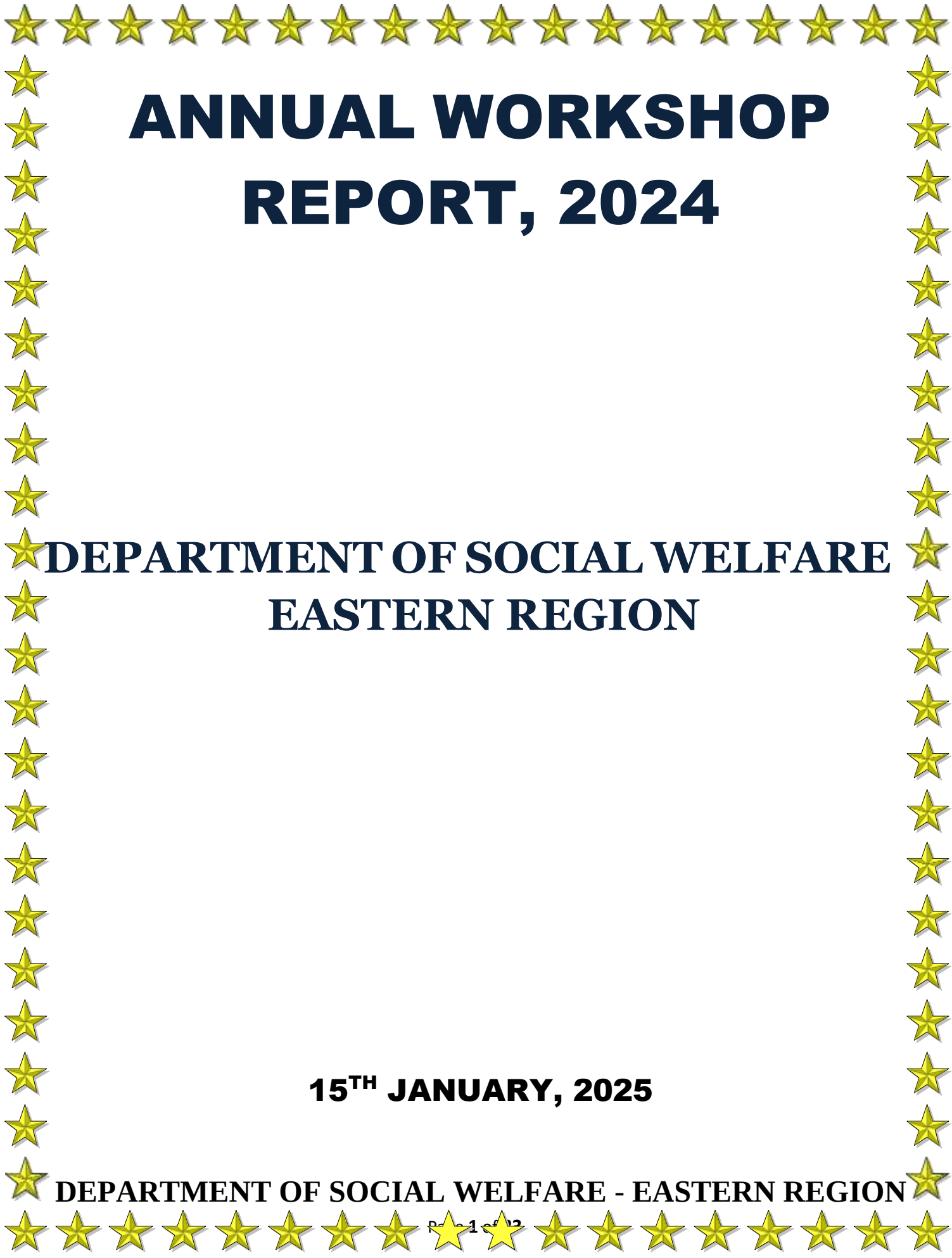




ANNUAL WORKSHOP REPORT, 2024

**DEPARTMENT OF SOCIAL WELFARE
EASTERN REGION**

15TH JANUARY, 2025

DEPARTMENT OF SOCIAL WELFARE - EASTERN REGION

In case of reply the number and date
Of this Letter should be quoted



Our Ref:

REPUBLIC OF GHANA

EASTERN REGION

P.O.BOX 176
KOFORIDUA

Email- dsw.easternregion@yahoo.com
0205494352

15TH JANUARY, 2025

SUBMISSION OF 2024 ANNUAL WORKSHOP REPORT - EASTERN REGION

I submit to you the 2024 annual workshop report for your study and further action please.

