2013

James 1:27 Care Platform
Product Description

The James 1:27 Trust seeks to enable care-based organizations to scale supplementary support to orphans and children made vulnerable as a result of the HIV and AIDS epidemic. The James ICT platform provides a securely administered portal linking resources available in the global village to resources needed in the local village. This social cash transfer in the form of subscribed goods and services heralds a major breakthrough and is a significant contribution to social innovation and entrepreneurship. Our conviction is that innovation, social entrepreneurship and enterprise development can make a critical contribution to stimulating economic development and growth and in so doing reducing poverty.

Stanley Simpson, APD & Robert Botha, James 1:27 Trust
3/5/2013

Mobilising ordinary people in response to orphans and children made vulnerable as a result of the HIV and AIDS epidemic.

The World, and especially sub-Saharan Africa, has a massive HIV and AIDS problem. South Africa alone has more than 5,7 million people living with HIV. While access to anti-retroviral treatment is being substantially scaled, a tragic consequence of AIDS related deaths is the proliferation of orphans and children made vulnerable as a result of the epidemic. It is conservatively estimated that 4% of South Africa's child population are maternal orphans. These one million plus children are 25% more likely to suffer abuse. Issues of stigma and discrimination add intolerable distress to these grieving and affected children.

"My sister is six years old. There are no grown-ups living with us. I need a bathroom tap and clothes and shoes. And water also, inside the house. But especially, somebody to tuck me and my sister in at night." Tumelo aged 13

The James Trust – A History of Innovation and Partnership

JAMES 1 VERSE 27

Pure and lasting religion in the sight of God our Father means that we must care for orphans and widows in their troubles, and refuse to let the world corrupt us.

New Living Translation

It is morally indefensible that society chooses to live with problems such as those faced by orphans and children made vulnerable by the HIV and AIDS epidemic. For one thing, the problem is not money. There is enough money. The challenge is secure transfer. This is a problem that can be solved. If we stand together, in solidarity, putting together our minds, talents and resources, we potentially have a tool that can bring relief to children left trapped by grinding poverty, neglect and despair.

Today's knowledge and technology can be used to remove the systemic blockages that exist at multiple levels which threaten the wellbeing of affected children. The Trust in response, is using some important keys to bring together the hearts of the willing and the hearts of the broken.

- *Children need holistic care and development and must be cared for in family-based care units. Institutional care is at best an emergency option for a limited period.*

- *Decisions must always be made in what can be considered in the children's best interests. Children must also need to be included in decisions that affect their lives. A child rights framework must be used at all levels of intervention.*

- *Care for children must be within an integrated community development approach. We must never do for the community what they can do for themselves! Emergency relief must be followed by rehabilitation and then by development.*

- *It takes a village to grow a child, with both the global and local village in partnership, sharing resources, taking joint responsibility.*

- *Streamline the operations of the Community Development organisations. Link child status indexes and levels of vulnerability with child care plans and development. Promote confidence by secure delivery of sponsored goods and services that meet the children's needs.*

- *Decentralise and alleviate the administration burden, automate the processes.*

James 1:27 Care Platform

The James 1:27 Care Platform Concept

The Trust seeks to provide a scalable, secure ICT platform, by which we can provide a secure, administered portal for the cyber village to link in, at the same time as enabling existing care based organizations to streamline and scale their operations.

….Social Capital Mobilisation

Concepts that drive the Cyber Village Portal and Connection:

- Menu/Choice driven offering subscribed goods and services
- Care within a child rights framework
- Designated giving by matching sponsor with specific children with specific care units at individual, household, shelter, cluster and village level
- Ensure secure transfer, trackable and traceable delivery
- Family narrative for regular feedback without compromising privacy rights
- Provide Social Networking concepts to the Socially responsible

### Concepts that drive the community-based organisation platform:

- Enable a multiplication of care by managing: selection and vulnerability assessments; child status index; child care plans; life cycle management within holistic care and development.
- Streamlining administration systems
- Automating reporting requirements
- Providing extensive data reporting capabilities
- Connecting donors to needs
- Providing a management dashboard of needs and resources
- Decentralising administration and data capture
- Provide the ICT backbone at no charge
- Have the business systems discounted or donated.

Social Networks and Social Capital

Mobilising the networks of Faith and Conscience, linking them to families in need, and allowing them to sponsor a menu of needs for their newly adopted vulnerable family

You have a social network……Mobilise it.

