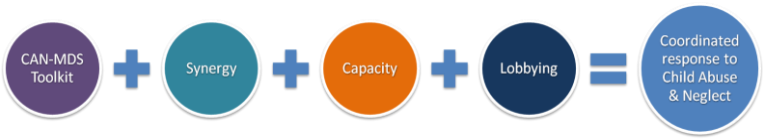
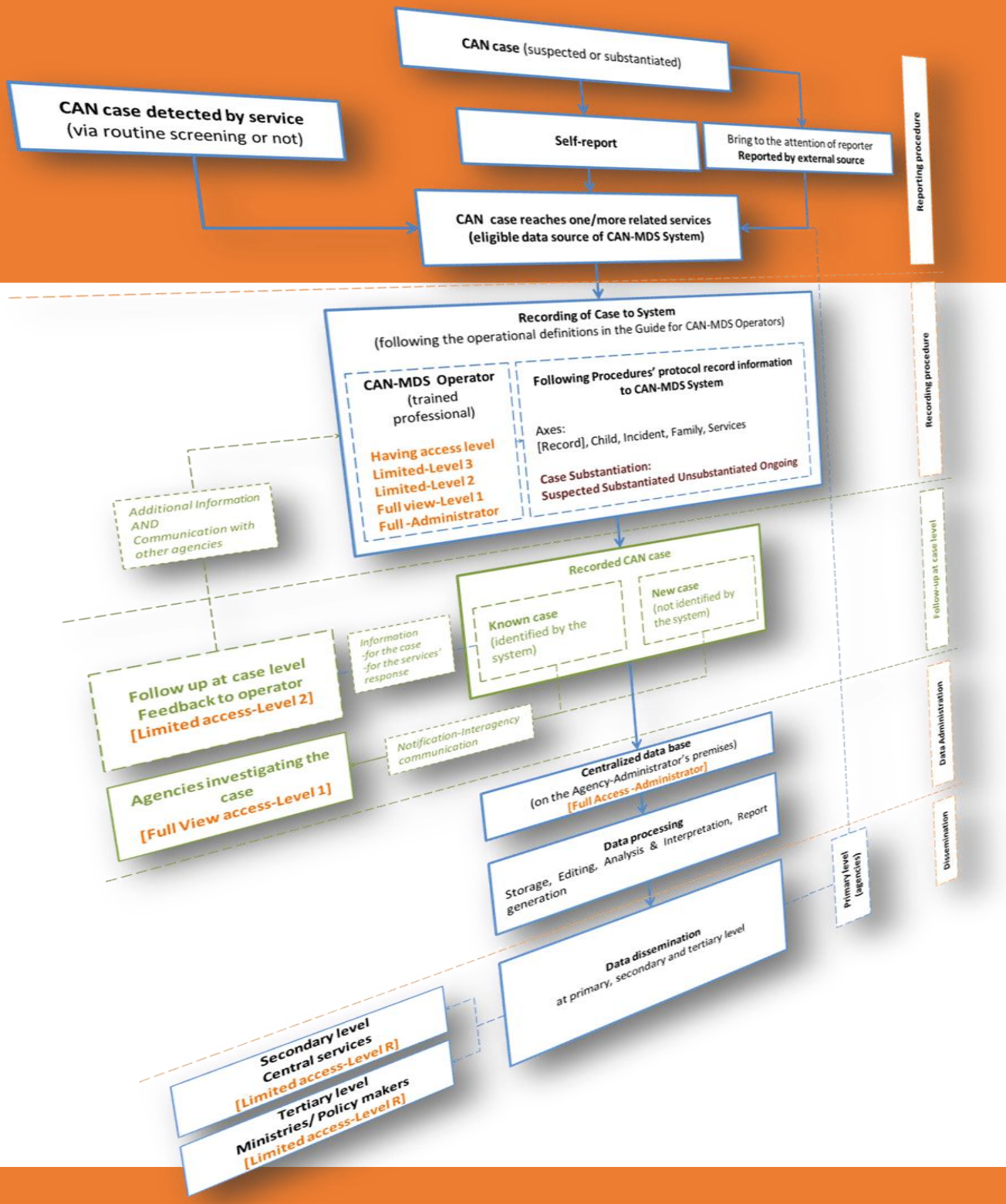


Co-funded by EU REC Programme 2014-2020

CAN-MDS

DATA COLLECTION PROTOCOL



"Coordinated Response to Child Abuse & Neglect via Minimum Data Set: *from planning to practice*" [REC-RDAP-GBV-AG-2017/ 810508]

NOTE

This Manual is part of the Master CAN-MDS Toolkit.
National CAN-MDS Toolkit can developed by adding country specific information where necessary (as indicated throughout the text) and after cultural adaptation (following the methodology in the respective report). Text in orange font indicates where national adaptation is needed.

Action's Identity

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Deliverable title	Master CAN-MDS Toolkit, Data Collection Protocol
Target group	National CAN-MDS Administrative Authorities, National CAN-MDS Administrators, Partners and any stakeholder interested in developing and implementing a CAN-MDS System

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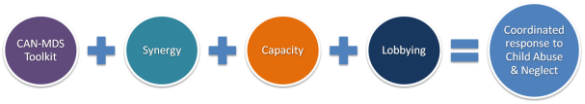

This Manual is part of the Master CAN-MDS Toolkit prepared in the context of the Action "Coordinated Response to Child Abuse & Neglect via Minimum Data Set: *from planning to practice*"

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Table of Contents

Agencies' Response to CAN Cases 3
1 RATIONALE 3
2 PURPOSE 3
3 APPLICABILITY 3
4 DATA SOURCES 4
a. of CAN Case Reports 4
b. of Information 4
5 ELIGIBILITY CRITERIA for recording a CAN incident into CAN-MDS 5
a. Minimum required information for recording in CAN-MDS 5
b. Exclusion criteria 5
6 SETTINGS 5
a. a CAN case is identified or suspected by the Operator 5
b. a CAN case is reported to an Agency by a source of information 46
Suggested questions and prompts for collecting required information for CAN-MDS 47
ANNEX I. Information to be collected from the data source and recorded in CAN-MDS 49
ANNEX II. Information to be collected from data source and provided to National Administrator (NOT to be recorded in the CAN-MDS) 50

CAN-MDS DATA COLLECTION PROTOCOL

This Protocol was developed in the context of the Action "Coordinated Response to Child Abuse and Neglect via a Minimum Data Set: from planning to practice" for the needs of a CAN-MDS Surveillance System.

Published: [date]

Agencies' Response to CAN Cases

1 RATIONALE

Child maltreatment is a major public health problem the magnitude and the characteristics of which are not sufficiently known. The CAN-MDS Surveillance System targets to monitor the problem at a national level based on contributions by various sources and, moreover, to facilitate the coordination of actions among involved sectors, agencies and professionals.

NOTE *This protocol is one of the components of the CAN-MDS Toolkit; its usage should not conflict to routine practices of the Agency.*

2 PURPOSE

This protocol is for use from national groups of CAN-MDS Operators. It offers step-by-step guidance to CAN-MDS operators (that are involved in reporting, investigation and/or administration of child protection cases) for recording and administrating cases via CAN-MDS System. In case that the dedicated Operator from an Agency is not able to proceed with a case recording, substitute eligible (and trained) staff can use this protocol to proceed with this case recording into the system.

NOTE *The Protocol does not preclude Agencies from adopting additional strategies that may be more effective for complete data recording in specific conditions.*

3 APPLICABILITY

This Protocol applies to all cases where a child maltreatment incident (according to *Case Definitions)* is identified or reported.

