



CHILD
RESCUE

Collective Awareness Platform for Missing Children Investigation and Rescue

D4.2 ChildRescue Pilot Handbook, Release I

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	The Smile of the Child (SoC)	Greece
	Foundation for Missing and Sexually Exploited Children – (Child Focus)	Belgium
	Hellenic Red Cross (REDCROSS)	Greece
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Executive Summary

This deliverable is part of WP4 – “Missing Persons Cases Piloting and Evaluation” and reports the planning and outcomes of Task 4.2 - “Pilots Planning and Preparation”.

The purpose of the deliverable is to define the planning, coordination, set-up as well as the actual process of evaluation and validation of trial scenarios that will evaluate and validate the overall ChildRescue solution, as well as the ChildRescue concepts and tools.

More specifically, the deliverable aims to specify the pilot environment to be implemented for each participating end-user community. As described in the DoA, D4.2 is related to the documentation of the set of trial scenarios that will run during each pilot (The Smile of the Child-SoC, Hellenic Red Cross-REDCROSS, Child Focus-CF), including the actors involved, the evaluation indicators and the overall time plan as well as a fully operating prototype of the integrated platform for serving as the operation environment for the ChildRescue pilot implementation.

The pilot preparation activities focused also on the preparation of guidelines and documentation to support pilot partners in their end-user organisation (how to use the ChildRescue solution), producing both the pilot guidelines and the end-user handbook. In addition, on the basis of this preparatory work, training seminars will be conducted targeting the actors/end-users in order to obtain the necessary know-how on using the ChildRescue solution during the pilot phase and after.

Abbreviations

CM	Case manager
CPS	Crown Prosecution Service
EKKA	National Center for Social Solidarity (EKKA)
MFC	REDCROSS Multifunctional Center
PFA	Psychological first aid
REDCROSS	Hellenic Red Cross
SAR / S&R	Search & Rescue
SoC	The Smile of the Child
SWD	Social Welfare Division
TS/RFL	Tracing/Restoring Family Links
UMC	Unaccompanied Migrant Children

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1 Introduction

1.1 Purpose & Scope

ChildRescue project has the purpose to create a platform that facilitates the investigation of missing children and unaccompanied minors by using new technologies and promoting social awareness and involvement. To that end, D4.2 – “ChildRescue Pilot Handbook, Release I” includes a detailed description about the main steps that should be followed when using the platform. More specifically, it presents the procedure followed by each involved actor when the platform is used by the pilot partners and it is supported by the technical partners. The pilot guidelines will be used to measure and guide the implementation of the ChildRescue platform during the piloting phase before initiating the real operation of the ChildRescue platform.

In order to verify and confirm the accuracy and the precision of the pilot guidelines, two main steps are planned to be conducted a) simulation/tabletop exercise and b) field exercise, that will be conducted during the second semester of 2019 and first semester of 2020 respectively. Using the pilot guidelines, the aforementioned exercises will lead to comments and remarks on the steps followed which will serve for drafting an updated version of the pilot guidelines and handbook (which constitutes also the final version) the first months of 2020 (D4.4 – “ChildRescue Pilot Handbook, Release II”). The precise results from the tabletop and simulation exercises will be updated through deliverables D4.3 “ChildRescue Pilot Experimentation Documentation Release I” and D4.5 “ChildRescue Pilot Experimentation Documentation Release II” on December 2019 and October 2020 respectively.

1.2 Structure of the deliverable

The structure of the deliverable is designed as follows:

- ↘ Chapter 1 includes the introduction of the deliverable, the purpose and the scope, the relation with other Work Packages of the project and the interconnection / relevance between them and finally the methodology followed for drafting this deliverable.
- ↘ Chapter 2 shows the main activities (i.e. simulation and field exercises) which will be implemented for drafting the pilot guidelines by the three pilot partners.
- ↘ Chapter 3 presents the performance indicators, which will be put to test when the platform is operational. To that purpose, the three pilot partners have updated the performance/validation indicators (D4.1) accordingly. In addition, it presents the evaluation plan for the pilots.
- ↘ Chapter 4 is the conclusion which summarises the main outputs of the previous chapters and describes forthcoming actions that will lead to the finalised version of the pilot guidelines.
- ↘ Chapter 5 is the Annex of the deliverable which includes the draft End Users’ Handbook (to be finalized in 2020). This is the technical part that describes the role of each user and the way to use the platform.

1.3 Relation to other WPs & Tasks

This deliverable 4.2- "ChildRescue Pilot Handbook, Release I" will serve as a baseline for the rest of tasks of Work Package 4. WP4 is very important for the implementation of the Project since in this WP the consortium has the opportunity to - following all designs and planning made during the other WPs - test, explore, develop further and define the final version of the ChildRescue platform which is the actual objective of the Project. During the other WPs, the consortium has worked for the theoretical development of the ChildRescue platform in two levels a) the technical and b) the pilot organisations approach. Thus, WP4 offers the opportunity to utilise all the results of the other WPs and investigate, check and confirm the accuracy and originality in order to reach final conclusions that will lead to the final version of the ChildRescue platform which will be fully functional for all related partners.

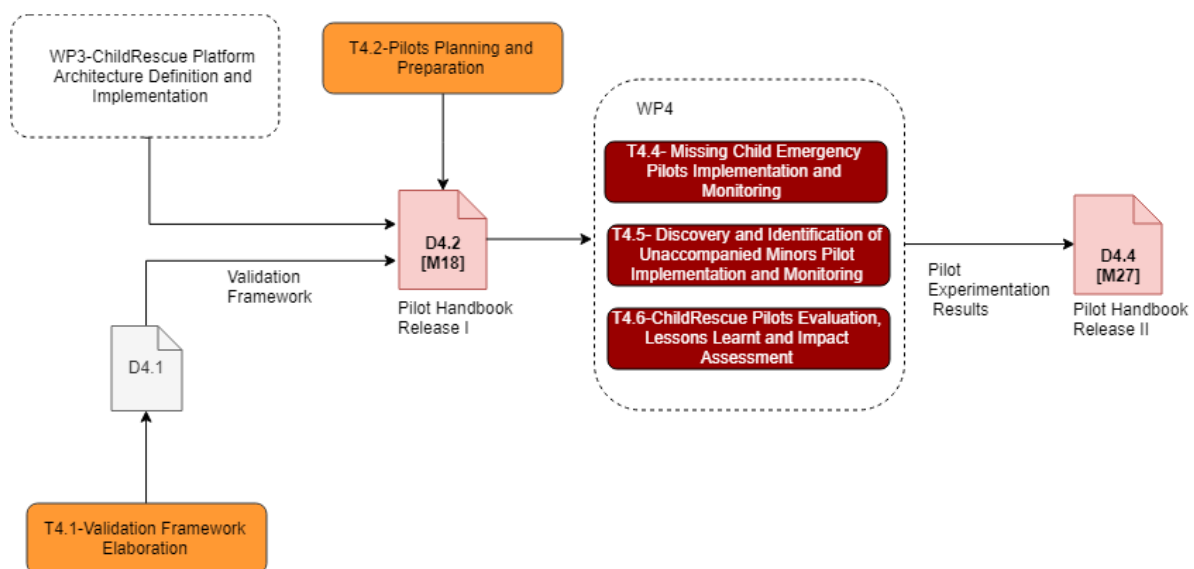


Figure 1-1 Relation to other WPs and Tasks

The deliverable 4.2 – "ChildRescue Pilot Handbook, Release I" includes the main steps that will be followed during the simulation and field exercises. The instructions and the main actions taken by the actors during the exercises will be reported and will constitute the principal guidelines of the real pilot exercise which is planned to run from April 2020 until August 2020. At this stage, the aim is to draft the initial steps which will be tested and updated three major times (i.e. simulation exercises, field exercises, real piloting) before the ChildRescue platform is fully functional and supportive to the pilot organisations.

In addition, the pilot organisations will define the exact baseline of the performance indicators which will be used when the ChildRescue is online. The final procedures followed by all pilots will be described in D4.4 and will be available in March 2020.

2 Pilot Guidelines

With the aim to create the pilot plans for the ChildRescue platform (that include the simulation and field exercises), it is an absolute need on behalf of the pilot organisations to be trained about the main steps they will follow when using the ChildRescue platform. Therefore, the technical partners will conduct a one-day seminar (face to face and via video call) at two stages (one before or during the tabletop exercise and one before the field exercise) with each pilot organisation including the main steps that each actor should follow. The content of the training seminar is mainly based on Annex I: End Users' Handbook which is also planned to be translated into Greek and French. It is a very interesting procedure that could be considered as a prerequisite in order to proceed with the actual implementation of the simulation and field exercises. More information, such as the main instructions of the training, will be found in the updated version of the End Users' Handbook in the context of D4.4, to be delivered on March 2020.

Approach

A tabletop exercise is one of the seven types of exercises identified by the Homeland Security Exercise Evaluation Program for preparing for disasters. These exercise types fall into two categories: **discussion-based or operations-based**.¹

During the **tabletop exercise** (discussion-based) key personnel of the pilot organizations, present during the exercise, will have the opportunity to not only become more comfortable with their own roles in the scenarios, but to see how the entire response will play out across the organization.

During the **field exercise** (operations-based) the participants will exercise their duties on-site, with multiple participants performing their duties in a simulated environment, imitating the response as closely to the real situation as possible.



¹ <https://www.calhospitalprepare.org/post/what-difference-between-tabletop-exercise-drill-functional-exercise-and-full-scale-exercise>

2.1 Pilot Plan in Greece for missing children (SoC)

The pilot plan for missing children in Greece consists of two main parts: the first and the second part. The 1st pilot, consists of two phases: Phase I, internal testing and tabletop exercise (with the involvement of 10-20 people) and Phase II, internal testing to a controlled group of about 100 people. During the 1st pilot, the 1st version of the platform/mobile app will be tested, that will not include the volunteer app. The 2nd pilot consists of performing a field exercise where the 2nd version of the platform/app will be tested, including the functionalities for volunteers.

Specifically, the time plan and the steps that will be followed for the piloting in Greece is:

- June 2019: Operation of the 1st version of the mobile app
- July – September 2019: Internal testing of the 1st version of the mobile app (Phase I)
- End of September 2019: Training and simulation/tabletop exercise (one day) on the basis of the scenario below – testing will be conducted in a controlled group of 10-20 people (the testing will include registered and unregistered users and the key actors of the pilot organization as well as the technical partners)
- October 2019: Modifications (if needed)
- November 2019: testing to a larger controlled group of volunteers (e.g. 100 people) (Phase II)
- End of February 2020: Training (one day) and field exercise (one day) of the beta version of the ChildRescue platform/mobile app that will include also the volunteers' app
- March 2020: Final version of the platform/mobile app
- May 2020: Public release of the ChildRescue platform/mobile app

The exact date for the training and tabletop exercise will be defined in June.

Table 2-1 Overview of pilot in Greece (SoC)

	Tabletop	Field exercise
Time schedule	End of September 2019	End of February 2020
Platform release	1.0	2.0 (beta)
Actors	<ul style="list-style-type: none"> - Visitor (Anonymous user): 1-2 persons - Simple User (Registered user): 1-2 persons - Search & Rescue Team Member: 1-2 persons - Volunteer Team Member: 1 person - Organisation Case Manager: 1 person 	<ul style="list-style-type: none"> - Visitor (Anonymous user): 1-2 persons - Simple User (Registered user): 1-2 persons - Search & Rescue Team Member: 12 persons - Volunteer Team Member: 1 person

Tabletop	Field exercise
<ul style="list-style-type: none"> - Organisation Network Manager: 1 person - Organisation Coordinator Manager: 1 person - Organisation Owner: 1 person 	<ul style="list-style-type: none"> - Organisation Case Manager: 1 person - Organisation Network Manager: 1 person - Organisation Coordinator Manager: 1 person - Organisation Owner: 1 person

Note: internal tests will be conducted before each pilot (either tabletop or field).

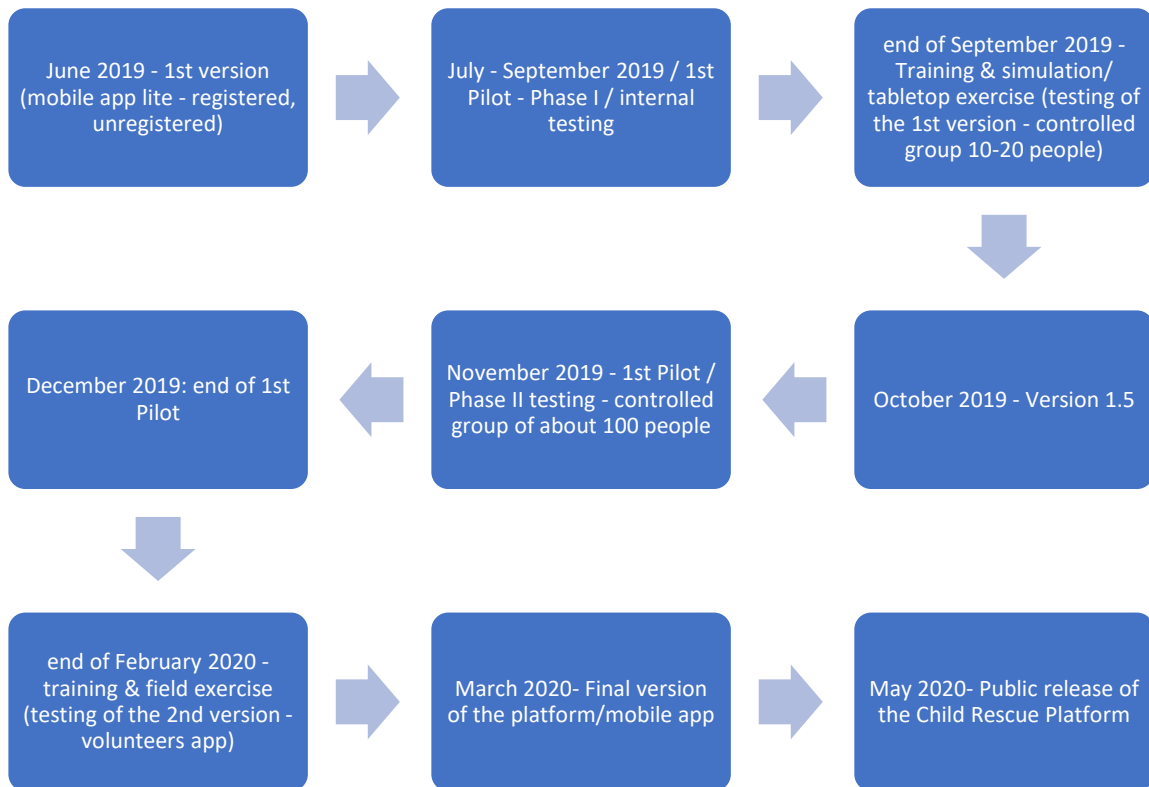


Figure 2-1 – Time plan of the pilot in Greece – SoC

2.1.1 Simulation/tabletop exercise

The simulation/tabletop exercise is planned to be conducted at the end of September 2019 at the premises of the Organisation “The Smile of the Child” during which the personnel of the Organisation and the technical partners (UBITECH, SLG, S5), along with the coordinator, NTUA, will participate for the support of this exercise.



The training of the different actors/users will be conducted simultaneously with the simulation/ tabletop exercise on the basis of the scenario below.

The scenario

A 16-years old girl, Maria, participates in the five-day school trip to Athens (Lyceum of Arostoli, Kefalonia Island). The school`s hotel is in Palaio Faliro. Every day, the school visited a different place of interest. For Maria, it is the first time to be in the capital city, Athens.



The day that Maria disappeared, the school has visited Acropolis. Then, all together they went for lunch and afterwards they had a free time. Everyone had to be back at 17h00 in order to leave for the hotel. The responsible professor discovers that Maria is not there. Her friends sitting next to her said that Maria went to the toilet around 16h00. In her seat, her jacket, a backpack and her mobile phone were found. After a quick search of the area, the professor informs Maria`s parents and then the Police Station about the missing child. At 18h15, the police officer reports the missing child and formally informs the parents of the girl. The Police Station activates its forces in the area. However, it is 19h00 and the weather becomes bad with high winds and heavy rain, while temperature is below 15°C. The rest of the schoolmates are in the bus waiting for any development that may occur.



At 19h30, the responsible teacher returns in the tavern in case Maria comes back and at the same time communicates with the European Hotline for Missing Children 116000 of the Organisation "The Smile of the Child" asking for advice and guidance.



The Social Worker of the European Hotline for Missing Children 116000 (organization case manager) records all the information provided by the responsible professor and then he/she communicates with the parents from whom he/she learns that Maria used to receive negative comments and teasing from her classmates because of her appearance and her mother`s origin, too. The parents are terrified because the last days Maria has expressed her intention to skip/escape from this situation while her parents insisted in participating in the school excursion. The parents added that Maria had regular sessions with a psychologist and she followed an antidepressant treatment.



It is 20h00 and the research of the Police Motorcycle Unit (DI.AS) has no results yet and the Division of Missing Persons of the Hellenic Police and the responsible Prosecutor accept the proposal from the organisation "The Smile of the Child" to activate the Amber Alert Hellas.



Maria`s parents agree and follow the procedures foreseen during this process. The Operational Emergency Center of "The Smile of the Child" mobilizes the Search and Rescue Team for Missing Children "Thanassis Makris" (via the Search & Rescue / Volunteer Team Leader) while 12 rescuers and 2 Canine Teams are already on alert (maximum activation time: one hour). At 20h25, the Amber Alert is activated.

ΕΞΑΦΑΝΙΣΗ - MISSING


Photo

MARIA X. 16 years old

Disappeared on **29.03.2019** at **17.00**,
from **Thision (Athens)**

Eyes: **Brown** – Hair: **Brown**

Height: **1.60 cm** – Weight: **80 Kg**

She was last seen wearing **black leggings, white t-shirt, white sneakers**

Can you help?

☎ 116000

or 100




Figure 2-2 – Sample of Hellenic Amber Alert

Until now, the procedures followed are those that are foreseen for every new case occurred in the Operational Emergency Center of "The Smile of the Child".

At this stage, new procedures are introduced due to the ChildRescue platform, where each responsible actor is reacting complementarily/ supplementary through the platform.

The organization case manager enters the case's information in ChildRescue. An Alert is sent to the users in the area that is defined by a centre and a dynamically changing radius for a duration of 24 hours. The organization coordinator manager has access to the data.

Three users (two registered and one anonymous), provide feedback via the app.

- 20h40: User A uploads a photo outside the Acropolis Museum with a girl that looks like Maria, but with black shoes and a backpack.

-20h41: User B texts a message mentioning that Maria was at Monastiraki Station getting on the train with direction to Kifissia.

-20h43: User C texts a message referring that Maria was in a clothing store in The Mall Athens.

The case manager evaluates the feedback and informs Police. In parallel, the case managers feed the system with other information that they receive from citizens or relatives via the 116000 Hotline. Based on the received evidence, the location area where the alerts are sent is widened, because most probably Maria is not at Acropolis area. Soon, the provided evidence indicates automatically a specific area.

When Maria is found, the case manager, coordinator and owner perform their duties (e.g. closing, archiving, case



report, notification of app users that the missing person was found, removal of photos etc.).

Actors

- Visitor (Anonymous user): 1-2 persons
- Simple User (Registered user): 1-2 persons
- Search & Rescue Team Member: 1-2 persons
- Volunteer Team Member: 1 person
- Organisation Case Manager: 1 person
- Organisation Network Manager: 1 person
- Organisation Coordinator Manager: 1 person
- Organisation Owner: 1 person
- Presence, support and training by representatives of the technical partners

Further information will be added after the implementation of the simulation and field exercises (Update of the deliverable in the context of D4.4, March 2020).

As a consequence, the results of the simulation exercise will be very fruitful for the implementation of the field exercises as well as the real piloting. The precise results from the simulation exercise will be updated through deliverable D 4.3 "ChildRescue Pilot Experimentation Documentation Release I" on December 2019. Therefore, the details of the story, the results of the exercise that involve the end user`s handbook and the technical part of the ChildRescue platform (1st version) will be updated on December 2019.

2.1.2 Field exercise

The field exercise is planned to be conducted at the end of February 2020 on the premises of NTUA during which the personnel of the Organisation and technical partners (UBITECH, SLG, Suite5) will participate for the support of this exercise along with NTUA.

The field exercise will be based on the previous scenario. During the exercise, the functionalities related to the volunteers and SAR teams, as well as the predictive analytics, will be tested.

Steps

During the field exercise the aforementioned steps of the simulation/tabletop exercise will be repeated.

The network manager is notified in order to establish the SAR team. The network manager establishes the SAR Team Thanassis Makris by inviting the 12 volunteer rescuers along with two units with SAR trained dogs via using the ChildRescue platform (and not via the means that are currently used). The Team Leader is appointed. A



collaboration space opens in order to be able to have communication between the Network Manager and the Team Leader. The Network Manager provides instructions to the Team Leader and gets feedback from the field.

In parallel, the case manager retrieves information from similar past cases and from the profiling features of the system. The case manager evaluates the feedback and at the same time examines the social media analysis and possible routes. The provided evidence indicates automatically a specific area.

Actors

- Visitor (Anonymous user): 1-2 persons
- Simple User (Registered user): 1-2 persons
- Search & Rescue Team Member: 12 persons
- Volunteer Team Member: 1 person
- Organisation Case Manager: 1 person
- Organisation Network Manager: 1 person
- Organisation Coordinator Manager: 1 person
- Organisation Owner: 1 person
- Presence, support and training by representatives of the technical partners



During the field exercise, the organization's **infrastructure** will be deployed and specifically:

- The European Hotline for Missing Children 116000 (interconnected with the 112 European Emergency Number) and staff of the Emergency Response Coordination Center of the organization (line operators, psychologists, social workers)
- The mobile command centre of the organization

- The ‘Thanasis Makris’ Search and Rescue Team (handlers and dogs) who have received specialized training and Certification by NSARDA
- Rescue Vehicles and radio networks
- Mobile Medical Units of Intensive Care for Children and Newborns (if needed)

When Maria is found, the case manager, coordinator and owner perform their respective duties (e.g. closing, archiving, case report, notification of the users of the app that the missing person was found, removal of photos etc.).

Further information will be added after the implementation of the field exercise (D4.4, March 2020).

The precise results from the field exercise will be updated through deliverable D 4.5 ‘‘ChildRescue Pilot Experimentation Documentation, Release II’’, on October 2020. Therefore, the details of the story, the results of the exercise that involve the end user`s handbook and the technical part of the Child Rescue platform (2nd version) itself will be updated on October 2020.

2.2 Pilot Plan in Belgium for missing children (Child Focus)

The pilot plan for missing children in Belgium consists of two main parts: the first and the second part. The 1st pilot, consists of two phases: Phase I, internal testing and tabletop exercise (with the involvement of 18 people) and Phase II, internal testing to a controlled group. The total number of people involved in this controlled testing will be decided upon after the tabletop exercise. During the 1st pilot, the 1st version of the platform/mobile app will be tested, that will not include the volunteer app. The 2nd pilot consists of performing a field exercise where the 2nd version of the platform/app will be tested, including the functionalities for volunteers and geo-localisation.

Specifically, the time plan and the steps that will be followed for the piloting in Belgium is:

- September 2019: Training on the functionalities of the platform for the employees involved in Phase I and II
- October 2019: simulation/tabletop exercise (one day) on the basis of the scenario below – testing will be conducted in a controlled group of 18 people (Phase I)
- January 2020: training on updated platform (if modifications were needed after Phase I)
- February 2020: Field exercise of the beta version that will include also the volunteers' app
- March 2020: Final version of the platform/mobile app
- May 2020: Public release of the ChildRescue platform

The specific timeplan will be decided in June 2019 in order not all pilots to coincide with each other.

Table 2-2: Overview of pilot in Belgium (Child Focus)

	Tabletop	Field exercise
Time schedule	End of September 2019	End of February 2020
Platform release	1.0	2.0 (beta)
Actors	<ul style="list-style-type: none"> - Visitor (Anonymous user): 4 persons - Simple User (Registered user): 12 persons - Organisation Case Manager: 3 persons - Organisation Coordinator Manager: 1 person - Organisation Owner: 1 person 	<ul style="list-style-type: none"> - Visitor (Anonymous user): 4 persons - Simple User (Registered user): 12 persons - Organisation Case Manager: 3 persons - Organisation Network Manager: 1 person - Volunteer Team Member: 8 person - Organisation Coordinator Manager: 1 person

Tabletop		Field exercise
		- Organisation Owner: 1 person

2.2.1 Simulation/tabletop exercise

The simulation/tabletop exercise is planned to be conducted in October 2019 at the premises of Child Focus during which the personnel of the Organisation will participate and the technical partners (UBITECH, SLG, Suite5), along with the coordinator, NTUA, will be available for support.

The scenario

Officer De Boeck from the Police Zone Wemmel calls the 116000. Our receptionist, An, receives a call from the officer upon request from the CPS (The Crown Prosecution Service). The officer mentions that Laura, 14 years old (date of birth 15/09/2005), has been missing since this morning. She was supposedly on her way to school, but never arrived.