Your Social Network

Local Care Organisation

Couselling

Food

Clothing

Feedback of Sponsored Goods and Family Narrative

Drip Feed System
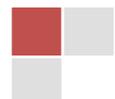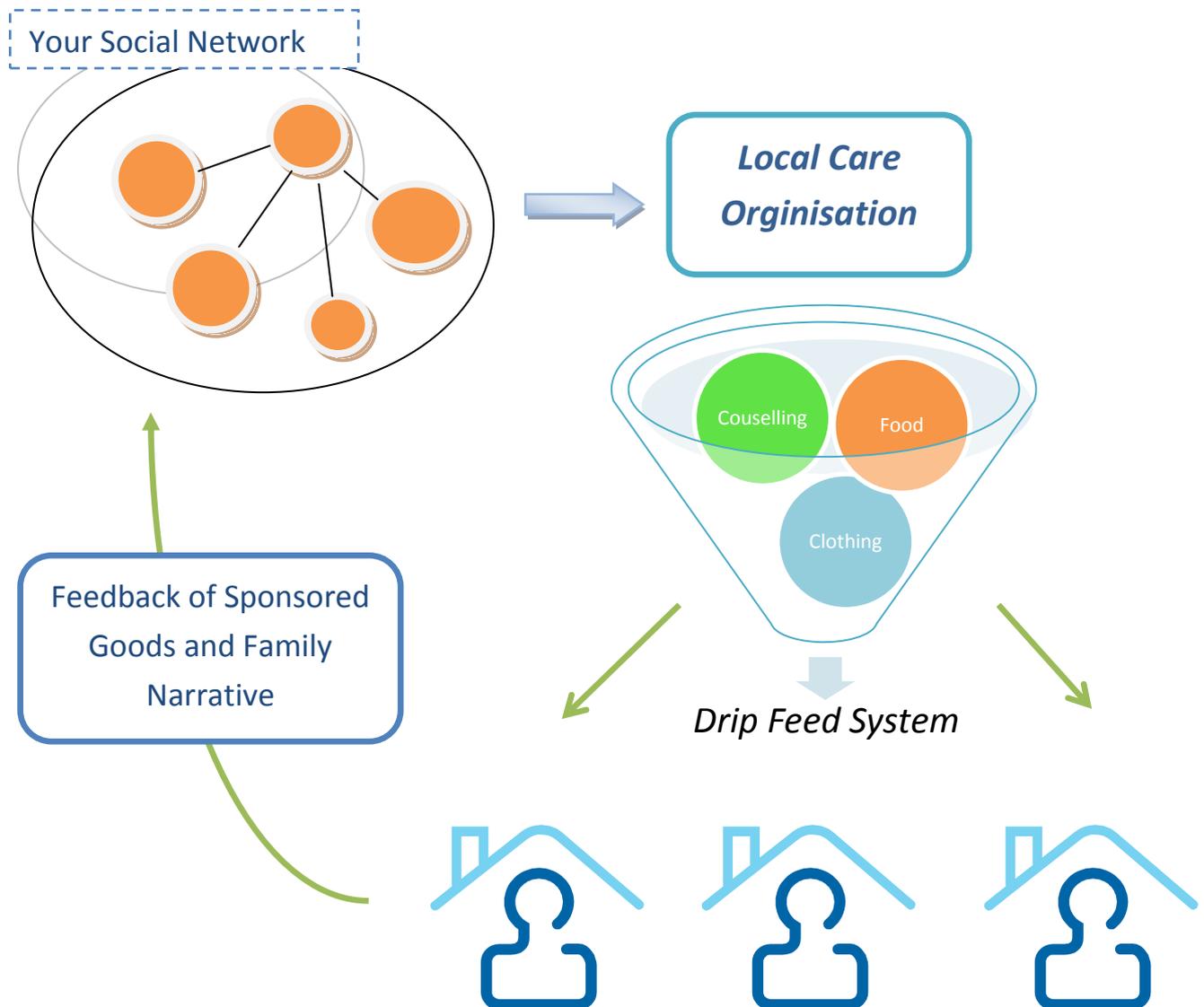
Foundational

To successfully plug a community-based organisation into an automated social networking and donation platform, we had to ensure that their back office systems would cope with this influx of donors, willing to give, but also wanting more and more choice and information. If the system cannot automate this social linking and giving, we would actually not be empowering the community based organisation, but increasing their work load. Therefore it is crucial to start with community-based organisation's back office systems.

