



Child Protection Information Management System (CPIMS)

END USER MANUAL



Content

Acknowledgement	2
Foreword.....	3
Abbreviations and Acronyms.....	4
Introduction & Background.....	5
Department of Children Services (DCS)	5
Measure Evaluation PIMA.....	5
DCS Vision on CPIMS.....	6
Why CPIMS?.....	6
What sort of children are targeted to be captured by CPIMS?	6
What sorts of interventions can be tracked through CPIMS?	7
Who provides data to be captured in CPIMS?.....	8
 Computer Basics	9
CPIMS Features	24
Creating Organization Units	35
Creating a Person	40
Managing Cases	49
Institutional placement and follow-up	58
Alternative Family Care (AFC)	63
School and Bursary Management	65
Orphans and Vulnerable Children (OVC) Care	67
Document Manager	73
Reports	74
Geographical Information Systems	79

Acknowledgement

Foreword

Under the leadership of DCS, there have been previous attempts to come up with a functional national database to help in monitoring child protection and welfare issues. This time round, the DCS, working with USAID through MEASURE Evaluation PIMA set to upgrade the existing CPIMS, taking into consideration most of the bottlenecks experienced in the previous systems. Part of the strategy was the inclusion of as many stakeholders as possible. To this extent, the DCS wishes to acknowledge the contribution of UNICEF, Plan International, Save the Children, Goal Kenya, ANNPCAN, CISSP, ChildLine Kenya, World Vision, ChildLife Kenya...for their technical and financial contribution towards CPIMS.

CPIMS is a high-availability web-based database hosted by the Government ICT Authority, at the Government Data Center

As one of the sustainability measures agreed jointly by the various governance structures, training is one of the key components. This manual is necessary in keeping as a reference material to the various users in addition to the 4-day didactic training on CPIMS.

This user manual is premised on the recognition that the success of CPIMS is pegged on several other factors including user knowledge on optimum use and maintenance of the various ICT equipment that are integral to CPIMS. In addition, being a web-based system, the users need to be armed with necessary skills and knowledge to assure security of the system.

How is the manual organized?

Noah Sanganyi
Director of Children Services

Abbreviations and Acronyms

CDS

CPIMS - Child Protection Information Management System

AIDS - Acquired Immune Deficiency Syndrome

PEPFAR - US President's Emergency Plan for AIDS Relief

OVC - Orphans and Vulnerable Children

OLMIS - OVC Longitudinal Information Management System

M&E - Monitoring and Evaluation

MEval-PIMA - MEASURE Evaluation PIMA

RAM - Random Access Memory

ROM - Read-Only Memory

CPU - Central Processing Unit

UPS - Uninterruptible power supply unit

PDA - Personal digital assistant

OS - Operating system

Introduction & Background

Department of Children Services (DCS)

The Department of Children Services (DCS) is the Kenya Government department mandated with issues of child protection and welfare. The main function of the Department is to provide oversight, plan and co-ordinate the protection of child rights and welfare in Kenya and to advise the government on all aspects thereof. In this respect, the DCS has the overall responsibility for all stakeholders in this sector, be they state or non-state.

Currently, the Department draws its mandate from the Children Act, 2001, which:

- Makes provision for parental responsibility, fostering, adoption, custody, guardianship, care and protection of children; administration of children's institutions
- Gives effect to the principles of the Convention of the Rights of the Child and the African Charter on the Rights and Welfare of the Child and other related purposes
- Provides for the leadership in coordination and provision of services towards promoting the rights and welfare of all children in Kenya

Measure Evaluation PIMA

The (US) President's Emergency Plan for AIDS Relief (PEPFAR) provides funding to programs that support services to orphans and vulnerable children (OVC). These children may be at risk from HIV, abuse or neglect, inadequate nutrition, or limited opportunities for recreation and psychosocial support, education, or vocational training.

Insight on the success and gaps in these programs depends on quality data that can lead to better programs and saved lives. MEASURE Evaluation PIMA (MEval-PIMA) is supporting the Department of Children Services (DCS), based within the Ministry of East African Community, Labour and Social Security (MEACLSS). MEval-PIMA supports expanding the functionality of the Child Protection Information Management System (CPIMS) and the OVC Longitudinal Management Information System (OLMIS) while building the capacity of relevant stakeholders to use these systems to monitor and evaluate their programs, and use the data to make programmatic and policy decisions to improve child protection outcomes.

[DCS Vision on CPIMS](#)

The DCS envisions a comprehensive and functional child protection information management system that will:

- provide accurate and consistent national data for evidence-based programming on children protection issues
- be able to track the services provided to a child across all service points (longitudinal follow up)

In realizing this vision, the DCS leads in driving Child protection and welfare services in Kenya and coordinates the stakeholder involvement within its mandate. MEval-PIMA on the other hand provides technical and financial support in the upgrading and development of CPIMS including development of DCS M&E systems. The process is facilitated through the joint monitoring of the CPIMS development roadmap.

[Why CPIMS?](#)

CPIMS is a child-focused database that has been designed to:

- Facilitate **monitoring and evaluation** of child protection interventions in Kenya, inform policy and evidence based decision making
- Provide access to accurate, timely and reliable **aggregate-level** child protection data
- Facilitate record keeping and information management on **individual cases** of child protection
- Track vulnerable children longitudinally and geographically to ensure **continuity of care and protection**, including children in institutional care
- Facilitate **appropriate information sharing** between stakeholders and service providers in the best interest of the child
- Be **flexible and extensible** over time to cater for emerging needs in the children sector

[What sort of children are targeted to be captured by CPIMS?](#)

- Children **separated** from or **lack adult family guardians** (e.g. abandoned, street living children, trafficked, lost, orphans without family care, children with parents in prison, child headed households)
- Children in **residential institutions** (statutory or charitable)
- Children affected by **VANE: Violence, Abuse, Neglect and Exploitation** – (physical abuse, sexual exploitation, sexual assault, defilement, incest, emotional abuse, neglect, female genital mutilation and other retrogressive cultural practices)
- Has experienced **trauma** from involvement in **emergency situations** e.g. man-made and natural disasters

- Living in **risky family setting** e.g. drug abuse in family, previous history of abuse or harmful practices in family
- Children in **vulnerable families** - living with chronically sick caregiver(s), or caregivers who are elderly or disabled to an extent that affects care of children
- Children in **conflict with law, child offenders**
- Child with severe **health** or **disability** issues (disability (mental, physical, albinism), living with HIV/AIDS, drug user)
- Child **marriage, pregnancy**, children who have **given birth**
- Child **labour** (domestic, agricultural, industrial, fishing, mining, street work)
- Children out of school due to **truancy** or **delinquency**
- Children subject to **custody** disputes, **maintenance** disputes, **paternity** disputes
- Children in need of **social assistance** to fulfil legal rights – birth registration, medical insurance, inheritance

[What sorts of interventions can be tracked through CPIMS?](#)

Services provided

- Rescue from harm and placement in place of safety
- Alternative family care (adoption, foster care, guardianship, kinship, kafaala)
- Family re-integration, reunification
- Tracking and supporting children in conflict with law through the child justice system, legal and rehabilitation processes
- Arbitration
- Supervision (with or without court orders), parental bonds , written promise, joint parental agreements
- Support services (counselling, family support)

Referrals made and completed

- Referrals from SCCO to NGOs (e.g. legal aid, support services)
- Referrals from NGOs to SCCOs
- Referrals to other government agencies (court, cash transfer, education authorities, Presidential bursary fund, health facilities)
- Court orders made in relation to children's cases, including orders related to placements and adoptions, committal to institutions, supervision,

Children in residential institutions

- admission and exit dates
- temporary custody while following the juvenile court process
- steps taken towards re-integration into community
- health and welfare of children at institutions
- services and referrals provided while in institutions

[**Who provides data to be captured in CPIMS?**](#)

Sub-county children offices

- child registration details
- child background details
- child protection case form (including case types, encounters, services, referrals, court sessions, court orders, institution placements)

Statutory Institutions (SIs) and Charitable Children Institutions (CCIs)

- child registration details
- lists of children resident and exited with reasons
- Health or welfare problems within institution, services and referrals provided

NGOs/FBOs/CBOs/Private

- child registration details
- adverse conditions observed, services and referrals provided

Adoption societies

- child adoption details (local, domestic, international)

1

Computer Basics

1.1 OVERVIEW

As a potential CPIMS user, you have probably been in service for some time and it is apparent that this shall not be the first time you are using computers. It is also likely that you may have had some form of computer training. Depending on your background and work experience, it is likely that your understanding of computer related concepts and basic terminologies is different from others. Given that CPIMS is a centralized database, it is therefore important that some sort of harmonization in understanding of computer basics, is done. This module was designed with this in mind, and there are a number of reasons why. Firstly, CPIMS relies on expensive ICT equipment and to assure long-term use then issues of hardware and software maintenance must be tackled. Secondly, there are several important but unused software and hardware features which would be beneficial to users in enhancing productivity. Lastly, the CPIMS is a web based system, and thus vulnerable to external attacks. In terms of security the human element is always the weakest and so users need to be aware of such in order not only to avoid putting the system at risk, but also use the equipment in ways that are most efficient and productive.

1.2 OBJECTIVES

By the end of the session you will be able to:

- Describe a computer, outlining all its internal and external components.
- Explain the different types of computer software that exist and what they are used for.

What is a Computer?

An electronic device that stores, retrieves and processes data, and can be programmed with instructions. A computer is composed of hardware and software, and can exist in a variety of sizes and configurations.

Basic Terminologies

Hardware Includes the electronic and mechanical devices that process the data; refers to the computer as well as peripheral devices

Software A computer program that tells the computer how to perform particular tasks (set of logical instructions)

Network Two or more computers and other devices that are connected, for the purpose of sharing data and programs

Peripheral devices Used to expand the computer's input, output and storage capabilities

Input: whatever data is fed into a computer system for processing

Data: refers to the input (facts, images, voice) to be processed by a computer

Information: processed data and is stored as bits and bytes; the words, numbers, sounds, and graphics.

Output: consists of the processed results produced by a computer.

Processing: manipulation of the data in a variety of ways in order to obtain an output

Memory: area of the computer that holds data waiting to be processed, stored, or output. Can be either permanent (ROM, Hard Drive) or volatile (RAM)

Storage: area of the computer that holds data on a permanent basis when it is not immediately needed for processing.

Input, Output, Processing and Storage Devices



DISCUSSION POINTS

What are the different types of Computers that you know of?

What exactly is different about them?

1.3 Types of Computers

The differences among computer systems are important for you to know, because computers come in a variety of sizes and shapes and with a variety of processing capabilities. **Computers are generally classified into four categories, based on several factors:**

- Type of CPU
- Amount of main memory the CPU can use
- Storage capacity
- Speed of output devices
- Processing speed
- Number of users that can access the computer at one time
- Cost

Microcomputers

A **personal computer** (PC) is designed to meet the computer needs of an individual such as word processing, photo editing, e-mail, and internet. Can be in form of either a laptop or desktop PC.

- A **desktop** PC is a microcomputer that fits on a desk and runs on power from a mains electrical supply outlet or through a UPS. The CPU can be housed in either a **vertical** or a **horizontal** case. Has **separate** components (keyboard, mouse, etc.) Modern desktops combine the monitor and CPU.



- **Laptop** computers on the other hand are microcomputers that are portable, compact and can run on either mains electrical supply outlet or an embedded battery unit.
- All components (keyboard, mouse, CPU, etc.) are in one compact unit. Usually more expensive than a desktop. Sometimes called a Notebook



- **PDA/Smartphone/Phablet/Tablet** is a handheld computer that fits into a pocket, runs on batteries. These evolved from a Personal Digital Assistant (PDA) and have over time increased functionalities. Typically used as a communications, business and entertainment gadget. Comes with many integrated features such as Geographical Position System (GPS), camera and many third-party applications. These typically run on Windows, Android and Mac OS. Can be synchronized with a PC as a backup.



1.4 Computer Software

All computers need instructions to function – these are packaged as software. There are 3 basic types of software: Systems software, Programming software, and Applications software.

- **System:** runs the hardware; human interface
- **Programming:** used to create applications
- **Application** software: for end users to accomplish a specific task

System		Programming	Application
Operating	Utility	-Text editors	-Word Processing
-Windows	-Drivers	-Compilers	-Spreadsheet
-Linux	-Disk manager	-Interpreters	-Presentation
-Android		-Linkers	-Database
-Mac OS		-Debuggers	-Web browser
		-IED (suite)	-Email
			-Graphics
			-GIS

The operating system coordinates the interaction between the user and the computer. The OS contains instructions that coordinate the overall activities of hardware device. It also contains instructions that allow you to run application software.

Therefore, OS have the following functions:

- Manage the computer resources;
- Interpret and process commands;
- Manage input/output devices;
- Allow the system to understand application software, &
- Allow the user to communicate with the application software.

OS can be classified depending on the number of programs they can handle & the number of users that can be working on the system simultaneously.

- **Microsoft Windows** is the most common and used operating system used for microcomputers and currently mobile phones.
- **MacOS** is the only operating system for all Apple devices. **iOS** is basically MacOS that has been optimised for iPhones and iPads
- **Ubuntu Linux** is a popular variant of Linux used with PC and IBM compatible computers.
- **Google Android** is an operating system used with Android compatible phones.

Application software is software that is designed to perform tasks for a specific purpose and are usually called application packages as they may include a number of programs along with operating instruction, documentation and so forth. They are categorized depending on their function or task. For example **word processors** like **Microsoft Word** permit the electronic creation, editing, formatting, filing and printing text and minor graphics.

Spreadsheets function to perform mathematical, financial and statistical analysis. The data is usually stored in a **row** and **column** format (**cells**) as a **worksheet**. Several worksheets are combined into a **workbook**. Most spreadsheets can reference (link) data between several worksheets and workbooks. A good example is **Microsoft Excel**.

Other application software include presentation software such as Microsoft **PowerPoint**, database management system such as Microsoft **Access**, publishing software such as Microsoft **Publisher**, flowcharting software such as Microsoft **Visio** and many others. A number of software producers have combined these applications into one package usually referred to as a suite with the most common being the **Microsoft Office** and **Open Office**. The applications are usually able to exchange data while retaining the original format. For instance a graph done in Excel can be pasted into Word in its original form the same way a database table from Access can be copied and pasted to Excel in its original format. This technology is referred to Object Linking and Embedding (OLE).

1.5 Computer Operations

Logging in to a Computer

Before powering on your computer, remove any connected devices, such as external hard drives, MP3 players and USB flash drives since they are one major reason to catch a computer virus. Most computers take less than one minute to boot or load important files depending on number of programs required to load on startup and as well the power of the computer can also influence loading time. Most computers have password-based login. A number of modern laptops have a biometric login feature. It is important to ensure that your computer can only be accessed through logging in. Each user should have unique login credentials. Avoid using the administrator account.

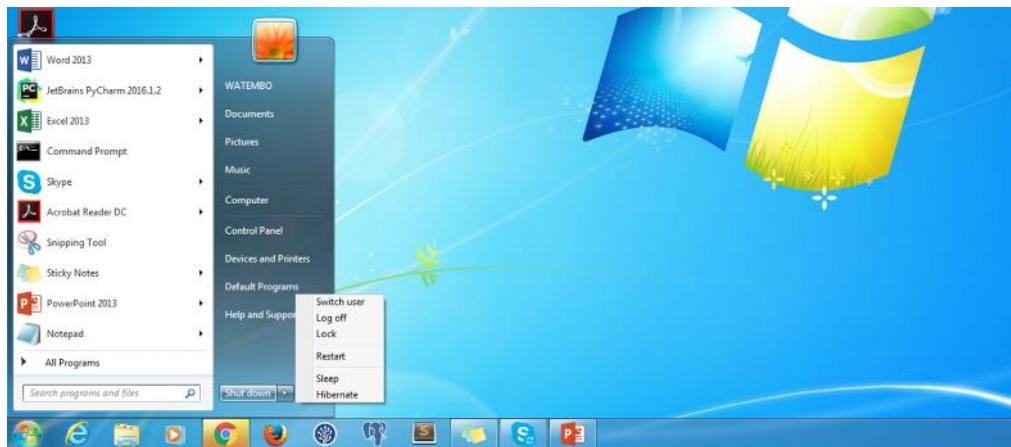


Shutting down a Computer

When powering down your computer, check to make sure all programs are closed and files are saved properly. Remove any connected devices, such as external hard drives, MP3 players and USB flash drives.

Click “**Start**” then “**Shutdown**” to power off your computer. “**Sleep**” mode is available on laptops – idle mode for power saving and keeps work in memory. “**Hibernate**” maintains the state of the computer by copying open programs and documents in the hard disk and shuts down.

Remember that Sleep mode still consumes a **significant amount of energy** to keep the RAM on. Hibernate, on the other hand will consume insignificant amounts of power depending on the hardware features (e.g. wake on keyboard or mouse, wake-on-LAN)



Managing files and folders

By default, windows explorer is the utility for file management. This includes, search, copy, paste, delete, rename, move and create files and folders.

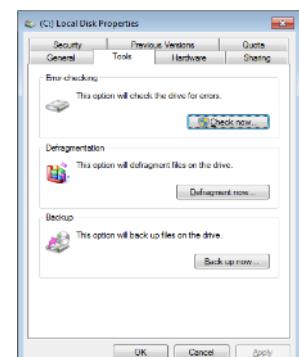
Windows also has an in-built file compressor that opens .zip files only. Other more powerful third party file compressors include WinRAR and 7-Zip.