She had the following things with her:

- her cell phone – but it is disconnected
- her school bag – but she carried nothing unusual with her (nothing seems missing from her room)
- bank account empty – some cash but total amount unknown
- we are not sure whether she has a pass for public transport. She recently lost it and had to apply for a new one

Together with the officer, An establishes a first profile of Laura:

- Psychological problems
- No medication
- It is unusual for her to disappear without a trace
- She never stayed out longer than permitted
- She never skipped classes
- Social media account inactive during last couple of weeks
- Boyfriend unknown

The officer gives the contact details of the parents. The parents live together.

At 3.30 p.m. the receptionist transfers information orally and via the CRM-system to the case manager on duty. The case manager creates a case-file in the CRM-system and contacts the police officer. We get more details on what happened to Laura. She left at 7 a.m. to school, not showing any suspicious

behaviour. She took her school bag with her. It didn't look like she was carrying more weight than on other days. There was no particular fight the day before. She left, but never arrived at school in Jette, a couple of stops away. She left in the direction of the bus stop. Laura is officially reported as missing and the neighbourhood examination as well as the examination of her cell phone and camera images were negative. We also obtain some more profile clarifications. These last couple of days the parents have noticed some behavioural changes. She has been extremely introvert, hiding in her room and struggling with negative thoughts. Her school performance has deteriorated the last couple of weeks. The school council mentions that she has been very distracted. There have not been any suicide-attempts in the past.

Because of lack of results, the CPS requests diffusion via ChildRescue App. The Federal Office for Missing People has been informed.

At 4 p.m., the case manager calls the parents. She informs them about the involvement of Child Focus and checks whether the parents have sufficient emotional support. The Case manager requests a recent photograph (to be send via mail foto@childfocus.org) and checks the description of the missing girl. The parents are informed about possible media attention and the possibility of deflecting press to the central communication department in Child Focus. Together they evaluate the impact of a public appeal and the parents approve the diffusion via ChildRescue App.

We also obtain extra clarifications but little more is known. Laura has lived quite isolated in her room for the last two weeks. The parents are in touch with Laura's best friends – they are very worried too. Her friends mention the possibility that she might have a boyfriend but they don't know a lot about him, except that he is a lot older than Laura.

We discuss Laura's hang out spots. She likes to hang out in parks (park next to the Atomium near the movie theatre) and often meets up with friends on place de Mirroir in Jette. When she goes to the city centre, she hangs around Place Saint-Catherine. These last weeks she declined to meet up with friends.

At 4.30 p.m., the Case Manager calls the Federal Office for Missing People. The officer on duty is aware of the diffusion and might follow-up with a press release in the evening news of 7 p.m. Besides the diffusion via Childrescue, we consider the idea of hanging out posters in her neighbourhood – as last point seen. The officer will bring this idea to the attention of the CPS. The CPS approves. The case manager informs the back-up (Organisation Coordinator Manager) and gives input in the ChildRescue app, targeting a 10 km radius around the neighbourhood (Wemmel): Laeken, Jette and city centre Brussels (1000 Brussels).

A total of 16 testimonies (4 anonymous, 12 registered) come in half an hour through the ChildRescue App. The testimonies are opened by receptionist who copies their content into the CRM file and on e-mail or fax to share with the police. Based on the received evidence, the location where the alerts are

sent is widened and extended to the whole Brussels area because there is indication that Laura might be at the other side of the city. Soon, the provided evidence indicates automatically a specific area. Another 2 testimonies (1 anonymous, 1 registered) are received through ChildRescue and shared with the police.

The Case manager gets a report from the police, that based on one of the testimonies, Laura has been located in Jette. The case manager closes the case in ChildRescue, and followers are alerted that Laura has been located safe and sound.

Actors

- Visitor (Anonymous user): 4 persons
- Simple User (Registered user): 12 persons
- Organisation Case Manager: 3 persons (1 case manager, 1 receptionist who can download testimonies into CRM and send them to police and 1 responsible for posters who can upload the missing child's poster to Child Rescue)
- Organisation Network Manager: 1 person
- Volunteer Team Member: 8 person
- Organisation Coordinator Manager: 1 person
- Organisation Owner: 1 person

Further information will be added after the implementation of the simulation and field exercises (Update of the deliverable in the context of D4.4, March 2020).

As a consequence, the results of the simulation exercise will be very fruitful for the implementation of the field exercises as well as the real piloting. The precise results from the simulation exercise will be updated through deliverable D 4.3 "ChildRescue Pilot Experimentation Documentation Release I" on December 2019. Therefore, the details of the story, the results of the exercise that involve the end user's handbook and the technical part of the ChildRescue platform (1st version) will be updated on December 2019.

2.2.2 Field exercise

The field exercise is planned to be conducted by the end of February 2020 at the premises of Child Focus and its surroundings during which the personnel of the Organisation and technical partners (UBITECH, SLG, Suite5) along with NTUA will participate for the support of this exercise.

The field exercise will be based on the previous scenario. During the exercise the functionalities related to the volunteers as well as the predictive analytics and the geo-localisation will be tested.

Steps

During the field exercise the aforementioned steps of the simulation/tabletop exercise will be repeated and the following steps will be added in order to test all functionalities of the 2nd version of the ChildRescue Platform.

Posters

Case manager contacts the 3 colleagues responsible for producing (responsible 'Group 1'), printing (responsible 'Group 2') and diffusing the posters (responsible 'Group 3' aka Network Coordinator).

The responsible group 1 also disseminates the poster via the ChildRescue App. Target area is identified with the case manager.

The Network manager is notified in order to establish a team of 8 volunteers. They will physically go out to test the functionalities of the ChildRescue app, so they will be at 8 different locations to receive the task list via ChildRescue and report back through it. The Network responsible sends through ChildRescue the checklist to volunteers in the area. 8 volunteers report back information about posterizing through ChildRescue: where did they put out posters?

In parallel, the case manager retrieves information from similar past cases and from the profiling features of the system. The case manager evaluates the feedback and at the same time examines the social media analysis and possible routes. The provided evidence indicates automatically a specific area.

When Laura is found, the case manager closes the case in ChildRescue. Followers are alerted that Laura has been located safe and sound and also the volunteers are automatically alerted that they have to go out and take down the paper posters. The Network responsible sends out a checklist to the relevant volunteers in the area through ChildRescue. 8 volunteers report back via ChildRescue on having taken down the posters. The file is fully closed and archived in ChildRescue.

During the field exercise, the organization's **infrastructure** will be deployed and specifically:

- The European Hotline for Missing Children 116000. The field exercise will be done at a normal workday so as to also fully test the compatibility with existing procedures and dealing with several cases at the same time.
- The team of volunteers

Further information will be added after the implementation of the field exercise (D4.4, March 2020).

The precise results from the field exercise will be updated through deliverable D4.5 "ChildRescue Pilot Experimentation Documentation, Release II", on October 2020. Therefore, the details of the story, the

results of the exercise that involve the end user`s handbook and the technical part of the Child Rescue platform (2nd version) itself will be updated on October 2020.

2.3 Pilot Plan in Greece for unaccompanied children (REDCROSS)

Main Hypothesis: ChildRescue platform is used in parallel to regular REDCROSS registration of Unaccompanied Migrant Children (UMC). ChildRescue platform contributes in the REDCROSS search & discovery of UMC activities.

Overall places involved: REDCROSS hosting facility for UMC at Alkiviadou str. Athens, REDCROSS hosting facility in Volos, REDCROSS Multifunctional Center (MFC) in Athens, REDCROSS Tracing service, REDCROSS Branch in Kos island, REDCROSS Branch in Piraeus.

Total Number of persons involved: 7 for tabletop, 25 for simulation exercise.

All role-plays involved are performed by the REDCROSS staff and volunteers. Multidiscipline (trans-sector) approach. Access to data/ChildRescue depends on user level.

Economy of the scenarios: the tabletop exercise works as a preparatory phase for the field/real-time simulation scenario.

Assumptions:

- ✓ When first entering a hosting facility those UMC (of age above 15) consent² to Search & Rescue (SAR) in case of emergency (i.e. manmade or natural hazard).
- ✓ The UMC who consented are profiled by the facility manager with ChildRescue.
- ✓ The REDCROSS with the management of the corresponding REDCROSS UMC facility (in cooperation to State stakeholders and using the REDCROSS network: the TS/RFL and the MFC) tries to re-establish and maintain contact between the hosted UMC and his/her family wherever it is.
- ✓ All data registration, activities and information sharing are done on the basis of the best interest of the child and in full respect to Red Cross fundamental Principles

Table 2-3: Overview of pilot in Greece for UMC (REDCROSS)

	Tabletop	Field exercise
Time schedule	End of September 2019	End of February 2020
Platform release	1.0	2.0 (beta)
Actors	<u>7 actors</u> - Organization coordinators: 2 - Hosting facility managers: 3 - Visitors / Simple users: 2	<u>22 actors</u> - Organization coordinators: 2 - Hosting facility managers: 3 - Simple users: 6 - Visitors/simple users: 11

² Standardized consent form - voluntary leave not included

2.3.1 Simulation/tabletop exercise

Timeplan: end of September 2019

Aim1: UMC accommodated with the REDCROSS are registered with the CR (ChildRescue). Access of users to ChildRescue is confirmed on different levels.

Step 1: 12 UMC are registered by the responsible social and case workers (hosting facility manager) with the REDCROSS hosting facilities in Volos (5 children) and Attica (7 children)

Step 2: Organisation coordinator confirm full access to the registered information

Step 3: The facility manager in Attica receives a note from EKKA (National Center for Social Solidarity) about a new placement coming from Volos facility and requests the transfer of the case profile via CR

Step 4: Organisation coordinator user with the Social Welfare Division (SWD) of the REDCROSS greenlights and confirms the transfer

Step 5: A REDCROSS TS/RFL case worker registers an UMC for whom there is a tracing request within the REDCROSS

Step 6: Advanced users confirm a match between the UMC registered by the REDCROSS TS/RFL case worker and the data base of the facility in Attica

Step 7: Organisation coordinator with the REDCROSS RFL asks REDCROSS on Kos Island (according to data from UMCs file) to send additional information. By cross-checking information, the positive outcome of the search is confirmed.

Preparatory work: Development of 12 false-cases of UMC for registration and creation of 3 facilities (Attica, Volos, Kos)

Time required: 8 working hours

Persons involved: 7 (multidisciplinary)

Evaluation of the procedures:

- on time registration of the available data at all levels (time/per case)
- access by level
- data assignment
- search functionality of information
- information exchange

2.3.2 Field exercise

Sub-hypothesis: ChildRescue platform is used in parallel to regular REDCROSS procedures to locate UMC going missing from the REDCROSS hosting facility in Athens following an emergency incident (i.e. natural or manmade disaster)

Region of interest: Attika

Places involved: REDCROSS hosting facility for UMC at Alkiviadou str. - Athens, REDCROSS hosting facility in Volos, REDCROSS Multifunctional Center (MFC) in Athens, REDCROSS Tracing service, REDCROSS Branch on Kos island, REDCROSS Branch in Piraeus

Basic information about the facility in Athens

Full name: REDCROSS Accommodation Center for UMC (hosting facility)

Location: 4, Alkiviadou str. Athens

In house beneficiaries: 30

-sex: boys

-age group: 14-17

Key roles with the shelter: Hosting facility manager

Profiles of the missing children:

- Ahmad, 14 years old from Afghanistan. He has family in Germany, and they are in regular contact
- Mohamed, 16 years old also from Afghanistan. Has a big scar on his right arm. He has an uncle on Kos island. They have located each other through the REDCROSS RFL (see tabletop case).

Case scenario

At 9.20 a.m. an earthquake of 5,4 Richter scale degrees hits Attika. Following the relative protocol, the UMC and the personnel of the REDCROSS hosting facility evacuate the building. Everyone is ok, however damages of minor scale -a general water linkage and a collapsed pergola- result in traffic and confusion in the surrounding area. Telephone lines are overloaded and communication by phone is difficult. Some children are in distress.

Log-frame of the response

Step 1: The manager of the hosting facility asks the social worker to check the UMC and confirm that there is no harm. The social worker counts the children with the ChildRescue to find out that 2 are missing.

Step 2: By consulting ChildRescue it is confirmed that the 2 children were present during the last count/taking presences at 7 o' clock.

Step 3: The manager informs the Organization Coordinators via CR

In the meantime, an REDCROSS team of 4 persons (multidisciplinary) is developed using the collaboration space (standardized REDCROSS procedure – preparedness plan) to access the area.

Step 4: The head of the aforementioned REDCROSS team and RFL receive via ChildRescue a notice about the missing UMC and send 2 volunteers to the area.

Step 5: The RFL releases the information in ChildRescue collaboration space that one of the missing UMC has a past tracing case – he has a relative on Kos island.

Step 6: Two REDCROSS volunteers and the social worker of the hosting facility scan the area on basis of the UMCs profiles in CR.

Potential points of interest:

- REDCROSS TS and the MFC where the UMC go to receive relevant services
- The RFL case worker tries to contact the uncle of the missing child but telephone-lines are overloaded
- REDCROSS activates a hot line for receiving requests and information (info about more missing children might be the case – liaising systems is an option)

Step 7: One UMC is located at the MFC. He went there to ask the interpreter to contact his family in Germany. ChildRescue case is updated and relative search is cancelled. The UMC receives Psychological First Aid (PFA).

Step 8: The MFC informs advanced users that they received a phone-call from the missing UMC uncle, and he was overwhelmed because he had heard about the earthquake.

Step 9: The second UMC with the relative on Kos island (Mohamed) is missing for almost 2 hours. The personnel and his peer group in the hosting facility are interviewed to gather additional information. A third UMC claims not to have seen the missing UMC since 8.30, right after breakfast.

Step 10: The REDCROSS takes necessary steps towards the responsible Greek authorities. The advanced user expands the research to the broader Attica region – selected volunteers and staff members (5) receive relative notices via CR³.

Step 11: The uncle calls again and admits that he had asked the UMC to go and join him in order for them to return to try another way to the E.U.

In parallel, in Piraeus two old buildings have collapsed and the population there is in distress. Some people have light injuries and the local branch has released teams in the area to assist the population.

Step 12: A foreign boy approaches one member of the team asking for assistance. Communication is difficult due to language problems.

Step 13: REDCROSS social worker in Piraeus Branch is informed and calls MFC hotline while also searches the ChildRescue platform for any record related to the given name of the child. The UMC communicates with the hotlines' interpreter and admits that he was accommodated in Alkiviadou hosting facility.

³ Regular REDCROSS tracing procedure is ongoing in parallel - Trace the Face tool is also used

Step 14: Child is escorted by the social worker to Piraeus Branch and is provided with PFA

Step 15: The Branch social worker calls the hosting facility manager who in turn releases two team members (one social worker, one care giver) to escort the boy back to the shelter.

Step 16: Child is returned back and ChildRescue platform is updated.

3 Evaluation / validation of pilots and real implementation

3.1 Updated performance/validation indicators

On the basis of the performance indicators that are listed in D4.1, each pilot partner has chosen/indicated and specified which of the indicators are related to the cases that they will handle during the real-life piloting. Indicators PI.29 and PI.33 have been completely removed from the lists, as they cannot be applied to any of the three pilots and did not add important information for the platform validation.

3.1.1 Missing children – Greece (SoC)

Below are the KPIs for SoC and the missing child case in Greece. Baseline values have been indicated, where feasible. Some indicators are not applicable to this case, as they refer to the unaccompanied migrant minor scenario. These indicators are marked as “doesn’t apply to SoC”.

Table 3-1: ChildRescue Performance Indicators

PI #	Performance Indicator Description	Baseline Calculation Approach	Baseline Value	Assessment of ...	Related Result #
PI.01	number of ChildRescue mobile application downloads monthly	N/A	0	efficiency	RE.01
PI.02	number of aggregated ChildRescue mobile application downloads	N/A	0	efficiency	RE.01
PI.03	average number of notified citizens through SMS, social media (Facebook, Instagram, Twitter) and ChildRescue notifications per case	average number of citizens notified per case through SMS and social media (Facebook, Instagram, Twitter) before ChildRescue - #SMS sent and #views per social media post	200.000	efficiency	RE.01

PI #	Performance Indicator Description	Baseline Calculation Approach	Baseline Value	Assessment of ...	Related Result #
PI.04	total number of notified citizens through SMS, social media (Facebook, Instagram, Twitter) and ChildRescue notifications annually	total number of citizens notified annually (through SMS, and social media) before ChildRescue - #SMS sent and #views per social media post	3.500.000	efficiency	RE.01
PI.05	number of notifications sent through ChildRescue and opened	N/A	0	efficiency	RE.01
PI.06	average number of citizens providing feedback per case before mobile application launch	average number of citizens providing feedback per case before mobile application launch (excluding family members)	4	effectiveness	RE.02
PI.07	average number of citizens providing feedback through the ChildRescue app per case	N/A	0	effectiveness	RE.02
PI.08	ratio: number of citizens who provide feedback through any channel to number of sent SMS notifications, social media views and ChildRescue	number of citizens who provide feedback to number of sent SMS notifications and social media views (Facebook, Instagram, Twitter) per case	4/200.000	effectiveness	RE.02

PI #	Performance Indicator Description	Baseline Calculation Approach	Baseline Value	Assessment of ...	Related Result #
	notifications per case				
PI.09	ratio: average number of citizens receiving notification through ChildRescue to total number of mobile application downloads per case	N/A	0	efficiency	RE.03
PI.10	ratio: number of notifications sent to specific locations to total number of notifications	N/A	0	efficiency	RE.03
PI.11	ratio: number of valid (in the context of ChildRescue terminology) feedback to total number of submitted feedback	N/A	0	effectiveness	RE.04
PI.12	ratio: number of mobile app users who visited the relevant informative section in ChildRescue app (Do's & Don'ts, how to respond in case of child neglect, abuse etc.)	N/A	0	effectiveness	RE.05

PI #	Performance Indicator Description	Baseline Calculation Approach	Baseline Value	Assessment of ...	Related Result #
PI.13	number of new volunteers who applied encouraged by ChildRescue	N/A	0	effectiveness	RE.06
PI.14	qualitative: estimate progress in public perception of the organisation's activities	existing surveys on public perception	doesn't apply to SoC –surveys only measure perception of all SoC activities, which are much more widespread than finding children	effectiveness	RE.07
PI.15	number of organisations using or interacting with ChildRescue	number of pilots	3	effectiveness	RE.08, RE.09, RE.10
PI.16	number of EU organisations, in countries except Greece and Belgium, using or interacting with ChildRescue	N/A	0	effectiveness	RE.08, RE.09, RE.10
PI.17	number of organisations using or interacting with ChildRescue during missing children investigations	number of pilots involved in missing children use case	2	effectiveness	RE.10
PI.18	number of unaccompanied migrant minors matched to	N/A	doesn't apply to SoC	effectiveness	RE.09, RE.11

PI #	Performance Indicator Description	Baseline Calculation Approach	Baseline Value	Assessment of ...	Related Result #
	existing profiles near EU entry points				
PI.19	number of organisations and internal departments using or interacting with ChildRescue during activities pertaining unaccompanied migrant minors	N/A	doesn't apply to SoC	effectiveness	RE.09, RE.11
PI.20	average number of posts and announcements made through the ChildRescue collaboration space per case	N/A	0	efficiency	RE.12
PI.21	qualitative: improvement in information integrity and data consistency	(no baseline to be defined – the indicator is expressed by a percentage of improvement in comparison to the initial/current status)	doesn't apply to SoC	effectiveness	RE.13
PI.22	total number of unaccompanied migrant minor profiles registered in ChildRescue	N/A	doesn't apply to SoC	effectiveness	RE.14
PI.23	average time needed to find a vacancy in a hosting facility	average time currently needed to find a vacancy in a hosting facility	doesn't apply to SoC	efficiency	RE.11, RE.14

PI #	Performance Indicator Description	Baseline Calculation Approach	Baseline Value	Assessment of ...	Related Result #
PI.24	average time needed to detect the absence of an unaccompanied migrant minor from the hosting facility	average time currently needed to detect the absence of an unaccompanied migrant minor from the hosting facility	doesn't apply to SoC	efficiency	RE.11, RE.14
PI.25	average time between issuing a Tracing request and locating the missing child	average time currently needed between issuing a Tracing request and locating the missing child	doesn't apply to SoC	effectiveness	RE.15
PI.26	average time between reporting of disappearance and locating the missing child	average time currently needed between the day of disappearance and locating the missing child	6 days	effectiveness	RE.16
PI.27	average time needed for volunteer/search and rescue team formation per case	average time currently needed for volunteer/search and rescue team formation per case	1 hour	efficiency	RE.12, RE.17
PI.28	average time needed for citizens to get informed for a case for the first time, after the decision for dissemination	average time currently needed for citizens to get informed for a case for the first time, after the decision for dissemination (from dissemination approval from police to amber alert)	15 minutes	efficiency	RE.17
PI.29	average number of similar cases matched to current case	N/A	0	effectiveness	RE.18

PI #	Performance Indicator Description	Baseline Calculation Approach	Baseline Value	Assessment of ...	Related Result #
PI.30	average time needed for examining and retrieving information from old cases of the same child	N/A	0	efficiency	RE.18
PI.31	average time needed to find and combine information from operating line, social media, maps, testimonials, profiles and old cases	average time currently needed for an operator to find and combine information from operating line, social media, maps, testimonials, profiles and old cases	doesn't apply to SoC	efficiency	RE.19, RE.24
PI.32	average number of investigated locations per case	current average number of investigated locations per case	3	effectiveness	RE.12, RE.20, RE.25
PI.33	number of citizens contributions during real-life cases piloting	N/A	0	effectiveness	RE.01, RE.02, RE.21
PI.34	number of missing children real-life cases piloting	N/A	0	efficiency	RE.22
PI.35	average time needed for creating complete case reports with statistics etc in ChildRescue	average time currently needed for creating complete case reports	currently they don't create a separate report, it is just the whole case record	efficiency	RE.22
PI.36	average time needed for retrieving	average time currently needed for retrieving	5 minutes	efficiency	RE.13, RE.23

PI #	Performance Indicator Description	Baseline Calculation Approach	Baseline Value	Assessment of ...	Related Result #
	information of repeated disappearance cases	information of repeated disappearance cases (old cases of same child)			
PI.37	average time needed by operator to share new information to relevant stakeholders	average time currently needed by operator to share new information to relevant stakeholders	5 minutes	efficiency	RE.24
PI.38	response organisation human effort and direct costs per case	current investigation costs per case	n/a	effectiveness	RE.25
PI.39	qualitative: estimated accuracy of statistics regarding missing children and unaccompanied migrant minors	(no baseline to be defined – the indicator is expressed by a percentage of improvement in comparison to the initial/current status)	doesn't apply to SoC	effectiveness	RE.27
PI.40	qualitative: estimating how much ChildRescue assists the organisations and operators on understanding better the behavioural and navigational patterns behind disappearances	(no baseline to be defined – the indicator is expressed by a percentage of improvement in comparison to the initial/current status)	N/A – progress will be defined with self-evaluation	effectiveness	RE.28

PI #	Performance Indicator Description	Baseline Calculation Approach	Baseline Value	Assessment of ...	Related Result #
PI.41	qualitative: estimating if ChildRescue contributed significantly to cases	N/A	N/A – progress will be defined with self-evaluation	effectiveness	RE.15, RE.16

3.1.2 Missing children – Belgium

Below are the KPIs for Child Focus and the missing child case in Belgium. Baseline values have been indicated, where feasible. Some indicators are not applicable to this case, as they refer to the unaccompanied migrant minor scenario. These indicators are marked as “doesn’t apply to CF”.

