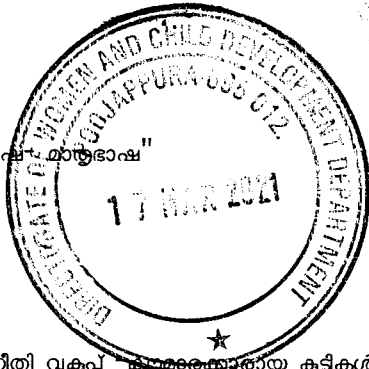


"ഭരണഭാഷാ മാതൃഭാഷ"



കേരള സർക്കാർ

സംഗ്രഹം



സാമൂഹ്യനീതി വകുപ്പ് കമ്മ്യൂണിക്കേഷൻ കമ്മിറ്റിയിൽ വേണ്ടിയുള്ള സൈക്കോ സോഷ്യൽ പദ്ധതിയുടെ സ്റ്റാൻഡേർഡ് ഓപ്പറേറ്റീംഗ് പ്രൊസീജർ (SOP) അംഗീകരിച്ച ഉത്തരവാകുന്നു

സാമൂഹ്യനീതി (ഇ) വകുപ്പ്

സ.ഉ.(സാധാ) നം. 204/2021/സാ.നി.വ തീയതി, തിരുവനന്തപുരം, 03/03/2021

- പരാമർശം:- 1 ഡോ .ടി.കെ.ആനന്ദി , ജൻഡർ അഡ്വൈസറുടെ 22 / 09 / 2020 തീയതിയിലെ ജി എ / ഡബ്ല്യൂ സി ഡി / 2020 / 14 നമ്പർ കത്ത്
 2 29 / 01 / 2021 തീയതിയിലെ വനിതാ ശിശു വികസന വകുപ്പ് ഡയറക്ടറുടെ ഐ സി ഡി എസ് / എ 6 / 9659 / 19 നമ്പർ കത്ത്

ഉത്തരവ്

സംസ്ഥാനത്തു വർദ്ധിച്ചു വരുന്ന കുമാരക്കാരായ ആത്മഹത്യപശ്ചാത്തലത്തിൽ , വകുപ്പിന് കീഴിൽ കരാർ അടിസ്ഥാനത്തിൽ സേവനമനുഷ്ഠിക്കുന്ന സൈക്കോ സോഷ്യൽ കൗൺസിലർമാരുടെ പ്രവർത്തനം , പ്രവർത്തനപരിധിയിൽ എത്തിയ മനസ്സിലാക്കി ഒരു ഗൈഡ് ലൈൻ ആവിഷ്കരിക്കുന്നത് സാധ്യമാണോ എന്ന് പരിശോധിക്കുവാൻ സാമൂഹ്യനീതി വകുപ്പിലെ ജൻഡർ അഡ്വൈസർ പരാമർശം 1 പ്രകാരം അഭ്യർത്ഥിച്ചിരുന്നു. ഇതിന്റെ അടിസ്ഥാനത്തിൽ കുമാരക്കാരായ കുട്ടികൾക്ക് വേണ്ടിയുള്ള സൈക്കോ സോഷ്യൽ പദ്ധതിയുടെ ഒരു സ്റ്റാൻഡേർഡ് ഓപ്പറേറ്റീംഗ് പ്രൊസീജർ (SOP) പരാമർശം 2 പ്രകാരം വനിതാ ശിശു വികസന വകുപ്പ് ഡയറക്ടർ സമർപ്പിക്കുകയുണ്ടായി.

സർക്കാർ ഇക്കാര്യം വിശദമായി പരിശോധിച്ചു . കുമാരക്കാരായ കുട്ടികൾക്ക് വേണ്ടിയുള്ള സൈക്കോ സോഷ്യൽ പദ്ധതിയുടെ, അനുബന്ധമായി ചേർത്തിരിക്കുന്ന സ്റ്റാൻഡേർഡ് ഓപ്പറേറ്റീംഗ് പ്രൊസീജർ (SOP) അംഗീകരിച്ചു ഉത്തരവാകുന്നു .

(ഗവർണ്ണറുടെ ഉത്തരവിൻ പ്രകാരം)
ബിജു പ്രഭാകർ
സെക്രട്ടറി

പകർപ്പ്
ഡയറക്ടർ
വനിതാ ശിശു വികസന വകുപ്പ്


ICDS- A6

ഡോ . ടി കെ ആനന്ദി
ജൻഡർ അഡ്വൈസർ
സാമൂഹ്യ നീതി വകുപ്പ്

അക്കൗണ്ടന്റ് ജനറൽ (ജി & എസ് എസ് എ / എ & ഇ ,) , കേരള , തിരുവനന്തപുരം



വിവര പൊതുജന സമ്പർക്ക (വെബ് & ന്യൂ മീഡിയ) വകുപ്പ് (വെബ്സൈറ്റിൽ പ്രസിദ്ധീകരിക്കുന്നതിനായി)
കരുതൽഫയൽ / ഓഫീസ് കോപ്പി.

ഉത്തരവിൻ പ്രകാരം

സെക്ഷൻ ഓഫീസർ

**Standard Operating Procedure for
Psycho Social Service for Adolescents Programme
Department of Woman and Child Development,
Government of Kerala**

Introduction

Children and adolescents are the most vulnerable group in any society. Childhood adversity is one of the risk factors in development of psychological health and that in turn affects individual's functionality in various areas of life. Mental health survey (NIMHANS, 2016), India reported that 7.3% (nearly 9.8 million) children in the age group of 13-17 years are in need of mental health interventions. Prevalence of mental disorders was nearly twice (13.5%) as much in urban metros as compared to rural (6.9%) areas. Studies have reported about academic stress, anxiety, depression and use of tobacco among school children in India

Cultural values, family bonding, community feelings, faith and spirituality play protective roles to adapt to crisis and challenges in an individual's life in Indian situation. Though globalisation and modernisation have brought positive changes in family systems, gender roles, social systems, economic development and technological fields, they also have left challenges in modern Indian society, with increased work pressure, marital disputes, breaking families, lack of supervision and monitoring of children etc. Peer/parental pressure, academic competitiveness, increasing influence of the social media, dating and romantic relationship, use of drugs in school going children are emerging challenges of Indian Adolescents.

