



# Individual Protection Approach (IPA) Information Management System - Annex

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# TABLE OF CONTENTS

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IPA Information Management System .....	3
1. Referrals Management and Analysis .....	3
2. Privacy, Confidentiality, Data Protection .....	8

# IPA INFORMATION MANAGEMENT SYSTEM

The CPA Platform enables the full management, including quality control and data protection, of the data related to the communities and the CPA components: MQ, NCP, and IPA. Among these tasks, it allows to conduct the full desk process of Protection Analysis of each community (see Figure 1), including: Quantitative Analysis (Protection risks, threats, vulnerabilities, and capacities) and Narrated Analysis (Inputting of the narratives collected during the NCP implementation on the ground, Identification of Key Problems and related causes, consequences, and coping strategies, Identification of the type of PRPs activities per Sector of Action).

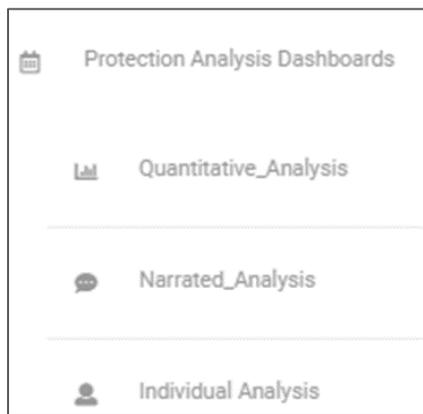


Figure 1 Protection Analysis Section

The IPA IMS Dashboard, as part of the CPA Platform, has been developed to allow an efficient, easy-to-use, protection-tailored management of the IPA mechanism and the referrals, as well as individual analysis, including providing an overview of the distribution of IPA referrals and other relevant information for multiple purposes. A dedicated Reports Dashboard has been developed to provide results related to both IPA and NCP for reporting purposes.

General guidance on how to process and monitor the referrals on the IPA IMS is provided in the section below. Capacity Building sessions for the use of the IMS can be provided by WeWorld-GVC (WW-GVC) to further explore the advantages of the system and support the relevant staff in using it.

## 1. Referrals Management and Analysis

The IPA IMS Dashboard is purposely set up for the processing and the monitoring of cases identified through the IPA for referrals. It provides a system to manage cases and referrals by authorized users.

The IPA IMS Dashboard allows a real-time creation of the referral cases on the Platform upon submission of the IPA Kobo Assessment through the tablet. Once finalized and submitted, the IPA Assessments will automatically appear on the IPA IMS, organized in a list (see Figure 2), ready to be reviewed and validated by the Protection Officer or the focal point in charge of the referral process. The “Open” tab, displays a list of the cases that have been received by the Platform, meaning assessments submitted from the tablets used on the field. In order to ensure privacy, each agency using the IPA IMS has a separate visualization of its cases, each case “owner” or agency handling it is determined by the assessor that submitted it.

ID	Type Of Assessment	Inserted By	Date Of Assessment	Pcode	Validation Status	Actions
<input type="text" value="Search ID"/>	<input type="text" value="Search Type Of Assesmer"/>	<input type="text" value="Search Inserted By"/>	<input type="text" value="dd/mm/yyyy"/>	<input type="text" value="Search Pcode"/>	<input type="text" value="Search Validation Status"/>	

Figure 2 IPA Assessments on the IPA IMS

Taking a closer look (Figure 3), the IPA IMS shows three tabs:



Figure 3 Three Tabs IPA IMS

- **Open:** All newly submitted assessments are listed here for validation, in order to ensure that all the data entered is correct, and that there are no duplications (for example, by crosschecking phone number, date of birth, but not family or first name due their frequency).
- **To be processed:** It displays a list of cases that have been validated in the “Open” tab followed by their referrals. Note that one assessment can have more than one referral. On the right of the page, there are several ways to find specific cases by filtering cases or referrals. Figure 4 shows a list of referrals under the same assessment. By opening the referral, the assessment will be opened in a separate tab giving the option to the user to update information on the referral (regardless of the type of the referral) and investigate the assessment.