Table 3-2: ChildRescue Performance Indicators (Child Focus)

PI #	Performance Indicator Description	Baseline Calculation Approach	Baseline Value	Assessment of ...	Related Result #
PI.01	number of ChildRescue mobile application downloads monthly	N/A	0	efficiency	RE.01
PI.02	number of aggregated ChildRescue mobile application downloads	N/A	0	efficiency	RE.01
PI.03	average number of notified citizens per case through social media (Facebook and Twitter) and ChildRescue notifications	average number of citizens notified per case through social media (Facebook and Twitter) before ChildRescue – only #views per social media post applies to CF	198.154	efficiency	RE.01

PI #	Performance Indicator Description	Baseline Calculation Approach	Baseline Value	Assessment of ...	Related Result #
PI.04	total number of notified citizens through social media (Facebook and Twitter) and ChildRescue notifications annually	total number of citizens notified annually through social media (Facebook and Twitter) before ChildRescue - only #views per social media post applies to CF	21.796.928	efficiency	RE.01
PI.05	number of notifications sent through ChildRescue and opened	N/A	0	efficiency	RE.01
PI.06	average number of citizens providing feedback per case	average number of citizens providing feedback per case before mobile application launch	3 testimonies	effectiveness	RE.02
PI.07	average number of citizens providing feedback through the ChildRescue app per case	N/A	0	effectiveness	RE.02
PI.08	ratio: number of citizens who provide feedback through any channel to number of sent SMS notifications, social media views and ChildRescue notifications per case	number of citizens who provide feedback to number of sent SMS notifications and social media views (Facebook, Instagram, Twitter) per case	3/198.154	effectiveness	RE.02
PI.09	ratio: average number of citizens receiving notification through ChildRescue to total number of	N/A	0	efficiency	RE.03

PI #	Performance Indicator Description	Baseline Calculation Approach	Baseline Value	Assessment of ...	Related Result #
	mobile application downloads per case				
PI.10	ratio: number of notifications sent to specific locations to total number of notifications	N/A	0	efficiency	RE.03
PI.11	ratio: number of valid (in the context of ChildRescue terminology) feedback to total number of submitted feedback	N/A	0	effectiveness	RE.04
PI.12	ratio: number of mobile app users who visited the relevant informative section in ChildRescue app (Do's & Don'ts, how to respond in case of child neglect, abuse etc.)	N/A	0	effectiveness	RE.05
PI.13	number of new volunteers who applied encouraged by ChildRescue	N/A	0	effectiveness	RE.06
PI.14	qualitative: estimate progress in public perception of the organisation's activities	existing surveys on public perception of CF, if it is innovative etc	90% of the Belgian population (+18) sees Child Focus as 'forward thinking', 60% as innovative (Brand Asset Evaluator)	effectiveness	RE.07

PI #	Performance Indicator Description	Baseline Calculation Approach	Baseline Value	Assessment of ...	Related Result #
PI.15	number of organisations using or interacting with ChildRescue	number of pilots	3	effectiveness	RE.08, RE.09, RE.10
PI.16	number of EU organisations, in countries except Greece and Belgium, using or interacting with ChildRescue	N/A	0	effectiveness	RE.08, RE.09, RE.10
PI.17	number of organisations using or interacting with ChildRescue during missing children investigations	number of pilots involved in missing children use case	2	effectiveness	RE.10
PI.18	number of unaccompanied migrant minors matched to existing profiles near EU entry points	N/A	doesn't apply to CF	effectiveness	RE.09, RE.11
PI.19	number of organisations and internal departments using or interacting with ChildRescue during activities pertaining unaccompanied migrant minors	N/A	0	effectiveness	RE.09, RE.11
PI.20	average number of posts and announcements made through the ChildRescue collaboration space per case	N/A	0	efficiency	RE.12

PI #	Performance Indicator Description	Baseline Calculation Approach	Baseline Value	Assessment of ...	Related Result #
PI.21	qualitative: improvement in information integrity and data consistency	(no baseline to be defined – the indicator is expressed by a percentage of improvement in comparison to the initial/current status)	N/A – progress will be defined with self-evaluation	effectiveness	RE.13
PI.22	total number of unaccompanied migrant minor profiles registered in ChildRescue	N/A	doesn't apply to CF	effectiveness	RE.14
PI.23	average time needed to find a vacancy in a hosting facility	average time currently needed to find a vacancy in a hosting facility	doesn't apply to CF	efficiency	RE.11, RE.14
PI.24	average time needed to detect the absence of an unaccompanied migrant minor from the hosting facility	average time currently needed to detect the absence of an unaccompanied migrant minor from the hosting facility	doesn't apply to CF	efficiency	RE.11, RE.14
PI.25	average time between issuing a Tracing request and locating the missing child	average time currently needed between issuing a Tracing request and locating the missing child	doesn't apply to CF	effectiveness	RE.15
PI.26	average time between reporting of disappearance and locating the missing child	average time currently needed between reporting of disappearance and locating the missing child	1 - 2 days 37,54% 2 - 7 days 35,89% 7 – 30 days 17,24% 1 - 6 months 7,44%	effectiveness	RE.16

PI #	Performance Indicator Description	Baseline Calculation Approach	Baseline Value	Assessment of ...	Related Result #
			+ 6 months 1,30%		
PI.27	average time needed for volunteer team formation per case	average time currently needed for volunteer team formation per case – current process includes phone calls and SMS	60 minutes	efficiency	RE.12, RE.17
PI.28	average time needed for citizens to get informed for a case for the first time, after the decision for dissemination	average time currently needed for citizens to get informed for a case for the first time, after the decision/approval for dissemination	Locally disseminated paper posters: 210 minutes Social media: 40 minutes	efficiency	RE.17
PI.29	average number of similar cases matched to current case	N/A	0	effectiveness	RE.18
PI.30	average time needed for examining and retrieving information from old cases of the same child	N/A	0	efficiency	RE.18
PI.31	average time needed to find and combine information from operating line, social media, maps, testimonials, profiles and old cases	average time currently needed for an operator to find and combine information from operating line, social media, maps, testimonials, profiles and old cases	N/A, but after CR piloting, progress (shorter and better) could be estimated with self-assessment	efficiency	RE.19, RE.24
PI.32	average number of investigated locations per case	current average number of	N/A	effectiveness	RE.12, RE.20, RE.25

PI #	Performance Indicator Description	Baseline Calculation Approach	Baseline Value	Assessment of ...	Related Result #
		investigated locations per case			
PI.33	number of citizens contributions during real-life cases piloting	N/A	0	effectiveness	RE.01, RE.02, RE.21
PI.34	number of missing children real-life cases piloting	N/A	0	efficiency	RE.22
PI.35	average time needed for creating complete case reports with statistics etc in ChildRescue	average time currently needed for creating complete case reports	currently they don't create a separate report, it is just the whole case record	efficiency	RE.22
PI.36	average time needed for retrieving information of repeated disappearance cases	average time currently needed for retrieving information of repeated disappearance cases – electronic system supports exact name search	1-2 minutes	efficiency	RE.13, RE.23
PI.37	average time needed by operator to share new information to relevant stakeholders	average time currently needed by operator to share new information to relevant stakeholders	instantly by telephone to police	efficiency	RE.24
PI.38	response organisation human effort and direct costs per case	current average investigation costs per case (transport costs, leaflet typing etc.)	1000 euro	effectiveness	RE.25
PI.39	qualitative: estimated accuracy of statistics regarding missing children and	(no baseline to be defined – the indicator is expressed by a percentage of improvement in	doesn't apply to CF	effectiveness	RE.27

PI #	Performance Indicator Description	Baseline Calculation Approach	Baseline Value	Assessment of ...	Related Result #
	unaccompanied migrant minors	comparison to the initial/current status)			
PI.40	qualitative: estimating how much ChildRescue assists in the organisations' and operators' knowledge and understanding about disappearances as a phenomenon	(no baseline to be defined – the indicator is expressed by a percentage of improvement in comparison to the initial/current status)	N/A – progress will be defined with self-evaluation	effectiveness	RE.28
PI.41	qualitative: estimating if ChildRescue contributed significantly to cases	N/A	N/A – progress will be defined with self-evaluation	effectiveness	RE.15, RE.16

3.1.3 Unaccompanied children – Greece

Below are the KPIs for REDCROSS and the unaccompanied minor case in Greece. The baseline values, where feasible, have been provided. The operations of REDCROSS are not always open to the general public and discreet investigations are conducted by volunteers of the REDCROSS. Thus, the KPIs should be adapted and also include volunteers, although for the other organisations only citizens are concerned. In the following KPIs, wherever the term "citizen*" appears, it implies "citizens and volunteers".

Table 3-3: ChildRescue Performance Indicators (REDCROSS)

PI #	Performance Indicator Description	Baseline Calculation Approach	Baseline Values	Assessment of ...	Related Result #
PI.01	number of ChildRescue mobile application downloads monthly	N/A	0	efficiency	RE.01
PI.02	number of aggregated ChildRescue	N/A	0	efficiency	RE.01

PI #	Performance Indicator Description	Baseline Calculation Approach	Baseline Values	Assessment of ...	Related Result #
	mobile application downloads				
PI.03	average number of notified citizens* through mail, phone call and ChildRescue notifications per case	average number of citizens* notified per case through mail and phone call before ChildRescue	2-5 volunteers for case of missing child searched by parent // 10-20 for emergency case (depending on location etc)	efficiency	RE.01
PI.04	total number of notified citizens* through mail, phone call and ChildRescue notifications annually	total number of citizens* notified annually through mail or phone call before ChildRescue	50-60 volunteers	efficiency	RE.01
PI.05	number of notifications sent through ChildRescue and opened	N/A	0	efficiency	RE.01
PI.06	average number of citizens* providing feedback per case	average number of citizens* providing feedback per case before mobile application launch	0 – citizens actively don't provide information to RC	effectiveness	RE.02
PI.07	average number of citizens* providing feedback through the ChildRescue app per case	N/A	0	effectiveness	RE.02
PI.08	ratio: number of citizens* who provide feedback through any	number of citizens* who provide feedback to number of sent SMS	0	effectiveness	RE.02

PI #	Performance Indicator Description	Baseline Calculation Approach	Baseline Values	Assessment of ...	Related Result #
	channel to number of sent SMS notifications, social media views and ChildRescue notifications per case	notifications and social media views (Facebook, Instagram, Twitter) per case			
PI.09	ratio: average number of citizens* receiving notification through ChildRescue to total number of mobile application downloads per case	N/A	0	efficiency	RE.03
PI.10	ratio: number of notifications sent to specific locations to total number of notifications	N/A	0	efficiency	RE.03
PI.11	ratio: number of valid feedback to total number of submitted feedback	N/A	0	effectiveness	RE.04
PI.12	ratio: number of mobile app users who visited the relevant informative section in	N/A	0	effectiveness	RE.05

PI #	Performance Indicator Description	Baseline Calculation Approach	Baseline Values	Assessment of ...	Related Result #
	ChildRescue app (Do's & Don'ts, how to respond in case of child neglect, abuse etc.)				
PI.13	number of new volunteers who applied encouraged by ChildRescue	N/A	0	effectiveness	RE.06
PI.14	qualitative: estimate progress in public perception of the organisation's activities	existing surveys on public perception	currently N/A – can collect info on extent of dissemination of REDCROSS tools and services with questionnaire	effectiveness	RE.07
PI.15	number of organisations using or interacting with ChildRescue	number of pilots	3	effectiveness	RE.08, RE.09, RE.10
PI.16	number of EU organisations, in countries except Greece and Belgium, using or interacting with ChildRescue	N/A	0	effectiveness	RE.08, RE.09, RE.10
PI.17	number of organisations using or interacting with ChildRescue during missing	number of pilots involved in missing children use case	2	effectiveness	RE.10

PI #	Performance Indicator Description	Baseline Calculation Approach	Baseline Values	Assessment of ...	Related Result #
	children investigations				
PI.18	number of unaccompanied migrant minors matched to existing profiles	N/A	0	effectiveness	RE.09, RE.11
PI.19	number of organisations and internal departments using or interacting with ChildRescue during activities pertaining unaccompanied migrant minors	N/A	0	effectiveness	RE.09, RE.11
PI.20	average number of posts and announcements made through the ChildRescue collaboration space per case	N/A	0	efficiency	RE.12
PI.21	qualitative: improvement in information integrity and data consistency	(no baseline to be defined – the indicator is expressed by a percentage of improvement in comparison to the initial/current status)	N/A	effectiveness	RE.13
PI.22	total number of unaccompanied migrant minor profiles	N/A	0	effectiveness	RE.14

PI #	Performance Indicator Description	Baseline Calculation Approach	Baseline Values	Assessment of ...	Related Result #
	registered in ChildRescue				
PI.23	average time needed to inform the relevant stakeholder about a vacancy in a hosting facility	average time currently needed to inform the relevant stakeholder about a vacancy in a hosting facility – written formal briefing to EKKA and prosecutor	1 day	efficiency	RE.11, RE.14
PI.24	average time needed to detect the absence of an unaccompanied migrant minor from the hosting facility	average time currently needed to detect the absence of an unaccompanied migrant minor from the hosting facility	8 or 16 hours for first notice of absence // 24 hours for confirmation of absence	efficiency	RE.11, RE.14
PI.25	average time between issuing a Tracing request and finding information the missing child	average time currently needed between issuing a Tracing request and finding information about the missing child	immediately to max 6 months - (afterwards it is very unlikely that any information will be found)	effectiveness	RE.15
PI.26	average time between reporting of disappearance and locating the missing child	average time currently needed between reporting of disappearance and locating the missing child	3 - 10 days in case of emergency	effectiveness	RE.16
PI.27	average time needed for volunteer/search and rescue team formation per case	average time currently needed for volunteer/search and rescue team formation per case	1-2 hours – through messenger and what's up applications	efficiency	RE.12, RE.17

PI #	Performance Indicator Description	Baseline Calculation Approach	Baseline Values	Assessment of ...	Related Result #
PI.28	average time needed for citizens* to get informed for a case for the first time, after the decision for dissemination	average time currently needed for citizens* to get informed for a case for the first time, after the decision for dissemination	currently N/A	efficiency	RE.17
PI.29	average number of old cases of the same child matched to current case	N/A	0	effectiveness	RE.18
PI.30	average time needed for examining and retrieving information from old cases of the same child	average time currently needed for examining and retrieving information from old cases similar to current	15 minutes - all search done by EKKA	efficiency	RE.18
PI.31	average time needed to find and combine information from operating line, social media, maps, testimonials, profiles and old cases	average time currently needed for an operator to find and combine information from operating line, social media, maps, testimonials, profiles and old cases	3-5 days for completing the minor's record with information from various sources	efficiency	RE.19, RE.24
PI.32	average number of investigated locations per case	current average number of investigated locations per case	5	effectiveness	RE.12, RE.20, RE.25
PI.33	number of citizens contributions	N/A		effectiveness	RE.01, RE.02, RE.21

PI #	Performance Indicator Description	Baseline Calculation Approach	Baseline Values	Assessment of ...	Related Result #
	during real-life cases piloting				
PI.34	number of missing children real-life cases piloting	N/A	0	efficiency	RE.22
PI.35	average time needed for creating complete case reports	average time currently needed for creating complete case reports – automated system creates report with all gathered information	N/A	efficiency	RE.22
PI.36	average time needed for retrieving information of repeated disappearance cases ⁴	average time currently needed for retrieving information of repeated disappearance cases	40 minutes	efficiency	RE.13, RE.23
PI.37	average time needed by operator to share new information to relevant stakeholders	average time currently needed by operator to share new information among relevant stakeholders – through mail, phone call, also electronic safe file exchange for international committee of the REDCROSS but it is used by EKKA	N/A	efficiency	RE.24

⁴In the case of REDCROSS and a hosted unaccompanied minor case, this PI refers to a minor who returns to a shelter she/he has been hosted before

PI #	Performance Indicator Description	Baseline Calculation Approach	Baseline Values	Assessment of ...	Related Result #
PI.38	response organisation human effort and direct costs per case	current investigation costs per case	N/A	effectiveness	RE.25
PI.39	qualitative: estimated improvement in statistics regarding unaccompanied migrant minors	(no baseline to be defined – the indicator is expressed by a percentage of improvement in comparison to the initial/current status)	N/A	effectiveness	RE.27
PI.40	qualitative: estimating how much ChildRescue assists in the organisations' and operators' knowledge and understanding about disappearances as a phenomenon	(no baseline to be defined – the indicator is expressed by a percentage of improvement in comparison to the initial/current status)	N/A – progress will be defined with self-evaluation	effectiveness	RE.28
PI.41	qualitative: estimating if ChildRescue contributed significantly to cases	N/A	N/A – progress will be defined with self-evaluation	effectiveness	RE.15, RE.16

3.2 Evaluation of the piloting phase

In order to evaluate the piloting phase of the ChildRescue project, the following activities will be undertaken:

- workshops will be performed in order to train the participating pilot partners in the use of the platform and the mobile app

- Focus groups with participating ChildRescue partners dealing with remaining challenges will be held
- On the basis of the results of the first pilot, additional interviews will be carried out
- (online) surveys will be handed out to potential end-users and NGOs to ensure potential challenges are highlighted before the mobile application and the platform are being finalised.

During the first pilot, which includes a test of the first version of the platform and the mobile app, (but not the volunteer app), the opportunity for open-ended feedback in the form of focus groups should be utilised to gather more explorative data that can be used to improve the ChildRescue tools before the second pilot. FRA-UAS will design an open-ended interview guide for semi-structured interviews to be used in all of the participating piloting organisations (REDCROSS, SoC, Child Focus). The questions should specifically target the topics of usability, relevance in the everyday work as well as data protection, but also leave room for open feedback that has arisen throughout the first pilot. The analysis of the data on the first pilot will be analysed before the second pilot to allow for the inclusion of the results in that phase.

For the second pilot, an (online) questionnaire for the NGOs and a questionnaire for the volunteers as well as open-ended interview guidelines will be developed based on the analysis of the focus groups from the first pilot. The questionnaires for the volunteers will mainly include multiple choice questions which are based on the issues raised during the first pilot to ensure that these challenges have been fully addressed in the second pilot's version for the volunteers. It will target the volunteers and their perceptions of the usability and possible challenges of the mobile application. The questionnaire that will be handed out to the NGOs will be based on the performance indicators and focus on the quantitative performance indicators developed in D4.1 and updated in D4.2 (e.g. number of downloads). Additionally, some of the staff members will be included in open-ended interviews during the second pilot to identify potential remaining weaknesses in both their interface as well as in the communication with the volunteers through the platform and mobile application. The analysis of the data from the questionnaires and interviews during the second pilot will be utilised to inform the technical partners about potential challenges that need to be addressed before the release of the platform and mobile application to the public. The results of the evaluation will be presented in D4.6 alongside the measurements that were taken to address any potential critical feedback during the first and second pilot.

4 Conclusion

Main focus of this deliverable was the compilation of the ChildRescue trial scenarios in the context of Task 4.2, which will serve as a guideline for the next steps of WP4 –“Missing Persons Cases Piloting and Evaluation”, leading to the final release and evaluation of the platform in terms of added value for the organisations. Specifically, each pilot developed trial scenarios to be used for a series of simulation and field exercises in order to test the ChildRescue Platform. In addition, the performance indicators were further specified, which will be put to test when the platform is operational, while the evaluation plan for the pilots was defined. Last but not least, the End Users’ Handbook has been elaborated, that describes the role of each user and the way to use the platform. The precise results from the simulation and field exercises will be updated through deliverable D4.3 on December 2019 and D4.5, on October 2020, respectively. Using the pilot guidelines, the exercises will lead to comments and remarks on the steps followed which will serve for drafting an updated version of the pilot guidelines (which constitutes also the final version) the first months of 2020 (D 4.4 – “ChildRescue Pilot Handbook, Release II”).

Annex I: End Users' Handbook

I.1 Introduction

The End User's Handbook is a simple and user-friendly guide containing all information required by a user so that he or she can operate successfully the current version of the mobile application and the platform. In other words, the presented Handbook describes the available functionalities and supported roles of the 1st release of the ChildRescue software package. The second release, expected at M27, will trigger a number of updates that will be included in the End Users' Handbook of D4.4 [also in M27], which will constitute the completed guide.

Since each role may have access to different views and functionalities, the following instructions are categorized by role. The roles not yet supported are omitted, but they will be covered in the next version. More specifically, the supported end users' roles of Release I are:

- Visitor (mobile app)
- Simple User (mobile app)
- Organisation Case Manager (web platform)
- Hosting Facility Manager (web platform)

The ChildRescue administrator operations are fully supported as well, but this role is not considered to be in the end users' user-group and thus, it is not included in this document.

I.2 Description of how to use the ChildRescue mobile app as "Visitor"

The visitor is an unregistered user who installs the app and is able to use a limited set of functionalities, without registration.

I.2.1 Welcome

Once the user installs the app, s/he is presented with two welcome screens: the first one (Figure I-1) provides the title of the ChildRescue project and the second one (Figure I-2) a brief description on how the user could get involved with ChildRescue. The user can proceed with the app either by pressing the "SKIP" button in the first case, or by pressing "GOT IT" in the second case.



Figure I-1 Welcome Title

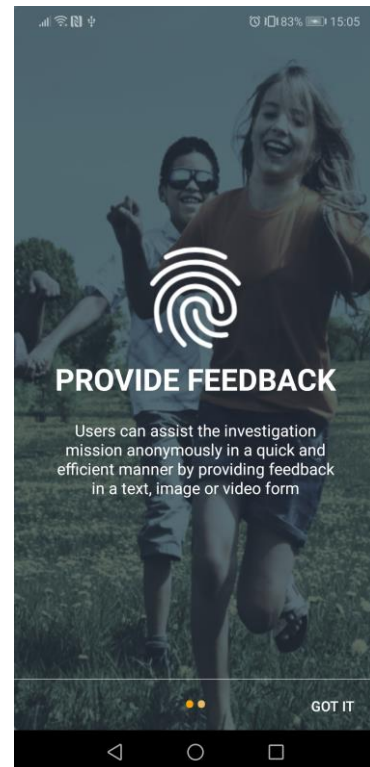
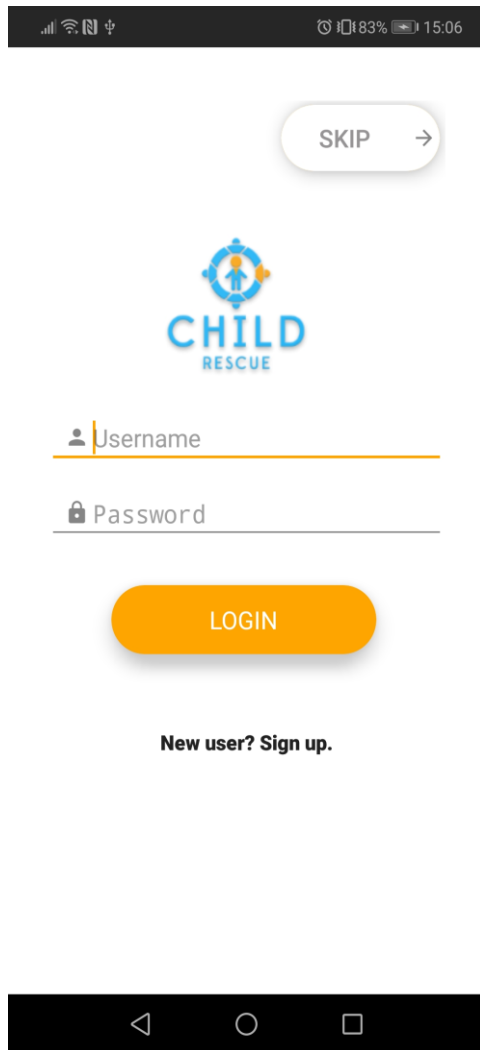
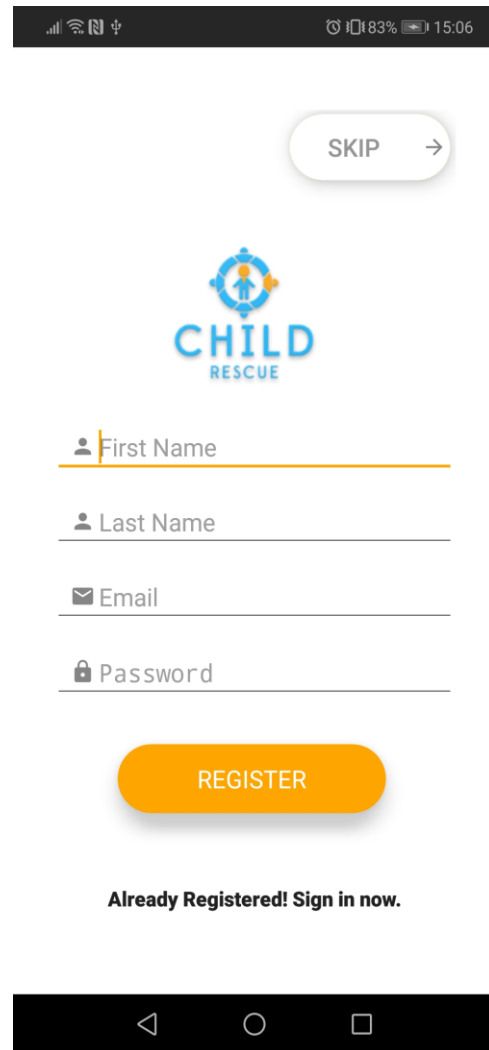


Figure I-2 Welcome Description

I.2.2 Login-Register

As soon as the user visits the welcome page, she/he is redirected to the login screen (Figure I-3), where she can choose whether she will register into the app or not. In case she wants to register, she clicks on the link "New user? Sign up" and she is transferred to the registration form (Figure I-4). In case she doesn't want to register, she can continue navigating anonymously by pressing the "SKIP" button.

**Figure I-3: Login****Figure I-4: Register**

I.2.3 Dashboard

The scope of the dashboard (Figure I-5) is to provide a general overview of the main parts of the mobile app, so that the user will be able to access them. The dashboard includes a) alerts about cases of missing children close to the location of the user, b) information about the organizations involved into the project, and c) instructions on how a user can become a volunteer. In addition to the main view of the dashboard, the users can use the navigation area at the bottom (the black area covering the bottom of the screen) in order to access the aforementioned information and the navigation area at the top (the black area covering the top of the screen) either for providing information for a specific case or going back to login screen. Figure I-6 displays a list view of the available organizations, which is displayed by pressing the "Organizations" card item, while Figure I-7 depicts the view that provides guidelines regarding the process of how the simple users can become volunteers by choosing the "BECOME A VOLUNTEER" card item. Both card items are available from the dashboard view, as shown in Figure I-5. Furthermore, some general information of the app is available via the overflow menu, which is placed at the top right corner of the screen.