Case definitions are based on the United Nations' Committee on the Rights of the Child's General comment No. 13 (2011), "The right of the child to freedom from all forms of violence" [CRC/C/GC/13 (2011) §19-33][1], UNCRC Article 19[2] and the World Report on VAC (2006).[3]

NOTE *In order to ensure at the greatest possible extent a common understanding by any potential Operator and, subsequently, the recording and collection of reliable and comparable information, apart from the definition of child maltreatment according to CRC/C/GC/13 (2011), a bottom-up process is adopted for operationalizing the above mentioned definitions. CAN-MDS provide the Operators with two alternatives: to define the case either starting on the basis of basic-broad forms of CAN (and proceeding into detailed information) or starting on the basis of detailed acts of maltreatment and/or omissions (and the broader categories are auto-selected).*

Specifically:

- *if Operators are very familiarized with forms of child abuse and neglect according to the above definition (CRC/C/GC/13, 2011), then they can proceed with a top-down process to select the appropriate form(s) of maltreatment;*

- *if Operators are not familiarized with forms of child abuse and neglect according to the above definition, then they can proceed via a bottom-up process: instead of using the broader classification of the main types and subtypes of CAN, pre-coded exhaustive [check]lists of clearly defined specific acts of maltreatment and omissions are available (which can be identified by the Operator via observation, interview, available information or other means). By choosing one at least act or omission, the system automatically indicates specific subtypes and main types of CAN;*

- *lastly, a "search" field is available for facilitating operator to identify a specific act of maltreatment or a specific omission.*

All above alternatives allow the recording of multiple forms of maltreatment.

4 DATA SOURCES

a. of CAN Case Reports

Trained Professionals working in Agencies where child maltreatment cases are addressed. Agencies could be activated in the following fields: education, health and mental health, social welfare/child protection, law enforcement and justice. Professionals could be respectively: School principals, Teachers, Pediatricians and other Medical Doctors of various specialties, Nurses, Child-Psychiatrists, Child-Psychologists, Psychiatrists, Psychologists and other licensed eligible Counselors, Social Workers, Health Visitors, Police Officers (Minors' Departments or in general), and District Attorneys.

b. of Information

b1. A case could be identified or suspected by the Operator (for example via routine screening or during his/her contact with the child in other settings, such as in school or hospital); in such cases no external source of information exists.

b2. Otherwise, sources of information could be the child-victim itself (self-reporting), a relative of the child, a friend or neighbor, professionals who are mandated to report child maltreatment cases (see national legislation) or any other citizen.

b2.1. Means of Communication of information for a case of CAN

Initial information can be reported by source of information face-to-face with the Professional-Operator, via telephone or in written (by email or other means).

5 ELIGIBILITY CRITERIA for recording a CAN incident into CAN-MDS

NOTE See also Applicability and Case Definitions

a. Minimum required information for recording in CAN-MDS

i. Available child's name
ii. At least one reported act of maltreatment or omission in child's

b. Exclusion criteria

i. Not available child's name
ii. No eligible case (no act of maltreatment and no omission is reported)

6 SETTINGS

a. a CAN case is identified or suspected by the Operator

(implementation of routine screening policy: depending on settings' specifics)

1. The Operator proceeds with keeping information about the case (according to his/her usual practice).

2. The Operator takes care in order to keep all information required to be recorded in the CAN-MDS (if they are not included in the ordinary information the Operator keeps and if this is feasible).

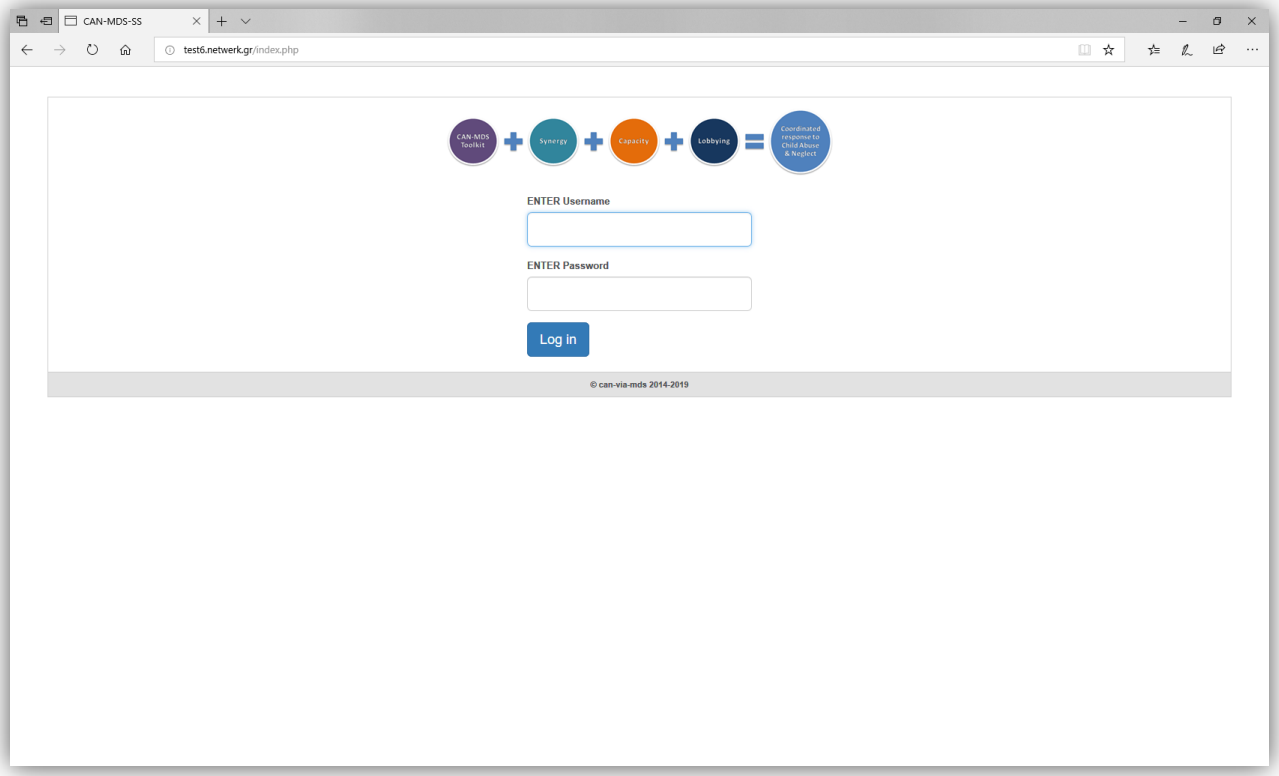
   ***TIP**: A checklist including CAN-MDS data elements (Annex I) could be of help for checking about the completeness of required information.*

3. The Operator communicates with CAN-MDS Administrator to ask for a pseudonym for the child.

   ***TIP**: The Operator can proceed with the recording of the incident by using a temporary pseudonym (auto-generated by the system) and afterwards to ask the National Administrator for the Child's ID.*

4. After receiving the pseudonym, the Operator enters the system using his/her username and password and proceeds with the recording of the case following the instructions included in the Manual and in the online CAN-MDS System, as described step-by-step below:

e-CAN-MDS - initial screen

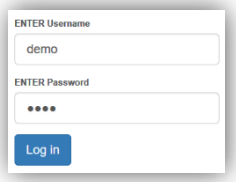


Notes

YOU (the *Operator*)

Enter username and password

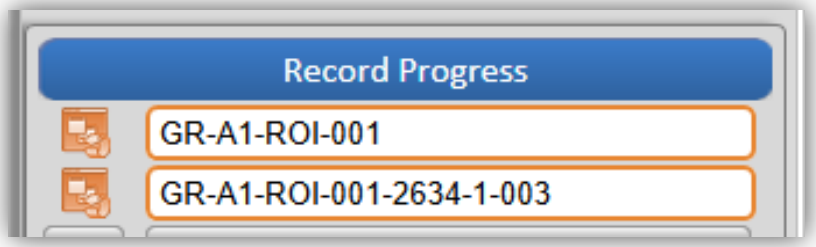
Example: username: demo
password: demo



Note: *Usernames and Passwords for CAN-MDS Operators are provided by the National Administrator to Professionals who fulfill the eligibility criteria and have previously completed successfully the CAN-MDS short training.*

Note: The system is automatically disconnected when no activity is observed for a 10-min period.