SIGNED

ISAAC KORAMOAH ASANTE
CHIEF SOCIAL DEVELOPMENT OFFICER
FOR: REGIONAL DIRECTOR

THE HONOURABLE REGIONAL MINISTER
REGIONAL CO-ORDINATING COUNCIL
KOFORIDUA

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CAPACITY BUILDING WORKSHOPS ORGANIZED

As part of capacity building mandate of the Regional Directorate on programs and projects implemented by MMDAs within the region, the Regional Directorate successfully undertook a number of workshops to build the capacity of its staff at the MMDAs for effective and efficient service delivery.

FIRST QUARTER WORKSHOP REPORT REPORTS

1.1 REFRESHER TRAINING ON LOCAL GOVERNMENT ISSUES AND PROTOCOLS FOR STAFF DUE FOR PROMOTION

INTRODUCTION

As part of the mandate of the Department of Social Welfare Regional Directorate, a day refresher workshop was organized to prepare interviewees knowledge on Local Government issues and Protocols on 2nd March, 2024 at Regional Health Insurance Conference room, Ministries

OBJECTIVE

To refresh the knowledge of staff due for promotion on Local Government Issues and Protocols.

FACILITATORS

1. Mr. Isaac Koramoah Asante – Program Head, CFW Department of Social Welfare, E/R
2. Mr. Adams Donkor – Department of Social Welfare, E/R
3. Mr. Elvis Duodu - Department of Social Welfare, E/R

PARTICIPANTS

Department of Social Welfare Staff (DSW) due for promotion

PRESENTATION

Participants were carefully taken through the following topics:

1. Local Government Issues
2. Social Development Issues
3. Performance Appraisal and Current Issues.

CONCLUSION

Quality Service Delivery is very prudent for all staff, hence it is incumbent on every staff to always prepare to acquire more knowledge on Local Government Issues and its Protocols to adequately fit into the system well.

PCTORIAL EVIDENCE OF THE WORKSHOP



1.2 REPORT ON CHILD PROTECTION, CASE MANAGEMENT STANDARD OPERATING PROCEDURE SOPs

INTRODUCTION

As part of the mandate of the Department of Social Welfare, the Regional Directorate, facilitated a day refresher workshop organized for the Department of Social Welfare and Community Development Staff at the Suhum Municipal to acquire more knowledge to improve upon their standard of service delivery to clientele. This workshop was successfully organized on the 21st March, 2024

OBJECTIVE

To ensure further understanding and boost staff confidence in handling matters affecting children and the Society as a whole.

FACILITATORS

1. Mrs. Debora Daisy Kwabia- Regional Director of Social Welfare
2. Mr. Isaac Koramoah Asante – Program Head, CFW Department of Social Welfare, E/R
3. Mr. Adams Donkor- Social Welfare regional representative

PARTICIPANTS

The Department of Social Welfare and Community Development staff at Suhum Municipal Assembly

PRESENTATION

Presentations of the entire workshop was based on the following thematic areas;

- Integrated Social Services Program
- Medical Social Work
- Foster Care
- Case Management and Standard Operating Procedures

PICTORIAL EVIDENCE OF THE WORKSHOP



SECOND QUARTER WORKSHOP REPORTS

2.1 A ONE – DAY TRAINING WORKSHOP ON DISBURSEMENT AND MANAGEMENT OF THE DISTRICT ASSEMBLY COMMOND FUND (DAF) FOR PERSONS WITH DISABILITIES (PWDs) AT THE DENKYEMBOUR DISTRICT ASSEMBLY – AKWATIA ON 15TH MAY, 2024

INTRODUCTION

As part of capacity building mandate, a day workshop was organized to deliberate on issues related to Persons With Disabilities by the Regional Directorates of the Department of Social and Community Development Welfare on 15th May, 2024 at the conference hall of Denkyem bour District.