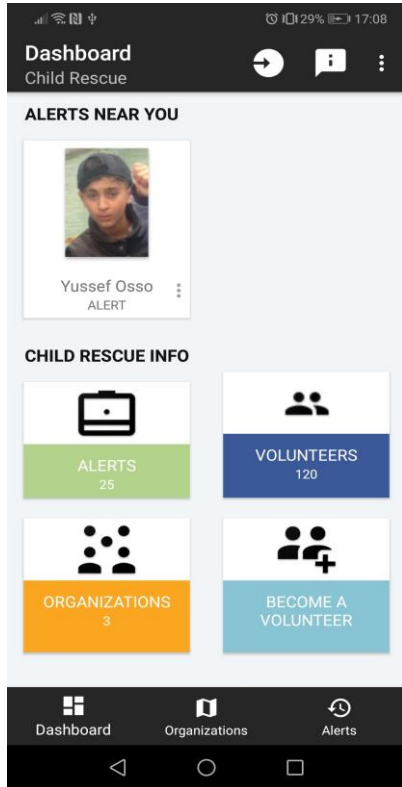


Figure I-5: Dashboard

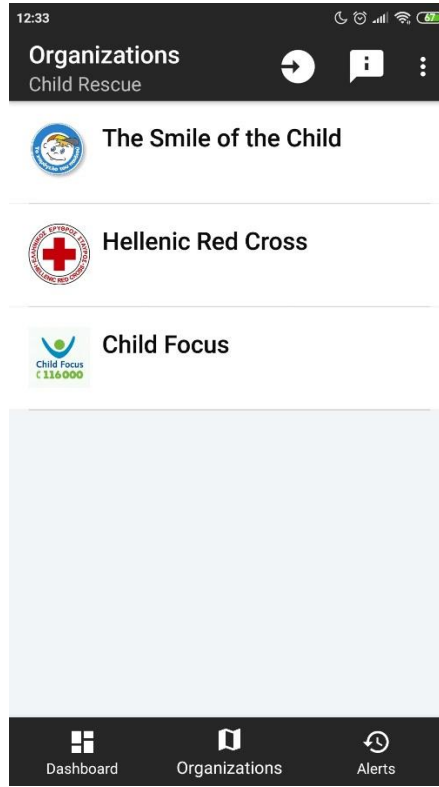


Figure I-6: Organization List View

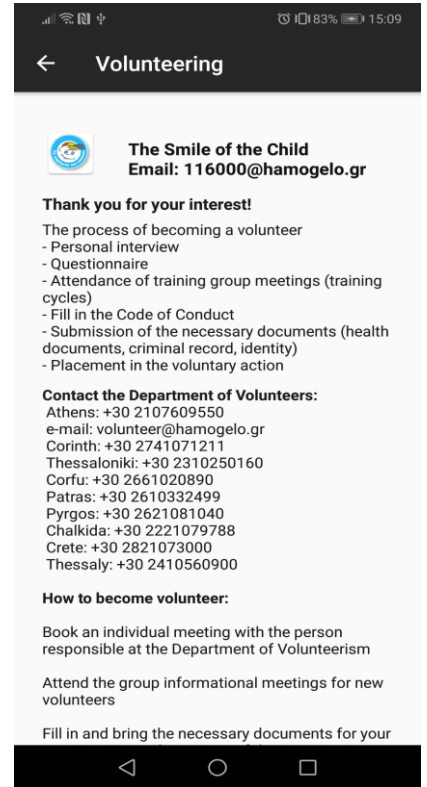


Figure I-7: Become a Volunteer

I.2.4 Provide Information for specific alert

The user is able to provide feedback about a specific case by clicking on the alert card of the specific case on her dashboard. As soon as the user clicks on the alert card, she is provided with the feedback form (Figure I-8, Figure I-9). The user fills out the form with the relevant information and presses the "SUBMIT INFORMATION" button in order to submit her feedback.

12:37

← Provide Information

PROVIDE INFORMATION

Mosbi Ted
Αιτωλίας 12, Χαλάνδρι 152 31, Ελλάδα

ATTACH FILE

ADD LOCATION

Enter Child Location Here

ADD DATE

Add Evidence Date

ADD TIME

Add Evidence Time

ADD DESCRIPTION

Figure I-8: Provide Information Complete Form (1/2)

12:37

← Provide Information

ADD LOCATION

Enter Child Location Here

ADD DATE

Add Evidence Date

ADD TIME

Add Evidence Time

ADD DESCRIPTION

Information about the missing child

SUBMIT INFORMATION

Figure I-9: Provide Information Complete Form (2/2)

I.2.5 Provide Information

Besides the general information that is available through the dashboard view, the user can provide information on her own, in case she wants to provide feedback related to a missing child case. To do so, they are redirected to the respective view (Figure I-10) by pressing the "info" icon from the top bar as shown up in Figure I-5. The user selects "VIEW THE LISTED CASES" in order to access all open and active cases (Figure I-10) and she is provided with the relevant cases (Figure I-11). By clicking on the relevant case button, the user is provided with the relevant information of the case (Figure I-12).

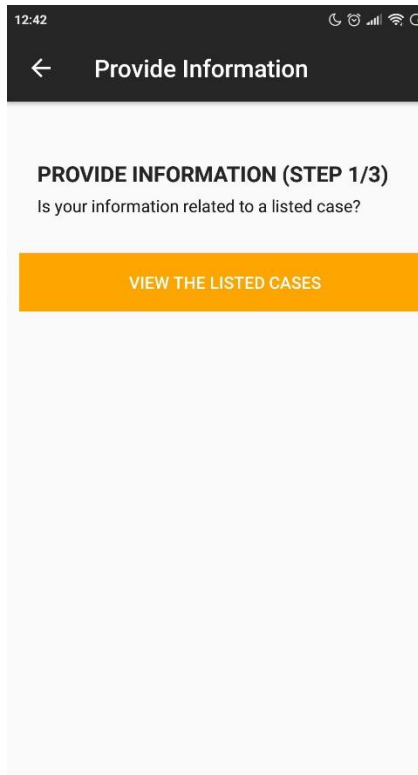


Figure I-10: Provide Information Step 1

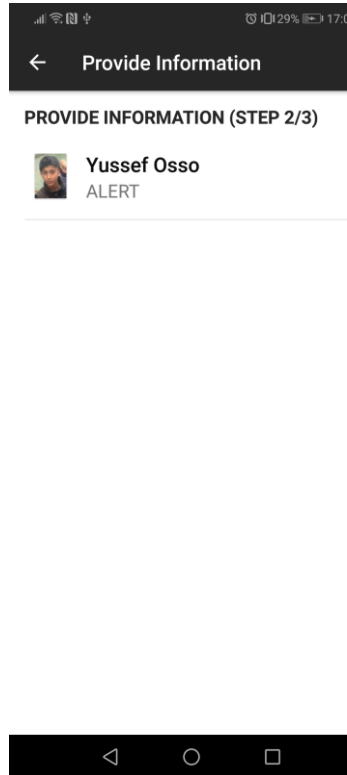


Figure I-11: Provide Information Step 2

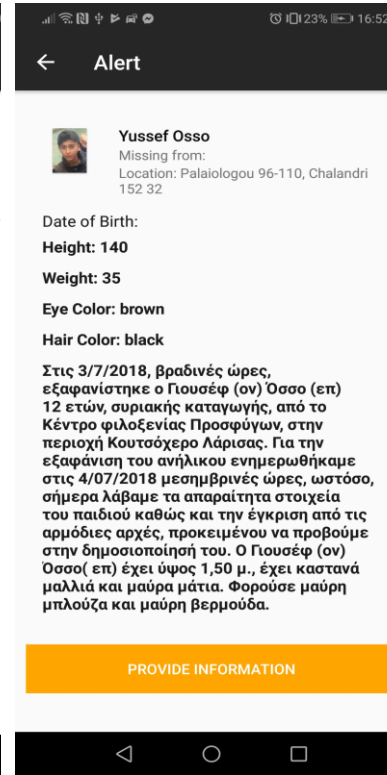


Figure I-12: Provide Information

I.3 Description of how to use the ChildRescue mobile app as “Simple User”

In the current section, the functionalities of the simple user (or registered user) will be presented. Most of the features are common with the unregistered users. Additionally, the simple user is provided with personalized navigation and other functionalities.

I.3.1 Login-Register

The welcome view (Figure I-2) as well as the login and register forms (Figure I-3, Figure I-4) remain the same as they are presented in the previous section. The user fills out her credentials in order to register into the mobile app and become a simple user (Figure I-13). Right after the successful registration, users will be led automatically to the login screen in order to start their navigation as registered users by providing their credentials.

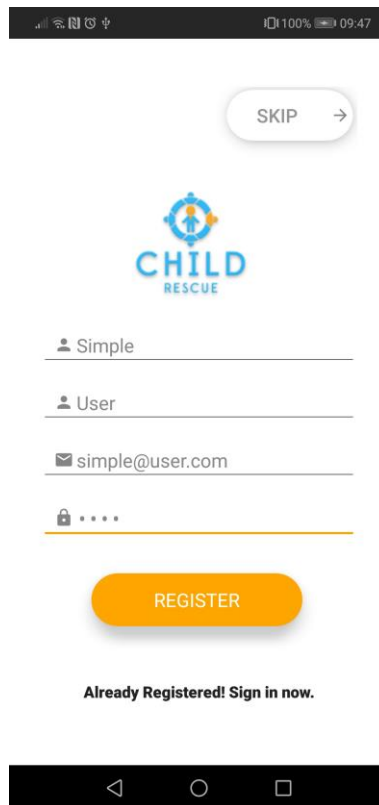


Figure I-13: Register Example

I.3.2 Dashboard

Once the user logs into the mobile app, she is provided with the main dashboard (Figure I-14). At the top area, the login icon has been replaced with the logout one, while the full name of the registered user is displayed right below the title of the app at the top left of the screen. Moreover, in the alert cards, by tapping on three dots icon, the user is provided with additional functionalities related to the case alerts. These include the "Provide Info" which allows users to send feedback for a specific case directly from the main dashboard, and the "Follow" functionality which enables the user to follow that specific case. By clicking the "Follow" label, any further notification in the future, which is related to this case, will be delivered to the user no matter what their location will be, and the relevant alert card will be pinned on her dashboard. Furthermore, at the bottom area, an item called "profile" has been added and once the users press it, her profile is displayed (Figure I-15).

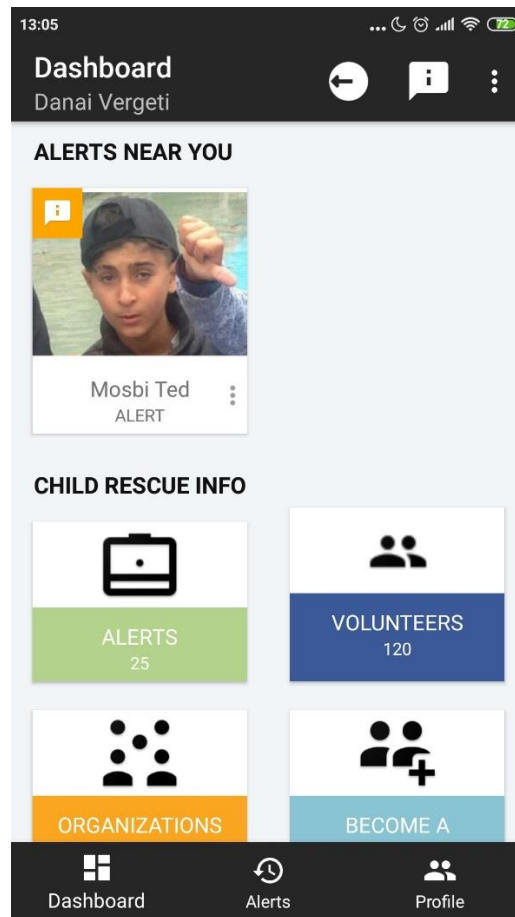


Figure I-14: Dashboard Registered User

I.3.3 User account

The user account contains the personal info of the registered user and a list view of the feedback that the user has provided in the past.

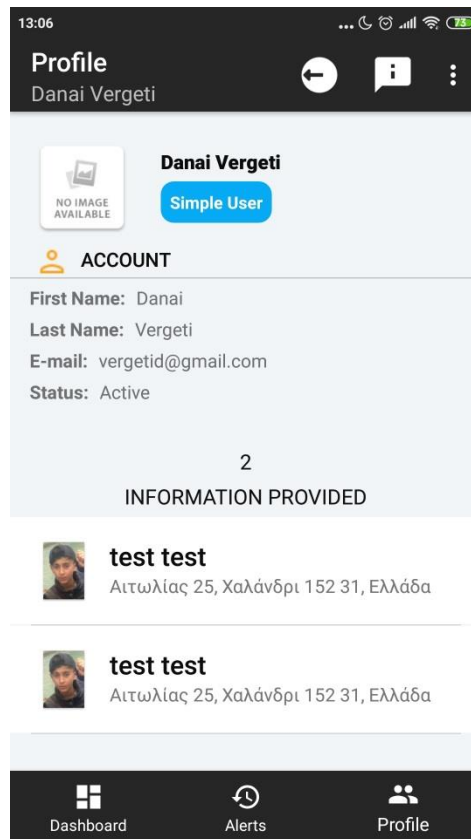


Figure I-15: Profile Registered User

I.3.4 Provide Information for specific alert

The user is able to provide feedback about a specific case by clicking on the alert card of the specific case on her dashboard, the same way as the unregistered users. As soon as the user clicks on the alert card, she is provided with the feedback form. The user fills out the form with the relevant information and presses the "SUBMIT INFORMATION" button in order to submit her feedback.

I.3.5 Provide Information

Besides the general information that is available through the dashboard view, the user can provide information on her own, in case she wants to provide feedback related to a missing child case. To do so, they are redirected to the respective view (Figure I-10) by pressing the "info" icon from the top bar as shown up in Figure I-5, the same way as the unregistered users.

I.4 Description of how to use the platform as "Hosting Facility Manager"

I.4.1 Login

When the user types the URL address of the ChildRescue web application, she is directed to the login page (Figure I-16), where she is asked for her registered email address and password to access her account. In Release I the "Forgot your password?" service is not yet available.

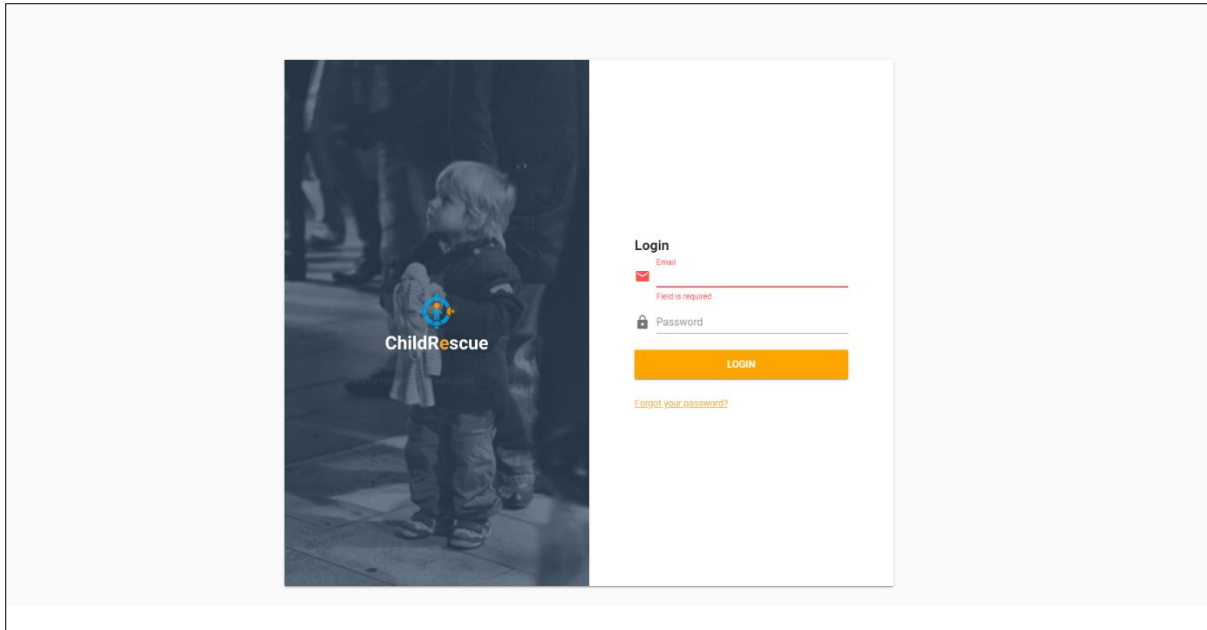


Figure I-16 – ChildRescue Web Login

I.4.2 Platform Browsing

I.4.2.1 "Dashboard" page

Once the user logs in successfully, she is directed to the main Dashboard (Figure I-17). The Dashboard provides a general overview of ChildRescue for Hosting Facility Managers (HFM). It is divided in the following 6 areas, marked with a red circle on the figure:

Figure I-17.1 – "*ChildRescue Sidebar*" menu. It is used for navigation purposes and includes the Dashboard, Analytics, Children Registry and Hosted Children pages. In Release I, the Analytics page is not clickable, as it has no content yet.

Figure I-17.2 – "*ChildRescue Menu*" button. It is used to hide and show the ChildRescue sidebar menu.

Figure I-17.3 – "*Hosting Facility Overview*" area. It presents important information in numbers regarding the HFM's facility and the organisation.

Figure I-17.4 – "*Messages, Notifications and User Account*" area. From left to right, it contains the incoming messages icon, the notifications icon, the user account drop-down menu. In Release I, this area is not yet fully functional.

Figure I-17.5 – "*Missing Children*" area. It contains a grid with children that have gone missing from the user's facility. The preview includes a thumbnail photo, the full name of the child and missing-from date. When the user clicks on the photo, she is directed to the "Child Record" page (Figure I-20).

Figure I-17.6 – "*Recent Activity*" area. It contains a list with all activity regarding children within the HFM's jurisdiction. This activity includes received feedback regarding a missing child case, direct messages, received notifications etc. When the user clicks on one item of the list, she is directed to the corresponding page for more information. In Release I, this area is not yet fully functional.

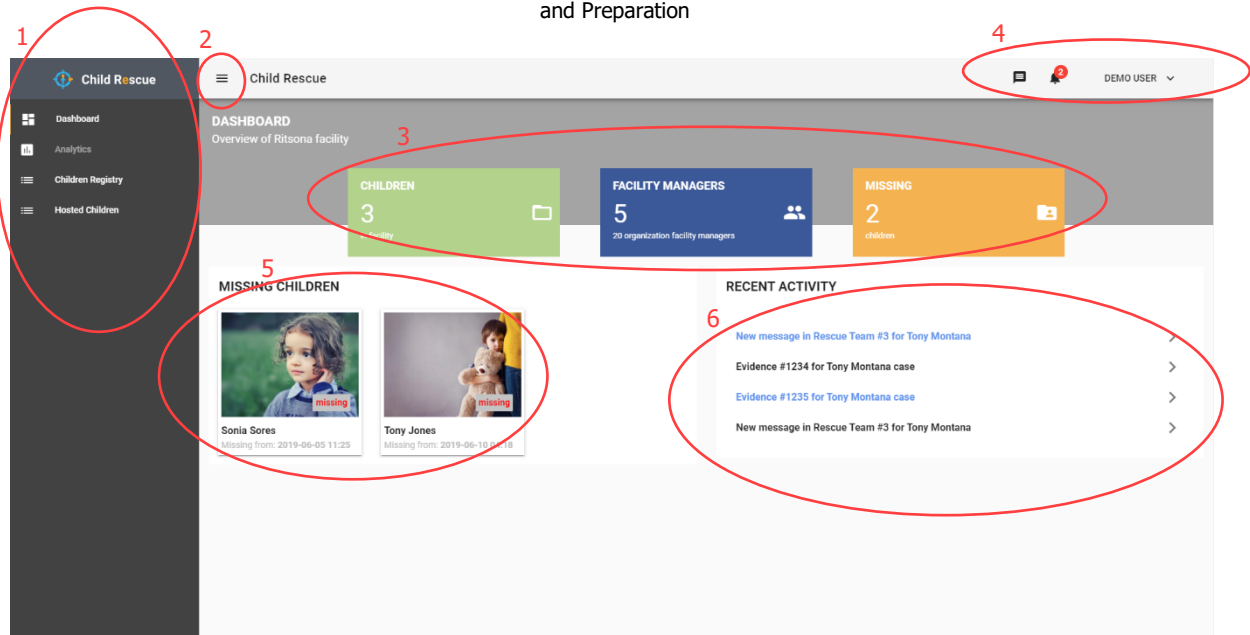


Figure I-17 - Hosting Facility Manager – Dashboard

I.4.2.2 "Children Registry" page

The "Children Registry" page (Figure I-18) presents all children that are either hosted by the HFM's facility or have been registered in the organisation and are not hosted by any hosting facility. It can be used, therefore, as the main database for a tracing request or any other child-related query. The following areas are marked on the figure:

Figure I-18.1 – "Children Registry" area. It contains a list with a brief preview of each child's record. The preview includes 4 fields (Child ID, First Name, Last Name, Status⁵). If the user clicks on the name of a field, then the list is sorted in ascending or descending order based on this field.

Figure I-18.2 – "Search" area. The user can search in the children registry using any of the 4 fields. In Release I, only exact matching is supported.

⁵ The Status field of a child's record can be "active" or "inactive". By "active" meaning that the child has been reported missing and there is an active investigation around its case. By "inactive" meaning either that the child is safe and sound in the hosting facility, or it's whereabouts are unknown but has not been declared as missing and there is no running investigation.

The screenshot shows the 'Child Rescue' application interface. The left sidebar contains navigation options: Dashboard, Analytics, Children Registry, and Hosted Children. The main content area is titled 'Children Registry' and contains a table with the following data:

Child ID ↑	First Name	Last Name	Status	Actions
3	Dimitris	Geoglou	inactive	[edit] [delete]
5	Tony	Jones	active	[edit] [delete]
6	Sonia	Sores	active	[edit] [delete]
7	Tony	Unknown	inactive	[edit] [delete]

At the bottom right of the table, there is a pagination control showing 'Rows per page: 10' and '1-4 of 4'.

Figure I-18 - Hosting Facility Manager - Children Registry

I.4.2.3 "Hosted Children" page

The Hosted Children page (Figure I-19) contains all children that are hosted in the specific HFM's facility that the Facility Manager belongs to. The following areas are marked on the figure:

Figure I-19.1 – "Sort By" menu. The thumbnail previews of the children's records can be sorted based on a field, like the Child's Name, Update Date etc. In Release I, this functionality is not yet supported.

Figure I-19.2 – "Filter By" menu. The thumbnail previews of the children's records can be filtered based on a field, like the Child's Name, Update Date etc. The filters will be defined in next stages. In Release I, this functionality is not yet supported.

Figure I-19.3 – "Add Child" button. When the user clicks on this button, she is directed to the "New Record" page, where she can register a new unaccompanied minor. A preview can be found in the Case Manager - "Create Case" section (4.6.3.2).

Figure I-19.4 – "Children in Facility" area. It contains a grid with children that are hosted in the user's facility. The preview includes a thumbnail photo, the full name of the child, arrival date and the "missing" indicator, in case the child has been reported as missing and is an active case. When the user clicks on the thumbnail photo of a child, she is directed to the "Child Record" page (Figure I-20).

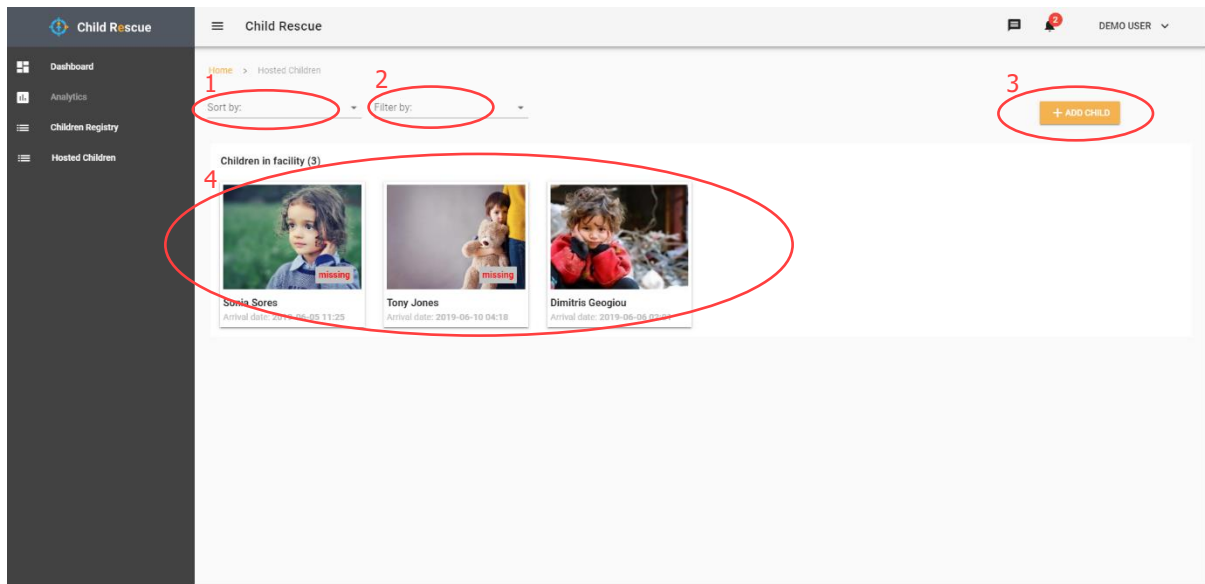


Figure I-19 - Hosting Facility Manager - Hosted Children

I.4.3 Child Record

I.4.3.1 View Child Record

The functionalities and information available in a Child Record depend on whether the child has been reported missing or not. The following areas are marked on Figure I-20 and Figure I-21:

Figure I-20/Figure I-21.1 – “Child’s Name and “Missing” indicator” area. The user can easily see the full name of the child and whether it is missing or not.

