ReUnite

HELPING UNITE DATA TO HELP REUNITE FAMILIES

CENTERPOINT
COMMUNICATIONS

Reunification Challenges

- 100+ detainment centers across the US with potentially different processes and databases with varying degrees of completeness
- Adult centers managed by different funding organizations than children centers which can lead to data sharing issues
- Reuniting requires connections to be made between Children's facilities and Adult facilities.
- Data Privacy and confidentiality is primary concern
- **End Goal: To institute uniform practices across all facilities using a common and secure system that brings data together**
- Reunite achieves this goal

End Goal

ReUnite Secure Cloud
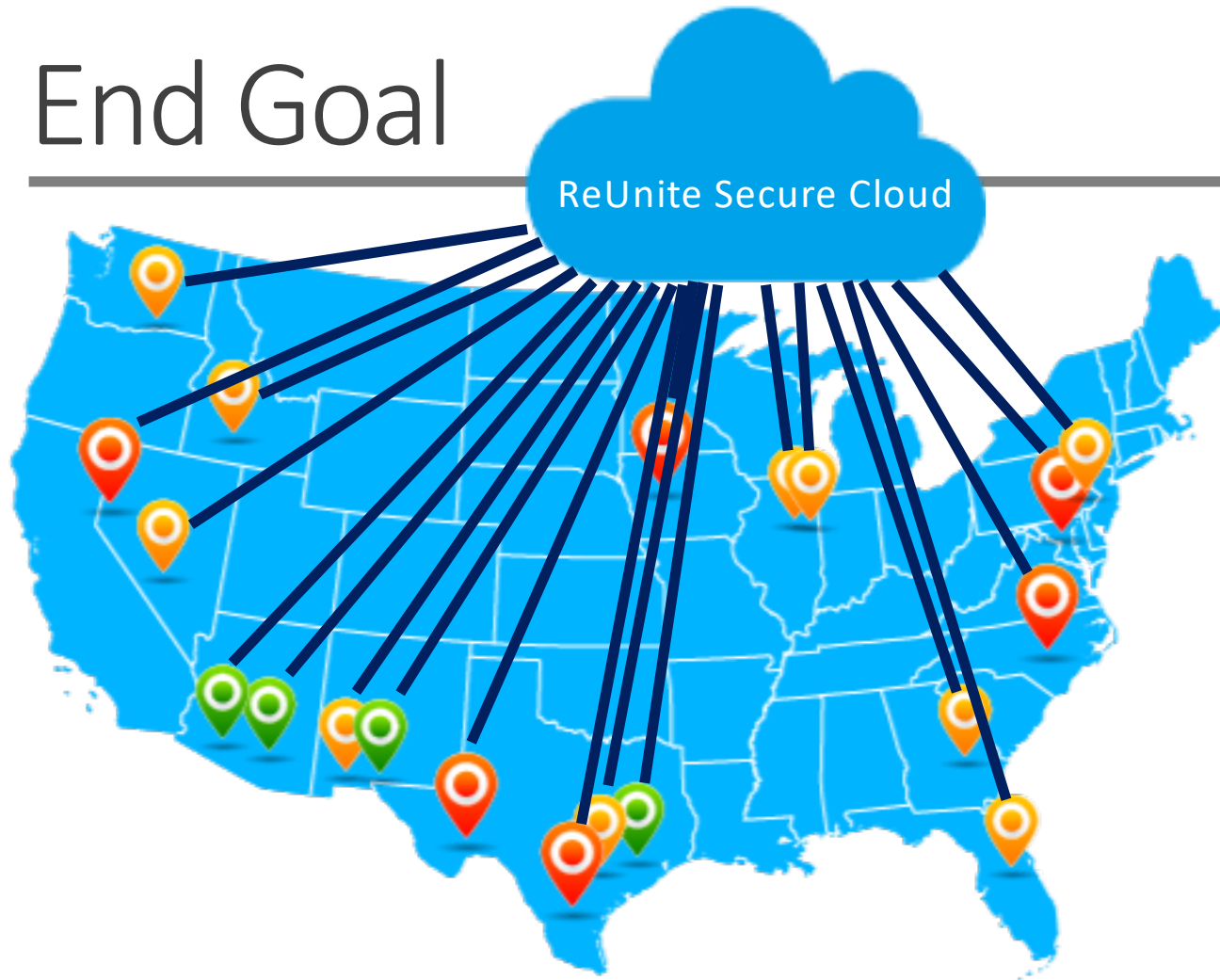
- Single Pane of Glass for all facilities
- Uniform processes and workflows built in
- Potential Matches leverage data from all centers
- Connecting data sources will greatly speed up the process of reuniting children with parents due to the increased efficiency from data sharing
- Accurate analytics and numbers on detainees and reunifications for accurate dashboards, metrics, and reports
- Lower cost solution to the personnel required to staff a call center.

