

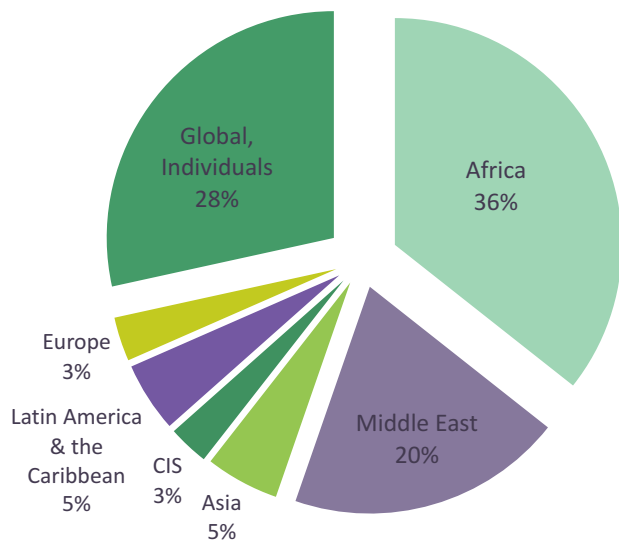
CP AoR Help Desk Quarterly Analysis: November 2017



Child Protection Area of Responsibility Help Desk Dashboard - November 2017



Help Desk Requests by Location

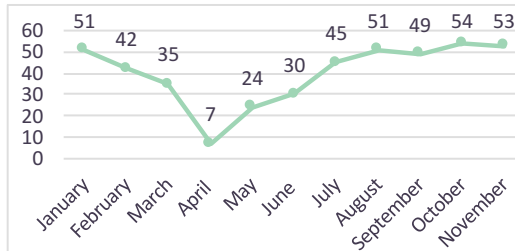


441
Requests in 2017

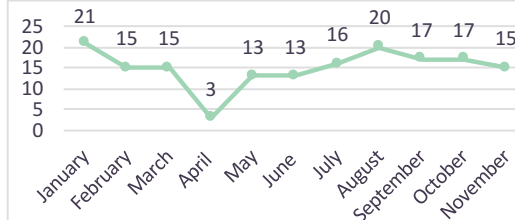
49
Countries Supported

99.1
per cent of requests received sufficient responses to date

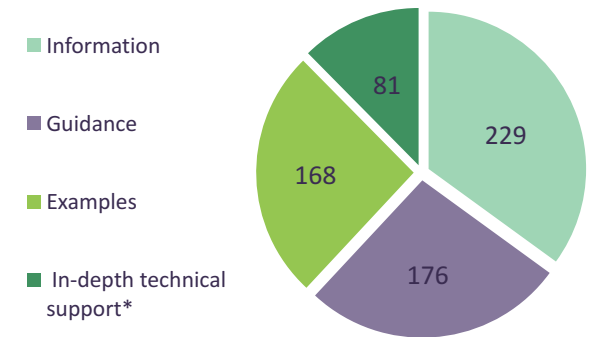
Number of Requests per Month in 2017



Number of Countries Using the Help Desk



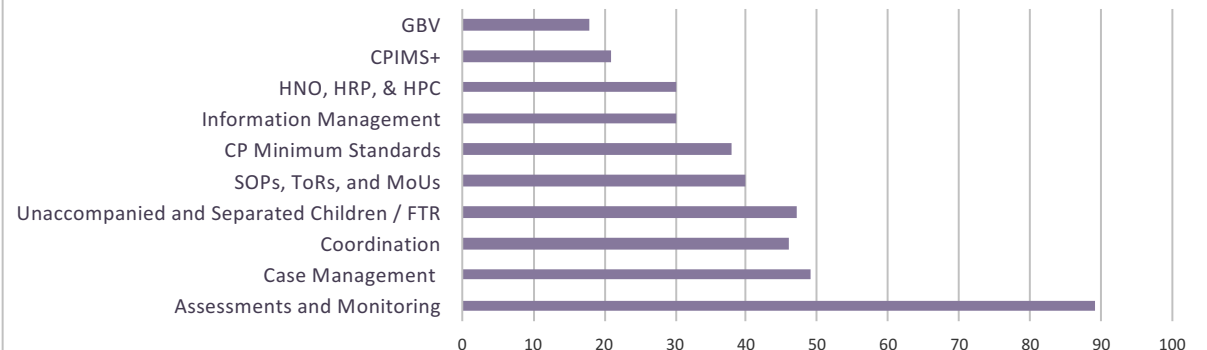
Primary Types of Support Requested



50% of all requests are received via Skype & 46% via email

*While all responses are tailored to each request, these requests often require greater time and a higher level of individualized support.

Top Ten Technical Requests



Breakdown of Top Requests by Topical Area

The list of topics below is not comprehensive but represents the most common or frequently asked questions. Additionally, a number of requests received this quarter were related to the CP AoR Annual Coordinator/IMO Retreat, Child Protection Annual Meeting, Case Management Task Force Supervision and Coaching Application Process and Training, and materials to be translated in Arabic, French, and Spanish.

