



ENFANCE Foundation Inc.

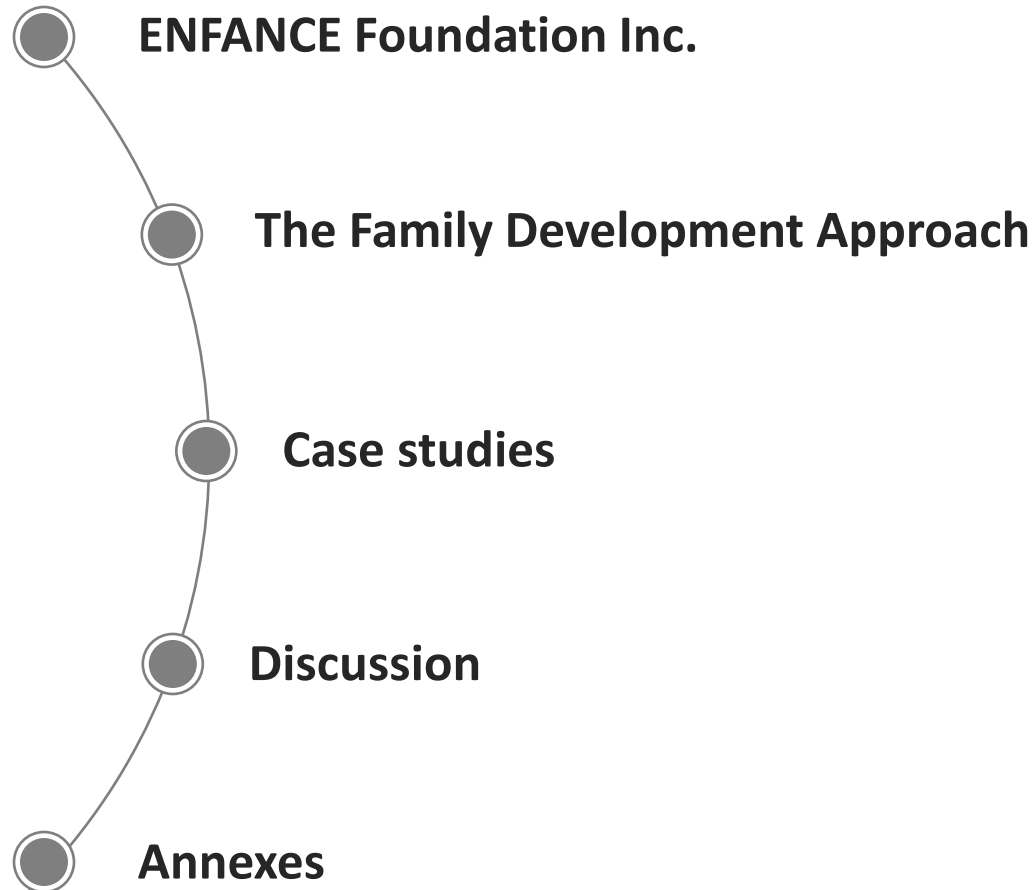
**Training on Family
Development Approach
For SEED's team**

Dissemination by Pratiques Network July 2014
<http://www.interaide.org/pratiques>

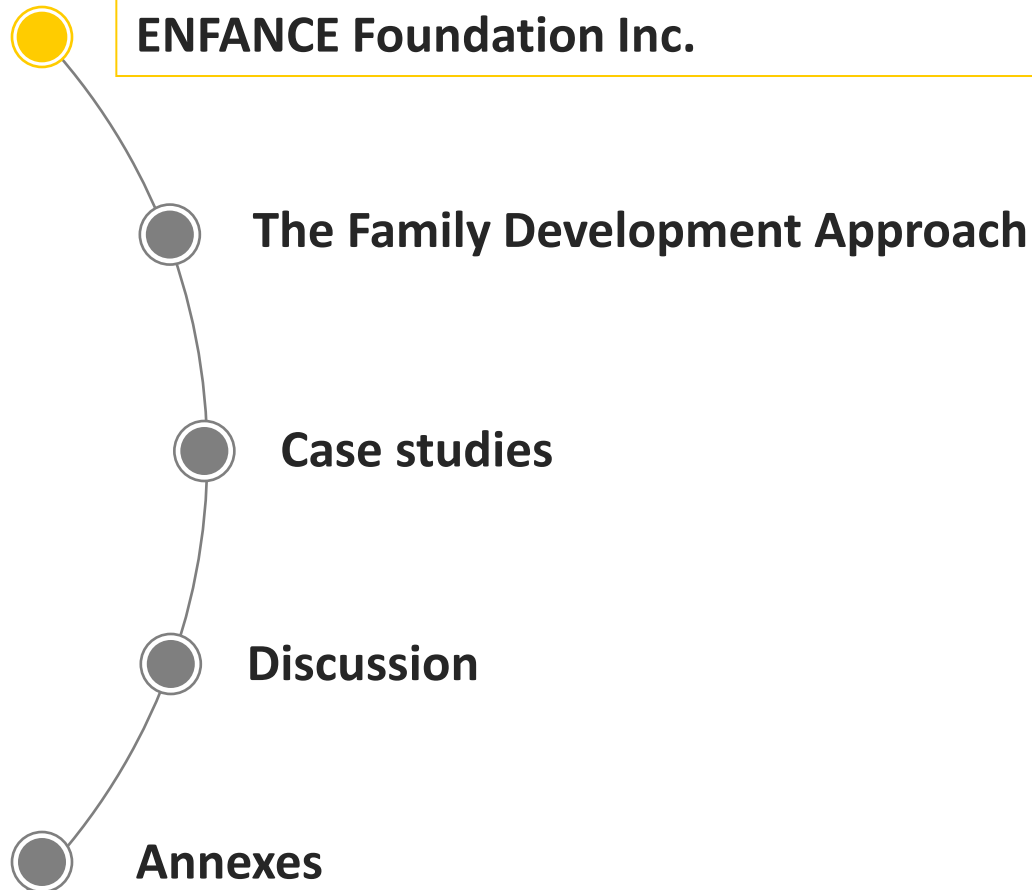
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Manila Philippines 2014

Presentation



Presentation



Who we are

- ENFANCE Foundation (Encourage Families in Need and Care for Education) is a non-stock, non-profit, non-sectarian Filipino organization.
- Registered under the Security and Exchange Commission since August 2003.
- Recognized since November 2005 by the Department of Social Welfare and Development.



