ReUnite

HELPING FAMILIES FIND EACH OTHER

CENTERPOINT
COMMUNICATIONS
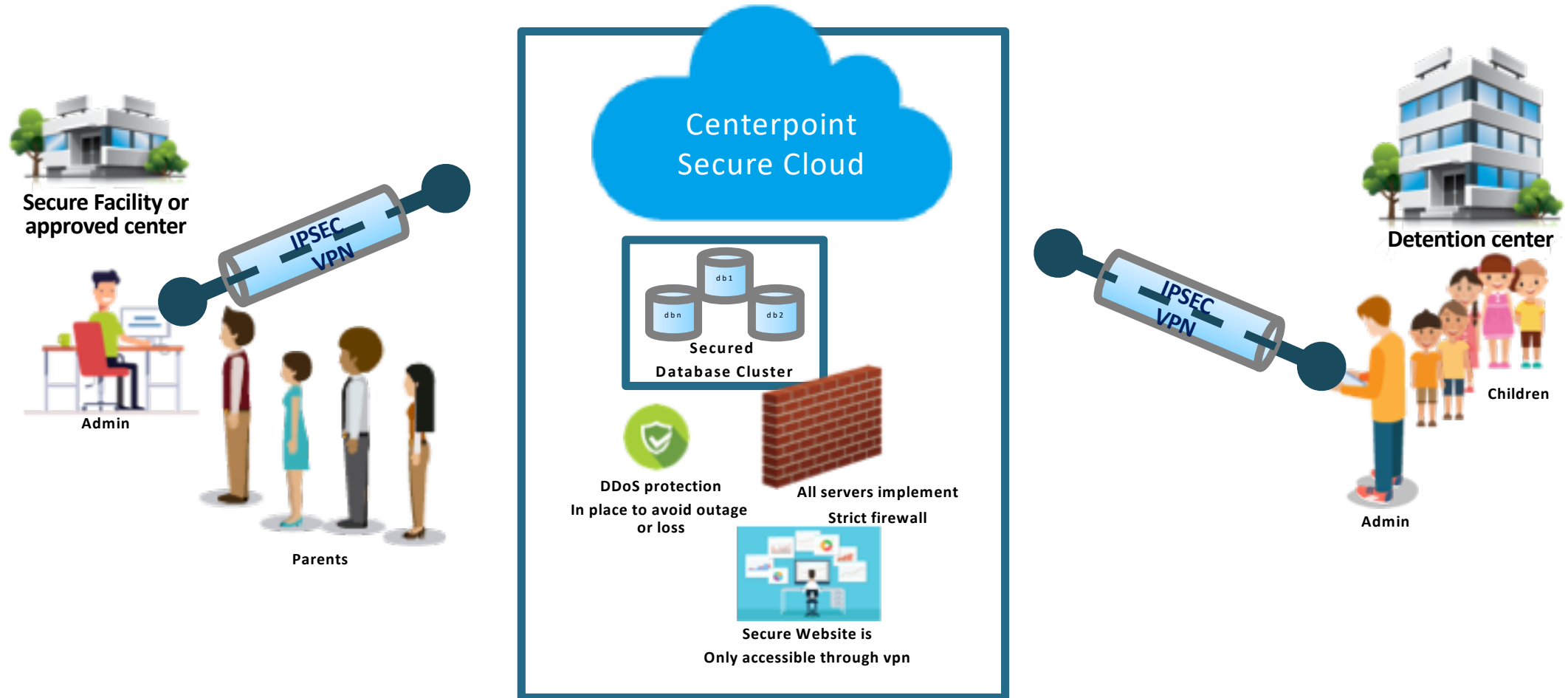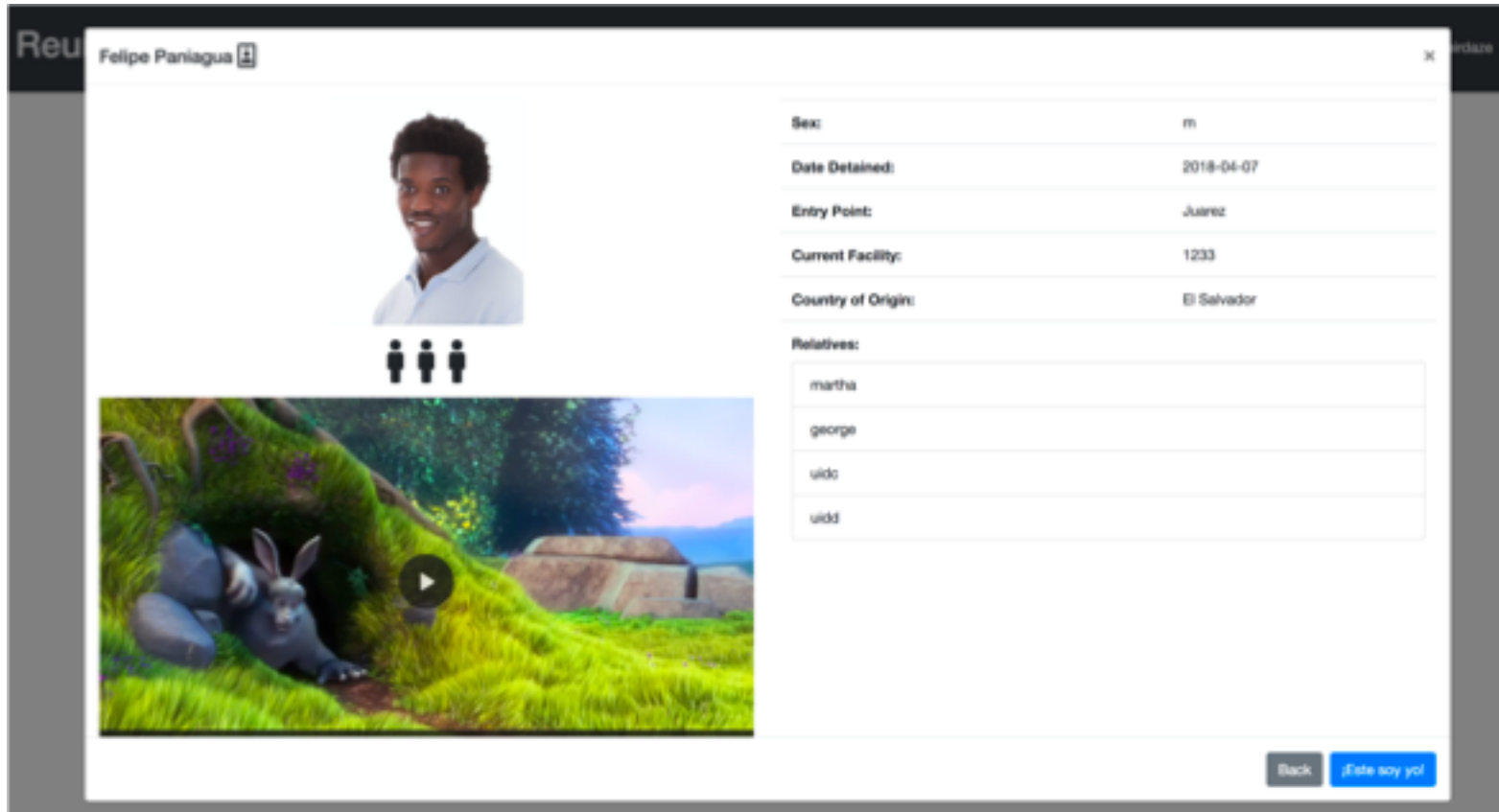
Family Separation Challenges

