CBIMS.Net Data Capture Manual

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1 Contents

2 ACRONYMS

CBIMS:	Community Based Intervention Monitoring System
CG:	Caregiver
COP:	Country Operational Plan
DREAMS:	Determined, Resilient, Empowered, AIDS-Free, Mentored and Safe
FS:	Family Strengthening
GRA:	Graduation Readiness Assessment
HH:	Household
HIVSTAT:	HIV and ART Status Tracking Form
IP:	Implementing Partner
OVC:	Orphans and Vulnerable Children
POPIA:	Protection of Personal Information Act
VL:	Viral load

3 KEY DEFINITIONS

3.1 APPLICATION TERMS

Administrator: The administrator determines access to CBIMS.Net by approving/rejecting users and assigning user roles. There will usually only be one primary administrator and one backup administrator per organisation. Administrators also have Database Manager privileges.

Cache: A temporary location for storage on a device.

Database Manager: The Database Manager has data importer and database user privileges.

Offline data capture means you can still enter data without an internet connection. The system will save it; you can upload it later when you return online.

Service Portal: This authorisation application determines who has access to CBIMS.Net. The URL is https://admin.cbims.net.za. Only Administrators have access to the service portal.

Soft delete: A feature that doesn't permanently delete a record from the database. It's like putting a record in a 'recycle bin ', allowing restoration. For example, you can use soft deletion to remove participants temporarily if they are no longer part of the programme but may return later.

Web browser: A web browser (commonly referred to as a browser) is a software application for accessing the World Wide Web. When a user requests a web page from a particular website, the web browser retrieves the necessary content from a web server and then displays the page on the user's device. Examples are Google Chrome, Mozilla Firefox, and Microsoft Edge.

3.2 CYBERSECURITY TERMS

Data breach: The unauthorised access or exposure of sensitive information, such as personal or business data, to an outside party.

Encryption: A way to protect information by turning it into a secret code. Only people with the correct password or key can unlock and read the information.

Firewall: A tool that protects your computer or network by controlling who can send or receive information. It helps keep out hackers and other threats.

Hacking: Gaining unauthorised access to a computer system or network, often to steal or damage information.

Multi-factor authentication (MFA) is a security method that allows you to verify your identity using two or more methods when logging into a system.

Malware: Software created to harm or steal information from your computer or device. This includes things like viruses, ransomware, and spyware.

Phishing is an online scamming tactic in which someone tries to trick you into giving them personal information by pretending to be someone you trust. Most phishing incidents occur through fake emails or websites.

Ransomware: A type of malware that locks your data and demands money to unlock it.

Two-factor authentication is a security process where you must provide two different pieces of information to log in, like a password and a code sent to your phone.

VPN (virtual private network): A service that protects your internet connection by hiding your real location and encrypting the data you send.

4 PURPOSE OF THIS MANUAL

This manual is designed for organisations that use CBIMS.Net or CBIMS mobile to capture primary data on participants in the OVC or DREAMS Programmes. This encompasses OVC Comprehensive, OVC DREAMS Family Strengthening, OVC Preventive, and DREAMS programme participants.

5 PREPARING TO USE CBIMS.NET

5.1 SYSTEM DESCRIPTION

CBIMS.Net is not just an internet-based platform but a crucial tool designed to facilitate monitoring the PEPFAR OVCY and DREAMS programmes in South Africa. It allows users to access a PostgreSQL database securely through their web browsers, offering centralised data storage, faster data aggregation, easier maintenance, improved security, and enhanced data management and reporting capabilities. CBIMS.Net is also compatible with CBIMS mobile, an app for capturing data using a phone or tablet at the point of service. Your role in using this system is integral to the success of the OVC and DREAMS programmes.

CBIMS.Net evolved from CBIMS Desktop, a Microsoft Access-based database supporting local and cloud-based operations.

5.2 SYSTEM WEBSITE

https://www.cbims.net.za

5.3 SYSTEM REQUIREMENTS

The following requirements must be met to use CBIMS.Net successfully:

- All users must have access to a computer or a suitable mobile device.
- Each computer should have a stable internet connection (e.g., 3G/4G/5G modem, ADSL, or fibre).
- Internet browsers like Microsoft Edge, Google Chrome, or Firefox.
- Backup power is recommended to minimise disruptions from load shedding.

5.4 CYBERSECURITY CONSIDERATIONS

5.4.1 System security features

CBIMS.Net's design adheres to industry standards for cybersecurity:

- Role-based access control
- Regular backups and archives stored on Azure

- Firewalls and software to monitor suspicious activity
- Session timeout after 30 minutes of inactivity
- Encryption: Data is encrypted in transit, and files in Azure Storage are encrypted by default.

5.4.2 Potential cybersecurity threats

Phishing is a fraudulent online tactic in which attackers impersonate trusted entities to deceive individuals into disclosing sensitive information or performing actions that compromise their security. Phishers will send you enticing emails. They claim to be friends or colleagues and ask for money, data, or special access. Most phishing incidents are via email. But it isn't enough to know that phishing emails are out there; you also need to be able to recognise and report them.

Passwords are a common target for hackers. They target business and personal passwords, hoping people reuse them across multiple sites. To reduce this risk, create strong passwords and update them regularly.

Outdated software is responsible for many data breaches. Hackers can use software weaknesses that haven't been updated on your devices to steal your business information. When new updates are released, they show everyone, including hackers, the security gaps they can use to attack. This makes you and your organisation easy targets. Make sure you keep everything fresh and up to date!

In computer security, an authentication factor is something you use to prove your identity when logging into a system. The most common way is by using a password. Multi-factor authentication (MFA) is when you use two or more different ways to log in.
For example, you might use a password and a code sent to your phone. This adds extra security because even if one method is stolen, the hacker cannot access the other, stopping them from getting into your account.
Many organisations are also starting to use MFA to improve their security. You may be asked to provide different types of authentication factors. There are three main types:
- **Something you know**: Passwords or security questions
- **Something you have**: A code on your phone or a key card
- **Something you are**: Biometrics, like your fingerprint

The more factors you use, the better your security. Using a mix of these factors is a great way to keep your data safe.

5.4.3 Cybersecurity best practices for data capturers

No web application is immune to cybersecurity threats, such as hacking. As a data capturer using a web-based database, it's important to know and follow cybersecurity best practices to keep data safe and secure. Cybersecurity means protecting information from being stolen or misused online. Here are a few simple guidelines to help you keep participant data safe:

1. **Use Strong Passwords and change them regularly**
   A strong password is like a strong lock on your house. It keeps your information safe.
   Tip: Don't use easy-to-guess passwords like your name or "12345." All passwords should be created with these three words in mind:
   - **Long** — At least 12 characters
   - **Unique** — Never reuse passwords. Each account needs its unique password
   - **Complex** — Use a combination of upper- and lower-case letters, numbers, and special characters (like # or !).

2. **Enable Multi-Factor Authentication (MFA)**
   Multi-factor authentication (MFA) adds an extra step to logging in, like using both a password and a code sent to your phone. This feature will be added to CBIMS.Net soon.
   Tip: Always enable MFA if the option is available. It adds an extra layer of security.

3. **Keep Your Login Information Private**
   Never share your username or password with anyone, even if they seem trustworthy.
   Tip: If you think someone has seen or used your password, change it immediately.

4. **Log Out When You're Done**
   Always log out when you're done using the database, especially on shared computers.
   Tip: Click the "log out" button instead of closing the browser.

5. **Avoid Public Wi-Fi**
   Public Wi-Fi in places like cafes and airports is not always safe. Hackers can use it to steal your information.
   Tip: Use a secure network or a Virtual Private Network (VPN) when working on sensitive data.

6. **Watch Out for Phishing**
   Phishing is when someone tries to trick you into giving them personal information by pretending to be someone you trust.
   Tip: Don't click on links or download attachments in emails from people you don't know, and report any suspected phishing activities to your IT department. Here are some quick tips on how to spot a fake phishing email:
   - Contains an offer that's too good to be true
   - Language that's urgent, alarming, or threatening
   - Poorly crafted writing with misspellings and bad grammar
   - Greetings that are ambiguous or very generic
   - Requests to send personal information

- Urgency to click on an unfamiliar hyperlink or attachment
- Strange or abrupt business requests
- The sending e-mail address doesn't match the company it's coming from

7. **Update Your Software**
   It is important to keep your computer and browser up to date. Updates fix security weaknesses and prevent hackers from gaining access.
   Tip: When an update is available, install it right away. Even better, set your phone or other devices to update automatically—only download software updates from the company that made the software. Hacked or unlicensed software often contains harmful programmes and causes more trouble than it fixes.

8. **Report Concerns**
   Users should alert Tulane immediately (cbims.support@tulane.edu) if they suspect or detect any kind of information security breach, such as compromised login details, stolen laptop/device, phishing attacks, etc.

   Following these tips can help protect the system's data and keep everyone's information safe! Additional conditions of use are included in the appendix, and you must acknowledge that you accept all conditions of use before you can complete using CBIMS.Net.

6 REGISTRATION

6.1 USER ROLES AND ACCESS

Personnel who use CBIMS.Net for capturing data and monitoring interventions are assigned one of the following roles by the Organisational Administrator:

- Administrator: The administrator controls access to CBIMS.Net by approving or rejecting users and assigning roles. Typically, each organisation will have one main administrator and one backup. Administrators also have Database Manager privileges.

- Database Manager: The Database Manager can import data into the system and has the same access as a Database User.

- Database User: This role allows users to enter and update data for their organisation directly. This includes creating or updating household records, participant records, and service data.

6.2 REGISTRATION STEPS

You must work with your organisation's system administrator to complete registration by following these steps:

1. Go to the website: https://www.cbims.net.za

2. Click "Register"

3. Enter your personal details: first name, last name, phone number, and organisation.

4. Choose an ID Type (SA ID number, Passport Number, or Other).

5. Provide a valid Organisational email address (Personal emails should only be used if a user does not have an Organisational email address), and ensure it's known to your administrator.

6. Complete reCAPTCHA verification and click Register.

7. Verify your email address by clicking the link sent to it. If you don't receive the confirmation email, check your spam folder.

8. Wait for the organisation's CBIMS.Net administrator to approve your registration. Notify your administrator that you have submitted your registration request so they know to look for the automated email.

9. Once approved, a password change request will be sent to your email. Follow the link to set a new password.

10. If you don’t receive the password change email, check your Spam folder or use the “Forgot Password” option on the CBIMS.Net login page.

11. All users must accept the Acceptable Use Policy before CBIMS.Net access is granted. Refer to the Appendix to review a copy of this policy. (Note the latest version can be found on the CBIMS.Net home page.)

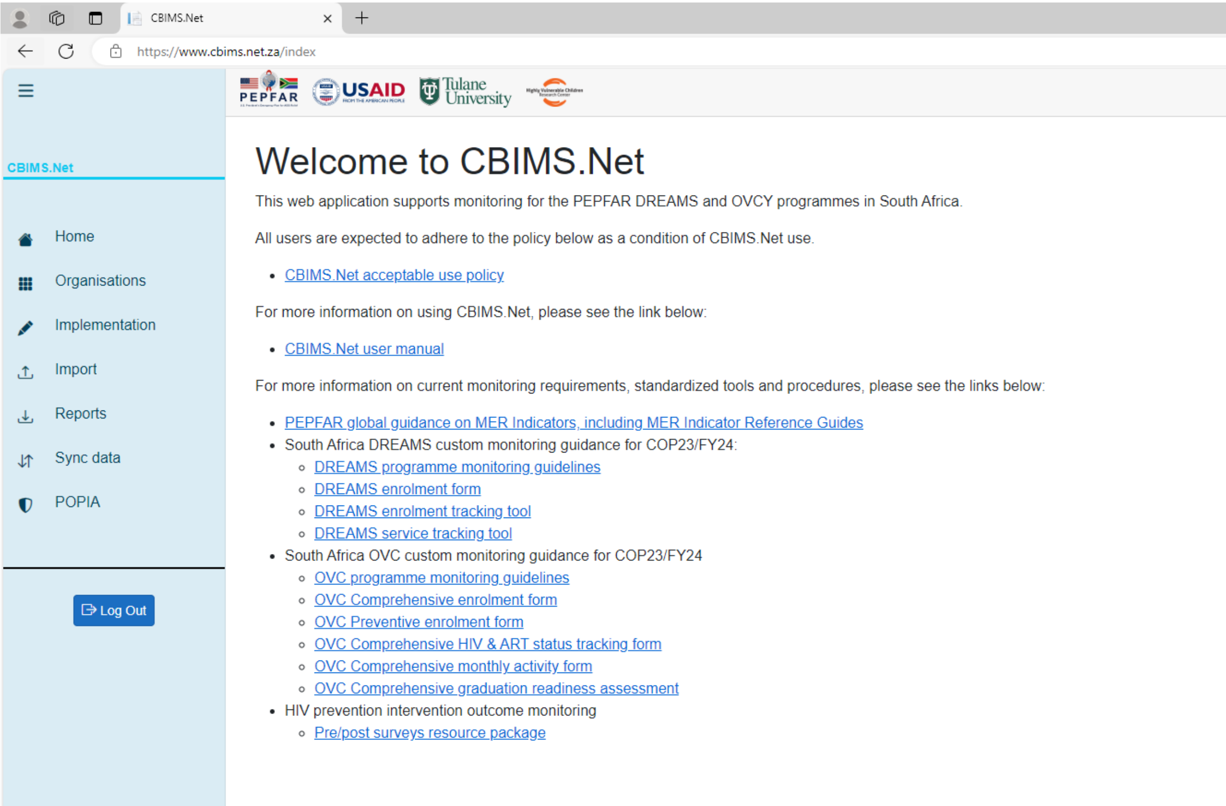
6.3 Registration Troubleshooting Tips

1. Check your spam folders if you or your Administrator don’t receive the confirmation email.
2. Do not register with an email previously used for registration. (If a new staff member is allocated a previous user’s email address, please contact Tulane at cbims.support@tulane.edu for further assistance.)
3. Remember to complete all the fields for registration.
4. Do not forget to complete the reCAPTCHA verification and click Register.
5. Verify that the email you entered is spelt correctly as it will be used for logging in.
6. Verify that the Organisation selected is correct.

7 NAVIGATION

7.1 SYSTEM FEATURES

Once you have completed registration and received access to CBIMS.Net, you will start at the "home page".



You will also see a list of system features on the lefthand side of the application. In the rest of this manual, we will discuss each feature, but a summary is below:

1. **Home Page:** The Home Page is the main landing page where users can quickly access key features and see system updates or notifications. It serves as the central hub for navigating the CBIMS system. Currently, the home page contains links to resources for implementing partner monitoring and reporting, such as the acceptable use policy, user support manuals, and programme-specific monitoring guidelines and tools. However, these forms will eventually be migrated to their own webpage.

2. **Organisations Page:** The Organisations Page allows users to view, manage, and update personnel information.

3. **Implementation Page:** The Implementation Page is where users can manage programme implementation details. This includes participant enrolment, HIV & ART status tracking, intervention monitoring, pre-and post-intervention surveys, and graduation readiness assessments carried out under various programmes.

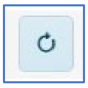
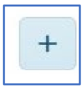
4. **Import Page:** The Import Page allows users from the DREAMS programme to upload bulk data into CBIMS. This feature is useful for quickly adding large amounts of data, such as participant information or service delivery records, by importing files in the correct format. However, this feature is only available for DREAMS monitoring purposes and for organisations not using CBIMS as their primary data capture system.

5. **Reports Page:** The Reports Page allows users to generate and download reports on programme activities, participants, and outcomes. These reports can be customised by date range, organisation, or specific indicators.

6. **Sync Data Page:** The Sync Data Page allows users to synchronise data between the CBIMS.Net system and data captured locally (on a mobile or desktop device) while in offline mode. This ensures that all data entered remotely is up-to-date in the system. Note that offline data capture is limited and requires planning to use.

7. **POPIA Page:** The POPIA (Protection of Personal Information Act) Page may be used when a participant requests to know what personal information your organisation has about them or if they ask to delete their personal information. This feature is rarely used.

7.2 COMMON ICONS

Name	**Icon**	**Function**
EDIT		Select to change data on a particular record.
DELETE		Select to delete a record/s
RESTORE		Select to restore a particular record that was previously deleted.
ADD INTERVENTION		Select to capture participant interventions under the Beneficiary tab.
SLIDE DRAWER		Indicates the presence and location of the hidden menu.

7.3 BREADCRUMB MENU/TRAIL

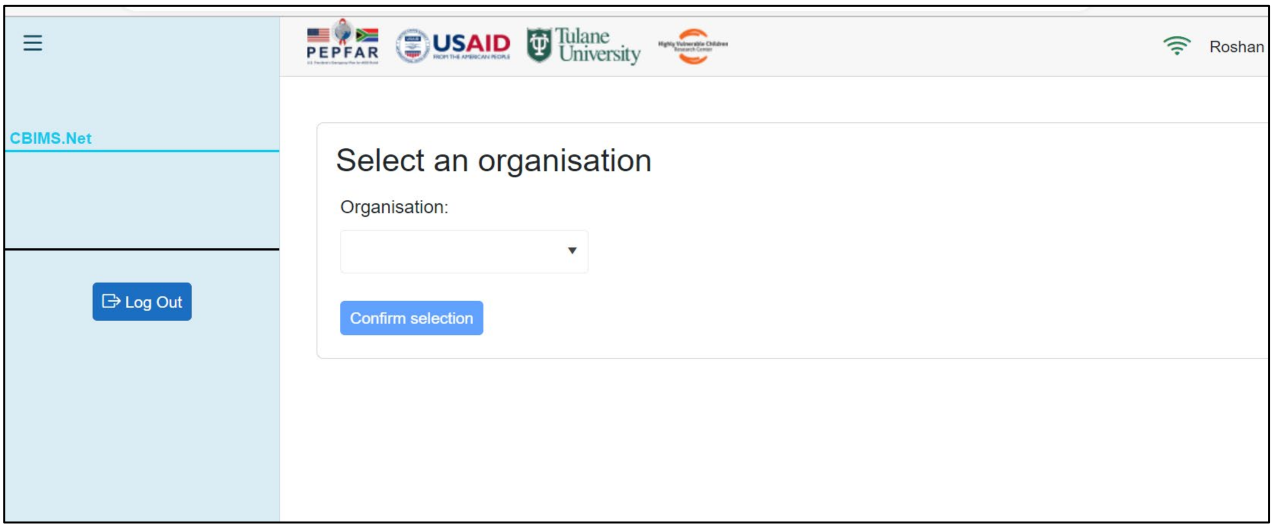
The breadcrumb menu/trail is a navigational aid that shows the user's location within a hierarchy of CBIMS.Net forms. It allows users to click and backtrack to previous pages or higher-level sections.

