, which prepares them for the future and exposes them to various career opportunities



Adolescent Health Program: (AHP : 13-14 yrs.)

- To equip children with appropriate knowledge around body changes, menstrual hygiene, relationship, various substances and build perspective to effectively deal with them.
- It is a 30-hour program facilitated by project officers of each location
- The program is specially designed for children in the age group of (13 – 14) years because of the various emotional, physical, and social needs in this stage of life.

Life Skills Training Program (14-15 yrs.):

These skills are also referred to as social skills or relationship skills and soft skills that enable children to engage constructively with their peers and others in the ecosystem. The program also helps them develop critical thinking, digitally literate, teamwork, negotiation and assertiveness, and the need for active citizenship in the society

AHP and Life skill training program will be implemented by a qualified and trained CSA team.

Computer Literacy :15 yrs. and above:

It gives children the opportunity to expand their horizons to learn skills they would not have the opportunity to acquire in the traditional classroom. They need a high level of computer literacy both to succeed at their future jobs and to be abreast with technology. Basic & Advance computer training (6-9 months) with NIIT and other certifications is given to children. This training is implemented in CCI's with help of computer trainer wherein there is also a computer lab set up.

Conversational English Training 15 yrs. and above: Communicating and conversing in the English language has lots of benefits, many industries seek people who speak English fluently to have more job opportunities. Businesses need employees who can communicate effortlessly with English-speaking partners and clients. Hence conversational English Training is provided to children who are 15 years old and above.

The computer literacy training and Conversation English training will be implemented by the Knowledge partners.

Vocational Training Program: This training is provided to children and young adult below the age of 18 years who are not part of the formal education, through these trainings they can build an inclination towards a particular livelihood option post 18 years. For example: Tailoring, Cooking and Baking courses.

Career Awareness Plan and Documentation: While designing a career path for the child the staff will look into aspects such as career inclination, aptitude, academics, and family situations. After looking into the relevant possibilities and Aftercare file will be prepared for every care leaver which will have a budget and also a written consent from the guardian and the CL.

CSA will also guide the respective CCI / Guardian or the children themselves in preparing the necessary government documents such as Aadhar card, PAN card, Caste certificates, Birth Certificates etc. These documents will help Care leavers in accessing various government schemes' linkages. The responsibility of finding such government schemes lies with the location staff and location heads.

Aftercare Program

The after-care program is an initiative to support children who have left the child care institutions, on completion of 18 years. This program aims to provide higher education, livelihood training, long-term courses, and earn and learn options so that the child would be able to get the basic skills to be able to seek employment opportunities and this transition from child-care institute to the real world is smooth. The aftercare program is CSA's flagship initiative to help adolescents in transitioning from Child Care Institutions into Aftercare homes or about to be Deinstitutionalized from the CCI's. Through this program, CSA aims to provide a sustainable livelihood option for young adults or youth.

- To plan a career path for the Young Adults by identifying his/her interests, aspirations, skills, and qualities.
- To support Young Adults by providing them with necessary training (short/long term course or higher education) so that they are well equipped and employable.
- To support Young Adults in getting employed in reputed organizations and sustain in their jobs.
- To guide Young Adults in their entrepreneurial journey and support them to establish a successful enterprise.

This transition process is being categorized into different stages

Regular Aftercare: Youth who have been part of CCI's supported by CSA and were part of the preparatory program will directly transition into the Regular Aftercare Program. The transition from Preparatory to Regular Aftercare is only considered when they are enrolled in a technical course or Higher Education. The transition process is completed only when they turn 18 and are deinstitutionalized from their respective CCIs

Special Aftercare Cases:

Type 1: Under this type the program we will consider allowing siblings of children who are part of CSA-supported CCI's, it is imperative that these youth should be highly motivated, aspirational, and have performed well in their studies.

Type 2: Under this type, we will consider youth who were part of the CSA supported CCI's but are enrolled in Special Aftercare cases if the course fee is of higher budget or the Central Aftercare team (location head) decides it to be under special aftercare

Type 3: Under this type, we will consider youth from non-CSA-supported CCIs/Aftercare homes who don't have any kind of support to start their training, can be enrolled as a special aftercare case. These cases are referred to CSA through other non-supported CCI's / Aftercare homes or District Child Welfare Committees.

