



# Integrating the Health and Social Services Workforce to Achieve Health for All



# Welcome



**Wanda Jaskiewicz**  
HRH2030 Project Director, Chemonics

## OUR MISSION

*HRH2030 strives to build the accessible, available, acceptable, and high-quality health workforce needed to improve health outcomes and advance universal health coverage.*



# AGENDA

## WELCOME

Wanda Jaskiewicz, Project Director, HRH2030, Chemonics

## OPENING REMARKS

Hugh Salmon, Director, Global Social Service Workforce Alliance

## PANEL DISCUSSION

- Dorcas Amolo, Chief of Party, MWENDO Orphans & Vulnerable Children Project, Catholic Relief Services, Kenya
- Alejandro Cáceres, Deputy Director, Juvenile Justice Responsibility, Colombian Family Welfare Institute (ICBF)
- Grace Mayanja, Chief of Party, Ethiopia Caring for Vulnerable Children Activity, FHI360, Ethiopia
- Aida Muradyan, Program Manager, Community Level Access to Social Services Project, World Vision, Armenia
- Paul Marsden, Health Workforce Specialist, World Health Organization, Geneva

## Q&A WITH PANELISTS

# WEBINAR HOUSEKEEPING



Welcome to HRH2030 Program's Webinar.



Questions



Want answers?



Ask the staff a question

Send



Exit

# Opening Remarks



**Hugh Salmon**  
Director  
Global Social Service Workforce Alliance

# INTEGRATING THE HEALTH AND SOCIAL SERVICE SECTORS TO ACHIEVE HEALTH FOR ALL

Opening remarks by Hugh Salmon,  
Director,  
Global Social Service Workforce Alliance

WEBINAR ON  
WORLD SOCIAL  
WORK DAY

March 16,  
2021



# THE GLOBAL SOCIAL SERVICE WORKFORCE ALLIANCE







# THE BREADTH AND DEPTH OF THE SOCIAL SERVICE WORKFORCE

*The social service workforce is **an inclusive concept** referring to a broad range of governmental and nongovernmental professionals and paraprofessionals who work with children, youth, adults, older persons, families and communities to ensure healthy development and well-being.*

Global Social Service Workforce Alliance.  
2019. SSW Definition.

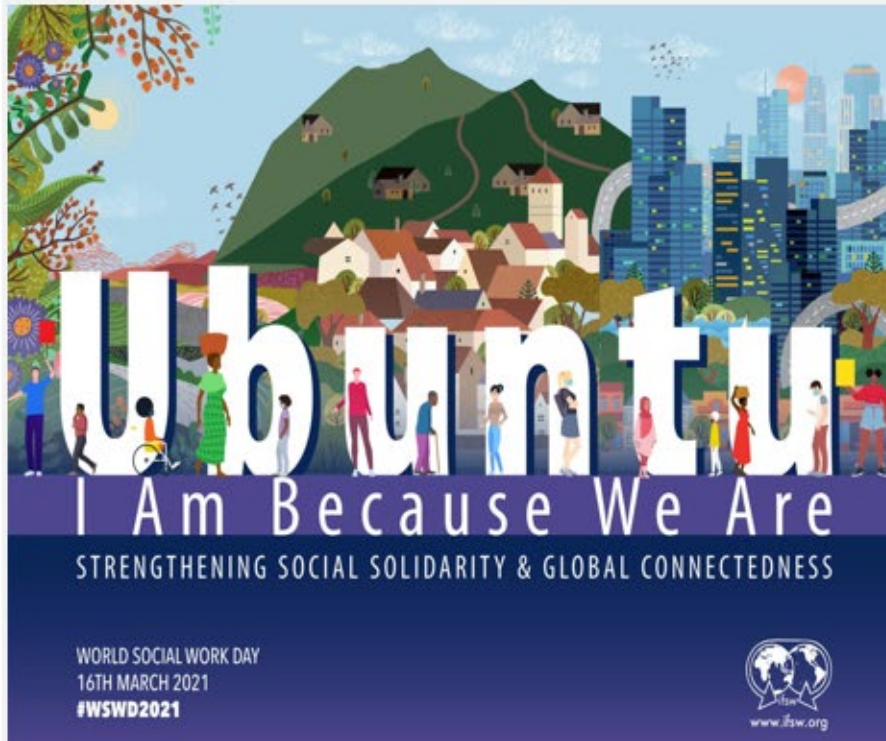


They provide **preventive** and **responsive** services, **promote** the wider workforce, and operate at **macro**, **mezzo** and **micro** levels.

Including:

- social workers,
- social educators,
- social pedagogues,
- child and youth care workers,
- community development workers
- community liaison officers
- community workers,
- social welfare officers,
- social/cultural animators,
- case managers
- para / auxiliary social workers

# 2021 THEME: UBUNTU



- First theme of the 2020-2030 Global Agenda for Social Work and Social Development
- Originating from the indigenous peoples of South Africa, and popularized worldwide by Nelson Mandela, **Ubuntu** resonates with the profession's focus on the interconnectedness of all peoples and their environments
- **Ubuntu** highlights the need for global solidarity, is built on indigenous knowledge and wisdom and links to the overarching framework for the Global Agenda 2020-2030: "Co-building an inclusive social transformation."

### Social Service Workers are Essential

Social service workers ensure healthy development and well-being for children, youth, adults, older persons, families and communities. During COVID-19 they have carried out many essential services.



### Social Service Workers Need Greater Support

We call on you to intensify advocacy efforts to ensure that the social service workforce for child protection is prioritized within global and national agendas to address the range of community needs from COVID-19.



# ESSENTIAL ROLES OF THE SSW DURING COVID-19



**FIGURE 1. ESSENTIAL ROLES OF THE SOCIAL SERVICE WORKFORCE DURING THE COVID-19 RESPONSE**

## PROMOTIVE FUNCTIONS

**Advocate** for the SSW to be an essential workforce during COVID-19 response

**Coordinate** work in inter-agency and interdisciplinary networks to establish and promote social service practice and service standards during the pandemic

**Educate** – create and carry out information campaigns to keep communities safe and reduce stigma

**Train** – provide remote training and mentoring to the SSW on practice adaptations

**Manage** – ensure supportive supervision is provided and services are adapted

**Monitor** – stay up to date on pandemic and protocols to keep staff and communities safe

## PREVENTIVE FUNCTIONS

**Identify vulnerable households** at increased risk of severe illness due to COVID-19; ensure they receive support to help prevent illness

**Work with community leaders** to identify community needs

**Provide remote psychosocial support**, utilizing available technology to contact at-risk families to help them cope

**Reinforce gatekeeping** mechanisms and family-based alternative care options

Respond to issues raised via **child help lines and domestic violence hotlines**

**Carry out contact tracing** to identify individuals at risk of COVID-19

## RESPONSIVE FUNCTIONS

**Provide protection and support** for families affected by domestic violence, abuse, neglect, and exploitation

**Identify emergency alternative care** options for children who are abused, separated, orphaned, and/or transitioning from residential care institutions or detention centers