Psychological factors irrefutably interfere in the growth, development, education and day-to-day social interactions of children. Their vulnerability is greater due to several factors within and outside home. Early recognition and intervention will help to realize favourable outcomes in children and adolescents. That will help in their healthy transition to adulthood. A collaborative approach with mental health professionals and schools is required to create an environment that is productive, promotive and positive for the child in school. Upliftment of children by trained school counsellors along with the teachers and mental health professionals is a good strategy for ensuring transition of childhood and adolescence smooth transition to a secured adulthood

Background of the Project

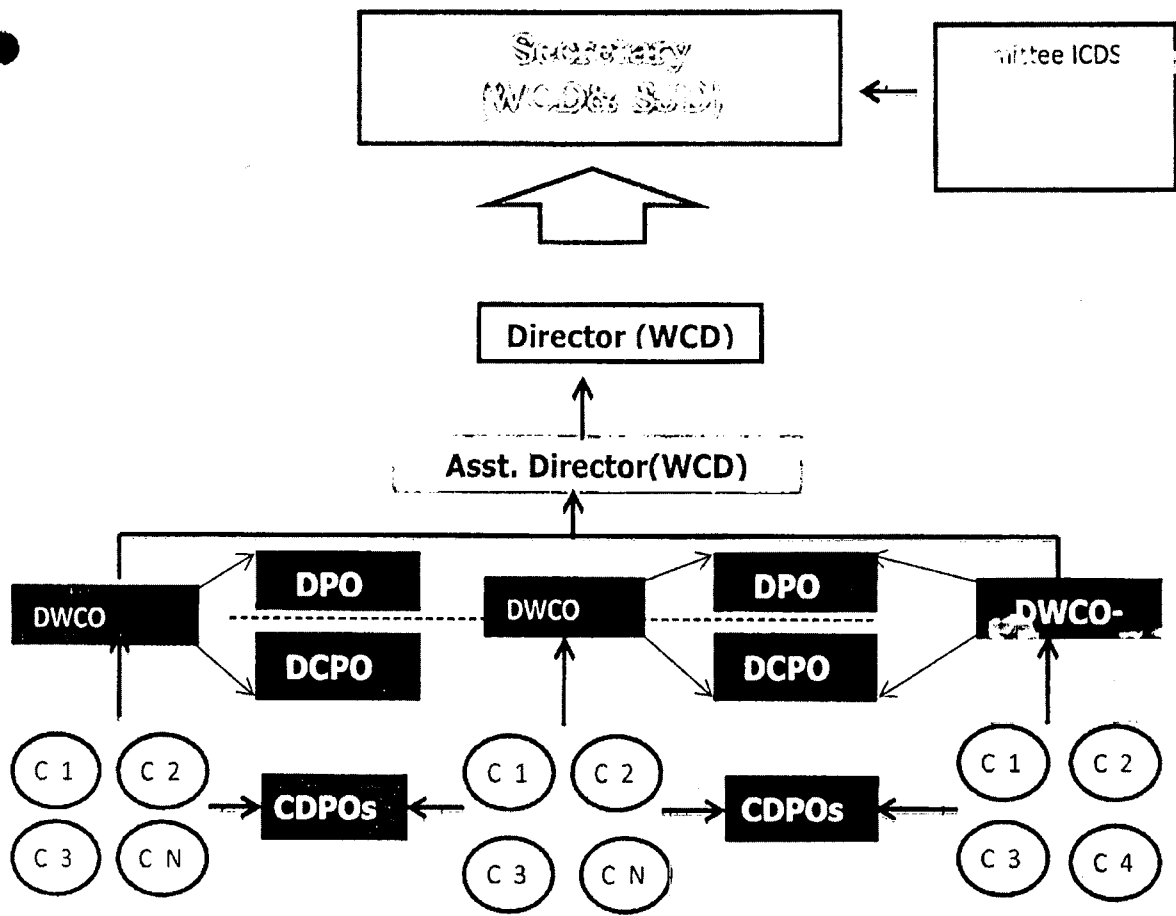
Though the School counselling programme is still in its infancy stage in India, the Department of Woman and Child Development (WCD), Government of Kerala has a program named Psychosocial service (PSS) for engaging professional Counsellors to provide psychosocial support to students in partnership with Department of Education (DE).

This program has been formulated based on experiences of implementing "Kishori Shakthi Yojana", scheme of Government of India. In Kerala, the School counselling programme started in 163 schools in the year 2008 as an innovative programme under the *Kishori Shakthi Yojana* which had adolescent girls as its beneficiary initially. When Government of India denied permission to continue the scheme under KSY programme, the state government owned up the project and extended it to more schools in a phased manner. PSS program covers adolescent boys and girls in schools as its primary beneficiary group. The program which presently has 992 counsellors working in various government schools, envisions assigning 1012 counsellors in the state to provide psychosocial support to children. This aims at helping challenged adolescent students studying in schools to overcome different psychosocial and academic challenges they face. Services of these trained professionals are being used to provide psychosocial support services to the out of school adolescents using the anganwadi platform. PSS envisages to ensure instant and easy to reach mental health support to the challenges faced by adolescent both with in the school and in the community thus improving quality human resource the country shall have in different segments of civil life.

Operational structure

The operational structure of psychosocial services (PSS) for adolescents shall have three levels – State Level, District Level and School Level. There shall be systems for facilitating functioning, monitoring and reporting at these three levels. PSS scheme is being a collaborative project with the Education department high level of interdepartmental coordination shall be ensured at different levels of its functioning.

Since Women and Child Development Department is the nodal department implementing the project the operational structure of the programme will be as under.



DWCO = District Woman and Child Development Officer
 DPO (WCD) – District Programme officer (Woman and Child Development)
 CDPOs - Child Development Program Officers
 DCPO –District Child Protection Officer
 C 1 to CN – Counsellors engaged by Department of WCD, in the schools in the district under psychosocial support service.