8 DATA CAPTURE: ORGANISATIONS

The Organisations tab allows the organisation's details and the setup of the personnel responsible for providing programme interventions.

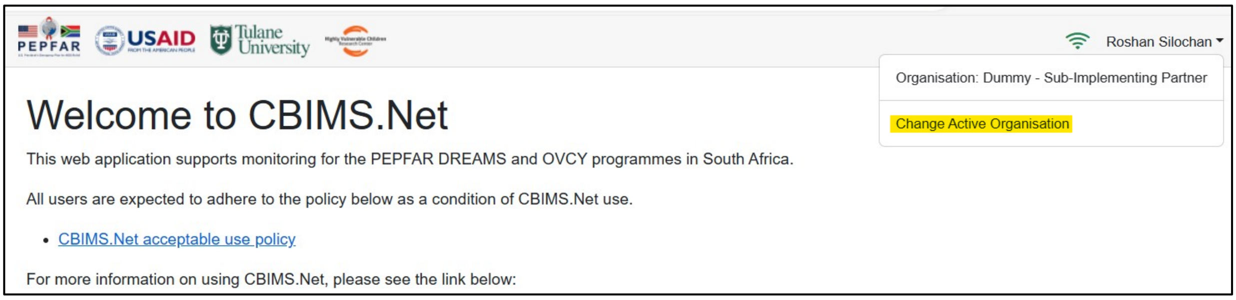
8.1 HOW TO SELECT YOUR ORGANISATION

- The organisation name that you have registered under will be visible for selection in the **Organisation** drop-down below. Select and click on **Confirm selection**.
- If more than one organisation is visible, always ensure the correct organisation name is selected before performing any work on the system.



8.2 HOW TO CHANGE THE ACTIVE ORGANISATION

- If you are capturing data or viewing reports for multiple organisations, for example, if you are with a prime partner and supervising data for multiple sub-partners, then you may need to switch between organisations.
- Click on the profile name and select “Change Active Organisation” to change between organisations. This option is visible only if a user is registered under multiple organisations.

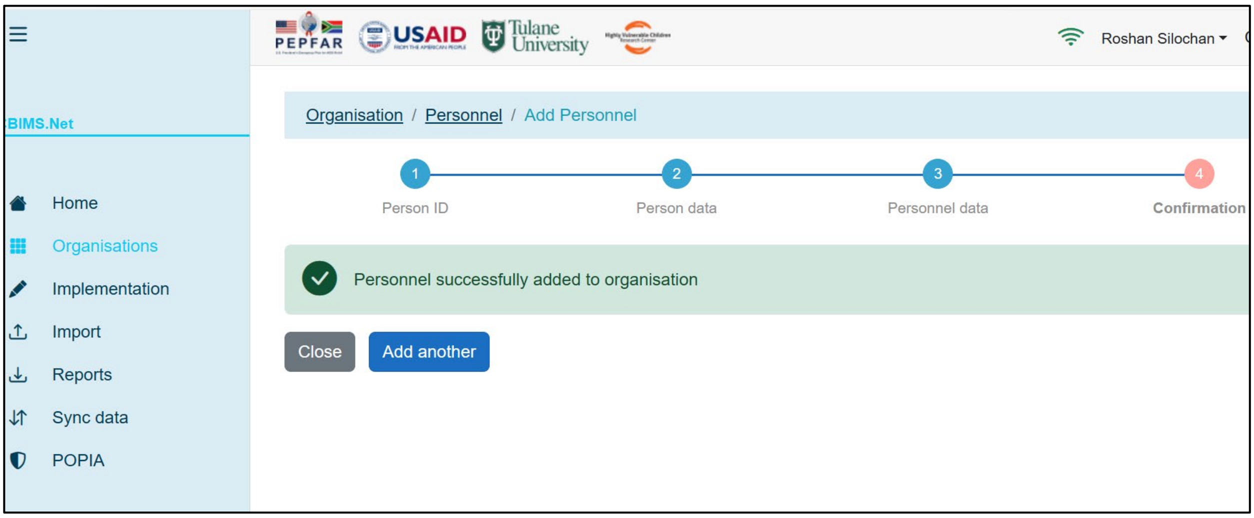


8.3 HOW TO ADD NEW PERSONNEL

In CBIMS, **Personnel** refers to the staff who provide programme services to the participants enrolled in the programme, such as Community Care Workers, Social Workers, or Group Facilitators.

Before any data capture can commence on CBIMS.Net, personnel from the organisation must be entered into the system.

1. Select the **Organisations** heading and then select the **Personnel** tab
2. Select the **+Add** button.
3. complete each field and click the **Next** button until confirmation of the successfully added Personnel is received. The following fields are required:
    - ID Type
    - First Name
    - Surname
    - Birth Date
    - Role
    - Date Joined
4. Once you have completed all details, a confirmation of "personnel successfully added organisation" will be displayed on the last screen.
5. Select **Close** if you are done, or **Add another** to enter additional Personnel.

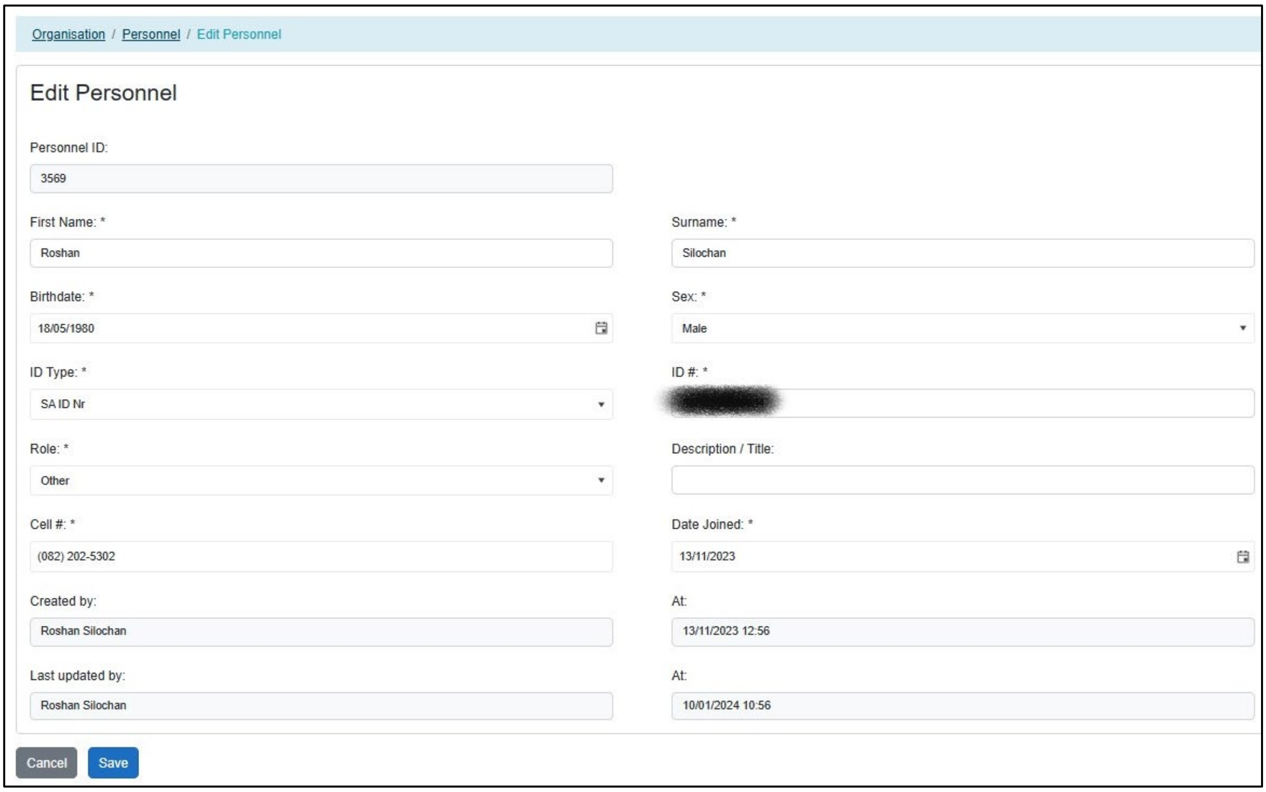


8.4 HOW TO EDIT, RESTORE AND DELETE PERSONNEL

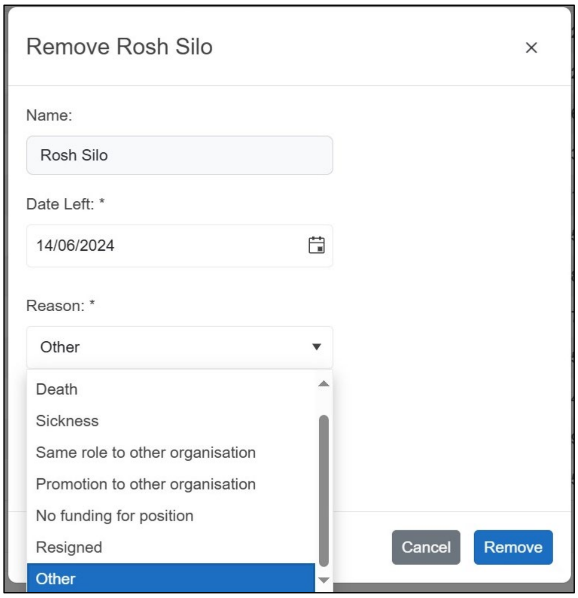
- **Edit** personnel records if any saved data needs to be altered.
- **Restore** Personnel records if an employee returns to work or was deleted in error.
- **Delete** Personnel records when an employee leaves the organisation or if they were restored in error.

1. Click on the Personnel tab

2. Click on the **Edit** button to change and save personnel details.



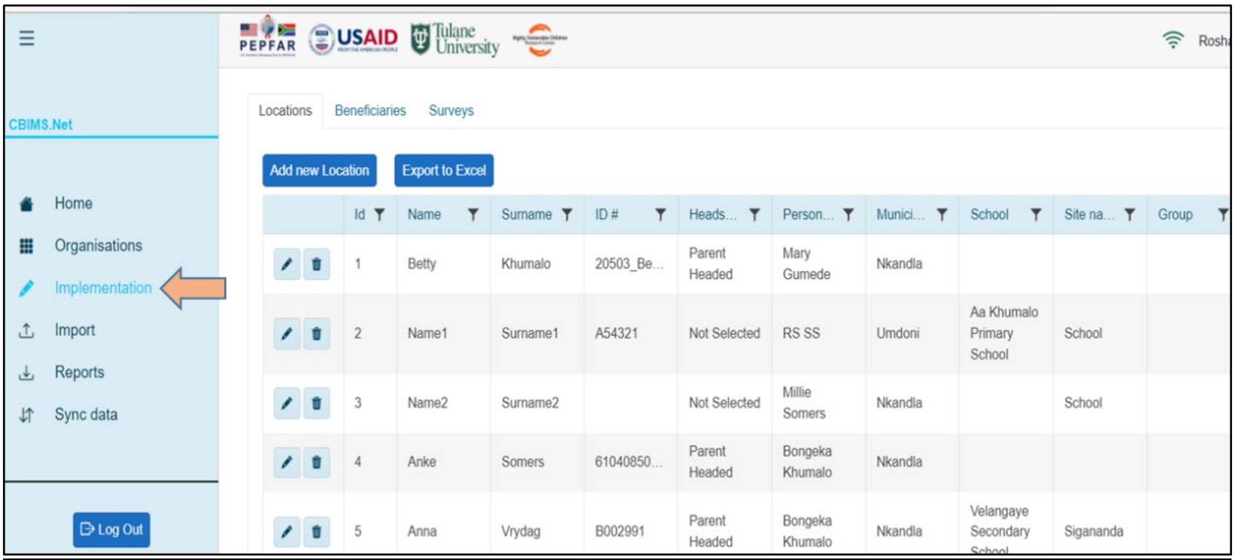
- Clicking on the **Delete** button will permit **soft deletion** of the personnel and requires a Date Left and Reason to be selected.



- Clicking on the **Restore** button  and selecting **Yes** will restore the deleted record.

8.5 Data Capture: Implementation

All household and participant-level data capture in CBIMS.Net is conducted under the **Implementation** tab below.



8.6 Enrolment procedures

Enrolment data capture procedures and requirements differ by programme type, although all new enrolments are initiated from the same Locations tab.

- For the OVC Comprehensive programme, always capture the household and caregiver details first, followed by all children in that household.

- For the OVC Prevention, OVC DREAMS Family Strengthening and DREAMS programmes, you may only need to capture enrolment data for the child or youth. However, you will still need to provide location data, which will likely be the programme site where group interventions are provided.

The data entry fields in CBIMS.Net mostly follow the order of the data entry fields on the associated Enrolment forms. We have noted the expected data source for each form.

Once saved, records appear in chronological order (the latest record captured is at the top of the list) under the Locations and Beneficiaries tab to facilitate easier searching.

To avoid duplicate participants from being captured onto the system, CBIMS.Net has built-in validation checks to warn the user, such as:

- An automated data validation check on a combination of fields such as the Name, Surname, and Birth Date.
- A duplicate RSA ID check to warn the user if the same participant exists in any organisation.

8.6.1 How to enrol an OVC Comprehensive Caregiver

Data source: ***OVCY Programmeme Enrolment & Subpopulation Determination Form: Comprehensive Case Management - Primary Caregiver form*** (i.e., Caregiver form)

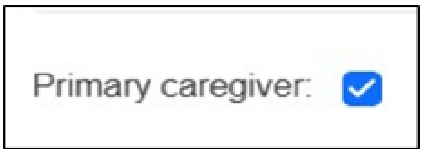
- Information from the *Caregiver form* is the basis for the household record in CBIMS.Net, and project and household details are automatically linked to each child or youth under the caregiver's care.
- The form is designed to accommodate a range of caregiving arrangements:
    - Where multiple children have the same caregiver, only one *Caregiver form* is needed.
    - Where a child has more than one caregiver, only one person should be enrolled as the primary caregiver.
    - For situations in which a child/youth participant does not have a caregiver (e.g. youth or child-headed household), the 'Project details', 'Household details' and 'Household Background' sections of the *Caregiver form* should be collected for that child/youth participant in addition to all sections from the *Child/Youth form*.
    - Under-eighteen-year-old caregivers, such as teenage mothers, are enrolled as 'child/youth' participants alongside the children in their care.

1. Review the *Primary Caregiver* form and ensure all mandatory fields below are filled in correctly. If any of these fields are missing or incorrect, flag it for follow-up with the person responsible. You can only save a record once you have all of these fields.
    - <u>Project Details</u>: Personnel First & Surname
    - <u>Beneficiary type: Caregiver</u>
    - <u>Household Location Details</u>: Province, District. Sub-district & Ward
    - <u>Household Background</u>: Household headship
    - <u>Caregiver Details</u>: Enrolment date, First Name & Surname, ID type & ID number, Birth date, Sex & Cell phone

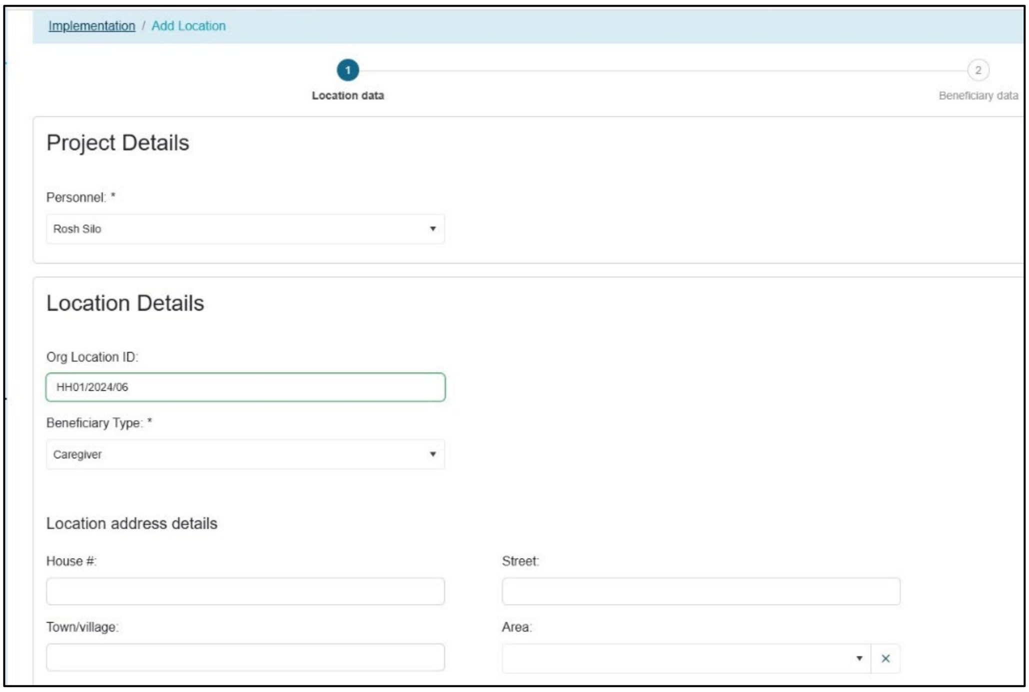
2. Create a household record Once you confirm that all required fields are available. Select the **Add New Location** button under the **Locations** tab. For families in the Comprehensive programme, 'location' refers to the household details.