Operator's Panel → new incident → Agency's ID and Operator's ID

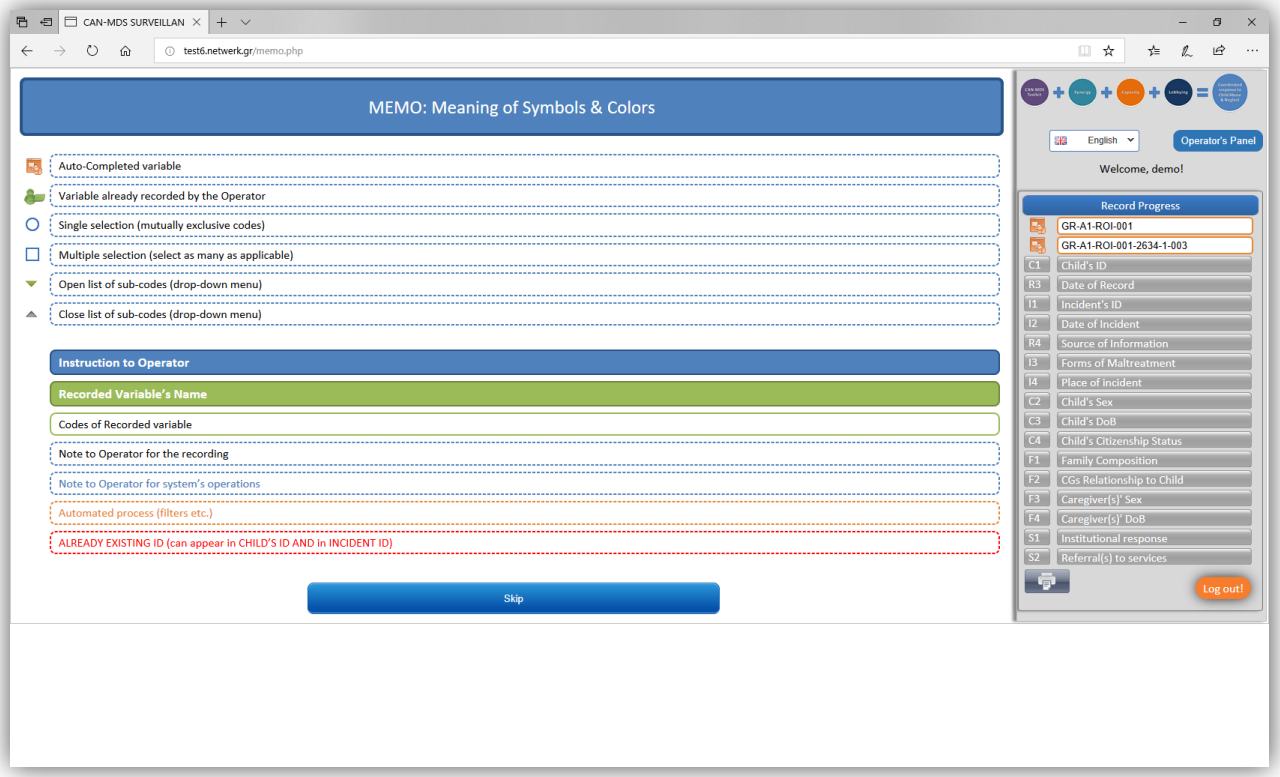


Notes

SYSTEM: *Agency's ID* [DE_R1] and *Operator's ID* [DE_R2] are auto-completed*

TIP: *When you enter the CAN-MDS system (by using your username and password) your personal ID will be auto-completed.*

e-CAN-MDS - introductory screen



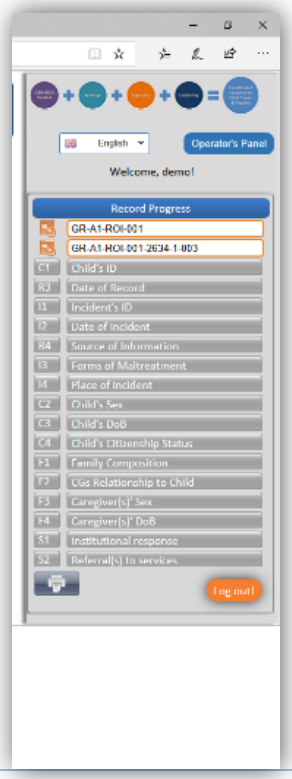
Notes

In the right side of the screen, system's operational tools are available (including language selection drop-down menu, Operator's Panel, Print and Log out buttons).

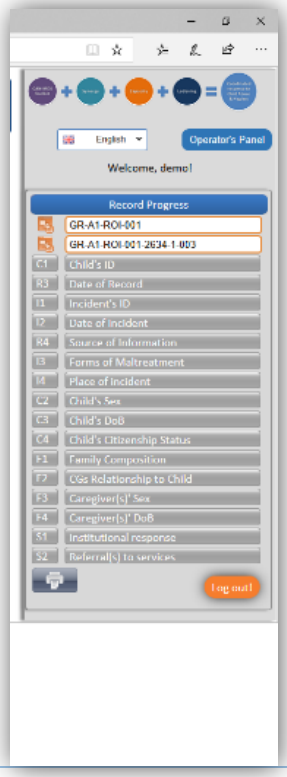
TIP: *The column in the right side of the screen is actually a list of the MDS data elements that serves in multiple ways:*

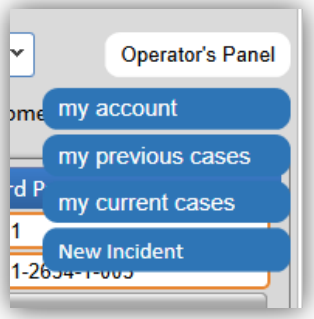
- *indicates the sequence of data elements to be recorded*
- *indicates who records the necessary information, namely you (green boxes) or the system (orange boxes)*
- *provides you with an overview of the information already recorded and with notifications for potential duplications*
- *operates as a navigation menu among the different data elements*

Note: A *memo* explaining the meaning of symbols and colors used in the application is presented. This may be useful especially for new users. To proceed with the recording, a familiarized Operator can skip this screen by pressing the "skip" button.

Language ➔ **drop-down menu**	Notes
	Although your account is by default connected with your national language, you can change the language by choosing one of the available ones in the drop down menu, even during the recording of an incident.