1. State level

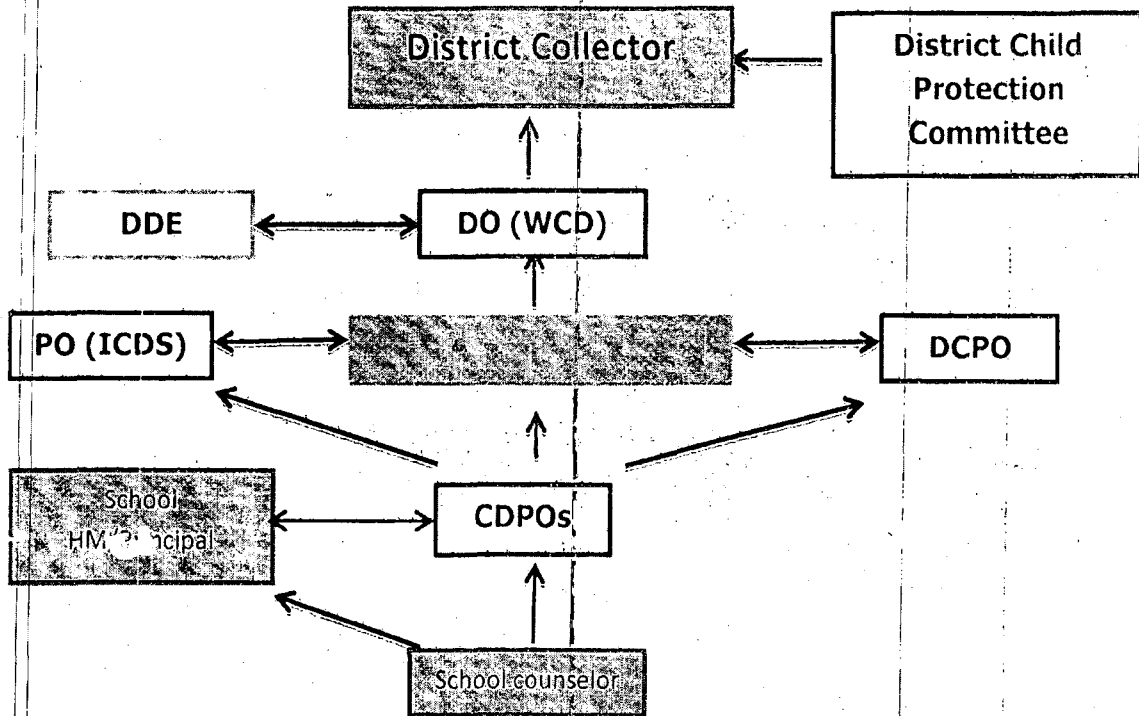
The **Secretary Women and Child Development** will be the Chief controlling officer of the project under whom the Director Women and Child Development along with the other functionaries of the WCD department will work to operationalize the project. The Executive Committee of the Integrated Child Protection Services (ICPS)/Integrated child development services (ICDS) shall function as the state level monitoring committee for the PSS programme. Secretary WCD being the chairperson of that committee and Directors of the WCD, Education and Health being the members of the said committee can take decisions regarding the joint functioning of the various departments for the successful implementation of the project. The Governing Body of the ICPS mission which is headed by the Minister of WCD will be the apex body taking policy decisions regarding the implementation of the project.

Director, Women and Child Development will be the administrative head for the execution of the decisions of the Governing body and the Executive committee and will operationalize the day today functioning of programme implementation.

Assistant Director (WCD) shall be responsible for technical and operational monitoring and reporting of the program on regular basis. Periodic review reports shall be submitted to Director for making timely decisions for improving program quality and enhancing its service uptake. Assistant Director (WCD) shall also take part in all advocacy initiatives to enhance acceptance and support to the program from different state and national level organisation and Kerala civil society using opportunities of technical meetings and media interfaces. AD shall be representing the PSS in all state level inter departmental coordination meetings.

2. District Level

District level monitoring of the programme will be done by the **District Child protection committee co-chaired by District Collector**. This committee has representatives from various other departments like Educations, Health, etc. and hence can coordinate and effectively monitor the programme at district level.



District level mechanism shall ensure that services under this program are brought for regular review and quality assurance with overall involvement of district administration. Performance appraisal of counsellors who deliver services to primary beneficiaries and linking them to the existing social protection and welfare schemes of national and state governments shall be ensured through this mechanism. Facilitating an effective coordination among different district level departments shall be ensured by this mechanism.

District officer (WCD) will be heading the project at the district level. PO (ICDS) and DCPO shall be key officials involved in assisting the district officer. At block level, CDPOs shall review and monitor the program.

District Women and Child Development officer will be the functional head of the project at the district level. Recruitment of the counsellor, administration of the programme, Coordination with the other departments, interlinking with the various other programmes and projects within the department will be the responsibility of the District Women and Child Development officer.

District Child Protection Officer (DCPO) functioning under the District Women and Child Development Officer shall provide technical support and supervision of school counsellors in the district. Hand holding in the form of guided counselling of difficult cases and support to maintain documents and registers in professional way shall be provided by DCPO. Regular monthly, quarterly and annual reporting of the school counselling as per protocols shall be scheduled and strictly followed as part of monitoring protocol of this program by the DCPO. School level review of effectiveness of the program, beneficiary satisfaction and provider competence shall also be the responsibility of DCPO. He / She shall coordinate reporting and activities with DWCO, District Programme officer (ICDS) and DD Education on a regular basis to ensure that potentials and prospects of PSS are positioned for benefits of needy segments and linkages are duly established.

District programme officer (ICDS) shall function in collaboration with the DCPO for the effective implementation of the programme.

3. Block level/ICDS project level

Since the programme is being implemented using the ICDS platform the Child Development Project officer (CDPO) will be the immediate controlling officer of the school counsellor at the project level. Block level monitoring committee of the ICDS/ICPS which is chaired by the Block panchayat president will monitor the project implementation at the lowest level. Day today implementation, monitoring and reporting of the programme to the district authorities, liaison with the school authorities, supervising the work of the school counsellors and facilitating and community outreach services of the school counsellors will be the responsibility of the CDPO.