Other file utilities such as TeraCopy can help you manage files based on their date of last modification such that if you are copying files you can choose to replace only newer files.

Other important Features in Computing

Other than what is already discussed the following are also important features that one needs to understand and may be useful in CPIMS.

- **Command prompt** (*command line interpreter*) is an application available in Windows and is used to execute tasks via scripts, batch files, perform advanced troubleshooting. Some Windows issues can only be solved using this feature. For example you can quickly know the IP address for your computer through ***ipconfig, ping, tracert, getmac*** can help you solve network connection issues.
- **Defragmentation:** data gets overwritten and read several times in various sectors in the magnetic storage media. This causes little gaps in the file tables. This can lead to a file being stored in bits in different spaces (fragmentation) and this may reduce efficiency of the system. Defragmenter thus rearranges the data. Windows has an in-built tool for this. Defrag can also be used on removable media.
- **Backup & restoration:** There are several options for backing up data including external media and cloud. A number of people use flash disks as backup medium but this is not recommended since



they can easily get lost or corrupted. External hard drives (such as Western Digital – “**My Passport**”) are more recommended and they come with software that can backup data in real-time. **Google Drive** and Microsoft **OneDrive** are the most common cloud options.

- **Remote desktop:** You may often find yourself in situations where IT staff will need to access your machine in order to support you. This is possible through the **Remote Desktop** feature in Windows or third-party software such as **TeamViewer**.

- **Screen capture:** closely related to user support is often the need to capture the active image on the screen and share with IT staff or other person. This feature is enabled through the application called **Snipping Tool** in Windows. With this you can curve out specific parts of the screen that you want to share. However, if you press **PrtSc** (print screen) on the keyboard you should be able to capture all images on screen. Pressing **Alt+PrtSc** will capture only the top most image. In this image, Microsoft Word is open as well as the Windows Mobility Centre thus **PrtSc** captures all. **Alt+PrtSc** captures only Windows Mobility Centre since it is the top most dialog box.



- **Photo editor:** can be used to modify pictures
- **Notepad/Text editors:** are useful in storing and sending plain text data.
- **View multiple** documents in Word/Excel: in both, you can open two copies of the same document at the same time for comparison.

Keyboard Shortcuts

Short Cut	Action
Ctrl + C or Ctrl + Insert	Copy
Ctrl + X	Cut
Ctrl + V or Shift + Insert	Paste
Ctrl + Z	Undo
Ctrl + Y or F4	Redo
Ctrl + F	Find
Ctrl + H	Find and replace
Alt + Tab	Switch between programs moving forward
Ctrl + S	Fast save while continue to work
Ctrl + Home	Move to beginning of document
Ctrl + End	Move to end of document
Ctrl + P	Open print preview

1.6 Computer Networks

Stand-alone personal computers, first introduced in 1970s, gave users the ability to create documents, spreadsheets, and other types of data and save them for future use. For a small business user or home computer, this was great. For large companies and organizations, this became more expensive and inefficient to have many standalone IT resources. This led to the creation of **networks** whereby computers and devices were able to connect and exchange data as well as shared resources such as printers and file servers.

Networks can be classified according to the geographical area covered as well as the technology used and the relationship between the machines in the network.

LAN: A LAN (Local Area Network) is a system whereby individual PCs are connected together within a company or organization

WAN: Wide Area Network is a network of computers over a wider area of geographic disparities connected usually through leased (dedicated) lines

WLAN: Wireless LAN – Wi-Fi is a type of WLAN that uses IEEE 802.11 wireless protocol

Internet: a.k.a. World Wide Web – global system of interconnected computer networks linking billions of devices. This has led to the development of the Internet of Things (IOT)

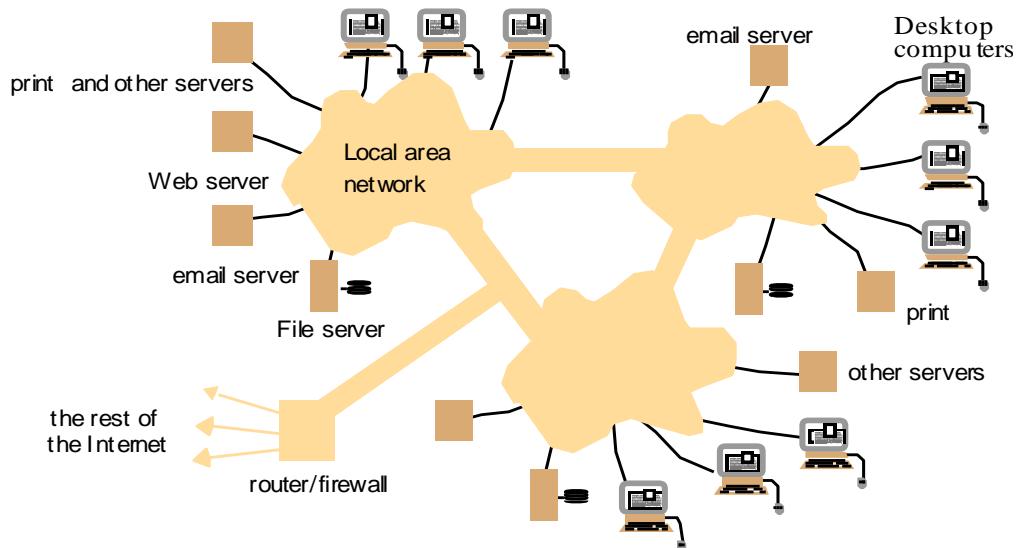
Intranet: a network with restricted access (private), using internet technology

In a **Peer-to-Peer** network, all machines can communicate with each other but each machine stores its own data and have independent applications installed. In a **client-server** network, all machines are connected to one or more dedicated machine that perform specific and critical functions on behalf of other machines. While any computer can be configured to act as a server, more complex systems (for instance banking systems) need a dedicated server.

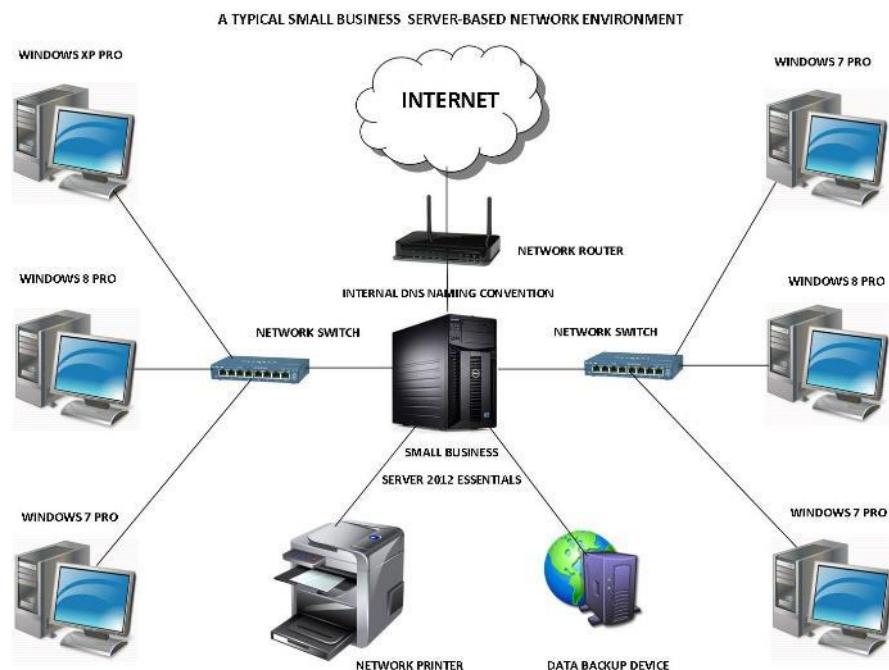
Networks come with a barrage of terminologies. For our purposes we will mention a few important ones. In order for computers to communicate, the most common protocol (standard) used for networks is the **TCP/IP** – a combination of two (Transmission Control Protocol and Internet Protocol). **Routers** and **Switches** handle traffic. Routers are more sophisticated thus handle external traffic (internet) while switches handle traffic within a LAN. Each device has a unique address to which data is received or sent. This is referred to as **IP Address** commonly seen in the format of **192.168.0.1**. In a typical LAN the number will be the same except the last digit. No two devices can have the same ID within the same network.

Networks have the key benefit of increased efficiency and reduced costs.

Computer networks achieve these goals in the following primary ways:



1. Sharing information (or data) - like, company database
2. Sharing hardware (peripheral devices) Printers, Faxes, Storage media
3. Sharing internet connection/communication - e-mail, voice and video conferencing
4. Sharing programs/software expensive professional software
5. Centralizing administration and support
 - o Centralized Software Update: like Antivirus
 - o Centralized Storage and Backup
 - o Centralized Processing and management of data, such as Airline reservation.

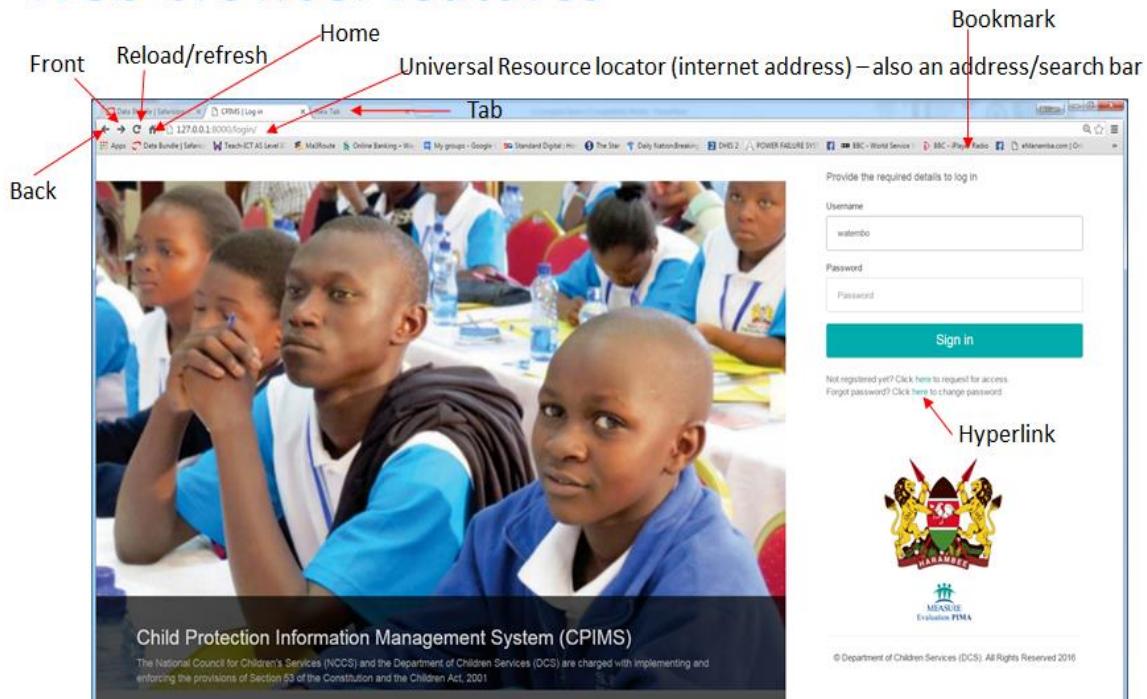


1.7 Internet Basics

The internet is an interconnection of routers joining millions of computers and devices that form a sort of web (world-wide web). Interconnection is through the **http (hypertext protocol)** which ensures that all devices are able to exchange data in the same format. More secure websites such as dealing with very sensitive information (e.g. banks) use the secure protocol (**https**).

Web browsers are the key application for accessing information resources on the internet. Some applications also run on web browsers but not necessarily connect to the internet. The first public web browser was developed in 1990 by **Netscape**. Currently, the common browsers are **Microsoft Internet Explorer/Edge; Google Chrome; Mozilla Firefox; Safari (Mac)**; Data in browsers is organized in the form of pages with links. Browsers use the **hypertext markup language** (HTML) and **extensible markup language** (XML) to organize data into internationally readable format.

Web browser features



Most browsers have standard features. You can move **back** (previous page) and forth (**next** page) using the back and front buttons, respectively. The **reload/refresh** button manually restarts the web page. The **home** button takes you to the root page of each website. You can open several web pages (**tabs**) in the same **window** using the tab. The **universal resource locator** (or internet address) is a unique name for each website (resource).

The name is actually mapped (linked) to an IP address considering that most users find it easier to remember a name such as **google.com** instead of an address like **74.125.230.7**. From most browsers you will also be able to search items through this feature even though there are dedicated search engines such as Google which have a separate search bar. When you have pages that you frequently visit, you can **bookmark** them for quick access.

URL examples

www.google.com	Hosted in US
www.google.co.ke	Hosted in Kenya
https://www.childprotection.go.ke	Website
http://labour.go.ke	Home page for the Ministry of Labour
http://labour.go.ke/statedepartments/social-security-services.html	Specific page in the Ministry website that has issues about social security services

1.8 Web Hosting and Cloud Computing

Most organisations require their web pages to be accessible 24 hours via the world-wide web. To this extent many organizations offer dedicated hosting services and are typical internet service providers (ISPs).

Cloud computing is a relatively new concept in web hosting that provides high availability connection. Cloud computing is the practice of using a network of remote servers hosted on the Internet to store, manage, and process data, rather than a local server or a personal computer. Also known as on-demand computing.

Private cloud services are delivered from a business' data center to internal users – e.g. Government data center. **Public cloud** services are provided by third party, e.g. Amazon, Microsoft, Safaricom.



There are three classes of cloud computing:

- **Infrastructure as a Service** (IaaS) – virtual machines where a user is given space to host a database or a website
- **Platform as a Service** (PaaS) – for software development and hosting
- **Software as a Service** (SaaS) – software packages (Google Docs, Office 365)

All these can be accessed from any device with access to internet thus the flexibility.

1.9 Computer Care and Maintenance

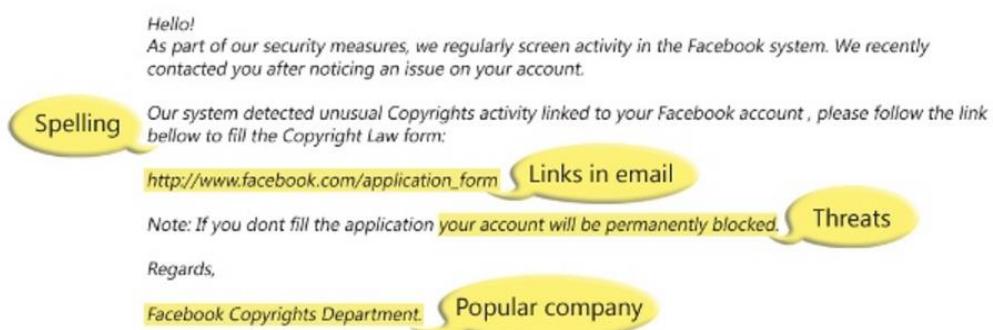
Computers and other ICT devices need protection, care and maintenance. There are many **threats** and **vulnerabilities** that can otherwise cause **denial of service** (DOS). The threats can multiply exponentially where ICT devices are connected to the internet. It is important to note that the **human element** is the most **vulnerable** in any security setup, thus the more need to take care of them through user education and awareness training.

Most threats are linked to poor hardware maintenance, floods, theft, fire plus other environmental factors, computer viruses and hackers. Hackers conduct **passive attacks** (information probing) which includes **network analysis**, **war driving** (for wireless networks). Active attacks include phishing, viruses, worms and theft of devices. **Social engineering** is a very common attack where an innocent-looking mail is laden with spyware or malware that attacks the target computer.

A number of websites require and store personal information (**cookies**) such as credit card number. These can be modified and used in identity theft (**cookie poisoning**). Other security threats are **shoulder surfing** where a person can watch while you log in and memorise your password and gain access.

What does a phishing email message look like?

Here is an example of what a phishing scam in an email message might look like.



Source: <https://www.microsoft.com/en-us/safety/online-privacy/phishing-symptoms.aspx>

Viruses and **worms** are often embedded in email links and websites with malicious code, programs obtained from untrusted sources (**pirated software**) and are aimed at denial of service. **Viruses** (especially boot sector) are faster transmitted through games and removable media (such as flash disks). Unless you use an antivirus the first time that you know that you have a virus is when it activates.

To **prevent damage** from viruses, it is best to install and maintain an up to date anti-virus software. Also install software only from trusted sources, avoid use of untrusted storage media, scan all storage media before use, avoid accessing untrustworthy websites, and regularly scan your computer.

INDIVIDUAL REFLECTION

How can you tell your computer is infected with a Virus?

1.10 Data Backup

The most important thing that you store on your computer is information. Often the contents of a hard disk can represent years of work. If the hard disk stops working one day you could lose all those years of work. For this reason it is important that you take regular backups of the information that is stored on the computer. External hard drives such as Western Digital ("My Passport"), come with software that automates backup.

Organize your computer for more efficient backups

Preferably use '**off-site**' storage – in a different location (Google Drive, Microsoft OneDrive). Use strong passwords. Understand the importance of **closing all programs before shutting down** your computer. Always use a **UPS** (Un-interruptible Power Supply) as this will protect both the hardware and prevent corruption of data.