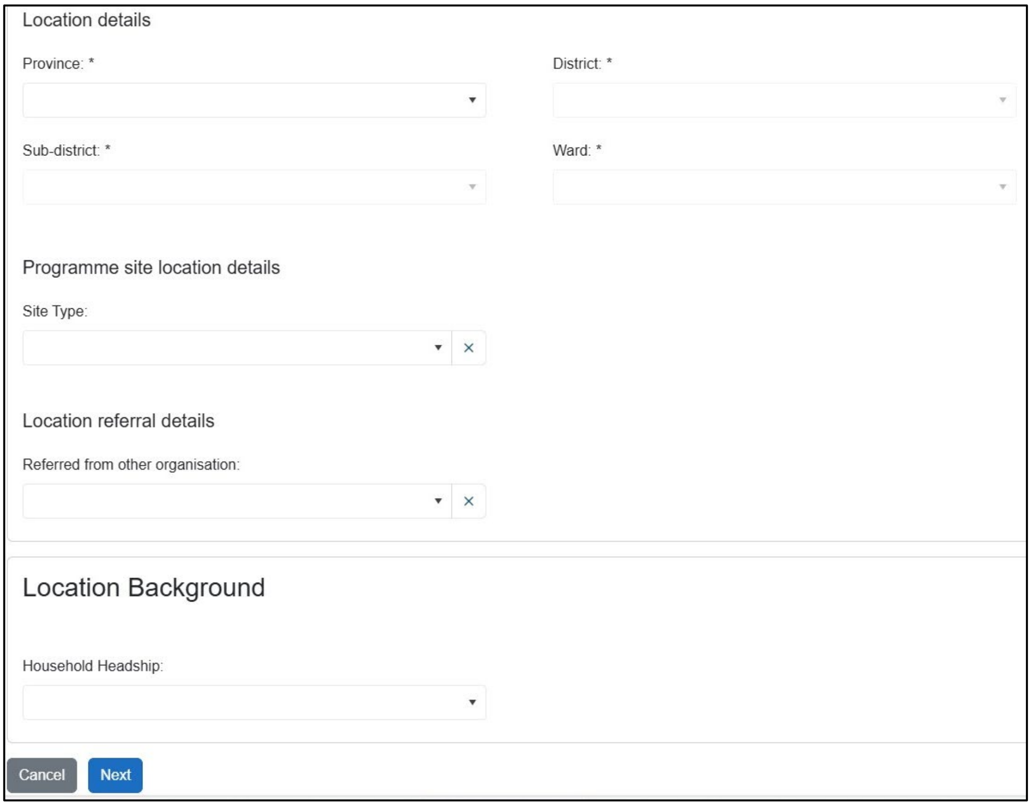
3. Enter all data on the Primary Caregiver enrolment form, including any fields that are not mandatory.

4. For an OVC Comprehensive caregiver, be sure the following responses are selected:
    a. Beneficiary type is "Caregiver".
    b. The Primary caregiver tick-box is selected.



5. Click on the **Next** button after the first screen and on the **Save** when capturing is complete.





8.6.2 How to enrol an OVC Comprehensive child in a household/location

Data source: ***OVCY Comprehensive Case Management Programmeme Enrolment Form: Children or youth (age 0-20) form*** (i.e., "Comprehensive Child/Youth form")

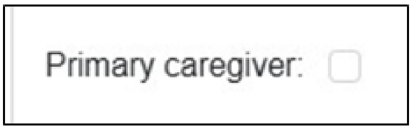
1. Review the *Comprehensive Child/Youth* form and ensure all mandatory fields below are filled in correctly. If any of these fields are missing or incorrect, flag them for follow-up with the person responsible. You can only save a record once you have all these fields.
   - Beneficiary type: Child/AGYW
   - Child programme details: Enrolment date
   - Child details: First Name & Surname, ID type, ID number, Birth date, Sex, Cell phone, Caregiver's relationship to child, Orphan status & Sub-population

2. Once you have confirmed that all required fields are available, you can create the child's record and link it to their household and caregiver. Navigate to the Locations tab, search for the Caregiver record, and click the **Edit** button.

3. Click on the Beneficiaries tab and select the **Add New Beneficiary** button.

4. Enter all data on the Child/Youth enrolment form, including any fields that are not mandatory.

5. For a Child/Youth, make sure the following responses are selected:
   a. For Beneficiary Type, select "Child/AGYW".
   b. For Stream, select "Comprehensive Case Management."
   c. Do <u>NOT</u> select the Primary caregiver tick-box (unless the household is child/youth headed and the child is the primary caregiver).



   d. Select orphan status for <u>both</u> Mother and Father.
   e. Select <u>all</u> relevant Sub-Populations. See Guidance for capturing Sub-population details for additional information.

8.6.3 How can an OVC Comprehensive child be enrolled without a CG?

For situations where a child/youth does not have a caregiver or caregiver details still need to be collected), the household record can still be created.

Click on the **Add New Location** button under the Locations tab and complete all data entry, taking note of the mandatory fields and the points below.

a. Beneficiary Type is “Child/AGYW.”
b. Stream is “Comprehensive Case Management.”
c. The Primary caregiver tick-box can be selected if the Child is the Primary Caregiver or left blank if not.
d. The caregiver's relationship to the child can be “Not Selected” if this data is unknown.
e. Orphan status regarding both Mother and Father is selected.
f. All relevant Sub-Populations are selected.

When the Caregiver details become available:

a. Search for the participant under the Locations and click the **Edit** button
b. Click the Beneficiaries tab and then select the **+Add new participant** button
c. Select the Beneficiary Type as Caregiver
d. Select the Primary caregiver tickbox
e. Complete all other data entry fields before clicking the **Save** button

8.6.4 How to enrol a DREAMS participant (including OVC DREAMS Family Strengthening)

Data Source: ***DREAMS Programme Enrolment and Vulnerability Determination Form***

- The appropriate programme staff member should fill out the DREAMS Enrolment form for every AGYW when they are enrolled in DREAMS.
- Along with basic demographic information, this tool gathers details to help pinpoint participants’ priority needs according to vulnerability criteria.
- AGYW can qualify for multiple vulnerability criteria, and IPs are required to capture this information only at enrolment.

1. Kindly review the *DREAMS Programme Enrolment and Determination Form* to confirm that all mandatory fields listed below are correctly filled out. If you identify any missing or incorrect fields, please highlight them for follow-up with the designated individual. Saving a record is only possible once all required fields are completed.
    - Personnel
    - Province, District, Sub-District and Ward
    - Beneficiary Type
    - Sex
    - Enrolment date
    - Name, Surname and Birthdate
    - ID Type and ID number
    - School status (enrolled/not enrolled).

2. While vulnerability criteria are not compulsory, organisations are strongly urged to capture this information.

3. Once these data quality checks are complete, you may continue to enrol the DREAMS participant: Click on the **Add New Location** button under the Locations tab and complete the entry of all fields, taking note of the points below. For the DREAMS programme, the location will likely refer to a school or community site.

    a. Beneficiary Type is Child/AGYW.
    b. Stream is DREAMS only.
    c. The Primary caregiver tick-box should normally be unticked and only selected if the Child is the Primary Caregiver.
    d. Age must be at least 9, turning 10 in the COP year for the Child to be enrolled in DREAMS
    e. Remember to click on the **Save** button once complete.

Important Note:

You do not need to capture enrolment details for caregivers in the DREAMS programme.

Please note that a valid RSA ID or Passport number is required for DREAMS participants to layer across different organisations, although DREAMS enrolment and CBIMS.Net data capture is still permitted.

8.6.5 How to enrol an OVC Preventive participant

Data Source: ***OVCY Programmeme Enrolment and Subpopulation Determination Form: Primary Prevention ages 10-14.***

- The designated programme staff member must complete the OVCY Primary Prevention Enrolment form for every child at the time of their enrolment into the programme.
- Alongside basic demographic details, this form captures essential information to help identify each participant’s specific vulnerabilities and priority needs according to subpopulation criteria.

1. Kindly review the *OVCY Primary Prevention Enrolment Form* to ensure all mandatory fields below are correctly filled out. If you notice any missing or incorrect information, please highlight these issues and follow up with the designated staff member.
    - Personnel
    - Beneficiary type
    - Province, Sub-district, District and Ward
    - Enrolment date
    - Name, Surname and Birthdate

- ID Type and ID Number
- Sex and Cell Phone
- Sub-population

2. Once you have completed reviewing the form and confirmed it is ready for capture, click the "Add New Location" button under the Locations tab and continue to complete all fields per the guidance below. For the OVC Preventive program, the location will likely refer to a school or community site.

    a. Beneficiary Type is Child/AGYW.
    b. Stream is Primary Prevention.
    c. Untick the Primary Caregiver tickbox (if ticked by default).
    d. Age must be between 9 turning 10 and up to 14 years for the Child to be enrolled in Primary Prevention.
    e. Intervention is selected as either ChommY/No Means No/SKILLZ.
    f. All relevant Sub-Populations are selected.
    g. Click the **Save** button once capturing is complete.

8.6.6 How to edit enrolment data

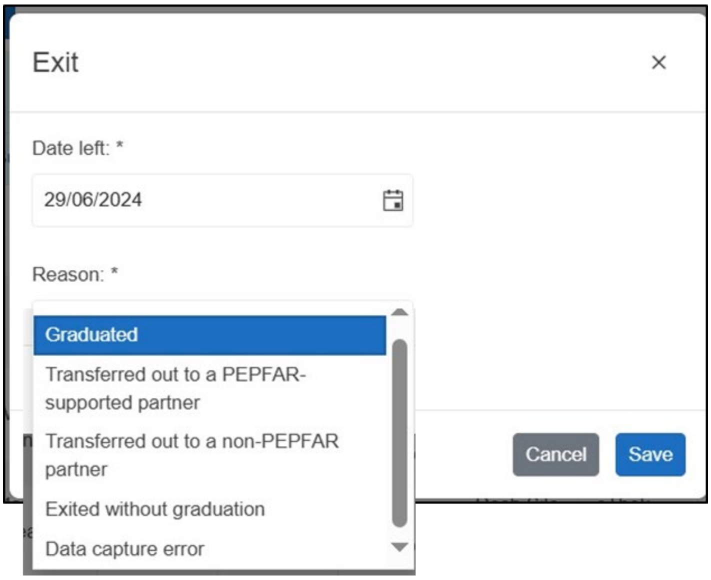
Enrolled participant data fields may be edited by searching for the record and clicking the **Edit** button. This may be done under the Location or Beneficiaries tab; then, modify the necessary field/s and click the **Save** button.

8.6.7 How to delete an enrolment record

Deleting enrolled participant records is a "soft" (temporary) removal, allowing for future restoration if needed.

There are two ways to delete records.

- To soft delete the household, search for the Caregiver under the **Location** tab and click the **Delete** button. Proceed to enter the Exit date and select a Reason for Exit.
- To delete an individual beneficiary but keep the household record, search for the beneficiary under the **Beneficiaries** tab and click the **Delete** button. Proceed to enter the Exit date and select a Reason for Exit.
- Please note that "Graduated" as a Reason for deletion is only available under the Locations tab. This option may be used to graduate OVC Comprehensive households (except for Child-Headed) from the programme.



The reasons for exiting are Graduated, Transferred out to a PEPFAR partner, Transferred to a non-PEPFAR supported partner, Exited without graduation, or Data capture error. Note that if "Data capture error" is chosen as the reason for exit, the participant will be removed from all reports.

If you select Exit without graduation, the reason is further disaggregated into these **Reason Descriptions**:

- Aged Out – do not meet the upper limit programme age criteria any longer
- Lost to Follow-Up – untraceable, and services cannot be provided
- Passed away - deceased
- Refused services – services declined/turned down
- Relocated – moved to a different location, and services cannot be provided
- Programme exited sub-district – no longer any targets allocated for this sub-district.

8.6.8 Detailed guidance for capturing South African IDs and other IDs

Accurate entry of ID numbers is essential for tracking participants and ensuring the data is correct in the system. Below is guidance on how to properly capture IDs in CBIMS.
CBIMS has different ID types that are allowed depending on the programme: SA ID Number, Passport Number, School Learner ID and Other.

1. **South African National ID**
   Format: The South African ID consists of 13 digits without spaces or special characters. The format is as follows: YYMMDDSSSSCAZ.
   - YYMMDD represents the date of birth (year, month, day).
   - SSSS is used to define your gender – females are assigned
   - numbers in the range 0000-4999 and males from 5000-9999.
   - C indicates if you are an SA citizen – 0 – or a permanent resident – 1.
   - A was used until the late 1980s to indicate a person's race.
   - Z is a checksum digit – used to check that the number sequence is accurate. The check digit is used to verify the ID.

Tip: CBIMS.Net will automatically generate the Date of Birth after a valid RSA ID is captured.

2. **Passport Numbers (for non-South Africans)**
   For participants who do not have a South African ID, use their passport number.
   Format: The format of passport numbers varies depending on the issuing country. Please enter the number exactly as it appears on the passport, without adding spaces or punctuation.
   Tips:
   - Do not enter a valid South African ID under Passport.
   - Do not enter a School Learner ID under Passport.
   - Enter Refugee or Asylum Seeker IDs under Passport and ensure the full alphanumeric text is correctly captured.

3. **School Learner ID (CEMIS Number)**
   For DREAMS participants who do not have a national ID or passport, their school learner ID (CEMIS number) can be used.
   Format: The CEMIS number is unique to each learner and is provided by the Department of Education. Enter the CEMIS number as it appears on school records or the enrolment form.
   Tips:
   - Make sure the learner's school information is also entered correctly, especially when using the CEMIS number.
   - Enter the CEMIS number in the School Learner ID (CEMIS) field. This is only available for DREAMS participants who are enrolled at school.

4. **“Other” ID Types**
   If a SA ID or passport number is not available, select “Other” under ID Type and enter the Reason for missing ID. CBIMS.Net will allocate an auto-calculated ID Number to permit the record to be saved.

Important note on common ID errors:

- ID Type: The " Other " ID type should only be selected if the participant does not have a valid SA ID or Passport number. The SA ID or passport number is a better identifier, and all efforts should be made to obtain it.
- Missing digits: Ensure the full ID is entered, especially for the 13-digit South African ID. Incomplete IDs will cause errors.
- Incorrect format: Do not use spaces, dashes, or symbols when entering IDs. Always enter numbers in a continuous string.
- Transposed numbers: Double-check the number sequence, especially for the date of birth and gender digits in the South African ID.

8.6.9 Detailed guidance for capturing sex, gender, and transgender information

In CBIMS, the "Sex" data field refers to whether someone is categorised as male or female. However, some participants may have a gender identity that is different from the sex they were assigned at birth. Here are definitions of key terms to guide data capture:

- “Sex” refers to the biological characteristics a person is born with, typically categorised as male or female. Legal documents like birth certificates and national IDs often list this information.
- “Gender” refers to a person’s internal sense of identity, whether male, female, or something else. Gender identity is how someone sees themselves and may not match the sex they were assigned at birth.
- “Transgender” is often used to describe a person whose gender identity is different from the sex they were assigned at birth. For example, a transgender female is someone who was assigned male at birth but identifies and lives as female.

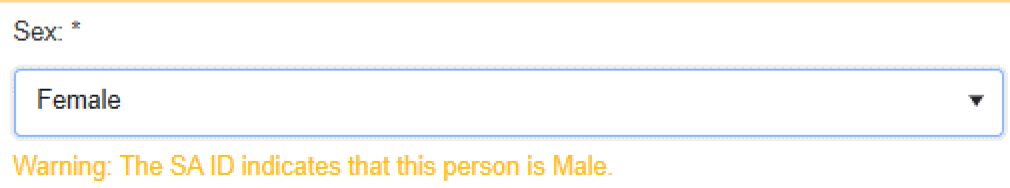
Currently, CBIMS does not have a category to record diverse gender identities, such as trans male or trans female. However, this should not prevent service delivery. Data collection and capture should never be a barrier to services.

Personnel should record the sex of transgender participants based on their preferred gender identity:

- Transgender girls/women should be categorised under "female".
- Transgender boys/men should be categorised under "male".

Important note:

Because the sex data field in CBIMS is auto filled based on the SA ID number, it may not match the participant's preferred gender identity. You must manually update the sex field to reflect their preferred gender identity. When intentionally capturing a transgender person, you can ignore the error message that appears when you change the sex field. You can still save the record with the corrected information. Please do not ignore this error message otherwise.



8.6.10 Detailed guidance for capturing sub-population data

Most subpopulations are not mutually exclusive, so children may fall within multiple subpopulations. There are a few exceptions:

- A participant cannot be listed as both ‘Child/youth at risk for HIV’ and ‘Child living with HIV’ since the primary goal of programming for those listed as “at risk” is HIV prevention.
- A participant listed under ‘Household eligibility’ should not have any other subpopulations listed since it’s only used for those who do not otherwise qualify for enrolment.

If you encounter a form with the situations described above, follow up with the designated personnel responsible for correcting errors in the forms. Remember, you play an important role in ensuring the high quality of your organisation's data.