Vision and Mission

- General goal

- ▶ To bridge the gap between the poorest of the poor and the existing organizations providing health, education, social and economic services.

- Vision

- ▶ To encourage self-reliance and welfare among some of the most socially and economically depressed families through a community-based program that could improve their economic and social living conditions.

- Mission

- ▶ In a sustainable way, to work together for a dynamic family development towards self-reliance and community upliftment.

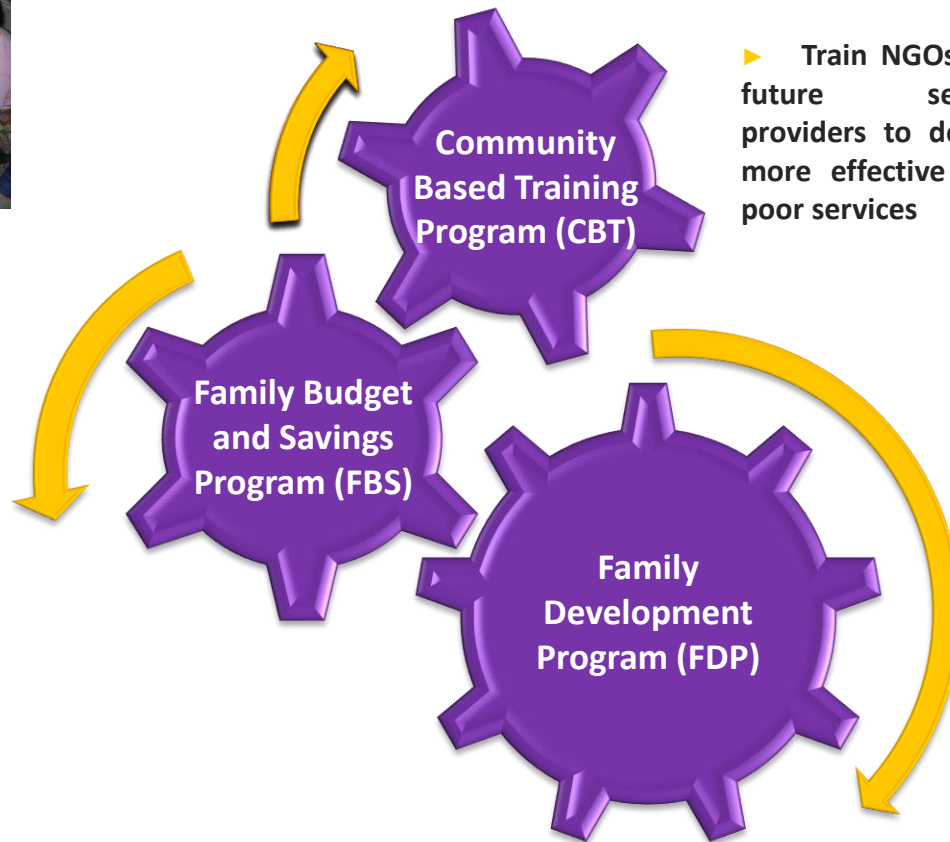


Activities

L Overview



- Risk reduction, fostering long term savings and dreams, poverty reduction



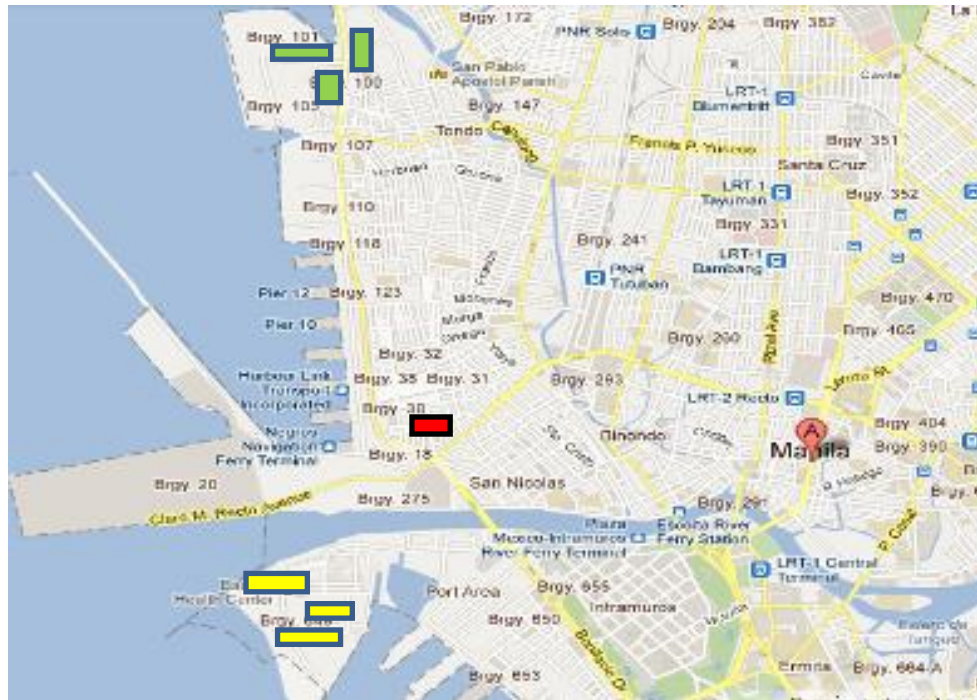
- Train NGOs and future service providers to deliver more effective pro-poor services