Likes and dislikes of Computers

Likes	Dislikes
<ul style="list-style-type: none">• Good ventilation• Clean environment• Stable, vibration-free surface 	<ul style="list-style-type: none">• Dust• Drinks and food next to the keyboard• Heat, cold or moisture• Placing objects on top of monitors or printers 

INDIVIDUAL REFLECTION

Are there certain precautions that you have always taken while using computers, and for what reasons?

Hazards in Computing

- Continuous staring on computer screens
- Appropriate positioning of screens, chairs and keyboards
- Provision of adequate lighting and ventilation
- Health & Safety Precautions
- Make sure that cables are safely secured. One can trip on them
- Make sure that power points are not exposed or overloaded

Also beware of:

- Repetitive Strain Injury (RSI)
- Glare from screens
- Bad posture

1.11 Best Practices in using a Computer

- Use passwords that can't be easily guessed, and protect your passwords
- Minimize storage of sensitive information
- Beware of scams
- Protect information when using the Internet and email
- Make sure your computer is protected with anti-virus and all necessary security "patches" and updates
- Secure laptop computers and mobile devices at all times: lock them up or carry them with you
- Shut down, lock, log off, or put your computer and other devices to sleep before leaving them unattended, and make sure they require a secure password to start up or wake-up
- Don't install or download unknown or unsolicited programs/apps
- Secure your area before leaving it unattended
- Make backup copies of files or data you are not willing to lose

2

CPIMS Features

CPIMS is a web-based database accessible from a central server. All updates are done in real-time. The system is organized into **Registries**, **Forms**, **Reports**, **GIS Module**, and a **Picture Gallery**.

2 Registries

2.1 Organization Unit Registry

In CPIMS, an organization unit (org unit) is an entity - institution or committee – that deals with matters of child welfare and protection. All org units derive their permissions from the Department of Children Services HQ, which is in turn linked to the parent Ministry of East African Community, Labour and Social Protection (MEACLSP). In CPIMS the org units are categorized by the main type and sub-type as summarized in the table below:

Type	Committee	Adoption Society	Statutory Institution	Charitable Children Institution	Non-Governmental Organization	Government Unit
Sub-type(s)	<ul style="list-style-type: none">• Locational AAC• Sub county AAC• County AAC• National Adoption Committee	<ul style="list-style-type: none">• Adoption Society	<ul style="list-style-type: none">• Remand Home• Borstal Institute• Rescue Home• Rehab School• Assessment & Placement	<ul style="list-style-type: none">• Charitable Children Institution	<ul style="list-style-type: none">• International NGO• Local NGO• Community-Based Organization• Faith Based Organization• Private	<ul style="list-style-type: none">• County• Sub-county• Police station• Health facility• Education office• National office (other GoK agency)

All the org units follow a hierarchical structure where child org units inherit their rights from the parent. As shown in the chart below:

2.2 Persons Registry

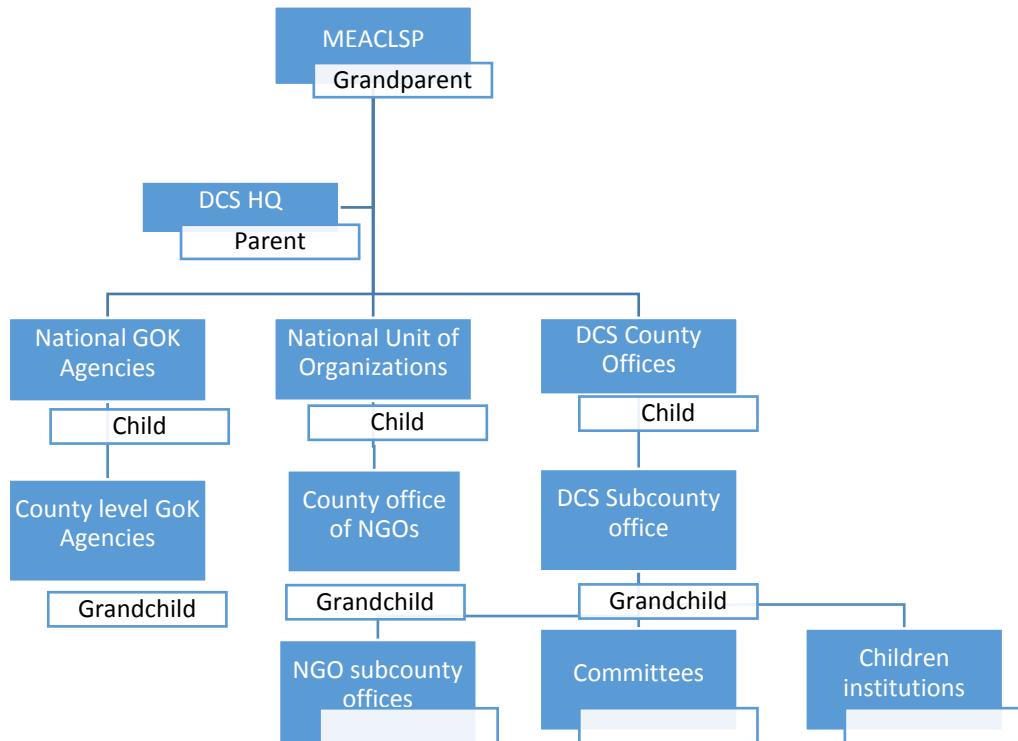
Human beings recorded in the system (Workforce members; Volunteers; Children; Siblings; Caregiver) are stored in the **Persons Registry**. In most cases, one will create a workforce member or a child. Siblings and caregivers are dependent on an existing child and are created within the child form. A **workforce member** can be either a government employee, NGO/CCI/Private sector staff or a volunteer. A workforce member can have rights to either create data in the system or view data already created in the system. A workforce member has a **primary org unit** but can as well belong to more than one org unit (**secondary units**). For example, in organizations that have staff who work in more than one branch, a staff can belong to several branches but can have only one primary branch or HQ. Workforce members/users can move organizational units over time.

Each person and org unit has a unique system-generated ID



All workforce members must be attached to an org unit, therefore you must first create the org unit before creating a person

The figure below shows the hierarchy of org units and persons in CPIMS.



2.3 Geographical Coverage

CPMIS has 4 levels of geographical coverage: County, Sub-County, Ward, and Village/Estate. The first 3 are pre-coded based on the Independent Electoral Boundaries Commission (IEBC) areas, including the codes. Village/Estate is free text and can be used to describe the exact location of the person in both urban and rural settings.

2.4 Permissions

CPIMS has two (3) levels of permission: **system-wide** access, **general system** access and **geo-tagged** permissions to a specific geographical region where the workforce member is domicile.

Roles are the **tasks** that each user is assigned depending on their responsibilities in the organizations where they work. Permissions are about the **extent of access** that a given user is allowed.

Roles and permissions are given to different users so that there is control in the way data in the system is managed. So that it is easy to trace back and forth any piece of data in the system.

The table below summarizes the permissions applicable to a workforce member in CPIMS.

Level	Role	Permission
Within organization unit	Registration assistant	Can create other workforce members within the same organization
	Document upload	Can upload documents such as scanned copies of P3/PRC form to the system
	Data supervisor	Can view and edit data generated by others
	Capture site data entry	Enter site data
Role in geographical area	National level workforce	
	Sub-county level workforce	
	Ward-level workforce	
General system access	Reset password	Change password
	Activate (enable login)	Default for all new users
	Deactivate (disable login)	Disable login for workforce members who have left the organization
Roles non-restricted (system-wide)	System configuration	This role allows managing the content of configurable drop down lists in the system, and maintaining system geographic data
High level roles normally allocated to high level people in DCS or MLEACLSP	Registry manager	Allow high level administration, de-duplication and corrections to the national registries (org units, workforce/users and beneficiaries)
	Access manager	Allow allocation of role to any user (both restricted and non-restricted)
	Standard logged in	Default permission to all users/workforce members to enable logging to the system

The graphic below shows how permissions are allocated in CPIMS

In order to reduce data entry burden and as well assure controlled access and system maintenance, creation of users adopts a cascade approach such that each org unit has a registration assistant who will create users within the organization. An organization can have more than one registration assistant.

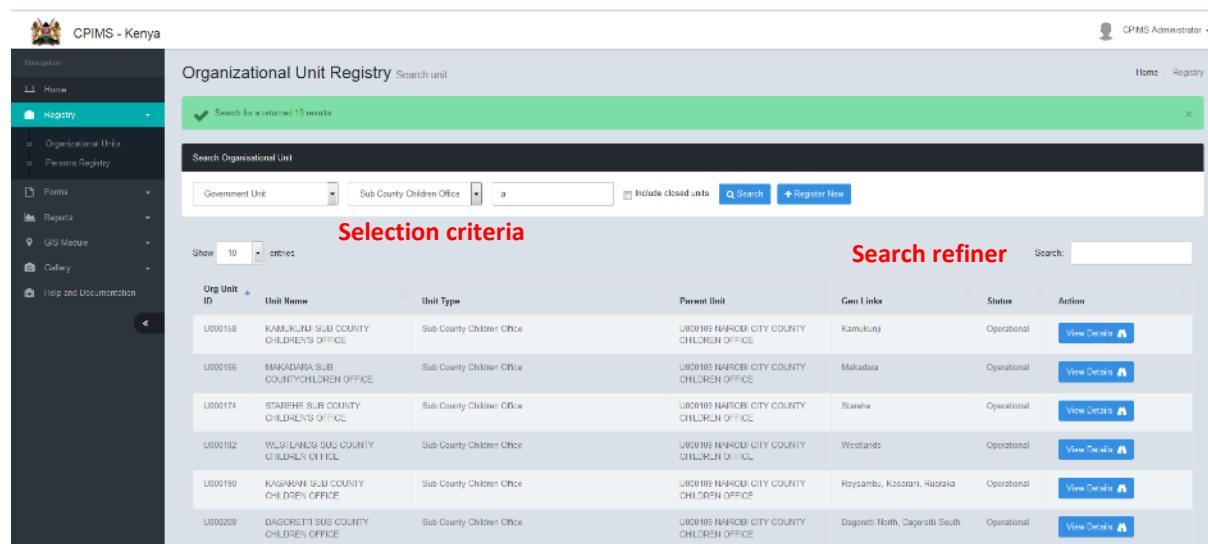
A workforce member can only have an account if s/he provides services directly to children. On the same note, the workforce member can only have permission to access or write data if s/he has an active account. A person can edit details of his or her account but cannot edit his/her own permission/rights. Volunteers have minimal

rights at the discretion of the officer in charge. All the other persons have no direct role in the system.

More permissions will be revealed to you in the later sections of this manual.

2.5 Search Function

Key to CPIMS functionality is the **search utility**. Before one creates an org unit or person, one needs to search and **rule out potential duplicates**. The search can be further filtered/refined based on what has been pulled from the database as shown below where the search for all sub-county government units with a letter “**a**” in either name field. The search can be further narrowed by typing a name in the **search refiner** box, for example only those sub-county units from Nairobi



The screenshot shows the CPIMS Organizational Unit Registry interface. The left sidebar includes links for Home, Registry (selected), Forms, Reports, GIS Module, Gateway, and Help and Documentation. The main area has tabs for 'Organizational Units' and 'Persons Registry'. A green header bar indicates 'Search for returned 10 results'. Below it, a search bar shows 'Search Organizational Unit' with dropdowns for 'Government Unit' and 'Sub County Children Office', and a text input field containing 'a'. A 'Search' button and a 'Register New' button are present. A red 'Selection criteria' label is overlaid on the search bar area. The main table lists 10 entries:

Org Unit ID	Unit Name	Unit Type	Parent Unit	Geo Links	Status	Action
U000158	KAMUKUNI SUB COUNTY CHILDREN'S OFFICE	Sub County Children Office	U00108 NAIROBI CITY COUNTY CHILDREN OFFICE	Kamukunji	Operational	View Details
U000156	MAKADARA SUB COUNTY CHILDREN OFFICE	Sub County Children Office	U00108 NAIROBI CITY COUNTY CHILDREN OFFICE	Makadara	Operational	View Details
U000174	STARKE SUB COUNTY CHILDREN'S OFFICE	Sub County Children Office	U00108 NAIROBI CITY COUNTY CHILDREN OFFICE	Starke	Operational	View Details
U000192	WESTLANDS SUB COUNTY CHILDREN OFFICE	Sub County Children Office	U00108 NAIROBI CITY COUNTY CHILDREN OFFICE	Westlands	Operational	View Details
U000190	KASARANI SUB COUNTY CHILDREN OFFICE	Sub County Children Office	U00108 NAIROBI CITY COUNTY CHILDREN OFFICE	Reysambu, Kasarani, Ruaraka	Operational	View Details
U000208	DAGORETTI SUB COUNTY CHILDREN OFFICE	Sub County Children Office	U00108 NAIROBI CITY COUNTY CHILDREN OFFICE	Dagoretti North, Dagoretti South	Operational	View Details

2.6 Session control

In order to maintain system security and integrity, each account is allocated a session that lasts for 90 minutes on logging in. In addition, the system has an **idle timeout** of 5 minutes. This means that if a user does not touch any key or mouse for five minutes the system will log the user out. Logging in will restore the user to the page/status s/he was in and will not lose their work.

On the other hand, the system implements a browser-based control such that in case one loses internet connection while still working, the data will be retained in memory until the internet connection is restored and the system is be able to send data to the central server. In case the browser is closed, the session will be cleared and the user will lose data that has not been saved.

Other session control features include loading data into the cache to enable users to access data quickly during searches.



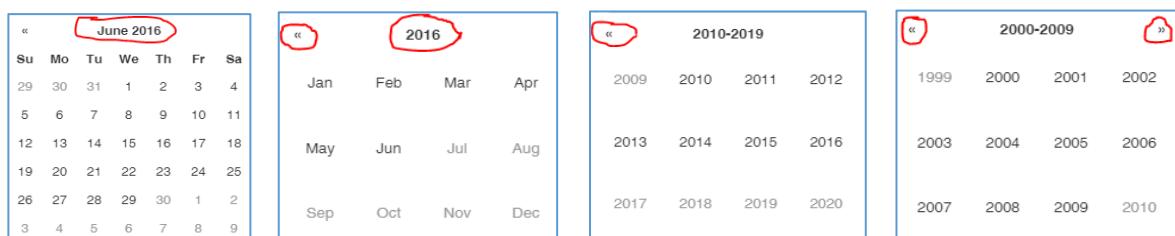
It is important that users log out normally after they clear their work

2.7 Date control

CPIMS uses the European date format of **dd-mmm-yyyy**. In most of the field dates there are several controls depending on the purpose of the date. No date earlier than 1900 is allowed. The date picker allows the user to select the date. Should you choose to type the date manually, caution is advised that the **date field is case sensitive** and the first letter of the month must be capitalized. For instance 8th August 2015 MUST be recorded as 08-Aug-2015, otherwise the system will not recognize it.

A number of date fields are restricted based on other dates. For instance, one cannot enter a date that is beyond today (i.e. **no future dates allowed**) for case reporting. On the other hand, date of service cannot be before date of reporting, etc.

Users are encouraged to use the date picker at all times. The following steps demonstrate how to use the picker. The date 12-Jun-1984 is selected as an example.



The first step when you select a date, the current month pops up. Click on the month "June 2016" in this example and the year 2016 highlighted in the second box pops up. Note the << sign. On clicking the year 2016 another box pops up with only the years showing. Note that these are in bands of 10. Clicking the << sign moves another 10 year band backward. In the 4th box we now have a >> sign which allows us to move forward in bands of 10 years. Click on << until you reach the band with the year 1984.

In the 5th example below click on 1984 and all the months in the year pop up as in example 6 below. Clicking on the month shows you all the days in month of June 1984. Click on 19th to select the date and the date will be automatically populated.



Date Case Reported : * 19-Jun-1984



Some dates may appear disabled. Take note of dates dependencies

2.8 Deleting Records

Any record that a user deletes will disappear from the graphical user interface (GUI) but will remain in the backend. In actual sense, the data will only be marked as deleted (void) but will not be erased from the database. This is an especially important feature for a system that follows records longitudinally.

 Org Unit	 Person
<input type="radio"/> Organization Unit closed / No longer functional.	<input type="radio"/> Person died.
<input type="radio"/> Organization Unit never existed. (Registration mistake or duplicate.)	<input type="radio"/> Person never existed. (Registration mistake or duplicate.)

As shown in the images above, a record can be marked as deleted only if it was either a duplicate or it was a registration mistake. If the org unit is closed or is no longer functional or if a person died, the record can also be marked as deleted. During search, one can retrieve records that had been marked as deleted.

2.9 Audit Trail

Any changes made to the data will be recorded in the system as part of the CPIMS audit trail. This feature is not available to all users but is an important feature for forensic audit and tracing of system errors.

2.10 Data access controls

CPIMS has a number of features that control who, what and how data is accessed from the system, based on a need-to-know basis.

- **Full access to individual child case records** is restricted only to Sub-County Children Officers, Institution managers, and any other CPIMS user (NGO/CBO/FBO/ Private) originating data. The SCCO has access to all children in their sub-county, while Institution managers and other CPIMS users restricted to only children in their institution.
- **Access to search basic identification details of children** (name, age, sex, date of birth, location) - granted to authorised users, in order for them to establish whether or not a child is registered in the system already
- **Access to view and edit data** - generally allowed to the person who entered it and a data supervisor within their organisation. The general public are allowed to access only aggregated data from reports.