Operator's Panel





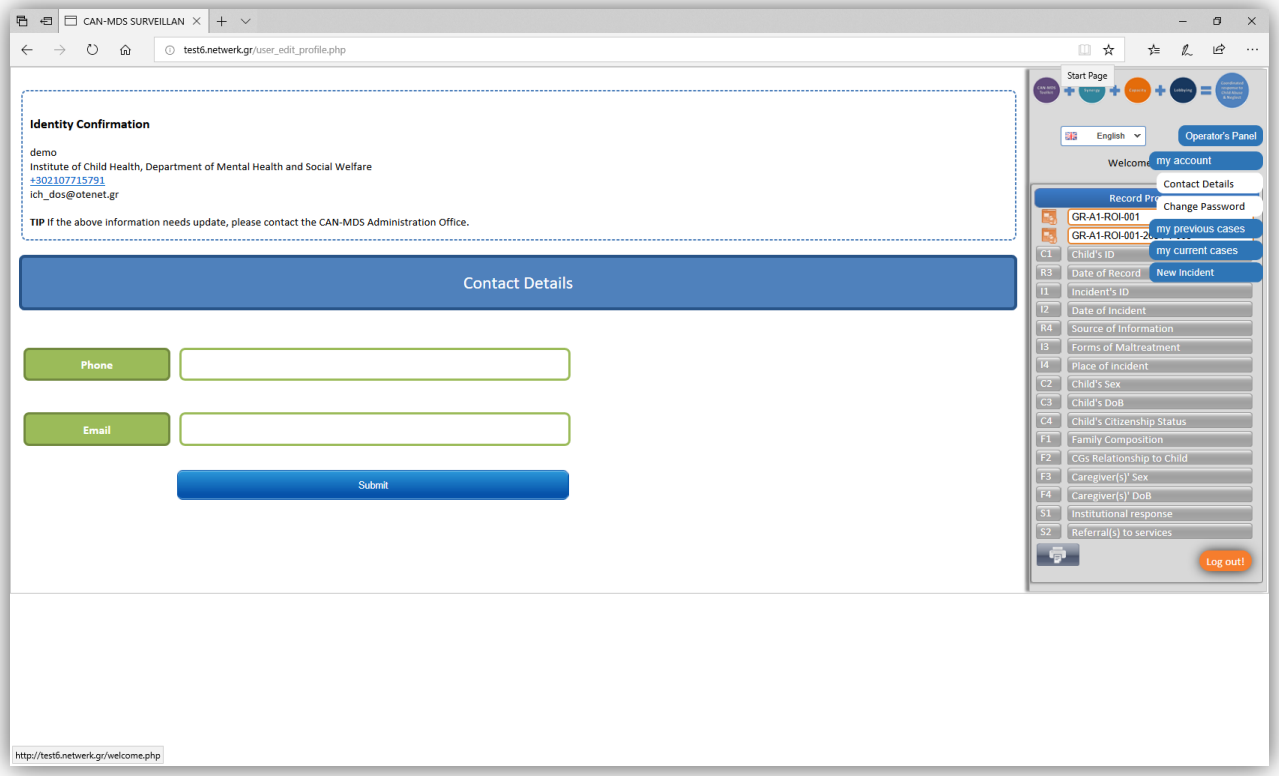
Notes

A number of administrative tools are included in the operator's panel grouped in three categories:

- related to account (update and/or confirm contact details, change of password);
- related to previously recorded incidents (list of incidents IDs and list of children IDs)
- related to incidents the Operator currently works with (list of temporary children IDs and notifications)

Below, each tool is presented in more detail

Operator's Panel → my account → **contact details**



Notes

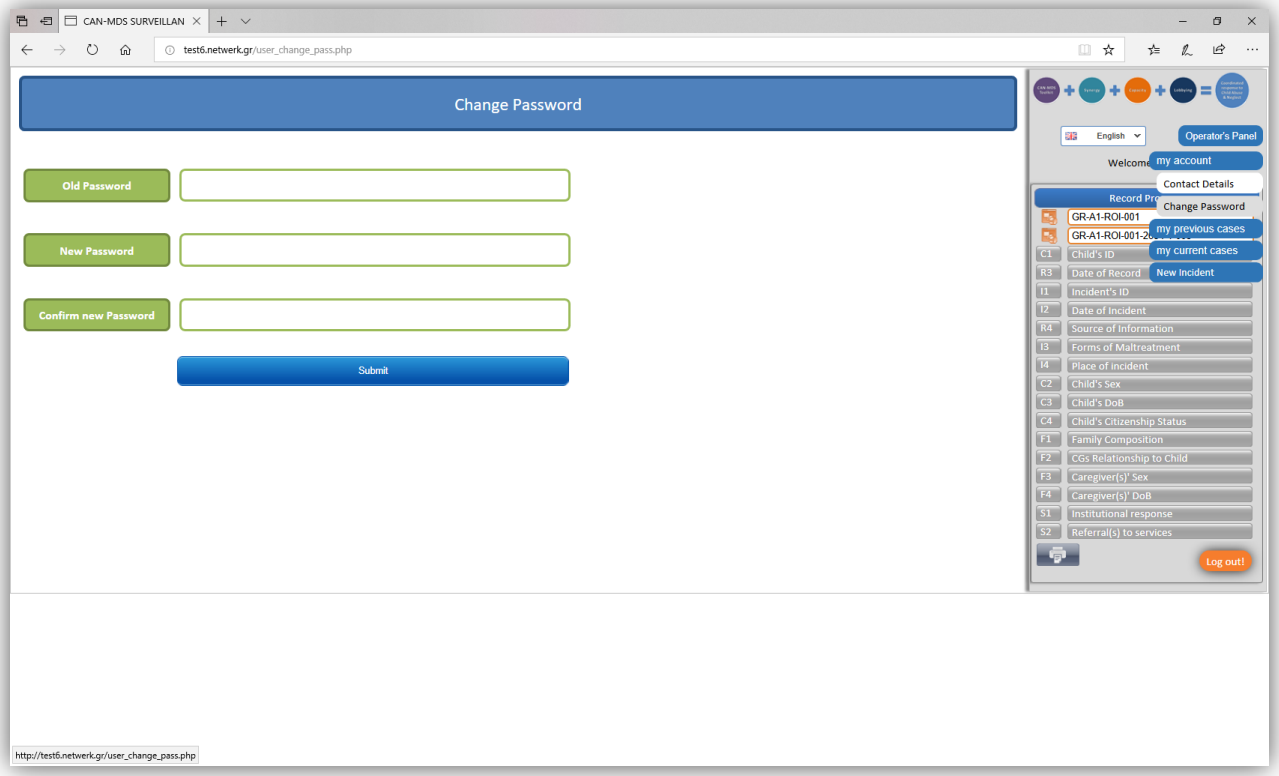
Contact details

- Check your identity information
  - *username*
  - *agency where you work*
  - *phone number*
  - *email address*

TIP: Here you can update your contact details, namely phone number and/or email address
  - fill in the new data and/or email and press submit

