

Diálogos

ISSN 2177-2940

E-Case Management in Handling Child Victims of Violence in Indonesia

Ellya Susilowati

Polytechnic of Social Welfare Bandung, Indonesia

Email: ellyasusilowati@gmail.com

Abstract: This study aims to examine the case e-management design needs in handling child victims of violence in Indonesia, so that child handling can be done quickly and accurately. With e-case management, a communication system will be established between stakeholders involved in handling child victims of violence such as health services, legal services, social welfare services and child protection. This study uses literature studies including case management in handling child victims of violence, the principles of case management of child handling, and the design of e-management of IT use cases. The results of the study indicate that the electronic design of child case management (e-case management) contains information flow about client data, assessment results, plans for handling client children, and referral systems related to handling child victims of violence oriented to the best interests of children.

Keywords: *E-Case Management, Child Victim of Violence, Social Worker.*

INTRODUCTION

Cases of child abuse in Indonesia show an increase every year. Survey results on life experiences of children and adolescents show that 2 out of 3 children in Indonesia experience physical, emotional and sexual violence (KPPA, 2018). Child victims of violence can experience physical injuries, prolonged trauma, psychosocial problems, including being victims of bullying and can even cause disability until death (Corby, 2006; Wu et al, 2018). So that the handling of child victims of violence must be done quickly and appropriately, involving various services such as health, law, psychosocial counselling and assistance including strengthening parenting.

Case management is one of the approaches used by social workers in the 21st century, where social workers coordinate several services in handling individuals or families who have complex problems including for the handling of child victims of violence (NASW, 2013; Amin, 2016). The objectives of case management include: 1) facilitating integrated services for children and families; 2) Increase cooperation between various child protection stakeholders to provide optimal services for children and families and other communities (Ministry of Social Affairs of the Republic of Indonesia & UNICEF, 2016; Alfatih et al., 2017). Handling child abuse cases with a case management approach has proven to be quite effective and children feel safe and protected as well as changes in their psychosocial condition (Goldbeck et al., 2007).

Some references state that the problem of violence against children is related to psychosocial and ecological problems so that social worker workers are considered as appropriate professionals in carrying out case management (Gil, 1971; Jones et al., 2012; Xun, 2019). The number of child social workers in Indonesia assigned to the handling of child cases is 753 people stationed in 483 districts/cities (Ministry of Social Affairs of the Republic of Indonesia, 2018). So that on average each district/city there are one or two social workers. Every social worker has the task of responding to child

cases, including child victims of violence. For example, data on children victims of violence handled by child social workers in DKI Jakarta in 2018 totalled 189 children handled by 22 social workers. The case management models that have been carried out so far are: 1) Social workers receive case reports from the community, district or city police; 2) assessment of children's data and verification of cases; 3) make a service plan through a case conference; 4) make referrals to stakeholders in accordance with the results of the assessment of children's needs and assistance; 5) monitoring the development of the condition of child victims, and 6) evaluation. Services for victims of violence must be carried out immediately so that children of victims of violence receive services immediately.

Tools used in the case management process for social workers still use assessment and referral forms. For the referral process, social workers must be mobile to service institutions. While handling cases of child victims of violence is demanded to be fast and precise and involves a variety of services carried out also with other scientific disciplines. Services that are used as a reference in handling child victims of violence include health services (for post mortem, wound treatment), psychologists for trauma counselling, Law Enforcement Officials when dealing with legal issues, clinical social workers for psychosocial therapy, child protection agencies for safety and child safety.

Based on the background above, it is necessary to design e-case management as a reference information system in handling child victims of violence using information technology. The development of this design is in line with the opinion of Austin (2002), that case management practices continue to develop in accordance with the context and service needs. This study aims to examine the case e-management design needs in handling child victims of violence in Indonesia, so that child handling can be done quickly and accurately.

LITERATURE REVIEW

1. Child Case Management

Kamerman & Kahn suggest that case management is an integrated service provision strategy to deal with children's problems that require separate interventions, but is coordinated and monitored by Case Managers so that children's needs are met (Busschers et al., 2016). Case Management as an intervention requires a social worker to arrange meetings with or otherwise communicate with other agencies to identify the needed resources. There is a responsibility for the social worker to plan and devising the serving delivery systems in a systematic and timely manner (Amin, 2016). Handling child cases is the steps and process of interaction in a network so that vulnerable children or groups get comprehensive, competent, effective and efficient services (Weil & Karls, 1985; O'Connor, 1988; Gursansky, 2003; Rothman, 1991).