2.11 System outputs and tools

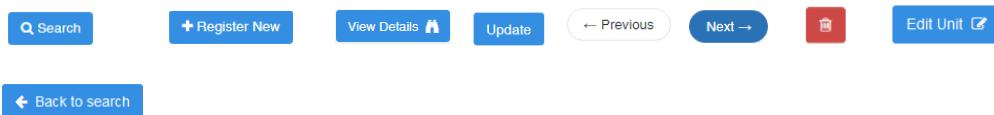
CPIMS has a wide range of aggregate reports and analysis, including

- Case type statistics
- Adverse condition statistics
- Statistics on services provided
- Statistics on referrals made and completed
- Statistics on court orders issued
- Statistics on children in institutions

Document management tools - generate templates, add narrative and signature, sign, upload and attach to case. There is also a reminder system for upcoming dates in relation to case, e.g. expected summons, court dates, etc. A full child profile can also be produced by the SCCO.

2.12 CPIMS Buttons

The following are some of the standard buttons available in CPIMS



[← Back to search](#)

2.13 CPIMS Menu

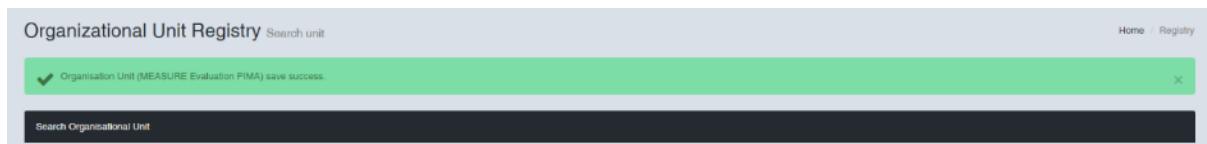
CPIMS has a standard vertical menu. With the exception of the Home and Help menu items, all the other menus expand to reveal other sub-menu items as shown below. Clicking again on the menu item collapses the items and one can toggle on and off.

The screenshot shows the CPIMS navigation menu. The main categories listed are Navigation, Home, Registry, Forms, Reports, GIS Module, Gallery, and Help and Documentation. The Home category is currently selected, indicated by a teal background. The Registry, Forms, Reports, GIS Module, and Gallery categories have dropdown arrows indicating they expand into sub-menus. The Help and Documentation category also has a dropdown arrow. To the right of the menu, detailed descriptions are provided for each category:

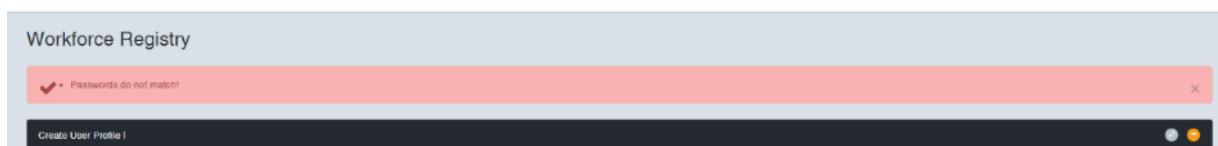
- Registry:** create and edit or update organization units and persons
- Forms:** create and edit or update case records; place and follow-up a child in a residential institution; update alternative family care data; update education and bursary details; upload documents related to particular cases.
- Reports:** produce standard reports and **ad hoc** reports; print templates such as
- GIS Module:** analyze spatial data using either system generated maps (Vector) or Google Maps (will require active internet connection).
- Gallery:** upload and manage pictures
- Help and documentation:** not interactive

2.14 Colour Scheme

CPIMS has a general colour scheme that spans across all the modules. Generally, when a record is successfully saved to the database, the top bar on each page will pop a green color as shown below:



In case of an error, a rose color will appear instead. The system will highlight the specific error as shown below:



2.15 Saving data

All data is committed to the server only on pressing the submit button. However, the data is held in memory while still incomplete such that even if the internet connection is lost, no data is lost and will be saved once the connection is restored. If the browser is closed, however, the data will be lost.

2.16 Wizards and tabbed panels

Wizards control movement from one tab to the next. In some pages, a user is not allowed to proceed to the next tab without having completed all the compulsory fields in the current tab. As shown in the example below, data on case reporting in tab 1 must be complete before proceeding to tab number 1.

The screenshot shows a web-based form titled "Case Details" with four tabs at the top: "Case Reporting" (selected), "About the Child", "Medical", and "Case Data". The "Case Reporting" tab contains several input fields with validation messages. "Case Reporter/Originator" has a dropdown placeholder "Please Select" with "This value is required." below it. "Place Of Occurrence" and "Place Of Reporting" both have dropdowns with "Please Select" and "This value is required." messages. "Date Case Reported" has a dropdown with "Please Select" and "This value is required." messages. At the bottom are "Previous" and "Next →" buttons.

In other forms, the wizard may allow skipping of tabs BUT the submit button will not be enabled until all compulsory fields are filled. In all the forms, the name of the child is displayed on top so that the user will always know the case being dealt with.

2.17 Selection buttons

All the drop down items for selecting options have an active search feature in addition to placeholder text for guidance. The place holders specify a short hint that describes the expected value of an input field (e.g. a sample value or a short description of the expected format). The short hint is displayed in the input field before the user enters a value. In addition, there are tooltips with explain each variable in detail.

The screenshot shows a form with several input fields. "Longitude" has a placeholder "Please enter Longitude (min 31 for East and max 41 for West) is not mandatory." "Phone number - mobile" has a placeholder "Phone number - mobile". "Physical address" has a placeholder "Physical address". "Tool tip text" has a placeholder "Tool tip text". To the right, there are three input fields: "Username" (placeholder "Username"), "Password" (placeholder "Placeholder text"), and "Password(Again)" (placeholder "Placeholder(Again)").

2.18 Radio button

There are two selection options in CPIMS: the radio button and multi-select checkbox. Radio buttons are used to select a single option. In this example one can only select one county.

Place Of Occurrence : *
Place Of Reporting : *
County
Please Select
Search
Mombasa

2.19 Multi-select combo box

This option allows one to select one or more choices as shown in this example.

County : 3 selected
Kwale, Kilifi, Tana River

Sub County : 3 selected
Garsen, Magarini, Kilifi South

County : 4 selected *
Sub County :
Wards :
Search
Mombasa
Kisite
Kilifi
Tana River
Lamu
Taita Taveta

The selected options will be listed right under as shown in the example.

2.20 Login

Each user must have an account. There is no guest access. Registered users will enter their username and password as shown in picture A below. In case they have forgotten their password it can be recovered through email as shown in B below. New users will request for access through their Registration assistant if they are already workforce members of the particular organization. The rest of the public that is not associated with any particular organization will seek permission through email as shown in the C below:

Provide the required details to log in

Username

Password

Sign in

Not registered yet? Click [here](#) to request for access
Forgot password? Click [here](#) to change password

Fill the form below to request for access

Name

First name Last name

Email

Email address

Telephone Number

Mobile Number

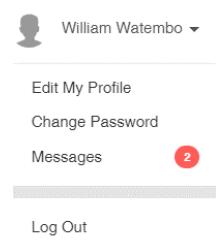
By clicking Sign Up, you agree to our [Terms](#) and that you have read our [Data Policy](#), including our [Cookie Use](#)

Submit

Already a registered user? Click [here](#) to login

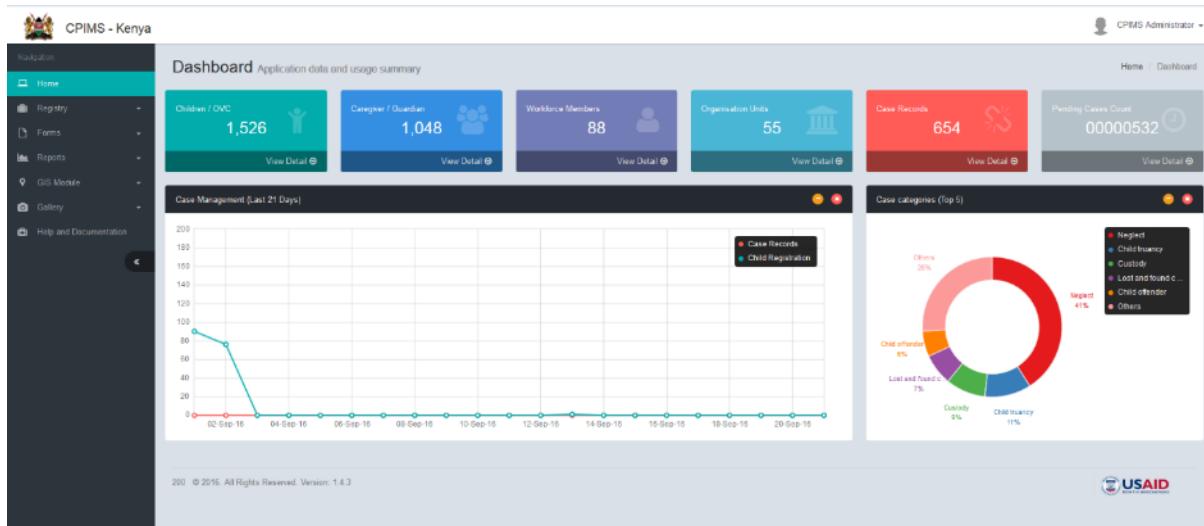
Users who have been allowed access can choose to edit their own profile, change password, read messages or log out. A user cannot edit his/her own permissions but can only be done by the person who created the user or any other person with higher privileges.

It is important to log out normally. In any case if one has been logged out automatically by the system, the person should log in again and log out normally. This will enable the system to clear the session and avoid any conflicts when another user wants to log in using the same machine.



2.21 Dashboard

CPIMS has a standard dashboard that is accessible on login. The dashboard items are generic, based on the commonly recalled items such as number of active children, workforce members, total cases handled, total cases pending, etc. In future, all workforce members will be able to customize their own dashboard to match their data use needs.



3

Creating Organization Units

What is an Organization Unit?

In CPIMS, an organization unit (org unit) is an entity - institution or committee – that deals with matters of child welfare and protection. These include health facilities and schools. These, however are created as need be.

When and Why do you create an Organization Unit?

Creating org units is always the first step before creating persons since all workforce members must belong to an existing org unit. Other org units such as schools are created in the bursaries module. Remember that not everyone can create or edit an org unit except persons designated as Registration Assistants

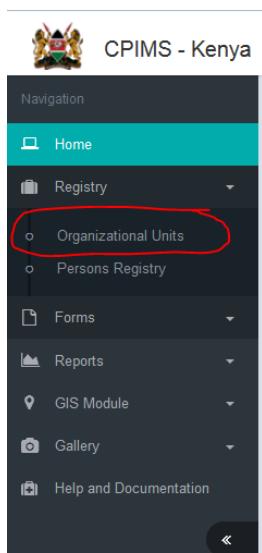
How do you create an Organization Unit?

Consider the following 4 simple steps:

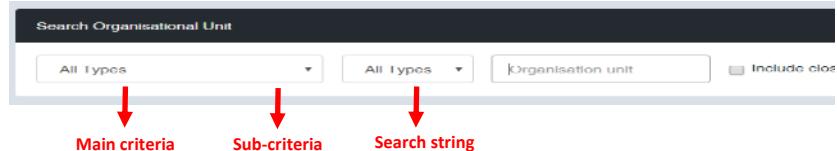
- Access the organization units registry from the menu
 - **Search first** to confirm if the Org Unit is not already registered.
 - If not, register the org unit by entering the required details.
 - Submit the registration
-
- Access the organization units registry from the menu
 - **Search again** to confirm if the org unit is already registered.
 - **View** details and **edit** the specific fields you want to
 - Submit the registration

How do you edit details of an Organization Unit?

Step 1: Find/Search Organization Unit



The screenshot shows the CPIMS-Kenya navigation menu. The 'Organizational Units' option under the 'Registry' section is circled in red.

- Access the organization unit registry from the menu
 - The search function will appear as follows
- 
- The screenshot shows the 'Search Organisational Unit' interface. It features three dropdown menus labeled 'Main criteria', 'Sub-criteria', and 'Search string'. A red arrow points to each of these fields with their respective labels.
- Set the search parameters and click **Search**
By default, only the first 10 entries are displayed on screen but this can be adjusted to 25, 50 or 100 as need be.
 - Refine the search as necessary using the **refiner**
 - If the organization does not exist, click **+ Register New**
This takes you to the “register new” menu.

Step 2: Create the org unit

To register a new org unit, you need to fill four areas in the wizard. The mandatory fields have a red asterisk (*) next to each field name:

The screenshot shows a top navigation bar with four tabs: 'About the Organisation' (selected), 'Organisation Type', 'Location', and 'Contact'. Each tab has a small icon and a brief description below it.

- **About the organization:** this has the name of organization and date of registration. Name is mandatory but date of registration is not. In cases where an organization can be found in more than one geographic location it is good practice to include the location in the name. For example, all sub-county children offices have the sub-county name as part of the org unit name. Other examples would be Plan Internal Kisumu or Plan International Kilifi. This will be helpful in distinguishing the units during reporting.

This screenshot shows the 'About the Organisation' step. It contains two fields: 'Name of Organisation Unit *:' with the value 'Naivasha Sub-County Children Office' and 'Date when the organisation Unit was set up or became operational:' with a placeholder 'Select date'.

- **Organization type:** has the **type** and **sub-type** (for example, a statutory institution is a sub-type of government unit); has also the legal registration type (typically the certificate or deed or registration) which is accompanied by a certification number; lastly, each org unit must have a parent unit as explained earlier. Other than **government units** and **statutory institutions**, **legal registration details** are **mandatory** for all org units.

This screenshot shows the 'Organisation Type' step. It includes four dropdown fields: 'Type and sub-type of organisation Unit *:' set to 'Non Government Organisat', 'Legal Registration type:' set to 'Select registration type', 'Legal Registration Number:' with a placeholder 'Registration No.', and 'Parent Unit *:' set to 'U000141 - BONDO SUB-COUNTY CHILDREN OFFICE'.

Note: You can only register organizational units which are sub-units of your own parent unit(s), and so only these will appear in the drop down list. If the organizational unit being registered has specified another unit as the parent unit which is not in your drop down list, then you cannot register them and they must find a registration assistant in that unit or its parent unit to register them. For instance, the SCCO of Bahati sub-county cannot register a CCI in Rongai sub-county.

- **Location:** this is where the org unit is located and/or providing services and is either national, county, sub-county or ward. This option is not available for orgunits that are national. It is important to establish location correctly since it has implications on permissions.

This screenshot shows the 'Location' step. It displays two dropdown menus: 'County:' with 'Wajir' selected and 'Sub County:' with 'Wajir East' selected.

- The **Contacts** tab: contains a series of fields that can help locate the org unit and includes contact person, institutional email address, geo coordinates (latitude/longitude), phone numbers, physical location and postal address. It is important to fill this part correctly since the data will be populated in the summons and other documents that require the organization's letterhead.
- Once you have successfully filled all the required field, press the **submit** button. Note that the button will be active only in the last tab (contacts).
- Where all details are available, the org unit will save successfully, otherwise the green banner will be replaced with a pink one highlighting the exact error to be corrected.

Submit Cancel

the button will be active only in the last tab (contacts).

Step 3: Edit an org unit

After saving an org unit one can view and edit some details in the org units. You can edit an orgunit if you need to change **contact details** or **geographical location**, **closure**, or on realization that it is a **duplicate**. Editing role is limited to **system administrator, registration assistants** of the respective org unit or **registry managers (super user)** at the DCS HQ.

To edit an orgunit just follow the same steps in creating an orgunit: search, refine if necessary then click on **View details** as shown below.

Org Unit ID	Unit Name	Unit Type	Parent Unit	Geo Links	Status	Action
U000422	ALEGO-USONGA SUB-COUNTY CHILDREN OFFICE	Sub County Children Office	U000125 SIAYA COUNTY CHILDREN OFFICE	Gem, Alego Usonga	Operational	View Details

In view details, the minimal details of the orgunit will be shown as below.

Contact details 4 provided		Location details 3 levels	Child Units 2 exists	
Item	Value	Sub Counties	ID	Name
Latitude	-0.1276456	Rongai	U000448	AGC BABY CENTRE
Longitude	35.9417376		U000455	HAVEN OF HOPE
Physical address	Kampi ya Moto			
Contact person	Viola Yego			

In this example Rongai Sub-County children office has two CCIs under its jurisdiction (**child units**). If you click the “**show on map**” button and your internet connection is on, you can see the exact location of the unit on Google Maps.

At the view details page, click **Edit Unit** and a form to similar create edit unit will appear, this time with data for the org unit.

If an organizational unit's parent unit changes, this in effect means it is a new organizational unit, and the previous organizational unit should be “closed” and a new unit registered. In the event an org unit is closed or declared no longer functional, the user will be prompted for a date (either actual or estimate if not known).

If changes or corrections are needed to the organizational unit's name, this can only be done by a **registry manager**. Changes to the name should be minor e.g. spelling corrections. If there are major changes to an organizational unit's name, consider closing the old unit and registering a new unit. You cannot edit an orgunit **type** or **parent** orgunit. If you have a "registration assistant" role in particular organizational units, you will be able to update those organizational units, their **sub-units** and their **sub-sub units**.

Click the **update** button in the last tab when you have satisfactorily changed what you wanted to.

PERSONAL REVIEW NOTES

What are your thoughts regarding Registration and Editing of Organization Units?

What is still unclear to you?

4

Creating a Person

Who is a Person? A person in CPIMS is either one who provides services to children (workforce member or volunteer); one who takes care of children (caregiver); or a child or the siblings of a child. Workforce members can be either a state officer or non-state officer

When and why do you create a person? When you have a new workforce member. When a child has a case and needs to be recorded into the system.