Sometimes, a child's subpopulation status will change. However, updates in the enrolment record should be limited to additions or logical corrections as described below:

- Subpopulation affiliations recorded previously should remain on the child's CBIMS record. For example, children aged out of the 0-2 age group should not have the HEI subpopulation removed from the record.
- Subpopulation data should be updated after enrolment if the case manager becomes aware of a new subpopulation affiliation, for example, if the child experiences sexual violence.
- Subpopulation data should be checked for consistency and updated if errors occur.
- Additions are captured on the Monthly Activity Form (discussed later in this document):

Did any of the following occur during this month?

☐ School status changed to (*circle one*): Enrolled; Not enrolled
School name______________________________

☐ Stream changed to (*circle all that apply*): Primary Prevention; Comprehensive; Enrolled in DREAMS

☑ Subpopulation added, specify: Child Survivor

☐ Case closure, specify:______________________________

For all changes, update the beneficiary record in CBIMS

8.6.11 Common enrolment data entry errors and how to avoid them

Error: Participant Already Exists (This name, surname & birthdate is not unique in this organisation / SA ID Nr: 'xxxxxxxxxxxxx' already exists in this organisation.

- Cause: The system detects that the participant's ID or information is already in the database.
- Solution: Before enrolling a new participant, navigate to the Beneficiaries search grid and use the search function or filters such as Name, Surname and ID# to check if they are already registered. If they are, update the existing record instead of creating a new one to avoid duplication.

Error: The date format is not parsable.

- Cause: The date of birth is not entered in the required format (DD/MM/YYYY).
- Solution: Make sure to enter the date of birth in the correct format, with two digits for the day and month and four digits for the year (example: 01/05/2010). Alternatively, click the calendar icon to select the date in the correct format.

Error: ID number must contain a valid South African ID

- Cause: The RSA ID number entered does not match the required format
- Solution: Verify that the RSA ID number is entered without spaces or dashes and follows the correct format. Double-check the number for any typos or missing digits.

Error: An unhandled error has occurred

- Cause: The session times out if there is inactivity during the enrolment process.
- Solution: Try to capture an enrolment form completely before any periods of inactivity.

Error: Unable to Submit Enrolment

- Cause: There could be a connectivity issue, or the system is experiencing technical difficulties.
- Solution: Check your internet connection and try refreshing the page. If the issue persists, contact your system administrator, who will contact Tulane if the problem cannot be resolved.

8.7 INTERVENTIONS

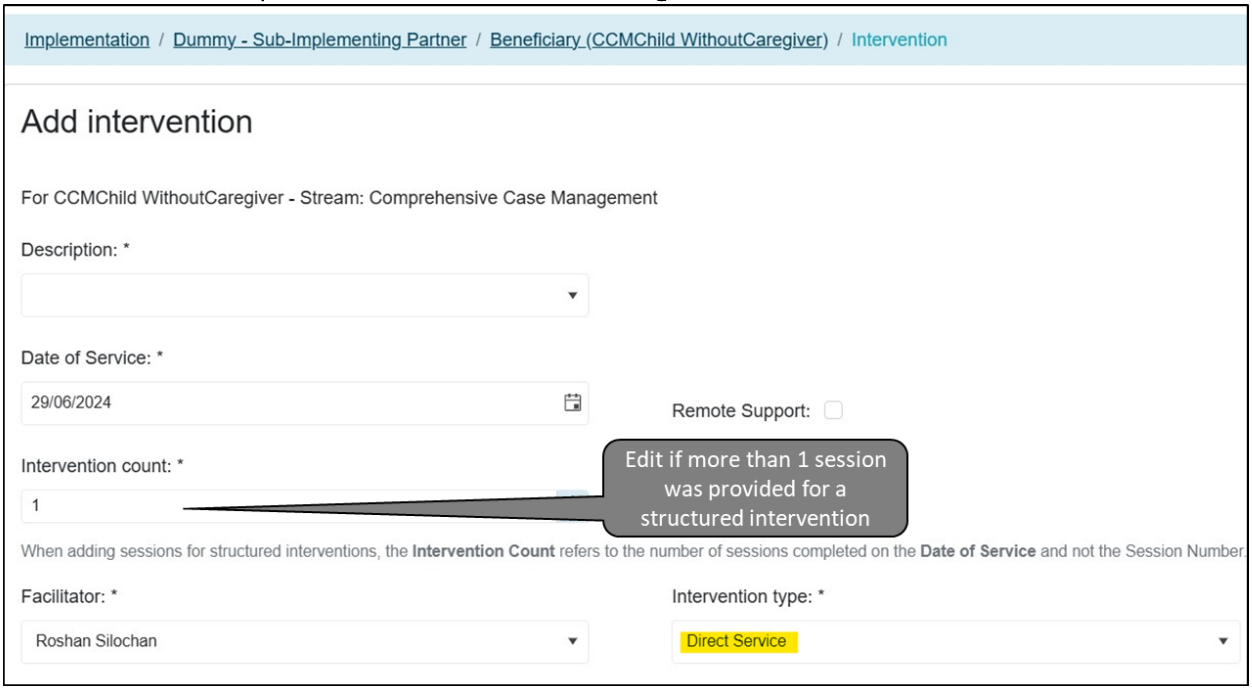
8.7.1 Intervention types

There are three intervention types: **direct services**, **completed referrals** and **incomplete referrals**. Different intervention types count differently depending on the programme, so it is important to capture these correctly. For example, completed referral services count towards OVC_SERV for the OVC comprehensive programme but do not count towards layering indicators, like AGYW_PREV, in the DREAMS programme.

8.7.1.1 Direct services

Direct services are the backbone of community organisations. They are the services personnel provide directly and play a significant role in participants' lives.

- Capture single or multi-session ("structured") direct services by ensuring that the Intervention type of "Direct Service" is selected.
- For structured interventions, adjust the Intervention Count only if more than one session was provided on that date or during the month.

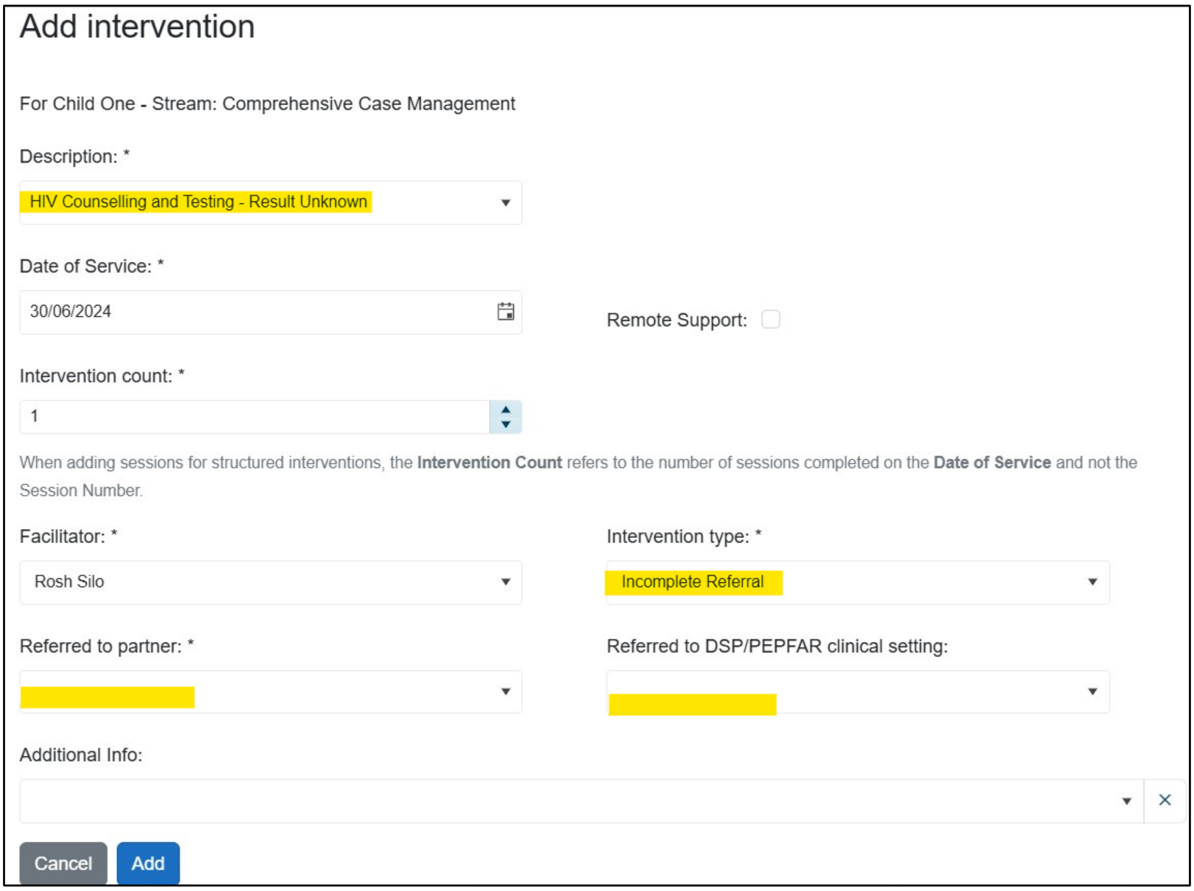


8.7.1.2 Incomplete and completed referrals

Referral services involve external administration and necessitate referring participants to another organisation. The example below shows how to capture an **Incomplete referral**:

a. Select the Service Description. In this example, the service is HIV Counselling and Testing – Result Unknown. (The result is unknown because the test has not yet been conducted.)
b. Enter the "Date of Service," which refers to the <u>date the referral was made</u>.
c. Select the Facilitator's name. This is the personnel who facilitated or made the referral.
d. Select "Incomplete Referral" as the Intervention type.
e. Select who the client was referred to (Partner and/or DSP/PEPFAR clinical setting [Facility]).

f. Click on the **Add** button when all fields are complete.



Once the participant receives the intended service they were referred for, the referral has been completed. To continue with the example above, capture the HIV testing result indicating the **Completed referral** in this example:

a. Do not edit the existing Incomplete Referral captured previously. Instead, add a new Intervention and select the Description of "HIV Counselling and Testing – HIV Neg" or "HIV Counselling and Testing – HIV Pos", depending on the testing results.
b. Enter the "Date of Service", which refers to the <u>date the service was completed.</u>
c. Select the Facilitator's name. This is the personnel who facilitated the referral.
d. Enter "Completed Referral" as the Intervention type.
e. Select who the client was referred to (Partner and/or DSP/PEPFAR clinical setting [Facility]).
f. Click on the **Add** button when all fields are complete.

Important note on service capture:

- Selecting the wrong type of intervention can lead to inaccurate reports. Make sure you know whether the service is a Direct Service or a Referral before saving.
- The "Additional Info" text box is an optional open-ended field in the intervention section to record any relevant details that might enhance participant monitoring or programming.

8.7.2 How to capture OVC Comprehensive interventions

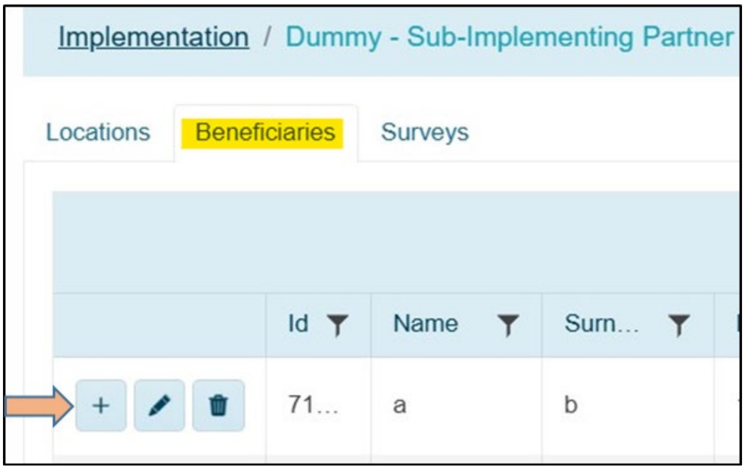
The Intervention capture screen may be accessed via the Locations or Beneficiaries tab on CBIMS.Net.

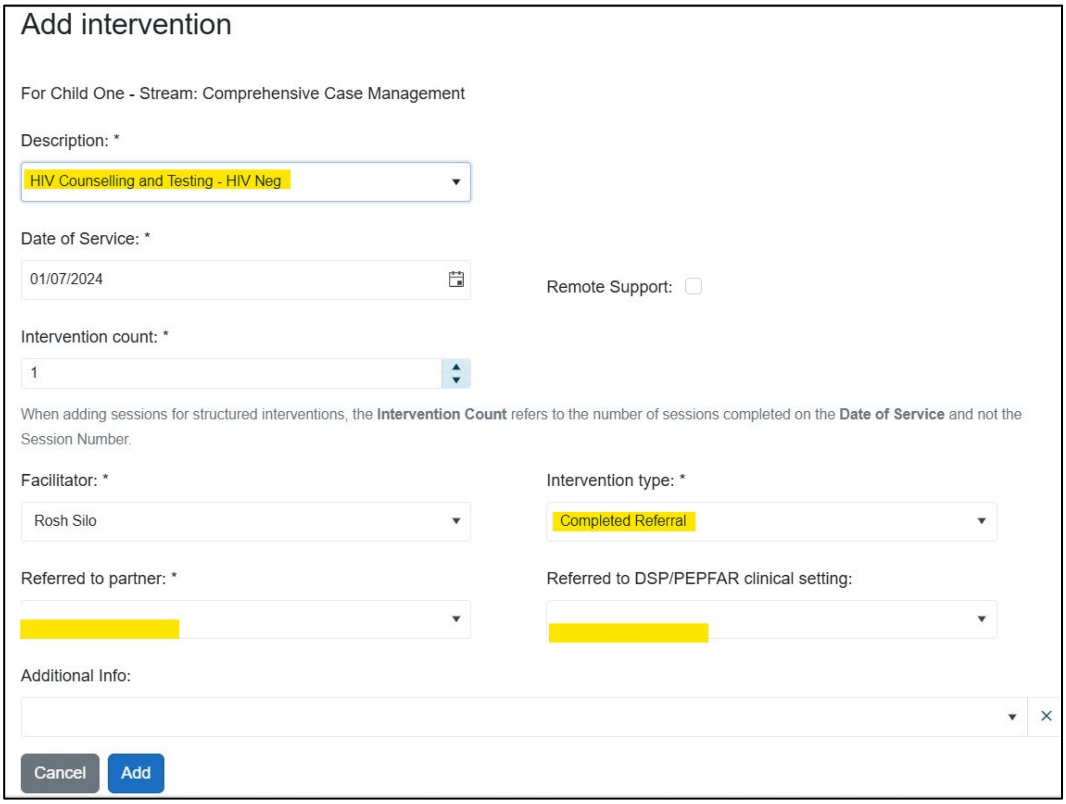
Locations tab access:

a. Under the Locations tab, search for the household and click the **Edit** button.
b. Navigate to the Beneficiaries tab as below and click on the **Edit** button.
c. Select the Interventions tab on the next screen and click the **Add new intervention** button.

Beneficiaries tab access:

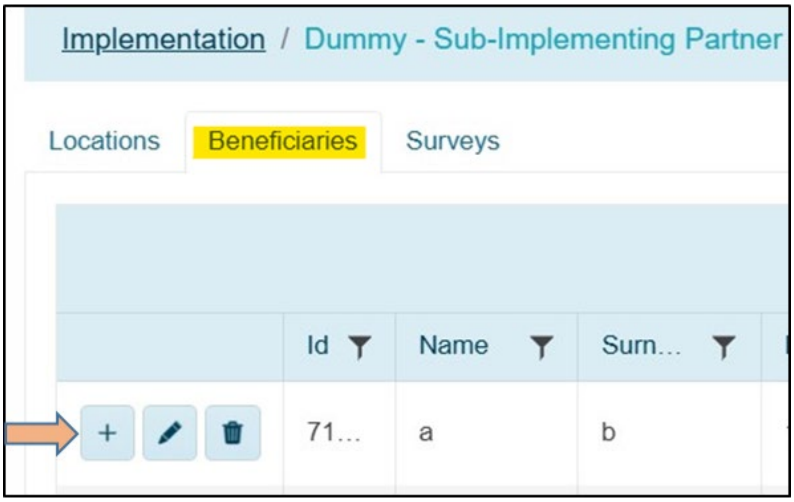
a. Click on the Beneficiaries tab and search for the participant
b. Next, click the **Add Intervention** button as indicated below.