Figure I-20/Figure I-21.2 – “Record Tabs” area. The information included in the record is structured in 6 tabs for navigation purposes, namely “Child Info”, “Additional Info”, “Facts”, “Alerts”, “Analysis”, “Timeline”. In case of a missing child (Figure I-20) all tabs are active. In case of a child that is not missing, only the “Child Info” and “Additional Info” tabs are active (Figure I-21). In Release I, the “Analysis” and “Timeline” tabs do not yet have any content.

Figure I-20/ Figure I-21.3 – “Edit” and “Report Missing” buttons. In case of a missing child these buttons are deactivated for the user (Figure I-20). In case of a child that is not missing the buttons are active (Figure I-21). When the user clicks the “Edit” button, she is directed to the “Edit Record” page and can add or modify registered information. When the user clicks on the “Report Missing” button, the Child Record Status will change to “active” and will become a missing child case.

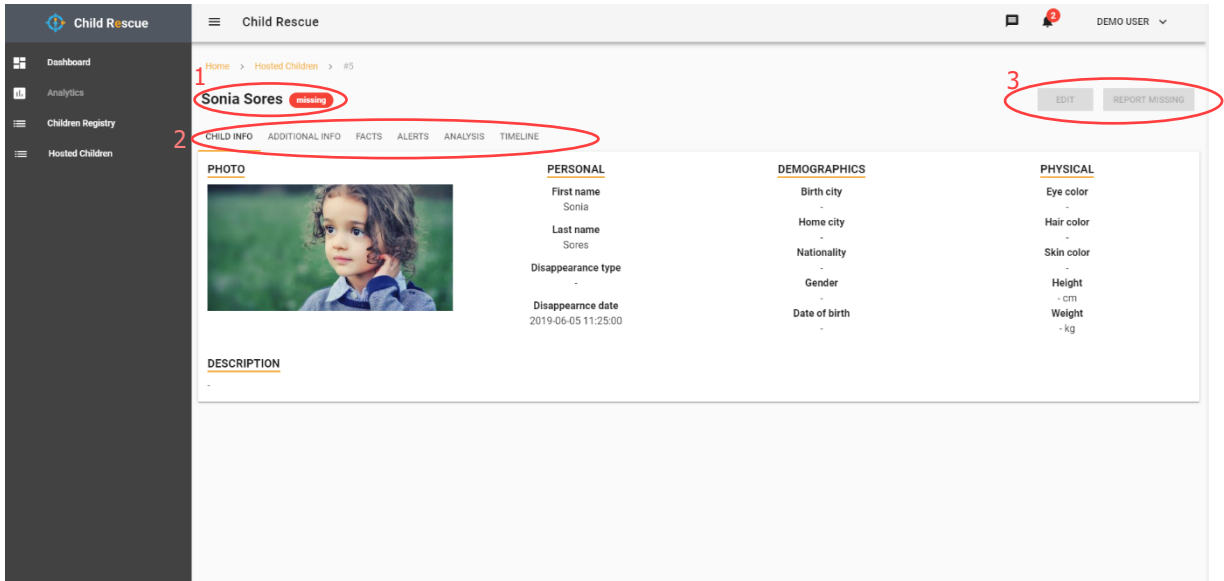


Figure I-20 - Hosting Facility Manager –Child Record - missing

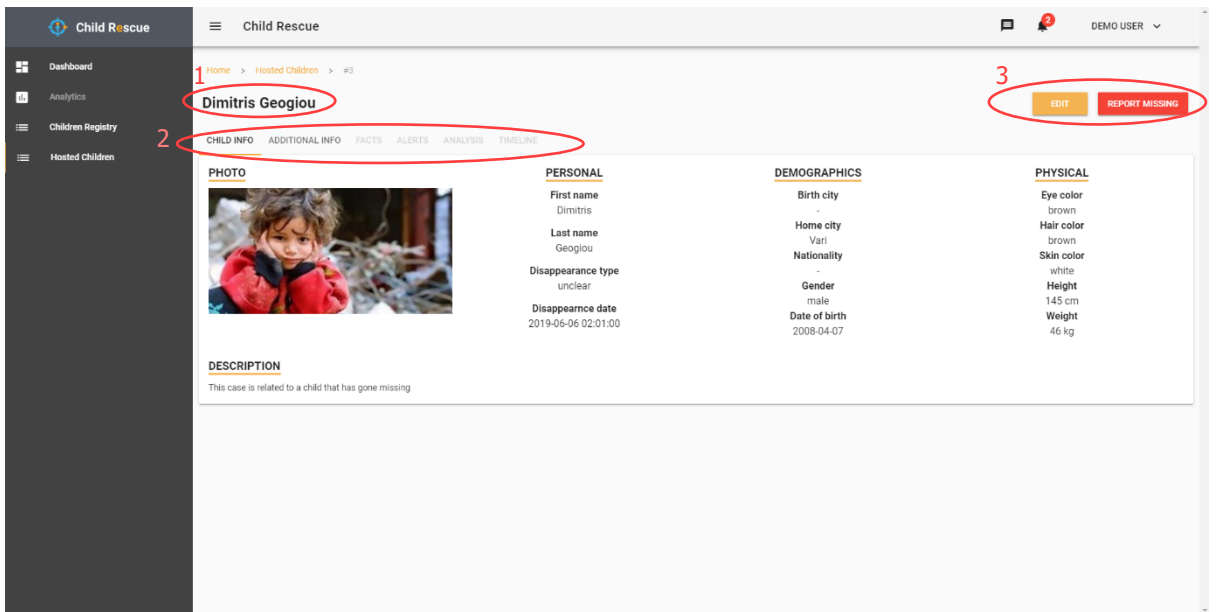


Figure I-21 - Hosting Facility Manager - Child Record – not missing

- "Child Info" tab (Figure I-22): It contains the photo and some basic information - personal, demographics, physical - about the child. It also has an area with a free text description.

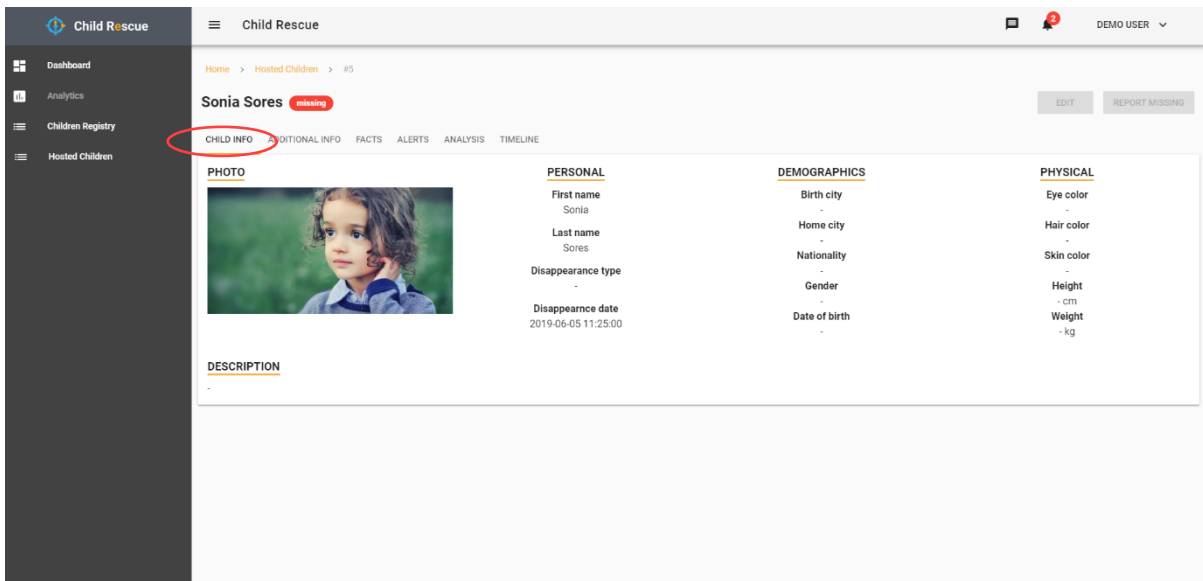


Figure I-22 - Hosting Facility Manager - Child Record - Child Info Tab

- "Additional Info" tab (Figure I-23 - Figure I-25): It contains extended information regarding the child. The fields are divided in the following categories: Personal Data, Basic Case Info, Demographic Data, Physical Data, Medical Data, Psychological Data, Social Media Data. The type of each field may vary based on the content, for example the "Name" field is completed as simple text while the "Personality" trait is chosen from a dropdown list with pre-set values.

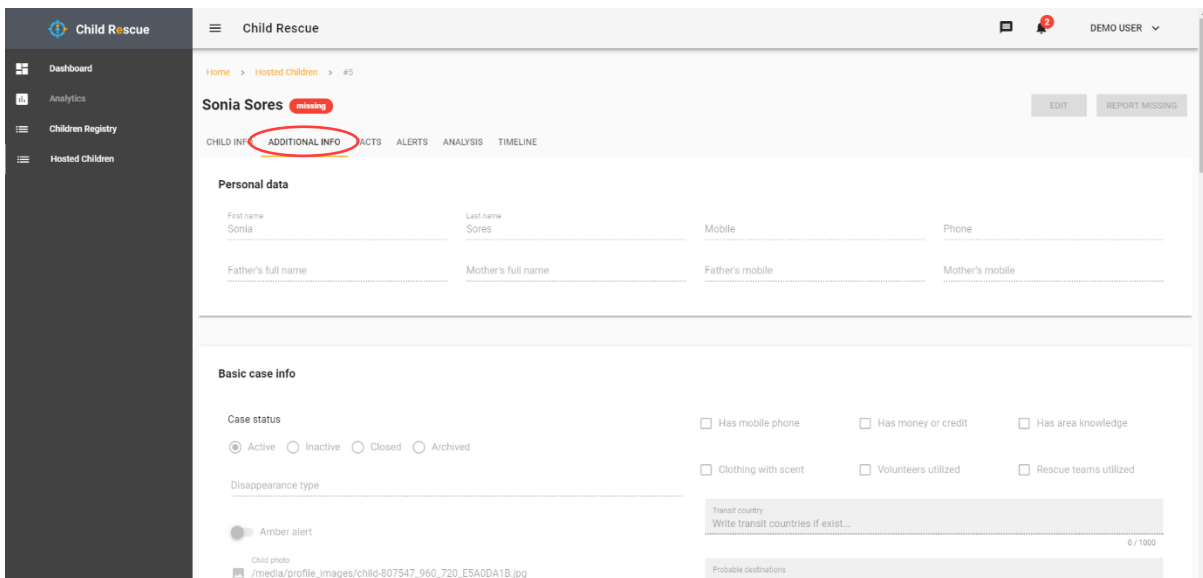


Figure I-23 - Hosting Facility Manager - Child Record - Additional Info Tab (1/4)

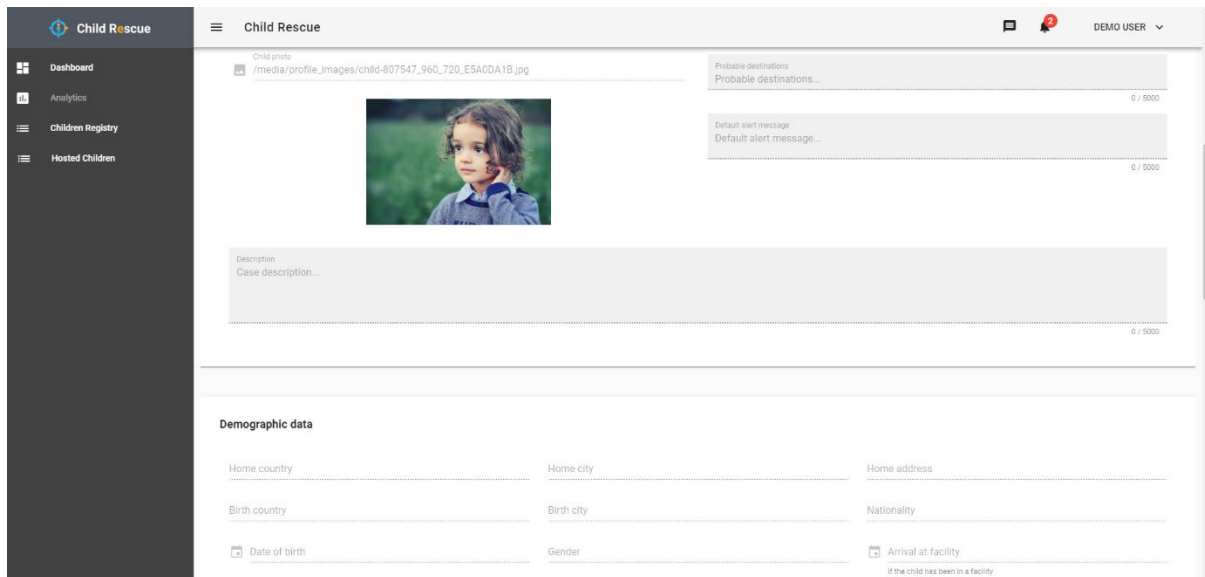


Figure I-24 - Hosting Facility Manager - Child Record - Additional Info Tab (2/4)

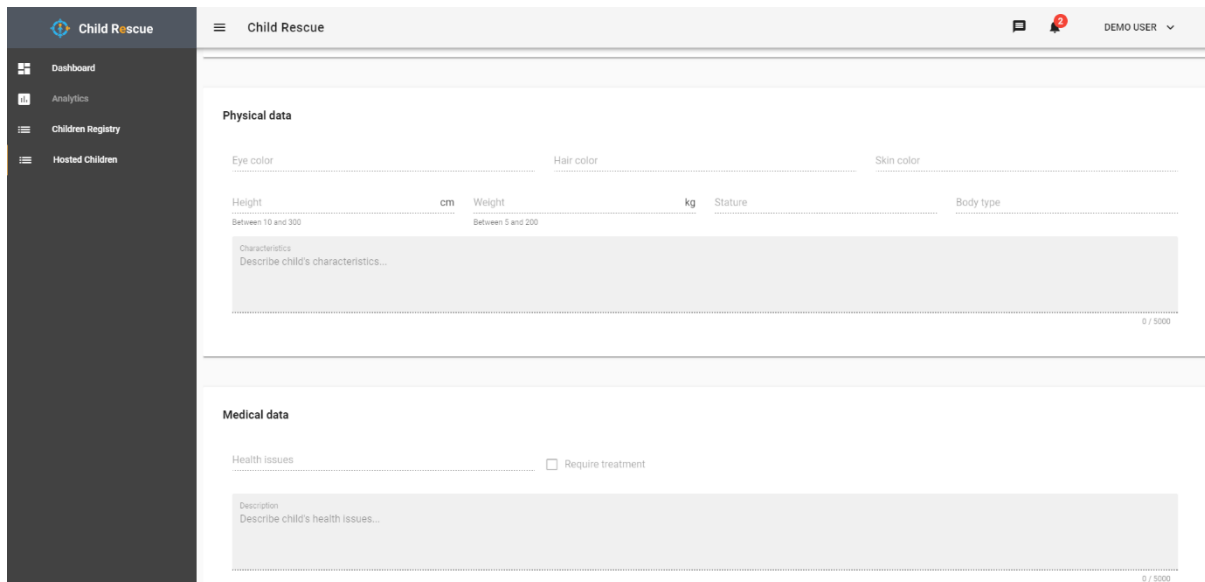


Figure I-25 - Hosting Facility Manager - Child Record - Additional Info Tab (3/4)

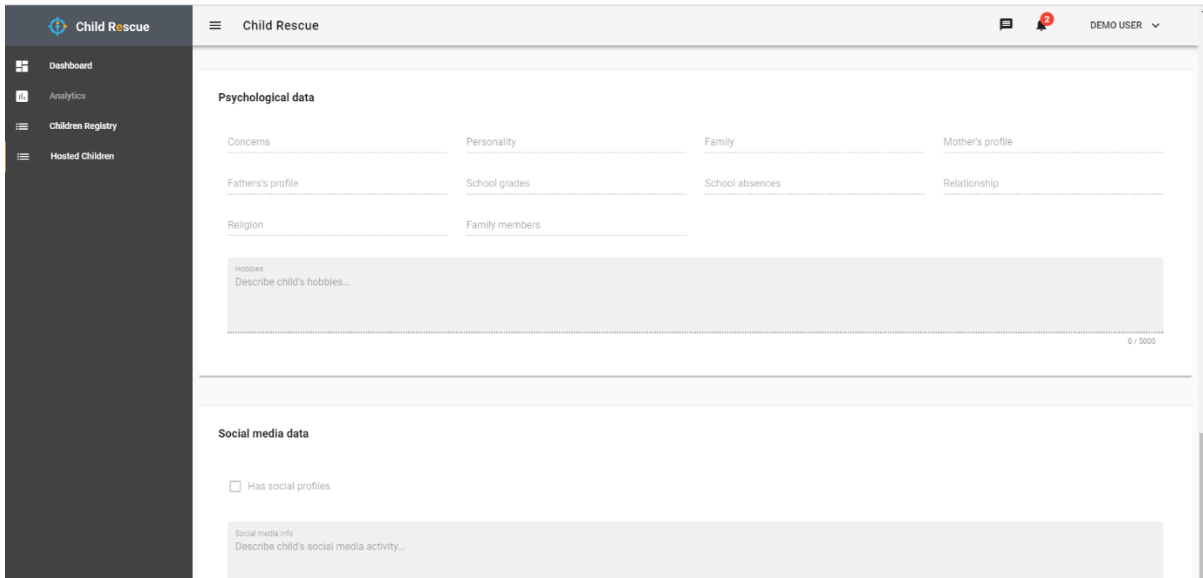


Figure I-26 - Hosting Facility Manager - Child Record - Additional Info Tab (4/4)

I.4.3.2 Manage Child Record

I.4.3.2.1 Create Child Record

When the user clicks on the “Add Child” button in the “Hosted Children” page, she is directed to the “New Record” page, where she can register a new unaccompanied minor. In Release I, this functionality is not yet supported for the HFM, but a preview can be found in the Case Manager - “Create Case” section (4.6.3.2).

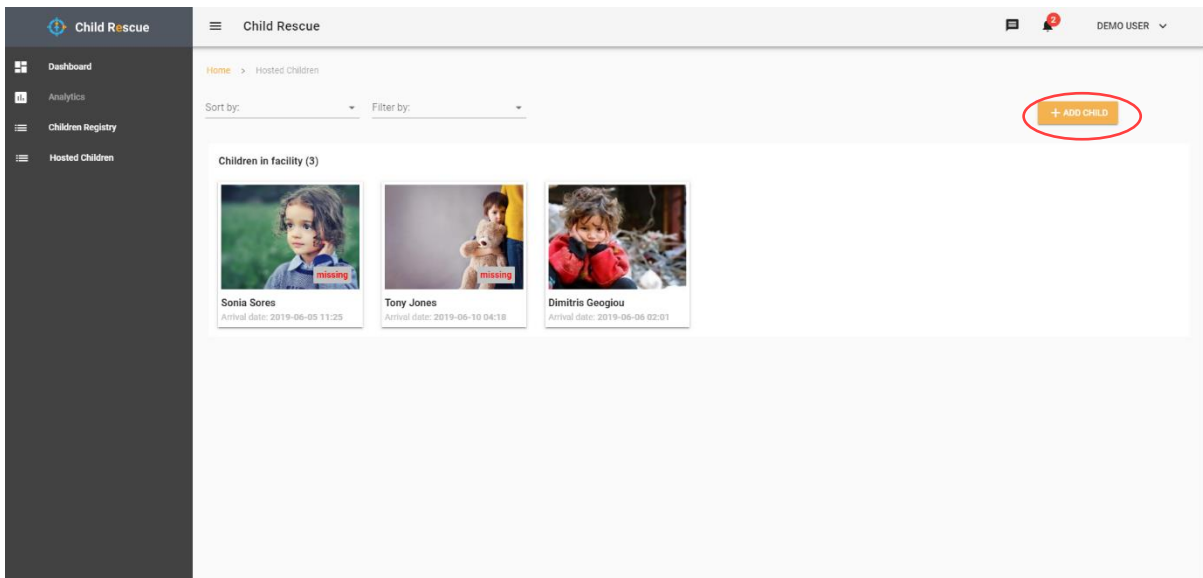


Figure I-27 - Hosting Facility Manager - Create Child Record

I.4.3.2.2 Edit Child Record

In case of a child that is not missing, the user has the option to edit the information in the child’s record (Figure I-28). When the user clicks the “Edit” button, she is directed to the Edit Record” page (Figure I-29), where she can modify all fields and add new information. After finishing, she must click the “Save” button to persist changes, or press “Cancel” to discard changes (Figure I-30). The user cannot edit the information of a child that is missing.

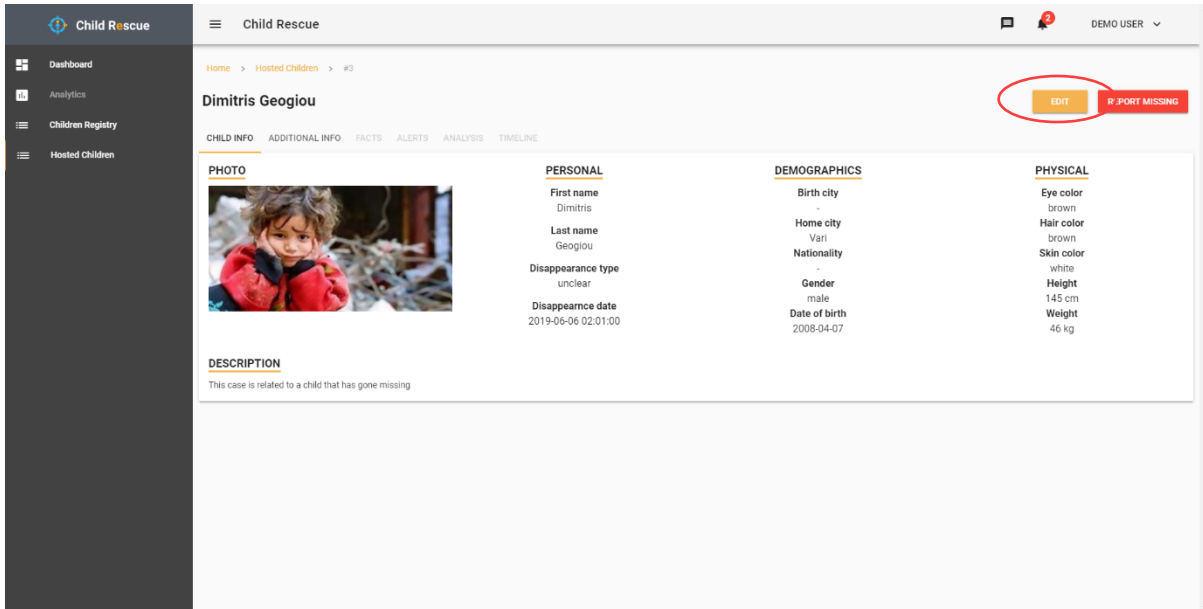


Figure I-28 - Hosting Facility Manager - Child Record – Edit (1/3)

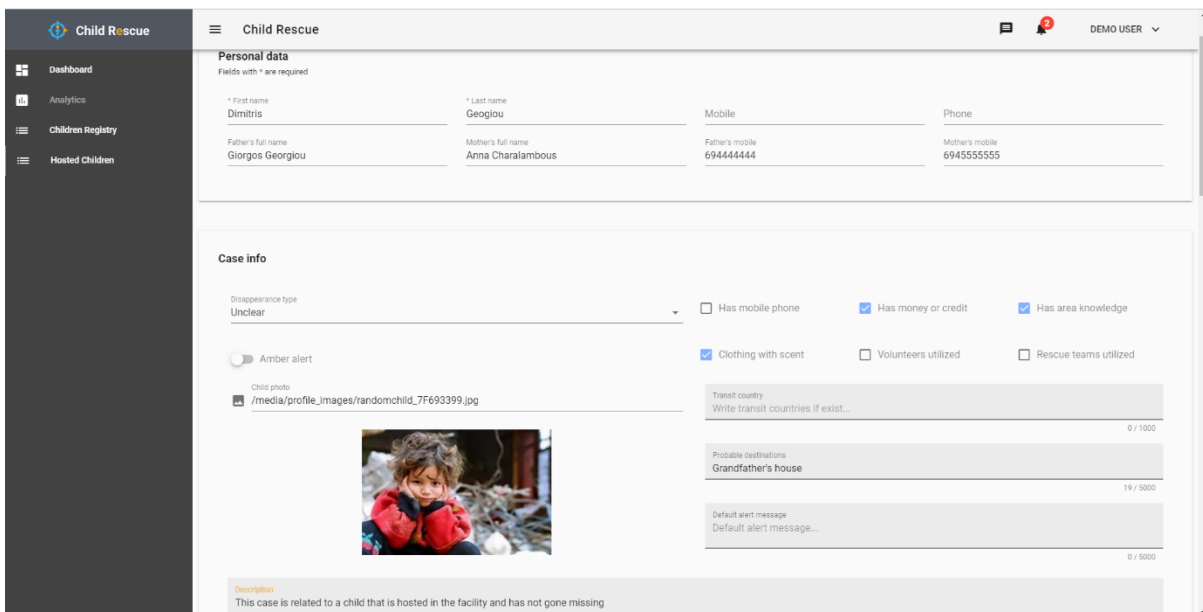


Figure I-29 - Hosting Facility Manager - Child Record – Edit (2/3)

The screenshot shows the 'Child Rescue' application interface. On the left is a dark sidebar with navigation options: Dashboard, Analytics, Children Registry, and Hosted Children. The main content area is titled 'Child Rescue' and contains several sections:

- Medical case:** A dropdown menu set to 'Autistic'.
- Father's profile:** A dropdown menu set to 'Unknown'.
- School grades:** A dropdown menu set to 'Sufficient'.
- School absences:** A dropdown menu set to 'Medium'.
- Relationship:** A dropdown menu set to 'Single'.
- Religion:** A dropdown menu set to 'Other'.
- Family members:** A dropdown menu set to '3'.
- Hobbies:** A text input field with the placeholder 'Describe child's hobbies...' and a character count of '0 / 500'.
- Social media data:** A section with a checked checkbox 'Has social profiles' and a text input field with the placeholder 'Describe child's social media activity...' and a character count of '0 / 500'.