FACILITATORS

1. Mrs. Debora Daisy Kwabia – Regional Director, Department of Social Welfare, E/R
2. Mr. Adams Donkor – Department of Social Welfare, E/R
3. Mrs. Vera Allotey- Regional Director of Community Development

OBJECTIVES

The objectives of the workshop were:

1. To build the capacity of staff of Social Welfare and Community Development at the district level
2. To sensitize staff of the departments on disability related issues
3. To sensitize staff of the department on the disability common fund and issues pertaining to its disbursement
4. To prepare the staff of the department on the new guidelines of the disability fund management committee
5. To sensitize staff of the department on the legal basis of Persons With Disabilities

PARTICIPANTS

1. District Social Welfare and Community Development Staff
2. PWDs District Executives and some members
3. Selected PWDs Common Fund Beneficiaries
4. District Coordinating Director
5. District Finance Officer
6. District Budget Officer -
7. District Director -National Health Insurance Scheme (NHIS)

8. Representative from National Commission for Civic Education (NCCE)

DISABILITY INCLUSION – THE ROLE OF THE DEPARTMENT OF SWCD

The facilitator explain what disability means based on the Disability Act (Act 2006, Act 715) which defines a disabled person as ‘an individual with a physical, mental or sensory impairment, including a visual, hearing, speech, or functional disability which gives rise to physical, cultural or social barriers that substantially limits one or more of the major life activities of that individual’.

The entire presentation covered the following areas;

The facilitators had detailed discussions with the participants on the below carefully selected areas of concerned.

- ❖ National Policies and Programs Targeting Persons with Disability
- ❖ Projects and Programs to Provide Assistance to Persons with Disability (PWD)
- ❖ Service Delivery Standard to Persons With Disability (PWDs) - **Profiling, Assessment, Intervention, Monitoring and Evaluation**

OTHER DISCUSSIONS COVERED THE FOLLOWING RELEVANT AREAS ON PWDS ISSUES

- ❖ Ghana Federation of the Disabled (GFD)
- ❖ Core Values of GFD
- ❖ Member organization of GFD (nine (9) recognized member organizations)
- ❖ Civil Society Organizations for PWDs
- ❖ The Legal framework for Disability Inclusion
- ❖ Policy Framework for Disability inclusion
- ❖ Institutional Framework
- ❖ District Assembly Common Fund (Dacf) for PWDs
- ❖ Composition of the PWDs Fund Management Committee
- ❖ Guidelines for the Disbursement and Management of DACF for PWD

The facilitator concluded her presentation that Disability-inclusive sustainable services are imperative to break the cyclical challenges that characterize the experiences of PWD in Ghana and promote their overall well-being.

Generally, participants were conscientized that, government of Ghana is committed and in partnership with Development Partners, State Parties, Civil Society Organizations and all other relevant authorities to promote policies and create the enabling environment for PWDs to effectively function as citizens.

PICTORIAL EVIDENCE OF THE WORKSHOP



Regional team in a pose with District directorate DSW Officers



presentation underway by the regional director



Participants of the workshop



Participants of the workshop



2.2 A REPORT ON TRAINING OF CASE MANAGEMENT SOPS OF CHILD PROTECTION IN EMERGENCY (CPiE)

As part of the mandate of the Regional Directorate, a three (3) capacity building workshop was organized on Case Management SOPS of Child Protection in Emergency (CPiE) as a result of Akosombo Dam Spillage on 16th May, 2024 at the conference room of Asuogyaman District Assembly.

OBJECTIVE

To ensure further understanding and boost staff confidence on case management of child protection in SOPS in emergency and the Society as a whole.

