

MINUTES OF THE CHILD HELPLINE 116 TECHNICAL WORKING GROUP MEETING, HELD ON 28TH FEBRUARY, 2023 AT THE DCS STRATEGIC INTERVENTION OFFICE

Members Present

1. Mr. Philip Nzenge- Head, Strategic Intervention Unit (Chairperson)
2. Ms. Martha Sunda- Executive Director, Childline Kenya
3. Dr. Moses Muga- UoN(HealthIT)
4. Mr. Newton Mugaya- UoN(HealthIT)
5. Ms. Sharon Kemei- UNICEF
6. Mr. Nelson Adagi- Bltz, Product Owner
7. Ms. Anita Jepkosgei- Childline Kenya
8. Mr. Wenslaus Musindayi- DCS, Strategic Intervention Unit
9. Ms. Magdalene Kilonzo- SDSP,ICT
10. Mr. Alexander Rutto- SDSP,ICT (Secretary)

Members absent with apology

1. Mr. George Muhoro- SDSP, Head ICT
2. Mr. Moses Rono- UNICEF (Joined online)

Agenda

1. Establishment of specifications for tendering of Child Helpline 116 internet services.
2. Progress report on CPIMS and 116 integration process.
3. GoK and CLK data sharing protocols.
4. AOB

MIN 01/02/23: Opening Remarks

The Meeting was called to order by the chair at 9:30am with a word of prayer from Mr. Musindayi. Thereafter, the chair welcomed every member present to introduce themselves and briefed them on the agenda of the meeting.

MIN 02/02/23: Matters Arising

The chair made a test call to the 116 center to test whether the calls are going through, and indeed the call was received by the counsellor after a redial of the 116 number. He further reiterated on the need to have the calls going through as this determines the performance of the call center as asked by the Members of parliament from the Social and Welfare Committee during a recent budget meeting with the senior management from the ministry and the state department.

The test call that was received by a counsellor in the Eldoret helpline, gave a feedback that there is an issue with internet connection at Eldoret 116 helpline due to its VPN connection to the center and at times the router domiciled at the center freezes.

It was further suggested by the chair that a one-week demo and test-run on the current child helpline system would be ideal to test on its capacity to handle a large traffic of calls as well as to find the root cause of some of the challenges being experienced. Mr. Adagi from Bltz, agreed with the team and requested that the DCS team to inform him on the week that the test run will be performed, so that he can be physically present at the child helpline 116, Kabete call center during the exercise.

Mr. Adagi informed the members that the Bltz team are currently working to enhance the current upgraded 116 system to include a module to monitor the availability of counsellors including monitoring when they are on breaks.

From a playback on one of the calls marked as silent call by the counsellors. The chair noted that despite that no one was heard speaking, at the background was a voice of a child being heard. Therefore he informed the members on the need to have someone at the helpline to do a follow up on such calls.

Mr. Adagi informed the members on the need, to have a wallboard mounted at the DCS, strategic intervention unit as this will enable the officers to monitor the status of the helpline through being able to see the incoming calls and availability of counsellors at the helpline, on a single dashboard.

Mr. Adagi informed the members how the Interactive Voice Response (IVR) is currently in use within the helpline system in order to keep the caller engaged while awaiting for the

availability of the next counsellor. The chair requested for more clarity, adding that the IVR should only be on use when all the counsellors are engaged.

Moreover, the Executive director Childline Kenya requested whether the IVR can be removed and whether the algorithm that determines how long a call stays on queue before being transferred to a counsellor to be reduced, so that the incoming calls do not appear on the dashboard as ringing, yet the counsellors are available. Mr. Adagi responded by informing the members that the IVR will be removed as requested before the end of the day.

Dr. Muga suggested to the Blitz team, as to whether the system can be enhanced to include a functionality of being able to send a notification to the management whenever there are incoming calls and yet there are no counsellors available and logged-in on the system also a notification on status of system uptime. He further suggested that there is need to have a monitor robot to give the feedback to the callers whenever the system is facing some challenges before its back. Mr. Adagi noted the suggestions for further sharing with the Blitz team.

Dr. Muga asked the members whether there could be other metrics on the silent or blank calls in order for the Blitz team to check whether it's possible enhance the system by adding a functionality to report via sending a notification, if there are for example 4 calls marked silent.