Regular reporting of the programme details to the higher authorities, disbursement of the salary and other establishment related works would be done by the CDPOs as per direction of the Director WCD.

4. School level

School shall be the primary functional unit and service delivery outlet of PSS. The functional icon of the program at school level shall be the school counsellor. A system shall be set up at school level which will facilitate optimum performance of counsellor and comfort of students to make use of that.

At the school level, **The School Protection committee** shall function to ensure that the services provided by PSS are optimally used by the students in respective schools. The committee shall also facilitate regular ongoing interfaces among counsellor, teachers and parents to ensure that major issues and concerns of the students in respective schools are addressed to ensure quality in service delivery.

Roles and Responsibilities of the Key Functionaries under the PSS programme

I Roles and Responsibilities of School Counselors

Services to Students

The counselor shall play three essential roles in serving the school. The most prominent is providing counseling/therapy to students experiencing personal adjustment and/or psychological problems that require professional attention. Somewhat related is the preventive role of assisting students in identifying and learning skills which will assist them in effectively meeting their educational and life goals. The last role is contributing to a school environment that facilitates the healthy growth and development of students. In this context the counselor shall give the following services to children in the school

- a. **Counseling.** Individual counseling sessions shall be planned to provide confidential assistance to students with personal, developmental, social, and relationship concerns. Group counseling and awareness classes on various topics will also be provided to improve students' abilities to relate more effectively and to examine and enhance personal development.
- b. **Career Guidance** - Individual sessions are offered to assist students in examining career options and to teach them the process of career exploration and decision-making.
- c. **Testing.** Vocational interest inventories and psychological tests are used when appropriate to promote student self-understanding and to supply occupational and educational information as needed.
- d. **Screening and psychological assessment:** - The state management structure shall provide a screening and assessment tool and protocol for the students. This shall be administered under the supervision of the counselors. The tool that ensures anonymity shall be designed in such a way that it will give some clues on the types of stress and challenges related to emotion and scholastic performance of the students in each school.
- e. **Crisis Intervention.** A student in crisis may be seen on an emergency basis. In such cases, the counselor should be available even outside normal working hours.

f. **Referrals:-** Cases that require expert attention may be referred to appropriate agency .District mental health authority and de addiction facilities may have to be contacted for continued mental health support.

District child protection unit and Child welfare committee , Jagratha samithi and child protection committees shall be contacted for the giving psycho social support to child in need of care and protection .Referral to family counseling centers, district early intervention centers, etc may have to be sought based on the need.

g. **Supportive and preventive interventions;**-Programmes should be developed and provided which help students acquire new skills, encourage positive and realistic self-appraisal, foster appropriate personal and occupational choices, enhance the ability to relate mutually and meaningfully with others, and increase the capacity to engage in a personally satisfying and effective style of living. These programs should be designed to meet the needs of all students, as well as reach students who are less likely to make use of traditional counseling services. The counseling service must play an active role in interpreting and, when appropriate, advocating the needs of students to administrators, faculty, and staff of the institution. Support regarding individual students should be provided as needed to faculty and other appropriate school personnel within the bounds of the confidential counselling relationship. Counselling with parents, and other agencies that bear some responsibility for particular students may be provided within the context of the confidentiality of the counselling relationship.

1. Services to School

Awareness sessions: - Awareness session on issues which emerge as current themes of importance at different times like abuses, substance use etc as per the available anecdotal evidences are organised.

The themes shall be recommended by state or district program management team or the local facilitatory committee or identified by the counsellor based on the felt need of the stakeholders concerned. If needed counsellors shall be provided training to handle such theme by the department.

2. Services to community

a. **Outreach.** - Positive mental health is promoted and student difficulties prevented through topic-specific programs presented to students in the community using the Anganwadi platform. School counselors service shall be made available to the Anganwadi beneficiaries especially adolescent girls during school vacations.

- b. Services to Vulnerable children** :- Work in collaboration with DCPU and ICDS functionaries in providing services to children who are identified as vulnerable.
School counsellor being a technical expert in the mental health arena can support and guide the CDPOS in organising and implementing programmes and projects to promote child mental health/child protection in the community.
- c. Parental clinics:** - Services of PSS counsellors should be made available to the parental clinics run by WCD. DWCO will coordinate the posting of counsellors in various parental clinics so as to ensure that the primary duties assigned to the counsellors does not suffer.
- d. Experts or Support person for POCSO victims:** - PSS counsellors can be assigned as "Support Person" by CWC, in accordance with sub rule (8) of rule 4 of POCSO Rules 2012, to render assistance to the child through the process of investigation and trial. They may also be called upon by Police or POCSO Court to provide expert psychologist support to the POCSO survivors during investigation and trial. DCPO shall assign this duty in consultation with the DWCO.
- e. Offering professional mental health support** :- Counsellors must be ready to offer their professional expertise in providing mental health support and psycho social care and support to other community members in emergency situations as per the direction of the WCD department.

3. Services to Parents /Families of vulnerable children

Counsellors shall give psycho education , guidance, and other supportive services to the parents or primary care givers of vulnerable children based on the felt need.

Awareness programmes may be organised for the parents on various issues related to children with the support of the PTA.

4. Professional upgrading -

Attending capacity building programs of DWCD, publishing study reports and articles, attending talk shows, columns of media within the protocols of PSS, attending self-development trainings of DWCD and other agencies shall be encouraged. Sound understanding of the child related laws, policies and programmes are essential for the successful functioning of a Counsellor. Hence they shall make all efforts to keep themselves updated in these areas.

5. Research and Evaluation

The Counselor may conduct research to determine the effectiveness of her services and to improve those services. This includes the investigation of counseling outcomes, methods, instruments, techniques, and procedures.

6. Reporting

Issues that require immediate attention of the head of the institution have to be brought to his / her notice for remedial actions. However in sensitive cases if situation demands anonymity on affected child may be maintained as part of confidentiality. Reporting of the work done to the CDPO concerned has to be done in the prescribed format at regular intervals.