FACILITATORS

4. Mrs. Debora Daisy Kwabia – Regional Director, Department of Social Welfare, E/R
5. Mr. Isaac Koramoah Asante – Program Head, CFW Department of Social Welfare, E/R
6. Mr. Adams Donkor – Department of Social Welfare, E/R

PARTICIPANTS

The Department of Social Welfare and Community Development staff at Asuogyaman District Assembly

9. District Social Welfare and Community Development Staff
10. District Coordinating Director
11. District Finance Officer
12. District Budget Officer
13. Representative from Ghana Education Service (GES)
14. District Director -National Health Insurance Scheme (NHIS)
15. Representative from National Commission for Civic Education (NCCE)
16. Human Rights and Administrative Justice (CHRAJ)

PRESENTATION

Presentations of the entire workshop was based on the following thematic areas;

1. Case Identification
2. Case Registration
3. Case Planning
4. Case Implementation
5. Role of the Case Worker in case identification

Participants were taken through the above stipulated areas in order to be very effective and efficient in their delivery of the task ahead on the Akosombo Dam Spillage in the District.

PICTURES OF THE WORKSHOP



2.3 A REPORT ON TRAINING WORKSHOP FOR PROBATION OFFICERS IN FOUR SELECTED DISTRICTS IN THE EASTERN REGION

This report summarizes the outcomes of a training workshop conducted by the Department of Social Welfare, Regional Office. The workshop aimed to enhance the professional skills and knowledge of Community Development and Social Welfare Officers, particularly, Probation Officers in four districts along the Akosombo strip within the region. A total of 32 participants (13 from Okere District, 4 from Asuogyaman District, 8 from Lower Manya Krobo municipal district, 7 from Yilo Krobo Municipal, attended the training.

DATE OF TRAINING

S/N	DATE	DISTRICT / MUNICIPAL
1	24/05/24	Yilo Krobo Municipal
2	28/05/24	Okere District
3	30/05/24	Asuogyaman District
4	06/06/24	Lower Manya Krobo Municipal

FACILITATORS

1. Mr. Isaac Koramoah Asante –Chief Social Development Officer / PH/CFW
2. Elvis Duodu - Senior Social Development Officer – PH/JA
3. Adams Donkor - Senior Social Development Officer – PH/CC

OBJECTIVES

1. To improve understanding of child development stages and their implications for social work practice.
2. To enhance communication and interaction skills with children, including those from diverse backgrounds, and in contact or conflict with the law.
3. To equip participants with the knowledge and skills to effectively write comprehensive and accurate social enquiry reports.

TRAINING CONTENT

The workshop covered the following key topics:

CHILD DEVELOPMENT:

- Interaction with Children:
- Guidelines and Ethical Considerations in preparing Social Enquiry Report
- Effective communication techniques (active listening, empathy, non-verbal communication)
- Building rapport and trust with children
- Social Enquiry Report Writing:
- Purpose and importance of social enquiry reports

- Components of a well-written report (introduction, background, observations, assessments, recommendations), Legal and ethical considerations in report writing, Data collection methods and ethical reporting practices

TRAINING METHODOLOGY

The training employed a diverse range of interactive methodologies, including:

- Lectures and presentations: This method was to deliver key concepts and information.
- Group discussions: To foster critical thinking and peer learning.
- Role-playing and simulations: To practice communication and interaction skills with children.
- Case studies and practical exercises: To apply theoretical knowledge to real-world scenarios.
- Question-and-answer sessions: To address participant queries and clarify concepts.

PARTICIPANT FEEDBACK

Overall, participant feedback was highly positive. Key takeaways included: Increased understanding of child development principles and their application in practice. Another feedback was an enhanced confidence in interacting with children effectively and sensitively. Participants received improved knowledge and skills in writing comprehensive and accurate social enquiry reports. They appreciated the interactive and engaging training methods.