- Building families capacities and resilience. Fostering problem solving skills, linking to services and promoting autonomy



Areas of Intervention



Area	Activities operating in 2013
 Tondo	Head Office
 Baseco - Barangay 649	Family Budget and Savings + relevant complementary activities of the Family Development Program (trainings & social guidance centres)
 Tondo - Barangays 105 and 101	Family Budget and Savings Program + Family Development Program



Family Development Approach

History

- Developed by Inter Aide in the 1980's in Brazil
- Suited for intermediate countries like the Philippines
- Focuses on the family rather than the community
- It aims at supporting poor families capacities to solve problems on their own
- It is an additional approach to complement community approaches- it targets those families not reached through a community approach
- <http://www.interaide.org/pratiques/node/500?language=en>



Family Development Program (FDP)

L *Expected output*

- 1) Families have improved their **self-confidence, awareness, knowledge** and have developed appropriate **problem solving skills**.
- 2) Families are able to **identify their needs and to use the available services** in order to respond to these needs.
- 3) Parents are able to meet their young **children's developmental needs** in appropriate ways; children are given opportunities to fully develop their potentials.
- 4) Families are able to **sustain their progress**.



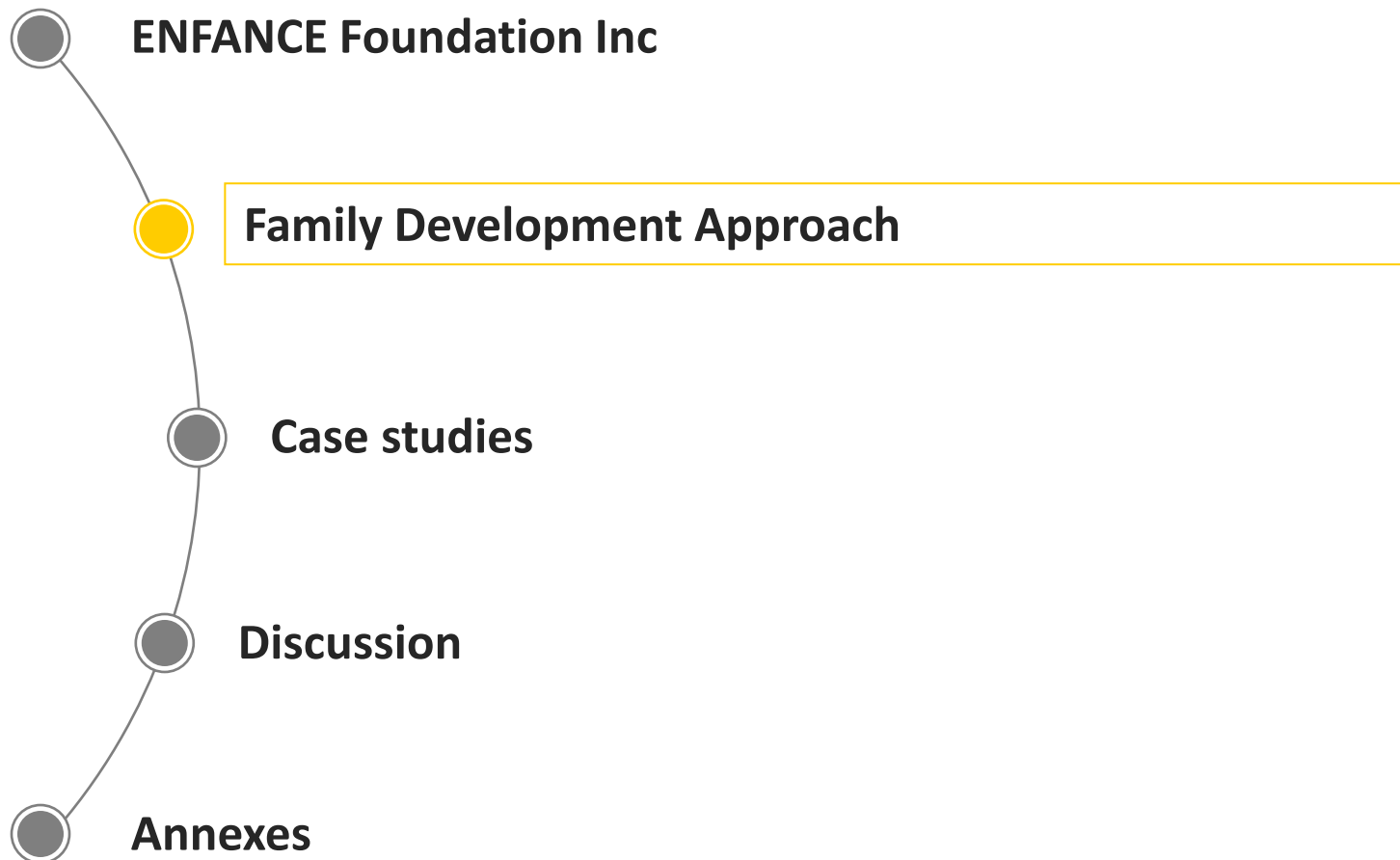
Family Development Program (FDP)

Quick focus

- Selection criteria:
 - ▶ Poorest of the poor (level 3 or 4 according to our Poverty Assessment Tool)
 - ▶ 3 social problems (health, education...)
 - ▶ Psychosocial problem
 - ▶ Not accessing other services
- Weekly Home-based visits for 6-9 months
- Profiling and building rapport
- Setting Objectives
- Counseling, Referrals and Workshops
- Phase-out and continuing services
- Monitoring and Evaluation



Presentation



What looks like the Family Development Approach ?