Note: For changing username or agency, you shall contact the Administrator

Operator's Panel → my account → **change password**



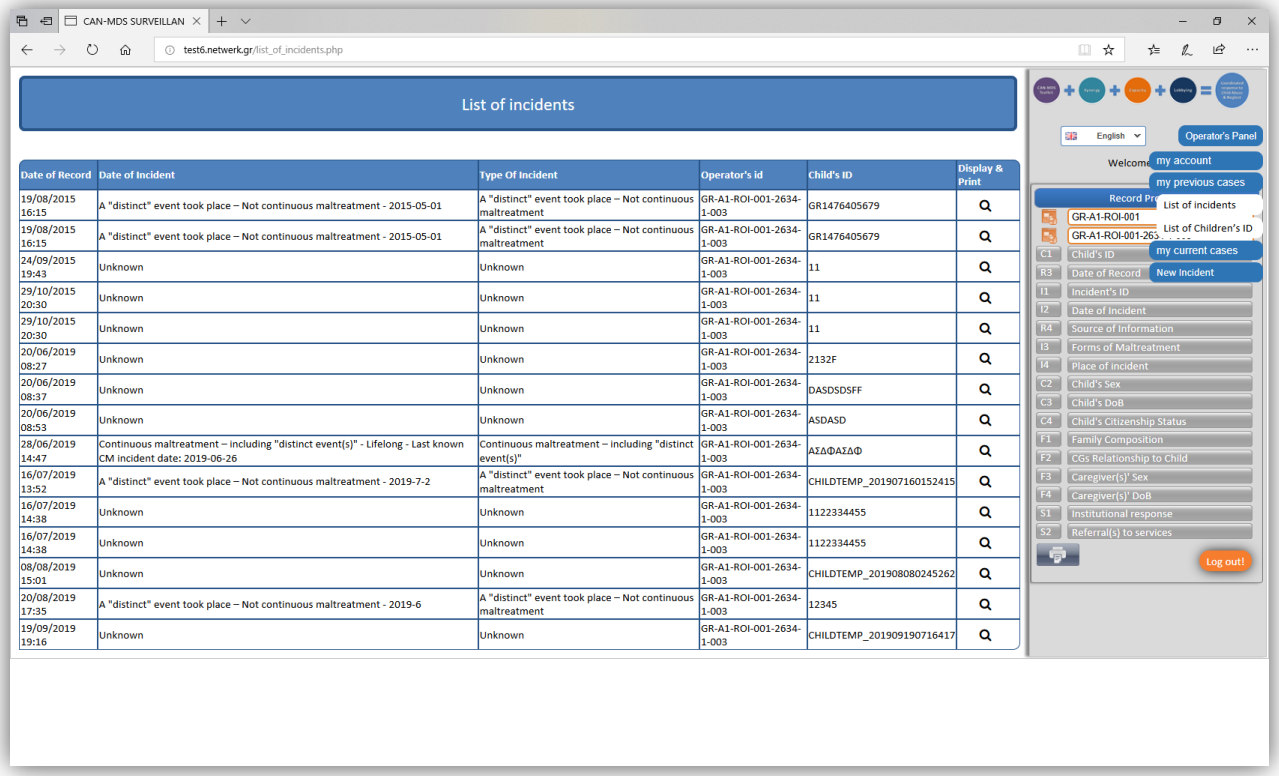
Notes

Change password

- A password will be provided to any Operator (along with his/her username) by the National Administrator.
- Operator can change his/her password by using this form.

TIP: It is recommended to keep your new password in a secure place in order for it to not be accessible from any unauthorized third parties.

Operator's Panel → my previous cases → **List of incidents**



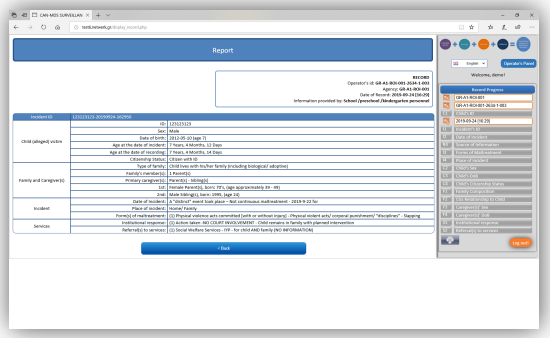
Date of Record	Date of Incident	Type Of Incident	Operator's id	Child's ID	Display & Print
19/08/2015 16:15	A "distinct" event took place – Not continuous maltreatment - 2015-05-01	A "distinct" event took place – Not continuous maltreatment	GR-A1-ROI-001-2634-1-003	GR1476405679	
19/08/2015 16:15	A "distinct" event took place – Not continuous maltreatment - 2015-05-01	A "distinct" event took place – Not continuous maltreatment	GR-A1-ROI-001-2634-1-003	GR1476405679	
24/09/2015 19:43	Unknown	Unknown	GR-A1-ROI-001-2634-1-003	11	
29/10/2015 20:30	Unknown	Unknown	GR-A1-ROI-001-2634-1-003	11	
29/10/2015 20:30	Unknown	Unknown	GR-A1-ROI-001-2634-1-003	11	
20/06/2019 08:27	Unknown	Unknown	GR-A1-ROI-001-2634-1-003	2132F	
20/06/2019 08:37	Unknown	Unknown	GR-A1-ROI-001-2634-1-003	DASDSDSFF	
20/06/2019 08:53	Unknown	Unknown	GR-A1-ROI-001-2634-1-003	ASDASD	
28/06/2019 14:47	Continuous maltreatment – including "distinct event(s)" - Lifelong - Last known CM incident date: 2019-06-26	Continuous maltreatment – including "distinct event(s)"	GR-A1-ROI-001-2634-1-003	ΑΣΔΦΑΣΔΦ	
16/07/2019 13:52	A "distinct" event took place – Not continuous maltreatment - 2019-7-2	A "distinct" event took place – Not continuous maltreatment	GR-A1-ROI-001-2634-1-003	CHILDTEMP_201907160152415	
16/07/2019 14:38	Unknown	Unknown	GR-A1-ROI-001-2634-1-003	1122334455	
16/07/2019 14:38	Unknown	Unknown	GR-A1-ROI-001-2634-1-003	1122334455	
08/08/2019 15:01	Unknown	Unknown	GR-A1-ROI-001-2634-1-003	CHILDTEMP_201908080245262	
20/08/2019 17:35	A "distinct" event took place – Not continuous maltreatment - 2019-6	A "distinct" event took place – Not continuous maltreatment	GR-A1-ROI-001-2634-1-003	12345	
19/09/2019 19:16	Unknown	Unknown	GR-A1-ROI-001-2634-1-003	CHILDTEMP_201909190716417	