> *….community-based organisations have to adapt modern business systems and processes to become efficient and relevant in this modern digital age…*

3 Foundational Pillars:

Managing and directing **Resources**

Managing **Data**

Understanding **Needs**

MSOVC System

Secure Delivery

Data **Capturing**
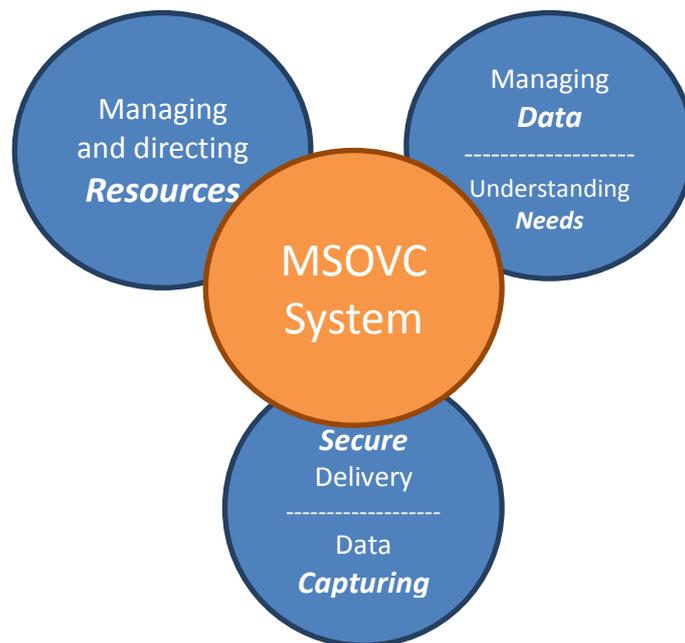
Managing and Directing Resources

Although all the aspects of managing a care-based organisation (community or faith based organisation) are important, managing and directing resources is central. Without a clean set of audited financials, an organization has no financial credibility and little chance of securing necessary funding. An efficient resource management system is crucial. In the MSOVC solution, we have chosen SAP BusinessOne (SBO) for this task. An added benefit of using SBO is that it goes beyond just managing financials. Because it is a complete Enterprise Resource Planning (ERP) system, it facilitates and manages all aspects of running a modern business. From HR to warehousing, from food parcel production orders to inventory and distribution, all the necessary tools for a care-based organisation to better manage and account for the resources under their stewardship. The system also allows for a dramatic scaling of operations thus potentially matching the scale of the problem.

Managing Data

Many times, a care-based organisation can almost drown in the volume of paper they have to manage. From gathering data to generating reports, everything has to be on paper. This places a huge administrative burden on the staff of the organisation. In the MSOVC solution, data management takes on 2 main roles: metadata management and documentation management. For this role we have cast PTC's Windchill product. Windchill is a world leader in managing and securing the data of today's industrial giants. Windchill is designed to manage both metadata (attributes) and documents, and all the change and lifecycle management that goes with that. A natural winner for the administrative burden of the modern care-based organisation. In the orphans and vulnerable children environment administrators have the task of collecting data, storing it, collecting documents and managing them, etc. These are normal processes which we seek through MSOVC to efficiently manage. Issues of scalability also apply.

Understanding needs

In an epidemic of such proportions, a few scribbled notes or word of mouth is not good enough, when trying to understand the needs of the community at large. How do we analyse data we don't have? How do we even analyse the data we do have?. The MSOVC solution, here again uses the product called Windchill. Once Windchill is populated with the entire set of household and individual data the care-based organisation can now manage by using the data mining and reporting dashboard to give an up to date picture of the current needs that exist. These reports can be as broad or specific as needed, and can consist of a combination of as many attributes deemed necessary. The accuracy and relevancy depending only on the efficiency of the data capturing methodology.

Secure Delivery

At present secure delivery is probably unattainable for just about any organization today. This is a new concept in the care-based organisation environment. It is crucial to the eradicating of corruption and over delivery which is central to donor requirements. The MSOVC solution uses a remotely connected, biometric enabled reader, which we use to ensure that a delivery reaches its intended recipient.

Data Capturing

As mentioned earlier, a problem that many care-based organisations face in today's cash strapped care environment, is data capture. Both the frequency and accuracy of the data captured is problematic. Without accurate and up to date information, it is difficult to properly or efficiently cater for the needs in a community. What you don't know, you can't address. Added to this is the fact that most volunteers and social workers don't like writing nor filling out forms. This is part of the problem. We have found that even in some of the better organisation's household data is only revised once a year. Another contributing factor to the data capturing problem is also due to the hard costs associated with data capture, that's not to mention the administrative avalanche caused by a higher frequency of capture.

With our wireless James Remote Terminal (JRT) we aim to ease this process of data capture. Programmed with a simple, easy to follow information template, a volunteer follows predefined steps and makes selections from discrete sets of answers, to build a complete needs analysis of a specific household and the individuals that live there. Once complete, this information is wirelessly communicated to the MSOVC server for analysis by the care-based organisation manager.

Technical Summary

By combining the best-in-class software components, for Financial and Accounting, SAP
Business One and for Data and Document management, PTC Windchill, then integrating these
with our very own James Remote Terminal, for remote data capture as well and secure delivery notification, we have a system, that would most certainly satisfy the most crucial needs that any care based organization faces.