How do you create a person? Consider the following 4 simple steps:

1. Access the Persons Register.
2. Confirm if the Person is not already registered.
3. If not, register the Person by entering the required details.
4. Submit the registration.

How and why do you edit a person? In case you need to change details of a person; if a person has died; if a person has left an org unit or changed orgunit

Step 1: Find/Search person

The Persons registry has the same look and feel with the orgunit registry. Thus you will require to follow the same steps: Search, refine where necessary and create. The search function for persons is more restrictive than orgunit and so you must first specify the type of person (child, volunteer, government employee, etc.), type in the name or names and the field to look for (either names, organization unit or region). If a person with similar name exists you will need to view details and confirm.

The screenshot shows the 'Persons Registry' page. On the left, there is a navigation sidebar with a 'Registry' section highlighted. Under 'Registry', the 'Persons Registry' option is circled in red. The main area is titled 'Persons Registry' and contains a search bar with dropdown menus for 'Government employee' (selected), 'Names', and 'Include Deceased'. Below the search bar are buttons for 'Search' and '+ Register New'. The results table shows one row of data:

ID	First Name	Surname	Person Type	Sex	Date of Birth	Primary parent Org Unit	Geo Links
40	[REDACTED]	[REDACTED]	Government employee	Male	Jan. 1, 1900	NAIROBI CITY COUNTY CHILDREN OFFICE	Westlands

Else click

+ Register New

Step 2: Create person

- To register a new person, you need to fill all or parts of the six areas in the wizard as shown below. The mandatory fields have a red asterisk (*) next to each field name:

Personal details

Person Type *	Person is also a Caregiver	Provides services directly to children *		
Please Select	<input type="checkbox"/>	<input checked="" type="radio"/> No <input type="radio"/> Yes		
First Name *	Surname *	Other Name(s)		
First Name	Surname	Other Names		
Sex *	Date of Birth *			
Please Select	Date Of Birth			
1 Identification Person's identification details	2 Contact Details Person's contact information.	3 Location Living in and working in details.	4 Caregiver / Siblings Child's caregiver(s) / sibling(s) details.	5 Organisation Unit Units attached to person.

- The six areas include personal details, identification data, contact details, location, caregiver/ siblings and organization unit attached to. As you will realize, these are not applicable to all persons and the system will guide you on areas that you need not fill. For instance, government employees don't require caregiver details, same way a child does not require workforce number.

Persons who will be given access to the system must be direct providers of service to children and so must check yes

Provides services directly to children *
<input checked="" type="radio"/> No <input type="radio"/> Yes

- Identification details** differ slightly between a child and adults. For adults you will require only the national ID and staff registration numbers (if workforce member).

Identification

National ID *	National ID
Staff No. / Registration No. / Serial No.	Staff Number

- For a child, more details are required including: **birth certificate** number if available; given name where the actual name is not known; country of origin (the default is Kenya); tribe; and religion. For children who are OVC under a care program, you need to declare this explicitly

Birth Registration Number :	Birth Reg ID
Child Given Name :	Given name
Country of Origin :	Kenya
Tribe :	Please Select
Religion :	Please Select

Personal details

Person Type *	Person is also a Caregiver	Child is OVC *
Child	<input type="checkbox"/>	<input checked="" type="radio"/> No <input type="radio"/> Yes

- **Contact Information** include telephone, email and physical address. The contact information fields are not mandatory but it is important to note the physical location, especially when it comes to children

Contact Information

Designated mobile Number:	Phone number
Other mobile Number:	Phone number
Email Address:	Email Address
Physical Location:	

- **Location details** are mandatory except for ward. For organizations that operate at county level it is not necessary to specify the sub-county details, same as wards.

Locations details

Living In	
County *:	Please Select *
Sub-county *:	Please Select *
Ward:	Please Select *

- **Child and caregiver details** are necessary only for children.

Child caregiver and sibling details

Caregiver		Attach caregiver		Siblings		Add Sibling	
ID	Name	Relationship with child	Adult	ID	Names	Sex	DOB

- If the child has known caregivers click on **Attach caregiver** to get more details as shown below.
- In case the caregiver already exists in the system, you click in the **CPIMS registered caregiver** and the search caregiver option appears. Persons are marked as **registered caregiver** when they are checked so under personal details. You can search by either national ID, name or CPIMS ID if known.

Attach a caregiver

CPIMS registered caregiver:	wanjiku	
Search Caregiver:	Carer National ID/Name/CPIMS ID	
No adult caregiver:		
First Name *	Surname *	Other Name(s)
First name	Surname	Other names
Date of Birth :	Sex *:	Relationship with child *:
Carer Date Of Birth	Female	Please Select

- To search name, just key in the **first 4 letters** of the name (surname or first) and the system will bring out all persons whose name bears that sequence of letters. In this example then you can choose the appropriate Wanjiku and the details will be fill automatically.
- Fill the relationship with child section and click **+Caregiver** to save the caregiver to the database. Repeat the same for all the available caregivers.

Attach a caregiver

CPIMS registered caregiver:	wanjiku
Search Caregiver:	wanjiku
No adult caregiver:	
First Name *	MIRRIAM WANJIKU GRACE WANJIKU ANN WANJIKU FUGAKI WANJIKU
Relationship with child *:	Please Select

- If a child has siblings then click on **Add sibling** for more details

The procedure is the same as for the caregiver but with additional information for **class** instead of relationship and remarks

- As was discussed earlier, a workforce member must belong to an orgunit. The orgunit can be either the primary or secondary. This is done in the **Parent organization unit details** tab.
- Select the organizational unit, check whether it is the **primary** parent or not and check whether the person being registered is a **registration assistant** for the orgunit.
- Click **+Organisation Unit** to add and it will appear in the grid below. Repeat the same for secondary orgunit(s) if necessary. At this stage you can delete an orgunit attached if need be.
- Note that a person can have only one primary orgunit but can be registration assistant for more than one orgunit.

- Click **Submit** to save the record. You should see a page like this.

Remember that this is just the first process. The person you have just created is an “ordinary” person without an account nor permission to do anything in the system. The next process is now to create an account and assign user rights.

Step 3: Create account

- Click on **View** and you will see the basic details as shown below:

GEORGE CLOONEY

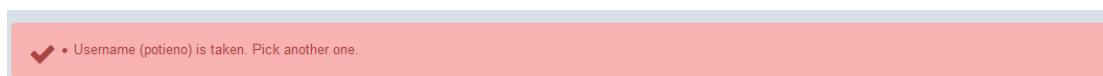
Person ID : 2670
 Person Type(s) : Government employee
 Person First Name : GEORGE
 Person Surname : CLOONEY
 Person Other Names : ONYANGO
 Sex: Male
 Date Of Birth : Jan. 1, 1900 (Not Provided)

Contact and Location Details

Phone Number : None
 Working in (County): Kwale
 Working in (Sub-county): Lungalunga, Msambweni, Kinango, Matuga
 Organizational Unit(s) : CHILD HELPLINE
 Record creation details: By CPIMS System Administrator; on Sept. 22, 2016

[Back to search](#) [Edit Person Details](#) [Create Account](#)

- Click on **Create Account** in the view profile page to create an account. You will be asked to put in a username, password and confirm password again. The username will conform to the ICT Authority guidelines of first letter plus surname. For example, George Clooney above will have username **gclooney**. If the username already exists, the system will alert you during save and ask you to create another username as shown below.



- A simple password will do at this stage (since you are creating for another person) but on first login, the password policy will apply.

Note that the strong password rule: at least 8 characters, an uppercase, number and special character. Further the password should not contain any part of your username or email. You cannot also reuse your last 3 passwords.

- You will be redirected to the search persons page and this time you will notice that the **Can log in** column in the grid has a “**Yes**”

ID	First Name	Surname	Person Type	Sex	Date of Birth	Primary parent Org Unit	Geo Links	Can Log in	Actions
2670	GEORGE	CLOONEY	Government employee	Male	Jan. 1, 1900	CHILD HELPLINE	Lungalunga, Msambweni, Kinango, Matuga	Yes	View

Step 4: Manage Roles

- Click on View once again and notice a new button “**Manage Roles**”. This enables you to assign roles and geographical area jurisdiction for the account.

Back to search	Edit Person Details	Manage Roles
--------------------------------	-------------------------------------	------------------------------

- The details are shown below...

The screenshot shows the 'Workforce / user details' page. At the top, it displays basic information: Workforce ID (W026708), National ID (111111), First Name (GEORGE), Surname (CLOONEY), Sex (Male), and DOB (Jan. 1, 1900). Below this, the 'Roles in Organisational unit' section shows 'U000299 CHILD HELPLINE' as the Organisation Unit and 'Yes' as the Primary parent. The 'Roles in geographical area' section lists sub-counties: Lungaungu, Msambweni, Kirango, and Mwanga. The 'General system access' section contains checkboxes for 'Reset Password' (unchecked), 'Activate (May log into CPIMS)' (checked), and 'Deactivate (May not log into CPIMS)' (unchecked). The 'Roles non-restricted' section contains a checked checkbox for 'Standard logged in'.

Registry Manage Roles: There are two sets of roles for an ordinary user: **within the organization unit** and **within the geographical area**. A third role is limited to system administrator and has **system-wide access** (superuser) and these affect the **registry** (persons and orgunits), **access** control (permissions and passwords), and **system configuration** (option lists).

Within the **orgunit**, a person can have permission to: be a **registration** assistant to register people; **upload** documents; edit data created by others within the orgunit (**data supervisor**); and enter data (capture site **data entry**). Document upload and data supervisor roles should normally be left to the **person in charge**. The roles in **geographical area** specifies the sub-counties where the person is allowed to work. By default, all users have **general system access** (change password and able to log in to CPIMS), same as **standard logged in**.

Step 5: First-time login

The screenshot shows the first-time login process. It starts with a message: "Department of Children Services (DCS)" and "Provide the required details to log in". A green success message says "You have successfully logged out". Below this, there are fields for "Username" (gclooney) and "Password" (****). A large teal "Sign in" button is at the bottom. At the very bottom, small text reads: "Not registered yet? Click [here](#) to request for access" and "Forgot password? Click [here](#) to change password".

You (or the user you created the account for) can now test the account and permissions. The first time you log in you will be required to recreate or change your password from the default (usually 1234) to a strong password as per policy.

Change Password

CPIMS password policy requires you to change your password because it's your first login or password has expired.

Step 6: View person details

The final user profile for a workforce member will look like this. The account details show the last time a user logged in and whether or not has changed password.

GEORGE CLOONEY
 Person ID : 2670
 Person Type(s) : Government employee
 Person First Name : GEORGE
 Person Surname : CLOONEY
 Person Other Names : ONYANGO
 Sex: Male
 Date Of Birth : Jan 1, 1900 (Not Provided)

Contact and Location Details

Phone Number : None
Working in (County) : Kwale

Working In (Sub-county) : Lungulanga, Msambweni, Kinango, Matuga
Organizational Unit(s) : CHILD HELPLINE

Record creation details: By CPIMS System Administrator on Sept. 22, 2016
[← Back to search](#) [Edit Person Details](#) [Manage Roles](#)

Account details 0 available
Other details 3 provided
Related 0 provided

Item	Details
Username :	gclooney
Last login :	None
Active :	True
Date created :	Sept. 22, 2016, 6:02 p.m.
Date modified :	Sept. 22, 2016, 6:02 p.m.
Last password change :	None

ID	Value
Workforce ID :	W026700
Staff Number :	1234
National ID :	1111111

No relative details provided for this person.

The profile for a child will appear like this...The main difference between the two profiles if that the child has no account details but has relatives. In the case of the example below, Mwiti has two siblings with both parents.

MWITI GITONGA
 Person ID : 6
 Person Type(s) : Child
 Person First Name : MWITI
 Person Surname : GITONGA
 Person Other Names : MUTHOMI
 Sex: Male
 Date Of Birth : June 16, 2009 (7 years)

Contact and Location Details

Phone Number : None
Living in (Sub-county) : North Imenti

Living in (Ward) : Municipality
Record creation details: By MARY NJURURU on Sept. 24, 2016

[← Back to search](#)
[Edit Person Details](#)

Account details 0 available
Other details 5 provided
Related 4 provided

Person does not have a log in account		
---------------------------------------	--	--

ID	Value
Birth Registration Number :	10902020
Physical address :	Makutano
Tribe :	Meru
Religion :	Christian
Country :	Kenya

Name	Relation	Age
JOYCE NIKHOTE	Parent (Mother)	31 years
MUTHOMI MWORIA	Parent (Father)	36 years
CHRISTINE KATHURE	Sister	4 years
JUNE KENDI	Sister	2 years

Step 7: Edit person details

- If you need to change any details click on Edit Person Details and change the fields as necessary. All fields are editable including date of birth. Date of birth is set to 01-Jan-1900 by default for all workforce members.
- If a person **dies** you must put in **date of death**. The last edit you can do is mark person as **duplicate** (never existed or registration mistake). Since they are radio buttons **you can only pick one update choice**.

Please note that you can edit your own details BUT **you cannot edit your roles in CPIMS**. This function is reserved for your own supervisor or anyone higher in hierarchy.

The screenshot shows a modal dialog box with a black header bar containing the text "CPIMS Permissions and Roles - You can not manage your own Rights. Contact your supervisor." in white. Below this is a red warning box with the text "Warning! You do NOT have permissions to access this page." in white. The main body of the dialog is white and contains the following text:
This could be due to any of these reasons

- This record is from a region you do not have jurisdiction to.
- Your access rights allows you only to view this record.
- You did not create this record.

To resolve this please contact your data supervisor or your regional manager.

Audit Trail

Apart from the internal audit trail in the back-end, CPIMS maintains audit of the paper trail for manual records. The person whose name was recorded on paper must also be recorded.

The screenshot shows a web-based application titled "Update Person". At the top, there are two radio button options: "Update person details" (unchecked) and "Person died" (checked). Below this is a "Date of Death" field with the placeholder "Date Of Death". Underneath, another radio button option "Person never existed. (Registration mistake or duplicate.)" is shown. A table follows, listing persons recorded on paper alongside their electronic counterparts and their respective electronic date times:

Person recorded on paper	Paper date	Person recorded electronically	Electronic date time
WILLIAM WATEMBO	Aug. 3, 2016	JANE KABIRU	Sept. 13, 2016, 8:27 p.m.
WILLIAM WATEMBO	Sept. 22, 2016	CPIMS Administrator	Sept. 22, 2016, 10:41 p.m.

Below the table, there are fields for "Workforce member recorded on paper :" (Workforce ID / Name: "22-Sep-2016") and "Date paper form filled :" (22-Sep-2016). At the bottom right are "Update" and "Cancel" buttons.

Note that this person must be already exist in the database since CPIMS will store the electronic ID instead of free text. In case you are entering retrospective data and the person does not exist, you need to create that person in the database – there is no need to attach him/her to an org unit – for the purpose of recording person on paper.

Click on the **Update** button after you have satisfactorily edited the person's records.

The screenshot shows a feedback form with a dark blue header bar containing the text "PERSONAL REVIEW NOTES". Below the header, the question "What are your thoughts regarding Registration and Editing of Persons?" is displayed. At the bottom of the form, the question "What is still unclear to you" is visible.

4

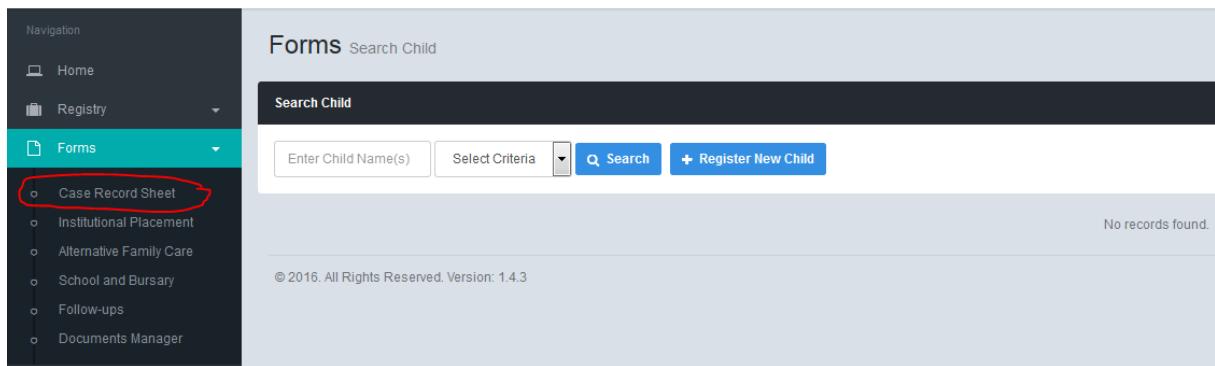
Managing Cases

What is a Case?	An incident or event that is related protection and or welfare, happening to a child within Kenya, and that needs the attention of the Department of Children Services (DCS).
What is case management?	Identification, servicing, follow-up and conclusion of child protection cases across the various entities involved be they state or non-state agencies. It also involves referrals and transfer of cases.
Where do you access cases in CPIMS?	All cases are accessed through the Forms Registry. There are separate forms for creating and following up forms.
How do you manage a case?	Consider the following 4 simple steps <ol style="list-style-type: none">1. Search child2. Create case3. Follow-up case4. Close case

For you to manage a case, there must be a child and a protection issue reported. You must have permission to create a case. National level staff do not have permission to create cases – they are advised to refer the cases to the nearest sub-county children office. In CPIMS, cases involve child protection cases, OVC care, children in residential institutions, alternative family care and schools and bursary management. All cases need to be notified to the DCS however much they can be dealt with by other partners.