**Carry out case management processes** – assessment, planning, referrals, etc.

**Provide or supervise psychosocial support**

**Provide material support**, food and medicines to impacted households

**Manage available cash transfers**

**Provide bereavement counseling** and support alternatives to traditional mourning rituals

**SOCIAL SERVICES ↔ HEALTH SERVICES**



**SOCIAL OUTCOMES ↔ HEALTH OUTCOMES**

- Combining social protection with social services (cash + care) can address the key social determinants of health: family relationships and parenting, education, income, employment, housing, social inclusion or exclusion.
- Social work, like health interventions, is most effective when it can identify and address root causes not just symptoms, including social and cultural norms, attitudes and behaviours.
- Integrating social and health care achieves better access and adherence to treatment, better outcomes of treatment, earlier and more sustained recovery.
- Health and social outcomes across the life course improve with social work and health interventions provided at the right time in the right place, e.g., for children with developmental disorders, survivors of trauma and other adverse childhood experiences, and care leavers (transitioning out of residential or foster care).
- Social - ecological models of mental health and disability help identify and address the social norms & stressors, and societal barriers, that determine overall well being, and help us identify and mobilise social and community resources for holistic recovery and inclusion.

**COVID-19 has illustrated the importance of all these intersections**

# OUR EXPERTS



**Dorcas Amolo**

Chief of Party

MWENDO Orphans & Vulnerable Children Project

Catholic Relief Services

Kenya



**Alejandro Cáceres**

Deputy Director

Juvenile Justice Responsibility

Colombian Family Welfare Institute (ICBF)

Colombia



**Grace Mayanja**

Chief of Party

Ethiopia Caring for Vulnerable Children Activity

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Ethiopia



**Aida Muradyan**

Program Manager

Community Level Access to Social Services Project

World Vision

Armenia



**Paul Marsden**

Health Workforce Specialist

World Health Organization

Geneva



*Collaboration of MWENDO with the MOH & HIV Clinical Partners to Identify, Enroll, Retain, and Enhance Viral Load Suppression Among Children & Adolescents Living with HIV*



**Dorcas Amolo**  
Chief of Party  
MWENDO Orphans & Vulnerable Children Project  
Catholic Relief Services  
Kenya





**MWENDO Collaboration with the Ministry of  
Health & HIV Clinical Partners to Identify,  
Enrol, Retain, and Enhance Viral Load  
Suppression Among CALHIV**

**Presented by  
Dorcas Amolo  
Chief of Party  
USAID MWENDO OVC project  
16.03.2021**

# Brief Description of the MWENDO Project

- Covering **17 Counties in Kenya**
- Supporting **432,780** orphans and vulnerable children (OVC) and **212,893** caregivers, including **51,115** children and adolescents living with HIV
- **8,803** Case Workers and **217** Case Managers
- Case Management Approach to service delivery, with ultimate aim of:
  - Increasing access to health and social services for OVC and their families
  - Strengthening capacity of households and communities to protect and care for OVC
  - Strengthening child welfare and protection structures and systems for effective responses



## Rationale For The Collaboration

- **Contribution to UNAIDs' 95-95-95 Target** (Identification through HTS, Linkage to ART, Adherence, Retention in Care and Viral Load Suppression etc.)
- **Achieving OVC Case Management Process/Goals in the Community Program** (Identification, Enrollment, Assessment, Care planning, Direct Service Provision, Referrals and Linkages to other services, Monitoring, Case closure/Graduation from PEPFAR Support)
- **Co-Creation and Synergy** to leverage efforts
- Project in built **CLA approach**