Notes

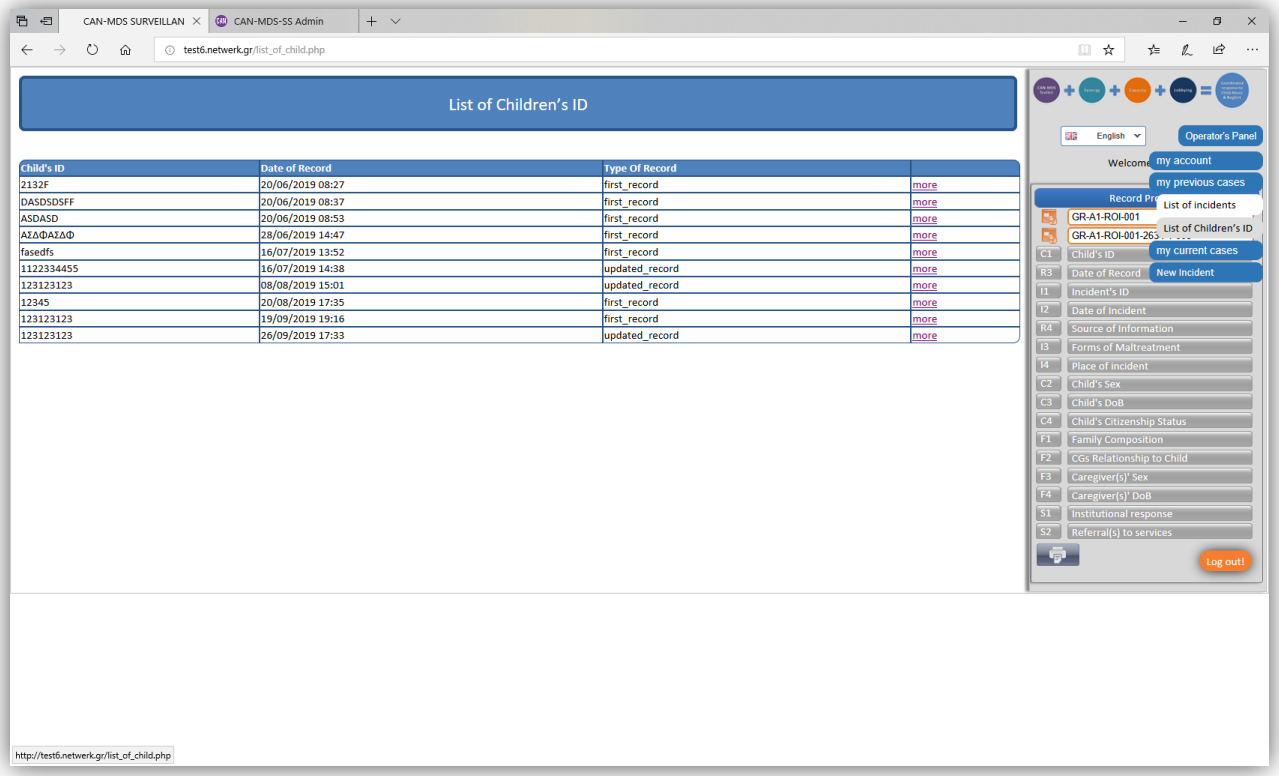
List of incidents

- Overview of the incidents recorded by the Operator holding the specific account (i.e. username & password)

TIP: By pressing the "display and print" button you can see and/or print any of the listed reports



Operator's Panel → my previous cases → **List of Children's IDs**

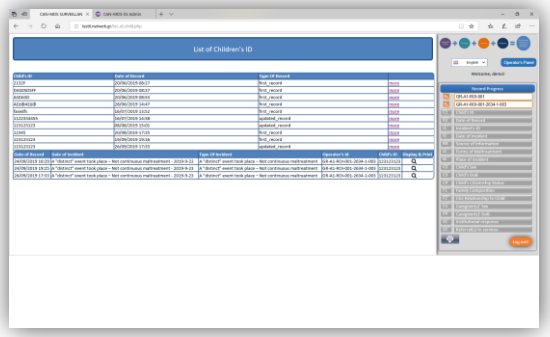


Notes

List of Children's IDs

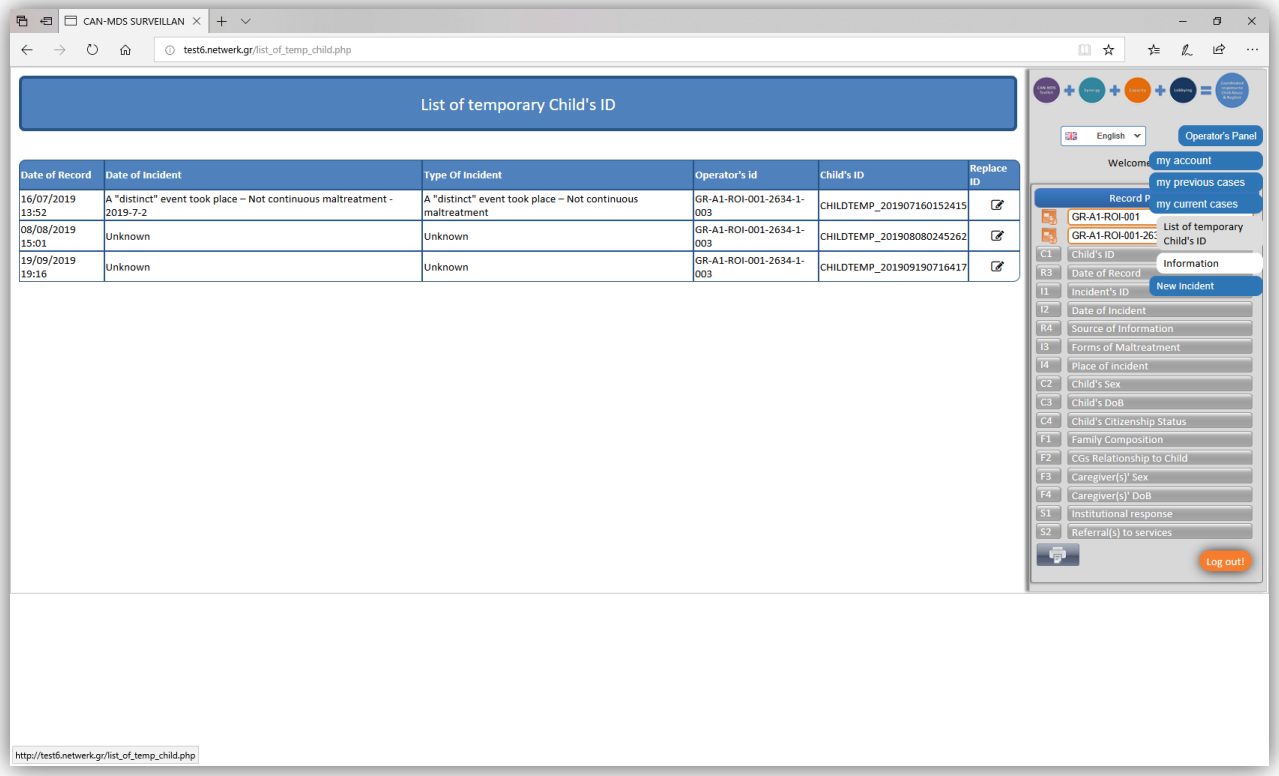
- Overview of the Children's IDs for which the Operator holding the specific account recorded one at least incident

Note: Depending of his/her level of access, Operator can also see a drop-down list including the incidents recorded by other Operators for the specific child (as below)



TIP: By pressing the "display and print" button you can see and/or print any of the listed reports (as above)