Case ID	Type/Urgency	Location	Assessment	Validation					
GVC_E7_ 12345			2020-06-30	2020-06-30	<input type="button" value="New Referral"/>	<input type="button" value="Open"/>	<input type="button" value="Close"/>		
ID	Type	Service Provider	Focal Point	Officer in charge	Service	Update	Follow-up	Status	Actions
12345	Internal	GVC	NAME	NAME	Latrines , Water tank 1000L ,	2020-06-30		PENDING	<input type="button" value="Open"/>
12345	Internal	GVC	NAME	NAME	NFI Blankets , NFI Mattresses ,	2020-06-30		PENDING	<input type="button" value="Open"/>

Figure 4 List of referrals under the same assessment

▶ **Closed:** Referrals that have been closed, for reasons that cannot be attributed to the humanitarian system or also Protection, Mental Health, and other sensitive referrals, once communication from the service provider has been received to confirm that the referral was accepted.

Upon validation of the assessment, a new referral can be created by designated staff members, selecting the type, the sector and other relevant information (see Figure 5). Among the relevant information is the type of Referral (Internal, External, Self-Referral) and the Sector for the Referral (WASH, Shelter, Protection, Education, Basic Assistance, Health, MHPSS, Technical assessment, PWD and Elderly). The Assessment Details page allows the user to start processing cases and view the details as submitted by the assessor. The acknowledgment of the referral by the receiving agency is important in terms of properly monitoring the status of the referral.

The practice and recommendations from the Global Protection Cluster is that the receiving agency always communicates to the sending agency the reception of the referral. This informs the sending agency that the receiving agency will contact the right holder to then assess the specific needs. If the receiving agency does not communicate reception of the referral, the referral will be processed to a new service provider.

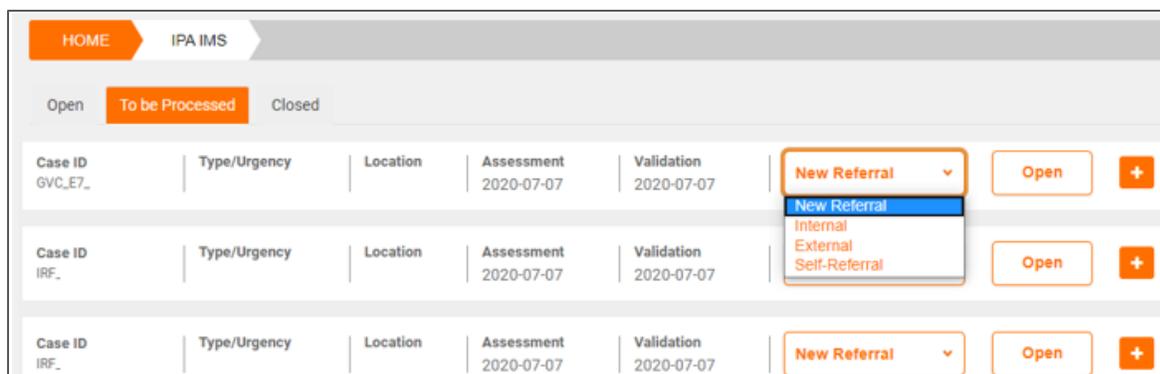


Figure 5 Creating a new referral

The pending status is automatically generated by the Platform system. It indicates that the referral was processed and waiting for communication by the receiving agency. Following a pre-set timeframe in line with the urgency of the case (48 hours for fast-track referrals and 7 days for non-fast track referrals), if the receiving department or consortium agency has not confirmed receipt of referral, the referral status should be changed to 'no response'.

The receiving agency communicates that the referral has been received. However, this does not mean that further action has been taken regarding the referral. It is only an acknowledgment of the referral by the receiving agency. In the occurrence of not-acceptance of the case by the receiving agency, the reason, if known, should be selected from a dropdown menu, or described by selecting the option 'Other' (see Figure 6). Depending on the reason of non-acceptance the closure status is automatically generated by the system, and additional fields for 'next action' are proposed for selection (see Figure 7 and 8). It is necessary to inform the rights-holder about the

decision of the service provider (Figure 9). Contacting the rights-holder will also serve as an opportunity to discuss the next actions (Figure 8). If the service is delivered, the cases will be successfully closed (Figure 7). If the service is not delivered, a reason will be necessary to be specified, if known, as it is done in case of not-acceptance of the case.

A screenshot of a dropdown menu with a white background and a blue border. The menu is open, showing a list of reasons for not accepting a case. The list items are: No capacity or resources to respond (temporarily), New restrictions to access the area, Not eligible based on criteria for accepting a case, Outside area of intervention, No need of service, RH is in need of a service not provided by the agency, Right Holder unreachable, Right Holder received service by other service provider, Beneficiary refused to receive the service, Location, Service was already provided, Age, No protection risk, Wrong sector / sub sector, and Other. A blue bar highlights the top of the dropdown list.