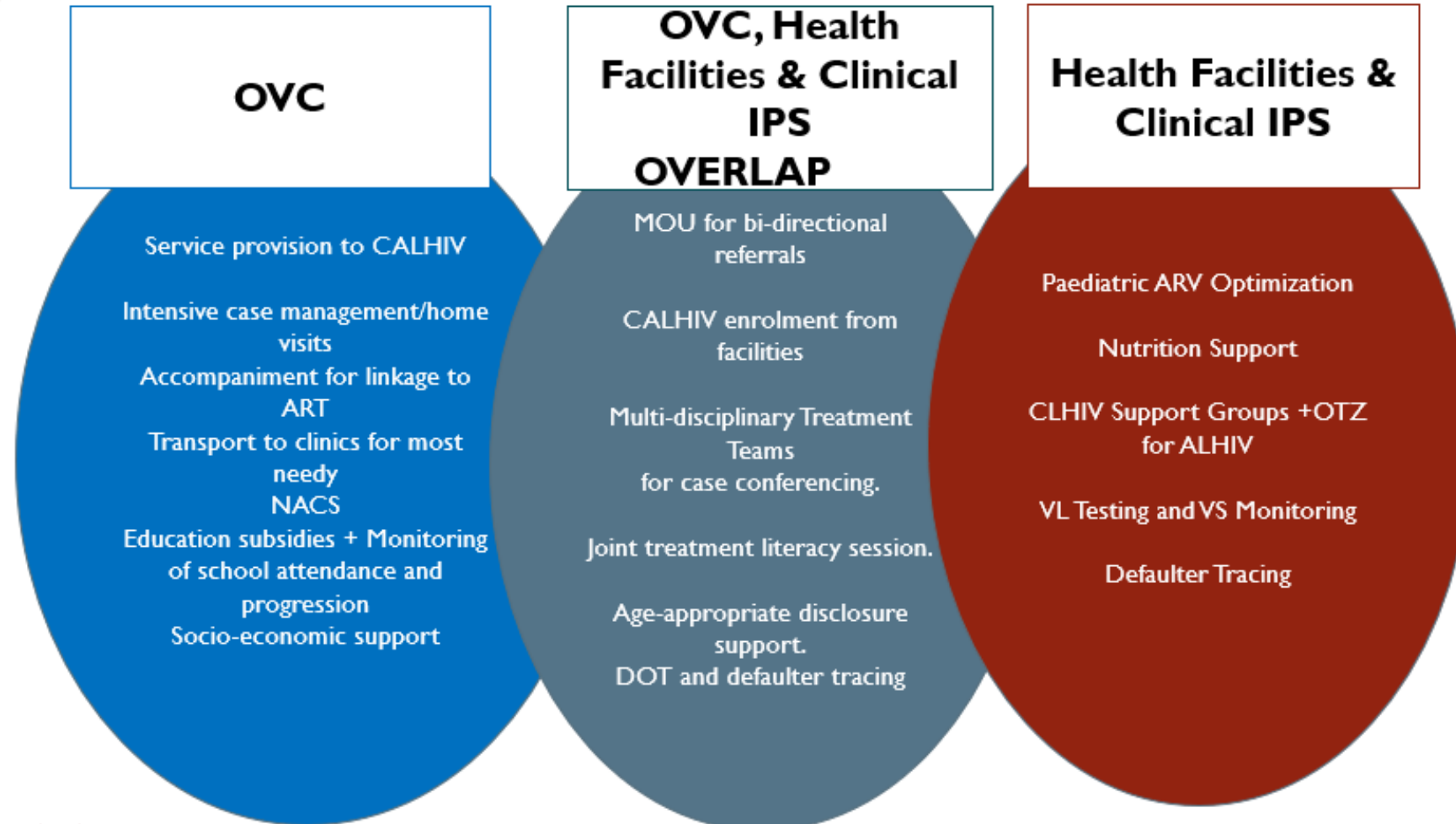
# Implementation Process

## STRAGETIES

1. Partnership & Collaboration
2. Two-way feedback mechanism
3. Team work & Delegation
4. SWOT Analysis



# Package of Services Provided Jointly

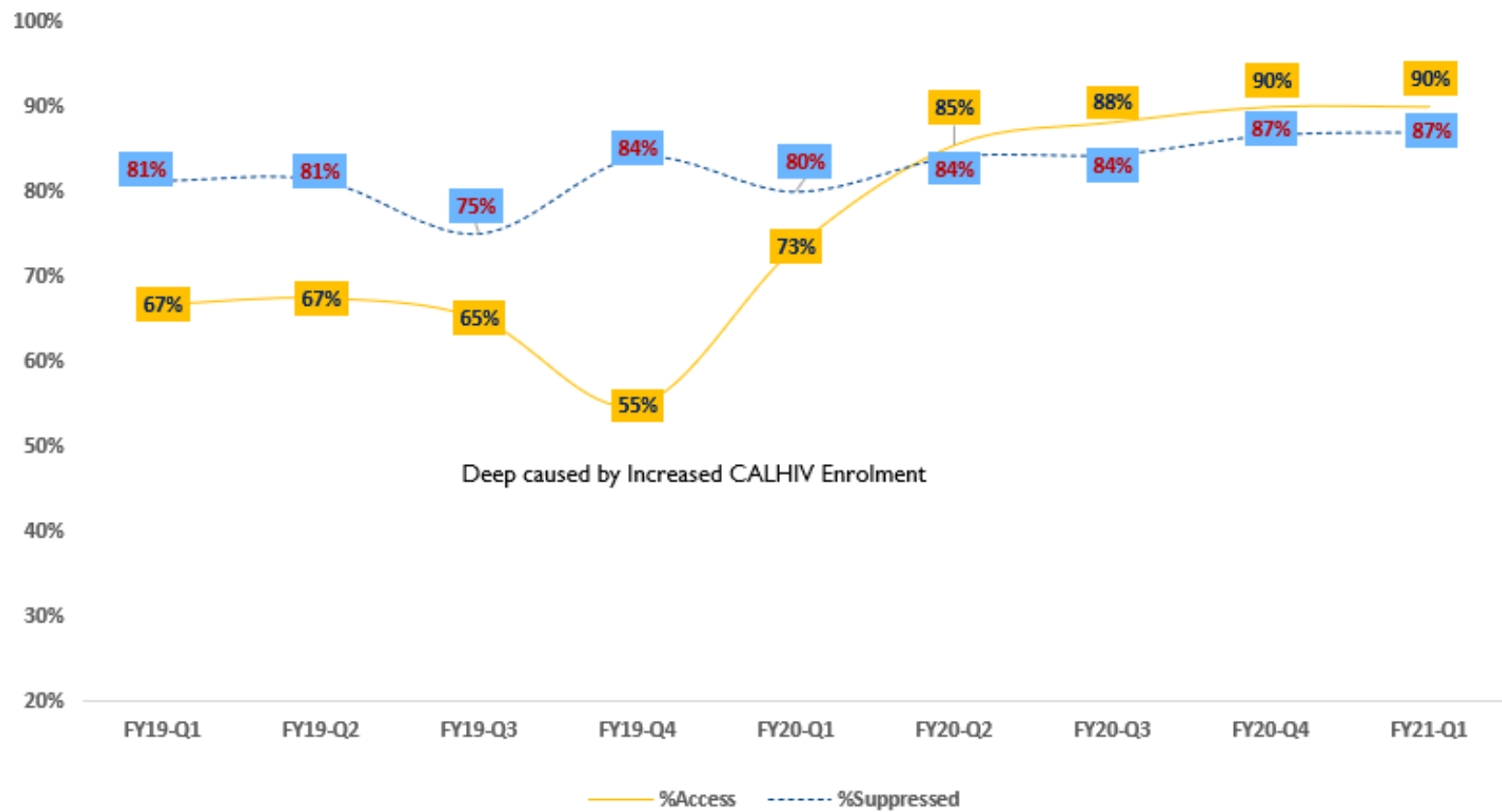


## Results of Collaboration: Sustained CALHIV Identification and Enrolment in the Project



# Increased VL Access and Suppression Trend

Trend of Viral Load Access and Suppression Rate



## Conclusion

### **The benefits of collaboration with MOH & clinical partners.**

- Advocacy to Government, Capacity building of Care Providers, Community Stakeholder Engagement and Health Systems Strengthening interventions are done jointly, leveraging on available resources from both ends.
- It allows for a seamless flow of activities and provision of quality HIV Prevention, Treatment, Care and Support services to the Children and their Caregivers along the continuum of care.
- Cost-effective
- Promotes ownership and sustainability





## Recommendations to Strengthen Collaboration

**Joint planning:** a clear coordinated plan between MOH and OVC project with differentiated roles.

**One structure:** link volunteers doing community coordination are recognized as part of facility case management support team.

**Joint M&E:** the M&E plan is developed together and mutually supported.



**Asanteni sana!**



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**OCRS** faith.  
action.  
results.  
CATHOLIC RELIEF SERVICES

# *The Relationship between Mental Health and Social Services at Juvenile Justice Facilities*



**Alejandro Cáceres**  
Deputy Director, Juvenile Justice Responsibility  
Colombian Family Welfare Institute (ICBF)  
Colombia