Step 1: Find/Search Child

As with persons and orgunits, you need to search first if the child exists so that you don't create duplicates. If you don't find click on **+Register New Child** and the system will redirect you to the create persons menu and you can create the child as detailed previously in Section 3.



Step 2: Create case record

If the child exists the search will display as follows:

ID	First Name	Surname	Sex	OrgUnit	Residence	Previous Cases	Actions
2668	MARTIN	MWITI	Male	No OrgUnit Info	North Imenti, Municipality	1	New Case Record Sheet

In the example above, the child Mwiti lives in Meru Municipality and has had one previous case. If you are the one (or any person within your orgunit) who recorded the case you can be able to view that case record. Click “**New Case Record Sheet**” to start a new case. The assumption always is that this is a new case and probably unrelated to previous.

A case record has 4 main sections as follows:

1 Case Reporting Reporter and additional details.	2 About the Child Name and additional details.	3 Medical Medical history and additional details.	4 Case Data Case type and additional details.
---	--	---	---

- **Case reporting** has details about the **source** of information, place of **occurrence**, place and **date of reporting**. Some details in the page will change depending on the person who reported.

	Name	Reference	Phone Contact	Place of Occurrence	Place of Reporting	Date of Reporting
Court	X	X		X	X	X
Father	X		X	X	X	X
Helpline 116	X		X	X	X	X
Mother	X		X	X	X	X
Other relatives	X		X	X	X	X
Other non-relatives	X		X	X	X	X
Police	X	X		X	X	X
Probation	X		X	X	X	X
Self	X		X	X	X	X
Chief	X		X	X	X	X

- **About the child** has details about the **source** of information, place of **occurrence**, place and **date**. A summary of the child's age and sex is displayed for your guidance.
- Where a case involves multiple siblings, CPIMS has a feature which copies the common details about the children and replicates them into individual cases. Click **Clone Case** button to enable selection. Check **only the affected children**. The clone case button becomes disabled

About the Child						
Initial Details :		NAME : MWITI GITHOMA SEX : Male DATE OF BIRTH : June 16, 2009 AGE IN YEARS : 7 yrs				
Sibling Details :		Sibling ID	Firstname	Surname	Sex	Actions
		7	CHRISTINE	KATHURE	Female	<input checked="" type="checkbox"/> Close Case
		8	JUNE	KENDI	Female	<input type="button" value="Clone Case"/>
		<input type="button" value="X Undo Clone"/>				
House economic status : *		Low Income (apparent)				
Family status : *		Unknown (including abandoned babies)				
Close Friends :		Type names + ENTER				
Hobbies :		Type hobby + ENTER				

once it has been clicked and each sibling selected is **automatically assigned a unique** case record sheet number. You can then edit each of the siblings' case record sheets as appropriate.

- Record the **close friends** by typing the name and press Enter key to add. Enter as many as there are. The same case applies to the **hobbies**.

- Record the **medical status** of the child. This includes the mental condition, physical condition and other medical condition (chronic). Unless the condition is certified by a medical professional, you select either "appears normal" or "challenged (unverified)" under **mental** and **physical conditions**. Same case applies for **chronic conditions** such as HIV, diabetes, etc. The options will appear once you select challenged or chronic as shown below.

- The **case data** page has the highest number of fields in the case record sheet since it specifies details about the actual case or cases. Remember that a child can have more than one case category in a record sheet.
 - The **case serial** number is recorded **automatically** by the system depending on the sub-county of reporting and adopts the format "**CCO/22/164/5/29/1/2016**". In this case CCO represents county office; /22 represents the county number; /164 represents the sub-county; /5/29 is the registry filing area at DCS HQ for institutional caseloads; /1/2016 is the first case recorded in 2016.

- This number is **editable** but the system takes care that there are **no duplicates**.
- Where the **alleged perpetrator** is known, the system will pop the option to specify the **name** and the **relationship** with the child.
- Select the appropriate **case category**. If it has **subcategories** the system will filter them automatically. For example, a parent may be accused of not taking a special child to school. This will be classified as a **neglect** and the subcategory can be **Denied education**. Record the **date of event**, **place of event** and **case nature**. Remember to click on **Save** after you are through since the record cannot update if this is not done and you may get an error. You can add as many case categories as there are in the case record sheet.

Case Category(s)*					
Case Category(s)	Case SubCategory(s)	Date Of Event	Place Of Event	Case Nature	Actions
Please Select -	Please Select -	Date	Please Select -	Plea...	Save
# Child Labour	Brick-making	14-Jan-2016	On the Street	One-off event	Remove

- The **risk level** for the child is a subjective index (medium, high, low). If there are **referrals made** then you will specify where to (**referral actor**) and **reason** for referral. If a **summons** is issued you will be required to record the **date** expected to appear before the officer. As with the above, click **Save** to add the referral. You can also click on **remove** to delete the referral.

Risk Level *	Referrals Present? *	Summons Issued? *	Date Of Summon *
Medium	Yes	Yes	Date Of Summon
Referral(s)*			
Referral Actor	Specify	Reason	Actions
Please Select -	Please Select -	Please Select -	Save
# State Agency	ODDP	Arrest of perpetrator	Remove

- Select the immediate and future needs for the child. These are multi-select variables. If there are no immediate needs, for example in cases of Registration there are no immediate needs.

Immediate Needs *	Future Needs *
2 selected -	2 selected -
Medical Testing / Examination, Medical Treatment (other)	Educational Support, Home Visit (Support)

- Click on **update** to save the final record and commit to database. Any mandatory fields that have not been filled will be flagged out in pink colour.

Step 3: Follow-up case

- After recording the case, next is the **follow up** process. You can **manage encounters or services, court session, summons and referrals**. You can also close a case if you are satisfied that it has been satisfactorily concluded. We will revisit the details in the next sections.

From the menu select **Forms Registry, Follow-Ups** and **search** the child under **Child protection** and key in the name(s).

- If you click **View** you will get a summary of the case record (basically all the details about the child and the case)
- In case you need to edit the case record sheet then you need to search for the child again under **Forms, Follow-ups, and Child Protection Case**.
- Remember that follow-up does not necessarily happen on the same date and can be open for a long or short time depending on the type of case.

Click **Follow up** to record follow-up events for the case. The immediate page will have a **summary** of the child details (**name, age, sex**) for your guidance. If you click on **<- Back to follow-ups** you will be taken back to the search page. Notice that the case is marked as **active** until you explicitly close it.

A summary of the case category(s) and date of event will also be shown as follows, including any referrals made prior.

Case Serial	Case Category(s) Date Of Event	Referrals
CCO/32/213/5/29/3/2016	1. Neglect July 1, 2016	No referrals to show

An event list will also be displayed. This will keep updating for all services given to the child including encounters, court sessions, summons, and case closure.

Case Events List				
Event Type	Case Category	Details	Date Of Event	Actions
SUMMON	ALL CASES	First Summon	11-Jul-2016	

The last row of buttons have the various options. While there is no particular order of entry, it is most common to **manage summons or referrals first**.



Manage Referrals

The referrals module is relatively simple to follow. If you had previously specified referrals in the case record initialization, they will appear under "**Manage Previous Referrals**" section in the referrals dialog box. If you need to create a new referral then under **Create New Referrals** and **+Save**.

Create New Referrals

#	Case Category	Referral Actor	Specify	Referral For	Actions
#	Please Select ▾	Please Select ▾	Please Select ▾	Please Select ▾	
1	Child offender	State Agency	ODDP	Prosecution	
2	Child offender	State Agency	Statutory Institution (SI)	Temporary shelter	

Manage Previous Referrals

Referral Managed Successfully - Details updated.

Date	Referral For	Case Category Attachment	Status
	2016-09-20	Temporary shelter	Child offender ▾ COMPLETED
	Date	Prosecution	Child offender ▾ PENDING

Referrals that have been effected will read as COMPLETED under the Status column. You can edit or delete a complete or PENDING referral as is necessary.

Children who require to be admitted to an **institution MUST be referred** using this option. In the above example, the child was referred to a statutory institution on 20 sept 2016. The referral to the ODDP has not yet been effected. Close the dialog box using the **Close** button at the end of the page.

Manage services/encounters

You can manage services or encounters at any given time. This may be before or after a **summons** is issued and/or honoured. It could as well be on the **first** encounter. Select a service(s) **for every single case** category, add **date** of service, service **provider** and the **place** where the service was provided. Add any special **notes** related to the service. Click **+Add Service(s)** to register. All the services will be listed on the grid in the dialog box and you can remove a service if it was a mistake by clicking **Remove**.

Manage summons

Manage Encounters / Services

#	Service(s)	Date Of Service	Service(s) Provider	Place Of Service	Actions
#	Please Select ▾	Date of Service	Please Select ▾	Place of Service	+ Add Service(s)
#	Family supervision	03-Aug-2016	DCS	Kiambu town new	Remove

Encounter/Service Notes :

Notes

Cancel Save

Summons is not a service but an interim process towards achieving an intervention. According to the DCS business process, there are only 2 summons that can be issued. If the summoned person does not honor the 2nd summon, the complainant will be advised to go to court.

Manage Court Session

In case the child has to go through the juvenile justice system, the case can be monitored through the **manage court session module**. It could be a case where the SCCO seeks specific court orders or where the child resides in a children remand home temporarily while the court case is going on. More still, the child could be in a rehab school and the institution manager is seeking a court order for early release and the court has to revoke the previous committal order. Click on "**Manage Court Session**".

The CPIMS recognizes 4 types of court session: **Application, Plea Taking, Hearing and Mention**. For each type you first select the **case category** for which the court session is progressing. Select the **date** of the court session.

Manage Court Session

Case Category * :	Child offender ▾
-------------------	------------------

Depending on the selected court session type, the table below summarizes the court session outcomes.

Session Type	Outcome	Next Action	Notes
Application	Granted Not granted	Select court order from drop down list	
Plea Taking	Pleaded guilty Pleaded not guilty	Mention date	
Hearing	Adjournment	Next hearing date	
	Judgment	Select court order from drop down list	
	Ruling	Select court order from drop down list	
	Court order	Select court order from drop down list	
Mention		Mention date	

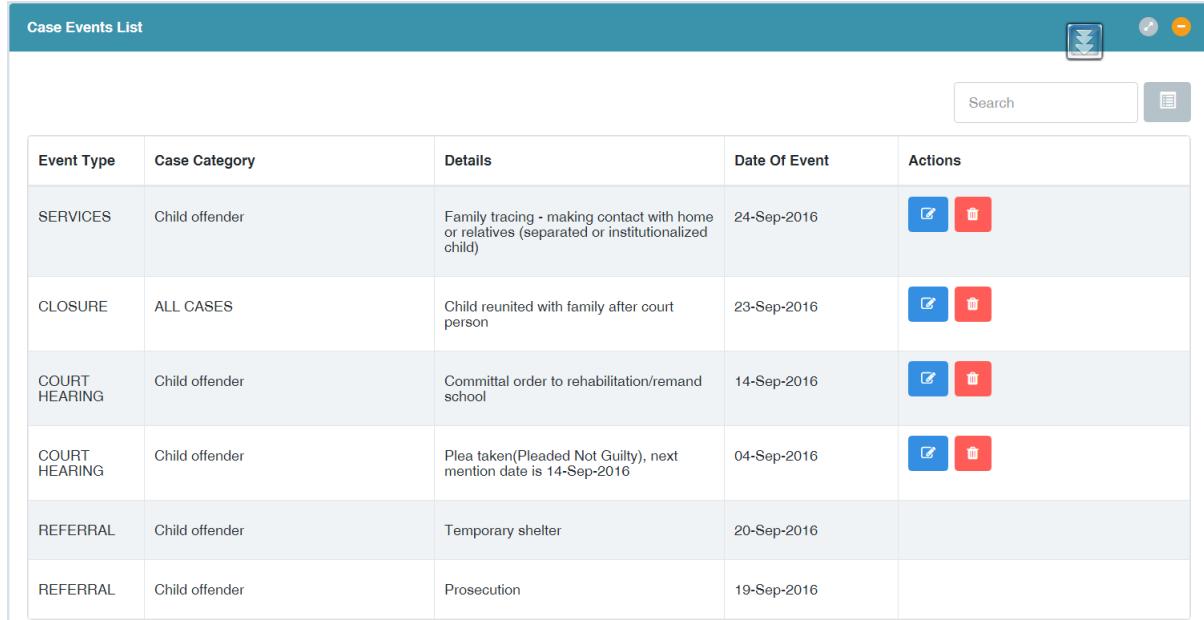
Close case

Case closure is the last logical step in managing the case outside a residential institution. A child may have died, reintegrated back to society, or the DCS may have lost contact with the child thus case dropped out or the case can be transferred to another SCCO in the best interest of the child. Except for cases of transfer, the system monitors the date of closure and allows for notes to explain reason for closure. Note that closing a case does not entirely close access but the case is marked as **Inactive** and the case can still be revisited at a later date. You **cannot, however, close the same case again.**

Remember that you **cannot access a case if you or anyone within your org unit did not create the case.** Thus for example if a child comes from Mombasa to your office in Naivasha and you search and find that the child exists in the database, you can ask your Mombasa counterpart to transfer the case to Naivasha and you can update if still the same case.

Case Event Summary

All the events or encounters with the child for the case will be summarized in a grid that will enable you to follow the case progress longitudinally as shown below.



The screenshot shows a software interface titled "Case Events List". At the top right are icons for download, refresh, and close. Below the title is a search bar and a grid of event data. The grid has columns: Event Type, Case Category, Details, Date Of Event, and Actions. Each row contains a set of blue and red action buttons. The data in the grid is as follows:

Event Type	Case Category	Details	Date Of Event	Actions
SERVICES	Child offender	Family tracing - making contact with home or relatives (separated or institutionalized child)	24-Sep-2016	 
CLOSURE	ALL CASES	Child reunited with family after court person	23-Sep-2016	 
COURT HEARING	Child offender	Committal order to rehabilitation/remand school	14-Sep-2016	 
COURT HEARING	Child offender	Plea taken(Pledged Not Guilty), next mention date is 14-Sep-2016	04-Sep-2016	 
REFERRAL	Child offender	Temporary shelter	20-Sep-2016	
REFERRAL	Child offender	Prosecution	19-Sep-2016	

5

Institutional placement and follow-up

What is institutional placement? Institutional placement is the process of placing a child in a residential institution (either a statutory institution or a charitable children institution)

When do you place a child in an institution? A child should normally be placed in a residential institution through a court order. There are some circumstances, however, when there is an emergency and the child can be housed while awaiting court order. A child can be rescued from harm thus needing shelter in a rescue home or a charitable children institution. A child can be placed in a children's remand home while undergoing a court process. In case the child is found guilty s/he will go to an assessment and classification centre (Getathuru for boys and Kirigit for girls) temporarily, after which the child can be placed in a rehab school depending on the risk level, age and sex.

How do you place and manage a child in an institution? Consider the following 4 simple steps

1. Search child
2. Place in institution
3. Follow-up case
4. Discharge child

For you to place a child in an institution, you must fill a case record sheet and refer the child to an institution. The case record sheet can be filled by either the referring SCCO or newly at the admitting institution. Placement can, however only be done by the admitting institution.

Step 1: Search child

From the menu, select **Forms, Institutional Placement** and the search menu will appear. Set your search parameters and click search and the results will be displayed in a grid as shown below.

ID	First Name	Surname	Sex	Institution	Residence	Actions
13	MWENDA	MWITI	Male	No Institution Info	North Imeni, Municipality	<button>Normal Admission</button>

Showing 1 to 1 of 1 rows

Depending on the status of the child, you may come across 4 scenarios.

Scenario	Explanation
Normal Admission	Child has a case record sheet and has been properly referred to an institution and is ready for placement
THIS CHILD HAS BEEN PLACED	Child has a case record sheet and has been properly referred and already resident in an institution. You can continue following up this child
THIS CHILD HAS NOT BEEN REFERRED FOR PLACEMENT	Child has a case record sheet but has not been properly referred to an institution for placement
Fill Case Record Sheet	Child has no case record sheet and therefore can neither be referred nor placed in an institution. You will need to fill a case record sheet and refer appropriately

Step 2: Place child

Select Normal Admission you will be directed to the placement menu as follows:

You only need to fill the two tabs for Admission Data and Placement Data. The system will pre-populate the child's basic details in the first tab.

For admission data fill in the **institution details**, **type**, **date of admission**, and **type of case** (whether child in need of protection and care or child in conflict with the law). Move to the next tab for placement data. Here you will require to specify whether or

not there is a **court committal order**. If there is none then you will require to record the **holding period** (normally days since this is an emergency). A **police OB number** will also be required if the child was brought through the police. Lastly you can put in any special notes for consideration during the child's stay. If there is a court committal order then the details will change slightly. You will require a **court order number**, **date issued**, name of **committing court**, **committing period** (days, weeks, months, years) and **placement notes**.

Step 3: Follow-up child

Once a child has been admitted to an institution it is then time to do follow-up. There are two alternatives:

Initially if you completed placement procedure and clicked submit, you will be redirected to the follow-up menu as shown above. Just type the **name** and **Search**.

Alternatively, click on **menu, Follow-Ups, Child resident in institution**, type the **name** and **Search**. Whichever method, the result will be as follows.

