

# Care Management Plan 2016 – 2017

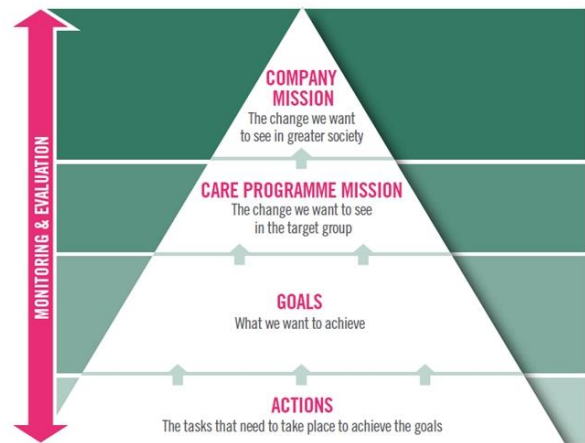
Cochabamba, Bolivia



## About the Care Management Plans

This document explains the bigger picture of our projects in Bolivia and how the combined daily tasks of all of our volunteers help us to achieve long term goals. By following Task Lists, our volunteers work towards our Goals, through which we contribute to our Care Programme Mission which combined with our other projects, helps us to reach our Company Mission.

Here we will lay out the priorities, resources, monitoring tools and evaluation systems used to make our ambition a reality.



## Our Resources

### Human Resources

- Volunteers are of course our primary resource to achieve our goals. We welcome over 3,000 Care volunteers per year globally.
- The staff at our placements support and facilitate our actions
- Over 600 Projects Abroad staff members provide the structure we need for worthwhile projects.

### Physical Resources

- With over 50 Projects Abroad offices worldwide, there is always somewhere for volunteers to work together and share experiences
- We provide all necessary placement materials and regularly construct and renovate care centres.

### Online Resources

- Our Volunteer Resources Database shares thousands of ideas among our community
- The Care Database is used to track our projects all over the world
- Personalised MyProjectsAbroad webpages prepare each volunteer for their Care project.

### Financial Resources

- Funds for all of Projects Abroad's work come solely from volunteer placement fees. These are distributed via monthly budgets, to ensure fair allocation of funds for each destination.
- Occasionally the Projects Abroad community may send donations directly for a specific placement or project.

### Intangible Resources

- The good reputation of volunteers in local communities is what makes our work possible. This reputation has been earned over years of dedicated volunteer contribution.
- This is supported by the combined knowledge of our extensive staff network.

# Our Care Management Plan Goals in Bolivia for 2016-2017

The following goals have been selected from a list of nine by our local staff and partners. Each placement may be working on one or more of these goals. We try to put volunteers in the most suitable placement based on what we know about them. We provide workshops, training, volunteer guides and checklists for each of these goals.



## **Increase Literacy**

Reading and writing are essential skills for every person to master. The Bolivian government has led some very encouraging achievements when tackling illiteracy through their social policies in recent years. To support these advances, our first priority in Improving Literacy is to ensure our care centre enables these children to have access to the essential resources. We do this by assessing our centre on a list of criteria designed to promote reading and writing skills. These criteria are gathered into our specially designed Literacy Rich Environment Checklist.



## **Increase Numeracy**

Counting is another essential skill for every person to master. Our volunteers help the pre-schoolers learn some first numeracy skills in the morning, and offer school support to the school children in the afternoons. By giving them some basic knowledge of maths to build their skills on, we offer children at kindergarten age a solid foundation on which to build their skills will give them a valuable head start for school. We also provide the children in care centres the support and guidance to build on what they are learning in school, targeting in particular those that seem to be struggling.



## **Improve Hygiene Levels of the Children**

Access to hygiene and adequate sanitation has long been linked to community health, education and overall development. Teaching children good hygiene practices from an early age is key to improving their opportunities later in life. The placements are often understaffed which means that, though the children's needs are met, the staff do not have the time to provide personalised attention and education to each. Projects Abroad volunteers aim to measure and improve hygiene standards over time through our Hygiene Checklist. We educate and run activities to promote proper hygiene, with the aim of improving overall health in these care centres.



## **Improve the Quality of Life for Those Living with Disabilities**

In many countries, only few resources still are allocated to disability care, and the study of Special Needs Education may not be a priority. Our partner organisations working with children and adults with disabilities are well established in Bolivia, but may lack the staffing required to provide the patients with the personalised attention and care they need. Volunteers assist with day-to-day activities as well as maintain a record-keeping system for each patient to inform future volunteers of specialised treatments the patients need.

