

CHISU Results in Action

Streamlining orphans and vulnerable children (OVC) case management in Haiti

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Background



The Haiti Orphans and Vulnerable Children eCase Management System (OVC eCMS), developed and supported by the CHISU project, has both mobile and desktop capabilities for ease of use by case management workers.

According to the Haiti National Program to Fight against HIV/AIDS (PNLS), 150,000 people are living with HIV/AIDS in Haiti—of whom 84 percent are aware of their status. Among the population of people aware of their positive diagnosis, 87 percent have access to antiretroviral therapy to treat the progression and symptoms of the virus.¹ There have been several challenges in addressing the HIV/AIDS epidemic in Haiti, notably in terms of access to viral load testing, gaps in the prevention of mother-to-child

transmission (PMTCT), high rates of childhood HIV infection, and the discontinuation of treatment among young people and in key populations (KPs).²

To tackle these challenges, there has been an increasing need in Haiti for mobilization at the community level—and the USAID orphans and vulnerable children (OVC) program was implemented in 2013 in response to this need. The OVC program, through the U.S. President's Emergency Plan for AIDS Relief (PEPFAR), provides care and support to those affected and/or infected by HIV through a myriad of services, including support groups for HIV-positive children and pregnant or breastfeeding women; household economic strengthening activities; schooling support; and gender-based violence (GBV) prevention services, among others.

¹ Helping Haiti build a sustainable HIV response, UNAIDS, 2021

² PEPFAR Country Operational Plan (COP) for Haiti, 2022

Since starting in Haiti, the OVC program has helped reach and serve approximately 42,000 direct beneficiaries across 147 hospitals in all ten regions of Haiti.³ The program extends to specific services covering direct and indirect beneficiaries through components such as the Determined, Resilient, Empowered, AIDS-free, Mentored, and Safe (DREAMS) program, caregiver support and services, community-based prevention and education activities, and early infant diagnosis and prevention (EID). Given its scale and complexity, the OVC program requires a well-structured information system to efficiently track real-time programmatic data and streamline case management services.

CHISU is supporting the program to develop a case management information system known as the OVC eCMS (electronic case management system) to build upon the existing operational and workflow infrastructure of the Haiti OVC program for case management, tracking beneficiary access to services and support, and PEPFAR reporting.

Steps Taken

In March 2022, CHISU completed the discovery and requirements process that engaged stakeholders and OVC implementing partners in conversations to understand programmatic information needs, operational processes, and services implementation. This effort has led to the standardization and improvement of data collection tools and created new parameters that are useful in calculating PEPFAR indicators, such as PMTCT, EID forms, and the integration of Data for Accountability Transparency and Impact (DATIM) metadata.

In July 2023, following a user-centric, agile development process, CHISU released the OVC eCMS version 1.0, which included the DREAMS program component, OVC/caregivers monitoring, PMTCT and EID tracking, OVC preventive activities, and monitoring of services offered. The first version of the OVC eCMS also included DATIM metadata for OVC, PEPFAR indicator aggregations, and reporting capabilities.

The system implementation and governance are highlighted in an implementation and deployment strategy plan, a non-disclosure agreement (NDA) for system access, an end user manual, a system administration manual, and a data analysis and use manual, which have all been supported by CHISU. A particular emphasis on data security and personal data protection has been at the center of the OVC eCMS version 1.0, with the implementation of strong security infrastructure, real-time server monitoring, controlled system access through the NDA, role configuration, and user access based on tasks and positions within the OVC program. The OVC eCMS effort engaged the current OVC program implementers (Caris Foundation USAID Impact Youth project) for system testing, field deployment, and historical data import.

³ CARIS Foundation, USAID Impact Youth data

The OVC eCMS development process includes four components—development, testing, training, and production servers environments—that continuously support the dynamic process for system long-term improvement and sustainability that is adaptable to the changing nature of the OVC program. The training website was deployed with test data and dashboards that allow interaction with the system content, as well as the collection of feedback for improvement.

During July and August 2023, CHISU trained around 100 personnel from the OVC implementing partner as end-users of the OVC eCMS with interactive and dynamic sessions. This training also provided important user acceptance testing (UAT) feedback to further improve the system.

Expected Results + Next Steps

The UAT process for the OVC eCMS version 1.0 continues to gather feedback and comments from OVC subject matter experts, community health agents, and program implementers for its improvement. To ensure sustainability, the system is built to integrate Haiti's electronic medical records (EMR) to identify HIV-positive beneficiaries. The implementation of OVC unique identifiers is key for such integration, as well as to improve reporting, beneficiary case management, and access to services. Furthermore, legacy data related to beneficiary enrollment has been imported to facilitate the system's expansion, allowing a smooth transition at the field level.

National deployment is expected for the OVC eCMS in FY 24. The rollout will initially include PMTCT and EID services, and will continuously add more services (e.g., DREAMS) during the first six months of deployment. Once full rollout has been achieved, it is expected that the OVC eCMS will provide an integrated dashboard accessible to OVC implementing partners to securely access real-time programmatic data for improved case management and automated reporting. These new program efficiencies will not only make managing the OVC programs easier for the implementing partners, but will also improve the services provided to vulnerable populations around Haiti.



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