REPUBLIC OF LESOTHO

Ministry of Social Development Information & Communication

INCEPTION REPORT

VAC HELPLINE SYSTEM

Submitted by

bitz

IT Consulting Ltd.

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VAC	Violence Against Children
FRD	Functional Requirements Document
ACHT	Average Call Handling Time
TAT	Turn Around Time
QC	Quality Control
MNO's	Mobile Network Operators
LAN	Local Area Network
UPS	Uninterrupted Power Supply
BITZ ITC	Bitz IT Consulting Ltd

Acknowledgments

Executive Summary
Introduction
Child Helpline Lesotho was established in 2008 as an initiative of Ministry of Health and Social Welfare (MoHSW) and was initially funded by Global Fund and UNICEF with the objective of handling violence against children's cases in Lesotho. Currently Ministry of Social Development (MoSD) is managing the Child Helpline.

One of the key components of Child Protection systems is the reporting mechanism by adults and children on incident or risk of any abuse, violence and exploitation happening against any child.

Stressors from the COVID-19 pandemic on children and families, compounded by security, health and financial factors, have increase the risks of intimate partner violence and violence against children. In addition, containment measures can further aggravate situations of children who are already exposed to abusive, neglectful and unsupportive environments. Children's sources of support outside the family, including child protective services and school, are likely to be out of reach for some, if not all, of the time. Frequent national lockdowns have shut some children in whilst simultaneously shutting child protective services out, and has compromised access to social, educational and health provisions. Other children such as those on the street situations or on the move, maybe even more deprived and isolated from assistance, as may those living in residential care institutions or in detention.

In the last 2-3 years, UNICEF ESARO in its role of technical support and coordination realized that a number of countries in the region are faced with similar challenges. ESARO in collaboration with KCO, TCO and UCO, assessed various Helplines used within these countries and identified an estimate of 60-80% overlap. It proposed that under the technical guidance of ESARO a generic modular and replicable helpline system is developed and thereafter customized for Kenya, Tanzania and Uganda for their own country specific context.

Scope
The upgrade should put the following into consideration:

1. The system should be able to receive calls for VAC on the toll free number through an E1 channel.
2. The system should be developed based on open-source standards and technologies preferably on major frameworks such as Laravel, Django, Spring etc. The process shall be managed and code shared on a code repository such as GitHub with clear documentation on deployment and integrations.
3. Build capacity of the end-user teams to be able to make minor adjustments to the system (configurable modules where possible e.g. case categories, SIP accounts,) and to manage the system after it has been handed over.
4. Develop a universal documented API to enable integration with other 3rd Party systems which will come in the second phase.

   API will enable a secure integration with any systems. As it will expose data for consumption in two-ways. External systems will be allowed to consume data from the CHL; the CHL will also be able to access and use data produced by other systems.

5. The solution should be able to handle case distribution, routing, escalation based on roles & permissions regarding access for reported cases. This should include follow-ups, case prioritization as well as case closure by providing necessary assistance to the clients who reach out to the Call Center.

6. The solution will be multi-channel including and will be integration-ready with the ability to include tools such as voice, SMS, WhatsApp, Web-Online, and Tweet-CHAT with the ability to provide distributed and remote terminals.

7. Provide dashboard & Reports, real-time call and case analytics with key metrics based on the set Case Categories, Demographics, System Users, Calls, and Call activities.

8. Design and documentation such as:
   a. User Training Manual and Guide
   b. Technical system documentation such as system architecture and technical specifications documentation, system manuals including quick troubleshooting guides and summaries, system administration manuals, guides, configuration, backup and restore procedure manuals

9. Plan and conduct training for: Helpline staff, Helpline Supervisors, case managers (as described in point 7), local helpline nominated IT focal points and other relevant staff identified.

10. Provide technical support and ongoing routine maintenance for the Helpline, including regular software updates/upgrades for a period of 6 months after the commissioning of the system.

11. Implement security protocols for call & case data and design & set up remote backup, restore & recovery plans, procedures, and systems based on the developed Functional Requirements Document (FRD) taking into consideration confidentiality of the data.

12. Deploy the enhancements on the hosting platform and secure it with a Secure Sockets Layer (SSL) certificate for added security.

13. Develop a publicly-accessible webpage for the Helpline with information dashboards, information about services of the helpline, documentations among others.