Alumni: Once the Young Adults complete their technical courses or Higher Education courses then they will be transitioned into the Alumni program. They will be guided for at least two years duration wherein they will be guided for any personal & social issues, better career prospective and advance skill training. If they choose to pursue further training or additional courses they will also be considered as part of the Alumni Program

Exception: When any of them drop out of their respective course or higher education program due to any family related, economical or any other social issues they will be considered as dropout cases. But they can be re-enrolled in the program after discussing with the Central Team.

Process and Implementation

STAGE	PROCESS	PARAMETERS	RESPONSIBILITY
1. Identification and Counseling	1. The program officer will be trained to conduct counselling sessions with Young Adults.	1. PO would ensure that counselor selected is competent enough.	Program Officer
	2. The program officer will identify various Young Adults who will can be eligible and be part of the Aftercare program and understand their aspirations, their strengths, and their weaknesses and then prepare a case file that would cover all the points.		
2. Formulation of Plan	1. After conducting counseling sessions and creating a case file, PO devises a plan for the youth.	1. Make a plan based on the interests of the youth and based on the practical feasibility of their interests.	Program Officer
	2. This plan is then discussed with the youth/ parent/ trustee.	2. The PO shall explain all the benefits of the plan to the children.	
	3. The youth/parent/trustee's approval for the plan is taken. If they agree, then an agreement is signed between the children and the CSA.	3. Try to convince them to accept the plan but do not force the plan on them.	
3. Reconfirmation	1. If the plan is not agreed upon by the youth/parent/trustee, then after six months, the youth have to be contacted, again.	1. Try to convince them to accept the plans but do not force the plan on them.	Program Officer
	2. Second and third-level meetings with youth are carried out.		
	3. If still, they are not interested, then they are dropped from the After-care program.		