# MENTAL HEALTH IN COLOMBIA'S JUVENILE JUSTICE SYSTEM

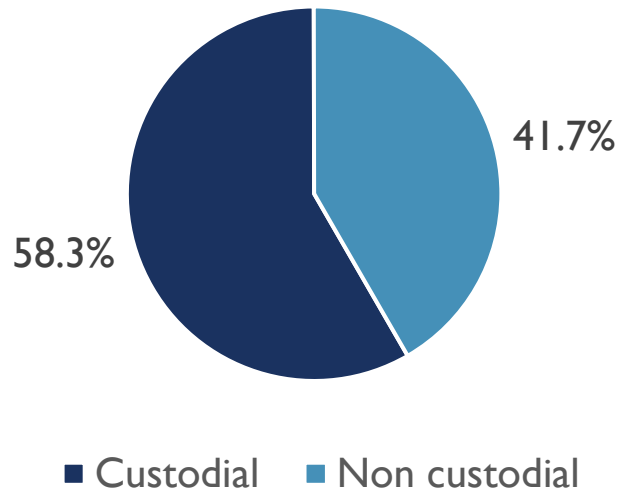
**ALEJANDRO CÁCERES MONROY**

DEPUTY DIRECTOR JUVENILE JUSTICE RESPONSIBILITY - ICBF



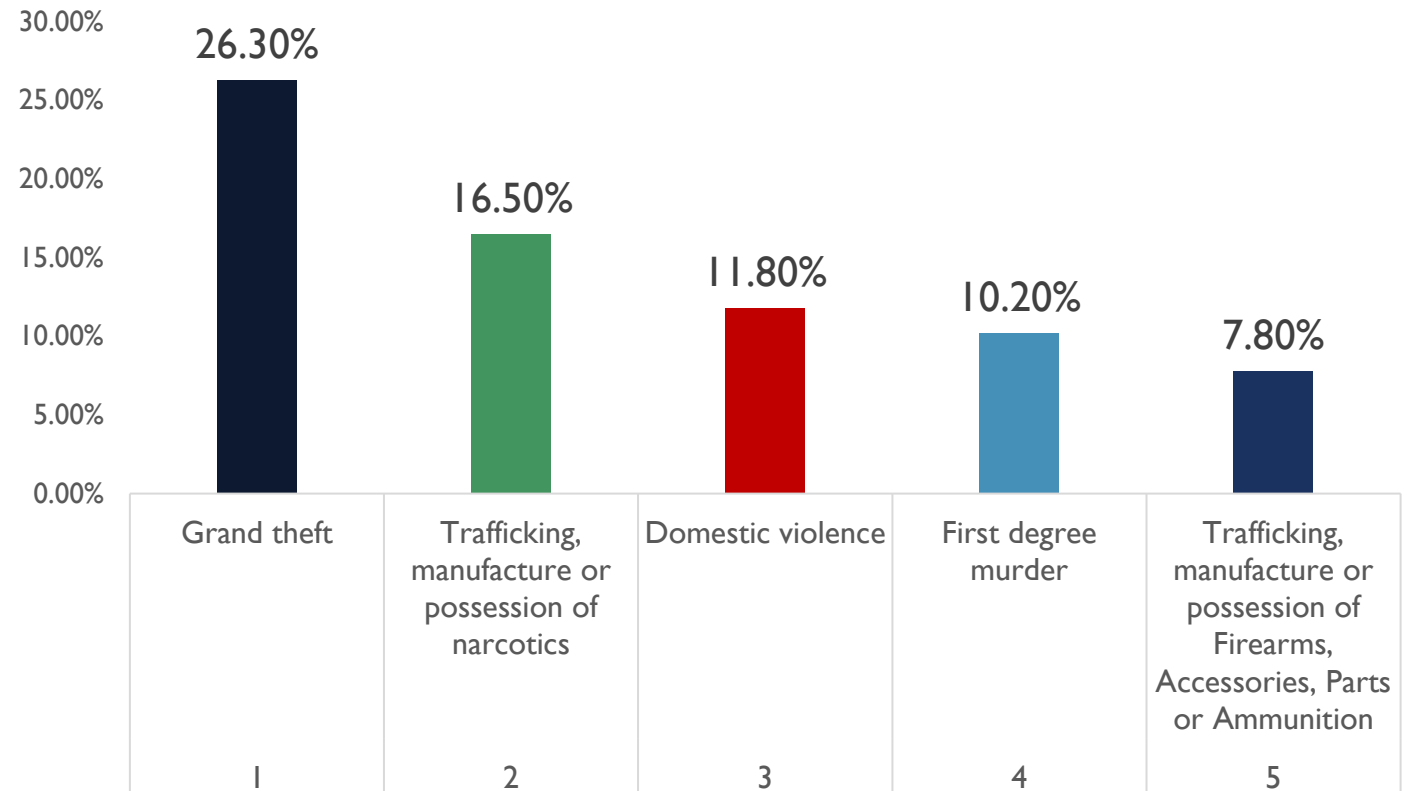
# THE JUVENILE JUSTICE SYSTEM (JJS) SERVED AROUND 8,493 ADOLESCENTS IN 2020

Distribution of 2020 sanctions



Almost 6,140 have complementary care to protect their rights

Crimes in the JJS



# AT LEAST 46.5% OF THE ADOLESCENTS AND YOUNG IN THE JJS HAVE HAD A VIOLATION OF THEIR RIGHTS

Adolescents and young people with deprivation of their rights, victims or perpetrators of violence, consumers of Psychoactive drugs, are associated with difficulties in **emotional regulation & naturalization of violence**. This increases the probability of committing a crime.

Even though half of JJS have some risk factor, only **3.6%** of the population has a mental illness diagnosis.

Some cultural, social and environmental conditions of the JJS population that made them vulnerable

**51 %** have a family member with criminal background

**73%** exposed to drug dealing environments,  
**54%** to gangs

**20.5%** are not in the educational system

**58%** come from single parent family

# ENCARCERATION HAS A NEGATIVE IMPACT ON THE MENTAL HEALTH OF ADOLESCENTS

“Ideally, the threshold decision of whether to institutionalize a youth in a correctional facility or whether to refer him or her to the mental health system should be made solely on the **basis of rational criteria such as risk factors, aggressivity, and psychiatric distress.**”  
(Dembo et al., 1988).

Some studies show that **this decision only takes into account other characteristics of the adolescents** linked to some risk factors, such as:



Young people that had at least **one prior residential** treatment placement



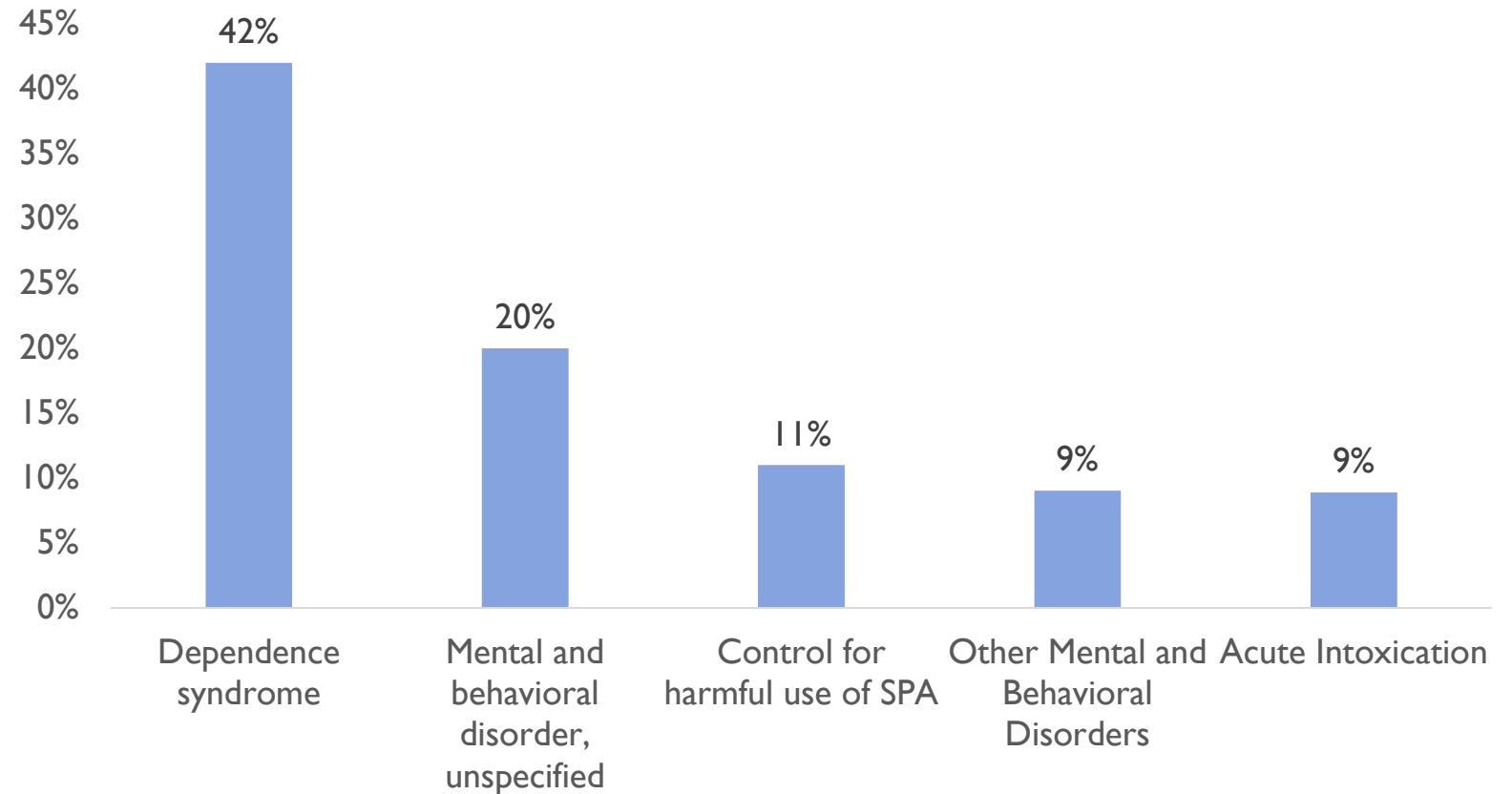
Those **not attending school** at the time of their arrest