L *Regarding the process*



- The family (the parent/s) is the one who decides on the direction
- The **Family Development Worker (FDW)** is the driver, s/he cannot decide on the direction
- The **FDW** has to adapt the road according to the obstacles and the traffic jam, s/he knows the city well and will chose the safest and fastest way.
- The family has to get out when they arrive at destination



What looks like the Family Development Approach ?

L *Regarding the mechanics*



- The taxi is a unity as FDP is a team work where all parts are connected.
- The taxi has a limited space for the passengers and their luggage.
- The taxi needs to stop from time to time to gas up, as FDP needs team meeting, staff training and supervision with a psychologist.
- Sometimes, there is a breakdown and a technician is needed.



The gas of the FDP taxi : The Relationship

This is the most important part of the follow-up



- The families we are following are often **very isolated** and have a **low self-esteem**. Establishing a trustful relationship with strangers who are sincerely believing in them is already a big step and can change a lot by itself !
- The **FDW** is often the mirror who finally allows the family to see itself, to love itself and to fight for itself again.
- This relationship is specific
 - ▶ Friendly , sincere but professional, made of active listening and observation,
 - ▶ Not educational, non-judgmental : the family needs to be recognized as a whole, to be valued for itself, not for what it should be.
 - ▶ Trustful (on both sides !) : always believe what the family is telling you,



The traffic laws and the security belt of the FDP taxi

The Ethics

- If you see a severely malnourished child, will you insist on taking the child to the hospital ? Will you bring her/him yourself ?
- If the family does not have money to pay for medicine, will you lend them or give them money ?
- If you are thirsty and a family member spontaneously offers water to you, will you accept it ?
- If there is only one chair in the house and a family member asks you to sit on it, will you do it ?
- If the family owns a *sari-sari* store, will you buy food from them ?
- If you visit a battered wife, will you report it to the Barangay ?
- If a pregnant woman tells you she wants to abort, what would you do ?
- Will you give your personal phone number to the family ?



The traffic laws and the security belt of the FDP taxi

The Ethics



Which guarantees a good and sustainable relationship

- Confidentiality
- No financial or material dole-out, do not buy anything from the family
- Do not accept gift from the family, they can feel obligated to give you something every visit and it can be a burden for them
- Respect the objectives and decisions of the family : it is their life, not yours 😊



The wheels of the FDP Taxi : Counselling techniques

What allow you to help the family identifying, prioritizing and solving their own objectives

- Counselling Techniques allow :
 - ▶ To help the family talking about themselves
 - ▶ To be sure the objectives are the family's objectives
 - ▶ To increase the family' self-esteem
 - ▶ To ensure the durability of the family's progress

- There are 3 main counselling techniques :
 - ▶ Reframing
 - ▶ Tracking
 - ▶ Non-verbal communication



The wheels of the FDP Taxi : Counselling techniques

L Reframing



- **PURPOSE: TO INCREASE SELF-ESTEEM OF THE FAMILY BY BEING A “POSITIVE DEFORMING MIRROR”**
- **TO ENCOURAGE THE FAMILY TO SHARE AND TO GATHER AS MUCH INFORMATION AS POSSIBLE**

Moving from:

Closed Ended to **Open Ended Questions**

And from:

Negative Judgment to **Positive Helping**



The wheels of the FDP Taxi : Counselling techniques

L Reframing

You visit a family with a lot of **out-of-school** children. During your visit , the children were fighting together but the mother did not seem to notice them at all. What could you say ?

Closed negative question:

‘Do you think you are a good parent?’

Open helping question:

‘For you, what makes a good parent? **Which of these qualities do you think you have?** Which of the qualities would you like to gain/improve?’



The wheels of the FDP Taxi : Counselling techniques

L Reframing

You visit a family with low income and the parents are both playing bingo a lot. What could you say ?

Closed negative question:

‘Do you think it is the best way to spend your money ?’

Open helping question:

‘How do you feel when you are playing ? And how do you feel when you are not playing ?’



By groups of two : find by yourself a closed negative question and rephrase it into an open helping question !



The wheels of the FDP Taxi : Counselling techniques

L Tracking



- **PURPOSE: TO MAKE SURE THE FAMILY FEELS LISTENED TO, TO SHOW INTEREST AND CARE FOR THE FAMILY SO AS TO BUILD TRUST**
- **TO START FROM WHERE THE FAMILY IS AND TO ENSURE WE HAVE UNDERSTOOD THEIR THOUGHTS AND FEELINGS – NOT OUR INTERPRETATION OF THEM**



The wheels of the FDP Taxi : Counselling techniques

L Tracking

1. Practice **active listening** and show **real interest** and concern for the family
2. Once sharing has stopped (DO NOT INTERRUPT OR YOU WILL STIFLE THE FAMILY), **briefly sum up** what you understand to be the key points the family is trying to get across – rephrase
3. **Reflect back the feelings and ask for confirmation** – do not assume you are correct... ‘It seems to me...that you are very angry... is that so?’



The wheels of the FDP Taxi : Counselling techniques

L *Non-verbal communication*



- Mimesis – Match your counsellee's energy level, mood, physical location and comfort zone
- Do not be afraid of silence! Do not fill the gap! Silence is needed for reflection and insight
- Follow the same rules as the family in their house (sit on the floor if they sit on the floor...)



