



CASE MANAGEMENT REPORT - LIVELIHOOD, SCHOLASTIC, REINTEGRATION SUPPORT - 2023 AND 2024, THIMPHU DZONGKHAG

EXECUTIVE SUMMARY

Nazhoen Lamtoen's Case Management program plays a pivotal role in supporting children in difficult circumstances (CIDC) and children in conflict with the law (CICL) across Bhutan. Guided by a strong child protection mandate and supported by quarterly funding from Save the Children, the program works to ensure that every vulnerable child and their family receives timely, appropriate, and holistic interventions.

The foundation of Nazhoen Lamtoen's case management approach is built on a referral-based intake system. Cases are received from a wide network of competent authorities, including the Royal Bhutan Police, The PEMA Secretariat, RENEW Centres, community leaders, schools and educators, CSOs, and other collaborating government and non-government agencies. These partnerships allow for early identification and reporting of children at risk, ensuring no child falls through the cracks.

Once a case is referred, it undergoes an initial assessment, which serves as the gateway to deeper engagement. A trained case manager from Nazhoen Lamtoen visits the family and child to assess their psycho-social, economic, and living conditions. Based on this assessment, the case is officially registered into the program and proceeds through the six core phases of case management, adapted to the Bhutanese context:

1. **Identification and Registration:** The case is officially logged and documented, assigning a caseworker responsible for its follow-up.
2. **Assessment:** A thorough home and needs assessment is conducted in partnership with the family or guardian to understand the child's circumstances.
3. **Case Planning:** A tailored intervention plan is developed that outlines the necessary support, timelines, and long-term goals for the child and their family.
4. **Implementation:** Based on the approved plan and within available resources, Nazhoen Lamtoen provides immediate aid, such as rations, education materials, training sponsorships, medical aid, or shelter support, grants for cottage business setup.
5. **Monitoring and Follow-Up:** Continuous monitoring is carried out through field visits, phone check-ins, and community coordination to ensure progress is made and support is sustainable.

6. **Case Closure (when applicable):** Once the intervention goals are met and the child and/or family attains a level of stability and independence, the case is formally closed with documentation.

Nazhoen Lamtoen takes a child-centered, family-focused approach, recognizing that a child's wellbeing is inextricably linked to their home environment. Many of the supported children come from single-parent households, abusive backgrounds, or impoverished conditions where even basic survival is a daily challenge. Case interventions thus go beyond short-term material support, they aim to strengthen resilience and self-sufficiency. This often includes skill-building opportunities for parents, vocational training for adolescents, and referrals to health and mental health services when necessary.

In the first half of 2024, this system enabled timely and life-changing interventions for dozens of children and families, ranging from emergency ration deliveries and school support to psychosocial assistance and career training. The case stories that follow illustrate not only the struggles these families face, but also the hope, strength, and transformation made possible through collaborative, compassionate care.

Cumulative Reflection: (2023-2024, Thimphu Dzongkhag)

Category	No. of Cases	Total Estimated Budget (Nu.)
Disability Support	2	35,000 + 1 household set
Domestic Violence / Mental Health	3	100,000+
Teenage Pregnancy / Abuse	3	49,000+
CICL Rehabilitation	1	44,570
Educational Support	4	70,000+
Basic Needs (Food, Housing)	5+	75,000+

Estimated Total: Nu. 373,570+ *(exceeding quarterly budget due to special support cases)*

Case Highlights by Category (2023-2024, Thimphu Dzongkhag)

Health & Special Needs Support

- Draktsho Case (Thimphu)

Beneficiaries: 2 disabled siblings (F/27 & F/24)

Support: Bedding, kitchen appliances, ration (Nu. 35,000)

Outcome: Safe accommodation setup at vocational training center

[Ref: Draktsho Report]

- T.W (F/12, Disabled)

Support: Electrical appliances, clothes, and ration

Goal: Enable continuation at Draktsho and connect mother to livelihood via SABAH

[Ref: Q2 2024 Report]

Psycho-social & Domestic Violence

- Y.C (M/5) & mother Tshering (victim of DV)

Support: Nu. 50,000 for certified cookery course at BITT

Outcome: Skill development for future financial independence

[Ref: Q2 2024 Report]

- Kala Bazaar Case – R.D (M/7, epilepsy)