Figure 6 Selecting the reason for not acceptance of the case

A screenshot of a dropdown menu titled "Closure Status" with a question mark icon. The menu is open, showing a list of closure status options: close, Successfully Closed, and Unsuccessfully Closed. A blue bar highlights the top of the dropdown list.

Figure 7 Selecting the closure status

A screenshot of a dropdown menu titled "Next Action" with a question mark icon. The menu is open, showing a list of next action options: Process a new referral, Suggest a Self-Referral, and Impossible to identify a new Service Provider, all options have been exhausted. A blue bar highlights the top of the dropdown list.

Figure 8 Selecting the next action

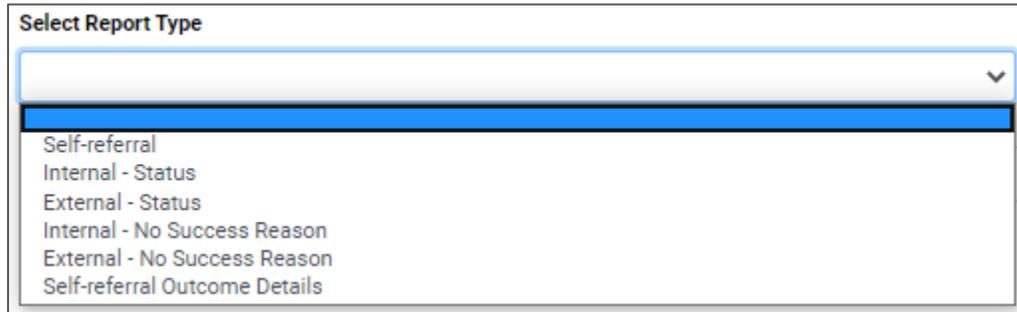
A screenshot of a checkbox labeled "Right Holder Informed of the decision of Service Provider" with a question mark icon. The checkbox is currently unchecked.

Figure 9 Informing the rights-holder

In the closed cases section, all the cases are stored upon closure, therefore, cases that are closed

and archived.

Different types of report are available for analysis purposes and accessible for the aforementioned Report Dashboard section dedicated to IPA (Figure 10).



*Figure 10 Selecting the type of report*

The purpose of the analysis section is to insert figures, charts, graphs etc. to give a breakdown of data on specific topics. In particular, the Individual Analysis page visualizes the data generated during the IPA process, such as, the distribution of referrals by agency, the number of referrals divided by sectors and an interactive chart allowing the exploration of the referral-requested services by sector and a broad picture of the response system situation in the area of implementation (see Figure 11).

Among the reports that can be produced, the IPA Monthly Report aggregates the referrals processed in the Platform by sector, service, and completion status, providing an insight of the performance of the individual protection teams and allows a quick comparison between the different types of referrals (self-referral, internal and external). Moreover, the IPA Incident Report extracts the assessments submitted into the platform in a selected time range, showing the main details available and the response made to address them.