The brakes of the FDP Taxi : Psychosocial tools

What allows you to facilitate and speed up the progress of the family once you are on the road

- **Psychosocial tools** should not be used before the trust has been **built** with the family : it is useless to use the brakes if you are not moving
- They allow you :
 - ▶ To highlight patterns and beliefs of the family
 - ▶ To have a better understanding of the family's issues
 - ▶ To have a transitional support to talk about heavy problems : it is always easier to describe a drawing than to talk directly about oneself
- EnFaNCE uses 4 main psychosocial tools:
 - ▶ Genogram
 - ▶ Projective drawing
 - ▶ Life Timeline
 - ▶ Dream Tree



The brakes of the FDP Taxi : Psychosocial Tools

L Genogram

- Family tree
- Conduct within first 3 months of intervention
- Purpose: to get a 'mapping' of the family and to help the counsellee **identify positive and negative patterns** which will enable them to understand the history of their own issues and break the cycle; or use the positive replications to build up strength or see hope.
- There are no automatic meaning, **only the family can identify patterns, the role of the FDW is only to ask question**
- Hand out: How to facilitate the Genogram tool



Exercise :

Draw your own genogram !



The brakes of the FDP Taxi : Psychosocial Tools

L *Projective drawing*



- To learn more about the family and about the relationships they have: conflict / abuse / closeness / support / dependence
- To understand the individuals' feelings towards different family members
- To understand what is important to the person and sometimes to get a glimpse into their hopes and dreams



The brakes of the FDP Taxi : Psychosocial Tools

L *Projective drawing*

- Pay attention to :
 - ▶ Space between family members
 - ▶ Different sizes of family members
 - ▶ Dress
 - ▶ Who is included and excluded
 - ▶ **The order** in which the family members were drawn
 - ▶ Other objects on the page
- Everything matters but there is no automatic meaning → the family is the only one who can give meaning to their drawing
- If the family does not want to talk about some details of the drawing, do not insist.
- Handout- what the previous drawing could indicate



The brakes of the FDP Taxi : Psycho-socio Tools

L Life Timeline

Timeline



- To help the family to put massive actual events in perspective
- To remind the family that things can change
- To encourage the family to share personal issues



The brakes of the FDP Taxi : Psychosocial Tools

L *Life Timeline*

- Ask the family member to put important events for him/her, the importance is relative !
- If reluctant, you can ask the family member to put 10 important events and then allow him/her to put more if wanted.
- If the drawer is not depressed, you can ask him to scale the event whether his/her mood was good or bad at that time



Exercise :

Everybody draws its life timeline
(with at least 5 events)!



The brakes of the FDP Taxi : Psychosocial Tools

 *Dream Tree*



- To remind the family of their strengths and of the challenge they have already overcome
- To use with family who seems to have no more dreams and are stuck in actual problems.



The brakes of the FDP Taxi : Psychosocial Tools

Dream Tree

- Pay attention to :
 - ▶ The kind of tree
 - ▶ The size of roots, trunk and leaves
 - ▶ **The order** in which roots, trunk and leaves are drawn
 - ▶ Other objects on the page
- Everything matters but there is no automatic meaning → the family is the only one who can give meaning to their drawing
- If the family does not want to talk about some details of the drawing, do not insist.



General Challenge and Limitations to the FDP

Approach and overcoming these constraints

Physical Challenge/Limitation	How to Overcome the Obstacle
Non dole-out Nature of the Approach	Being clear, upfront and explaining reasons
Physical constraints (e.g. money)	Try to refer families to income generating partners and do financial literacy training
Heavy addictions or psychiatric problems	If 1 member of the family- continue intervention, if both members- cannot work with the family- too heavy
Homelessness- repeat visits	Cannot provide the service- try to refer



General Challenge and Limitations to the FDP

Approach and overcoming these constraints

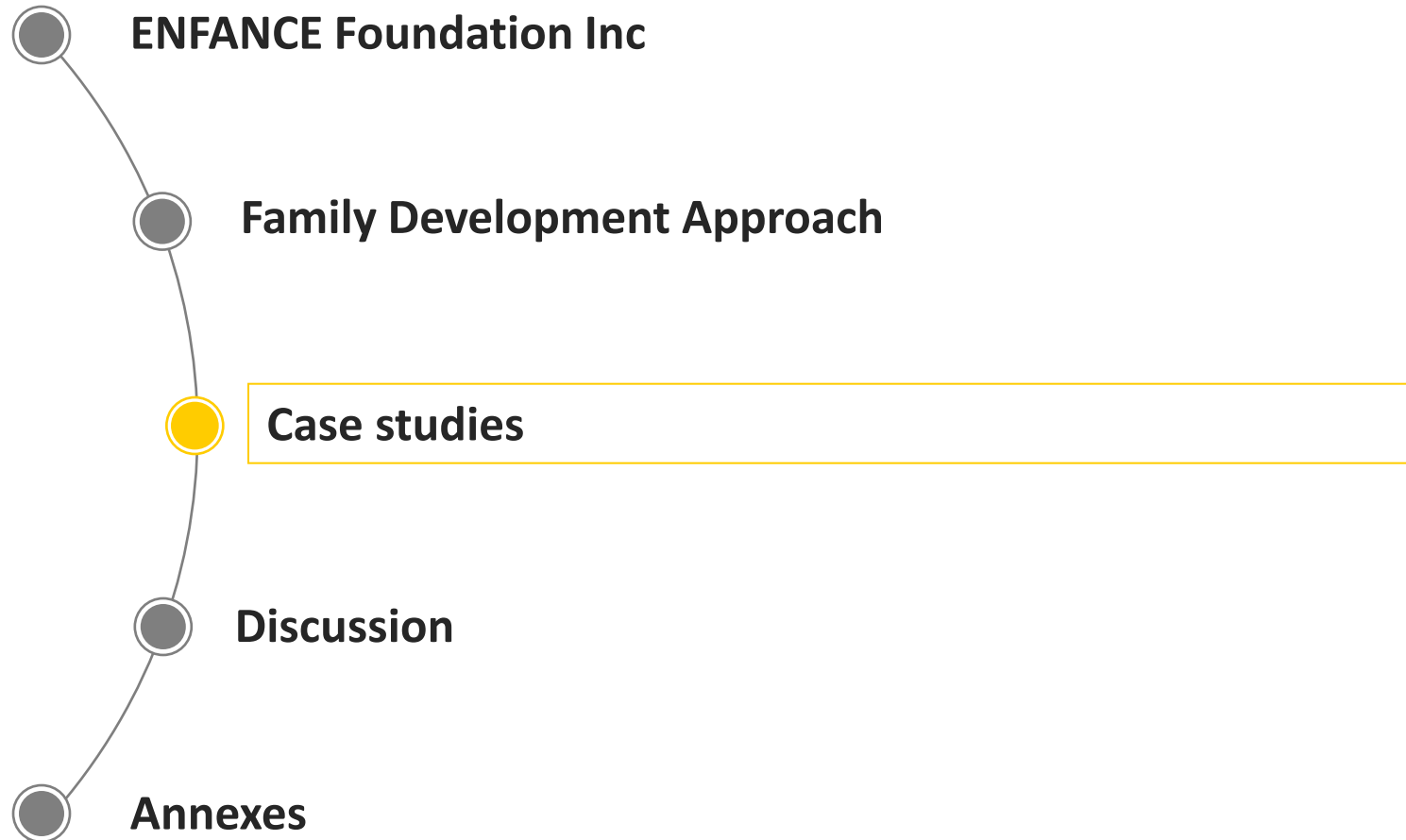
Psycho-social Challenge/Limitation	How to Overcome the Obstacle
Family set in misconceptions- not open to change viewpoint	Provide as much information as possible, weigh pros and cons, offer to accompany them to the service provider
When a family is not identifying the objectives that need to be addressed	If all else fails the FC needs to inform the family of the issue in a non-judgmental way
Families seems stuck, not ready	Use tools- distract the mind Re-explain purpose of Program- ask if they want to continue. If yes, what do THEY want to talk about and achieve? If still nothing, phase out- not ready.
Heavy family, difficulty for staff, seems overwhelmed by too many issues	Staff Care Program, team meeting with colleagues ! Referring to OPA in the mean time