14. Project Management. The solution developers shall report to the project manager under Bitz IT Consulting Limited.

Deliverables and Timelines

Work Schedule & Milestones

This is an activity assignment to the proposed 35 days project plan from signing the contract to design, develop, deploy and train to handover of the system after sign-off.
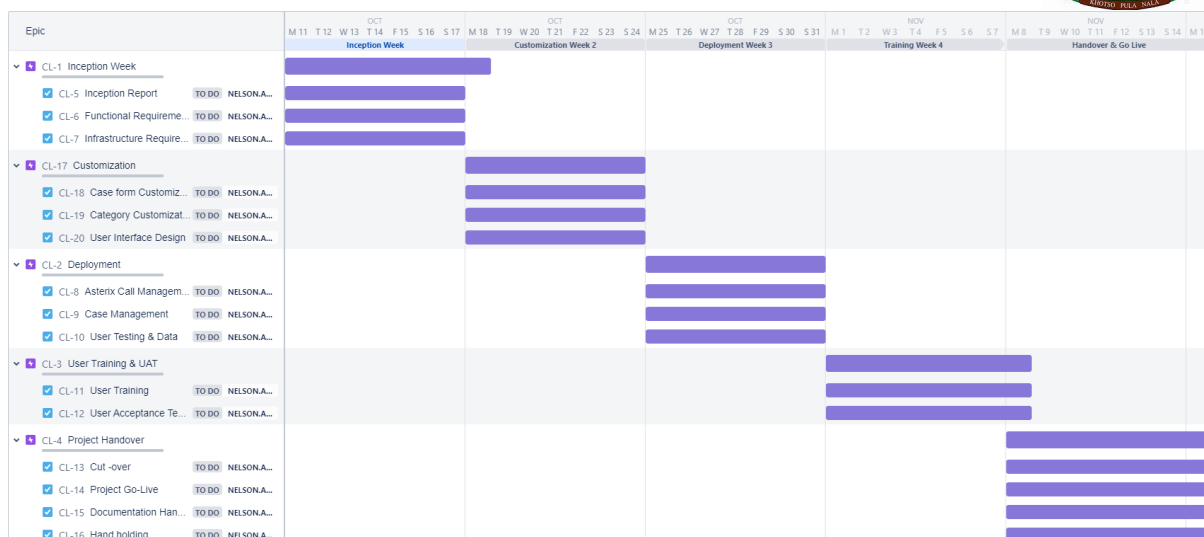
Figure 1: Implementation Schedule/Plan

Requirements Gathering Participants

Day 1

Name	Title	Organization	Email	Telephone

Day 2

Name	Title	Organization	Email	Telephone

Day 3

Name	Title	Organization	Email	Telephone

Summary table of requirements.

	Problem	Proposed Solution
1	Call Capacity at the Helpline with addition of calls	E1 or SIP which can handle more concurrent calls.
2	Knowledge on handling calls	Training and Capacity building required as a key component for the success of this project
3	Case categories	Bitz shared case categories for VAC as used in Uganda for review by the client. System to allow for creation of categories.
5	Integration to other systems	This will be done in the second phase. However, the system should have a provision for integration.
7	Flexibility to generate and Export reports	The system should have an inbuilt reporting engine. with the ability to view based on various metrics & parameters.
8	Roles & Permission	System will have a predefined permission matrix based to the different key stakeholders (Client to provide)
9	For IVR if possible let us have Language selection maybe a few of the major languages	The client will provide IVR in different languages. The system should allow for language selection configuration.
10	Social media reporting and other platforms	The function is available, Social Media and other platforms will be integrated in the second phase.

Infrastructure Findings and Recommendations

This is a study of the existing components fundamental to the functionality of the call center both software and hardware.

Current Infrastructure Setup

The center uses GSM/LTE for voice calls. Although the fiber link which is an extension from the government offices is yet to be installed, a VLAN for voice has already been configured though there is no termination and the service remains inactive.