7. Networking

Networking with the various agencies that are providing services to the children shall be ensured for effective service delivery. All the counsellors shall maintain a resource directory of the various agencies involved in service delivery to children

8. Liasoning School counsellors can play an active role in linking the school with the community, mobilizing community resources for the betterment of the children and the development of the school.

9. Cordial and constructive relation with the school authorities ,PTA and other stake holders is very much essential for the smooth functioning. Counsellor shall attend the staff meetings and the PTA meetings of the school

10. Counsellor can act as a link or a bridge between the school authorities and the CDPO concerned so that the counselling services can be optimised with the available resources.

11. Telecounselling can be planned when situation demands. All the possibilities of an online platform has to be explored in organising awareness programmes for children and parents.

II Roles and Responsibilities of CDPO

1. To monitor the counselling services provided by school counsellors appointed in different schools.
2. To facilitate updated documentation and compiling of information collected as part of the psychosocial support program.
3. To identify and compile good practices in identification and intervention of learning and psychosocial services given to school students.
4. To prepare and submit project level monthly counselling reports based on the reports received from all school counsellors which have quantitative details of counselling given including the various psychosocial issues addressed.
5. To undertake on site quality assessment of counselling services given.
6. To facilitate advocacy sessions on profile and uses of psychosocial support services in the school
7. To coordinate referral services and linkages required to students who attend counselling services under psychosocial support services
8. To present psychosocial support service details in the block level monitoring committee meetings
9. To organise project level review meetings of counsellors and provide technical guidance to counsellors to overcome difficulties they face in the counselling process.

10. To perform any other responsibilities assigned by the reporting officer from time to time which are essential for PSS programme implementation.
11. To provide necessary support to the counsellor in maintain the office records , procure furniture and equipments using department/LSGD funds
12. Liaison with the school authorities, other departments and higher officials of the WCD department to facilitate the smooth running of the programme.
13. Coordinate the community outreach services of the counsellors through AWCs

III Roles and responsibilities of DCPO

1. To function as technical head of psychosocial support service to school students in the district
2. To monitor the counselling services provided by school counsellors appointed in different schools in the district.
3. To facilitate updated documentation and compiling of information collected as part of the psychosocial support program.
4. To identify and compile good practices in identification and intervention of learning and psychosocial services given to school students.
5. To prepare and submit district level monthly counselling reports based on the reports received from all school counsellors in the district which have quantitative details of counselling given including the various psychosocial issues addressed.
6. To prepare and submit quarterly technical report on the program in the district, in which major issues identified and new learning made as part of counselling from all schools in the district.
7. To undertake on site quality assessment of counselling services given and provide hands on technical assistance to counsellors to conduct counselling effectively
8. To facilitate advocacy sessions on profile and uses of psychosocial support services in the school
9. To coordinate referral services and linkages required to students who attend counselling services under psychosocial support services in different schools in the district.
10. To represent psychosocial support service project in different district level meetings and reviews to present the details of the project and seek support to achieve the objectives of the project.
11. To undertake advocacy with different district level and state level institutions to ensure support and optimum utilisation of the services under the PSS Project.
12. To organise district level review meetings of counsellors working in the district and provide technical guidance to counsellors to overcome difficulties they face in the counselling process.
13. To act as district level project manager of PSS project to ensure all project management related activities pertaining to the project.
14. To formulate a well-structured knowledge management system in the project so that new learning made in this project could be made into replicable strategies to be used in other places.

15. To organise the training sessions to equip the PSS to handle their roles under POCSO act, Parenting clinics and District Child Resource Centres.
16. To perform any other responsibilities assigned by the reporting officer from time to time which are essential for quality assurance in service delivery.

IV. Roles and Responsibilities of the DWCDO

District women and child development officer will have the overall responsibility of monitoring and implementation of the PSS programme in the District under whose guidance the other functionaries will work. DWCDO will be the appointing authority and the Selection committee convener. She/ He shall have other delegated responsibilities related to leave sanction, contract renewal, enquiry into complaints against PSS etc. DWCO will ensure that the service quality is maintained through regular monitoring and supervision and linkage with other departments. They will also be responsible for deploying the school counsellors in parenting clinics and District Resource centre for children as per the requirement given by PO/DCPOs.

V Roles and responsibilities of Asst Director WCD

1. To undertake state level monitoring and evaluation of Psycho social service program for adolescents as per protocol using indicators and tools designed.
2. To undertake documentation and analysis of information collected from schools in all districts in the state and submit periodic reports to the Director (WCD)
3. To prepare and submit consolidated state level monthly counselling reports based on reports received from all DCPOs which have quantitative details of counselling given including the various psychosocial issues addressed.
4. To prepare and submit state level quarterly technical report on the program, in which major issues identified and new learning made as part of counselling from all schools in the district.
5. To undertake on site quality assessment of the performance of counselling services given and provide hands on technical assistance to them to undertake effective program management at district level.
6. To facilitate state level advocacy programs for inter departmental collaborations to make the program more effective.
7. To represent psychosocial service project at state level meetings and reviews to present the details of the project and seek support from different departments.
8. To undertake advocacy with different state level and national level institutions to ensure support and optimum utilisation of the services under the PSS Project.
9. To organise district level review meetings of counsellors working in the district and provide technical guidance to counsellors to overcome difficulties they face in the counselling process.

10. To act as state level project manager of PSS project to ensure all project management related activities pertaining to the project.
11. To formulate a well-structured knowledge management system in the project so that new learning made in this project could be made into replicable strategies to be used in other places.
12. Prepare and submit regular reports for the review of the project implementation to various state level committees.

Working time

The counsellor shall be available for giving counselling support to children in school and hence they have to come half an hour early and stay back for half an hour after the regular working hours of the school. During the class hours also a student can avail counselling service after taking permission from the respective teacher. At such times the teacher shall give a slip to the student specifying the time at which the referral was given and the counsellor shall enter the time in the same slip when the child returns after the session. School counsellors have to be present in the school on all school working days except when they are called for other emergency services, review meetings or training programmes by the WCD department. They should be willing to work for extended hours in cases where children need special care and attention.

School counsellors will be assigned duty in the nutrition and parental clinics run by the department on Saturdays. The posting in this regard will be done by the respective CDPO/ DWCD.