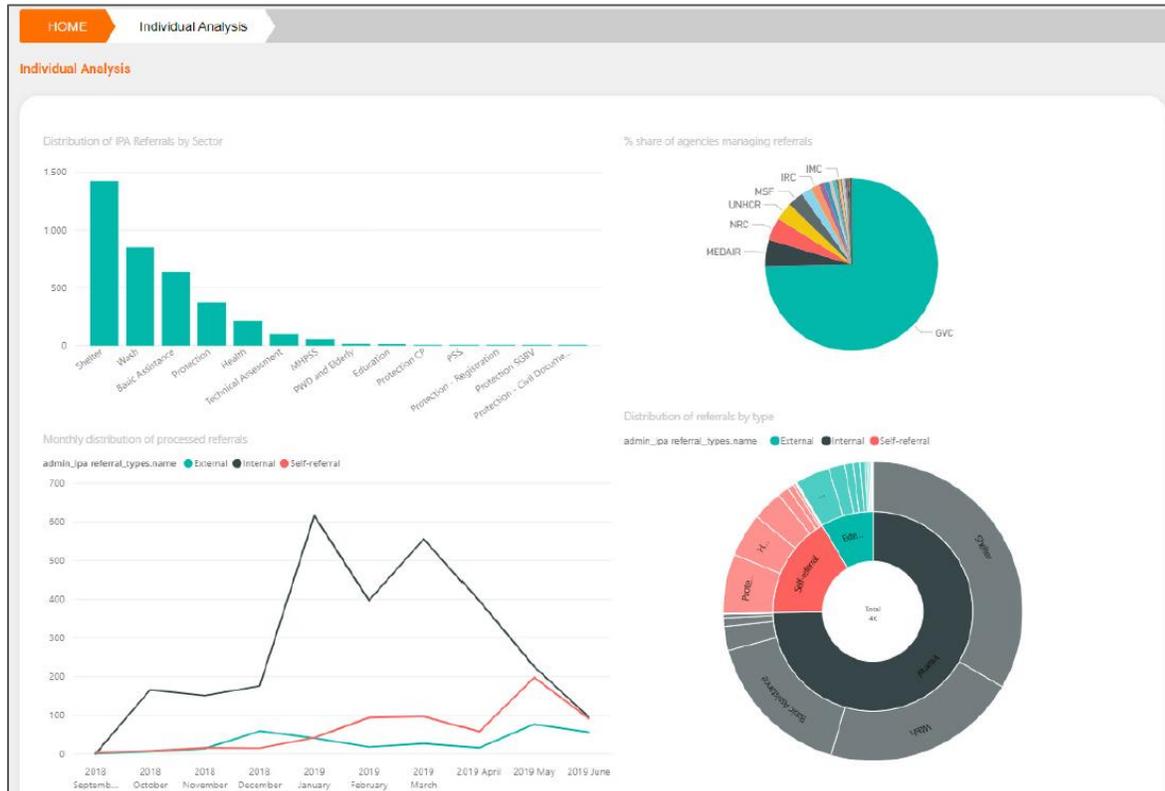


Figure 11 IPA Individual Analysis

The **IPA IMS is therefore designed to be customized to specific reporting needs**, and to automate and simplify donor reporting against qualitative and quantitative indicators. This stream of analysis will allow the IPA-implementing organization to retrieve any information requested by donors to assess the quality and efficiency of the identification and response mechanisms in the area, as well as the specific dimensions of individual protection. The IPA-implementing organization should therefore assess the specific data analysis required, contextualize the IPA process, and accordingly, set up the IPA IMS.

## 2. Privacy, Confidentiality, Data Protection<sup>1</sup>

Protecting individuals' personal data is an integral part of protecting their life, integrity, as well as safety and dignity. Respect of privacy and confidentiality, as well as personal data protection, especially if sensitive, is of crucial importance, and it should be the pillar of any referral system.

The IPA IMS facilitates organization of the overall process of documenting, monitoring, and

<sup>1</sup> An e-learning course is in development by WW-GVC, to understand the basic principles of Data Protection within the CPA. Any partner, donor or stakeholder implementing the CPA can have access to this and a complete catalog on other topics, developed with the purpose of developing on-the-field skills.

learning, while respecting fundamental principles such as privacy, confidentiality, informed consent, data protection and accountability. The IPA IMS stores the data in an SQL database. The personal information and referrals require application logic in order to be viewed side by side. The database is password-protected and stored in an online server where only the platform and specific computers can access it in its raw form. Protection is achieved by public/private SSH keys, meaning that even someone possessing the password would not be able to access the database without using the exact device that has access authorization.

Within the IPA process, data transfer occurs primarily for external referral purposes. The IPA IMS offers the possibility to embed mechanisms to automate the filling out of standard referral forms applicable in a given context (e.g., inter-agency referral form). The standard referral forms may be transferred by the Protection Officer in charge of processing referrals, respecting the security procedures suggested by the Global Protection Cluster.

# LIST OF FIGURES

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Figure 1 Protection Analysis Section.....	3
Figure 2 IPA Assessments on the IPA IMS.....	4
Figure 3 Three Tabs IPA IMS.....	4
Figure 4 List of referrals under the same assessment.....	4
Figure 5 Creating a new referral.....	5
Figure 6 Selecting the reason for not acceptance of the case .....	6
Figure 7 Selecting the closure status .....	6
Figure 8 Selecting the next action .....	6
Figure 9 Informing the rights-holder .....	6
Figure 10 Selecting the type of report .....	7
Figure 11 IPA Individual Analysis.....	8

