EDC Education Development Center

Establishing a Digital OVC Case Management System in the DRC

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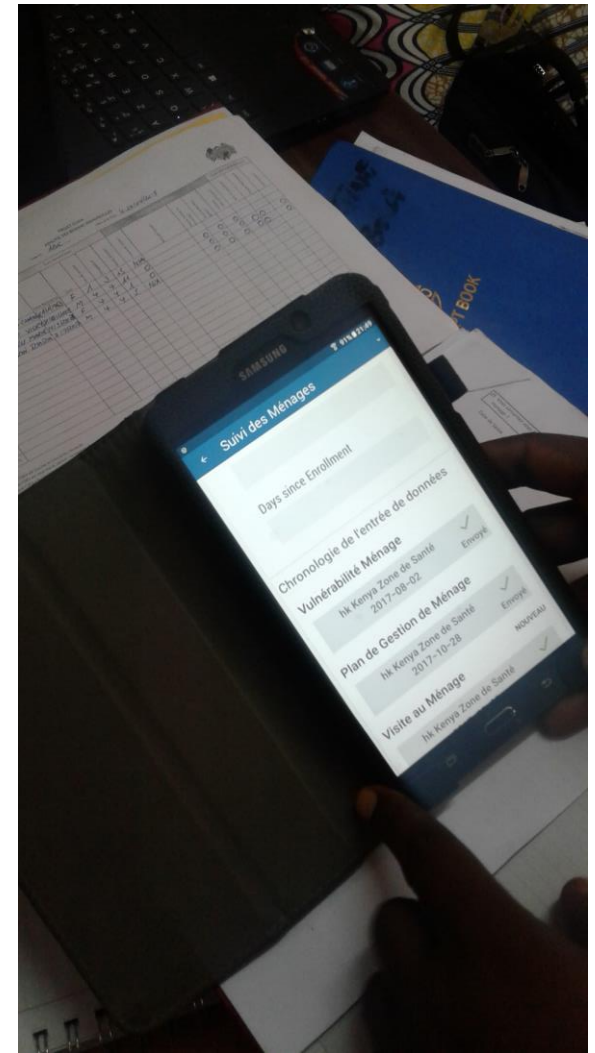
Why introduce a digital system?

- Need for good quality data!

- Minimize challenges with paper-based systems for OVC tracking

- Multiple indicators and information to collect and cross-reference

- Consistency across partners' information being collected

- Need for immediate snapshot of the situation at any given time

- Ensures that households/beneficiaries don't fall through the cracks

The ELIKIA case management database

- Database built in DHIS2; approximately two years to full functionality

- 69 ELIKIA case managers trained and equipped with tablets loaded with digitized versions of assessments, forms, and other case management tools

- Case managers received approximately 15 days of training in data entry and data management (in addition to training in use of case management tools and forms as part of basic training)

- 12 Case Management Supervisors trained as well in tablet use and how to conduct DQA

How does ELIKIA use the database?

- Digital case management system currently captures:
  - Enrollment, vulnerability, active status
  - Cash transfer status/participation in SILCs
  - Service referrals
  - OVC school status
  - OVC HIV & ART status
  - Exit with or without graduation
- Routine tracking of data by M&E team and group analysis on a weekly basis
- Assists in management of staff case load, counter-referrals, data issues, etc.

What does the digital database do for ELIKIA?

A tool to enhance data for decision-making

- Shows how we are reaching targets across all indicators

- Helps to spot inconsistencies/problems with the data

- Helps to identify issues within the program. (i.e. graduated families with HIV tests indicated, exited families with HIV+ children- all on ARTs?)

  - Send out lists of inconsistencies – many come back with a need to update data, but sometimes the household needs to be revisited

Can it do more?

- Database itself can always do more … more indicators, more easily analyze data

- Constant supervision of CMs to ensure data is regularly downloaded and accurate

What evidence is there of the success of this innovation?

- We now know what to look for – standard set of analyses

- Everyone is on the bandwagon to enter/correct data (so not as much to correct)

- Fewer big problems with the data

- Case managers are very familiar with the tablets

  and what they can do

Challenges still exist:

- Internet access/speed

- Data not always up to date. Files are not always consistent with database, due to Case Manager error or local partners' data managers.

How can other programs learn from this innovation?

- Investment of time and money is definitely worth it.

- Case managers are capable of effectively using a tablet-based system with appropriate training, support, and supervision.

- There are so many places for data errors; this is definitely a way to minimize problems.

- The database offers more than just reporting: this is a management tool that offers a way to look at data in many different ways and find issues in the technical aspects of the program.

- A tool like this can also be frustrating, but don't give up ... it is constantly improving.