Youths who were no longer in the **custody of their natural parents**

# ALMOST 90% OF THE HEALTH CARE NEEDS IN CUSTODIAL SANCTIONS IN THE JJS ARE MENTAL HEALTH-RELATED

**664** out of 747 health related attentions in the JJS (deprivation of liberty) in the first quarter of 2020 were mental health related issues.  
**100%** were associated with drug consumption.





# THE MENTAL HEALTH CARE IN THE JJS HAS AN INTER-INSTITUTIONAL APPROACH

Specialized health care

Working with the Health Ministry and Local entities to assure mental health assistance to the adolescents and youths



Training in preventive strategies to operators and caregivers

Training personnel who serve youth and adolescents in the JJS



Preventive strategies associated to legal claims

Generating policies and strategies to prevent adverse outcomes associated with the impact on the mental health in young people and adolescents



Legal approach (Discretionary judicial process and promotion of non-custodial sanctions )

Developing strategies to promote protective environments, non-custodial measures and legal processes that do not deepen the negative effects on mental health



# ONE OF THE MAIN STRATEGIES USED BY THE JJS IS THE DISCRETIONARY JUDICIAL PROCESS

## Program for the Judicial Monitoring of Drug Treatment

- 1 Verify and restore rights**  
(Complementary Modalities - Restorative Justice)
- 2 Specialized intervention by the health sector**  
(detoxification and rehabilitation)
- 3 Follow-up and permanent accompaniment of the adolescent and his family**  
(Protective Factors)

**135 adolescents & young**

**37 revoked (27.5%\*)**

**2 sanction review (1.5%)**

**28 in process (21%)**

**60 Successful process (45%)**

**2 deceased (1.5%)**

**6 recividate (4.5%)**

The recidivate rate of the adolescent out of these program is 8.8%, in contrast of the 30% rate in the JJS



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DEPUTY DIRECTOR JUVENILE JUSTICE RESPONSIBILITY - ICBF

# *Social Service Workers and HIV Treatment Retention and Viral Suppression for Children & Adolescents Living with HIV*



**Grace Mayanja**  
Chief of Party  
Ethiopia Caring for Vulnerable Children Activity  
FHI360  
Ethiopia

# Contributions of the OVC Social Service Workforce to HIV Treatment Retention and Viral Suppression among C/ALHIV



Experiences from Ethiopia

Grace Mayanja, Chief of Party  
USAID Caring for Vulnerable Children (CVC) Activity  
HRH2030 Webinar  
March 16, 2021



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**fhi360**  
THE SCIENCE OF IMPROVING LIVES

# CVC OVC Social Service Cadres

CADRES	NUMBER	PRIMARY ROLE	CASELOAD
Case Workers (CWs)/ Community Volunteers	12,302	Provide case management services at household level	20 Children (Approx 10 HHs)
Social Service workers (SSWs)	702	Provide supportive supervision and coaching to CWs.	20 CWs
HIV and Health Linkage Coordinators	82	Facilitate linkages and bi-directional referrals between health facilities and community-based OVC service providers	3 HFs
Economic Strengthening Animators	213	Support the participation of families with C&ALHIV in economic strengthening activities	10 Saving Groups

# Role of OVC Social Service Cadres

## Case Finding:

- Identified children of index cases with unknown HIV status in HFs through the index testing SOP for OVC programs. Reached out to index parents to arrange testing.
- Identified undiagnosed C/ALHIV in the community through HIV risk assessments and referrals to HIV testing.

## Retention/Adherence Support:

- Enrolled >95% of C/ALHIV on ART in HFs in the OVC program to support their retention and adherence through case management and comprehensive services.
- Monitored adherence, assessed adherence barriers and provided adherence counseling during home visits.

# Role of OVC Social Service Cadres

## Retention/adherence Support: cont ...

- Supported children to attend their HF appointments by: a) providing appointment reminders; b) providing transportation allowance and c) taking children to the HF when caregiver was unable to do so;
- Participated in HF case conferencing meetings
- Identified treatment defaulters and brought them back to the HF for treatment re-initiation
- Identified HIV+ pregnant adolescents at risk of defaulting treatment and supported them to stay in treatment