- Current efforts to reunite families that were separated at the border have an uphill battle due to the timelines facilities have to work with and the verification procedures in place to ensure that the children under their care are NOT given to traffickers or dangerous people of no relation to them.

- Add to that, that most of these facilities are private organizations with their own databases and own sets of procedures, not to mention being overwhelmed by the volume of children they are receiving, and it begins to look like an unending process.

- There needs to be a way of unifying all of that data while at the same time giving parents and children hope of reuniting some day in the near future.

- The ReUnite application aims to do just that.

ReUnite - Overview

Secure Facility or approved center

Admin

Parents

Centerpoint Secure Cloud

db1

dbn **db2**

Secured Database Cluster

DDoS protection
In place to avoid outage or loss

All servers implement Strict firewall

Secure Website is Only accessible through vpn

IPSEC VPN

IPSEC VPN

Detention center

Children

Admin

Children searching for parents

- Parents register themselves with a photo and a 30sec video message to their kids.
  - Relatives' names can be entered to give the child context and assurance that this is their parent.
- The child browses or searches for their parent by looking at pictures or using the search engine
- They click the blue button at the bottom of their screen to claim their parent.
- The ReUnite system then enters a "potential match" and opens up a ticket for the administrators to work through.

Facility Administrators

- Tools are available for administrators to manage ticket queues and find potential matches for verification
- Administrators register the children and the adults.
  - Everything in ReUnite happens under supervision of the admin

Benefits

- Central, secure database to unify **just the relevant information** that will lead to a connection between parent and child.

- Common across facilities to ensure information sharing

- Useful tools available for managing the people, tickets, matches, and facility information

- Secure, redundant, and distributed datastore to protect from data breach and data loss

- Providing photos and videos is a humane way for the children to have some hope of seeing their parents.

- May speed up the process and provide a more streamlined process flow for these facilities to work through the reunification effort.

ReUnite

What is it?

1. A technology that securely enables reunification of families

How it works? – High level process

1. Parents and Children register themselves (or are registered if too young) on a secured tablet or desktop computer at a secured or approved location. (strong security certificates are used)
   1. The registration includes pictures of the parents and children along with a 30 second video message

2. Upon finding the family member, the child can click "Claim this person" to indicate a familial connection
   1. A ticket is issued but all of the information remains internal to the database.
   2. Only name and other approved info will be displayed

3. The facilities/Orgs access the central database and start working on the potential matches to reunite families

4. Verification of the match is completely up to the organization or facility. The application merely provides the data on potential matches and manages ticket work.

ReUnite

What the admin does (Walk-through):

1. Child or validated parent approaches
2. Registration information is taken in
3. Photo is taken
4. Short 30 second video is taken
   1. ("Hola mijo, te extraño! Ya pronto estaremos juntos!")
5. Child is allowed to search for their relatives by name or browse photos
6. A ticket is issued if a child has found a potential match for their parent
7. Validation process begins per the facility's established procedures

NOTE: This is all done in-facility and under supervision

What happens next

1. If a child finds their family member, they tap or click a button that says "claim".

2. This sends the claim to a database where all the claims are held. It also opens a ticket.

3. An algorithm goes through and identifies instances when people have claimed each other and marks these claims as "potential-matches" along with opening up a ticket for an admin to work through.
   1. This works in the instances where siblings have been separated for some reason.

4. Once a ticket is generated, the application only has a way of closing the ticket or adding status to it.
   1. The ReUnite system is not responsible for validating a match. Only identifying potential matches.

5. An admin can also look through the claims database and find claims that may not be matched but they know from experience and they can open up a ticket to work it.

Security

1. The tablet or PC will have a secure certificate to ensure that it is approved to connect to the VPN No other device will have access to this vpn outside of the facilities.

2. Each administrator approved will have a secure username and password to connect to the **VPN** (think of it as being clocked in)

3. Each administrator approved will have a secure username and password to log into the **application** (second level of verification of who's accessing the system)

4. The website is tablet/phone/pc friendly (responsive) and is ONLY accessible through the VPN. (Access from an address on the internet or any other address outside of the vpn is strictly disallowed and requests are dropped)

5. The data displayed as people browse is the minimal amount needed for identification

6. Images taken by administrators will only be saved on Centerpoint Cloud Servers. No exports allowed unless clearance is provided.

7. Videos will be moderated by the admins so they do not reveal location of the person

For more information contact us!

If you believe this application could be of use in helping reunite families, we need your help!

It is very important to have the blessing of the facilities and organizations involved. Please email us with referrals, security concerns, suggestions on improvements, and potential connections of influential people that need to become aware this technology exists.

Email us at reunite@centerpointcc.com