!! BREAK !!



Presentation



ROLE PLAY



Case study

L Neglecting

- Cynthia is 24 years old and Jason is 26 years old. They have 5 children : Joy (8 years old), Jinjin (6 years old), Jamaica(4 years old), Jonjon (2 years old) and Sandy (4 months old)
- Joy is not enrolled this school year, neither the year before because she needs to take care of her siblings as her parents work outside their house until 3pm. She is very 'naughty', very *malikot* she says bad words and **always fights** with her sister.
- She has to take care of Jonjon, he is always left alone in his *duyan* (hammock). He is **very thin** and he still **cannot walk**. Joy is the one to boil water and to prepare his bottle. Sometimes, she will also do the laundry. Some days she is proud to be able to help her parents but most of the time, she feels overburdened and wants to play.
- Joy also takes care of Jamaica, the opposite in character as Joy. Jamaica is **very quiet, timid and shy**. She prefers to stay in the corner hiding. She is not mingling or interacting with her sibling or other kids of her age. She is **sick** since one month but her parents had no time to bring her to Health Center.
- Joy is **always angry**, shouting at her brother and sister and looks **unhappy**. When she is too bored, she will leave her sibling alone unattended to go and play with her friends



Case study

L Reasons

- Why do you think Jason and Cynthia are neglecting the children ?
 - ▶ Young parents, unexpected pregnancy
 - ▶ Children without spacing
 - ▶ No enough time to spend with the children because of work
- Why do you think Joy is acting like that ?
 - ▶ Parentification
 - ▶ Absence of recreation
 - ▶ **Low self esteem**
 - ▶ She is a child 😊
- ➔ no existence of the children in the mind of their parents



- Help them to see themselves as a family
 - ▶ Ask about their history : their own parents, how they met each other, did they plan to have babies, how they choose the names of the children...
 - ▶ Use tools : genogram, life timeline
 - ▶ Ask them to describe themselves when they were children, what were their dreams.
 - ▶ Ask them about their dream for their children
 - ▶ Do not tell them how to be a parent : the more you will, the less they will feel legitimate to act as a parent.
 - ▶ Do not judge and never question the honesty of the family



Case study

L *Bad kid*

- Emmalyn is 26 years old. She is a single mother and has only one child, Diane who is 6 years old.
- When she was a kid, Emmalyn was battered often by her mother and her father who was alcoholic. She left home at 19 with her partner but one night, he got drunk and raped her. She got pregnant and left him
- Now, Diane often ran away from home, stole money from her mother and broke valuable things. Emmalyn is beating her often but nothing is changing. Emmalyn gets sometimes very angry without any apparent reason against Diane. She says she hates her and wants to give her up to an association.



Case study

L Reasons

- Why do you think Emmalyn is acting like that ?
 - ▶ Reproducing the parental scheme : this is what parenting means for her
 - ▶ Diane reminds her she was raped, and is representing bad memories for her : by getting rid of her child, she hoped being able to get rid of her past too
 - ▶ Low self esteem
- Why do you think Diane is acting like that ?
 - ▶ She fits to her role of “bad kid”.
 - ▶ Better to be beaten than forgotten
- ➔ the child is seeing as a “bad object” in the mind of the mother



- Help the mother to understand her resentment
 - ▶ Do not tell her she has to love her child but help her to express what she is feeling when she gets angry and when she feels hating Diane.
 - ▶ Link it to past experiences (when was the last time you felt like this ?) and help her to see that does not actually concerned her child
- Support other styles of parenting
 - ▶ Encourage her to share some moments of pleasure with her child, by playing with her, cooking together, telling stories...
 - ▶ Without telling her how she has to behave, describe several others types of reaction when a child is stealing money : “some will do that, others will do this”.



