



Question and Answer Responses from Webinar on Electronic Case Management: Streamlining and Optimizing Care for Orphans and Vulnerable Children

Question: I work with a small Moroccan NGO providing relational social work for children/families and in the last year we redeveloped our system which was a hybrid paper/electronic and has now become 90% on google sheets, with many linkages between sheets and automatic counting. While we wanted to develop a more comprehensive system, funds were the obvious issues. For a small organization not big enough to have the resources to initiate a tailored made CSM, what are the best ways to ensure the systems we are using now - i.e. google sheets - will be compatible when we do?

Answer: Thank you for your question. We certainly understand that developing a comprehensive system is expansive and it is important to align your tools so that they are compatible with your future system needs. In your google sheets, ensure you are collecting individual-level data for case management, develop UIDs for your beneficiaries, and a separate UID for beneficiaries. With your data collection methods, please ensure you have data consistency and validations in your google sheet when possible. In addition, be thoughtful in the creation of your data structure, including column headers and table structure, to ensure straightforward ingestion into a future system, and understand what value a system can add to your case management workflow.

Question: Due to the COVID-19 pandemic, the case care workers can fear to deliver home visit activities, from your experience what can be done to make sure the beneficiaries are served at household level?

Answer: This is a very important concern. At the beginning of the COVID pandemic, PEPFAR and the OVC Taskforce developed a document describing Remote Case Management and techniques to protect our families and staff. We do not want staff to put themselves at risk at any time, but there are strategies to stay safe. For example, Case Managers should use approved face coverings, meet in safe and private places outside and at a social distance (e.g. at least 6 feet away), ask for information about any personal illness or encounters with individuals who tested positive for COVID in the last two weeks, leave notes and information and/or contact families by phone and text messages. The [link](#) for the Draft Tips and Considerations. The M&E Tips and Considerations can be found at this [link](#). Please reach out for more information sbjornholm@usaid.gov.

Question: In terms of Infrastructure for the eCMS, who is in charge for the servers? Are they locally managed or on a Cloud? If it is on the Cloud, for data privacy issues, is the system compliant with GDPR?

Answer: Infrastructure implementation should be guided by program needs and partner government regulations and preferences. Cloud implementation has some security advantages over on-premise implementation, including potentially greater redundancy and infrastructure built to withstand fires and other acts of nature. On-premise implementation allows for greater flexibility and customization in deployment, and the servers are as secure as the physical infrastructure of the office allows. The choice between cloud or on-premise deployment should be guided by the needs of the program and applicable regulations.

Any implementation, whether cloud or on-premise, should adhere to all relevant data protection regulations. If the partner government has not yet developed a data protection framework, GDPR is a strong framework on which to base data protection. Note that the GDPR will have implementation

implications beyond infrastructure, and some regulations--particularly around data portability--may have limited applicability.

Question: So, it appears DataFi is supporting several countries in development/overhauling/improvements to existing ECMS simultaneously. I wonder how coordinated these efforts are? Could we perhaps have a similar system across USAID countries, so we potentially have ability as an agency to compare data across countries? Individual countries can also benefit from some level of uniformity in these platforms/systems.

Answer: At present, Data.FI is supporting development of a OVC MIS in Zimbabwe using DHIS2 tracker as well as the retooling of the existing NOMIS instance which is a customized Java DB database in Nigeria. There are many benefits to using the open source software, DHIS2 given ease of customization, stability of the software, and an extensive and active community of practice. In particular, the tracker module of DHIS2 provides the ability to collect individual level data and calculate indicators when multiple events are recorded and date stamped for one individual. Ideally lessons learned and perhaps even the core modules developed in Zimbabwe could be adapted for use in other countries. Given the investments in calculating global MER indicators, we believe adaptation for use in other countries may be relatively rapid.

Question: This is a good point and along the lines of a question I have of any of the presenters as well. Also, were existing, open source case management information systems such as Primero's CPIMS+ looked at?