Operator's Panel → my current cases → **List of Temporary Child's IDs**



Notes

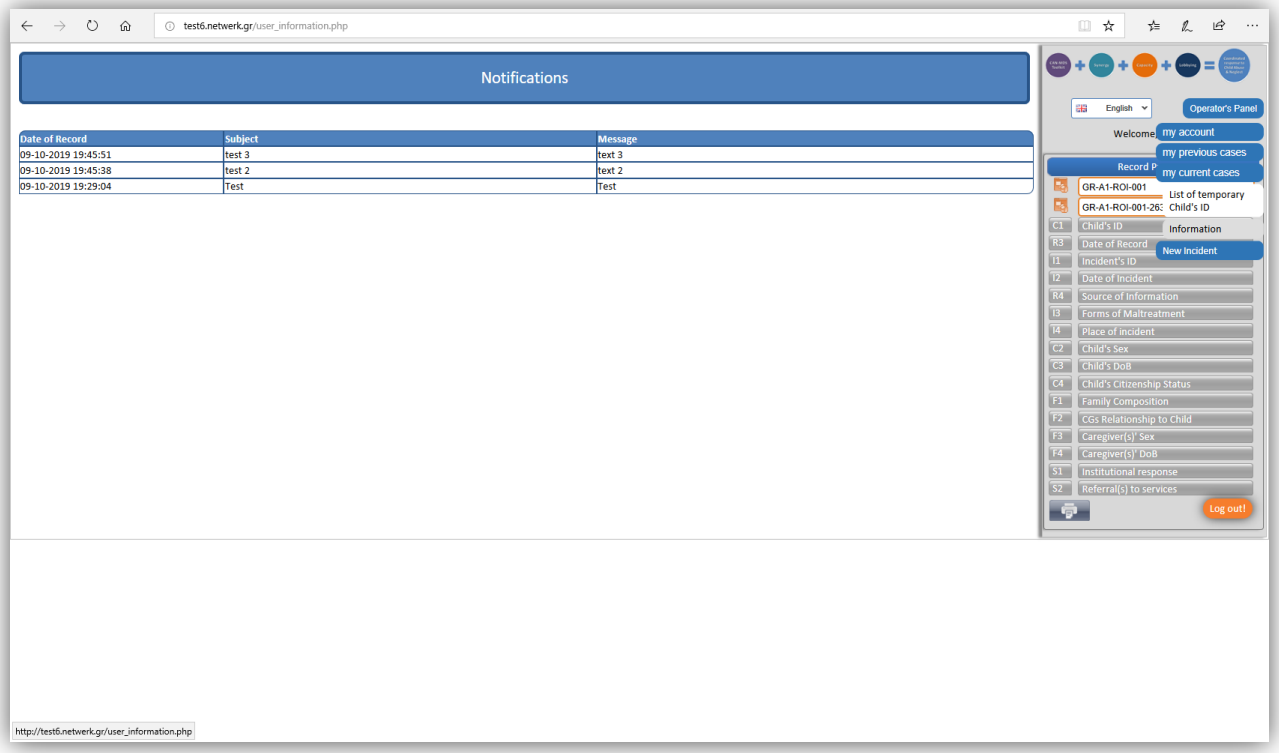
List of Temporary Children's IDs

- Overview of temporary Children's IDs for which the Operator holding the specific account recorded one at least incident without having yet received the Child's ID from the National Administrator.
- Upon the receipt of the Child's ID, the Operator can press the button "Replace ID" and replace the temporary ID (auto-provided by the system) with the one sent by the National Administrator.

TIP: If the Child's ID concerns an "unknown" child for the system (namely a child for which an incident has not been recorded before by any Operator), then (after the replacement of Child's ID) the record is final.
In case the Child's ID concerns a "known" child for the system (namely a child for which there is already at least one recorded incident from another Operator), then a new incident will be added (without deleting the previous record(s))

Note: It is recommended to the Operator to communicate with the National Administrator in order to receive the Child's ID and proceed with the replacement of temporary ID as soon as possible.

Operator's Panel → my current cases → **information**

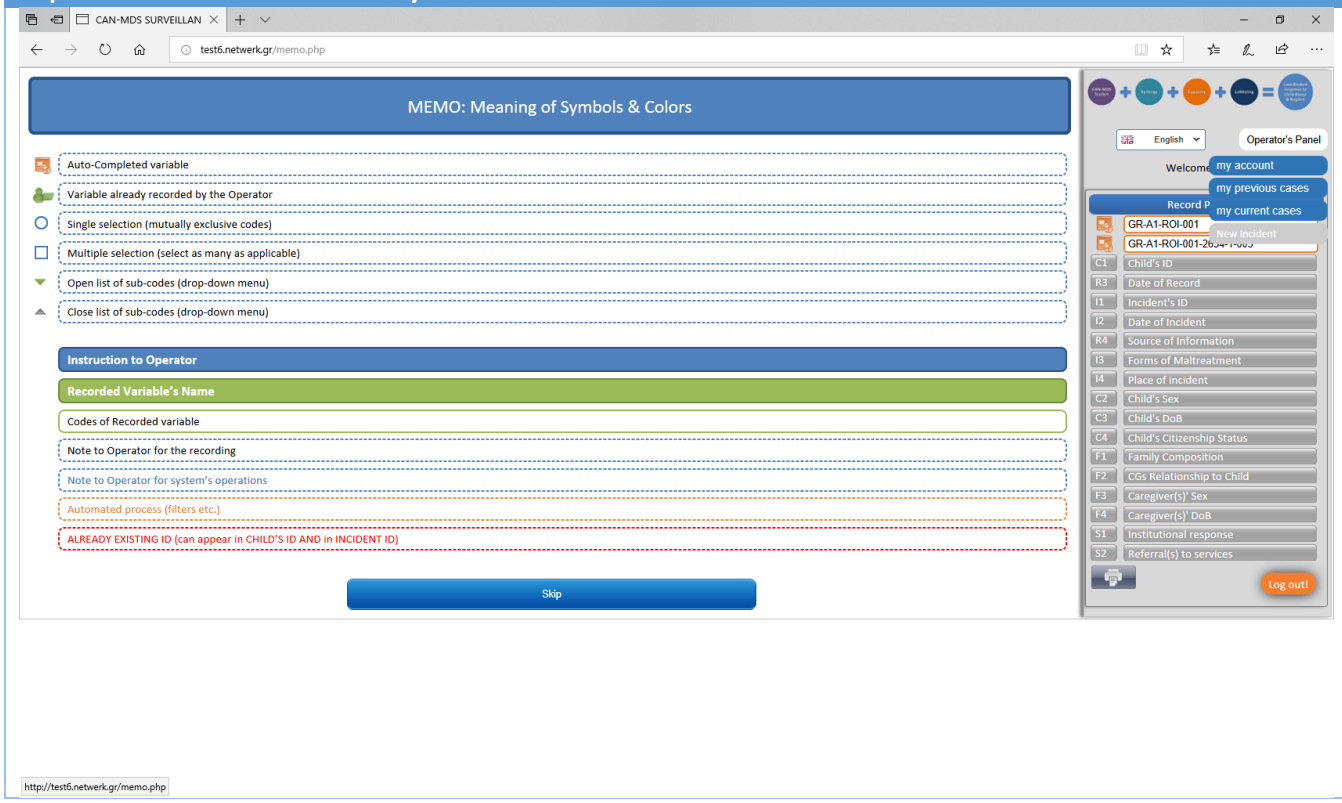


Notes

Information

- In this page the Operator can see messages, announcements or reminders sent either by the system or by the National Administrator.
  Moreover, a history of the communications will be available.