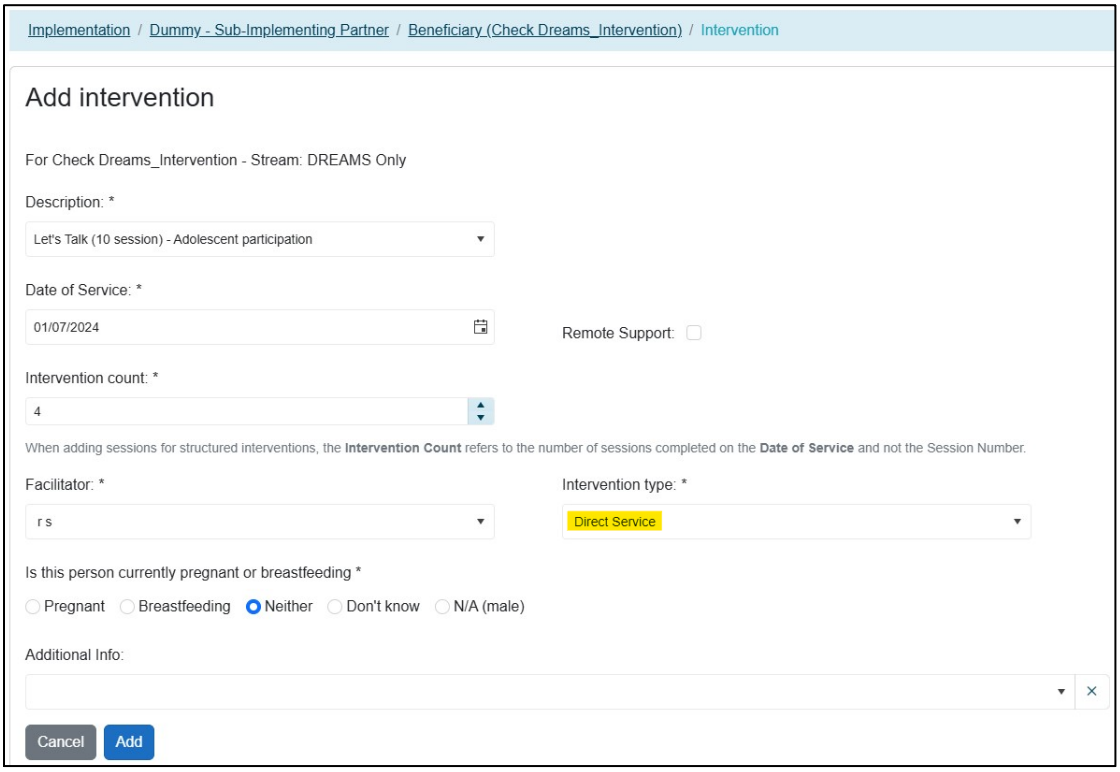


8.7.3 How to capture DREAMS interventions, including OVC DREAMS Family Strengthening

a. Click on the Beneficiaries tab, search for the DREAMS Child participant, and click the **Add Intervention** button as indicated below.



b. Select the DREAMS service description and enter the Date of Service.
c. Adjust the Intervention Count to the number of DREAMS structured interventions provided.
d. Add the Facilitator name and select the Intervention type as **Direct Service** (If your organisation provides the intervention).
e. Complete the Pregnancy or breastfeeding question, add Additional info if required and then click on Add.

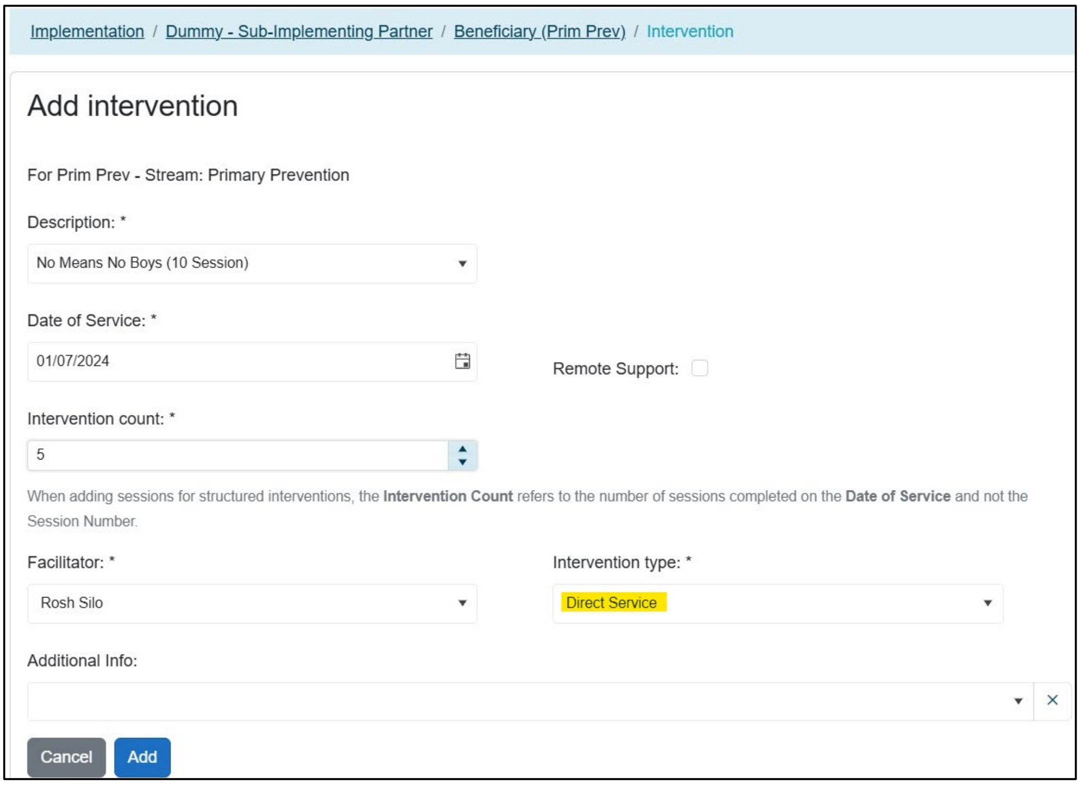


Important note on DREAMS service capture:

- Please note that "Let's Talk (10 session) Caregiver Participation" or "Let's Talk Digital Caregiver participation" should be captured against the child/youth enrolled in DREAMS.
- DREAMS Intervention type should always be captured as a direct service except for approved linkages (below), which are expected to be captured as completed referrals. These linkages typically denote the intervention where the linkage was made:
  - Referral to PVC minimum package (for an AGYW who discloses an experience of violence)
  - HIV Care and Treatment linkage (for an AGYW who is living with HIV)
  - HTS Linkage – Intervention (for an AGYW who is referred to a clinical DREAMS partner and confirmed to receive HIV testing services)
  - PrEP linkage – Intervention (for an AGYW who is referred to a PrEP partner and confirmed to initiate PrEP successfully)
  - SRHS linkage – Intervention (for an AGYW who is referred to a clinical DREAMS partner and confirmed to receive non-PrEP sexual/reproductive health services)
  - USAID DREAMS Interventions where these linkages may occur include No Means No, CSE, USAID SAB/ES, Sinovuyo, Let's Talk, PVC, IES, and SASA!
- USAID partners should be careful not to capture CDC interventions and vice versa. The following services only count towards DREAMS for CDC: Girls Club (CDC ES only), Girls Club (CDC SAB only), Healthy Choices I and Healthy Choices II

8.7.4 How to capture OVC Prevention interventions

a. Click on the Beneficiaries tab, search for the OVC Primary Prevention Child participant, and click the **Add Intervention** button.
b. Select the correct Primary Prevention service description: ChommY. No Means No, No Means No Boys (10 session), or SKILLZ (9 session). No other services currently count towards the OVC Preventive programme.
c. Enter the Date of Service (This may be the first day of the month if organisations aggregate their attendance data monthly, or they can capture each specific service date).
d. Adjust the Intervention Count to the number of Primary Prevention structured interventions provided (This may be the total number of sessions attended if organisations aggregate their attendance data monthly).
e. Add the Facilitator name and select the Intervention type as **Direct Service** (this is always true for OVC Primary Prevention).
f. Add Additional info if required and then click on Add.



8.7.5 How to Edit and Delete Interventions

- Click the **Edit** button to change previously captured data on a particular intervention record. While this function is not used regularly, it can be employed to rectify errors that occurred during data capturing.
- The Delete function from the Intervention form should be used cautiously. Clicking the **Delete** button for a particular intervention record **permanently removes** it from the CBIMS.Net database. For example, you may wish to delete an intervention if it was captured against the wrong participant.

8.7.6 Common service/referral data entry errors and how to avoid them

Error: Intervention already exists for this date.

- Cause: Occurs when the same intervention is captured with the same date of service.
- Solution: Verify that the same Intervention was not captured previously on the same date.

Error: Date of service cannot be in the future.

- Cause: A future date is captured under Date of Service.
- Solution: Enter the date as it appears in the source document or follow up with the designated staff to correct.

Error: Intervention did not show that it is saved

- Cause: There could have been a loss in connectivity, or the **Add** button was not clicked.
- Solution: Proceed to re-capture the Intervention and click **Add.**

8.8 HIVSTAT (HIV and ART Status Tracking form)

The HIVSTAT form records the HIV and ART status of participants in the OVC Comprehensive programme (0-20 Yrs). However, it can also monitor and support participants in other age groups or programme models. The form is filled out (1) at enrolment for all OVC participants in the OVC Comprehensive programme, (2) whenever the programme team identifies a potential change in the participant's risk status, and (3) each time a participant receives results from an HIV test or ART-related data. The form should also be completed at least every six months for children living with HIV to ensure their clinical details are up to date. Please refer to the Case Management Monitoring Implementation Guidelines for more information.

8.8.1 How to capture a HIVSTAT result

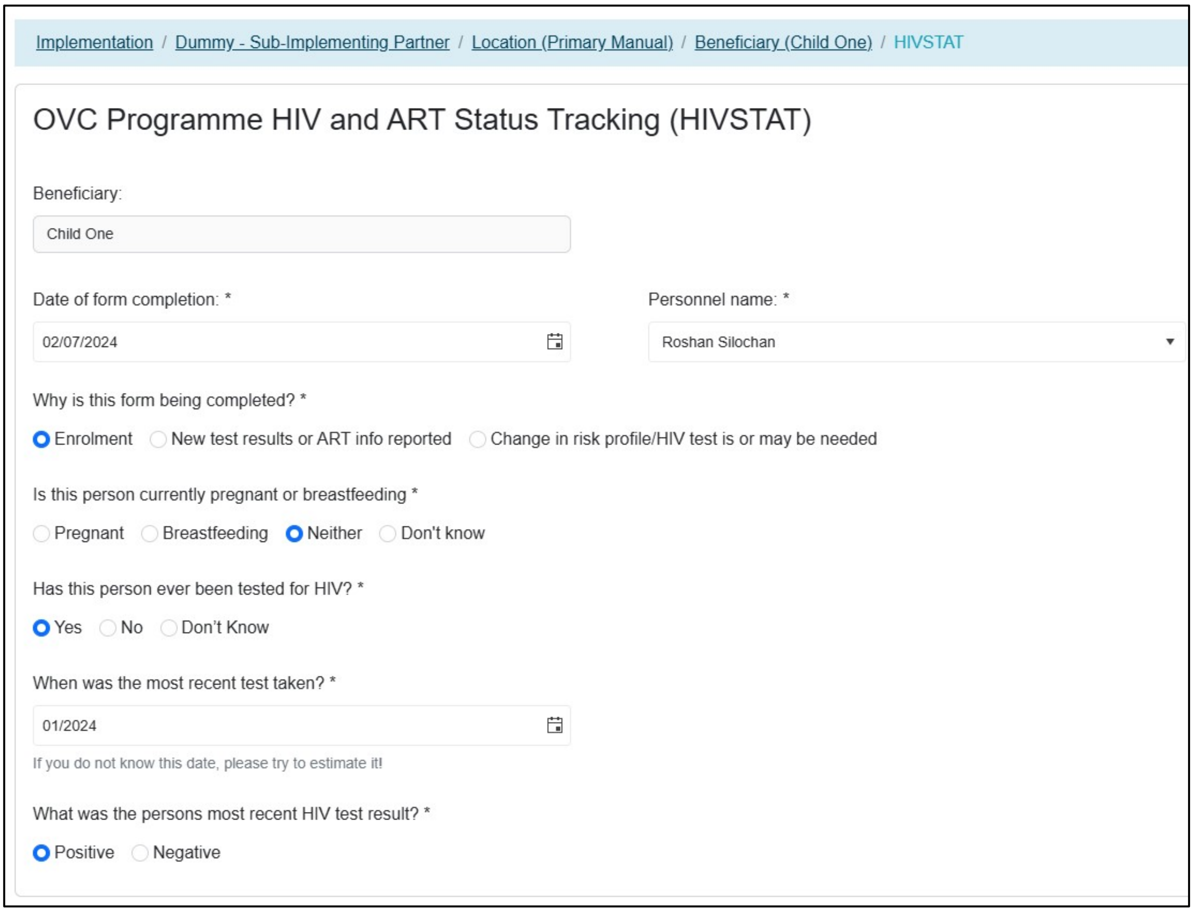
1. Navigate to the Beneficiaries tab, search for the participant, and click the **Edit** button.
2. Click on the HIVSTAT tab and select the Add new **HIVSTAT** button.

3. Enter the mandatory fields below, which are required for all participants regardless of their HIV status.
    - Date of form completion
    - Personnel name
    - Why is this form being completed?
    - Is this person currently pregnant or breastfeeding?
    - Has this person ever been tested for HIV?
    - When was the most recent test taken?
    - What was the person's most recent HIV test result?
4. Ensure that the correct reason for completing the form is selected otherwise all relevant fields might not display.
5. Once you have selected the person's most recent HIV status, only questions relevant to the participant's HIV status will be displayed (see below for details). Complete all fields for which you have data on the form and click on the **Save** button.

Important Note:

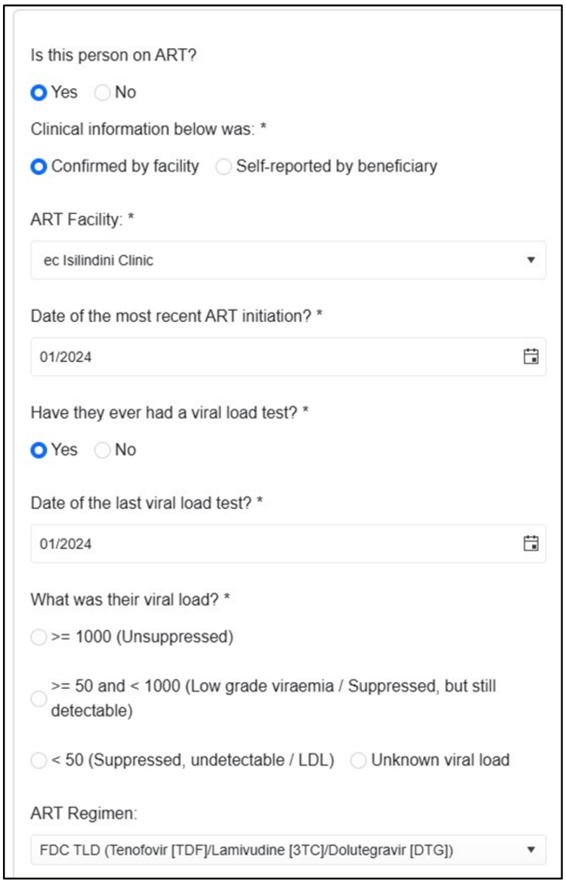
Always capture a new HIVSTAT when:

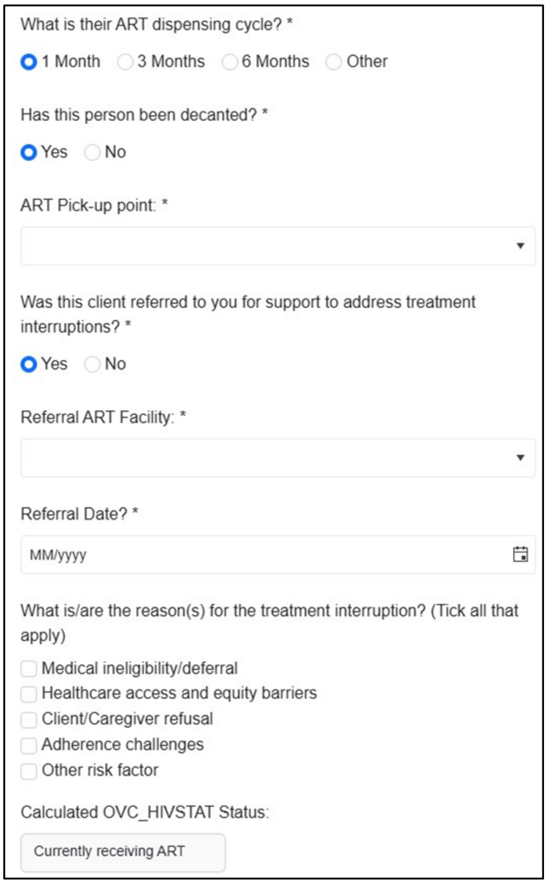
- New VL tests or ART information is reported for the participant.
- There is a change in risk profile and an HIV test may be required.