The reasons for handling children with a case management approach are: a) An effective, comprehensive and integrative service approach; b) provide services for children who have vulnerabilities to ensure the fulfilment of the needs of children and their families get help as needed; c) Services for children and their families by involving various aspects related to children (school, health, education, law) (Susilowati, 2017; Faridah, 2018).

Services provided by case managers are to assess the needs of children and their families as needed and design, coordinate, monitor, evaluate, and advocate various services to meet the specific needs of complex children (Weil & Karls, 1985). In detail the core functions of the case management performed by social workers are 1) engagement with clients, namely how to make contact and contracts with clients; 2) assessment of client priorities, strengths, and challenges; 3) development and implementation of a care plan; 4) monitoring of service delivery; 5) evaluation of outcomes; 6) closure (including termination or transition follow-up) (NASW, 2013). While Austin (2002) suggests that the core tasks of case management are outreach, screening, assessment, care planning, plan implementation, monitoring, and reassessment

(Austin, 2002).

Case management functions in handling children are: 1) Conducting early detection of the vulnerability of children and families. Case management functions to prevent the occurrence of violence, exploitation, neglect and discrimination against children, among others, through home visits, observations and others based on the specified indicators; 2) provide protection for children. Based on early detection of the vulnerability of children, intervening by prioritizing child safety and obtaining services according to children's needs; 3) Empowering families to protect children Case management functions to strengthen family capacity so that children's needs, safety and child protection are guaranteed; 4) Facilitating alternative reunification or care for children. The best service for children is to remain in the family so that in case of management functions facilitate to reunite the child with the family or in other alternative care based on family and community; 5) Advocate in the formulation of policies and programs for child welfare. In practice, case management functions as a basis for service improvement and policy improvement.

2. Case Management Model for the Management of Child Victims in Indonesia

The case management approach in handling children in Indonesia refers to the concept of case management issued by the Indonesian Ministry of Social Affairs and UNICEF (2016). The case manager's duties are: (1) Assessing children's needs, social networking capacity and the ability of social service providers; (2) Develop a comprehensive service plan including the involvement of professions in various disciplines and maximize the involvement of children and families; (3) Supporting direct or indirect interventions to increase capacity and skills towards the independence of children and families; (4) Monitor the implementation of service plans, development status, service delivery and the involvement of other social networks in handling child cases; and (5) Monitor the implementation of service plans, development status, service delivery and the involvement of other social networks in handling child cases; (6) Evaluate the effectiveness of the implementation of service plans, the impact on children's social functioning, capacity support from social networks and the ability of professional service providers in children (Ministry of Social Affairs of the Republic of Indonesia, 2016).

The case management model for child management was developed by Save the Children as an intervention that had an impact at two levels, namely, the client level and the service system. At the client level, case management involves providing direct services from the initial contact stage to the termination stage, whereas at the service system level, activities involved in the case management structure consist of administration, networking between service providers, and utilizing a variety of formal and informal community resources needed for service delivery. Case management at both levels is carried out simultaneously (Save the Children, 1992).

The principle of carrying out case management with children is a) Child-centred; b) family-focused; and c) culturally responsive. Whereas specific principles are: a) service integration, b) service sustainability; c) have equal access to all services; d) quality services; e) advocacy; f) view people holistically; f) client empowerment; and g) evaluating.

3. Child Victims of Violence

Child victims of violence are children who experience physical, psychological, sexual, and/or neglect or suffering, including being threatened, coercive, or deprivation of independence (Mulyana et al., 2018). The violence can be committed by parents, caregivers, friends, girlfriends or strangers (WHO, 2016).