# CVC OVC Social Service Cadres

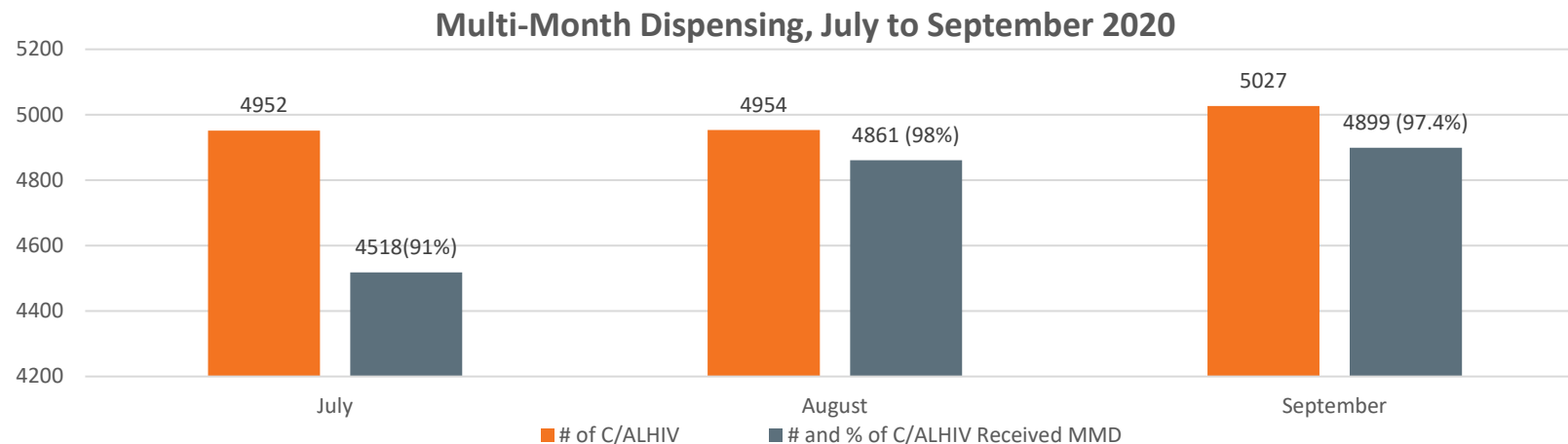
## Viral Load Testing and VL Tracking:

- Promoted VL testing during home visits
- Tracked C/ALHIV's VL test appointments and provided reminders
- Provided transport support to the HF for VL testing
- Used VL test results to enhance adherence counseling and support

# Role of OVC Social Service Cadres: Multi-month Dispensing (MMD) in the Context of COVID-19

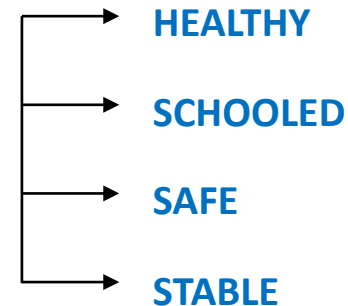
- Provided information to C/ALHIV about eligibility for MMD
- Helped with transportation to ART delivery sites for 3-6-month ART supply
- Made home delivery of ART medications, when needed

97% of C/ALHIV in CVC were receiving 3-6 MMD by September/20



# Role of OVC Social Service Cadres: Provision of a Differentiated Package of Services to C/ALHIV

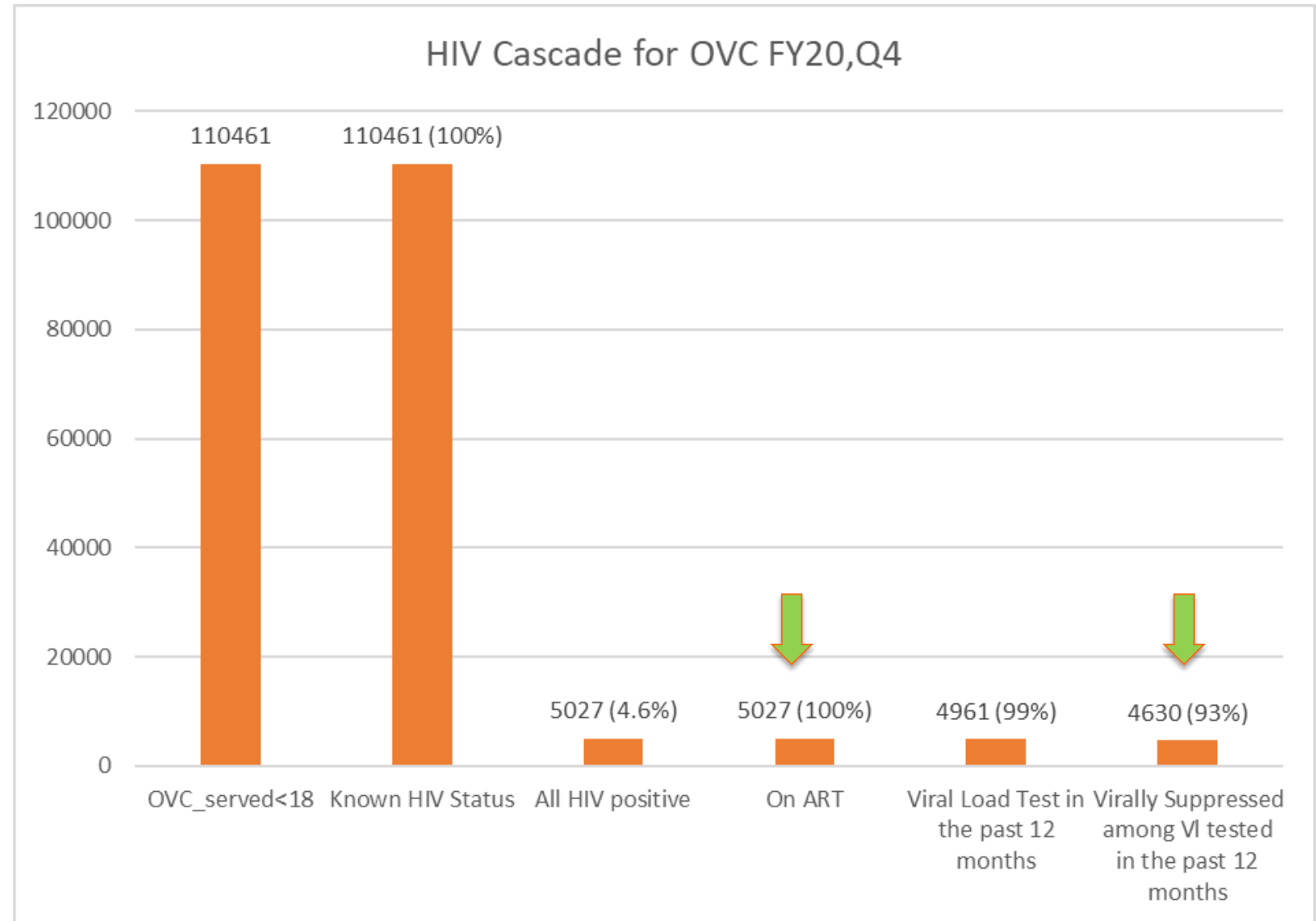
- Package of socio-economic services for HHs with C/ALHIV to improve retention and VL suppression, included:
  - Linkage to sources of food support
  - Transport cash grants
  - Economic strengthening: Linkage to cash transfer programs, Asset Transfers, savings groups
  - Linkage to ALHIV peer support groups
  - ART literacy education for caregivers and ALHIV
  - Disclosure support to caregivers
  - Support for C/ALHIV to attend school and learn life skills education
  - Parenting training and support to caregivers to reduce VAC
- Addressed holistic needs of C/ALHIV, monitored them and measured outcomes of:



# Results, FY20/Q4

**RETENTION  
AT 100%**

**VIRAL  
SUPPRESSION  
AT 93%**



# Role of OVC Social Service Cadres: Case Management

## Eight graduation benchmarks

In September 2020, CVC graduated 59,362 (43%) of OVC and 28,757 (40%) of caregivers who had achieved the eight PEPFAR OVC graduation benchmarks

### Healthy

- Known HIV status
- Virally suppressed
- Knowledgeable about HIV prevention
- Not malnourished

### Stable

- Improved financial stability

### Safe

- No violence
- Not in a child-headed household

### Schooled

- Children in school

# Conclusion

OVC social service cadres do contribute to HIV treatment retention, adherence and VL suppression, and other positive health outcomes for C/ALHIV

For more information, please contact: Grace Mayanja <[GMayanja@fhi360.org](mailto:GMayanja@fhi360.org)>





## *Community Social Work in Armenia during Emergencies*



**Aida Muradyan**  
Program Manager  
Community Level Access to Social Services Project  
World Vision Armenia  
Armenia



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# Community Social Work in Armenia During Emergencies

2021 March 16

**Aida Muradyan**

CLASS program manager  
(Community Level Accesses to Social Services)



# Armenia



Armenia 2020 population **2,963,243** people  
(0.04% of the total world population).