At the bottom of the form, there are two buttons: 'SAVE' (highlighted with a red circle) and 'CANCEL'.

Figure I-30 - Hosting Facility Manager - Child Record – Edit (3/3)

I.4.3.3 Feedback

I.4.3.3.1 View Feedback

All feedback regarding a case is in the "Facts" tab (Figure I-31): It contains a list with a brief presentation of received feedback. It includes 8 fields for each feedback:

1. ID: feedback ID
2. Description: free text accompanying the feedback, to provide more information
3. Address: the location of alleged incident on the map. It can be manually added by the user who provides or registers the feedback, otherwise location is automatically extracted from the user's location
4. Date of Incident: the date of alleged incident
5. Media: (if any) attached photo
6. Source: the mobile user who sent the feedback, or a manually added source by the web user
7. Checked By: the web user who checked the feedback and set its status
8. Status: it is set by the web user, based on her experience and estimation. It can take 4 values: pending, relevant, irrelevant, credible. The default value for all received feedback that has not been checked by a web user is "pending". The status of feedback received from the police or another trustworthy source can be set to "credible"

If the user clicks on the name of a field, then the list is sorted in ascending or descending order based on this field.

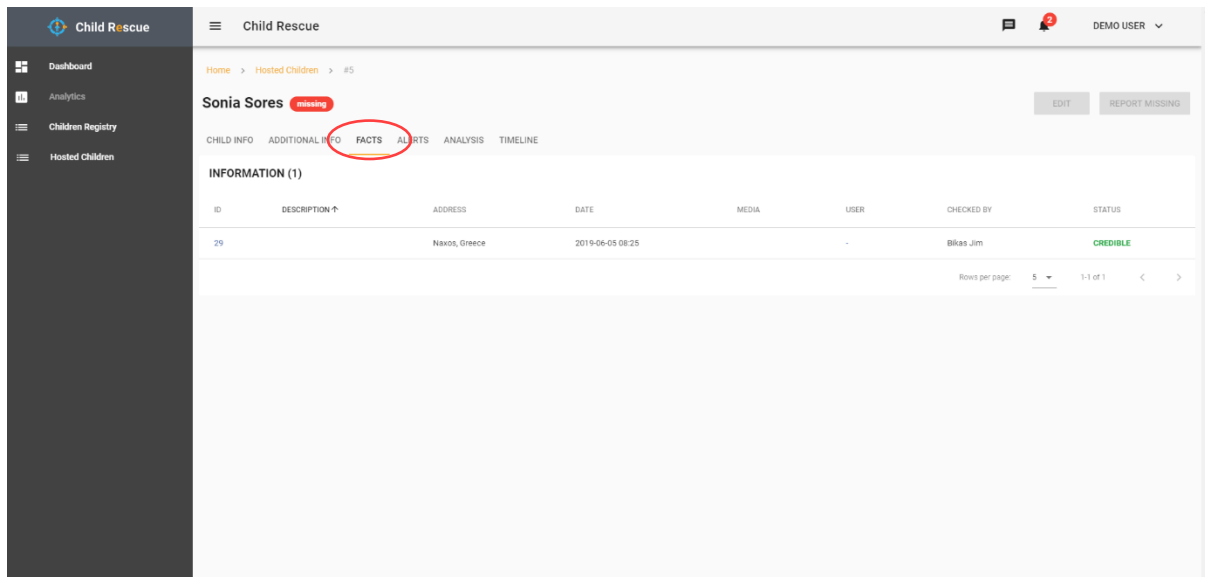


Figure I-31 - Hosting Facility Manager - Child Record - Facts Tab

I.4.3.3.2 Manage Feedback

The HFM role does not have the right to create or edit feedback.

I.4.3.4 *Alerts*

I.4.3.4.1 View Alerts

All alerts regarding a case are in the "*Alerts*" tab (Figure I-32): It contains a list with a brief presentation of alert history regarding a child. It includes 8 fields for each feedback:

1. ID: feedback ID
2. Full Name: the full name of the missing child
3. Address: the centre of the alert
4. Radius: the selected radius of the alert
5. Description: free text accompanying the alert, to provide more information, always in accordance to police instructions
6. Start: the date and time of alert creation. It is automatically inferred from the system of web user who creates the alert
7. End: the date and time of alert expiration. It is calculated from the start date and time, and the alert duration which is set during the creation
8. Active: it is checked while the alert is active

If the user clicks on the name of one of the following fields (ID, Start, End), then the list is sorted in ascending or descending order based on this field.

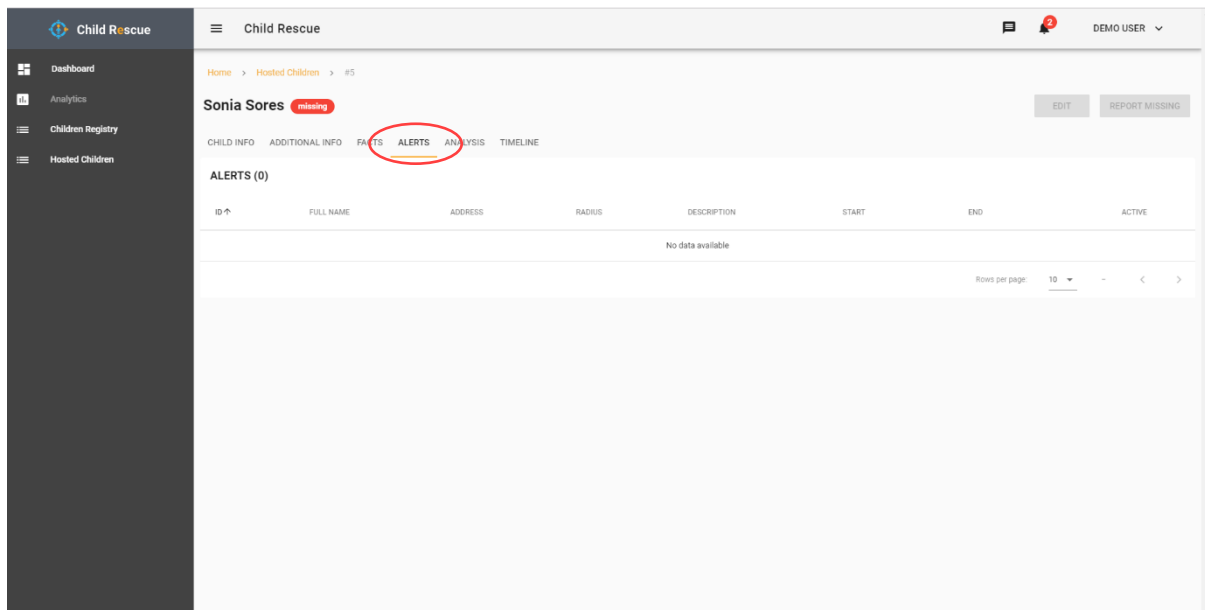


Figure I-32 - Hosting Facility Manager - Child Record - Alerts Tab

I.4.3.4.2 Manage Alerts

The HFM role does not have the right to create or edit alerts.

I.5 Description of how to use the platform as “Organisation Case Manager”

I.5.1 Login

When the user types the URL address of the ChildRescue web application, she is directed to the login page (Figure I-33), where she is asked for her registered email address and password to access her account.

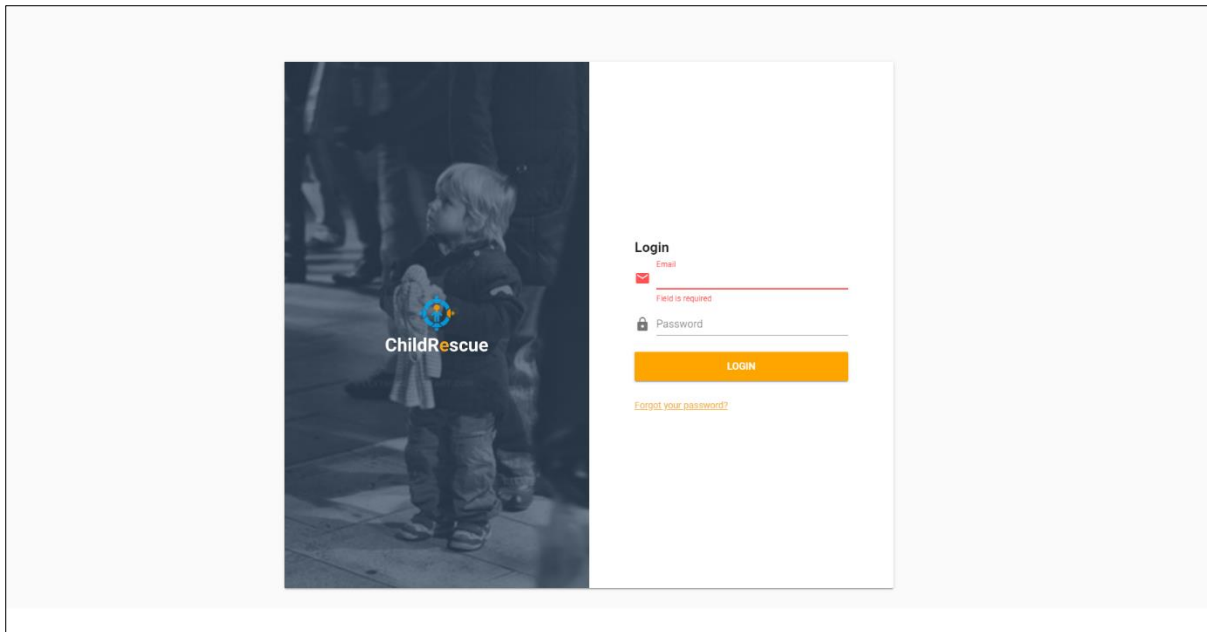


Figure I-33 - ChildRescue Web Login

I.5.2 Platform Browsing

Once the user logs in successfully, she is directed to the main Dashboard (Figure I-34).

I.5.2.1 "Dashboard" page

The Dashboard provides a general overview of ChildRescue for Organisation Case Managers. It is divided in the following 6 areas, marked with a red circle on the figure:

Figure I-34.1 - The ChildRescue sidebar menu. It is used for navigation purposes and includes the Dashboard, Analytics, Case Management, Collaboration Spaces, Alerts and Archived Cases pages. In Release I, the Dashboard and Case Management pages are clickable, while the rest do not have content yet.

Figure I-34.2 – The ChildRescue menu button. It is used to hide and show the ChildRescue sidebar menu.

Figure I-34.3 – The Organisation overview area. It presents important information in numbers regarding the organisation, such as the number of active cases, the number of registered volunteers and the number of received feedback (aka facts).

Figure I-34.4 – The Notifications and User Account area. From left to right, it contains the incoming messages icon, the notifications icon, the user account drop-down menu. In Release I, this area is not yet fully functional.

Figure I-34.5 – The Active Cases area. It contains a grid with children that have gone missing and are in the jurisdiction of the organisation. The preview includes a thumbnail photo, the full name of the child, missing-from date and an "active" indicator. When the user clicks on the photo, she is directed to the "Missing Child Case" page.

Figure I-34.6 – The Recent Activity area. It contains a list with all activity regarding children within the CM's jurisdiction. This activity includes received feedback regarding a missing child case, direct messages, received notifications, new alerts etc. When the user clicks on one item of the list, she is

directed to the corresponding page for more information. In Release I, this area is not yet fully functional.

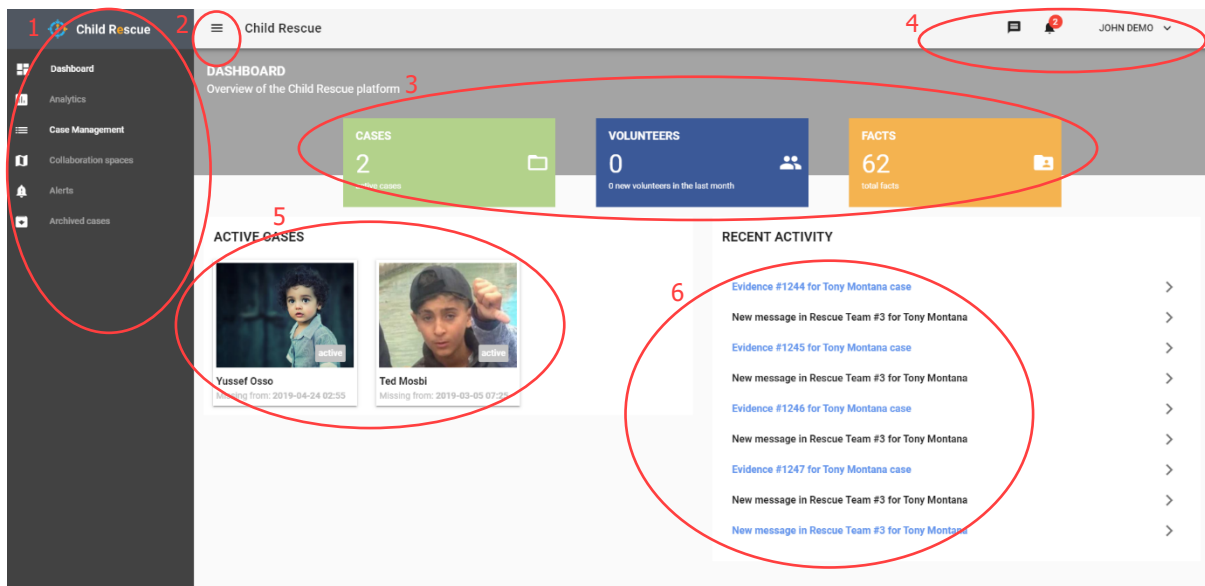


Figure I-34 - Case Manager - Dashboard

I.5.2.2 "Case Management" page

The "Case Management" page (Figure I-35) contains all children that are under the organisation's jurisdiction. The following areas are marked on the figure:

Figure I-35.1 – "Sort By" menu. The thumbnail previews of the children's records can be sorted based on a field, like the Child's Name, Update Date etc. In Release I, this functionality is not yet supported.

Figure I-35.2 – "Filter By" menu. The thumbnail previews of the children's records can be filtered based on a field, like the Child's Name, Update Date etc. The filters will be defined in next stages. In Release I, this functionality is not yet supported.

Figure I-35.3 – "Create Case" button. When the user clicks on this button, she is directed to the "New Case" page (section I.5.3.2.1), where she can create a new case.

Figure I-35.4 – Cases area. It contains a grid with children that are missing and there is an active investigation for them. The preview includes a thumbnail photo, the full name of the child, missing-from date and the "active" indicator. When the user clicks on the thumbnail photo of a child, she is directed to the "Missing Child Case" page (Figure I-17).

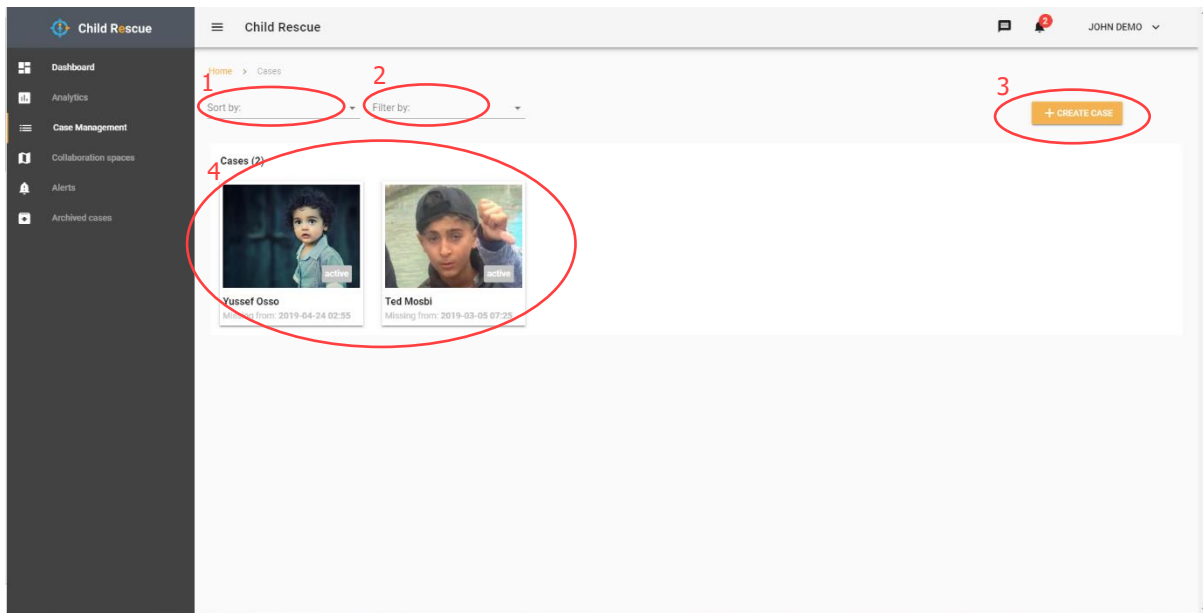


Figure I-35 - Case Manager - Case Management

I.5.3 Missing Child Case

I.5.3.1 View Missing Child Case

The user can find information and perform actions on a Missing Child Case. The following areas are marked on Figure I-36:

Figure I-36.1 – Name and “Active” indicator. The user can easily see the full name of the child and whether it is an active case or not.

Figure I-36.2 – Case Tabs area. The information included in the case is structured in 6 tabs for navigation purposes, namely “Case”, “Additional Info”, “Facts”, “Alerts”, “Analysis”, “Timeline”. In Release I, the “Analysis” and “Timeline” tabs do not yet have any content.

Figure I-36.3 – Case Options buttons. When the user clicks the “Edit” button, she is directed to the “Edit Case” page and can add or modify registered information. When the user clicks on the “Provide Fact” button, a “New Fact” lightbox pops up (Figure I-32). The “Create Alert” button, opens a “New Alert” lightbox (Figure I-36). Lastly, the “Close Case” button will set the status of the case to inactive, deactivate all alerts related to the case and it will no longer be available to the user for view.

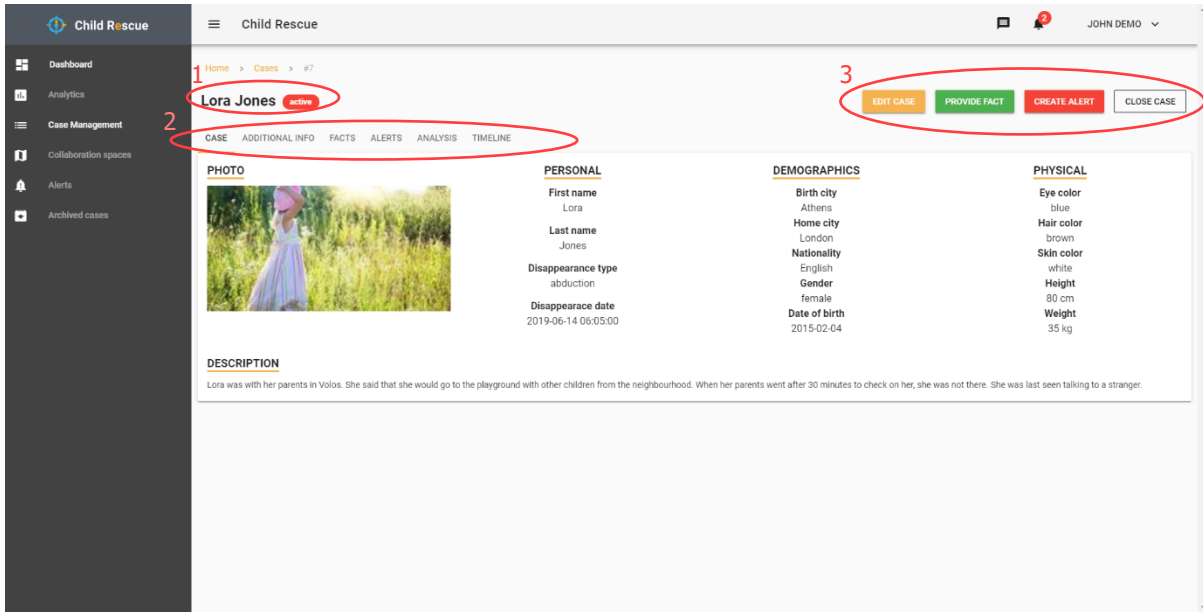


Figure I-36 - Case Manager - Missing Child Case

- "Case" tab (Figure I-37): It contains the photo and some basic information - personal, demographics, physical - about the child. It also has an area with a free text description.

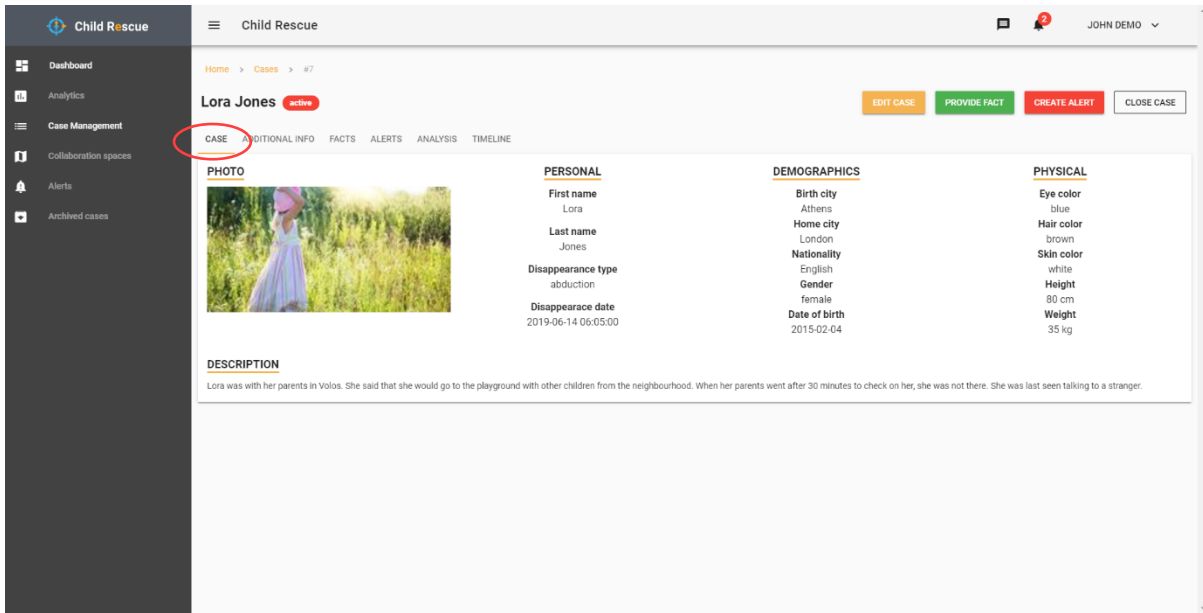


Figure I-37 - Case Manager - Missing Child Case – Case Tab

- "Additional Info" tab (Figure I-38- Figure I-41): It contains extended information regarding the child. The fields are divided in the following categories: Personal Data, Basic Case Info, Demographic Data, Physical Data, Medical Data, Psychological Data, Social Media Data. The type of each field may vary based on the content, for example the "Name" field is completed as simple text while the "Personality" trait is chosen from a dropdown list with pre-set values.