Hatfield Christian Church

James 1:27 Care Platform

Product Description

Stanley Simpson, APD & Robert Botha, James 1:27 Trust

ANNEXURE A
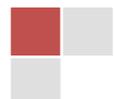
Joining the technical Dots…

PRODUCT AND SERVICES

Product Identification: James 1:27 Care Platform (J127CP)

Product Description: J127CP is a business information management system specifically designed for orphans and children made vulnerable as a result of the HIV and AIDS epidemic. The objective of which is to provide an "accountability" system in which supplementary resources can be matched against identified needs. The managing of a "responsibility script" and the mobilising of virtual extended cluster/teams of sponsors provides care-based organisations an opportunity to scale holistic care and development. The secure delivery of a menu driven list of sponsored goods and services within a subscribed care and development plan at individual, household, shelter, cluster and village level, heralds a significant breakthrough in this vulnerable sector.

Customer Scope: Sponsors, Donor Agencies, State Institutions, Non-Governmental Organisations, Community-Based Organisations, and Faith-Based Organisations involved in the care of orphans and children made vulnerable as a result of the HIV and AIDS epidemic. These children remain a priority focus in that they are 25% more likely to be abused and remain a high level of risk.

Potential Impact: While levels of HIV infection have stabilized and anti-retroviral treatment is more accessible, new infections and AIDS related deaths make for a continuing crisis for affected children. Estimates indicate that levels of care by community and faith based organisations need to dramatically scale and by all account double and redouble. Social technology and innovation makes for a valuable contribution. JAMES is an important response in this regard.

Financial management

Essentially, Financial Management in Business relates one to one with Financial Management in a care-based organization

SAP BusinessOne Functional Area:

Functional Area	Care Based Organisation Application
Customer Relationship Management	Managing the relationship with the customer, the donor. As in business, the CBO/FBO has certain expectations to manage, and certain communiqué to coordinate, SAP BusinessOne does this seamlessly.
Ordering and delivery	Ordering and managing the delivery of sponsored goods.
Production and manufacturing	Some organisations produce items like nappies, toilet paper, food parcels, solar ovens, etc. The product and stocking of components is managed within SAP BusinessOne
Inventory and distribution	Care Based Organisations manage store rooms and warehouses, this can now happen within SAP BusinessOne
Purchasing and merchandising	As before
Employees and human resources	Managing the employees and HR related issues.
Financial and accounting	Self explanatory.

Data and Document Management

Again, the data and document management needs are identical to any business or orginisation.

Windchill Functional Area:

Functional Area	Care-Based Organisaion Application
Attribute Management	Each person has some set of describing attributes, currently care-based organisations manage this in Microsoft Excel, this can now be managed in an interlink, secure, historical life cycle fashion.
Document Management	Along with all the normal documents a care-based organisation creates and stores, the OVCs have their documentation needs. Keeping it all secure allowing for revision and managed would be a nightmare without a dedicated system
Change Management	Everything Changes, in business as in any organisation. Managing who can change what is crucial. Keeping historical data along with audit trails is all facilitated by Windchill
Life Cycle management	People, Attributes, Documents, projects all mature and change over time. Seeing this maturing process in the form of a lifecycle, is helpful to understanding how Windchill can manage this progression from concept to retirement.
Search and Reporting	Data is of no use if can't not be found or collated into a report.
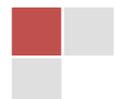
James Remote Terminal

This device facilitates to aspects of the J127CP system: Decentralised Data collection and secure delivery.

JRT Functional Areas:

Functional Area	CBO Application
Biometric pad	This device will allow the securing of the data in the device, the logging of the use of the device and the acknowledgement of receipt of sponsored services by the person selected to receive it.
GPRS	Wireless access between the device and the servers will allow instant update of server info, just in time delivery of data to the device, and any other security disabling that becomes necessary
Built in Applications	Using either the keypad or touch-screen, a Care Worker will be able to create, load or update members of the system using predefined data forms. Recording many of the describing attributes directly into the servers databases. These application will be CBO specific.
ERP Interaction	In future, we see the remote terminal being used for business functions at CBO remote or hub offices.
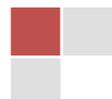
Infrastructure

One of the key elements of the J127CP system is APD's back-office and data centre. Here we have set in place two platforms for the first two pillars of the project. We have identical servers for both SAP BusinessOne and Windchill. On both servers we have opted to run the Microsoft Windows Server 2003 Operating System, and both of these operating systems are guests on a Virtual Machine system, VMWare.

The key here is, the care-based organisation need have no extra infrastructure or IT Admin personnel, to use this system, APD manages all of it. All the care-based organisation requires is good, fast internet access.