8.8.2 HIV-positive HIVSTAT result

6. Mandatory fields for a Positive status include:
7. Is this person on ART
8. Date of the most recent ART initiation
9. Clinical information source
10. ART Facility
11. Date of most recent ART initiation date
12. Have they ever had a viral load test
13. Date of the last viral load test
14. What was their viral load
15. What is their ART dispensing cycle
16. Has this person been decanted (If Yes, enter ART Pick-up point)
17. Was this client referred to you for support to address treatment interruptions (If Yes, enter Referral ART Facility, Referral Date and reason/s for Treatment Interruption)


Is this person on ART?
Yes No
Clinical information below was: *
Confirmed by facility Self-reported by beneficiary
ART Facility: *
ec Isilindini Clinic
Date of the most recent ART initiation? *
01/2024
Have they ever had a viral load test? *
Yes No
Date of the last viral load test? *
01/2024
What was their viral load? *
>= 1000 (Unsuppressed)
>= 50 and < 1000 (Low grade viraemia / Suppressed, but still detectable)
< 50 (Suppressed, undetectable / LDL) Unknown viral load
ART Regimen:
FDC TLD (Tenofovir [TDF]/Lamivudine [3TC]/Dolutegravir [DTG])


What is their ART dispensing cycle? *
1 Month 3 Months 6 Months Other
Has this person been decanted? *
Yes No
ART Pick-up point: *
Was this client referred to you for support to address treatment interruptions? *
Yes No
Referral ART Facility: *
Referral Date? *
MM/yyyy
What is/are the reason(s) for the treatment interruption? (Tick all that apply)
Medical ineligibility/deferral
Healthcare access and equity barriers
Client/Caregiver refusal
Adherence challenges
Other risk factor
Calculated OVC_HIVSTAT Status:
Currently receiving ART

8.8.3 HIV-Negative or Unknown HIVSTAT result

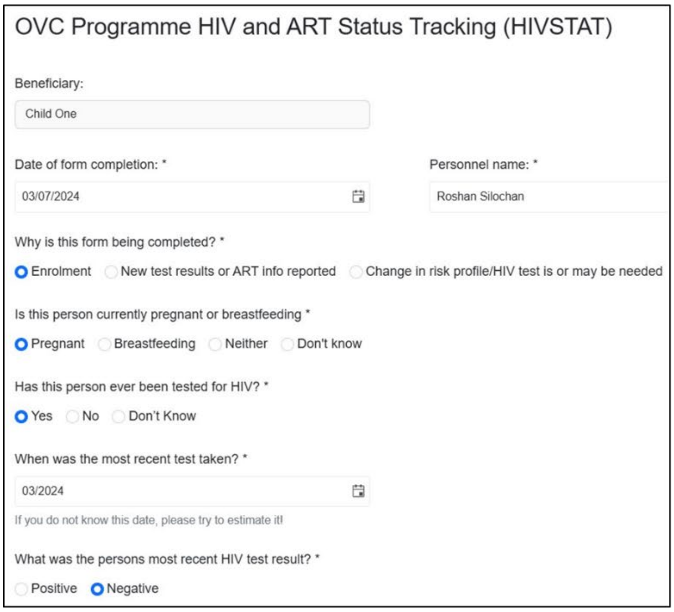
To capture an HIV-negative HIVSTAT result for a participant:

a. Continue to enter all the data, taking note of the mandatory fields below, and click on the **Save** button.
   - Which type of risk assessment did you conduct (USAID standardised risk assessment or DSD risk assessment)
     - If DSD risk assessment is selected, then whether the result was 'at risk' or 'not at risk'
     - If the USAID standardised risk assessment was selected, which if any, risk factors are present? *(Tick all that apply)*
   - Did you refer this person for an HIV test? *(Completed/Not Completed if Yes)*

b. Note that the user is not required to answer risk-assessment questions if the HIVSTAT is completed due to "New test results or ART info reported".

Important notes on data capture for Negative or Unknown HIVSTAT

- If the form is being completed *at enrolment* or *due to a change in risk profile*, participants whose last HIV test was negative or unknown (including those who have never been tested) proceed to the risk assessment questions.
- Only a few organisations complete a DSD (Department of Social Development) risk assessment and must first obtain approval from USAID. The same risk assessment should be used across the entire organisation, so you should not have some people with a DSD risk assessment and some with a USAID risk assessment.
- Please ensure that all HIV risk factors identified programmatically and appearing in the HIVSTAT form are captured completely. This information helps your organisation understand young people's vulnerabilities, so they can introduce targeted programming to prevent HIV infection.



OVC Programme HIV and ART Status Tracking (HIVSTAT)

Beneficiary:

Child One

Date of form completion: *

03/07/2024

Personnel name: *

Roshan Silochan

Why is this form being completed? *

(•) Enrolment ( ) New test results or ART info reported ( ) Change in risk profile/HIV test is or may be needed

Is this person currently pregnant or breastfeeding *

(•) Pregnant ( ) Breastfeeding ( ) Neither ( ) Don't know

Has this person ever been tested for HIV? *

(•) Yes ( ) No ( ) Don't Know

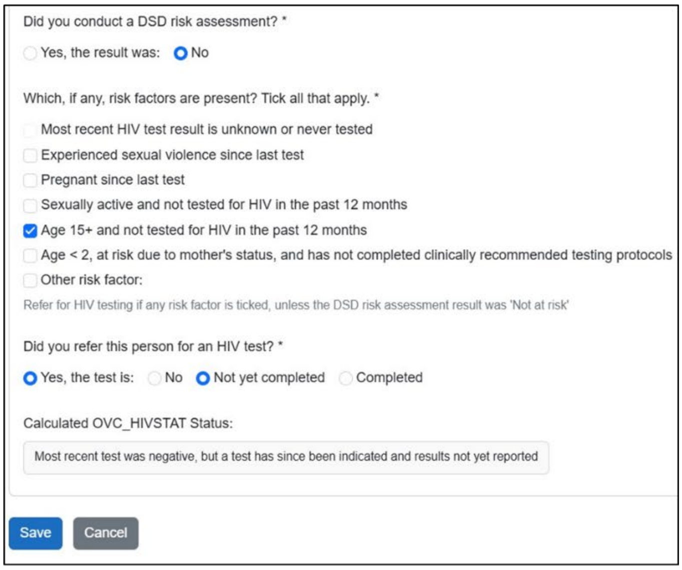
When was the most recent test taken? *

03/2024

If you do not know this date, please try to estimate it!

What was the persons most recent HIV test result? *

( ) Positive (•) Negative



Did you conduct a DSD risk assessment? *

( ) Yes, the result was: (•) No

Which, if any, risk factors are present? Tick all that apply. *

- [ ] Most recent HIV test result is unknown or never tested
- [ ] Experienced sexual violence since last test
- [ ] Pregnant since last test
- [ ] Sexually active and not tested for HIV in the past 12 months
- [x] Age 15+ and not tested for HIV in the past 12 months
- [ ] Age < 2, at risk due to mother's status, and has not completed clinically recommended testing protocols
- [ ] Other risk factor:

Refer for HIV testing if any risk factor is ticked, unless the DSD risk assessment result was 'Not at risk'

Did you refer this person for an HIV test? *

(•) Yes, the test is: ( ) No (•) Not yet completed ( ) Completed

Calculated OVC_HIVSTAT Status:

Most recent test was negative, but a test has since been indicated and results not yet reported

Save Cancel

8.8.4 How to edit or delete an HIVSTAT record

- To correct a data capture error, click the **Edit** button on a previously captured HIVSTAT, correct the error, and **Save**. Do not otherwise edit previously saved HIVSTATS.
- Exercise caution when using the Delete function from the HIVSTAT record. Clicking the **Delete** button for a particular saved HIVSTAT permanently removes the record from the database. For example, use this feature to delete an HIVSTAT result captured for an incorrect participant in error and requires permanent deletion.

8.8.5 Common HIVSTAT data entry errors and how to avoid them

- Please confirm that you have selected the correct participant before capturing.
- Ensure that the correct reason for completing the HIVSTAT is selected.
- Do not select DSD risk assessment options unless USAID has pre-approved your organisation. If your organisation does not use the DSD risk assessment, check that you have no participants with a 'Test not Indicated' status, as this is only calculated for DSD risk assessment 'not at risk' responses.
- Ensure all date entries are correctly captured in MM/YYYY format, except for the Date of Form Completion, which is in DD/MM/YYYY.
- Remember to capture new HIVSTATs when new test results, new ART information or a Change in risk profile is reported.
- Do not edit previously captured HIVSTAT records.
- If the care worker notes that any data is self-reported (e.g., HIV or ART status), ensure that you indicate this in CBIMS as self-reported. Verified data (e.g., from a health facility) should be noted separately.

8.9 Pre and Post-Intervention Surveys

8.9.1 Purpose of capturing pre/post surveys

Pre/post-intervention surveys are important for tracking how well HIV prevention programmes (like Let's Talk, YOLO, Chommy, etc.) work. They collect data from participants at the start of the programme (pre-intervention or baseline) and at the end (post-intervention or follow-up). By capturing this data accurately and promptly, we can see progress, spot trends, and improve services. This also helps show the programme's positive impact, which can support future funding.

These surveys aren't just for reports—they help improve the programmes by:

- Measuring participants' knowledge and attitudes about HIV prevention
- Identifying areas to focus on before starting the programme
- Seeing how much participants have learned or changed afterwards
- Making quick adjustments to strengthen the programme

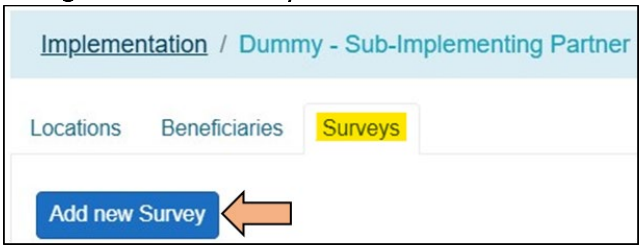
The basic workflow for capturing pre/post surveys is as follows:

1. Create a **Survey Cover** record with important group-level information. This survey cover tells us facilitator, participant and intervention details.
2. Once a survey cover is captured, two cover records with the same group name are automatically created and linked together. One record is for the **Start** and one for the **End** of the intervention.
3. Capture individual surveys within the appropriate Start or End survey cover. Pre-intervention surveys should be added under the Start Survey Cover, and post-intervention surveys should be added under the End Survey Cover.

The detailed data capture steps for this process are described below:

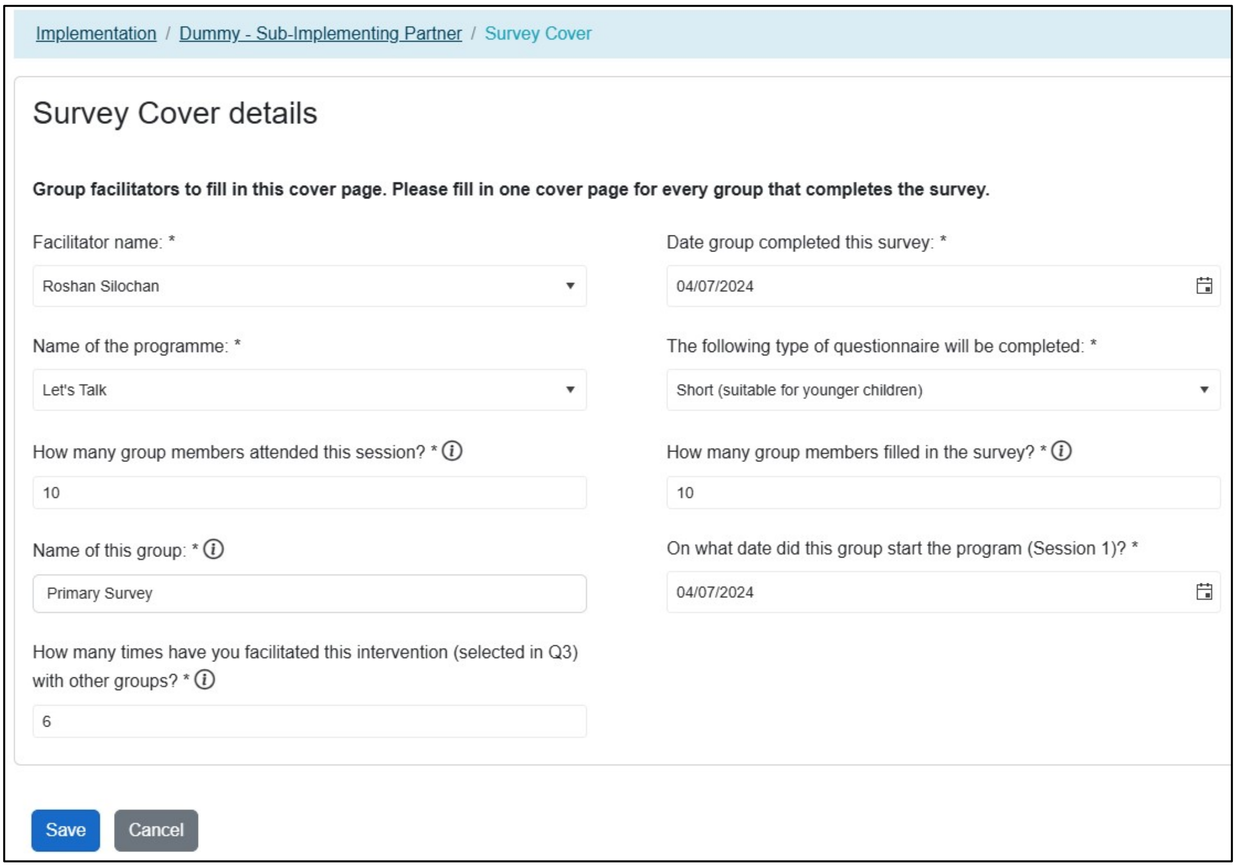
8.9.2 How to add a new survey cover

1. Navigate to the Surveys tab and click the **Add new Survey** button.

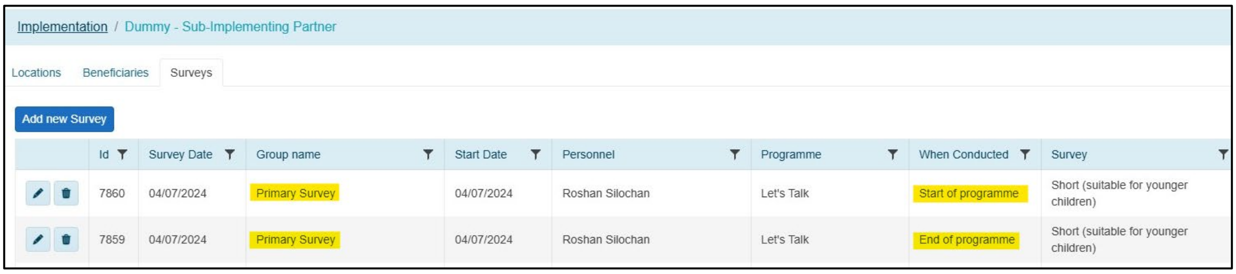


2. Complete the mandatory fields below and click **Save**. Ensure the "Name of this Group" is unique to avoid duplication issues.
    - Facilitator name
    - The date group completed this survey
    - Name of the programme *(Structured Intervention)*
    - The following type of questionnaire will be completed *(Short/Long)*
    - How many group members attended this session?
    - How many group members filled in the survey?
    - Name of this *group (Unique name of Survey)*
    - On what date did this group start the programme (Session 1)?

- How many times have you facilitated this intervention with other groups?



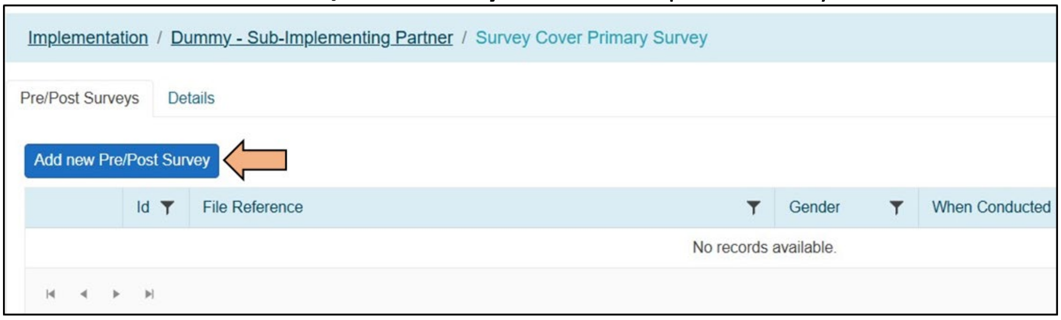
3. Once a survey cover is captured, two cover records with the same group name are automatically created and linked together. One record is for the “Start” and one for the “End” of the programme.



Id	Survey Date	Group name	Start Date	Personnel	Programme	When Conducted	Survey
7860	04/07/2024	Primary Survey	04/07/2024	Roshan Silochan	Let's Talk	Start of programme	Short (suitable for younger children)
7859	04/07/2024	Primary Survey	04/07/2024	Roshan Silochan	Let's Talk	End of programme	Short (suitable for younger children)

4. First, capture pre-intervention surveys. Select the **Edit** button for the Survey cover record that says “Start of programme”.
5. Under the Details tab, make sure that the Survey Date is correct. The auto-generated End Survey Cover will initially have the same Survey Date as the Start Survey Cover. Make sure you edit the End Survey Cover date to match what is on the paper cover sheet for the post-intervention surveys.

6. Click on the **Add new Pre/Post Survey** button to capture surveys one at a time.



7. Capture <u>every</u> survey response per survey. The first three questions are mandatory, so you will not be able to save a survey if these are blank:
    - *How long has this programme been running?*
    - *What is your gender?*
    - *How old were you at your last birthday?*
8. Repeat these steps for post-intervention surveys under the "End of programme" cover sheet.

Important Note:

Double-check that you are capturing surveys under the correct survey cover!

- Survey responses marked as ***"Just started (first few sessions)"*** are captured under the "Start of programme" survey cover. This is to understand the participants' knowledge before they start the intervention.
- Responses marked as "*It's almost finished (last few sessions)*" should be captured under the "End of programme" survey cover. This is to understand participant's knowledge after they complete the intervention.

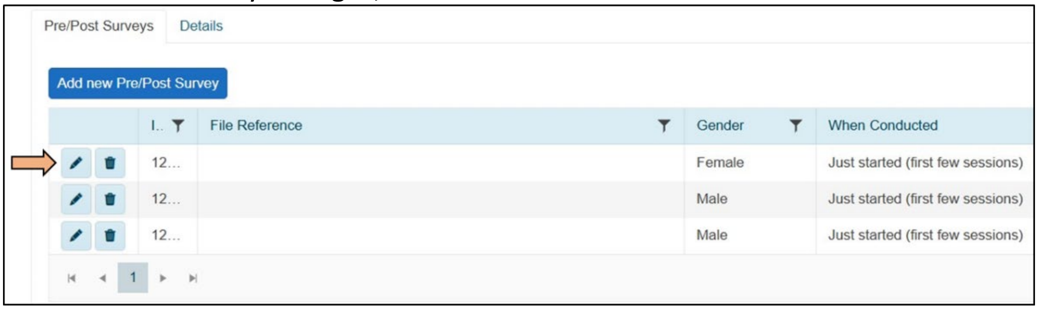
8.9.3 How to edit or delete survey cover data

- To edit data on the Survey Cover, search for the Survey Group name under the Surveys tab and click on the **Edit** button either at the Start or End of the programme. After that select the Details tab to edit the required data and save.