RECOMMENDATIONS

1. Continue to provide regular professional development opportunities for social welfare officers.
2. Develop and implement a mentorship program to support newly trained officers.
3. Explore the possibility of incorporating technology-based training modules for wider accessibility.
4. Conduct regular reviews and evaluations of training programs to ensure their effectiveness and relevance.

CONCLUSION

The training workshop successfully achieved its objectives, equipping participants with valuable knowledge and skills to enhance their professional practice. The Department of Social Welfare Regional Office will continue to prioritize the professional development of its staff to ensure high-quality service delivery to children and families within the region.

THIRD QUARTER WORKSHOP REPORTS

3.1 REFRESHER TRAINING WORKSHOP ON EFFECTIVE DOCUMENTATIONS OF DAILY SOCIAL PROTECTION SERVICES

INTRODUCTION

As part of the captivity building mandate of the department, the directorate organized a two- day capacity building workshop on Social Development Indicators for all the six (6) MMDAs on 24th May, 2024.

OBJECTIVE

To ensure further understanding and boost staff confidence on effective documentations of daily social protection services in their social service delivery as professional Social Development Officers.

FACILITATORS

4. Mrs. Debora Daisy Kwabia – Regional Director, Department of Social Welfare, E/R
5. Mr. Isaac Koramoah Asante – Program Head, CFW Department of Social Welfare, E/R
6. Mr. Adams Donkor – Department of Social Welfare, E/R

PARTICIPANTS

The Department of Social Welfare Officers at the various MMDAs

PRESENTATION

Presentations of the entire workshop was based on areas of services documentation;

- ❖ Quarterly reports for Regional Directorate
- ❖ Leap Cycle cash grant payment schedule for Regional Directorate
- ❖ Persons With Disability Common Fund Beneficiary Disbursement
- ❖ Disbursement schedule
- ❖ List of beneficiaries
- ❖ Monitoring

❖ Disability Common Fund Committee

The participants were carefully taken through the above relevant areas to prepare good quarterly reports. Officers were encouraged to submit reports on social development indicators on quarterly.

PICTORIAL EVIDENCE OF THE WORKSHOP



3.2 REFRESHER TRAINING WORKSHOP ORGANIZED ON EFFECTIVE MEDICAL SOCIAL WORK SERVICES AT HOSPITAL SETTINGS

INTRODUCTION

As part of the captivity building mandate of the department, the directorate organized a - day capacity building workshop on effective medical social work services at hospital settings on 31st July, 2024 at the conference room of the Yilo Manya Krobo Municipal Assembly.

OBJECTIVE

To ensure further understanding and boost staff confidence on effective medical social work services in their social service delivery as professional Social Development Officers.

FACILITATORS

7. Mrs. Debora Daisy Kwabia – Regional Director, Department of Social Welfare, E/R
8. Mr. Isaac Koramoah Asante – Program Head, CFW Department of Social Welfare, E/R
9. Mr. Adams Donkor – Department of Social Welfare, E/R

PARTICIPANTS

The Department of Social Welfare Officers at the Yilo Krobo Municipal Assembly

PRESENTATION

Presentations covered the following areas;

- ❖ Purpose of medical Social Work Unit
- ❖ Best practices
- ❖ Overview of Hospital Welfare Services
- ❖ Functions of the Unit
- ❖ Job descriptions of the Unit (Hospital Welfare Services)

The participants were carefully taken through the above relevant areas to offer holistic social services as professional development Officers.

PICTORIAL EVIDENCE OF THE WORKSHOP



3.3 A TWO - DAY ORIENTATION WORKSHOP ORGANIZED ON SOCIAL DEVELOPMENT CORE INDICATORS

INTRODUCTION

As part of the capacity building mandate of the department, the directorate organized a two- day capacity building workshop on Social Development Indicators for all the thirty-three (33) MMDAs on 13th and 16th September, 2024.

OBJECTIVE

To ensure further understanding and boost staff confidence on social development indicators in their social service delivery as professional Social Development Officers.