The voice services are currently managed within a virtual LAN (VLAN) within the ministry with a fibre extension from government offices to the call center. A switch with 4mbps is configured for MPLS on the call center. The fibre link has not been fully adopted thus the call center lacks internet and connection to the VLAN.
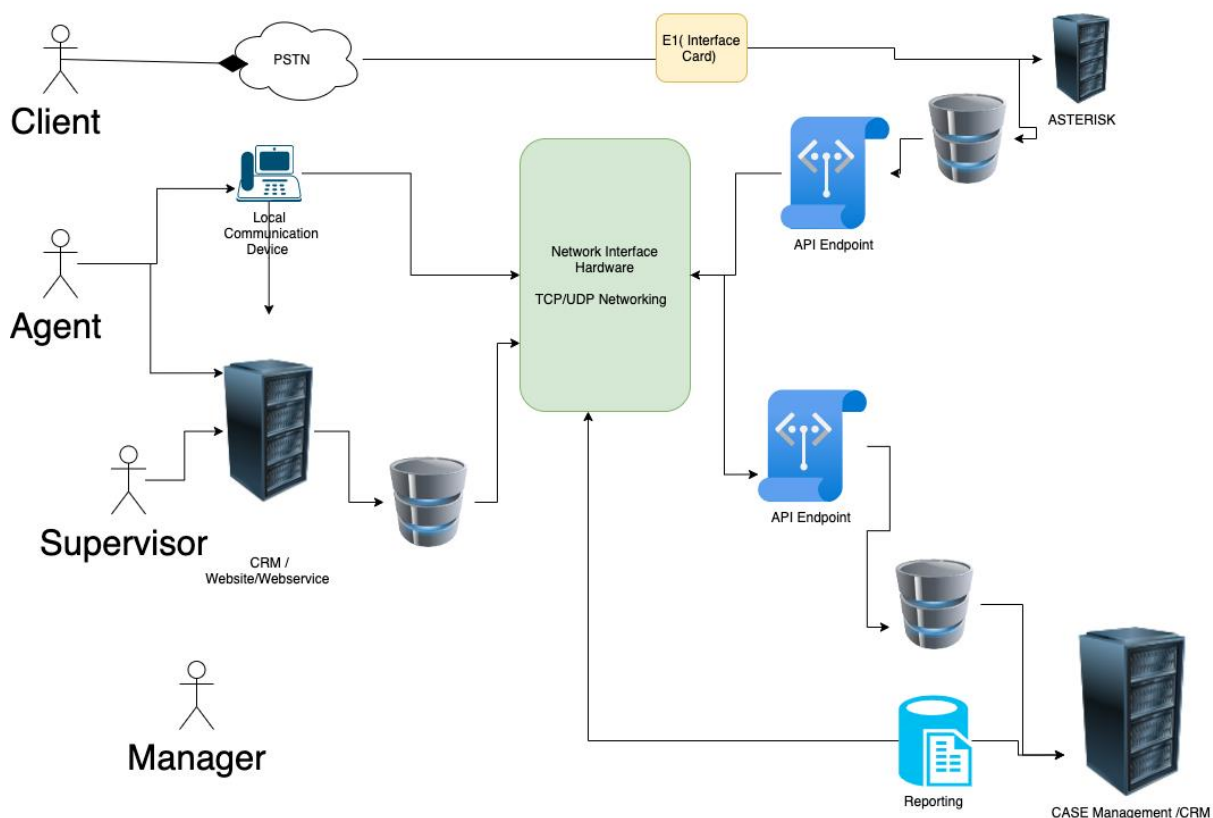
Proposed Infrastructure

Figure 2: Proposed Infrastructure

Operations and Roles

The system shall have the following user levels: administrator, counsellor/agent, supervisor and partner.

Every user level shall dashboard representative of their account roles and activity including statistics of calls and cases based on parameters such as categories, status, gender, districts,

priority and any other applicable field. The dashboards will also have graphical displays line & pie charts, bar graphs, etc.

Partner

They will be assigned **View** roles so that they can log-in to the system and anytime and view the activities and statistics at the Helpline as may be required. Mostly they will be given access to view reports from the system.

Administrator

This is a general system administrator responsible for general system configurations, the can view cases, they have minimal or no action. The following are some of the roles by administrators:

- Create and update configurable parameters such as case categories and services offered.
- Manage system users.
- View reports.