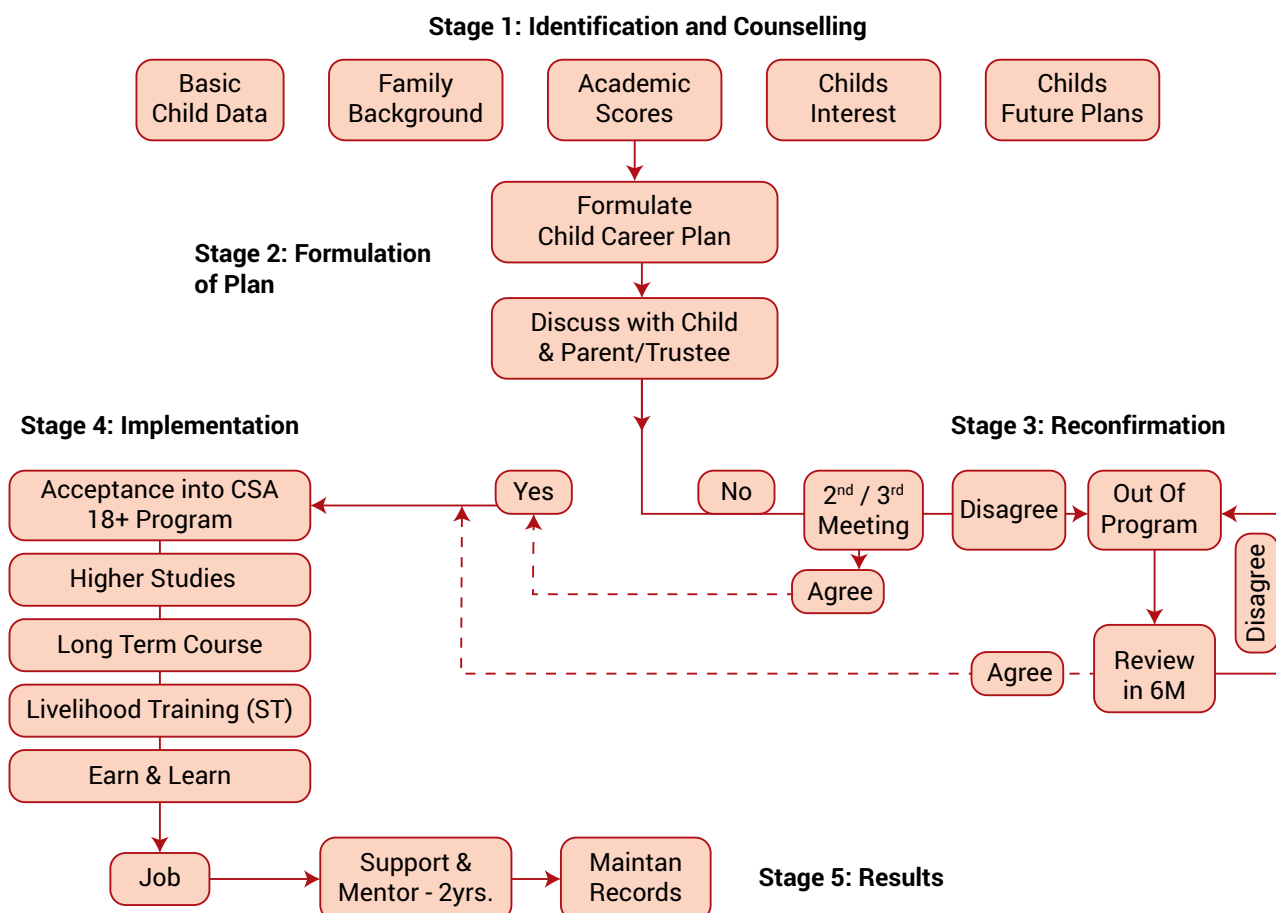
STAGE	PROCESS	PARAMETERS	RESPONSIBILITY
4. Implementation	1. Depending on the plan devised, arrange the facility for the plan. The facility includes educational institutes, accommodation and food, gadget support etc.	1. Find the most suitable institute for enrolling the child. While doing so, PO should ensure that the institute would be able to provide employment opportunities, once the course of study is completed.	Program Officer
	2. Monitor the youths to ensure that they are attending the classes or the training sessions.	2. Have periodic communication with the youth, to understand the status of their course.	
	3. Have regular engagement with the institute to know about the present scenario and progress of the child.	3. Documenting and Monitoring progression report, attendance etc.	
5. Results	1. The youth seeks employment opportunities on completion of the course or higher education. CSA supports the youth to get placed so that they can look after their day-to-day expenses. To prepare and instil confidence for outside life Aftercare kit support is provided.	1. Have communication with the youth and document their success which can be used as a source of inspiration for Young Adults.	Program Officer
	2. Once the youth start working, they are still mentored and supported for 2 years.	2. Monitor their progress and identify the needs/problems	
	3. The record of the child is maintained for further reference.	3. Regular update of documentation	

After Care Support:

In the aftercare program, young adults are given support at various different levels to help them successfully sustain their desired goals. Following is some of those areas of support:

- Educational Fees support for courses identified and approved by CSA.
- Identifying and supporting young adults with appropriate Gadgets, which will be used for course completion.
- Supporting Young Adults in their entrepreneurial journey by linking them with training and schemes to fund the start-up initiatives.
- Lodging and boarding support when there are accessibility issues to training institutions. Youth will be either placed in the hostels of the institute or a similar lodging near the training institute. CSA staff will also make attempts in placing them in CCIs, and Aftercare institutions wherever they have their tie-ups or collaborations.
- CSA also supports for daily essentials as per the requirement.
- Aftercare Kits are provided for youth who are placed in their first jobs. The budget of these Kits is Rs. 5000 and it covers items such as office apparel, Bags, footwear, belt, socks, and other day-to-day essentials such as innerwear, sanitary napkins, and shaving kits.
- Various developmental training is facilitated for preparing the CLs for better livelihood such as – Spoken English, College to Campus training, Computer & Financial literacy.