Answer: The DHIS2 Tracker platform was specifically requested by USAID/Zimbabwe for ease of interfacing (pushing/pulling) data with the DREAMS database in country also built in DHIS2 Tracker.

Question: @Jenny how easy has it been to achieve interoperability between the DHIS2-based platform and other platforms? Has it been easy to develop APIs for the DHIS2-based platforms especially if they are collecting individual level data? From Ismail Mbabali (Uganda)

Answer: We are in the process of establishing mechanism to either pull data from the DREAMS instance or those responsible for the DREAMS instance will prepare a file that will be pushed into the OVC MIS. We don't anticipate any insurmountable technical problems exchanging individual level data between Tracker systems nor between Tracker and Aggregate systems using an API.

Question: Is there a way that the system can identify a child who is registered in LIP A in case another LIP registers the same child. Mostly for the LIPS which are working in the same region offering the same services.

Answer: Unique identifiers are created in Zimbabwe based on the demographic characteristics of the child, including mothers name, surname, district of birth, date of birth, and gender. If someone attempts to register the same child twice, the system will alert the data entry clerk of the possible duplicate. However, if the data entry clerk intentionally wishes to register the same child twice despite system warnings, a small change in spelling or date would allow them to do so. As such, we recommend considering periodic de-duplication exercises querying and cleaning the data, and/or community trace and verify activities.

Question: @Jenny, in DRC DHIS2 tracker will be implemented next quarter in the remote areas without regular internet connection, could we already figure out what will be the challenges after successful implementation in urban areas?

Answer: We recommend considering off line data entry via the mobile application and ensuring that the devices procured have sufficient storage. Of note, DHIS2 tracker does not function offline via the web-based user interface.

Question: @Jenny, after 4 years of implementation of DHIS2 tracker in DRC data has been recorded for more than 30 000 beneficiaries. Is that any mean to archive data for beneficiaries that has left the program?

Answer: Once beneficiaries have permanently exited the program, you can mark them as completed the program which will mean they are no longer active in the program. This is the recommended approach although there are technical solutions to exporting and deleting the records from the system (not really recommended as there is no native archive function in DHIS2 which also allows you to restore easily)-

Question: To what level are details of the case management information entered in these systems that were shared? For instance, is the information on all the dimensions of the assessment for graduation entered for each specific beneficiary? If yes, what are the lessons taken from that in terms of managing time for data entry (with quality)?

Answer: In the OVC MIS / Zimbabwe, we are collecting the household levels outcomes around graduation; for example, whether or not all members of the household have a documented HIV status (and/or test not required) considering that it would be a duplication with case management information per beneficiary to re-capture graduation outcomes per beneficiary.

Question: @ Sasha, What are some of the quality checks instituted?

Answer: All quality checks that were instituted for the paper based SOCY MIS, including the monthly DQA were conducted in the same fashion for the eCMS.

Question: How do you detect cheating carried out by the Case Care Workers for the forms submitted for home visits?

Answer: Besides the regular DQA conducted on a quarterly basis, Social Workers who are supervising the frontline workers are visiting all the beneficiaries at least once a quarter (more critical cases are visited more often) and using the data from the system is checking on the progress of the household/against the Household Assessment Tool.

Question: Are the community workers all members of local NGOs or are they supported by the project?

Answer: All the Social Workers are employees of a local CSO, which is subgrantee of the SOCY program. Para-Social workers are part of the community volunteers.

Question: Did you leverage on Kobo collect platform/cloud server or the database was specifically developed and housed internally within SOCY?

Answer: We did not use Kobo collect platform, as CRS has global service and collaboration agreement with DiMagi and their CommCare platform.

Question: What mechanisms do you have for device management especially since the para social workers are expected to keep the devices?

Answer: We have signed an MOU with the parasocial workers and agreed for them to keep the phones i.e. they become their property after the program has ended. I can say that in more than two years for the pilot, not a single phone was stolen, and only small technical issues with the PSW's devices.