Support: Rations, housing items, total Nu. 25,000

Outcome: Secured weaving job for mother starting Nov 2024

[Ref: Kala Bazaar Case]

- Samtse RENEW Case – 2 girls (F/7 & F/5)

Support: Scholastic supplies, bedding, utensils (Nu. 25,000)

Outcome: Re-enrollment in school

[Ref: Samtse Case]

Teen Mothers & Abandonment

- C.S (F/18, Pregnant Teen)

Support: Baby supplies and financial aid (Nu. 15,000)

Need: Ongoing support for education/counseling

[Ref: CS Report]

- L.W (F/6)

Mother: Victim of rape, working in low-income sector

Support: Nu. 34,000 for training at Norbu Spa to gain stable income

[Ref: Leki Wangmo Report]

- Young Rape Victim (F/14) & infant son

Support: Toiletries, diapers, clothes

Status: Under family care but at risk of displacement

[Ref: Q3 2023 Report]

Poverty-Induced Vulnerability

- U.D (M/2)

Support: Food, appliances, debt repayment (Nu. 26,000)

Sustainability: Land for farming provided by landlord, seeds given

[Ref: UD Report]

- S.P, D.T & T.W (3 CIDCs)

Support: Monthly rations, essentials

Outcome: Stability ensured for a month, long-term plans under discussion

[Ref: SP/DT/TW Report]

- D.C (F/9)

Support: Full set of school and personal supplies

Status: Under care of aging grandmother; long-term support explored

[Ref: Q2 2024 Report]

Children in Conflict with Law

- S.T (M/16, Theft Case)

Support: Nu. 44,570 for 6-month cookery training

Outcome: Highly motivated, positive feedback from instructors

[Ref: CICL Report]

Case Run Down (2023-2024, Thimphu Dzongkhag)

1. T.W & U.S.Y (Thimphu)

This case involved two young boys living under the care of their single mother, who has been struggling to meet even their basic needs due to poverty and the special needs of her elder son, who suffers from multiple neurological impairments. After their assessment, Nazhoen Lamtoen provided essential household items including a refrigerator, washing machine, curry cooker, clothes, and ration supplies. The team is also working to link the mother with SABAH Bhutan to provide her with sustainable livelihood opportunities through home-based work.

2. Y.P.C (Thimphu)

The five-year-old son and his mother were referred by The PEMA Secretariat after they were found that they were experiencing acute financial and emotional hardship, with the mother suffering from depression and lacking employment. Nazhoen Lamtoen intervened with Nu. 50,000 to enroll the mother in a professional cookery course at a culinary school in Thimphu Dzongkhag. This intervention aims to empower her with employable skills so she can support herself and her son independently after the training ends.

3. D.C (Wangduephodrang)

The 9-year-old girl living with her ailing grandmother and four siblings, was struggling to attend school due to extreme financial hardship and lack of parental support. Nazhoen Lamtoen stepped in with comprehensive scholastic support, including uniforms, shoes, school supplies, toiletries, and clothing. The intervention seeks to help the girl child continue her education with dignity while the team explores further long-term support options.

4. C.S (Punakha)

An 18-year-old girl impregnated through rape was referred by RENEW. With no strong support system, she faced psychological distress and financial hardship ahead of childbirth. Nazhoen Lamtoen provided Nu. 15,000 in financial support and delivered essential postnatal and newborn care supplies, including diapers, clothes, food items, and hygiene products. This intervention provided immediate stability while further support plans are under discussion.

5. D.Z and C.W (Thimphu)

Two young women with disabilities residing at Draktsho Vocational Centre were found to be living in cramped and poorly furnished conditions following the transfer of their elder brother, who was their sole caregiver. Nazhoen Lamtoen intervened with Nu. 35,000 worth of support, including appliances such as a washing machine, rice cooker, and refrigerator, as well as essential food and hygiene items to help improve their living conditions and wellbeing.

6. R.D and P.L (Thimphu)

Living in extreme poverty in a rat-infested shed, these two children, one with epilepsy -were under the care of their unemployed single mother. Nazhoen Lamtoen provided Nu. 25,000 in

assistance, which covered ration, bedding, and household items. The team also arranged a job placement for the mother at a local weaving center to support long-term sustainability starting in November.