Flow chart for the Aftercare Program



Abbreviations

AHP	Adolescent Health Program
CSA	Catalyst for Social Action
CCI	Child-Care Institutions
CINCP	Children in need of Care and Protection
SOP	Standard operating Procedure

Annexures

1. Categories of support provided under Bridge to Adulthood Program:

TYPE OF SUPPORT PROVIDED BY CSA	PREPARATORY PROGRAM	AFTER-CARE PROGRAM	ALUMNI PROGRAM
Life Skills training (50hrs.) to children in the age group of 13-15 years.	Yes	No	No
Computer literacy training to children in the age group of 14-16 years.	Yes	No	No
Conversational English training for children in the age group of 14-16 years.	Yes	No	No
Career awareness to children in the age group of 15-17 years.	Yes	No	No
Preparing a career plan for the child.	Yes	No	No
Financial literacy training.	Yes	No	No
Document preparation (i.e. Aadhaar card, Birth certificate, etc.) for the children.	Yes	No	No
Support for pursuing higher education.	No	Yes	Yes
Support for a long-term course	No	Yes	Yes
Support for livelihood training.	No	Yes	Yes
Support to get the opportunity of earning while learning.	No	Yes	Yes
Vocational training like (training in stitching, cooking, etc.) for children in the age group of 14-16 years.	Yes	No	No
Skill training or educational support for a 16-year-old child, who has left the CCI.	Yes	Yes	Yes
Conversational English Courses	Yes	Yes	Yes
Aftercare Kit	No	Yes	No

2. Institutions Rating Guideline

INSTITUTIONS' RATING GUIDELINE	
A+	Institutions Affiliation/Accreditation by Govt.
	Best - Course Quality
	100% Placement Opportunities
	Free/Economical Fees
	Accommodation Facility
A	Affiliation/Accreditation by Govt.
	Best - Course Quality
	100% Placement Opportunities
	Free/Economical Fees
B	Affiliation/Accreditation by Govt.
	Best - Course Quality but no/limited campus placements
	Placement Opportunities
C	Affiliation/Accreditation by Govt.
	Best - Course Quality

3. Case File -Sample

Child Case File - Aftercare

CHILD PROFILE - SECTION A		
BASIC DETAILS		Documents Status (Attached - Y/N)
Name of the Child		
Name of the Child Care Instiyute		
Location of the CCI		
Admission Date - CCI		
Date of birth of the Child (DD/MM/YY)		Birth Cert. - Y/N
Age (Yrs. with Months)		
Current Residence Status of the Child (Pls tick the applicable and provide the address detdetails)	<input type="checkbox"/> in CCI <input type="checkbox"/> Out of CCI <input type="checkbox"/> Wich Family Address :	
	Health Information	Documents Status
Blood Group of the Child		
Health Status sammury of Last 3 CSA Health chack-ups (Ailment history)	1 st	Health checks Reports - Y/N
	2 nd	
	Current	
BMI Status of the Child for the last three cycles (Specialy only BMI Status/ Category)	1 st	Health checks Reports - Y/N
	2 nd	
	Current	
Any Present Diubilty (Specialy it applicable)	<input type="checkbox"/> Yes <input type="checkbox"/> No Details :-	
Any Chronic and/or Life Threatening Ailments history (Please Specialy)	<input type="checkbox"/> Yes <input type="checkbox"/> No Details :-	
Family Background		

4. Aftercare Agreement-Sample

Child Case File - Aftercare

AFTERCARE AGREEMENT - SECTION C					
Full Name of the Youth					
CCI Name					
Summary of mutually agreed Aftercare Plan					
Course Name					
Institute name & Contact details					
Course Duration					
Types of Support Required	Higher Education				
		Year-1	Year-2	Year-3	Total
	Course fees & Stationery				
	Travel				
	Lodging & Boarding				
	Others				
	Aftercare Kit				
	Skill Training				
		Year-1	Year-2	Year-3	Total
	Course fees & Stationery				
	Travel				
	Lodging & Boarding				
	Others				
	Total Amount Required (budget)				
Total Period of Support	From :		To :		

Terms & Conditions for availing Aftercare Support -

5. Consent Aftercare-Sample

Child Case File – Aftercare

Consent by Youth 8! Parents/CCI Trustee

I cordially request CSA to grant me respective aftercare support. I hereby agree to the above plan and confirm to abide by the above terms and conditions.

(Student Name and Signature)
Date :

{CCI trustee,/Parent Name 8: Signature}
Date:



711 & 712, Bhaveshwar Arcade Annex, Nityanand
Nagar, Opp Shreyas Cinema, LBS Marg, Ghatkopar
(W), Mumbai 400086, Maharashtra, India.
☎ 8291890505 ✉ info@csa.org.in 🌐 www.csa.org.in