FACILITATORS

10. Mrs. Debora Daisy Kwabia – Regional Director, Department of Social Welfare, E/R
11. Mr. Isaac Koramoah Asante – Program Head, CFW Department of Social Welfare, E/R
12. Mr. Adams Donkor – Department of Social Welfare, E/R

PARTICIPANTS

The Department of Social Welfare Officers at the various MMDAs

PRESENTATION

Presentations of the entire workshop was based on Social Development Core Indicators which emphasized on **Recorded Cases of Child Abuse such as;**

- ❖ Child Trafficking
- ❖ Child Labour
- ❖ Sexual Abuse
- ❖ Emotional Abuse (anxiety, fear, withdrawal etc)
- ❖ Neglect
- ❖ Early Marriage
- ❖ Female Genital Mutilation
- ❖ Family- Child Separation

The participants were carefully taken through the above relevant social development indicators for proper and accurate data recording. Officers were encouraged to submit reports on social development indicators on quarterly.



FOURTH QUARTER WORKSHOP REPORTS

4.1 REPORT ON EFFECTIVE MANAGEMENT OF RESIDENTIAL HOMES FOR CHILDREN HELD AT PROJECT NYAME NSA AT AYENSUANO DISTRICT

INTRODUCTION

As per monitoring and capacity building mandate of the Regional Directorate, a day workshop was successfully organized at Project Nyame Nsa, Ayensuano Districts

Officers from the Regional Office of Social Welfare went on a day visit at Project Nyame on the 5th December, 2024 located at Teacher Mante.

OBJECTIVE

The objective of the visits was to inspect and have a short training session on care giving for the caregivers to boost their daily duties.

FACILITATORS

Facilitators for the visit were staff from the Regional Office.

S/N	NAME	DESIGNATION
1.	Isaac Koramoah Asante	Chief Social Development Officer
2.	Dorcas Amoah	Assistant Social Development Officer

PARTICIPANTS

Administrative staff and Caregivers of Project Nyame Nsa residential home for children.

ACTIVITIES

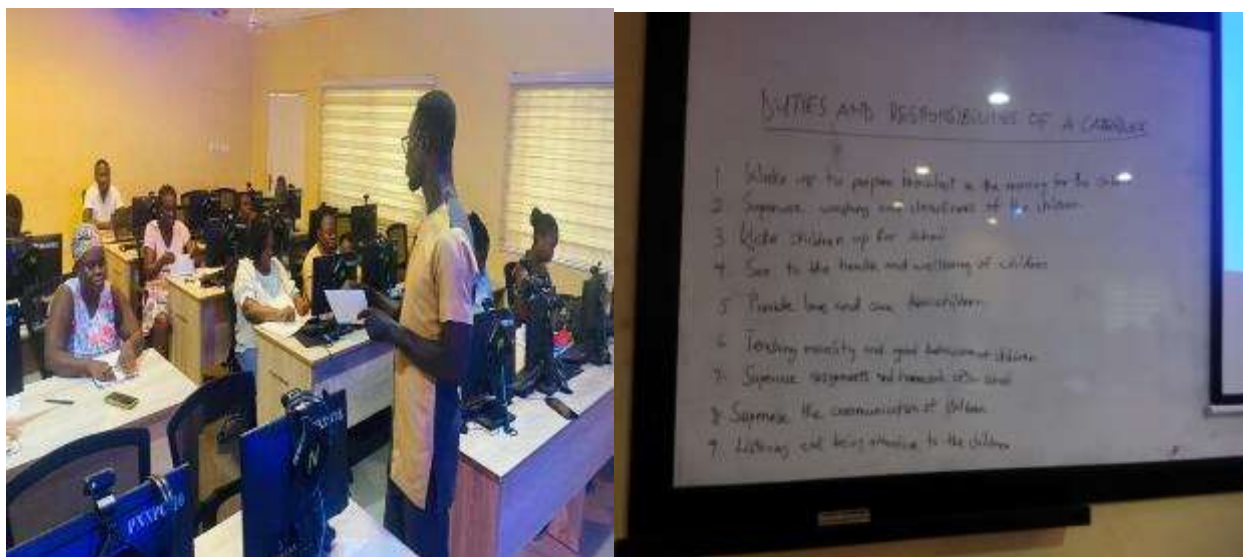
- ✓ Inspection of facilities
- ✓ Brief training on caregiving: definition and duties and responsibilities of caregivers, responsive care to children and positive parenting

CONCLUSION

The exercise was successfully, both caregivers and other workers of the homes were encouraged to keep working hard and committed to their duties in order to achieve greater height.