Some references and laws on child protection distinguish forms of violence against children according to Corby

(2012), distinguishing forms of violence against children are: 1) physical violence, i.e. the use of physical force on purpose that can cause death, disability, injury, or danger. These behaviours include: slapping, hitting, kicking, punching, clawing, pushing, throwing, pulling, biting, strangling, shaking, burning, or using a weapon; 2) psychological violence, which includes trauma to the victim caused by the action, treatment, or coercion. This can include embarrassing the victim, regulating what the victim can and should not do, withholding information for the victim, doing something that makes the victim feel insignificant or ashamed, alienating the victim from friends and family, and limiting the victim's access to money and resources. Other fundamental; 3) Sexual Violence is: Any form of sexual activity against another person (male or female), in any place, which is not based on consent or if consent is not possible. This includes forced sex (eg rape), sexual assault, sexual touch without consent (for example touching unwanted genitals), sexual violence, forced prostitution, and trafficking for sexual exploitation, including sex for money or other goods (Corby, 2012).

4. Information Technology in Child Case Management

Case management uses the 'delivery' service system design in humanitarian services performed by social workers (Vourlekis, 2017; Vourlekis et al., 1999). For this reason, it requires technology that supports the implementation of case management more effectively, especially for the handling of cases of victims of violence against children who need quick and appropriate handling. Technologies used in the implementation of social work include information communication technology (McInroy, 2019).

Zhang & Gutierrez (2007), stated about the results of his study relating to the contribution of information technology (IT) in the social service sector that supports the effectiveness of interventions in human services including social work practices. The use of technology in social services is determined by the user's intention to use technology. Next, three factors that contribute to the intention to use IT are explained, namely: (1) attitudes toward the use of IT, (2) subjective norms, and (3) perceived behavioural control. The attitude towards IT reflects how the user calculates the disadvantages and advantages of using technology in doing his work. Subjective norms are related to the influence of the use of technology. Behavioural control illustrates the extent to which they can actually use technology. If these three aspects can be accepted by social workers to use information technology in case management, information technology (IT) can be used in the implementation of case management for handling child victims of violence.

To design e-case management, it is necessary to design features related to the implementation of case management for handling child victims of violence. The features used for case management are related to the process of case management, which is related to the assessment, intervention plan, referral to the child's needs service, monitoring and evaluation.

METHOD

The method of this study is carried out with a literature study that is studying the literature which consists of books, journals, and reports related to the implementation of case management in handling child victims of violence (Abi-Zeid & Bobée, 2004). In addition, to complete the data the author also conducted a telephone interview with 5 social workers who served as case managers. This method is carried out to produce a case e-management design in handling child victims of violence. The material studied is related to case management, types and victims of violence against children, the process of management of violence on children victims of violence and information technology.

RESULTS AND DISCUSSION

1. Kitabisa.com Website

In Indonesia, a crowdfunding platform that is quite popular for fundraising models is the Kitabisa.com website which was founded in July 2013. From the Kitabisa.com page, it is said to be an online technology provider for individuals, communities, organizations and companies called the #OrangBaik tagline. Kitabisa.com provides online-based services for the wider community who want to raise funds by creating an online donation page (referred to as a campaign page) for a variety of social, personal, and creative purposes. In addition, Kitabisa.com makes it easy for anyone to donate anytime online to campaigns in Kitabisa.com according to the category or organization he wants.

2. Social Solidarity in Crowdfunding Platform Kitabisa.com

The attitude of social solidarity is a manifestation of the soul of altruism that leaves self-interest to meet the interests of others. Social solidarity is well developed through the rise of people who make donations in various ways, one of which is a digital donation. The phenomenon of digital donations that are rife is actually an explanation of the concept of virtual Conspicuous Donation Behavior (CDB). CDB is a phenomenon that is promoted through social media, especially among young people. This concept is absorbed in tandem with their trends and lifestyles in the world of information technology.

3. Case Management Stages in Handling Children

Based on the references above, the case management model for handling child victims of violence includes:

- a. Receive referral/case reports.
Social workers as case managers receive reports of cases of child abuse. Then respond to the report and input in the data briefly and immediately assign field officers to receive clients or outreach to the location of child victims.
- b. Assessment
At this stage, the social worker conducts an assessment of child victims of violence referred by the community or the police to social workers that there are victims of violence. In this process, social workers also verify the truth of information. The things that are assessed at this stage are the child's data, the biopsychosocial condition of the child, the chronological events, the child's service needs. The social worker then makes an assessment report. The results of this assessment were agreed between the social worker and the family.
- c. Intervention plan.
The intervention plan process is carried out through a case conference attended by stakeholder service providers needed by children and related professional professions (medical, psychologists, psychiatrists, law enforcement officers, community leaders). Intervention plans at the time of the case conference include service objectives, planned activities, parties involved in handling cases. The purpose of the case conference is: determining the priority of service types, service referral plans, assistance at the place of reference, ensuring the suitability of the service process with the problems and needs of child victims of violence. A case conference is conducted if the case manager already has verification and assessment data and/or if there are important/emergency matters that must be discussed together with related parties.
- d. Service implementation.
Implementation of services for handling child victims of violence can be provided services: (1) Assistance of