ReUnite - Overview
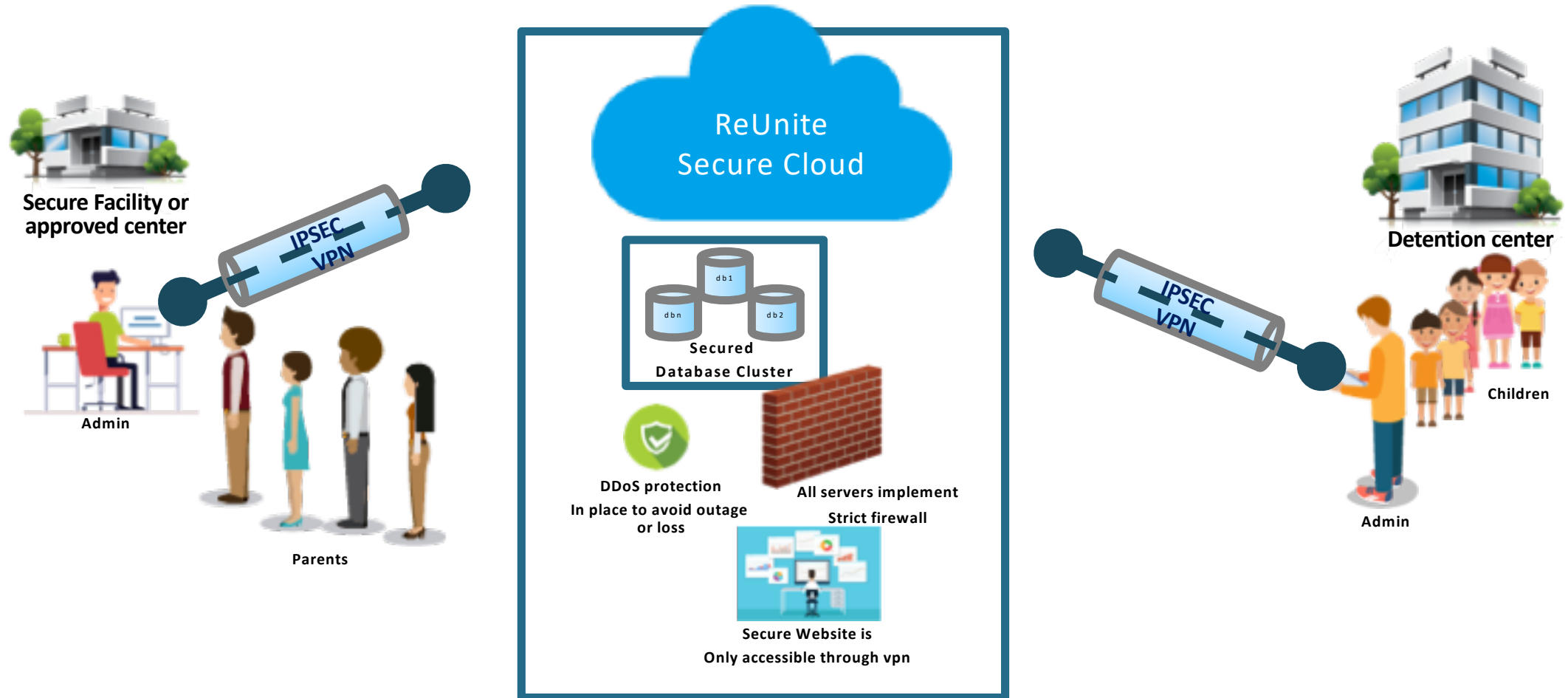
Children searching for parents
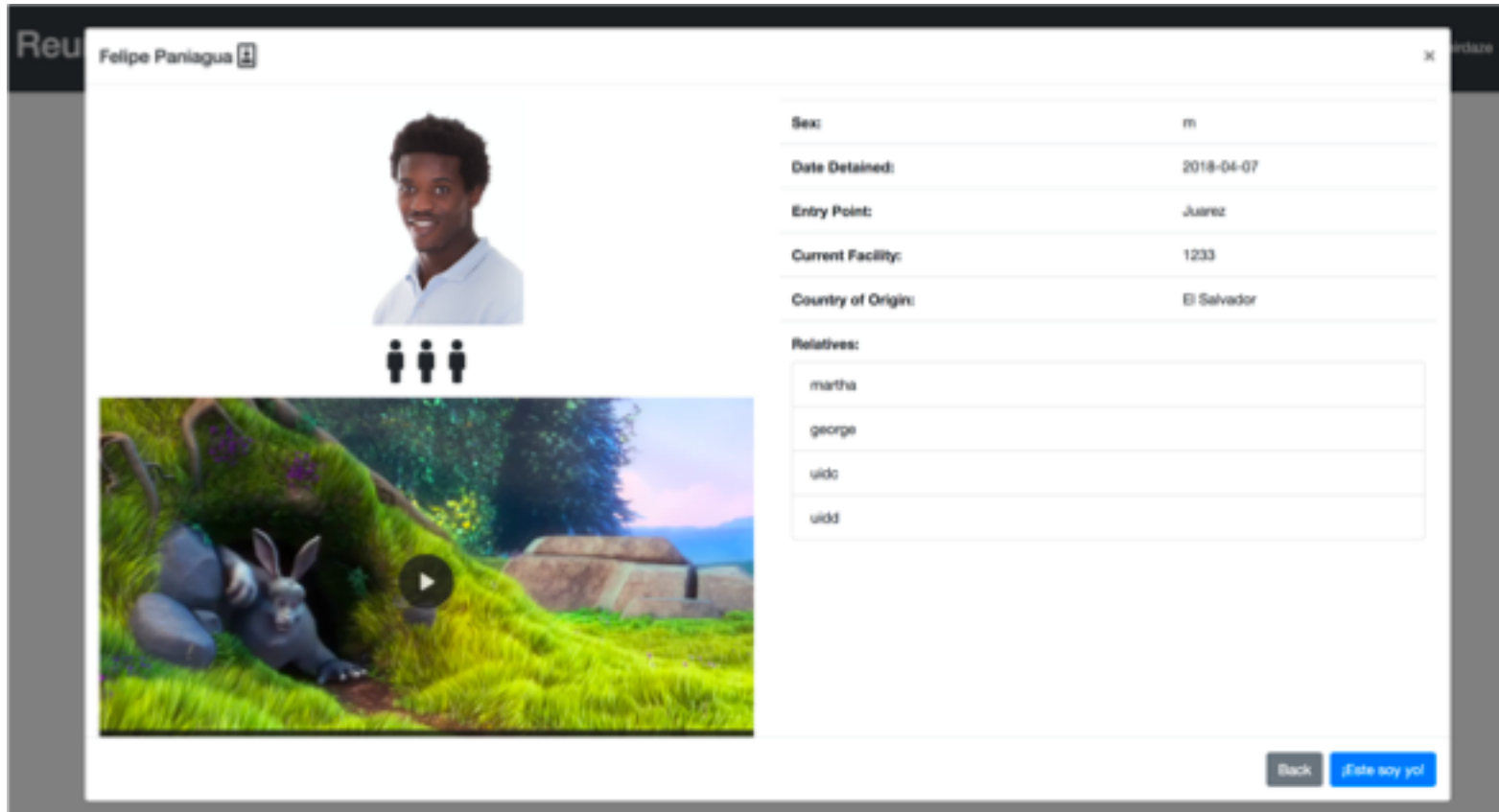
- Parents register themselves with a **photo and a 30sec video** message to their kids.
  - Relatives' names can be entered to give the child context and assurance that this is their parent.
- The child **browses or searches** for their parent by looking at pictures or using the search engine
- They 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
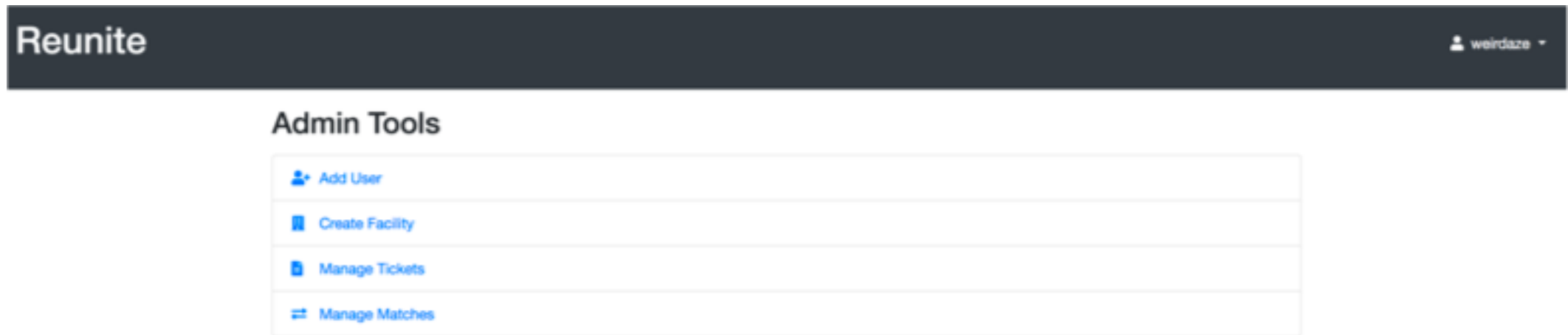
- Tools are available for administrators to manage ticket queues and find potential matches for verification
- Administrators register the children and the adults.
  - Everything in ReUnite happens under supervision of the admin

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.
  - Can integrate with their existing databases.

- 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

- Visual confirmation through photos and videos gives you a more likely match than verbal description

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

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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)
    *   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
    *   A ticket is issued but all of the information remains internal to the database.
    *   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.

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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