7. T.Y.D and L.T.D (Samtse)

These two young sisters were at risk of being removed from school due to their mother's inability to afford school-related expenses. After a referral from RENEW, Nazhoen Lamtoen stepped in with Nu. 25,000 worth of school and personal items, including uniforms, bags, beddings, and toiletries. This ensured that the children remained in school and received basic care.

8. U.D (Sarpang)

The two-year-old toddler was living with his parents in extreme poverty, with the father recovering from heart surgery and the mother unemployed. After learning they had no food at home and were surviving on donations, Nazhoen Lamtoen provided Nu. 26,000 worth of food rations, kitchen appliances, and seeds to support home gardening. The intervention also included repayment of Nu. 6,000 debt owed to a neighborhood shop.

9. L.W (Thimphu/Samtse)

The six-year old girl was living with distant relatives in potentially unsafe conditions while her mother worked in Thimphu. To help reunite the family and improve their future prospects, Nazhoen Lamtoen sponsored the mother's six-month training in Beauty and Spa at Norbu Healing with Nu. 34,000 in support. The child protection component was referred to The PEMA for monitoring.

10. S.P, D.T & T.W (Thimphu)

Three young children living in a small, overcrowded hut with a heart patient father and a recovering addict uncle were identified as needing urgent support. Nazhoen Lamtoen provided a month's supply of ration and household items. The family was encouraged to explore sustainable income options, and the team continues to support them in planning long-term solutions.

11. S.T (CICL, Thimphu)

A 16-year-old boy in conflict with the law was referred to Nazhoen Lamtoen by The PEMA and Royal Bhutan Police. After assessing his interest in culinary arts, the organization funded his six-month commercial cookery training at BITT with Nu. 44,570. Mid-program assessments showed strong performance and motivation, and the intervention is expected to provide him with viable employment and rehabilitation.

12. K.T (13-year-old with siblings, Punakha)

A 13-year-old boy living with elderly grandparents and with two siblings in boarding school was identified as a CIDC. The child was provided with diapers, nutritional supplements, clothing, bedding, and groceries. His siblings were also granted access to the Half-Way Home during vacations while a long-term guardian is sought.

13. 14-Year-Old Rape Victim & Infant

A minor girl and her newborn, victims of sexual violence, were found living under uncertain care and in need of urgent intervention. Nazhoen Lamtoen provided clothing, hygiene supplies, and nutritional items while continuing follow-ups to assess the stability and safety of their living situation. The team is also exploring long-term support options.

Nazhoen Lamtoen's work over the past quarters stands as a testament to what is possible when compassion meets coordination, and when timely intervention is backed by committed partnerships like that of Save the Children. The children and families we support are often those that society overlooks, living in the margins, in conditions of neglect, poverty, abandonment, or trauma. Through case management, we are not simply offering relief, we are working to rebuild lives, one intervention at a time.

Yet, while the work continues with unwavering commitment, we also face growing challenges, especially in the realm of funding and resource mobilization. In recent years, donors and international agencies have begun to broaden their focus, expanding their support to include other vulnerable demographics such as youth, women, persons with disabilities, and other at-risk populations. While these causes are undeniably important and deserving, the result is that our primary beneficiaries, children in difficult circumstances and children in conflict with the law, are now receiving significantly less attention and financial support.

This shifting landscape puts children, especially those without a voice or advocates, at increased risk of being deprioritized. The reality is that ground-level, child-centered social work cannot happen without financial investment. Delivering even the most basic intervention, be it a bag of rice, a school uniform, or trauma counseling, requires not only empathy, but logistics, planning, and funding.

Through this report and platform, we hope to reignite attention on the urgent needs of vulnerable children in Bhutan. We call upon donors, development partners, private stakeholders, and concerned individuals to recognize that child protection is not just a social issue, it is a foundation for any society's sustainable future. Every intervention into a child's life today is an investment in a healthier, more resilient Bhutan tomorrow.

We at Nazhoen Lamtoen remain ready to do the groundwork, to travel to the remotest homes, to listen, assess, and act, but we cannot do it alone. Your support, whether through funding, partnership, or advocacy, will ensure that children facing the harshest realities are not left behind. In a world of competing priorities, let us not forget the child who goes to bed hungry, who walks barefoot to school, who bears the invisible scars of abuse, or who dreams of learning a skill that could feed their family.

They need us. Now more than ever.

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