- To delete the Survey Cover, search for the Survey Group name under the Surveys tab and click on the **Delete** button either at the Start or End of the programme. Note that this is a temporary/soft delete and may be restored later.

8.9.4 How to edit or delete survey response data

- To edit data on the Survey Cover, locate the Survey Group name under the Surveys tab and click the Edit button, which can be found either at the start or end of the programme. Then, select the Edit button for the survey response you wish to modify, make the necessary changes, and save.



- To delete a Survey Response, follow the steps above but click on the **Delete** button for a particular survey response record. This will permanently remove the survey response from the CBIMS.Net database, and it should be used cautiously.

8.9.5 Common survey errors and how to avoid them**:**

- **Capture Pre-Survey data immediately**: Do not wait until you have both pre- and post-intervention surveys before you start capturing. Ideally, the information from pre-surveys is captured immediately, and a report based on this data is shared with the group facilitator. This way, they can address important information gaps in the group while the intervention is still ongoing. Make sure your organisation has a way to obtain and capture pre-intervention surveys in a timely manner and report this data back to the facilitator.
- **The Post-**Survey cover Survey Date should always be later than the **Pre-**Survey cover Survey Date.
- **Unique Group Names**: Ensure that each group name is unique. Double-check the name before saving and follow up with the designated staff if duplicate group names are encountered for correction.
- **Correct Survey Selection**: Search for the correct Survey using the Group Name filter before capturing and ensure that this name reflects in the breadcrumb menu. **Mandatory Fields**: Missing information in mandatory fields can cause delays in data processing. Always ensure all required fields are completed before starting to capture the survey. Follow-up with the designated staff if needed.
- **Survey Cover Duplication**: Remember that two records (Start and End) are created once a survey cover is saved. Always ensure you're adding surveys to the correct cover—**Start** for pre-surveys and **End** for post-surveys.
- Responses marked as *"Just started (first few sessions)"* should be captured under the "Start of programme" survey cover. Responses marked as "***It's almost finished (last few sessions)***" should be captured under the "End of programme" survey cover.

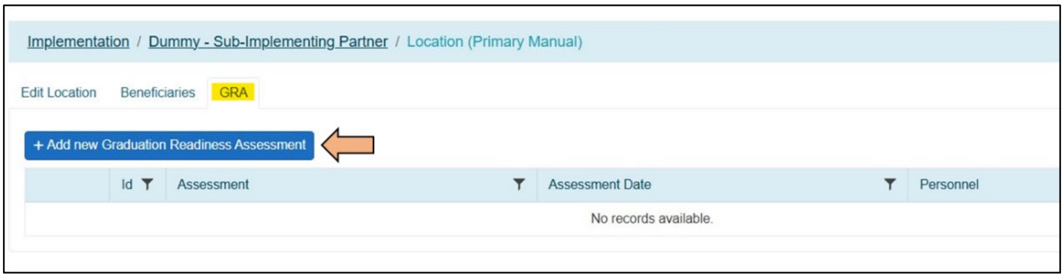
8.10 Graduation Readiness Assessment (GRA) Summary

GRAs are required for an OVC Comprehensive household at enrolment and at least annually thereafter. To complete this assessment summary, at least one child under the OVC Comprehensive programme must be in the Location (household). It is preferred, but not required, that the primary caregiver details are also captured. CBIMS.Net enables the capture of GRA summaries for a household after the full GRA assessment is administered by programme personnel.

8.10.1 How to capture a GRA summary record

1. Search for the Caregiver under the Location tab, click the **Edit** button and select the GRA tab.

2. Click on the **Add new Graduation Readiness Assessment** button.



3. Add the Assessment date and personnel name and complete all applicable benchmark-related questions below before clicking the **Save** button.

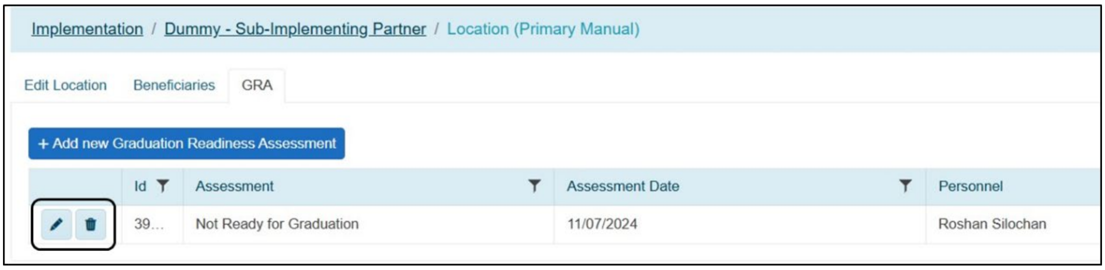
Benchmark questions	**Applies to**
1. Known HIV status (or test not required)	All Ages
2. Adherent/virally suppressed	HIV+
3. Knowledgeable about HIV prevention	10-17 years
4. Not malnourished	0-4 years
5. Financially stable	Household
6. No violence reported	Household
7. Not in a child-headed household	Household
8. Children in school	School-age

4. Please note that the benchmark questions 1, 7 and 8 above are auto-calculated as follows:
   - Known HIV status (or test not required) is confirmed by cross-checking it with the latest HIVSTAT recorded on or before the assessment date for all household members (excluding members exited before the assessment date). This may be verified by checking against the last saved HIVSTAT record, and an HIV-positive or negative result would indicate a Known HIV status.

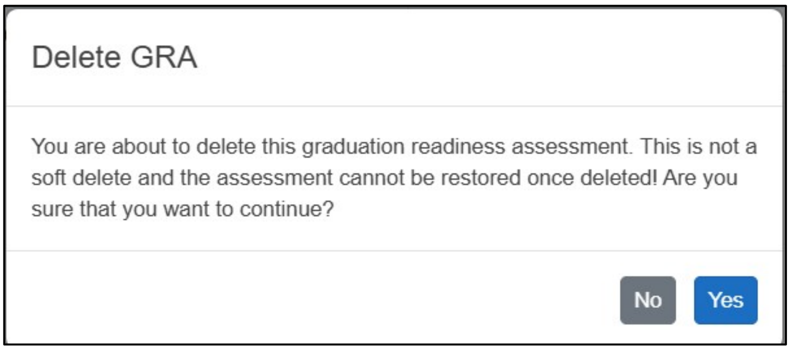
- Not in a child-headed household is validated against the enrolment data regarding Household Headship Type.
- Children in school are validated against the School Status enrolment data for 6–17-year-olds, where age is calculated at the start of the COP year during which the assessment is conducted.
- Please refer the summary to the designated staff for follow-up if conflicting information is present and update the relevant record once the discrepancies have been resolved.

8.10.2 How to edit or delete a GRA summary record

- To edit a GRA summary, search for the Caregiver under the Locations tab, click on the corresponding **Edit** button, select the GRA tab and click on the **Edit** button of the specific GRA summary. Change the data field/s and click on Save.



- To delete a GRA summary, follow the same steps above, except click on the **Delete** button instead. **<u>Selecting Yes at the confirmation window below will delete the GRA record permanently from the system and should be used cautiously</u>.**



9 DATA QUALITY TIPS

High-quality data ensures the programme can track progress, make informed decisions, and report accurate information. Accurate data entry also helps care workers provide the best services possible to children and families. If you are unsure about a data entry decision, ask your M&E supervisor for guidance. By following these tips, you'll help ensure that the data entered in CBIMS is accurate, complete, and up to date.

1. Review the Paper Forms Carefully
Before entering any data, carefully review the paper forms filled out by the care worker. Check for missing or unclear information and ask the M&E team for clarification.
Tip: If a form is incomplete or difficult to read, don't guess. Contact the designated staff for clarification.

2. Complete All Required Fields in CBIMS
Ensure that all mandatory fields in CBIMS.Net are filled out according to the information on the form. If a field is blank on the form, flag it and ask for follow-up.
Tip: In CBIMS, required fields are often marked with an asterisk (*) or note. Do not skip these fields.

3. Double-Check Dates and Identifying Information
Pay close attention to important details like birth dates, ID numbers, and HIV status. Incorrect data can lead to problems in tracking and reporting.
Tip: Compare the date of birth, participant ID, and other key data on the form with what you're entering into the system to ensure that they match exactly.

4. Verify Service Types and Referrals
Make sure the service types and referrals entered in CBIMS match what the care worker indicated on the form. If you are unsure which service category to choose, ask the M&E team for clarification.
Tip: If a referral has been marked as incomplete on the form, ensure that this is correctly captured on the system and capture a new record once the referral is completed.

5. Ensure Timely Data Entry
Please enter the data from paper forms into CBIMS as soon as possible after receiving them. Timely data entry ensures that the system's information is up to date for reporting and decision-making.
Tip: Capture data daily to avoid backlogs of forms accumulating.

6. Handle Self-Reported Data with Caution
If the care worker notes that any data is self-reported (e.g., HIV or ART status), indicate this in CBIMS as self-reported. Verified data (e.g., from a health facility) should be noted separately.
Tip: Look for any notes on the form that indicates whether the information was verified by a facility or self-reported by the participant or caregiver.

7. Update Records Based on Case Plans

When entering data related to case plans or updates from care workers, ensure that the progress toward goals or any changes in the household are accurately reflected in CBIMS. For example, the Monthly Activity Form contains a space for care workers to note important updates to the participant's enrolment record, such as

Did any of the following occur during this month?
☐ School status changed to (*circle one*): Enrolled; Not enrolled School name____
☐ Stream changed to (*circle all that apply*): Primary Prevention; Comprehensive; Enrolled in DREAMS
☐ Subpopulation added, specify:____________________________
☐ Case closure, specify:___________________________________
For all changes, update the beneficiary record in CBIMS.

Additionally, with the introduction of Risiha forms, additional information sources may exist that should be reviewed and captured in CBIMS.
Tip: Always check the most recent case plan details provided by the care worker before entering updates.

8. Avoid Duplicating Records
Before entering a new participant, use the search function to check if they are already in the system. Duplicate records can confuse and lead to reporting errors.
Tip: Before adding a participant, search by name, ID, or other identifiers to confirm they are not already in the system.

9. Flag and Report Data Issues
If you notice any issues or inconsistencies with the data on the paper forms, such as missing fields or mismatched information, flag the issue and report it to the M&E team for follow-up.
Tip: Keep a log of common errors or issues you encounter so that the M&E team can address them with care workers in the future.

10 CBIMS.NET REPORTS

10.1 TYPES OF REPORTS

The Reports menu offers access to DREAMS and OVCY reports, further classified as De-identified or Case Management reports.

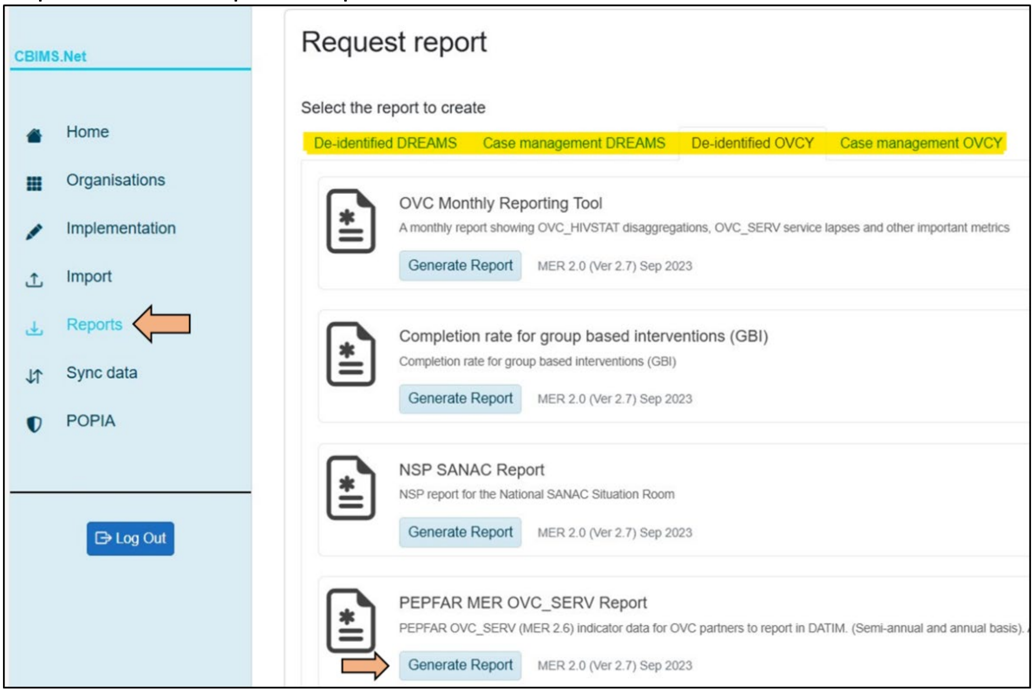
- **De-identified reports** do not contain personally identifiable data such as names or personal details. They are summary indicator reports designed to support MER and custom indicator reporting.
- **Case Management reports** contain personally identifiable data about individuals, such as names, birth dates, addresses or other personal details. These reports facilitate tailored assistance or interventions based on individual needs, enabling more personalised and effective support or services.

Important Note:

Organisations must manage documents containing sensitive data in line with their data management policies. For instance, physical records or reports with identifiable information should be kept in locked cabinets, accessible only to authorized personnel. Additionally, electronic data should be encrypted prior to storage or transmission, or secure servers with built-in encryption should be used.

10.2 HOW TO GENERATE A REPORT

a. Navigate to the Reports menu, choose between the De-identified DREAMS or Case Management DREAMS tabs, as indicated below, and click on Generate Report for the required report.

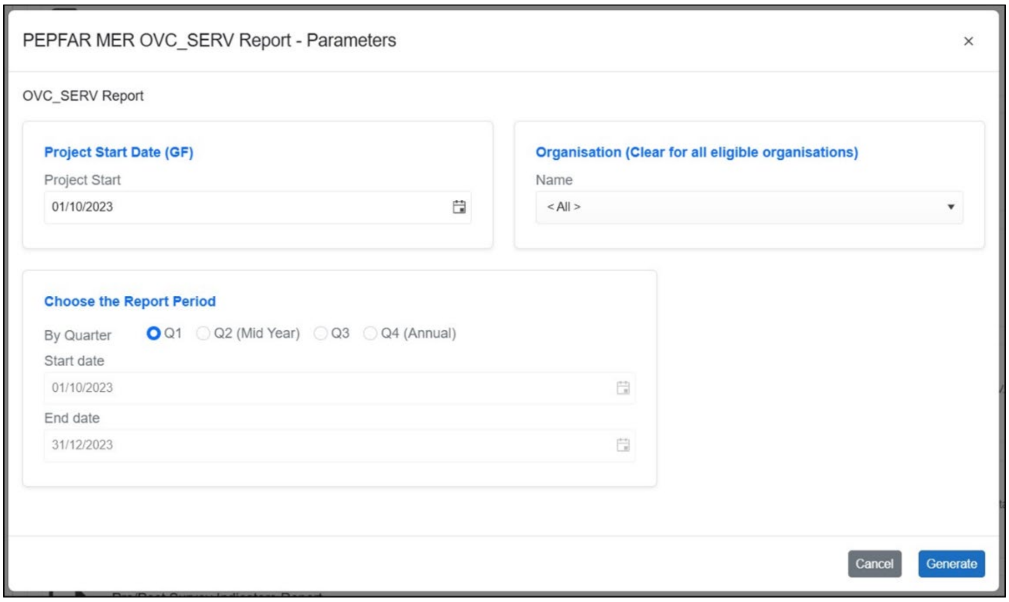


b. Choose the Project Start Date. By default, it is set based on the current COP

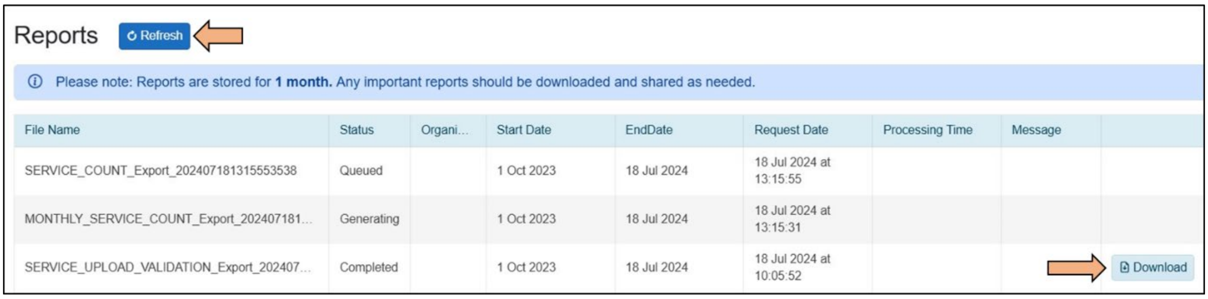
Year, such as 01/10/2023 for COP 23[1]. If necessary, adjustments can be made to previous COP years.

c. Select the organisation for which the report is needed or keep the default setting selected as <All> to generate the report for all eligible user organisations.

d. Choose the Reporting Period, for instance, Q1, as shown in the visual below. It is important to note that most reports offer the option of "Custom Date" to include a specific start and end date if needed. After making your selections, click on the **Generate** button.



e. The status of the selected report will be visible at the top of the Reports menu. The **Refresh** button may need to be clicked to ensure the status accurately reflects the latest progress. Once the report has been generated, the **Download** button will become visible for selection, and clicking on it will retrieve a local copy of the report in Excel format.



Additionally, the user receives an email notification once the report is ready for download, ensuring they are promptly informed of its availability.