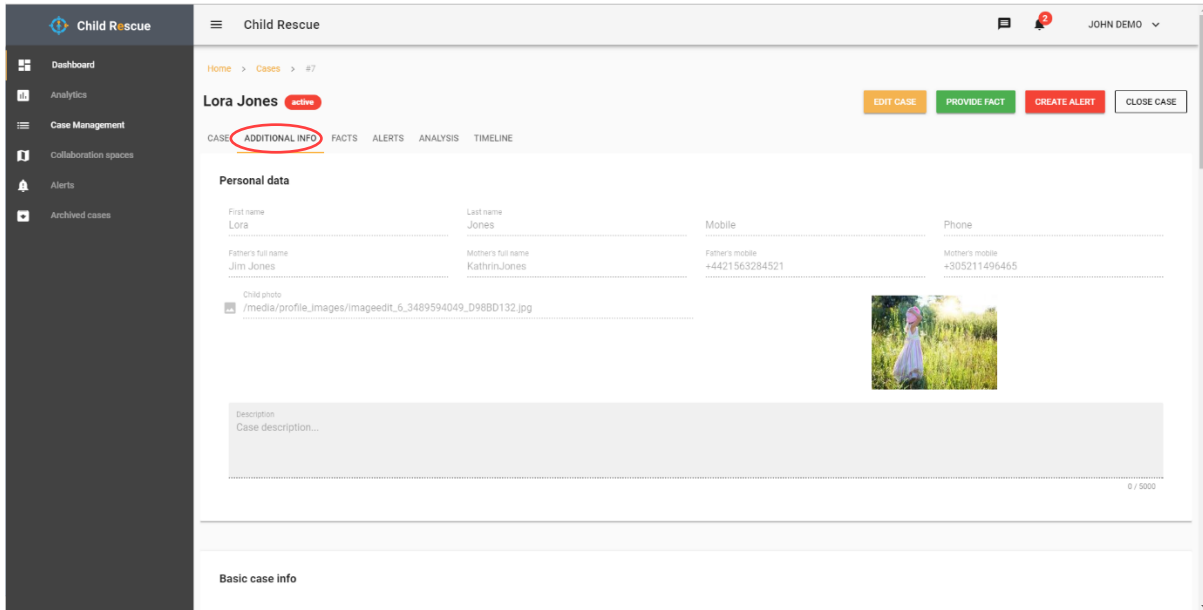


Figure I-38 - Case Manager - Missing Child Case – Additional Info Tab (1/4)

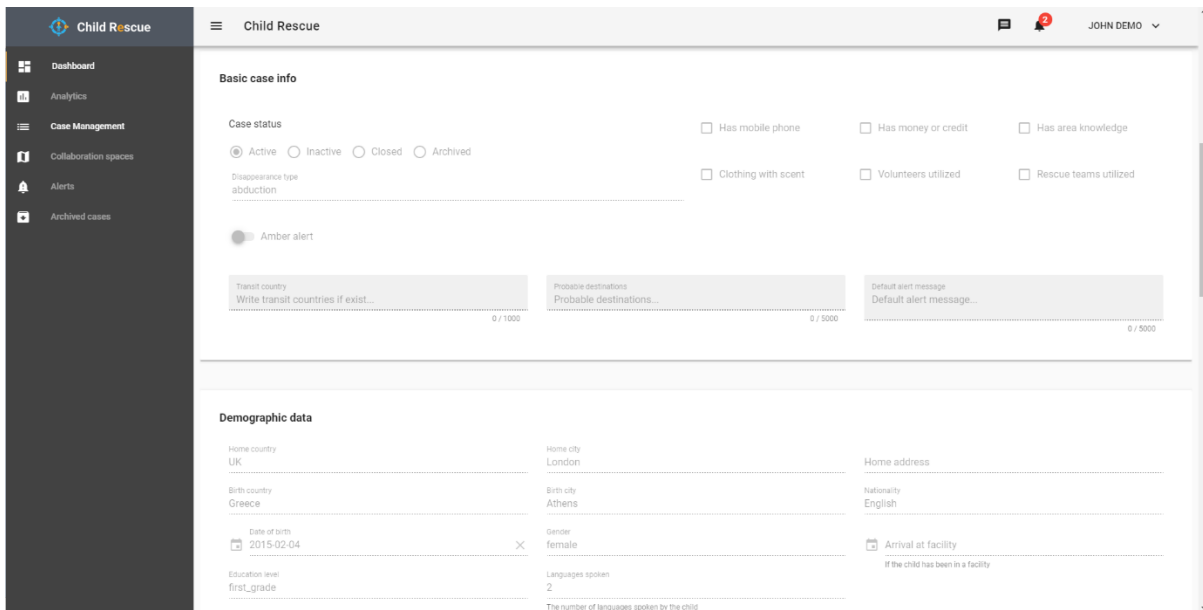


Figure I-39 - Case Manager - Missing Child Case – Additional Info Tab (2/4)

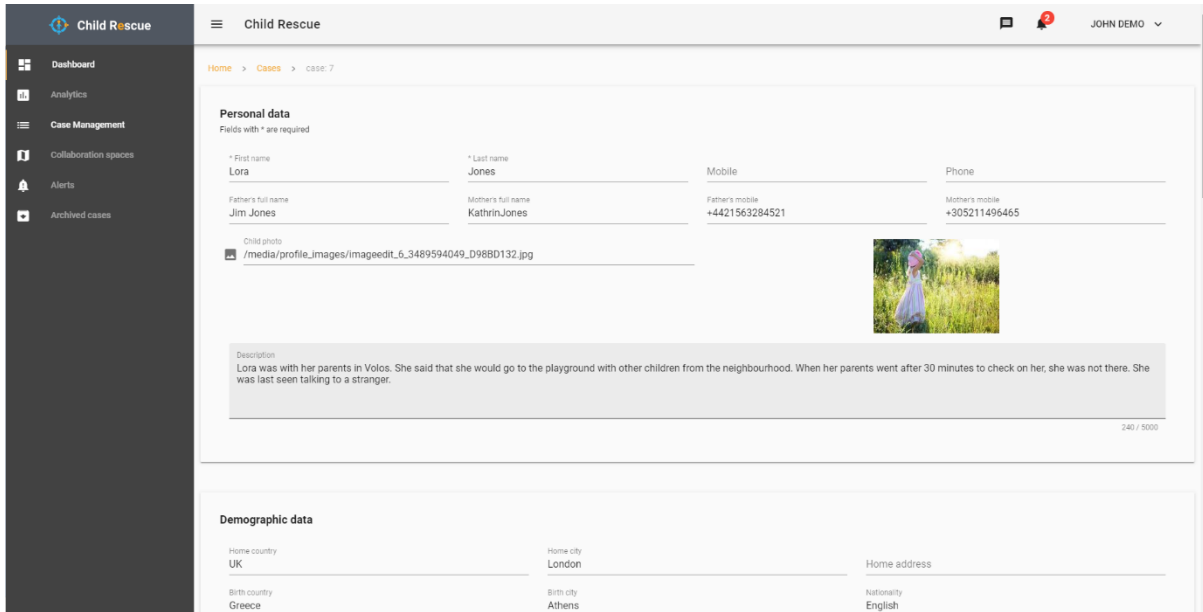


Figure I-40 - Case Manager - Missing Child Case – Additional Info Tab (3/4)

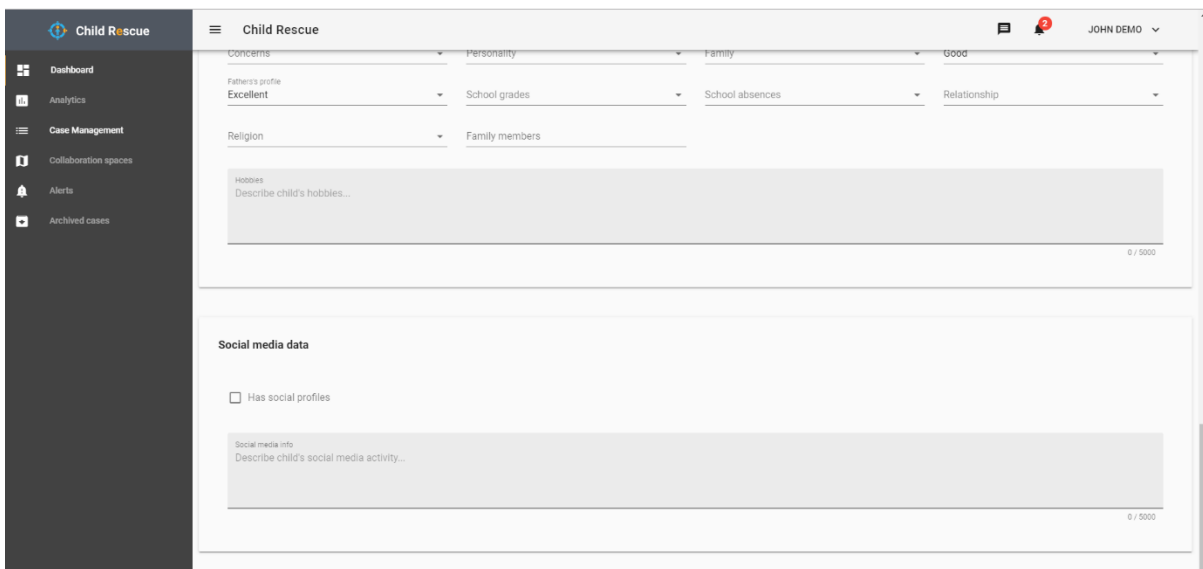


Figure I-41 - Case Manager - Missing Child Case – Additional Info Tab (4/4)

I.5.3.2 Manage Missing Child Case

I.5.3.2.1 Create Case

When the user clicks the “Create Case” button in the “Case Management” page (Figure I-42), she is directed to the “New Case” page (Figure I-43). There she must fill in information in the fields about the missing child. The fields are divided in the following categories: Personal Data, Investigation Details⁶,

⁶ The “Child Status” field offers a selection of values, which are the same values employed in a feedback form as well. For the case creation, this value should be set to “initial”, as the investigation details are considered to be the very first Fact for the case.

Demographic Data, Physical Data, Medical Data, Psychological Data, Social Media Data. The type of each field may vary based on the content, for example the "Name" field is completed as simple text while the "Personality" trait is chosen from a dropdown list. Required fields are marked with '*'. After finishing, she must click the "Save" button to persist changes, or press "Cancel" to discard changes (Figure I-44).

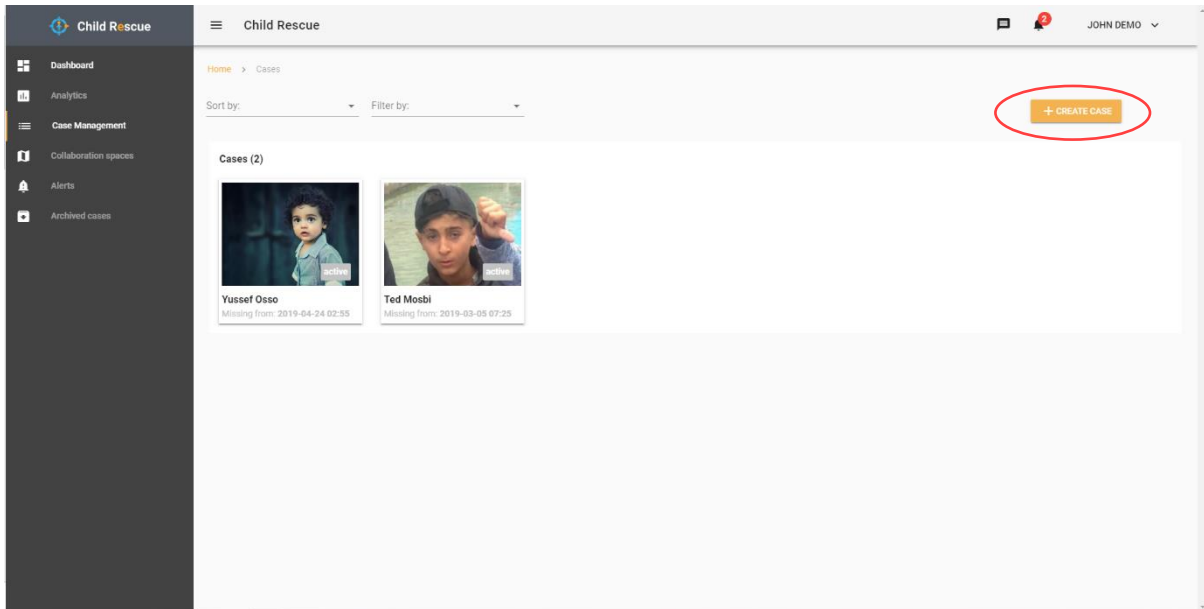


Figure I-42 - Case Manager - Create Case (1/3)

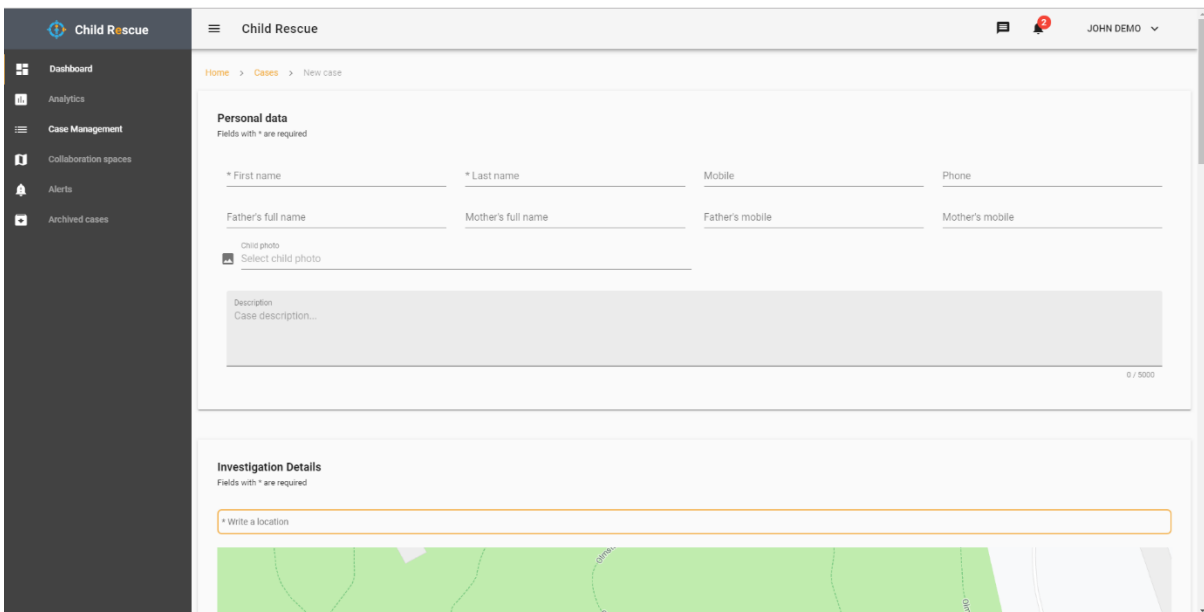


Figure I-43 - Case Manager - Create Case (2/3)

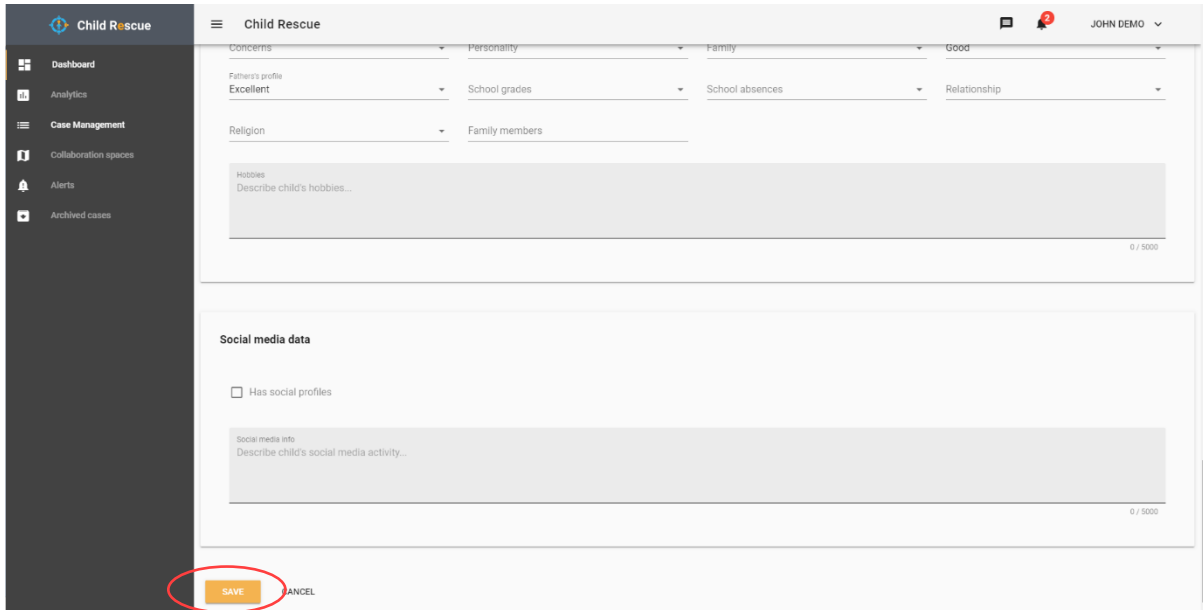


Figure I-44 - Case Manager - Create Case (3/3)

I.5.3.2.2 Edit Case

When the user clicks the "Edit Case" button (Figure I-45), she is directed to the "Edit Case" page (Figure I-46), where she can modify all fields and add new information. After finishing, she must click the "Save" button to persist changes, or press "Cancel" to discard changes (Figure I-47).

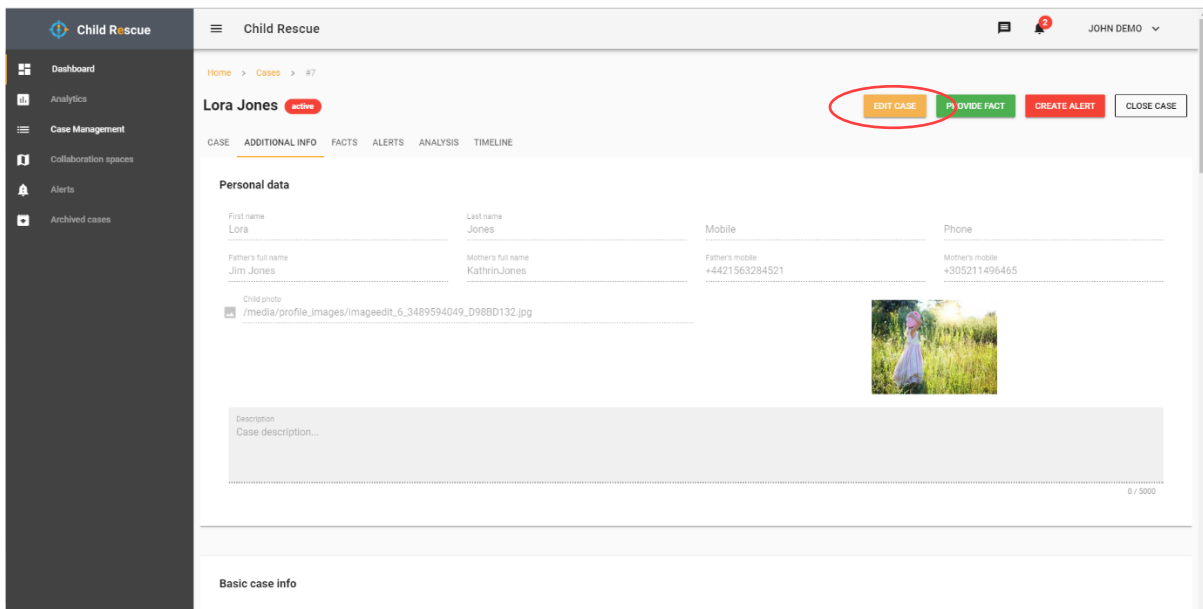


Figure I-45 - Case Manager - Edit Case (1/3)

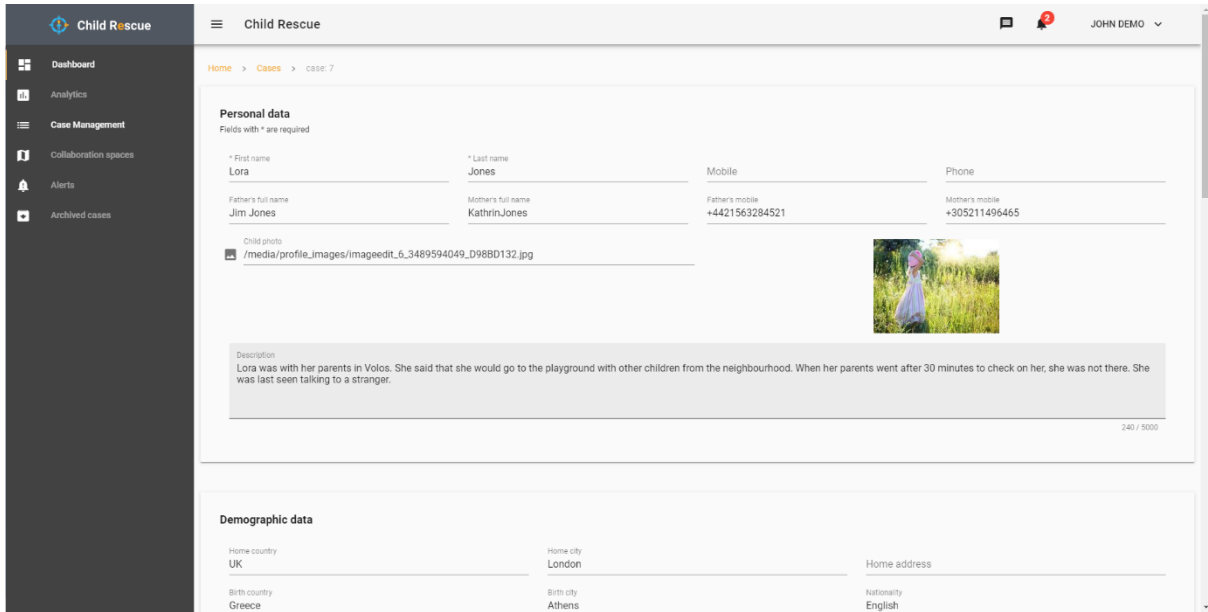


Figure I-46 - Case Manager - Edit Case (2/3)

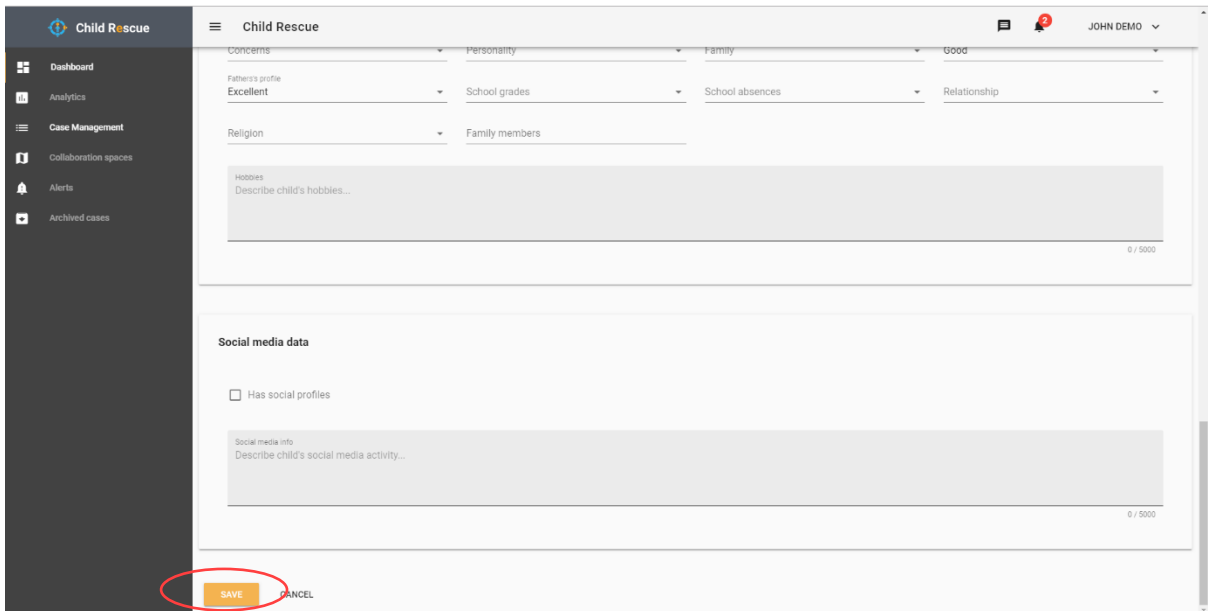


Figure I-47 - Case Manager - Edit Case (3/3)

I.5.3.2.3 Close Case

When the user presses the "Close Case" button (Figure I-48), the status of the case will be set to inactive, all alerts related to the case will be deactivated and the case will no longer be available to the user for view.