Counsellor

Counsellor handle calls and are mainly based at the call center. They are trained to offer first-line support for both VAC and GBV. Additionally, they:

- create cases from calls
- escalate cases to supervisors
- view their own cases.
- Can search cases from all cases

Supervisor

A supervisor is the call center manager who is in charge of counsellor/agent work affairs and to ensure they are within the set policies of the helpline. They:

- Can create cases.
- View all cases with an option to update.
- Perform QA on calls.
- Propose system settings and updates to the administrator.

Case Escalation Process

This is the process in which a case goes through before it's closed. A case may be closed at the time of creation by the counsellor but sometimes it requires attention from a higher level of the user hierarchy.

Counsellors escalate cases they are not able to resolve to supervisors who are always the center managers for further action.

After these roles were defined Case capture flow was also discussed. Seven broadly classified tabs for the information to be captured were proposed.

a) Case Reporter Details
b) Case Category
c) Other Client Details
d) Perpetrator Details

e) Case Narrative
f) Services Offered
g) Case Action

Depending on the case status if the client is a first time Reporter the counselor would click on Create New case otherwise if the client is a repeat Reporter/ Client the form should populate their details accordingly.

Case Categories

BITZ ITC shared the list of generic categories with the client. The initial categories will be uploaded into the system at inception, However, the system allows for additional categories

Appendix 2 outlines the various proposed Categories for the VAC and GBV which the consultant will continue to work with the stakeholders to harmonize.

Reporting Module

All activities done on the case management system will result in reports which are used by the supervisors, managers, and others to analyze the trends and be proactive and take corrective measures to mitigate situations. Both call and case reports shall have a list and statistical (pivoted) reports.

Pivot Reports

Pivot report refers to the statistical description of the data captured generated by a system user based on select report fields. It presents fields on an X and Y axes form and is filtered by date and/or date range.

This gives a permeation & combination of the type of reports required and the different data required. Additional fields can be provided for filtering the reports. This applies to both call and case reports.

The report should be printable or exportable to acceptable formats such as PDF or spreadsheet.

Comprehensive Reports

These are the main types of reports with listings of records are collected by the system. The module should provide filters for all of these kinds of reports to allow users get what is needed for a particular purpose. The filter may include date created, location, categories, gender, status among others.

These reports include:

- ✓ Call Reports
- ✓ Case Reports
- ✓ Counsellor Reports
- ✓ Performance Reports

The comprehensive reports shall have export option to formats such as XLSX, CSV, XLS and PDF either for further analysis or presentation.