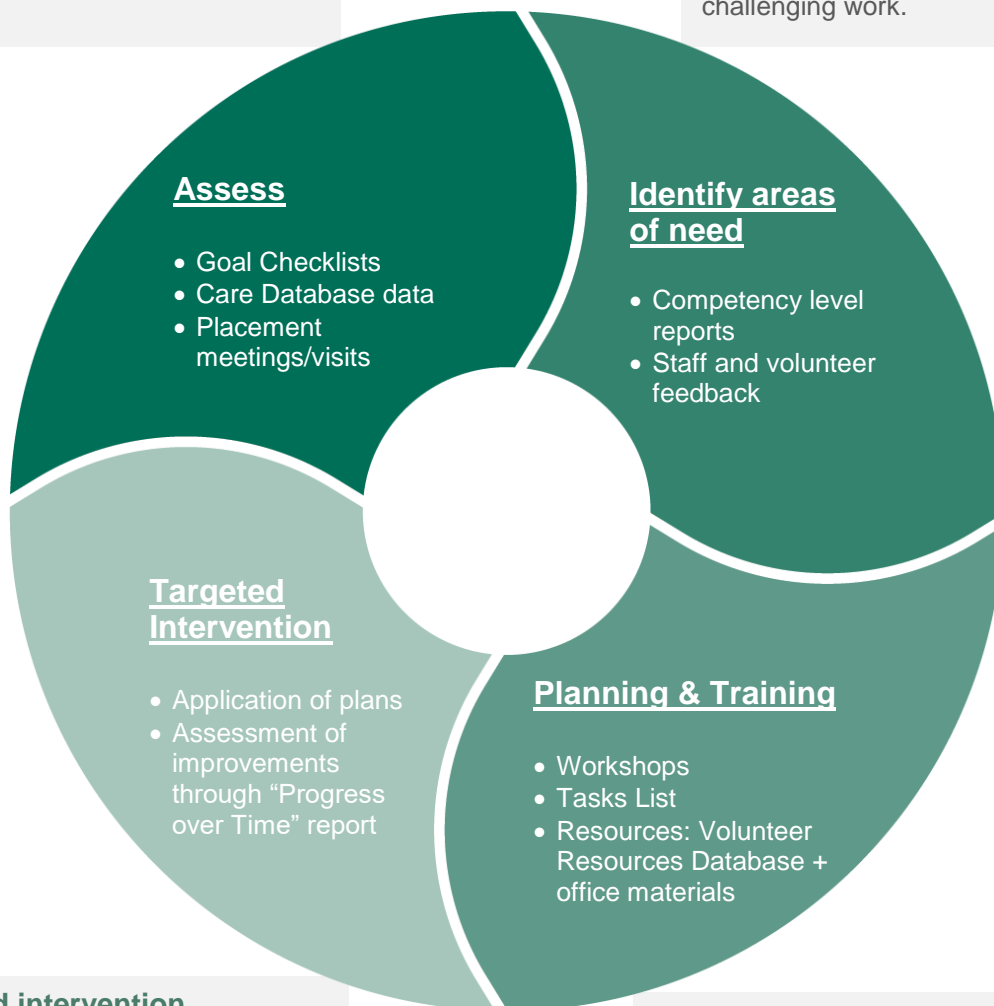
# How we achieve our goals

## Assessment

Through specially designed checklists, our volunteers assess the status of each child or placements in areas related to English, Numeracy, Hygiene and more on a daily basis. This information is uploaded to the Care Database through regular workshops with our team.

## Identify areas of need

Through our reporting system we can identify the areas that most need human or material resources. This helps volunteers to know which children are struggling so that they may conduct remedial classes; and also which students are ahead, so that they are given more challenging work.



## Targeted intervention

Through our steady stream of volunteers year round, we are continuously targeting the areas of need determined by our checklists. Although a 4 week volunteer might not see a tangible difference in the time they are there, we are able to show that over longer time frames each and every volunteer contributes to long-term, sustainable impact.

## Planning and Training

Based on the areas of need we create Task Lists, workshops and community days to direct our impact to where it is most needed. Resources are designed by volunteers and these are shared on the Volunteer Resources Database.