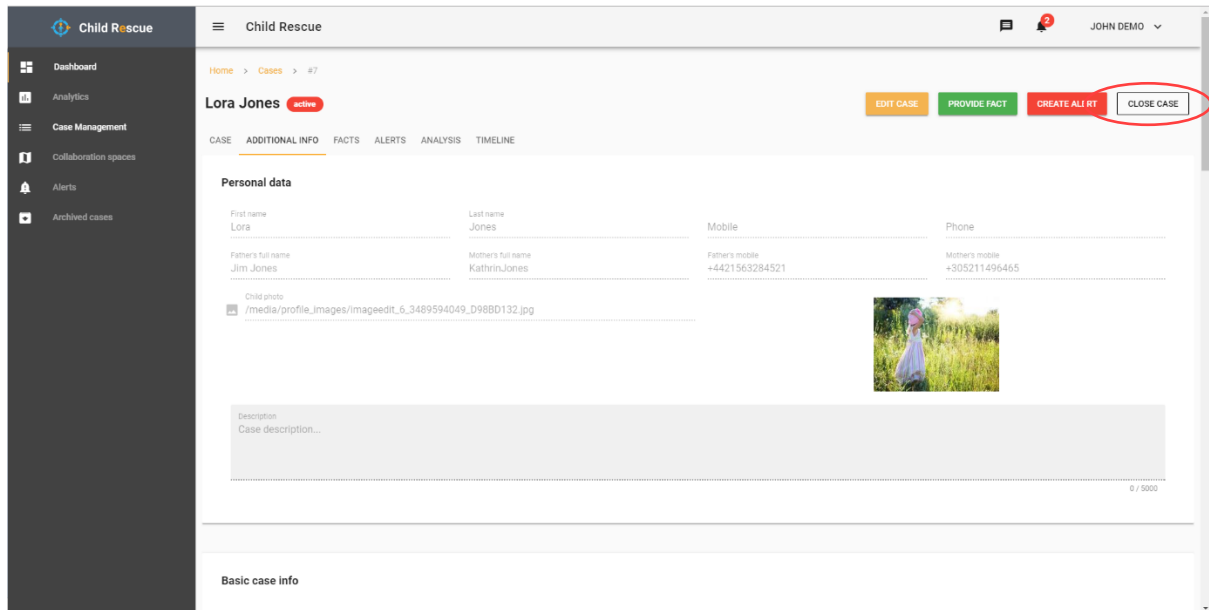


Figure I-48 - Case Manager - Close Case

I.5.3.3 Feedback

I.5.3.3.1 View Feedback

All feedback regarding a case is in the "Facts" tab (Figure I-49). It contains a list with a brief presentation of received feedback. It includes 8 fields for each feedback:

1. ID: feedback ID
2. Description: free text accompanying the feedback, to provide more information
3. Address: the location of alleged incident on the map. It can be manually added by the user who provides or registers the feedback, otherwise location is automatically extracted from the user's location
4. Date of Incident: the date of alleged incident
5. Media: (if any) attached photo
6. Source: the mobile user who sent the feedback, or a manually added source by the web user (e.g. the name of a phone tip caller)
7. Checked By: the web user who checked the feedback and set its status
8. Status: it is set by the web user, based on her experience and estimation. It can take 4 values: pending, relevant, irrelevant, credible. The default value for all received feedback that has not been checked by a web user is "pending". The status of feedback received from the police or another trustworthy source can be set to "credible"

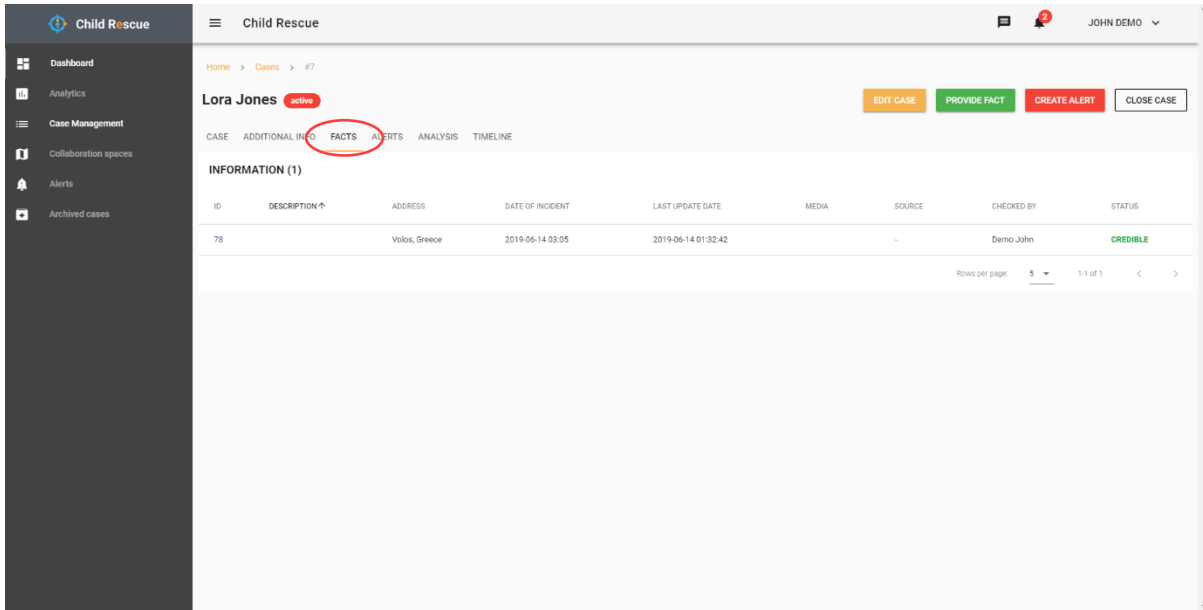


Figure I-49 - Case Manager - Missing Child Case – Facts Tab

If the user clicks on the name of a field, then the list is sorted in ascending or descending order based on this field.

I.5.3.3.2 Manage Feedback

- Create Feedback

When the user clicks the “Provide Fact” button (Figure I-50), a lightbox pops up with all requested fields for the new feedback (Figure I-51). These fields are the location of incident, source, status, date and time of incident, child status, transportation and a field for free-text description. The source of the feedback refers to the citizen, police, family member etc. who provided the feedback to the user and then the user registers it in the ChildRescue platform as feedback. The status of the feedback can take 4 values: pending, relevant, irrelevant, credible. The user will decide on that, based on her experience. After finishing, she must click the “Save” button to persist changes, or press “Close” to discard changes.

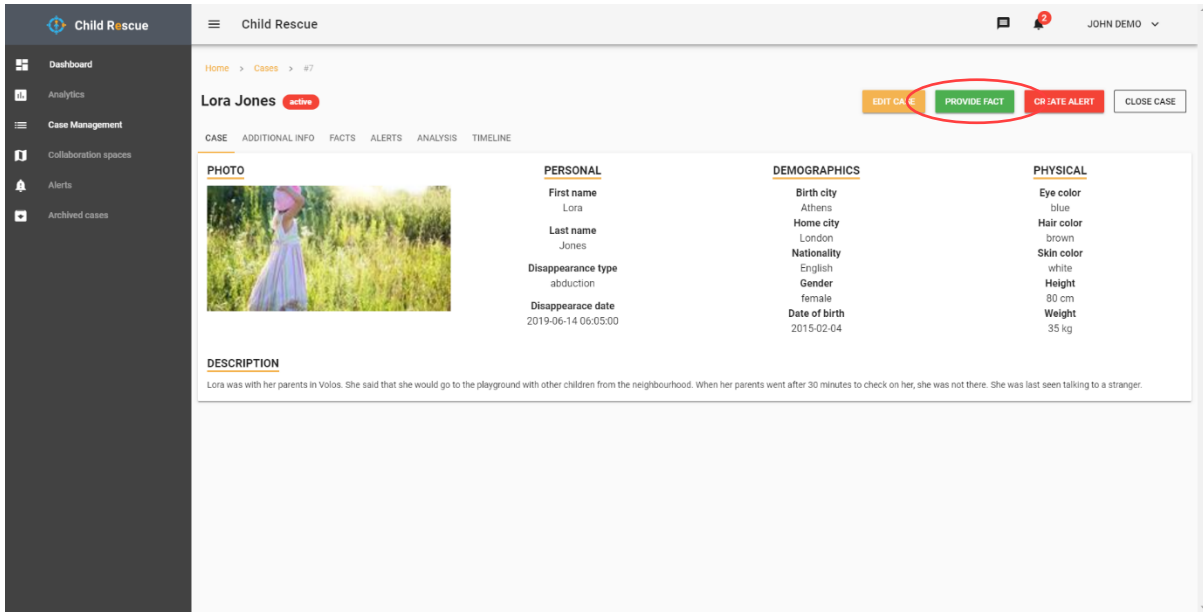


Figure I-50 - Case Manager - Create Feedback (1/2)

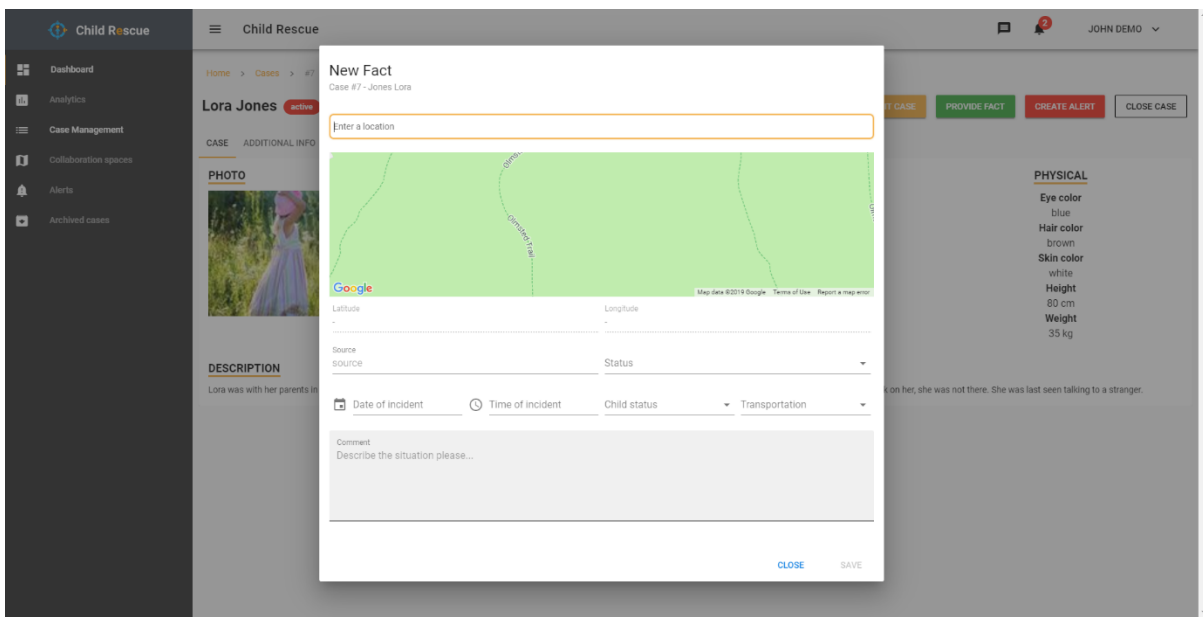


Figure I-51 – Case Manager - Create Feedback (2/2)

- Edit Feedback

The feedbacks in the feedback list are clickable. When the user clicks one of them, a popup with the feedback form opens, which can be edited by the user (Figure I-52). After finishing, she must click the "Save" button to persist changes, or press "Close" to discard changes.

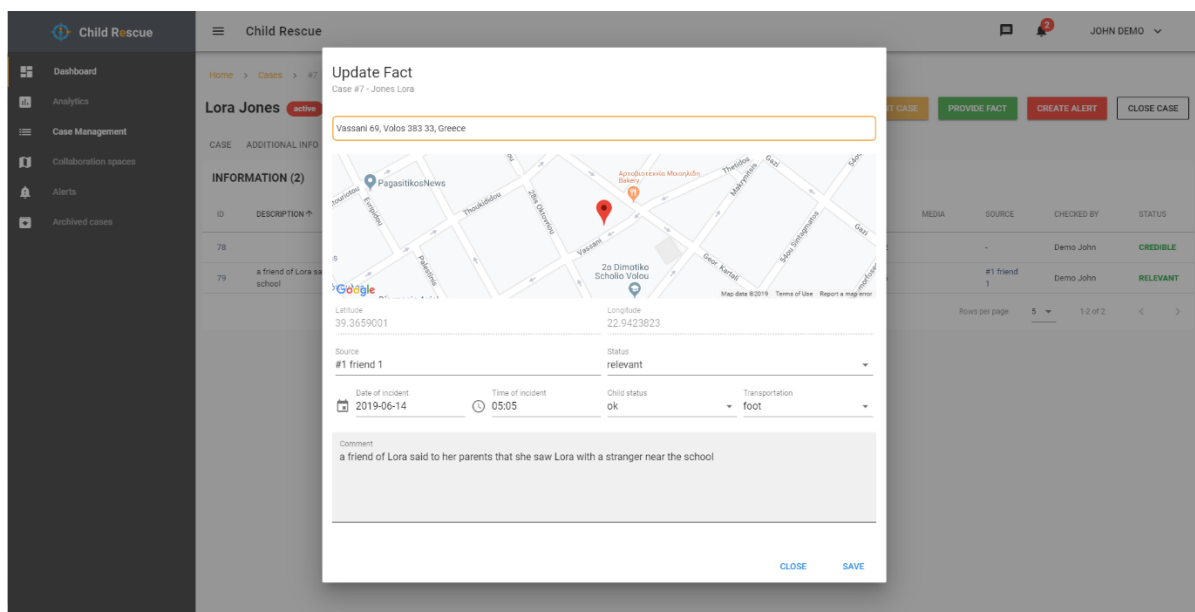


Figure I-52 - Case Manager - Edit Feedback

I.5.3.4 Alerts

I.5.3.4.1 View Alerts

All alerts regarding a case are in the "Alerts" tab (Figure I-53). It contains a list with a brief presentation of alert history regarding a child. It includes 8 fields for each feedback:

1. ID: feedback ID
2. Full Name: the full name of the missing child
3. Address: the centre of the alert
4. Radius: the selected radius of the alert
5. Description: free text accompanying the alert, to provide more information, always in accordance to police instructions
6. Start: the date and time of alert creation. It is automatically inferred from the system of web user who creates the alert
7. End: the date and time of alert expiration. It is calculated from the start date and time, and the alert duration which is set during the creation
8. Active: it is checked while the alert is active

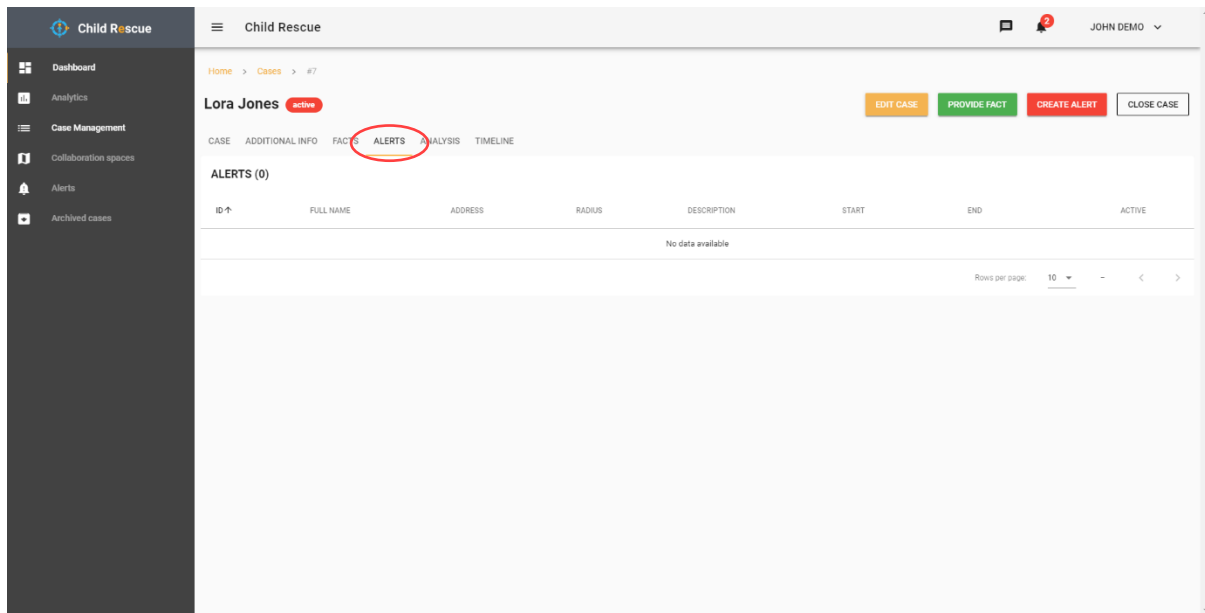


Figure I-53 - Case Manager - Missing Child Case – Alerts Tab

If the user clicks on the name of one of the following fields (ID, Start, End), then the list is sorted in ascending or descending order based on this field.

I.5.3.4.2 Manage Alerts

- Create Alert

When the user clicks the "Create Alert" button (Figure I-54), a lightbox pops up with all requested fields for the new alert (Figure I-55). These fields are the location-centre of alert, radius, duration (starting from the date and time of the user's system) and a free-text description. If the "default alert message" in the details of the Missing Child Case is not blank, then this free-text description will take automatically this default message. Of course, it can be customised for a specific alert by the user. After finishing, she must click the "Save" button to persist changes, or press "Close" to discard changes

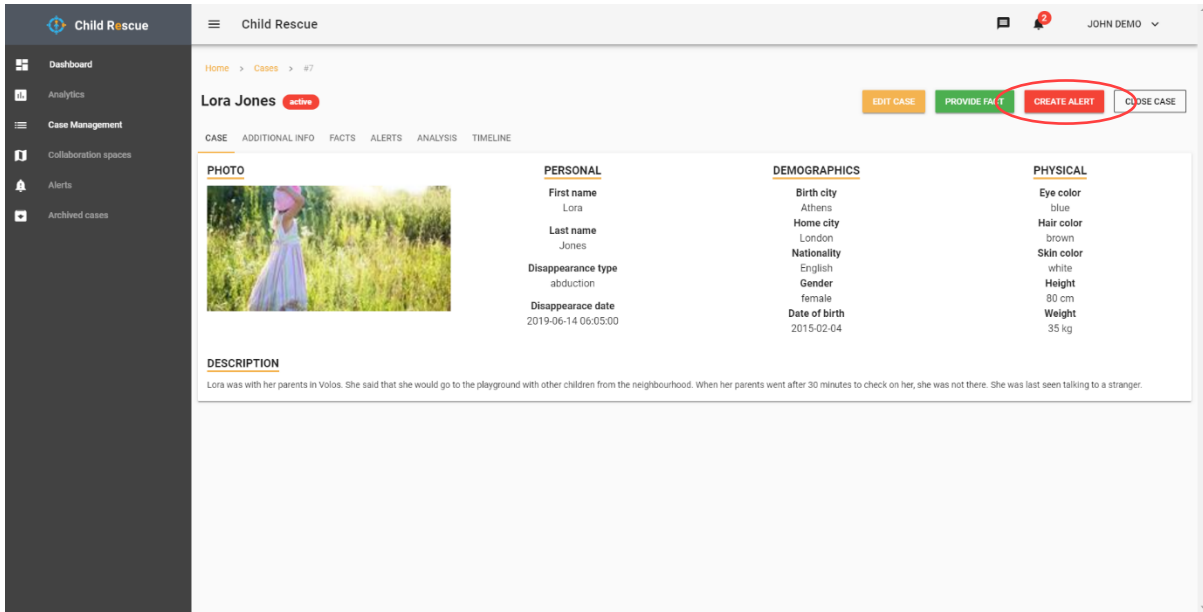


Figure I-54 - Case Manager - Create Alert (1/2)

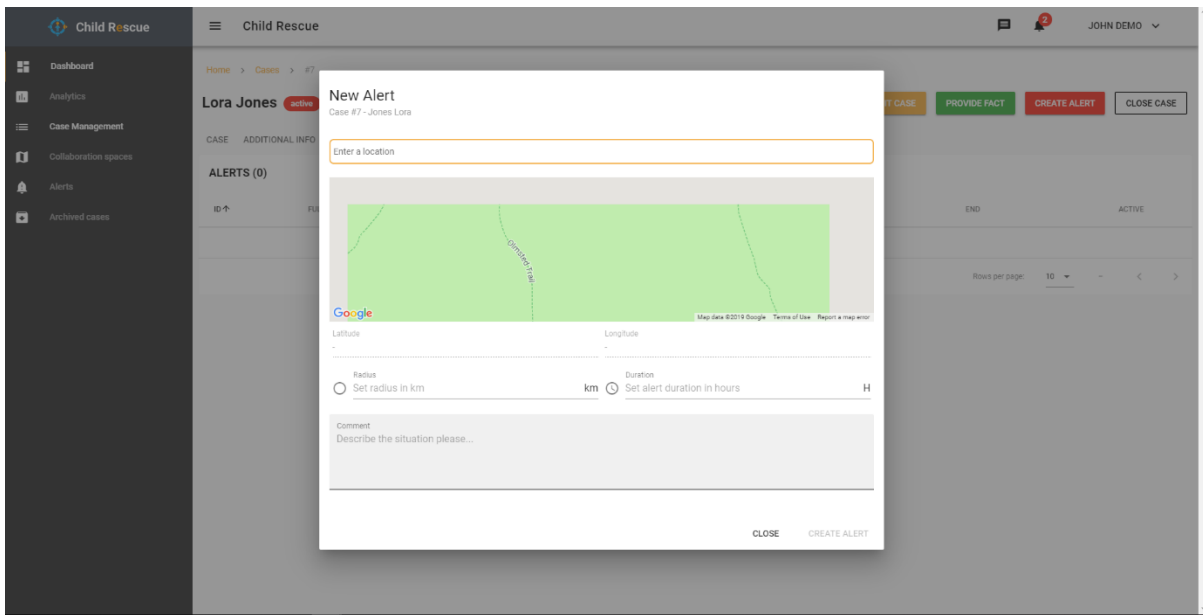


Figure I-55 - Case Manager - Create Alert (2/2)

- Edit Alert

The alerts in the list are clickable. When the user clicks one of them, a popup with the alert form opens, which can be edited or even deactivated by the user (Figure I-56). After finishing, she must click the "Update Alert" button to persist changes, or press "Close" to discard changes.

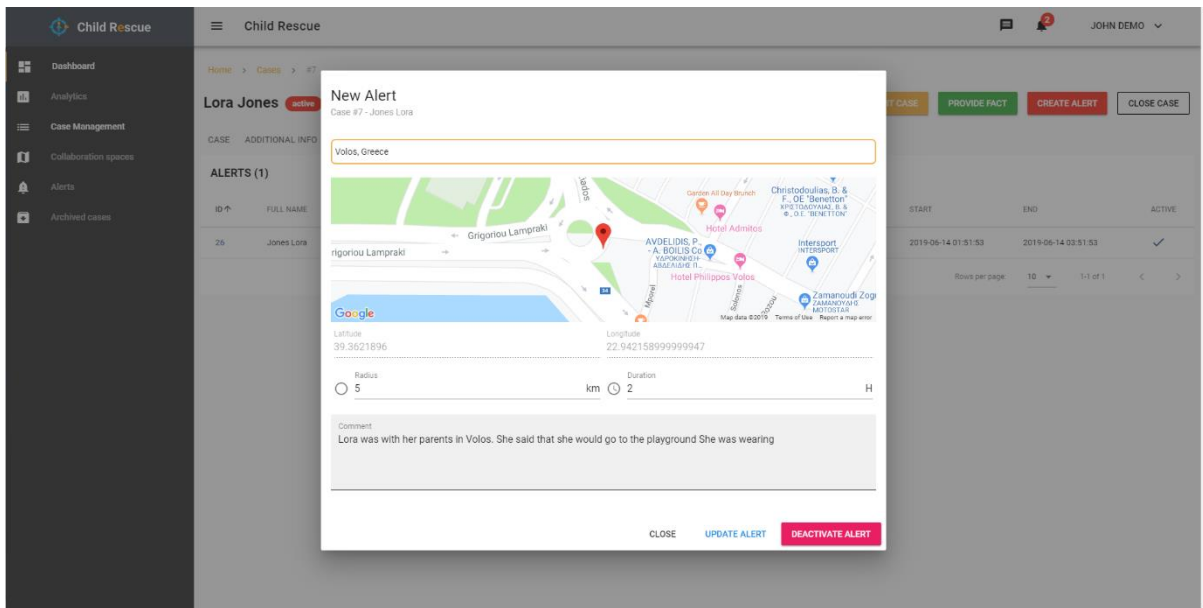


Figure I-56 - Case Manager - Edit Alert