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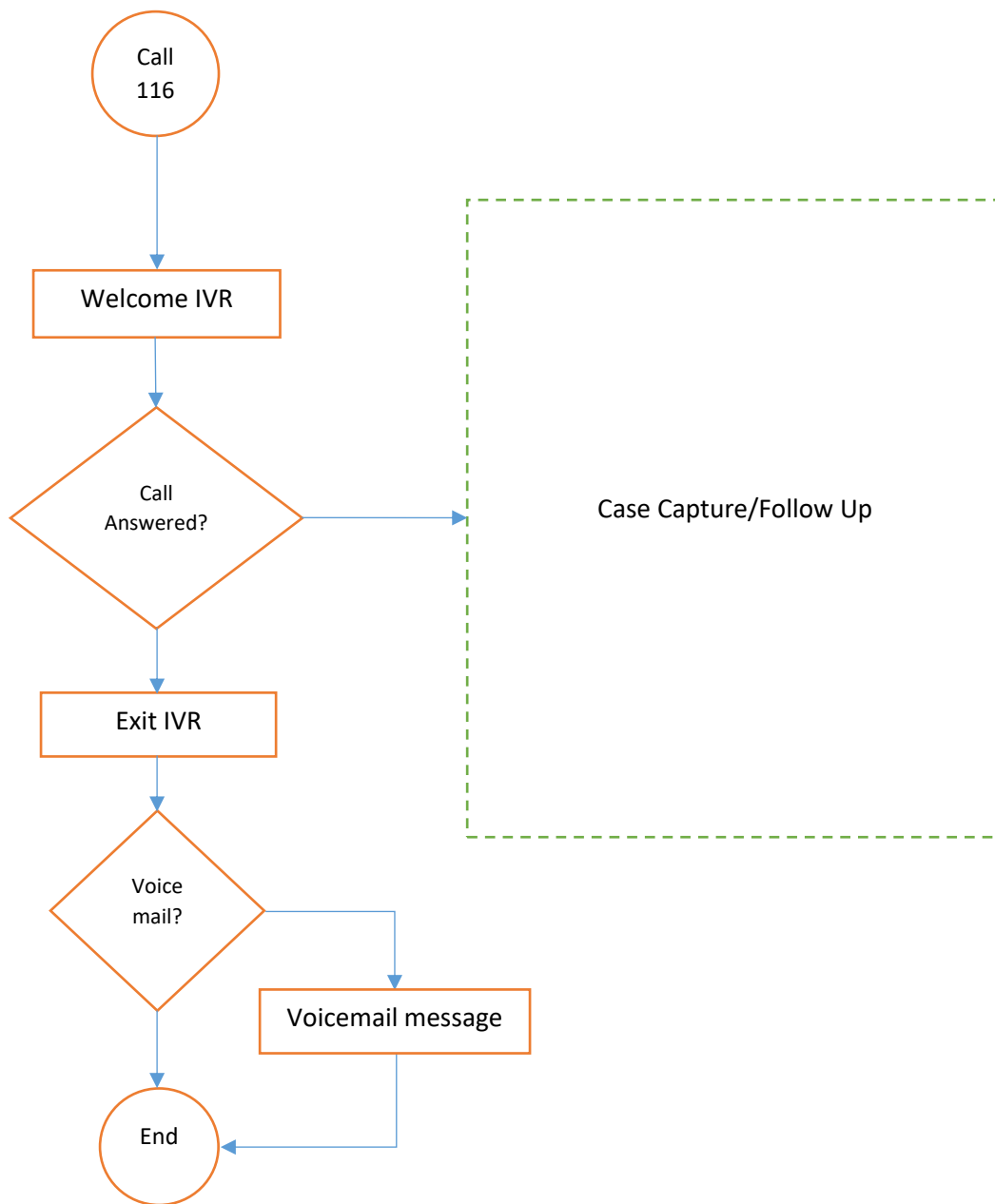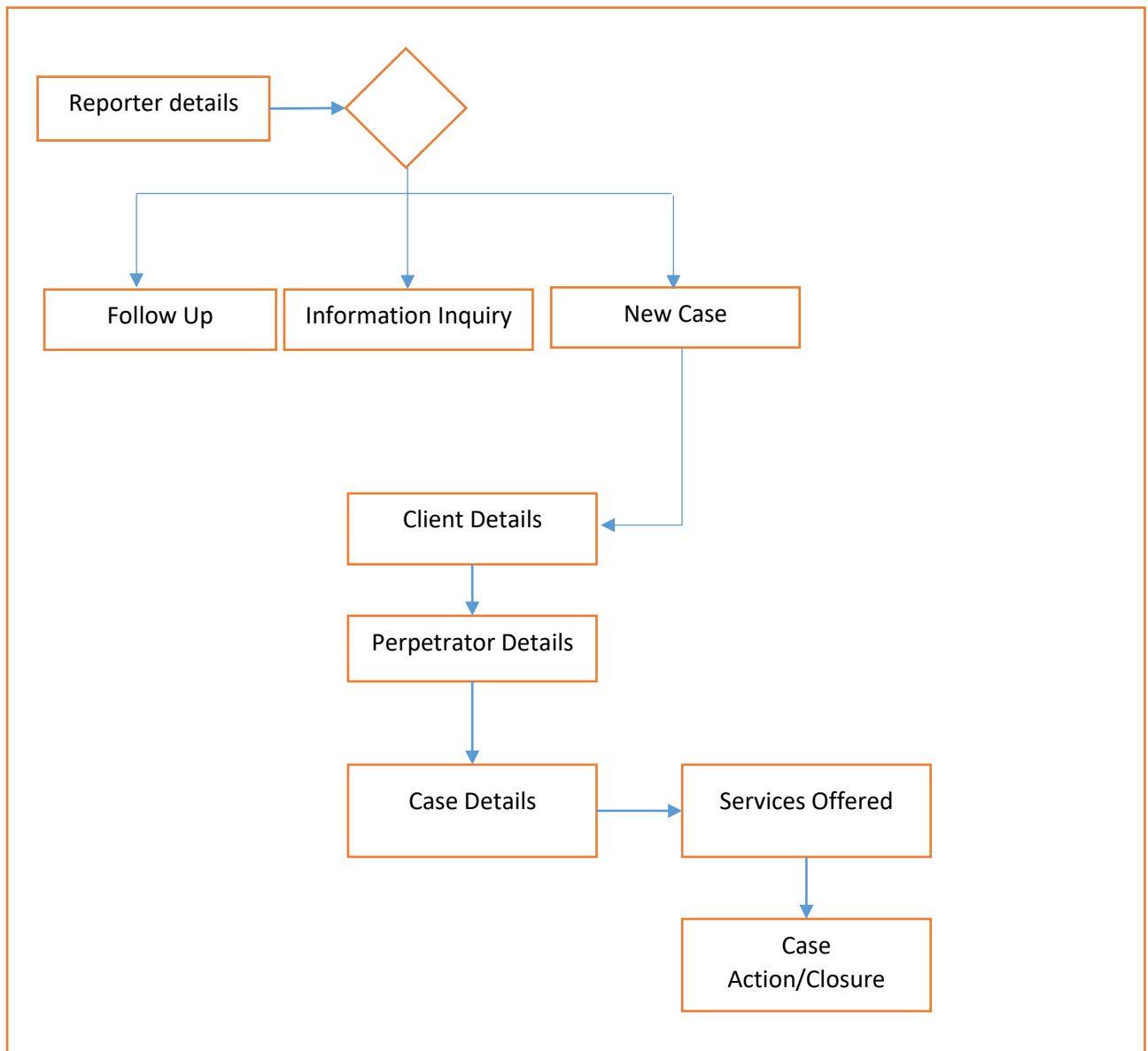
Case Capture Process Flow.