PSS counsellors will serve as Support Person for POCSO victims. The DCPO will assign cases to individual counsellor taking into consideration the need of the hour.

Their service shall be offered at the Anganwadi centres during the school vacation times. CDPO concerned shall have the responsibility of assigning anganwadi centres to the counsellors. Anganwadi working time will be the working hours of the counsellors when they are assigned for anganwadi level duties.

Monitoring mechanism

A separate attendance register will be maintained under the custody of the Principal or School head master who shall issue the attendance certificate at the end of the month. The counsellor has to hand over the attendance certificate along with her monthly work report to the CDPO. Work report of the counsellor may be submitted to CDPO concerned on every month end in the prescribed format who shall then review and give appropriate feedback to the counsellor. Monthly reports shall be forwarded to the DCPO and DWCO concerned. District level consolidation of the report shall be prepared by the DCPO concerned and submitted to DWCO and Director every month.

DWCO/ DCPO shall conduct quarterly reviews of all school counsellors. Service details and progress of the project activities shall be brought for review. Key officials from DWCD and Department of Education shall also attend this review. Counsellor shall attend all such meetings and submit relevant reports on regular basis for review as per protocols. Follow up actions at school level on the decisions taken in such meeting and informing such decision to the

school authorities and local self-government authorities through appropriate communication shall be ensured by counsellor.

Quarterly review shall be arranged at the state level also to evaluate the progress of the project. MIS will be developed for reporting the day today work and the monthly reports of the PSS programme at various levels. CDPO at the block level DWCO at the district level shall make sure that the PSS programme review is included in the agenda of the respective Block/ District level monitoring committee.

Monitoring and reporting protocols

The program shall follow a robust system for monitoring and reporting. The following protocol shall be followed at school, district and state levels. Review mechanisms and format appropriate for the program shall be used for monitoring. The monitoring mechanisms at different levels are detailed below.

School level

Registers and formats

Comprehensive review formats that serve the purpose of capturing the quantity and quality of the activities under the program shall be used in the monitoring of this program. The following are the documents to be maintained at school level. It shall be the responsibility of the school counsellor to maintain these documents updated. The Child development project officer shall verify these documents on a regular basis and observations recorded. The monitoring mechanism shall be built in a way it follows a **Computerised Management Information System** with the technical assistance of the Information Technology Centre in the DWCD.

In the initial stage monthly synchronisation of the service details at school level can be initiated. A road map shall be developed for converting daily instant synchronisation of the entire data from the counselling services of all the schools in the state within 3 years.

1. **Master register for counselling:** - This shall contain the details of each and every counselling service provided by the counsellor on day to day basis. The maintenance of the register shall be on coded format and the key for decoding shall be oriented to the counsellors. All the reports prepared and submitted by the counsellor shall be based on this document and this will be used to verify the accuracy of school level reports. (Format – Annexure 1)
2. **Daily case diary:** -This shall be prepared on day to day basis by the counsellor. The document shall indicate any special findings or mentions that the counsellor wants to make on the days reports. Apart from this total number of cases seen and any difficulties she faced in handling any of the cases seen on the day as well as challenges faced by her in handling cases shall be included.

3. **Monthly reporting to CDPO:** - This will be consolidated report that contains the details in the master register, referrals made and other activities performed by the counsellor pertaining to the performance of the counsellor for the month of reporting. A copy of the submitted format with remarks and recommendations of the CDPO shall be maintained by the counsellor based on which actions as per suggestions shall be made.
4. **Referrals and Linkage register:** - This register shall be maintained by counsellor and entries shall be made each time a case is referred / reported from the school to **KESCPCR/ CWC/ DCPO/ / Child line etc. or hospitals, LSG, government schemes or private agencies** for any kind of support, assistance or follow up. This shall be reviewed by the designated officers from respective government departments and PSS of DWCD. This will have details and recommended follow up actions of referrals and linkages made to potential beneficiaries identified through counselling. The type of support received to the beneficiary, change in the status of the issue following the support received and if any good practice document / case studies developed based on that shall be included.

Review and reporting methods

1. **Documentation and reporting:** - Documentation and timely submission of reports shall be a method for review of the program. Counsellor shall complete all documents on a day to day basis and submit reports as per following schedule.

Monthly report

3rd Working day of the next month.

2. **Monthly technical review by CDPO** - Technical review carried out by CDPO shall be on a monthly basis. The review shall have a standard formatting in which there shall be an initial presentation for 10 minutes by each counsellor based on a pre-set template. This shall be followed by technical discussion. Planning of the community level activities for the next month shall also be done in this review. If Service of an expert panellists is required for discussion of difficult cases, it shall be arranged by the CDPO from the panel of consultants maintained by the DWCD. CDPO shall forward the monthly performance report to the DCPO /DWCO concerned in the prescribed format.
2. **School visit of CDPO:** - School visit shall be made on monthly basis by CDPO to verify registers and interact with school authorities on efficiency of the program. Registers maintained at school level shall be verified by CLFO while making the school visit. DCPO,PO and DWCO shall visit the counselling centers in the district one in a quarter.
3. **Need based reporting to KESCPCR/ CWC / DCPU:** - Reporting of the issues those require the attention and support under child protection policy with the involvement of Child Welfare Committees and DCPU shall be done when such cases are reported.

Mandatory reporting of child abuse and atrocities shall be done as and when such cases are noticed. All such reports are to be documented and reported to the higher levels ensuring the ***norms of confidentiality which is prevailing.***

District level

Monthly report to DWCO/Director WCD

Consolidated district level report of counselling has to be prepared by the DCPO. The report shall contain details regarding the counselling service, details of any specialised services delivered major learning initiatives which has taken place in the program in different schools in the district. There shall be a mechanism by which reports on critical cases like violence, substance abuse, serious medical problems, family issues that severely affect children etc. that needs immediate attention and support to the child are reported on a daily basis to CDPO who shall initiate follow up action with the concerned government agencies and report to DCPO concerned. A report on monthly consolidation of all such cases in the district shall be prepared by DCPO and submitted to DWCO and copy of the same may be forwarded to Director.- This shall be a more detailed one than the report which has school wise data on all the schools in the district. Quantitative data on counselling services given, special issues reported from any schools in the district and any department level support needed at district level including technical assistance shall be included in the report. This shall be submitted on the 5th working day of the month.