Person ID	Firstname	Surname	Sex	Institution	Date Created	Resident Status	Actions
13	MWENDA	MWITI	Male	WATOTO CHILDREN HOME	Sept. 24, 2016, 11:52 p.m.	Discharged : False Dead : False	View Edit Follow-up

If you click on **Follow-up** you will be redirected to the **placement follow-up** page. Note the details at the bottom of the page that are picked from **previously entered data in the case record sheet**.

The screenshot shows the 'Placement Followup' application. At the top, there are five tabs: 1. Child Assessment And Encounters (selected), 2. Education, 3. Court Session(s), 4. Adverse Event(s), and 5. Discharge. Below the tabs, the 'Child Assessment And Encounters' section is active. It contains fields for '#', 'Please Select Followup Type' (dropdown menu showing 'Assessment and Placement', 'Individual treatment plan', 'Individual care plan', 'Case Conferencing', 'Home Tracing', 'Home environment adjustment visit', and 'Foster Care Follow-up'), 'Date Of Followup', 'Outcome Of Followup', and 'Save'/'Cancel' buttons. A 'Next →' button is also present. At the bottom, there is a 'Placement Followup History' table with columns: Child ID, Event, Date, Outcome, Details, and Actions (with edit and delete icons). Two rows are listed: one for 'Tracing' on 04-Aug-2016 with outcome 'Identified guardian developed cold feet' and status 'Home Tracing Follow-up Done'; and another for 'Court Application' on 04-Aug-2016 with outcome 'Mention, next mention date is 09-Aug-2016'.

Child ID	Event	Date	Outcome	Details	Actions
1238	Tracing	04-Aug-2016	Identified guardian developed cold feet	Home Tracing Follow-up Done	Edit Delete
1238	Court Application	04-Aug-2016	Mention, next mention date is 09-Aug-2016		Edit Delete

Following the normal process flow in an institution, you will require to record the steps starting with **assessment and placement**. The rest of the encounters (ITP/ICP, Case conferencing, home tracing, home environmental adjustment and foster care) will follow as time goes by. Remember that they come **in no particular order**. Always record the date of follow-up and outcome of follow-up. Outcome is free text but you are advised to keep short and concise remarks.

Other follow-up events while the child is resident include **education** and **court sessions** and **adverse events**. Adverse events are those negative things that can happen to a child while resident and these would be important to follow-up. **Discharge** is the last step.

Under education there are two options: if the child has not been admitted to school

you will be required to state the reason from the drop down options. Formal education may not be applicable for Remand and Assessment & Classification centers. Add any comments and click **Save** to update the record.

Admitted to School : *	No
Out of School Reason : *	Please Select
Education Comments :	Education Comments
<input type="button" value="Save"/> <input type="button" value="Cancel"/>	

If the child is admitted in school then specify the details including **name of school**, **admission type** (day scholar, boarder), date of admission, class of admission and any other relevant comments. You search the name of school from the drop down. If the school does not exist, click on **New School** and a dialog box will pop up with details for the new school. In this you will be required to type in the **name of the new school**, **type** (day/boarding), and **location** (sub-county and ward).

Admitted to School : *	Yes
Name of School : *	Please Select
<input type="button" value="New School"/>	
Admission Type : *	Please Select
Admission Date : *	Date Of Admission
Admission Class/Level : *	None selected
Education Comments :	Education Comments
<input type="button" value="General"/> <input type="button" value="Save"/>	

Name of School : *	Name of school
Type of School : *	Please Select
Sub County : *	Please Select
Ward : *	Please Select

The **court session** follow-up is similar to follow-up in Section 4 (manage court session).

Case Category(s) : *	Child truancy
Date Of Court Session : *	14-Sep-2016
Court Session Type: *	Mention
Date of Next Mention: *	Next Mention Date
Court Session Notes :	Notes

The **adverse events** tab is for recording any negative things that may happen to a child while still under institutional care. A child can **escape**, **die**, be **abducted**, get **pregnant**, **commit an offence** or be **treated for a medical condition** or injury. The first four are relatively straight forward and require just the date of event. For offence committed you will require to specify the event. For medical conditions you will select the type of condition from the drop down menu, date of event and treatment options (either treated and discharged or transferred to another health facility)

Save the record after you are through and it will be added to the main grid.

Adverse Event(s)

Adverse Event : *	Treated for medical condition (including injuries)
Please Specify : *	None selected
Attendance Type : *	Please Select
Treatment Referral Type : *	Please Select
Adverse Event Date : *	Date Of Adverse Event
<input type="button" value="Save"/> <input type="button" value="Cancel"/>	

Step 4: Discharge child

Discharge is the last event for a child in residential institution. The discharge type can be normal on completion or committal order, early discharge or transferred to another institution as shown the in the drop down options below. In addition, a date of discharge, reason and any comments if necessary. Click on **Save** to update the discharge record.

1 Child Assessment And Encounters Child Assessment and Encounters and additional details	2 Education Education and additional details	3 Court Session(s) Court Session(s) and additional details	4 Adverse Event(s) Adverse Event(s) and additional details	5 Discharge Discharge and additional details
Discharge				
Type of Discharge : *	Please Select Please Select On Expiry of an order Early release (on revocation of an order) Release with Supervision Temporary Release (discharge on license) Released without Supervision Rematriation Commitment to CCI Released on Bond Released on Cash Bail Community Service Order Transfer to another Statutory Institution Commitment to Borstal Institution Committed to Probation Hostel			
Date of Discharge : *				
Reason for Discharge : *				
Discharge Comments:				
<input type="button" value="Save"/> <input type="button" value="Cancel"/>				

6

Alternative Family Care (AFC)

What is alternative family care? This is the provision of shelter and care for children who find themselves in situations where they are separated from their original family units. While AFC may include aspects of institutional care as outlined in the AFC guidelines (2014), CPIMS concentrates on adoption and guardianship as a long-term measure.

Who qualifies for alternative family care? A child qualifies for AFC when faced with such situations as separation from either one or both parents or caregivers through death, other loss, or in other emergency situations.

How do you manage a case of alternative family care? Consider the following 3 simple steps

1. Search child
2. Create alternative care form

A child must be registered into the system before you can provide alternative family care services. The child will also require a case record sheet. In most situations, such cases are backed by a court order. For some, such as adoption, the child has to be legally declared eligible for AFC. The system assumes that these processes have already been undertaken prior to filling in the alternative family care form.

Alternative family care has no longitudinal follow-up as such in CPIMS.

Step 1: Search Child

From the menu, select **forms, Alternative Family Care**, and search as usual. If the child does not exist then create one through the Person registry.

ID	First Name	Surname	Sex	OrgUnit	Residence	Previous Cases	Actions
13	MWENDA	MWITI	Male	No OrgUnit Info	North Imenti, Municipality	1	New Alternative Family Care Form

Step 2: Create alternative family care form

Click the **New Alternative Care Form** button and select the type of care.

Type of Care : *

Please Select

Depending on the type of care, the following **options** may apply:

Type of care	Documentation	Selection options	Other details
Adoption	P&C or Certificate Number	Type of adoption; Destination country or sub-county; Parental status; Adoption agency	Date; Court name; court file number; adopting parent(s) details; remarks
Guardianship	P&C or Certificate Number	Destination sub-county; Parental status; Children office facilitating;	Date; Court name; court file number; guardian parent(s) details; remarks
Foster care	P&C or Certificate Number	Destination sub-county; Parental status; Children office facilitating; Fostering institution	Date; Certificate Expiry Date; guardian parent(s) details; remarks
Kinship	P&C or Certificate Number	Destination sub-county; Parental status; Children office facilitating;	Date; guardian parent(s) details; remarks
Kafaala	P&C or Certificate Number	Destination sub-county; Parental status; Children office facilitating;	Date; guardian parent(s) details; remarks
Institutional care		Residential institution; Destination sub-county; Children office facilitating;	Date; Court name; court file number; remarks

A typical alternative care form for guardianship would look like this:

Family Care Details

Type of Care : *	Guardianship		
P&C/Certificate Number : *	44343		
Date : *	06-Sep-2016		
Court : *	Meru Chief Magistrate's Court		8827/16
Parental Status : *	Single Male		
Father Name(s) : *	George	Mokua	Other Names
Father ID/Passport Number :	1000000		
Father Contacts :	0722222222		
Children Office : *	JUJA SUB-COUNTY CHILDREN OFFICE ▾		MARY NJURURI
Remarks :	Remarks		

7

School and Bursary Management

What is a bursary? Bursaries are issued to deserving school-going children based on a specific eligibility criteria.

Where do you access bursaries in CPIMS? All cases are accessed through the Forms Registry. There are separate forms for creating and following up bursaries.

How do you manage a case? Consider the following 3 simple steps

1. Search child
2. Update school details
3. Issue bursary

In Kenya there are several bursary schemes, the major one being the Presidential Bursary scheme, the CDF and the US Government. Others are issued by the major banks and charities.

Step 1: Search Child

From the menu, select Forms, then Schools and Bursary form. If child is not there then create through the Persons registry.

The screenshot shows a table with columns: ID, First Name, Surname, Sex, School Name, Class/Form, and Actions. One row is visible, showing ID 13, First Name MWENDA, Surname MWITI, Sex Male, School Name No School Info, Class/Form No Class Info, and Actions containing a 'New School Info' button. A red arrow points from the 'Search' button in the top navigation bar to the 'Search' input field in the table header.

Step 2: Update school details

The school management option is the same as with the child in a residential institution. If you don't find the school then create it.

The screenshot shows a form with various fields: Admitted to School (Yes), Name of School (Please Select), Admission Type (Please Select), Admission Date (Date Of Admission), Admission Class/Level (None selected), Education Comments (Education Comments), and several dropdowns for Sub County, Ward, and other location details. A prominent red arrow points from the 'Name of School' dropdown to a 'New School' button located above the dropdown.

If the child is already in school then you will see different details in the grid as follows:

ID	First Name	Surname	Sex	School Name	Class/Form	Actions
2668	MARTIN	MWITI	Male	Matunda Primary	ECDE - Pre-Unit Class	New School Info

Step 3: Issue bursary

Select menu, Forms, Follow-ups then select School and Bursary. The grid will display the last bursary the child received. Click on **View** to see the details of the last school data recorded. If the child has changed school or there is other need to edit the last school details, click on **Edit** to change.

Person ID	Firstname	Surname	Sex	Bursary Type	Amount	Date Created	Actions
2668	MARTIN	MWITI	Male	CDF Bursary	2000	Sept. 25, 2016, 8:21 p.m.	View Edit Followup

If you click on Follow-up you will see all the bursaries that the child has ever received. You can issue a new one at this stage.

Bursary Details

#	<input type="button" value="Select Bursary Type"/>	<input type="text" value="Disbursement Date"/>	<input type="text" value="Amount(Ksh)"/>	<input type="text" value="Year Awarded(YYYY)"/>	<input type="button" value="Select Term Awarded"/>	<input type="button" value="Save"/>	<input type="button" value="Cancel"/>
---	--	--	--	---	--	-------------------------------------	---------------------------------------

← Previous Next →

Person Id	Bursary Source/ Issuer	Disbursement Date	Amount Disbursed	Year	Term Disbursed	School	Actions
2668	US Government	01-Jun-2016	1900	2016	Term 3	Matunda Primary	
2668	CDF Bursary	01-Jan-2016	2000	2016	Term 2	Matunda Primary	
2668	CDF Bursary	01-Jan-2016	2000	2016	Term 1	Matunda Primary	

Click on edit (the blue button) or delete (the red button) as necessary if you need to change part of the record or delete the whole record.

8

Orphans and Vulnerable Children (OVC) Care

Who is an OVC? The aim of OVC programs is to enable children who are vulnerable due to HIV/AIDS to develop and thrive in a safe and healthy environment. Some children may, while not orphaned, will be made vulnerable by their family's exposure to HIV/AIDS¹.

Where do you access OVC care in CPIMS? OVC care services are accessed through the forms registry, OVC Care. You will only register a child as OVC if you explicitly state so during registration in the persons registry as shown in Section 4 step 2.

How do you register an OVC? Consider the following 4 simple steps

1. Search child under persons registry to confirm existence
2. Search child under OVC Care to confirm if registered as an OVC
3. Complete registration data (specific to OVC)
4. Fill the standard baseline OVC forms (CSI, HHVA, F1A)

The Kenya Government through the Social Assistance Unit (SAU) runs a cash transfer program that disburses cash directly to guardians on behalf of OVC.

Step 1: Search Child

If you are sure to have previously created a child, you can go directly to OVC care and search for the child. Otherwise you may need to first confirm that the child already exists and then create the child normally from the Persons registry. In the **Tab 4 Caregiver/siblings** you may include the name of parents if available even if the child is a total orphan. In this tab you still record the name of the person taking care of the child (guardian). You will be required to specify if the parents are alive during registration as an OVC as we shall see later. Further, for a child selected as OVC, there is a feature that will require you to attach the child to an orgunit (CBO) as well as to a Volunteer children officer (VCO) as shown below:



Before creating an OVC you must ensure that the CHV exists. The designated registration assistant must therefore create these at the time of setting up

You attach a child to a CBO and VCO as shown below:

1 Identification Person's identification details	2 Contact Details Person's contact information.	3 Location Living in and working in details.	4 Caregiver / Siblings Child's caregiver(s) / sibling(s) details.	5 CBO and CHV CBO and CHV attached to person.
CBO / CHV details				
CBO * : <input type="text"/>	Select Parent Unit <input type="text"/>			
CHV * : <input type="text"/>	Select CHV <input type="text"/>			

¹ DiPrete Brown L. 2008. Quality Programs for Orphans and Vulnerable Children: A Facilitator's Guide to Establishing Service Standards. Published by Pact Inc. and University Research Co., LLC for the United States Agency for International Development

Newly Registered Children

On successful completion of registration of a child in the Persons registry you then need to fill specific to an OVC. You can search the child as an individual under **names** criteria; as part of a **household** under the household criteria; as attached to a CHV under the **CHV** criteria and lastly as belonging to a specific CBO under the **CBO** criteria. The results are displayed in pages of 10 records maximum on the browser.

From the search results you can select the appropriate child or refine further using the search refine tool



The newly registered child (as person) will result in a dialog box as this. Click on the red button 'Finish registration' to complete registration details specific to an OVC.

ID	First Name	Surname	Other Name	Sex	Date of Birth	Actions
1092636	WILLIAM	KERU	MARITIM	Male	Feb. 2, 2010	Finish Registration

The OVC registration details are in 4 tabs as shown below. These tabs are mutually exclusive and can be filled in any order. **Tab 1** has the additional biodata and **OVC eligibility** details².

Tab 2 has the health and education details as follows. Where a child is HIV negative or the status is unknown, the rest of the details will be disabled. This also applies to education if the child is not in school.

So long as one is linked to a facility, the date of linkage and CCC number are required

² The CBO Child ID comes by default as generated by the system. This can however be changed to suit the CBOs filing system

Tab 3 has the details of the parents and caregiver. This is also where the head of household is selected and HIV status of the parents or caregiver are updated. In case any of the parents is dead, it is at this point that the data is updated.

ID Number	First Name	Surname	Age	Relation	Telephone	Alive	HIV Status / Cause of Death	Primary Caretaker
0109828	MARY	NYAKAMBI	27	Parent (Mother)	None	No	HIV Related	Parent (Father)
2324324	MOGAKA	NYAGAKA	0	Parent (Father)	None	Yes	Negative	

Lastly, **Tab 4** has the details for the siblings. Remember that these siblings will also have been saved as persons in the database and if they also happen to be supported then their other details should also be updated similar to the index child.

ID	First Name	Surname	Age	Relation	Alive	HIV Status
1092627	LILLIAN	ACHILA	7	Sister	Yes	Not Known

It is important to observe the sequence of entry. Otherwise you may encounter an error in saving the data.

View Summary

On successfully completing filling the registration details the system will redirect you to the view OVC details as shown below.

Registration details								
First Name	WILLIAM		Surname	KERU		Other Names	MARITIM	
DOB	Feb. 2, 2010 (7 years)		CBO	Ruiru Baptist Church - Kiambu West		CHV	MARTIN KEMBO	
Registration- Date	July 1, 2017		Has BCert	No		Birth Cert No.	N/A	
Child ID	01089		Is Disabled	No		NCPWD No.	N/A	
Health and Education details								
Immunization	None		HIV Status	Positive		School Level	Primary	
Facility	Devki Staff Clinic (Ruiru)		ART Status	Unknown		Date of Linkage	March 1, 2017	
School Name	Early Bird Academy - Ruiru		Class	CLS1		Boarding / Day	CCC No. 23343	
HouseHold Members details								
#	First Name	Surname	Age	Type	Telephone	Alive	HIV Status	Head
1	MOGAKA	NYAGAKA	0	Parent/Guardian	None	No	N/A	Yes (2324324)
2	MARY	NYAKAMBI	27	Parent/Guardian	None	No	N/A	No
3	MERCY	KARAMBU	6	Sibling	None	Yes	N/A	N/A
← Back to search Edit OVC CSI HHVA Form 1A Manage HH								



From this point you can proceed to record the CSIs, Household Vulnerability Assessments and Form 1A assessment and services.