This shows the flow of the case capture process. The reporter details can be prefilled on call if the details exist and for all historical cases.

Conclusion

The existing infrastructure and the current system require a complete overhaul the CHL systems provide a perfect opportunity to improve the process at the CHL center. Eventually, we expect that the volume of calls and cases at the helpline will increase exponentially.

With all the stakeholders working together we believe that the consultant will successfully deploy the envisaged system in the timeframe provided of 35 days.

#	Grouping	Field(s)
1.	Report Details	Name, gender, phone number, language, Age Group, location (hierarchical), Nearest Landmark, Alternative Contact (Text Field) Email Address (Text Field), alternative contact, reporter tribe (select tribes), nationality and ID/Refugee Number
2.	Case Categorization	Case Category (Select Categories), case subcategory (select sub categories), if reporter is client (reporting for self)
3.	Client Details *(Collected if the reporter is different from the client)*	Name, gender, phone number, language, Age Group, nationality, location (hierarchical), Nearest Landmark, Alternative Contact (Text Field) Email Address (Text Field), client tribe, relationship to reporter, relationship comment, health status
4.	Additional Client Details	DOB (Date of Birth),Age (in months and years),Guardian name, guardian marital status, disability status, disability type, if referred to receive special services, HIV status, household type, number of adults in household, occupation of household head, if client attends school, name of school, client school level, type of school, school attendance, school attendance reason, school address, if client is married, spouse name, spouse profession
5.	Perpetrator Details	Name, gender, relationship with client, if the perpetrator share household with the affected person, location (hierarchical), Nearest Landmark, age, age group, perpetrators guardian name, tribe, health status, marital status, additional details
6.	Case Narrative	Narrative, case plan, status in the justice system, general case assessment, related files, priority
7.	Services Offered	Services offered, appropriate referrals
8.	Case Action	Case action (status), status comment, how one got to know about 116

N.B. This is the generic list of the helpline categories as provided by BITZ ITC.

VAC Categories and Sub-categories

#	Category	Subcategory
	Abuse	
1.	Murder	- Child Death due to Abuse - Attempted Murder - Child Sacrifice - Abortion - Mysterious Death - Poisoning - General
2.	Physical Abuse	- Corporal Punishment - Electric-shocking - Beating - Burning - General
3.	Emotional Abuse	- Labelling - Witness to Violence/Abuse - Bullying - Verbal Attack - General
4.	Child Trafficking	- Internal Trafficking - Cross Border Trafficking - Abduction/Kidnapping - General
5.	Child Exploitation	- Child Labour - Commercial - Children used for Criminal Activity - Children used for Begging - Child Labour - Domestic - Child Labour - Bonded - Child Labour - Commercial Sex Exploitation - General
6.	Child Neglect	- Denial of Education - Child Malnutrition - Child Abandonment - Child Maintenance - General
7.	Sexual Abuse	- Defilement - Exposure to Pornographic Materials - Sodomy - FGM (Female Genital Mutilation) - Teenage Pregnancy - Early/Forced Marriage - General
8.	Online Child Sexual Abuse And Exploitation	- Online Extortion and Blackmail - Victim of Online Sexual Exploitation - Exposure to Online Child Pornography - Victim of Online Child Pornography - Attempted Defilement