Pictures of the workshop at Project Nyame Nsa





Presentation underway

4.2 REFRESHER TRAINING ON LOCAL GOVERNMENT ISSUES AND PROTOCOLS FOR STAFF DUE FOR PROMOTION

INTRODUCTION

As part of the mandate of the Department of Social Welfare Regional Directorate, a day refresher workshop was organized to prepare interviewees knowledge on Local Government issues and Protocols on 11th December, 2024 at Regional Directorate

OBJECTIVE

To refresh the knowledge of staff due for promotion on Local Government Issues and Protocols.

FACILITATORS

7. Mr. Isaac Koramoah Asante – Program Head, CFW Department of Social Welfare, E/R
8. Mr. Adams Donkor – Department of Social Welfare, E/R
9. Mr. Elvis Duodu - Department of Social Welfare, E/R

PARTICIPANTS

Department of Social Welfare Staff (DSW) due for promotion

PRESENTATION

Participants were carefully taken through the following topics:

4. Local Government Issues
5. Social Development Issues

6. Performance Appraisal and Current Issues.

CONCLUSION

Quality Service Delivery is very prudent for all staff, hence it is incumbent on every staff to always prepare to acquire more knowledge on Local Government Issues and its Protocols to adequately fit into the system well.

4.3 A – DAY WORKSHOP WAS ORGANIZED FOR STAFF AND SOME SELECTED STAKEHOLDERS ON INTERGRATED SOCIAL SERVICE (ISS)

INTRODUCTION

As part of the captivity building mandate of the department, the directorate organized a - day capacity building workshop on effective ISS delivery on 19th November, 2024.

OBJECTIVE

To ensure further understanding and boost staff confidence on Integrated Social Services (ISS) in their social service delivery as professional Social Development Officers.

FACILITATORS

13. Mrs. Debora Daisy Kwabia – Regional Director, Department of Social Welfare, E/R
14. Mr. Isaac Koramoah Asante – Program Head, CFW Department of Social Welfare, E/R
15. Mr. Adams Donkor – Department of Social Welfare, E/R

PARTICIPANTS

1. District Social Welfare and Community Development Staff
2. District Coordinating Director
3. District Finance Officer
4. District Budget Officer
5. Representative from Ghana Health Services (GHS)
6. District Director -National Health Insurance Scheme (NHIS)
7. Representative from National Commission for Civic Education (NCCE)
8. Human Rights and Administrative Justice (CHRAJ)
9. Chief Imam
10. Representative from Local Council of Churches
11. Birth and Death Director

12. Representatives from interested Non-governmental Organizations

PRESENTATION

The Department of Social Welfare Officers at Ayensuano District

- ❖ Case categorizations
- ❖ Levels of Risks
- ❖ Pathways for Case Management

PICTORIAL EVIDENCE OF THE WORKSHOP



Presentation underway by the regional director and other key stakeholders of the ISS program

CHALLENGES / CONSTRAINTS

- ❖ **Official Vehicle:** The official vehicle, which is **fifteen (15) years** old, is growing weak with time and requires rapid maintenance which affects the department's meagre funds.
- ❖ **Funding:** The department would appreciate more funding for monitoring and capacity building of officers in Social Work practice in the districts and the general public.

GENERAL CONCLUSION

The department made significant efforts in the provision of Social Service Delivery in monitoring MMDAs staff and the general public.

RECOMMENDATIONS

1. The Regional Office should be provided with a new vehicle to aid its work
2. The department should not be starved of administrative/operational funds to enhance work.