Theme	Details	
Assessments & Monitoring <i>(cross-cutting)</i>	<ul style="list-style-type: none"> • CPRA tools and training modules • Situation & Response Monitoring Toolkit • Assessment Training • Support with selection and adaption of assessment tools • Survey tools for use with adolescents • FGD guides, examples, and analysis • Evaluation tools for FTR and psychosocial interventions 	<ul style="list-style-type: none"> • Examples of tools to guide research involving children, focusing on ethics and safety • Child-friendly interviewing techniques where adolescents are involved • Request for assessment consultants (recommendations) • Tools for Data Analysis on the CPRA (excel vs. SPSS) • Examples of Research ToR
Capacity Development <i>(cross-cutting)</i>	<ul style="list-style-type: none"> • Competency frameworks • Learning and Development framework • Advanced CPiE education recommendations • Capacity building event dates • E-learning modules • Case Management Supervision and Coaching Training 	<ul style="list-style-type: none"> • CPMS training • Training manuals for police and humanitarian workers on CPiE • Request for trainers (recommendations) • Benchmarks for Case Management capacity • Capacity building plan template • Arabic CPiE training materials
Case Management (CM)	<ul style="list-style-type: none"> • Issues around confidentiality and mandatory reporting • Consent vs. assent • CM Indicators • CM Training • Setting up a CM Task Force and ToR examples • CM Forms and tools • CM Flashcards • Vulnerability and case prioritization criteria • Guidelines and considerations for managing paper vs. electronic files (related to the CPIMS and data management) 	<ul style="list-style-type: none"> • Information sharing protocols • Definitions of case types • Competency framework for CM supervisors • Alternative Care forms and guidelines • Child Safeguarding and Examples of Codes of Conduct • How to support child callers on a child helpline, with and without consent of a guardian • Linking UASC with overall Case Management (examples of comprehensive forms)
Unaccompanied and Separated Children / Family Tracing and Reunification	<ul style="list-style-type: none"> • Sample ToR for UASC / FTR Task Force • SOPs for alternative care, including CAFAAG • Appropriate types of interim care and group home guidelines • FTR Strategy • Children of incarcerated parents • FAQs on FTR • BCC materials and prevention/awareness-raising messages • Training materials 	<ul style="list-style-type: none"> • Cross-border FTR/UASC SOPs • UASC tracing and verification forms • Questionnaires to evaluate FTR/UASC programming and quality of alternative care • Examples of integrating child-friendly communication and PSS into FTR interventions • BID training materials • Tracing methods

<p>Coordination and Humanitarian Needs Overview, Response Plan, & Program Cycle</p>	<ul style="list-style-type: none"> • Cluster Coordination Performance Monitoring (CCPM) – support with activation, process, and examples of reports • Training for national and sub-national groups on CP Coordination • Assistance with HNO and HRP development • Support and advocacy to increase visibility of CP within the HNO and humanitarian structure • Assistance with setting CP targets 	<ul style="list-style-type: none"> • Examples of CP Strategies • Capacity Development Needs Assessments and Surveys • Advocacy Briefs • Request for General Coordination Induction • Guidance on data analysis and inclusion of statistics within the HNO to accurately describe CP needs
<p>Information Management</p>	<ul style="list-style-type: none"> • 5W templates • Examples of CPIE dashboards and templates • Technical support on developing 3/4/5Ws and dashboards 	<ul style="list-style-type: none"> • Secondary Data Reviews (SDRs) • Support with country maps • CPIE logos
<p>Child Protection Minimum Standards (CPMS)</p>	<ul style="list-style-type: none"> • Examples of contextualization • Assistance with finding videos and case studies • Technical support in understanding and applying content • Country-level CPMS roll-out or contextualization plans 	<ul style="list-style-type: none"> • CPMS Mainstreaming examples in Livelihoods, Nutrition, Health, Shelter, Distribution, and Camp Management • Request for hard copies & Translations • CPMS ToT training materials
<p>Examples of ToRs, MoUs, and SOPs (cross-cutting)</p>	<ul style="list-style-type: none"> • Co-leadership tools – MOUs and ToRs • ToRs for Information Management Officers, CP Coordinators, and Monitoring Coordinators • ToRs for CP Coordination Group, UASC Task Force, Case Management Task Force and CAAFAG Technical Groups 	<ul style="list-style-type: none"> • SOPs for integrating CP in Schools • SOPs for Mobile CFS and CP service delivery • Sub-national Coordinator ToR and powerpoint presentations to guide sub-national coordinators in roles and responsibilities
<p>CP Information Management System (CPIMS)</p>	<ul style="list-style-type: none"> • Tool / Database support • RapidFTR app information • Financial requirements for the CPIMS+ 	<ul style="list-style-type: none"> • CPIMS and Case Management ToR Examples • Criteria for rolling out CPIMS+
<p>GBV & girls' protection and empowerment</p>	<ul style="list-style-type: none"> • Caring for child survivors tools and guidance • Working with male child survivors • Dignity kits for adolescent girls • Child marriage tools and guidance, including prevention messaging 	<ul style="list-style-type: none"> • Safety & ethical guidance for receiving and referring incident reports • Group discussion guides for adolescents affected by GBV or other forms of violence
<p>Other Topics</p>	<ul style="list-style-type: none"> • MRM Training Materials • Prevention of child recruitment and DDR guidance • Psychological First Aid training materials • M&E tools for PSS programming • Monitoring tools for child- & disability-sensitive interventions & inclusive environments 	<ul style="list-style-type: none"> • Examples of integrating CP into Cholera Response programmes • Child participation and community consultation examples • Awareness raising materials for contexts affected by floods or fires • Tools for evaluating Community-based Child Protection Mechanisms

The **Child Protection Area of Responsibility Help Desk** is a remote support service for members of the CP AoR, including field-based child protection coordination groups. The query service and peer-to-peer support is provided via CP AoR email, the Coordination Skype Group, and Google Group Forum.

For questions related to our community of practice or specific requests for assistance, please contact the CP AoR help desk at cp-aor@unicef.org or lbienkowski@unicef.org.