		-	Victim of Online Child Sexual Exploitation
		-	Online Grooming for Sexual Purposes
		-	Unwanted Sexting
		-	Revenge Pornography
		-	General
	Counselling		
1.	Boy/Girl Relationship		
2.		-	Teacher Problems
		-	Student in Problems with School Authority
	Student or Teacher Relationship	-	Abortion
3.	Stress/Depression		
4.	Self Esteem		
5.	Reproductive Health Issues		
6.	Loss and Grief		
7.	Career Guidance		
8.	Juvenile Delinquency		
9.		-	Divorce/Separated Parents in Conflict
		-	Sibling Relationship
	Family Issues	-	Family Member in Conflict
10.	Parent or Child Relationship	-	Unmanageable Children
11.		-	Positive Parenting
	Parental Guidance	-	Coping with Single Parenthood
12.	Peer Influence		
13.	HIV Counselling		
14.		-	Institutionalization
		-	Adoption
	Child Custody	-	Paternity/Maternity Rights
15.		-	Child Imprisonment
		-	Juvenile Delinquency
	Child In Conflict with the Law	-	Child to Child Sex
16.	Marital Issues		
17.		-	Drugs
		-	Smoking
		-	Alcohol
		-	Gambling
		-	Gaming
		-	Pornography
		-	Social Media/Internet
		-	Food
	Addiction	-	Masturbation
18.	Mental Issues		
19.		-	Child in need of representation
		-	Child Witness
		-	Law in Conflict with Children's Rights
		-	Child in Conflict with the Law
		-	Child Imprisonment
		-	Child Imprisoned with adult Person
	Legal Issues	-	Pre-Trial Briefing
20.	Child to Child Sex		
21.		-	Seeking shelter
		-	Missing Child
		-	Homeless Child
	Lost Child	-	Lost Child

22.	Life Skills	
23.	Property Rights	- Inheritance issues - Property grabbing
24.	Differently Abled Persons	- Deaf - Visually Impaired - Mental Disability - Physical Disability
25.	Orphans	- Child headed families - Orphan in need of care and support - Orphan in need of school fees - Orphan living with elderly person - Orphan living with HIV-Infected person
26.	Street Child	
27.	Discrimination	- Age - Ethnicity - HIV/AIDS - Marginal/Vulnerable Groups - Criminal Record/Ex-Prisoner - Access to Education
28.	Run Away Child	
	Medical Aid	- In need of medical assistance - Access to health care - Concerns about illnesses
	Information Inquiry	
1.	Pre-trial Briefing	
2.	Inquiry on Other Services	
3.	Information on Helpline Services	
4.	Financial Aid	
5.	Employment/Job	
6.	Topical Issues (Child rights, Biology etc)	
7.	Case Update	
10.	Birth Registration	
11.	Appreciation	
12.	In Need of School Fees	

GBV Case categories and Sub-categories

#	Category	Sub Category
1.	Physical violence	- battering and beating - punching - kicking - whipping, or beating with an object - strangling - suffocating - burning intentionally - threatening with a knife, gun or other weapon.
2.	Sexual violence	- Rape - Child sexual abuse

		- Defilement and incest - Sexual assaults - Sexual harassment - Forced prostitution - Trafficking in persons
3.	Harmful traditional practices	- Female Genital Mutilation, - Early and forced marriages - Dowry related violence.
4.	Economic violence	- Denial of assets and economic livelihoods - Child Neglect
5.	Emotional and psychological	- verbal abuse - humiliation - confinement
6.	Online Sexual Abuse & Violence	
7.	Murder	
8.	Others	

Sign Off

By signing this document, I acknowledge that I have received stated deliverables to the agreed quality levels.	
	Signature:
	Date:
	Signature:
	Date:
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