Case study

L Growing up

- Emily is 40 years old and Sammy is 45 years old. They have 3 children. The eldest is Melody and she is 14 years old.
- Before the birth of Melody, Emily and Sammy tried to have a child during 5 years. When Melody was born, they were very happy and they spend a lot of time with her. As a kid, she was very close to her mother and they were always together. However, since she is 12 years old, things are getting more and more difficult between her and her mother.
- They regularly fight because Melody is going out with her friends and she is coming late on the evening or even the day after. She is using a lot of make-up and she is wearing tight dress. Her mother highly disapproved and criticized her a lot, one night even called her a whore.
- Recently, Melody cut herself on the wrists and when her mother discovered it, she says : "I am the one who made you, you do not have the right to hurt yourself".



Case study

L Reasons

- Why do you think Emily is acting like that ?
 - ▶ She still considers Melody as a child
 - ▶ She does not like her becoming independent
 - ▶ She can feel her as a competitor
- Why do you think Melody is acting like that ?
 - ▶ She emphasis feminine attribute to prove herself she is not a child anymore but a women.
 - ▶ She may hurt her body to defy her mother and/or to claim a right on her body
- ➔ Melody is trying to renegotiate the “primary narcissistic contract” her parents designed for her but her mother is not willing to change it.



- Help them to see themselves as a family
 - ▶ Bring them together and do not take part
 - ▶ Reformulate the saying of the mother and the daughter by emphasizing what they are feeling.
 - ▶ Help them to remember the love they had for each other during childhood
- Support potential change
 - ▶ Assess the fact that teenagers and kids are different.
 - ▶ Ask the parents about the future of their child : what will happen in 1 year, in 3 years, in 10 years ? Help them to realize that their child will have to go away one day and that will not have the capacity to control him/her anymore.



Case study

L Responsibilities of children : Kiko

- Kiko is the eldest of 2 kids. He is 8 years old. He is starting grade 2 and **goes to school** in afternoon shift. His mother has a small *sari-sari* store.
- Every morning his mother prepares ice candies and Kiko will sell them at 2 pesos each. He will give one peso to his mother and keeps the other one for his *baon's* money. When he finished to sell the 20 pieces he comes back home and **plays** until it is school time.
- Some days, he helps his mother washing dishes. When his mother needs to run a small errand, she will ask Kiko to take care of Vicky, the youngest who is 2 years old. Kiko is a little afraid of the responsibility but he stays and watches Vicky so she doesn't harm herself until his mother comes back usually after 15 minutes.
- He is a **happy child** who likes talking to his parents and has many friends. He is very proud because now he can **read** stories to his little sister.



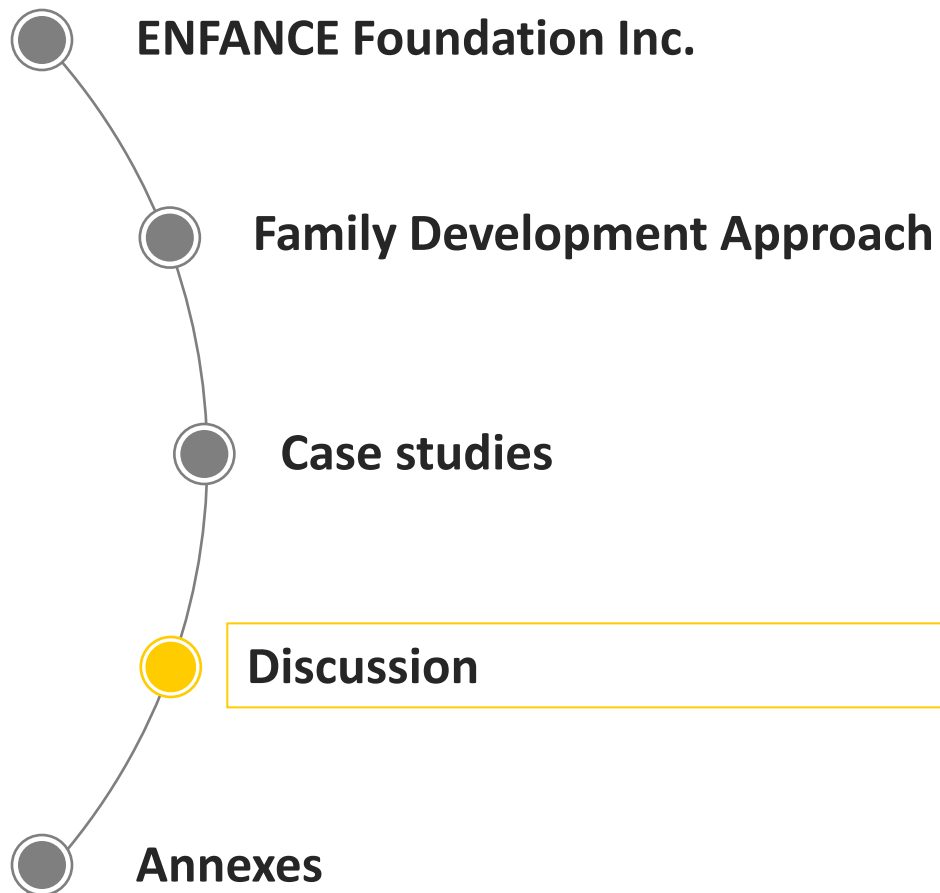
Case study

L *Responsibilities of children : Kiko*

- Why do you think Kiko is acting like that ?
 - ▶ Shared responsibilities with his mother
 - ▶ Recreation time
 - ▶ Acknowledgment from his mother