**23.5%** of the population lives below  
the national poverty line in 2019.

In 2020, the unemployment rate in  
Armenia was estimated to be **16.63 %**

Out of every **1,000** babies born  
in Armenia in **2018**, **12** died before  
their 5th birthday

# Community social work development through CLASS program

2017

- **8** Community Social Workers (CSWs)
- **186** most vulnerable families getting services
- **2** legal acts regulating the social protection sector

2021

- **91** Community Social Workers (CSWs)
- **13,233** most vulnerable families getting services
- **16** legal acts regulating the social protection sector

# The Role of CSWs during Emergencies



# The Main Challenges of CSWs Today

- Small number of CSW
- Weak cooperation and support networks
- Unclear reporting and referral mechanism
- Lack of role recognition
- Lack of professional social workforce
- Lack of social protection minimum base for CSWs
- Lack of professional support

# We Want to Achieve by 2024

- Adoption of Law on Social Work
- Recognition of the CSW role
- Increased number of CSWs
- Better working conditions for CSWs
- Better cooperation and coordination
- Minimum protection standards for CSWs



*Thank you!*

*SHNORHAKALUTYUN*

This presentation is made possible by the generous support of the American People through the United States Agency for International Development (USAID). The contents of this presentation are the sole responsibility of World Vision Armenia and does not necessarily reflect the views of USAID or the United States Government.



*Integrated health & social care workforce: evolving demands; responding to COVID preparedness and recovery; and renewing the agenda for sustained workforce investments in essential public health and care services*



**Paul Marsden**  
Health Workforce Specialist  
World Health Organization  
Geneva



Integrating the Health & Social Services Sectors to Achieve Health For All:

**THE WORKFORCE AGENDA**

Tuesday 16<sup>th</sup> March 2021



International  
Labour  
Organization



OECD



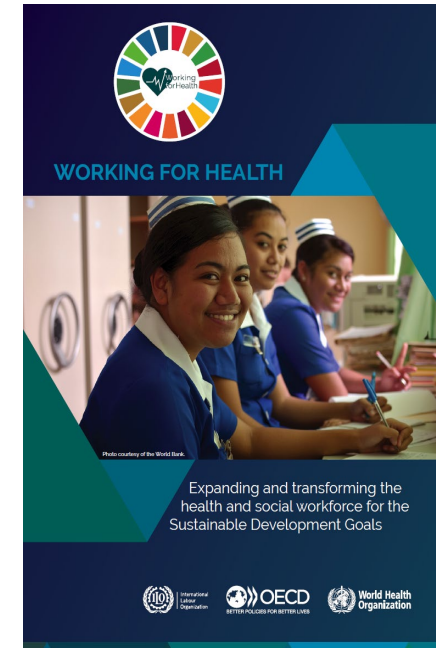
World Health  
Organization

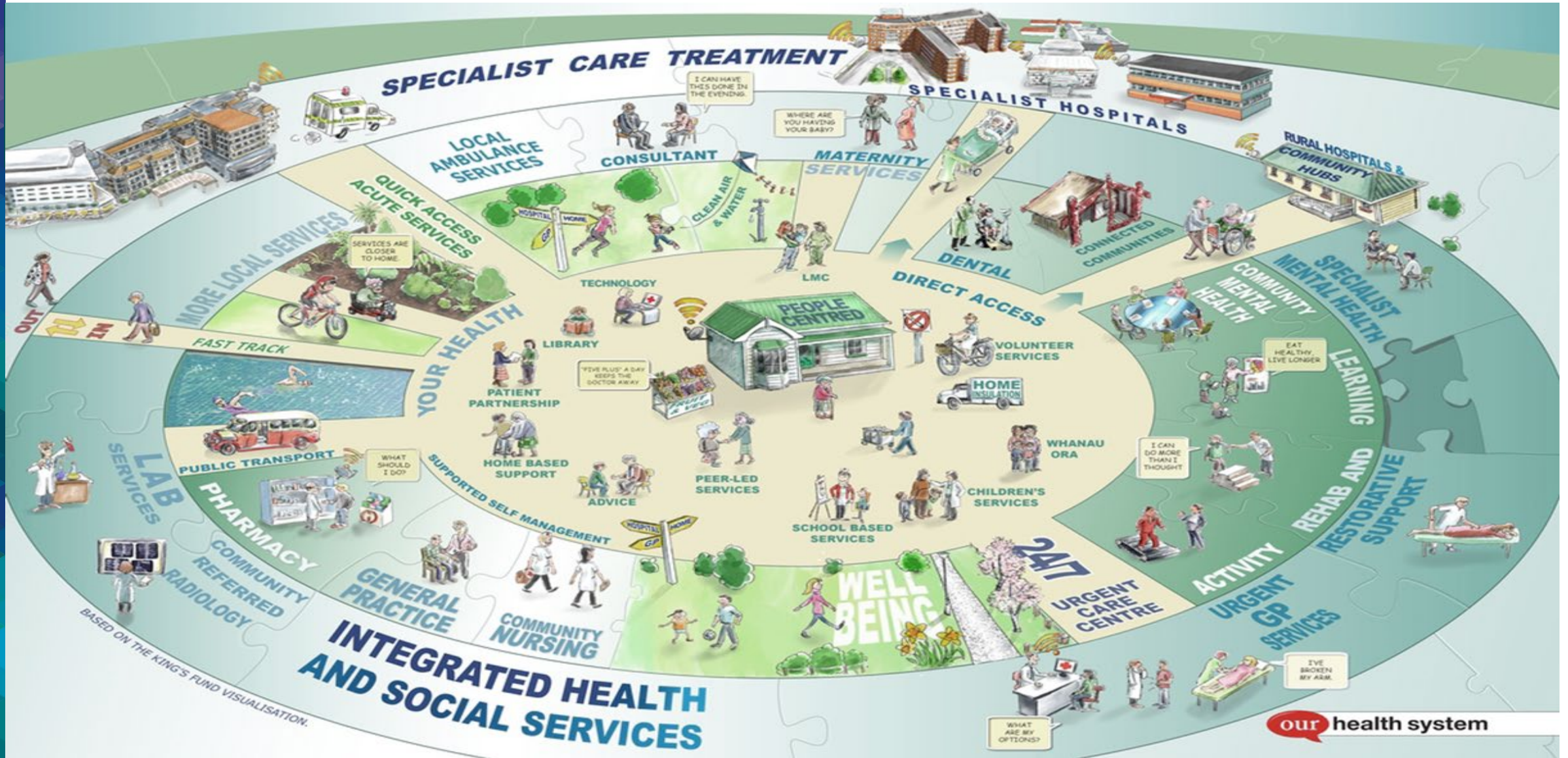




# Context

- ❑ **135 million** work in the ‘health and social care sector’ - reaching >300 million by 2030
- ❑ ... plus, **57 million unpaid “voluntary” workers** providing long-term care - mostly women who carry the burden of informal care for family members
- ❑ **70%** of health & social care workers are **women** – but only **30%** of leaders are women
- ❑ **1.87 million** workforce COVID-19 **infections** reported; at least **17,000** deaths
- ❑ **90%** of countries with **disrupted** essential health & social services since COVID19
- ❑ **84 countries** reported **strikes** since the pandemic: 38%: decent work; 29%: PPE related
- ❑ ‘SDG 3 price tag’ calculated that the workforce accounts for almost **50% of investment required (USD 1.8 trillion)**







# PRIORITIZING HEALTH FOR ALL (POST-COVID RECOVERY)

## ■ WORKFORCE DEMANDS

- Integrated primary health care and social services workforce
- Strengthening workforce preparedness & resilience
- Building back essential public health & social services functions - economic and social recovery
- Community outreach & mobilization
- Innovative financing and programme integration



## ■ ENABLERS

- Integrating health and social care teams
- Optimizing employment, skills and job roles
- Ensuring decent work, recognition, rights and a living wage
- Safeguarding and protecting the workforce (IPC / PPE / vaccine equity)
- Gender (in)equity - Gender Equal Health & Care Workforce Initiative



Community-based health care, including outreach and campaigns, in the context of the COVID-19 pandemic

www.galileo

Health workforce policy and management in the context of the COVID-19 pandemic response

Interim guidance

3 December 2020



# Year of the Health and Care Worker

**#Protect**

**#Invest**

**#Together**



1. Ensure the world's **health and care workers are prioritised** for the COVID-19 vaccine in the first 100 days of 2021.
2. Recognize and **commemorate all health and care workers** who have lost their lives during the pandemic.
3. Mobilize **commitments** from Member States, International Financing Institutions, bilateral and philanthropic partners to **protect and invest in health and care workers** to accelerate the attainment of the SDGs and COVID-19 recovery.
4. Engage Member States and all relevant stakeholders in dialogue on a **Care Compact** to protect health and care workers' rights, decent work and practice environments.
5. Bring together communities, influencers, political and social **support in solidarity, advocacy and care** for health and care workers.



# Agenda for Investment



- No 'health for all' without an integrated **HEALTH & SOCIAL SERVICES WORKFORCE MODEL**
- Health & social care jobs are **AN INVESTMENT - NOT A COST**
- Increasing the number of health and care workers trained and employed is insufficient, without addressing **SYSTEMIC WORKFORCE ISSUES** & gaps
- Shift from short-term workforce support to **LONG-TERM SUSTAINED INVESTMENT**
- COVID-19: gaps in **AVAILABILITY, SKILLS, SAFEGUARDING & PROTECTION, SUPPORT ...**
- Country **CONTEXT, DATA, DIALOGUE AND CATALYTIC FUNDING** are essential
- Collaboration across **SECTORS, STAKEHOLDERS & PROGRAMMES** is critical

■ **#Protect #Invest #Together**

**#WSSWD2021 #Ubuntu**



THANK YOU



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# DISCUSSION



**Dorcas Amolo**

MWENDO OVC, Catholic Relief Services, Kenya



**Alejandro Cáceres**

Colombian Family Welfare Institute, Colombia



**Grace Mayanja**

Ethiopia Caring for Vulnerable Children, FHI360, Ethiopia



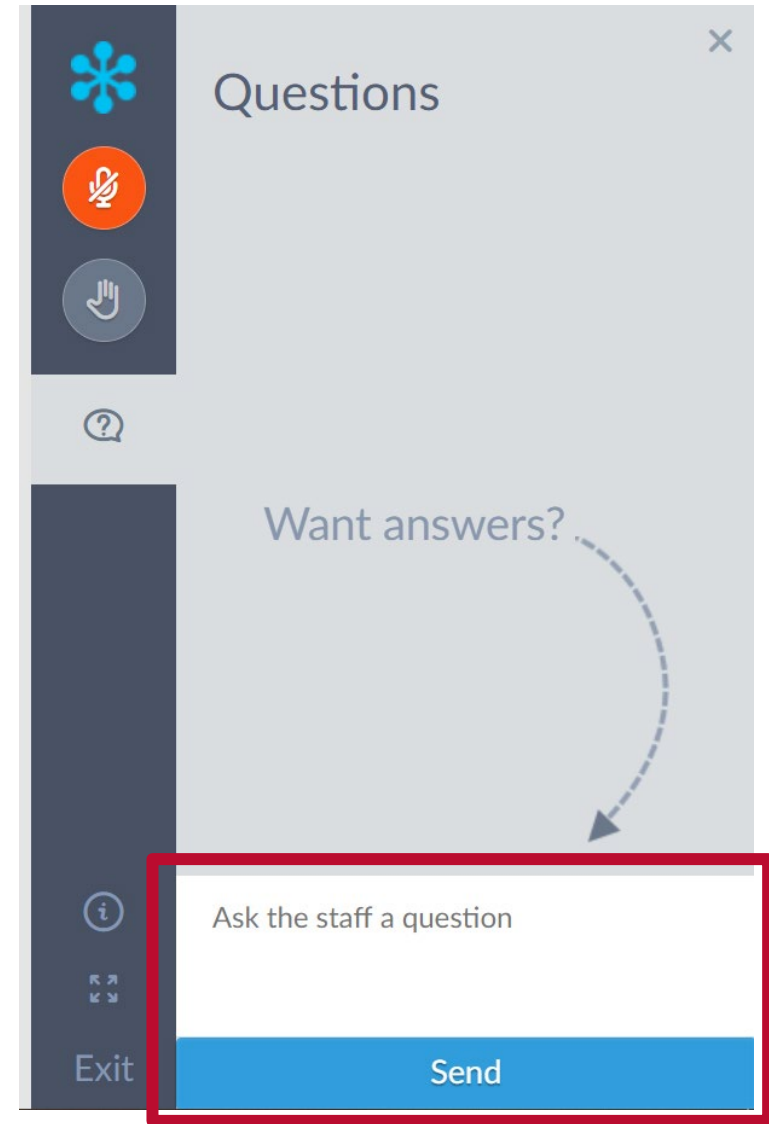
**Aida Muradyan**

Community Access to Social Services, World Vision, Armenia



**Paul Marsden**

World Health Organization, Geneva





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HUMAN RESOURCES FOR HEALTH IN 2030



**PEPFAR**  
U.S. President's Emergency Plan for AIDS Relief



**THANK YOU!**



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