Review methods

1. **Quarterly review by DWCD:** - DWCD shall conduct quarterly reviews of all the counsellors and CDPOs. Service details and progress of the project activities shall be brought for review. Key officials from DWCD and Department of Education shall also attend this review. DCPO shall share the consolidated report of the programme during the quarter. Quarterly review carried out by DWCD shall be a one full day meeting on the 8th and 9th working days of the month for all the counsellors in the district. This will be attended by PO (ICDS) also. The review shall have a standard formatting in which there shall be an initial presentation for 5 minutes by each counsellor based on a pre-set template. This shall be followed by technical discussion.

If service of expert panellists is required for discussion of difficult cases, it shall be arranged by the DCPO from the panel of consultants maintained by the DWCD

State level

State consolidated report: - A state level electronic consolidated counselling report shall be maintained at state office of the program. Assistant Director in charge of the scheme shall prepare a consolidated report of the programme at the state level for submission to the director every quarter who shall then review the scheme activities.. The services uptake and major beneficial outcome of the program shall be included in the review. Cases reported to different district CWCs and its current status shall be updated in the review.

Based on review report director shall give instructions to be given to functionaries at different levels.

This shall be submitted to Secretary (WCD) for information and policy decisions if any. This shall be done as part of the state monitoring committee review

Annual conference of the program: - The program shall organise annual conferences of 3 day duration during the school vacation time. This shall be an opportunity for disseminating new learning and critical achievements in this program to national and international organisations. Participation of Ministry of Woman and Child Development, Government of India, Different state Woman and Child Development departments, UN agencies, bilateral development agencies, Embassies / High commissions of other countries etc shall be ensured apart from the line departments of Government of Kerala. Pavilions for different districts to highlight their achievements shall be included. Opportunities for presenting unique achievements at school level shall be presented by counsellors as well as beneficiary groups (students and parents).

Training to the counsellors- Job training and capacity building trainings shall be organised as and when required by the state team. Refresher trainings, value addition programmes etc have to be organised by District team without affecting their service in schools.

Human Resources (HR) Policy

The conditions given below shall be subject to change as and when new orders are issued by the Govt. in this regard.

1. **Qualification** -Post graduation in psychology, clinical psychology, applied psychology, or social work with medical and psychiatric social work specialization.
2. **Selection Process** - Recruitment will be done at district level. A district level selection committee constituted for this purpose by WCD will call for applications from suitable candidates and will prepare a rank list after written test/interview.
Only those candidates with the minimum educational qualification and those aged below 40 years of age can apply. DWCO will make posting from this ranklist as and when vacancies arise. Validity of the rank list thus prepared will be for three years from the date of publishing.
3. **Appointment** - Counselors will be appointed on contract basis for a period of one year only. Service conditions of the counselors shall be as applicable to other contract employees under KSR part I appendix VIII.
4. **Pay and other remunerations** - Honorarium will be as per government orders issued from time to time. Special festival allowance and fixed travel allowance as admissible shall be given to the school counselors and the amount thus admissible will be based on the government orders issued from time to time.

5. **Leave** – counselors are eligible for 6 months paid maternity leave subject to statutory conditions. They are also eligible for 15 days of casual leave in a year
6. **Performance appraisal** : - Extension of contract will be based on relevant government rules and performance appraisal. Renewal of contract at the end of each contract period will be based on the following:-

Psychosocial School Counsellors- Broad Frame work for Evaluation

1. Self appraisal countersigned by Head of the School ,recommended by CDPO and DCPO
 2. Regular attendance, punctuality and report submission.
 3. Certificates Regarding job training other related training attended in past one year.
 4. Documentation of any innovative programmes done in school/community/ department.
 5. Research work, studies done.
 6. Complaints from Teachers /Parents/Students /Dept. Officials shall be given consideration.
 7. Additional qualification related to counseling school children.
 8. Total students who got services of counselor during the year
 9. Students referred to other professionals.
 10. Any other relevant matter
- 7. Transfer**-counselors are eligible to get transfer to a convenient school near to their home when they shift their residence for some reason including marriage.
- 8. Training**-The department will give induction training to all the new recruits with the support of appropriate agencies. This is to familiarize them with the work , the roles and responsibilities, child related schemes programmes and policies etc
Further training to improve the professional competence, knowledge enhancements on various emerging fields will be planned at periodic intervals. The responsibility for programme planning and training at the district level will be the responsibility of the District child protection unit (DCPU).Induction trainings will be planned by the directorate at the state level.

Ethical Standards

Professional ethical practice forms the cornerstone of the counselling service. Acceptance of employment (by the counsellor) implies that she is in substantial agreement with the policies and principles of the department. Counselors have an obligation to ensure that information about students shall be shared only with those who will use such information for professional purposes. The primary obligation is to respect the integrity and promote the welfare of the students. The counselling relationship and resulting information must be kept confidential. When a counsellor learns from her counselling relationship of conditions which are likely to harm others, she is expected to report the conditions to the appropriate responsible authority, usually the DCPO. In the event that the client's condition is such that there is clear and imminent danger to the client or to others, or where child abuse is suspected, the counselor is expected to report this fact to the DCPO, and to take such other emergency measures as the situation demands.

Infrastructure facilities

A well ventilated room with adequate furniture shall be made available in the school for giving counselling service. School authorities will have the responsibility to arrange such facility. Furniture and other items can be purchased with the support of the PTA funds, WCD /Education department funds and also by using LSGD funds. Women and child development department will set aside sufficient funds for providing the office stationary items for the day today function of the counselling centres which shall be procured and supplied through the CDPOs office.