- children victims of violence; (2) Meeting basic needs (food, clothing, health, psychosocial, education), legal assistance and temporary shelters provided by the Child Welfare Institution and other Networking Institutions; (3) Family tracing to find parents or other family members; (4) Family support: concerns family empowerment, psychosocial assistance, strengthening care and child protection
- e. Evaluations are carried out at all stages of the service process.
Case managers evaluate the process and results of services by observing changes in the condition of child victims of violence in accordance with the target change. The results of the evaluation can be as a material for the improvement of the interventions carried out, or as a basis for terminating services (termination) (Austin, 2002).
- f. Termination
Termination is the final process of a whole series of intervention activities. Termination is carried out when all processes are considered to have been completed.
- g. Advanced service
Further services are carried out to monitor and evaluate the condition of child victims of violence against children.

The process of managing cases of child victims of violence in detail by involving several services can be described as follows:

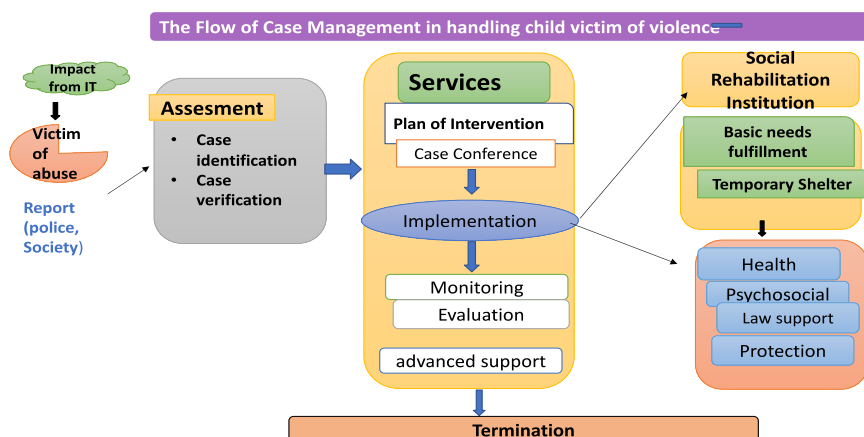


Figure 1 Case Management Process in Children

4. Childcare E-Case Management

To design a case management model with the use of information technology (IT), the flow of communication and features related to the implementation of case management for handling victims of violence against children refers to the case management model figure 1 above. The features used for case management are related to the process of case management, which is related to the assessment, intervention plan, referral to the child's needs service, monitoring and evaluation.

The handling of child victims of violence must be done quickly and appropriately so that the child is immediately helped and does not have a prolonged psychosocial impact (Wu et al, 2018). The service needs of child victims of violence are basic needs services, health services (post mortem, treatment), legal services relating to child protection,

psychosocial counselling and advisory services (Rianawati, 2015). Case managers must ensure that children get services according to their needs. So the case manager needs to arrange the flow of communication to coordinate with various services. This channel of communication also monitors the progress of handling children and ensures the safety of child victims of violence. This is in line with the case management principle of child centre (NASW, 2013; Pert et al., 2004).

Things that need to be considered in the management of cases of child victims of violence must be immediately possible so that there is crisis intervention. Following is the case management of cases controlled by case managers for social workers in Indonesia. The proposed e-case management model is as follows:



Austin & McClelland (1996), explained that there is no uniform case management model, this depends on the organization of service providers and social service systems in the country.

CONCLUSION

The electronic case management design (e-case management) of children proposed by researchers contains information flow about client data, assessment results, plans for handling client children, and a referral system relating to handling child victims of violence oriented to the best interests of children. However, there is no uniform case management model in each country, this depends on the service provider organization and the social service system in the country.

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