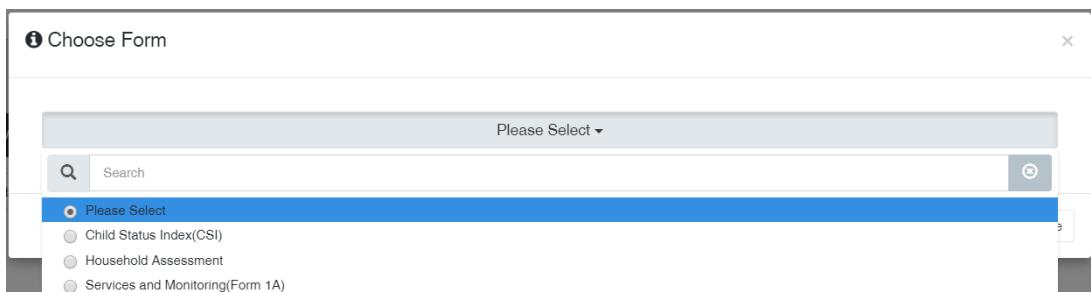
From the manage households button, you can view the details and role of each household member. For instance in the household below, William Keru is the index child and Mogaka is the head of household.

HouseHold details								
#	First Name	Surname	Age	Type	Telephone	Alive	HIV Status	Head
1	MOGAKA	NYAGAKA	0	Parent/Guardian	None	Yes	N/A	Yes
2	MARY	NYAKAMBI	27	Parent/Guardian	None	Yes	N/A	No
3	MERCY	KARAMBU	6	Sibling	None	Yes	N/A	No
4	WILLIAM	KERU	7	Enrolled OVC	None	Yes	N/A	No

Children Previously Registered

For children with complete registration data, you will perform a search as usual and select the right child. You can choose either **Fill Forms** which will take you to another dialog box from where you can select the specific form.

ID	First Name	Surname	Other Name	Sex	Date of Birth	Actions
118988	MERCY	AKERU	AKERU	Female	Sept. 1, 1999	View OVC Edit OVC Fill Forms



You can also select **View OVC** which will still give you the option to fill individual forms after viewing the details of the child.

[← Back to search](#) [Edit OVC](#) [CSI](#) [HHVA](#) [Form 1A](#) [Manage HH](#)

In the subsequent pages we will view in detail how to fill the CSI, HHVA and Form 1A. You need to be familiar with the SOPs for CSI, HHVA and Services for OVC.

Child Status Index (CSI)

This module has 3 tabs for **domain evaluation**, **CSI priorities** and **Support or services** provided. Click the CSI button

[← Back to search](#) [Edit OVC](#) [CSI](#) [HHVA](#) [Form 1A](#) [Manage HH](#)

CSI – Tab 1 Domain evaluation records the scores for CSI assessment

CSI – Tab 2 records **CSI priorities**. Remember that a child can only have a maximum of 3 priorities across all of the domains. You select for one domain and add to select multiple choices.

Domain	Priority Need(s)	Actions
#	Please Select ▾	Please Select ▾
Health and Nutrition	Treated for illness	+ Add
Protection	Age appropriate information on rights/responsibilities	
Education	Scholastic material	

CSI – Tab 3 records **Support/Services**. You select for one domain and add to select multiple choices.

Please Select ▾	Please Select ▾	Date Of Service	Please Select ▾	Place of Service
Health and Nutrition	Mosquito net	31-Jan-2017	Religious Organization	RGCEA Church

Household Vulnerability Assessment

HHVA has 9 tabs with a total of 31 questions – numbered for your guidance
The module also has checks
to ensure that tabs are not jumped.

[← Back to search](#) [Edit OVC](#) [CSI](#) [HHVA](#) [Form 1A](#) [Manage HH](#)

Form 1A Assessment and Services

This has 4 independent tabs with different submission dates. The first tab is for assessment. The second notes any critical events to the child. The third tab details the priority needs based on the assessments and the fourth tab is for the services



Tab1: Assessment

Domain	Core Service(s)	Core Service(s) Status	Actions
Please Select ▾	Please Select ▾	Please Select ▾	+ Add
# Health and Nutrition	Health and Nutrition Assessment	Child is sick	Remove

Date Assessment Recorded: 29-May-2017

[Submit Assessment](#) [Cancel](#)

Tab2: Critical events

Critical Event(s) : * Change of caregiver	Submit Critical Event(s) Cancel
Change of caregiver	

Date Critical Event Recorded: 06-Jun-2017

[Submit Critical Event\(s\)](#) [Cancel](#)

Tab3: Priority need(s)

At set times and can only be recorded for January, May and November. Maximum of 3 allowed.

Priority Needs are not required. This is scheduled for January, May and November

Date Priority Recorded: 08-Mar-2017

Tab 4: Services

Domain	Service(s)	Date Of Service	Actions
Please Select ▾	Please Select ▾	Date Of Service	+ Add
# Health and Nutrition	Treated for illness, Mosquito net, Health and nutrition education	02-Jan-2017	Remove

Date Services Recorded: 14-Dec-2016

9

Document Manager

What is the document manager feature?

When do you manage documents in CPIMS?

How do you manage a case?

- 1. Search child
- 2. Choose type of document to attach
- 3. Browse the location and upload

For security reasons, the system will allow only certain types of documents (pdf) and you will not be able to access the document for editing once you have saved it.

Step 1: Search Child

As usual, search child from Menu, Forms, Document upload.

The screenshot shows a software interface for document management. At the top, there's a dark header bar with the text "Create / Generate / Upload Documents" and some icons. Below this is a light-colored form area with a title "Inputs". The form has three main sections: 1. "Document Type *:" with a dropdown menu labeled "Please Select Document". 2. "Document Description *:" with a text input field labeled "Document Description". 3. "Upload Document *:" with a file input field labeled "File Name" and two buttons below it: "Browse..." (orange) and "Save Document" (blue). There are also some small circular icons in the top right corner of the form area.

Step 2: Choose type of Document and Upload

Select the document type that you want to upload and, like a normal windows explorer window, you will browse through your folders and select the file you want to upload. The file will be listed under the upload document tab and you can then select **save document** to commit the document to the file server.

10

Reports

What is a CPIMS report? A CPIMS report is a summary of all the services provided to children in need of care and protection. In CPIMS, reports include templates which contains pre-populated information about a child. The template may appear as a standard letterhead or official document such as summons, JPA, etc.

What types of reports are available in CPIMS? Reports are required for management and feedback. Others are also required as evidence. There are aggregate reports and individual reports. Aggregate reports include caseload reports while individual reports are for a particular child, such as social inquiry report.

How do you manage reports? Consider the following 4 simple steps

1. Select report group
2. Select reporting parameters
3. View report

Reports are accessed based on a need-to-know basis. Aggregate reports are widely available to anyone with an account in CPIMS. Institution-based reports, however, are only available to the respective institutions staff. It is generally difficult to accommodate all reporting needs directly in one system. As a solution, CPIMS has an ad hoc reporting module that can be used to cross tabulate a number of key variables in order to obtain meaningful information.

Step 1: Select report group

There are 7 types of reporting available in CPIMS:

1	Caseload report	This is the standard report for the DCS and reports based on the Oct/Sept financial year only
2	KNBS report	An abridged version of the caseload report for purposes of informing the economic survey report – based on calendar year
3	Institutions Population Return Report	For the institutions (both CCI and SI) with a summary of the movement of children in and out of the institution
4	Health Report	A summary of the medical conditions affecting the children while residential in the institution
5	OVC Reports	A series of reports for partners in OVC care
6	Ad hoc report	A dynamic reporting tool for users to create their own queries
7	Document Templates	A repository of commonly used documents in the process of child protection

Step 2: Select Reporting Parameters

After selecting the type of report that you want to produce, you need to specify the parameters. These include region, period type (Monthly, Quarterly, Yearly). For quarter or year reports you need to specify the type of year (financial year or calendar year). Lastly select the year and click **View**.

Report details and parameters	
Report Region :	<input checked="" type="radio"/> National <input type="radio"/> County <input type="radio"/> Sub-county <input type="radio"/> Organisation Unit i
Reporting period :	Select type ▼ 2015/2016 ▼ i
<input checked="" type="checkbox"/> View	

The report will appear as follows:

Reporting period :	Quarterly	Qtr1	2016/2017	i											
<input checked="" type="checkbox"/> View															
Print report Excel															
County		National			Year		2016								
Sub County		National			Month		Jul-Sep								
Quarterly Case Load Summary															
Case Category (New Cases)			0 - 5 yrs		6 - 10 yrs		11 - 15 yrs		16 - 17 yrs		18+ yrs		Sub-Total		TOTAL
			M	F	M	F	M	F	M	F	M	F	M	F	
1	Abandoned		12	4	2	3	3	1	0	0	0	0	17	8	25
		Admitted in residential institution (CCI or rescue)	0	1	0	0	0	0	0	0	0	0	1	1	1
23	Sexual assault		0	2	0	1	1	1	0	0	0	0	1	4	5
		Pending	0	2	0	1	1	1	0	0	0	0	1	4	5
	Total Children		135	111	51	58	95	57	23	29	1	5	305	260	566
	Total Cases		141	117	53	59	96	57	23	29	1	6	314	268	582
	Total Interventions		8	10	8	8	18	11	3	8	0	0	37	37	74
	Percentage Interventions		0	0	0	0	0	0	0	0	0	0	0	0	0
	Dropped Out		0	0	0	0	0	0	0	0	0	0	0	0	0
	Pending		133	107	45	51	78	46	20	21	1	6	277	231	508

You can then print the report directly or produce as excel or pdf for further manipulation.

Most of the reports will also be able to output data as a flat file which you can then use with statistical software for further analysis.

Note that general users with an account in CPIMS can run a national, county or sub-county report only. The organization unit report is restricted to members of the organization only.

The Institutions Population Return Report follows the same format. The only exception is that the list of organization units is limited to **Statutory Institutions (SI)** and **Charitable Children Institutions (CCIs)**. The following parameters are required for institution report:

Report Region :	<input checked="" type="radio"/> National <input type="radio"/> County <input type="radio"/> Sub-county <input type="radio"/> Organisation Unit			
Reporting period :	Select type		2015/2016	
Institution Type	Select Type	All Types		
<input checked="" type="checkbox"/> View				

The report appears like this:

Organisation Unit Yearly Returns													
Unit: U000265 - DAGORETTI GIRLS REHABILITATION SCHOOL													
Summary of Year	0 - 5 yrs		6 - 10 yrs		11 - 15 yrs		16 - 17 yrs		18+ yrs		Sub-Total		TOTAL
	M	F	M	F	M	F	M	F	M	F	M	F	
Total Children by End of Previous Year	0	0	0	0	0	1	0	3	0	0	0	4	4

The health report also follows the same format and appears like this:

Yearly Health Report													
Unit: U000265 - DAGORETTI GIRLS REHABILITATION SCHOOL													
List of Diseases	0 - 5 yrs		6 - 10 yrs		11 - 15 yrs		16 - 17 yrs		18+ yrs		Sub-Total		TOTAL
	M	F	M	F	M	F	M	F	M	F	M	F	
1 Intestinal worms	0	0	0	0	0	0	0	0	0	0	0	0	0

For the ad hoc report you need to specify the variable. The other parameters remain the same. In this example we have a summary of all the organization units in the database nationally.

The screenshot shows a reporting interface with the following parameters:

- Report Type:** Organisation Unit
- Report Region:** National (selected)
- Reporting period:** Yearly, Calendar, 2016
- Indicators:** Line Listing (selected)
- View:** View button (with checked checkbox)

Below the parameters is a table titled "Organisation Unit" with a "TOTAL" column. The data is as follows:

Organisation Unit	TOTAL
Sub County Children Office	21
Charitable Children Institution	14
Adoption Society	6
County Children Office	4

At the bottom left are "Print report" and "CSV" buttons.

OVC Care Reports

There are 3 key OVC reports. The reports can be produced at national level, organization unit (or CBO level) or a cluster of organization units. These can still be produced annually or semi-annually based on the Sept-Oct Financial Year. They are pivot tables where the parameters in the resultant data can be adjusted to suit a particular query.

The screenshot shows a reporting interface with the following parameters:

- Report Region:** National, Organisation Unit (CBO), Cluster
- Cluster:** ABC CDP
- Reporting period:** Select type, 2015/2016
- View:** View button (with checked checkbox)

The DATIM report shows the key indicators reported for the USG OVC implementing partners.

The screenshot shows a DATIM report table with the following columns:

Table	County	OVC Count	Ward	Age	Number of OVC	Age Set	Gender	b.[1-4yrs]	c.[5-9yrs]	d.[10-14yrs]	e.[15-17yrs]	f.[18-24yrs]	Totals					
CBO	Services	ABC CDP	CBO	Services	1. OVC_Serv	Age Set	Gender	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male	Totals
								9	6	34	32	89	65	48	47	40	53	423
								2	1	8	12	22	19	10	12	8	11	105
								2	1	8	12	22	19	10	12	8	11	105
								9	7	40	28	96	80	67	81	78	101	587
													1		5	4	19	12

The Services by Domain report shows a summary of the total children receiving services by domain.

County	OVC Count	Ward	Age	CBO										
Age Set	Gender	b.[1-4yrs]		c.[5-9yrs]		d.[10-14yrs]		e.[15-17yrs]		f.[18-24yrs]		Totals		
Domain	Gender	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male			
Education		3	1	17	16	49	52	23	61	20	58	300		
Health					1							1		
Health and Nutrition			1	10	6	21	7	7	8	4	6	70		
Psychosocial Support		8	6	33	31	82	62	43	46	34	51	396		
Unknown		12	9	70	60	172	134	79	156	61	156	909		

The third report is the Key Performance Indicator which has select KPIs.

OVC Count	CBO	County	Ward	Age	Age Set (2)	Age Set (1)										
Age Set	Gender	Age Set		5 - 9 yrs		10 - 14 yrs		15 - 17 yrs		18 - 24 yrs		Totals				
Performance Indicator	Gender	Female	Male	Female	Male	Female	Male	Female	Male	Female	Male					
1.a Number of OVCs Ever Registered		13	29	39	40	22	39	44	47	273						
1.b Number of New OVC Registrations within period			2									2				
1.c Number of Active OVC within period		13	29	39	40	22	39	44	47	273						
3.a Number of OVC without Birth Certificate at enrolment		11	23	30	31	17	23	19	26	180						
3.d Number of OVC served with Birth Certificate after enrolment			4	4	6	4	3	4	2	27						
3.e Number of OVC 5yrs and below served with Birth Certificate within period		13	25	35	34	18	36	40	45	246						
4.d Number of OVC HIV+			4	4	6	4	3	4	2	27						

The last major report is an Excel output of the registration data that enables implementing partners to work with Excel pivot tables to produce non-standard reports for programming monitoring and support for OVC.

11

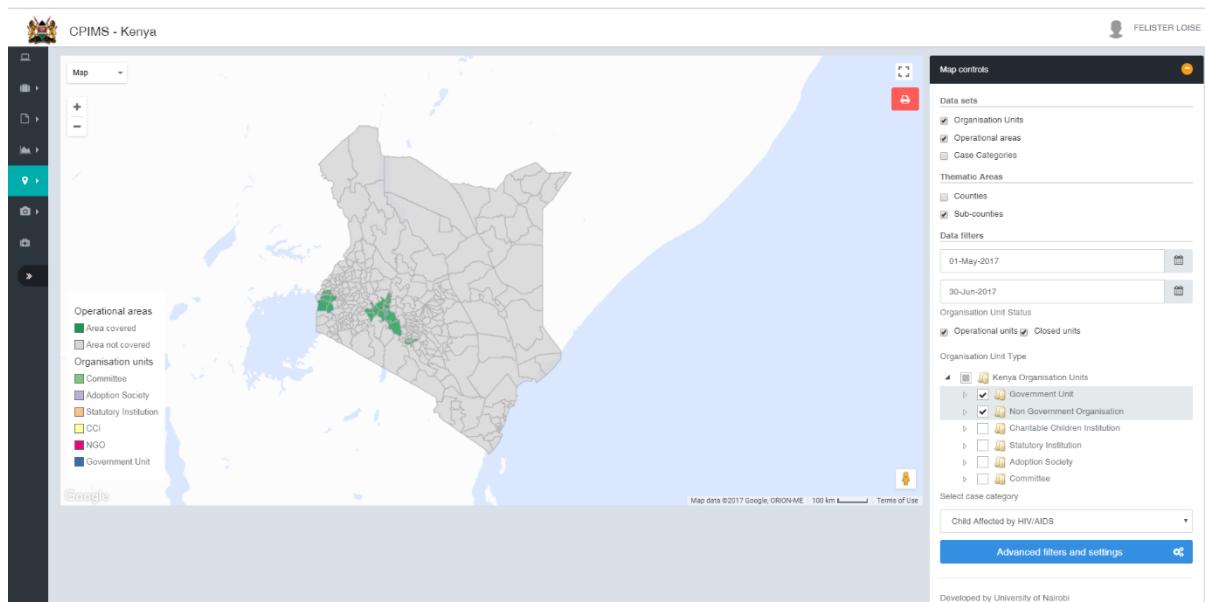
Geographical Information Systems

What is GIS? GIS is a feature for displaying spatial data, i.e. data on a map.

Why GIS? GIS is useful for viewing geographical distribution of data. For example you can tell where most cases of child marriage are happening through the GIS module.

How do you use GIS? You access the module through the menu and then specify the parameters

For you to run the GIS module you require data in an aggregated format. The system will do this automatically based on your parameters. You can then export the report in pdf format for further use.



This is a sample GIS report. The colours are graduated based on the value given (maximum and minimum), the deeper having more weight than the lighter colours.