MIN 03/02/23: Establishment of specifications for tendering of Child Helpline 116 internet services.

Mr. Musindayi briefly enlightened the members on the previous meetings that have been conducted and that justified the need for a review of the internet connection costs. These also informed the need for the current meeting,

The Executive director childline Kenya, informed the members that currently there is an internet for the two child helpline centers with separate bandwidths allocated i.e Kabete 75MBs and Eldoret 40MBs. Also there exist a two separate E1 connection lines, one for Safaricom and the other for Airtel.

Mr. Adagi suggested on the need to move to Session Initiation Protocol (SIP) trunking connection as compared to using the E1 lines.

Ms. Kilonzo informed the members of an approach of the team reaching out to ICTA requesting them to do a site survey in order for them to assess how the helpline can be connected to the NOFBI. She further informed the members that during a case when such approach is followed, the internet connectivity is usually done through incurring a one-time cost.

A member Dr. Muga suggested that a team needs to be set up to look into the optimal needs of the helpline internet connectivity and all the members were in agreement that the team will comprise of;

- i. Mr. Wenslaus Musindayi- DCS
- ii. Mr. Netwon Mugaya- HealthIT
- iii. Ms. Martha Sunda- Childline Kenya
- iv. Mr. Nelson Adagi- BitZ
- v. Mr. Moses Rono- UNICEF
- vi. Mr. Alexander Rutto- SDSP,ICT

Mr. Rono enlightened the team on the need to address the infrastructure challenges at the helpline. He further suggested that there is need to check whether other existing government infrastructure can be utilized to host 116, giving an example of Konza data center. Dr. Muga further suggested additional examples of such existing infrastructure within the government and the members agreed that the team formed to consider them in the fact-finding mission before advising on the best approach.

The chair suggested to the members whether the infrastructure that hosts the helpline system can be migrated from the current locality, to other existing government-shared infrastructure. Further urging that there is a need to exploit the available avenues to infrastructure, and the separate modalities of each available option through the head of ICT.

MIN 04/02/23: Progress report on CPIMS and 116 integration process.

Mr. Adagi took the members through a workflow design that the Bltz team had prepared in order to have an overview of the child helpline workflow. He further requested for a documentation from HealthIT showing the definition of some of the terms and objects that were not clear to the Bltz team, in order to enable them to finalize the integration process.

Dr. Muga informed the members that the HealthIT team will provide the requested end point documentation to Bltz and further invited the Bltz team to visit the HealthIT offices for further deliberations on areas that they experience challenges or would like further clarification concerning the integration process.

The members were further informed by Mr. Adagi that a quite a number of data has been pushed to the CPIMS. However the Bltz team suggest that it is better to first finalize the integration process then thereafter consider to start pushing the data on the current upgraded system, before later proceeding to update the data from the older system systematically since the UUID exist. Mr. Adagi requested for a one week period after the HealthIT share the requested documentation for the Bltz team to work on the integration before visiting the HealthIT offices for further deliberations and finalization of the integration.

The members agreed to have a small team to participate and undertake the integration process. The proposed team was to have a member from;

- i. HealthIT
- ii. Bltz
- iii. SDSP- ICT
- iv. DCS planning

MIN 05/02/23: GoK and CLK data sharing protocols.

The members agreed that this scope needs to be expanded to instead come up with the Governance/Operational partnership structure between the Childline Kenya and DCS as now data sharing protocols would fall under it.

In order to come up with a Governance/Operational partnership structure, Dr. Muga suggested that there is need first have a documentation of the current state of partnership

that has been existing between Childline Kenya and DCS, then thereafter perform a desk review.

One of the members informed the team that currently there exist a data governance structure within DCS, therefore if there is need to have a data protocol specific to 116. It can be reviewed to first check if it captures the needs of the helpline and if need be it can be updated.

MIN 06/02/23: AOB

Ms. Kilonzo suggested whether in the future it could be possible to harmonize the form which data is being populated to in the child helpline system to have additional fields added, borrowed from the case record sheet as it is currently being used in the CPIMS.

The members agreed that the team dealing with establishment of specifications for tendering of Child Helpline 116 internet services be given a period of two weeks. The next Technical Working Group meeting was proposed to be on 22nd March 2023.

Being there no other business, the meeting ended at 1:27pm with a word of prayer from Ms. Sharon Kemei.