Service Delivery Procedure

1) Individual support plan

Protecting the best interest of the child shall be the guiding principle in service delivery of the counsellor. Individual level interventions by the counsellor shall be based on a referral by the teacher, parent or self referral by the child concerned. It can also be planned based on a screening of the students in a class using a screening instrument. Intake interview to evaluate the problems of the child may be done through personal interview. Further details may be collected from the parents peers and teachers to make a complete picture of the child's problem. Case work /case history format may be used for taking detailed assessment of the child before making an individual support plan for the child. After identification of the problems appropriate intervention strategies can be planned. Schools counsellors are professionally bound to keep the ethical standards while delivering the service to children. It is mandatory that individual case files are maintained for each case. Register may be maintained in prescribed format regarding each and every case attended by the counsellor. If required referral to mental health facility and such other service delivery facility may also be planned. It also mandatory to report the details of the activities to the controlling officers in the prescribed format at regular intervals.

4950104/2021/SJD(OS)

Psychological		
Tension/stress		
Sleeplessness		
Examination fear		
suicide		
Depression		
Lack of attention		
Addiction		
Smoking		
Alcohol		
drugs		
smartphone		
pornography		
Familial/Societal		
Family issues		
Parenting problem		
Child marriage		
Neighbourhood issues		
Social isolation		
School Related		
Scholastic backwardness		
Learning disability		
Skipping classes		
Dropout		
Abuse		
Physical abuse		
Sexual Abuse		
Corporal Punishment		
Bullying		
others		

4950104/2021/SJD(OS)

7. Details of referrals

No of cases referred	Type of issue	Referred to	Follow up done

8. Reporting of cases

	No of cases	Age of child	No of cases reported to School Head	No of Cases reported to CDPO	No of Cases reported to DCPO	No of cases reported to Police
Child marriage						
Physical abuse						
Sexual abuse						
Corporal punishment						
Drug abuse						
Suicide						

When a child leave the school taking transfer certificate any files related to that child shall be destroyed permanently.

2) Group Work Plan

It is mandatory to have at least four group work sessions with children in difficult circumstances. More sessions can be planned based on time availability and need.

3) Awareness programme

At least two should be conducted for students or parents in a month. This can be arranged in the school or at the anganwadi level. All possibilities of the virtual platform and social media has to be explored while planning such programmes.

Branding, standardisation and popularisation of Program

The program shall be given a Malayalam brand name and a logo, which will reflect the features and expected outcome of the program. In long run design of the counselling room under this program in all schools in the state shall be made uniform in colour of the wall paints used, furniture arrangement, room lay out etc. This shall be uniform to look alike which will make an imprint in Kerala civil society on the adolescent support for confidence building. The name and logo shall be decided through a state level inter school competition which will help in wider dissemination of this service provision through discussions and debates.

There shall be a strategic approach to increase visibility and acceptance of this program. Key government officials shall give media interviews and press releases focussing to the benefits the civil society gets from this program. This shall encourage more people from different segments to come and accept the service provisions of the program. The program shall have the following inbuilt activities to enhance its visibility and service uptake.

1. Publishing leaflets / brochures those carry the highlight of the program.
2. School sensitisation to students and parents at the beginning of academic year.
3. State level program inauguration by senior officials / political leaders
4. Media talks and interviews attended by key officials of PSS.
5. Annual conference for knowledge dissemination.
6. Publishing and disseminating annual report of the program.

4950104/2021/SJD(OS)

DEPARTMENT OF WOMEN & CHILD DEVELOPMENT,

Report for the year.....

1. ICDS Project:
2. Name of the counsellor:
3. Name of school:
4. No of years working in this school:
5. Year wise details of cases:

YEAR	No of children consulted	No of cases with more than two consultation	No of cases in parents consulted	No of cases in which teachers are consulted	No of class sessions on enhancing mental health	No of group work sessions*

6. Case wise distribution of children and interventions

Type of issue	No of children consulted	Intervention done
Behavioural		
Physical fight		
Love affair		
theft		
Missing		

4950104/2021/SJD(OS)

9. Community interventions (add additional paper if required)

No of community intervention	Purpose of intervention	Program conducted	Place of the program	No of p.

10. Meetings attended. (please specify)

School level	Anganwadi Level	Panchayath level	Project level

11. Other Unique intervention/programmes conducted (Attach report with photos)

1050104/2021/SJD(OS)

12. Any specific issues which need intervention by District level/state level authorities.

Name of the Counsellor:
Signature of the Counsellor

Counter signed by CDPO

4950104/2021/SJD(OS)

DEPARTMENT OF WOMEN & CHILD DEVELOPMENT, [unclear]

Report for the month of.....

1. ICDS Project:
2. Name of the counsellor:
3. Name of school:
4. Month wise details of cases:

Month	No of children consulted	No of cases with more than two consultation	No of cases in parents consulted	No of cases in which teachers are consulted	No of group counselling sessions*

*do not include awareness sessions conducted for students during school time

5. Case wise distribution of children and interventions

Type of issue	No of children consulted	Intervention done
Scholastic backwardness		
Learning disability		
physical abuse		
Sexual abuse		
Corporal punishment		
Sleeplessness		

4950104/2021/SJD(OS)

Tension		
Lack of attention		
Physical fight		
Sexual relation with mutual consent		
Smoking, Alcohol use		
Cannabis use		
Love affair		
Examination fear		
Depression		
Family issues		
Neighbourhood issues		
Skipping classes		
Deliberate self harm		
Absconding tendency		
Viewing pornography		
Child marriage		
School dropout		
Other issues		

6. Details of referrals

no of cases referred	type of issue	Referred to	Follow up done

4950104/2021/SJD(OS)

7. Reporting of cases

	No of cases	Age of child	No of cases reported to School Head	No of Cases reported to CDPO	No of Cases reported to DCPO	No of cases reported to Police
Child marriage						
Physical abuse						
Sexual abuse						
Corporal punishment						
Drug abuse						
Suicide						

8. Community interventions(add additional paper if required)

No of community intervention	Purpose of intervention	Program conducted	Place of the program	No of

4950104/2021/SJD(OS)

9. Meetings attended. (please specify)

School level	Anganwadi Level	Panchayath level	Project level

10. Other Unique intervention/programmes conducted

11. Any specific issues which need intervention by District level/state level authorities

Name of the Counsellor:
Signature of the Counsellor:

Counter signed by CDPO