Presentation





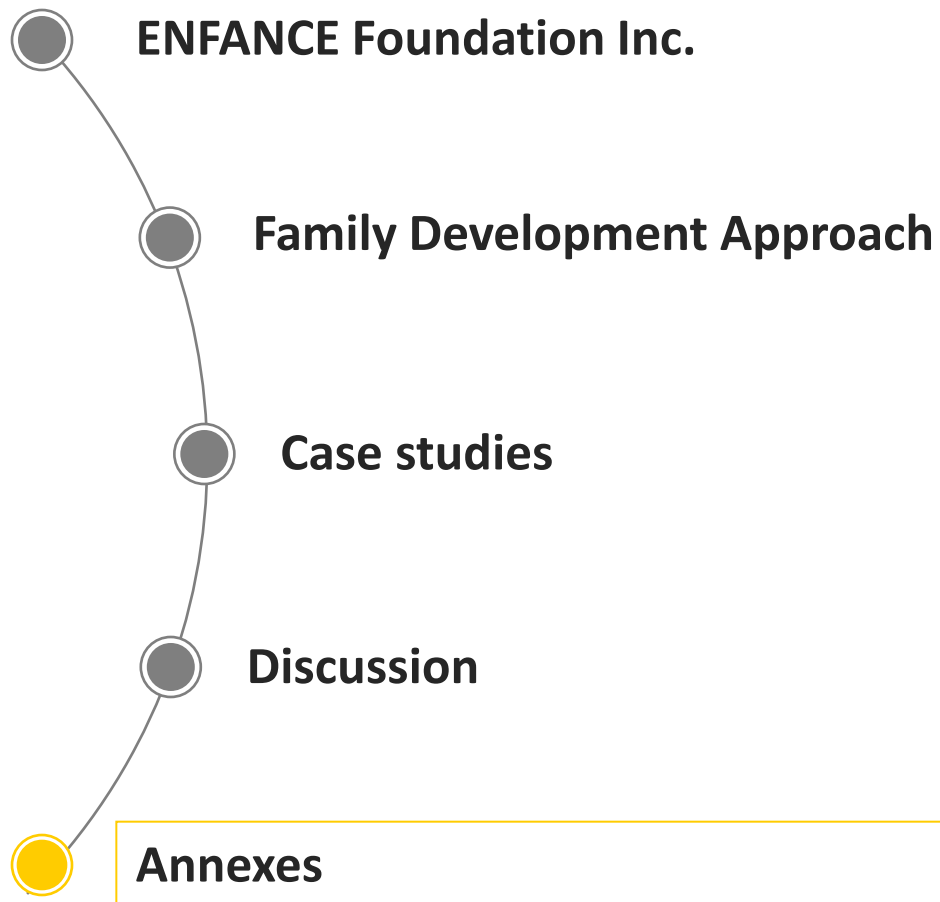
ENFANCE Foundation Inc.



Believe in those whom the world has forgotten

THANK YOU PO !

Presentation



History and context of ENFANCE

- An approach originally conceived in Brazil in the 80's to fit the context of intermediate countries, by Inter Aide, a French NGO.
- Created in 2003 to implement Family Development Programs (FDP) in very depressed areas located in Manila, with the financial and technical support of Inter Aide.
 - ▶ The Philippines has the greatest level of unequal income distribution in all Asia: 20% of the poorest account for 5% of the total income and consumption of the country. 33% of the population live under the poverty threshold (1 USD per day), 44% of the population live with less than 2 USD per day.
 - ▶ Philippines is starting to set public services in poor communities: housing, electrification, health and education services theoretically available for everybody

Still, some families remain out of the “train of development” and are not caught up in the safety net provided by charitable organizations.



Family Development Program

Principles of Home-based visits

- Adopt a **non-judgemental attitude** and respect the beneficiaries' beliefs, wishes, opinions and decisions (even if you do not always agree with it).
- Ensure **confidentiality** of the conversation (no visit outside or in a crowded place)
- Give emphasis on Enfance's approach (no dole out) and explains the reasons
- Keep **professional boundaries/distance**
- Practice good listening skills (90% beneficiaries, 10% FDW)
- If the beneficiary is sitting on the floor, the FC should also sit on the floor. Proper tone of voice- verbal and non verbal cues, eye contact
- Express **empathy**, respect the feelings of the beneficiaries
- Listen to their difficulties, show your true interest for their personal / family situation.
- Help them in the process of identifying the causes of their difficulties.



Family Development Program

Principles of Home-based visits

- Listen to the beneficiaries and not to the gossip (**even if he lies, he is talking about his own representation of the fact**)
- Support them to **identify simple concrete objectives** that would contribute to improving their situation while avoiding the directive attitude (should avoid to adopt a “teacher” attitude or to propose “ready-made solutions”).
- Support them to **develop their self-confidence** and to take initiatives in order to achieve these objectives.
- Help them look for appropriate services in order to respond to their difficulties and to meet their needs.
- Help them to be aware of their progress, the objectives they achieved.
- **Believe in their personal value**, their capacity to overcome difficulties and improve their situation



Activities of ENFANCE

L Detailed

FDP

FBS

CBT

Target

- Poorest of the poor
- Families with psychosocial issues

- Poor families with a savings capacity

- NGOs
- Public service providers

Activities

- Weekly home visits (counseling and referrals)
- Parenting, grieving and husband and wife workshops
- Community Trainings
- Youth Trainings
- Office-based counseling (OPA)

- Provision of a micro-savings product (Piso-Pisong Ipon) in partnership with UPLiFT
- Home visits to encourage saving, create a family budget and savings plan
- Community Financial Literacy Trainings
- Group Promotions

- Conferences
- Trainings of students and professionals
- Gathering of data, surveys, resources, true stories
- Transmission of tools and forms based on the experimentation of new innovative interventions

Objectives

- Building families capacities and resilience.
- Fostering problem solving skills, linking to services and promoting autonomy

- Enhancing families' economic stability
- Increasing their financial autonomy and security
- Improving their capacity to face emergencies.

- Improving the quality of services provided
- Increasing the capacity of other organizations to work with very marginalized people