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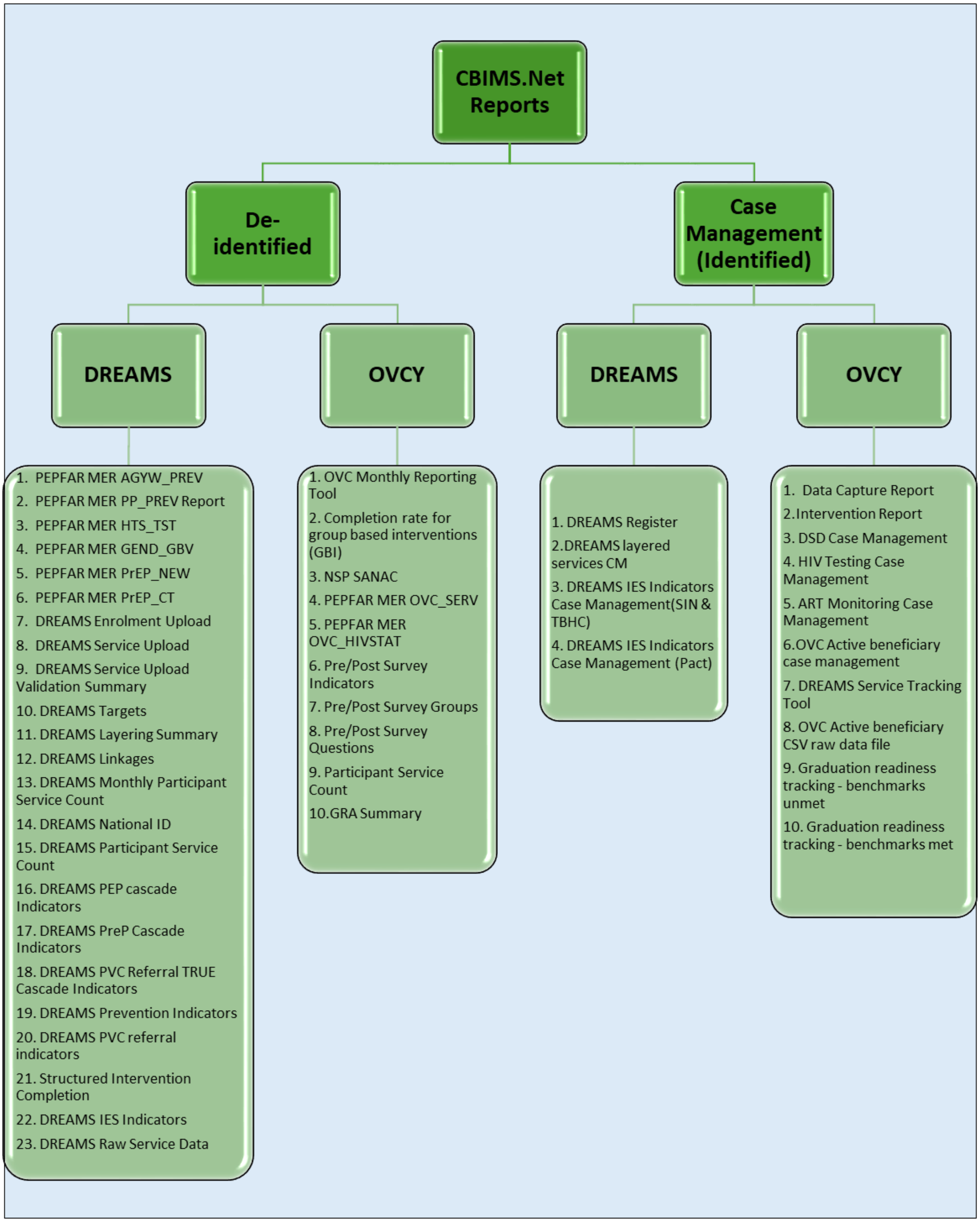
[1] The default project start date of 1st October is updated on the 1st November every year.

10.3 List of Reports



Important note on report generation:

- CBIMS.Net offers the functionality for users to select multiple reports concurrently. Moreover, the system conveniently notifies users via email when the selected report(s) are ready for download.
- Reports are queued and generated sequentially on a first-come, first-served basis.
- Please consider other users and share reports within your organisation instead of generating new ones to reduce waiting times.
- Do not run the AGYW_PREV Report and related reports (Layering Summary, and Numerator Report). These reports take up to an hour each to complete which then slows down report generation for other users. These reports are designed and used at Agency level.
- Note that the Target report does not take start and end date parameters as it always generates the most current results for the fiscal year.

11 Sync data

CBIMS.Net has the capability of offline data capture for interventions. **Offline data capture** means you can still enter data without an internet connection. The system will save it in a temporary storage location on your device called the **cache**; you can upload it later when you return online.

However, this function can only be utilised before a planned interruption that affects internet connectivity. For example, plan to use offline mode when you expect internet outages, like during load shedding, to continue capturing data without disruptions. Other planned events may include in-house IT maintenance, system upgrades, office relocations, or other internet connectivity issues.

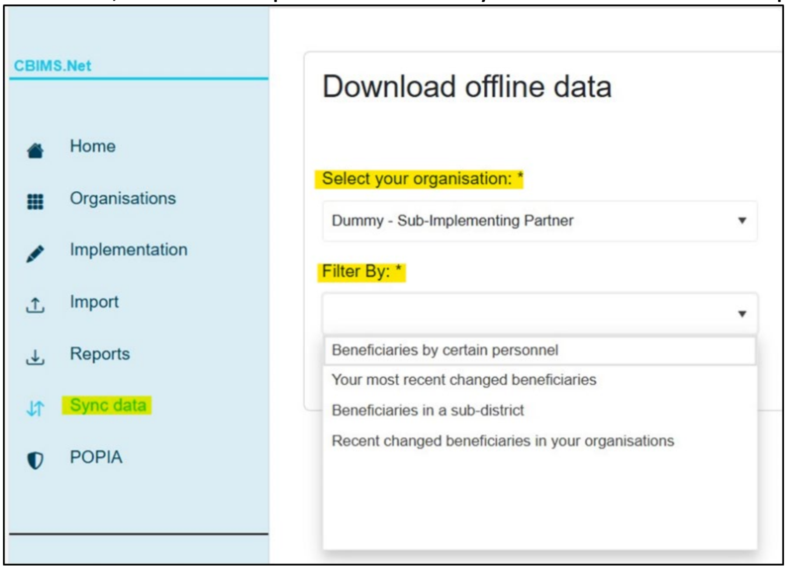
11.1 Offline data filter options

Services can be captured against a maximum of two thousand cached participants. The cache can be filtered in four ways:

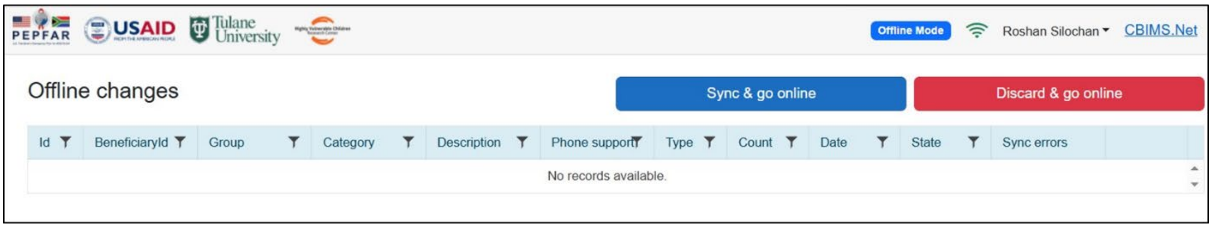
1. **Beneficiaries by certain Personnel**: The cache contains up to 2000 participants most recently enrolled by the chosen personnel
2. **Your most recently changed beneficiaries**: The cache contains up to 2000 participants most recently created or edited by the user
3. **Beneficiaries in a Sub-district**: The cache contains up to 2000 participants most recently created or edited within the chosen sub-district
4. **Recent changed beneficiaries in your organisation**: The cache contains up to 2000 participants most recently created or edited by any user in the organisation

11.2 How to capture data offline

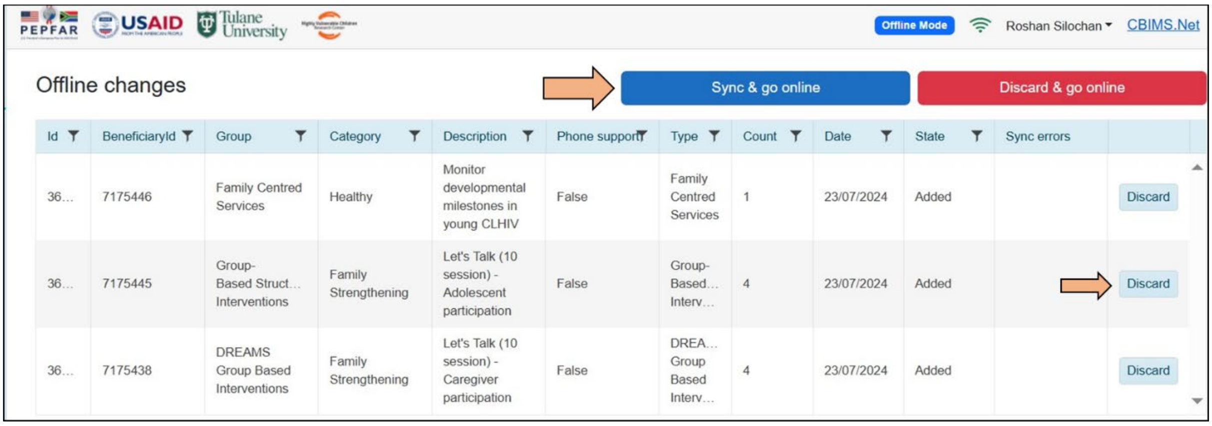
a. Click on the Sync data option from the main menu, then select the Organisation name and Filter By options from the drop-down menus. Depending on which filter is selected, further drop-down lists may be needed to be completed.



b. Click on the **Go Offline** button, the screen below confirms Offline Mode. Then navigate to the Implementation menu and add interventions from the Locations or Beneficiaries tab. Refer to Page 19 of this manual which details how to capture interventions.



c. Return to the Sync Data menu Once data capturing is complete and internet connectivity is restored. If you need to discard any individual records, click the Discard button for that specific record. Otherwise, click the Sync & Go Online button to upload all captured interventions to CBIMS.Net.



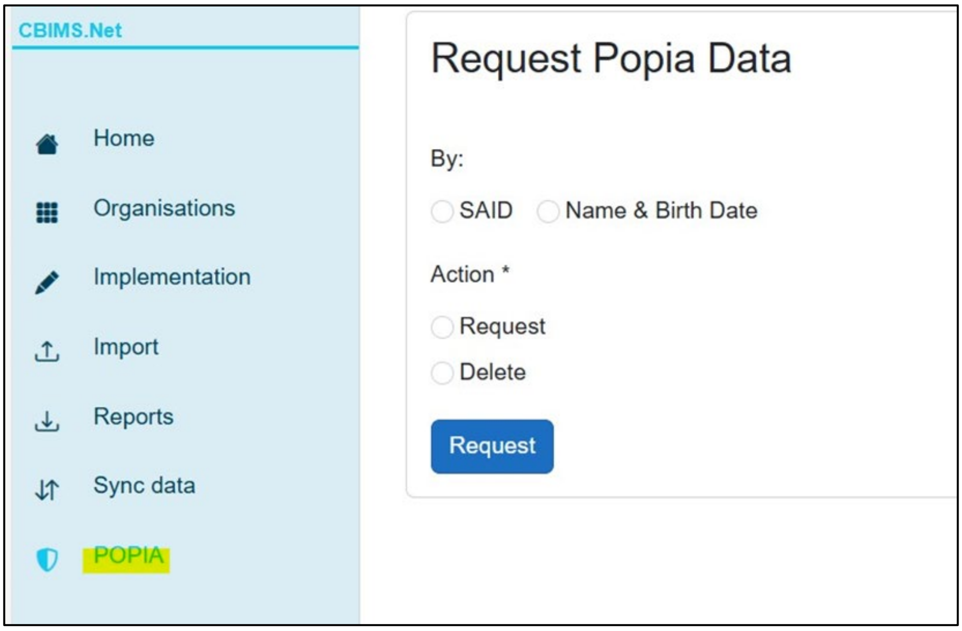
Id	BeneficiaryId	Group	Category	Description	Phone support	Type	Count	Date	State	Sync errors	
36…	7175446	Family Centred Services	Healthy	Monitor developmental milestones in young CLHIV	False	Family Centred Services	1	23/07/2024	Added		Discard
36…	7175445	Group-Based Struct… Interventions	Family Strengthening	Let's Talk (10 session) - Adolescent participation	False	Group-Based… Interv…	4	23/07/2024	Added		Discard
36…	7175438	DREAMS Group Based Interventions	Family Strengthening	Let's Talk (10 session) - Caregiver participation	False	DREA… Group Based Interv…	4	23/07/2024	Added		Discard

12 POPIA

The Protection of Personal Information Act (POPIA) is South Africa's privacy law and introduces requirements for processing personal information. Organisations can use the POPIA feature in CBIMS.Net to provide or delete participant details based on the specific request made to the implementing partner.

12.1 How to process a POPIA request

a. Select the POPIA option from the main menu
b. Select how you will identify the person who has made a POPIA request: "By SAID" or "Name & Birth Date."
    a. The SAID option will require the RSA ID used upon participant enrolment.
    b. The Name & Birth Date option will require the Name, Surname and Date of Birth.
c. A participant can request to view their personal information or ask for their personal information to be deleted from CBIMS.Net. An implementing partner can fulfil this request by selecting either the "Request" or "Delete" option under the Action heading, as shown below.



d. After clicking the Request button, the POPIA request is submitted to Tulane for further action and communication with the relevant implementing partner. POPIA requests to view or delete personal information are not automated and will be attended to by Tulane as needed.

13 CBIMS.NET USER TECHNICAL SUPPORT

To request CBIMS.Net User-related technical support, please email Tulane at the address below. Include comprehensive details and screenshots for clearer context and clarity regarding the reported user technical issue.

cbims.support@tulane.edu

Additional telephonic or online conferencing sessions can be scheduled as needed.

14 APPENDIX. CBIMS.NET ACCEPTABLE USE POLICY

As a user of CBIMS.Net, you will be expected to comply fully with all applicable information security policies and report any known or suspected breaches of these policies. This control applies to all systems, people, and processes that use CBIMS.Net, including USAID, CDC, Tulane, PEPFAR implementing partners and their sub-partners, and other third-party operators who have access to the CBIMS.Net system.

1. Be responsible for using and protecting your CBIMS.Net user credentials (user account and password, access token or other items).
2. Do not use anyone else's user account and password to access CBIMS.Net.
3. Do not attempt to access any CBIMS.Net features you have not been given access to.
4. Ensure CBIMS.Net contents are not visible to unauthorised people when working and take appropriate care when printing confidential information.
5. Log out and close your browser when exiting CBIMS.Net.
6. Do not leave your computer unattended such that unauthorised access can be gained to information via your account while you are away.
7. Protect any confidential material you send, receive, store or process according to the classification level assigned to it, including electronic and paper copies.
8. Ensure that you label any confidential material that you create according to published guidelines so that it remains appropriately protected.
9. Do not send confidential information over the Internet via email or other methods unless appropriate methods (e.g. encryption) have been used to protect it from unauthorised access.
10. Always ensure that you enter the correct recipient email address (es) so that confidential information is not compromised.
11. Securely store confidential printed material and ensure it is correctly destroyed when no longer needed.
12. Do not attempt to bypass or subvert system security controls or use them for any purpose other than intended.
13. Take precautions to protect all computer media and mobile devices when carrying them outside your organisation's premises (e.g. leaving a laptop unattended or on display in a car such that it would encourage an opportunist theft).
14. Do not introduce viruses or malware into the system or network.
15. Do not attempt to disable the anti-virus protection provided on your computer.
16. Familiarize yourself with your organisation's security policies and procedures and any special instructions relating to your work.
17. Inform Tulane immediately if you detect, suspect or witness an incident that may be a security breach or if you observe any suspected information security weaknesses in the CBIMS.Net system or services.

15 Appendix. Frequently Asked Questions (FAQs)

15.1 What is CBIMS.Net, and why did it replace CBIMS Desktop?

- CBIMS.Net is a web-based system created to support monitoring of the PEPFAR OVCY and DREAMS programmes in South Africa. Users access a secure PostgreSQL database using their internet browser.
- This new system has several advantages, including centralised data storage for DREAMS and OVC programmes, faster data access, lower costs for IPs using cloud-based systems, easier bug fixing and upgrades, improved security, and increased capacity for managing data and generating reports. It also allows cross-programme monitoring between OVC and DREAMS.
- The transition from CBIMS Desktop to CBIMS.Net happened because CBIMS Desktop, which is based on Microsoft Access, has limitations when it comes to handling large datasets, accommodating multiple users, ensuring robust security, and integrating with the web. CBIMS.Net provides a more advanced, scalable, and secure web-based database solution for OVC programme partners.

15.2 Who has access to what data in CBIMS.Net?

- CBIMS.Net has a strict user hierarchy to prevent unauthorised access to data.
- USAID does not have access to any personally identifiable data in CBIMS.Net.
- Prime partners have access to de-identified Sub-Partner reports only, by default. However, prime partner MER personnel may request permission from the corresponding sub-partner MER personnel to access participants' personally identifiable data (e.g., Active Beneficiary Report).

15.3 Who will administer CBIMS.Net on behalf of implementing partner organisations?

- Each prime partner and sub-partner should select two administrators for CBIMS.Net
- Administrators will be responsible for:
  - Approving their organisation's users
  - Approving user requests from their prime partner (if a sub-partner)
  - Setting up their operational areas
  - Adding the services USAID funds their organisation to provide