Operator's Panel → my current cases → **new incident**

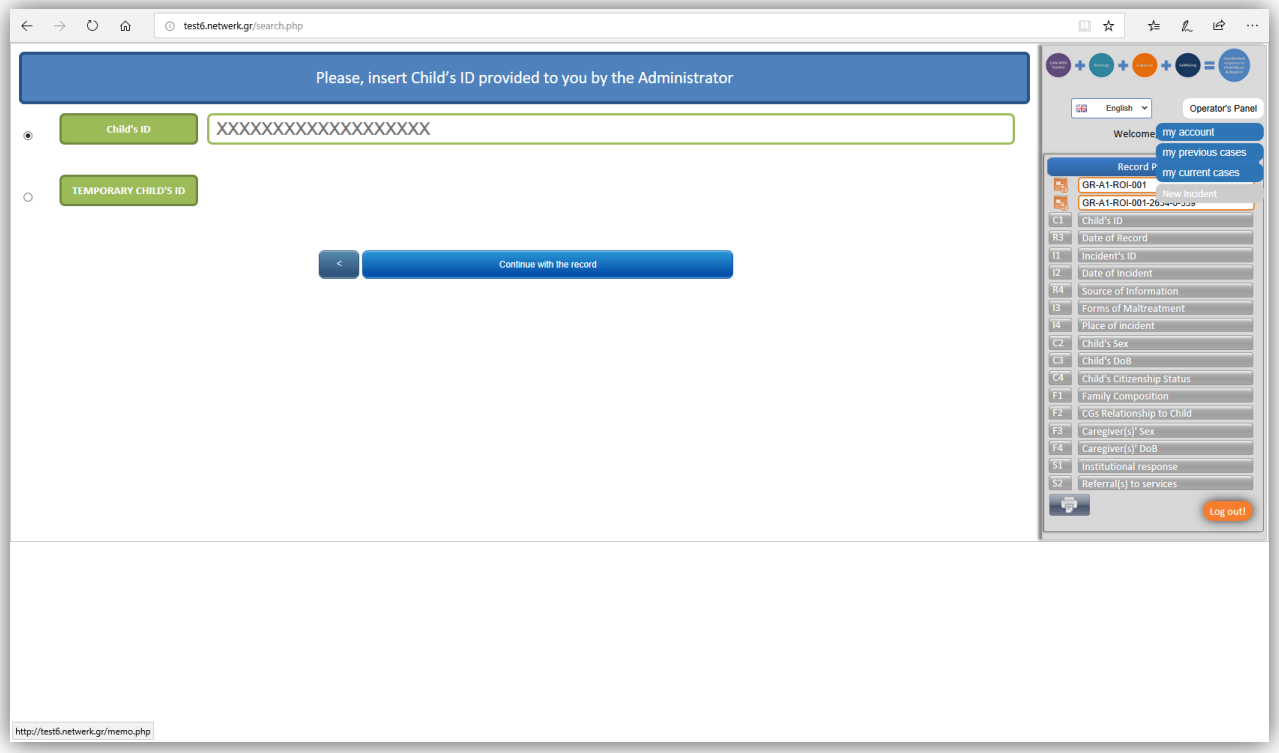


Notes

New incident

- By pressing the "new incident" button the Operator will exit the "Operator's Panel" and s/he will be able to proceed with the recording of a new incident.

… new incident ➔ **child's ID**



Notes

OPERATOR: Enter *Child's ID* [DE_C1] (i.e. pseudonym)

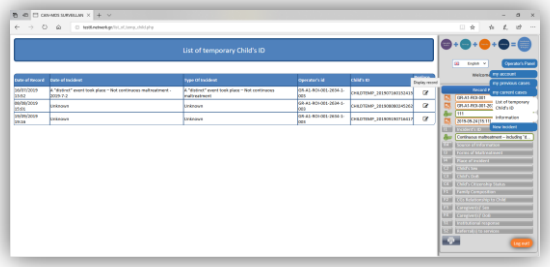
e.g. **123456789**

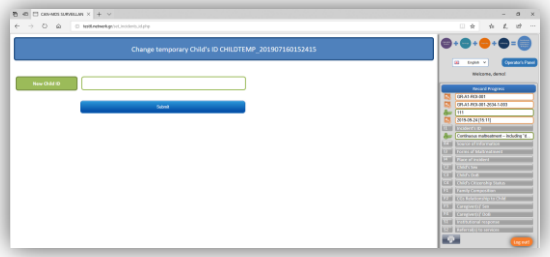
Note: This data element is completed by you, after you obtain the ID by the national Administrator.

TIP: Step-by-step process for obtaining a Child's ID (pseudonym) is presented in the Operator's Guide.

Temporary Child's ID

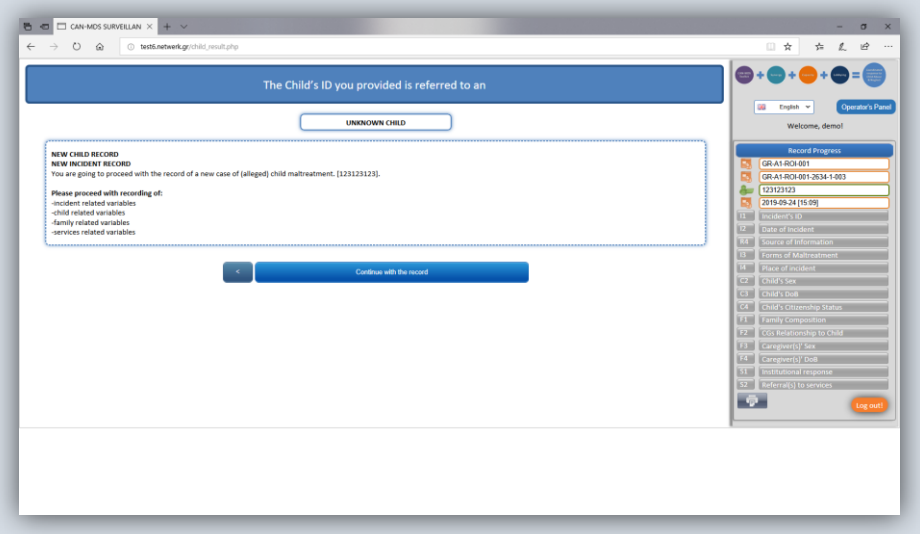
In case that for any reason you like to proceed with the record before receiving the Child's ID, you can use the option "Not known Child's ID" that generates a temporary ID (and to replace this afterwards as explained above) via Operator's Panel.

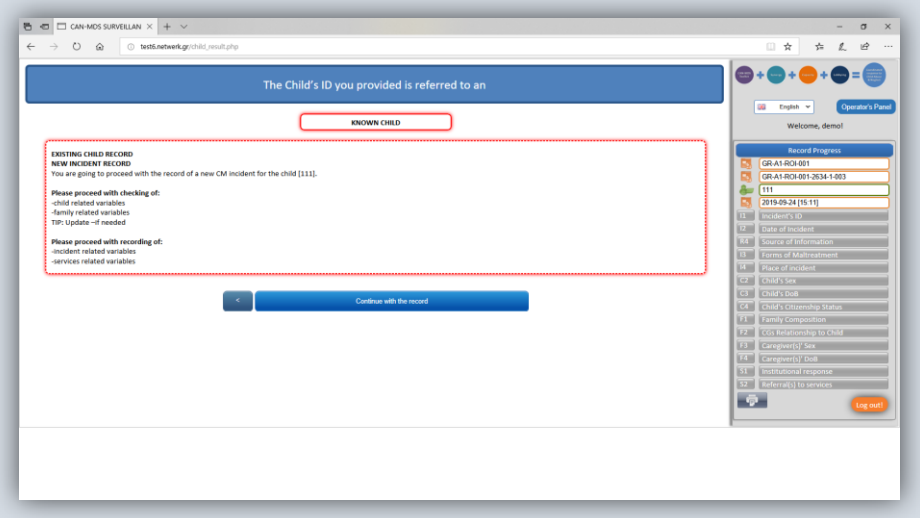




Press Continue with the record

… new incident → child's ID → **known OR unknown child**





Notes

UNKNOWN CHILD

If the child is not known, the pseudonym will not be identified by the system and the Operator will be informed respectively (see screenshot in the left); in such a case the Operator should fill in all information that is available for the child, his/her caregivers and the current incident.

Press Continue with the record

KNOWN CHILD

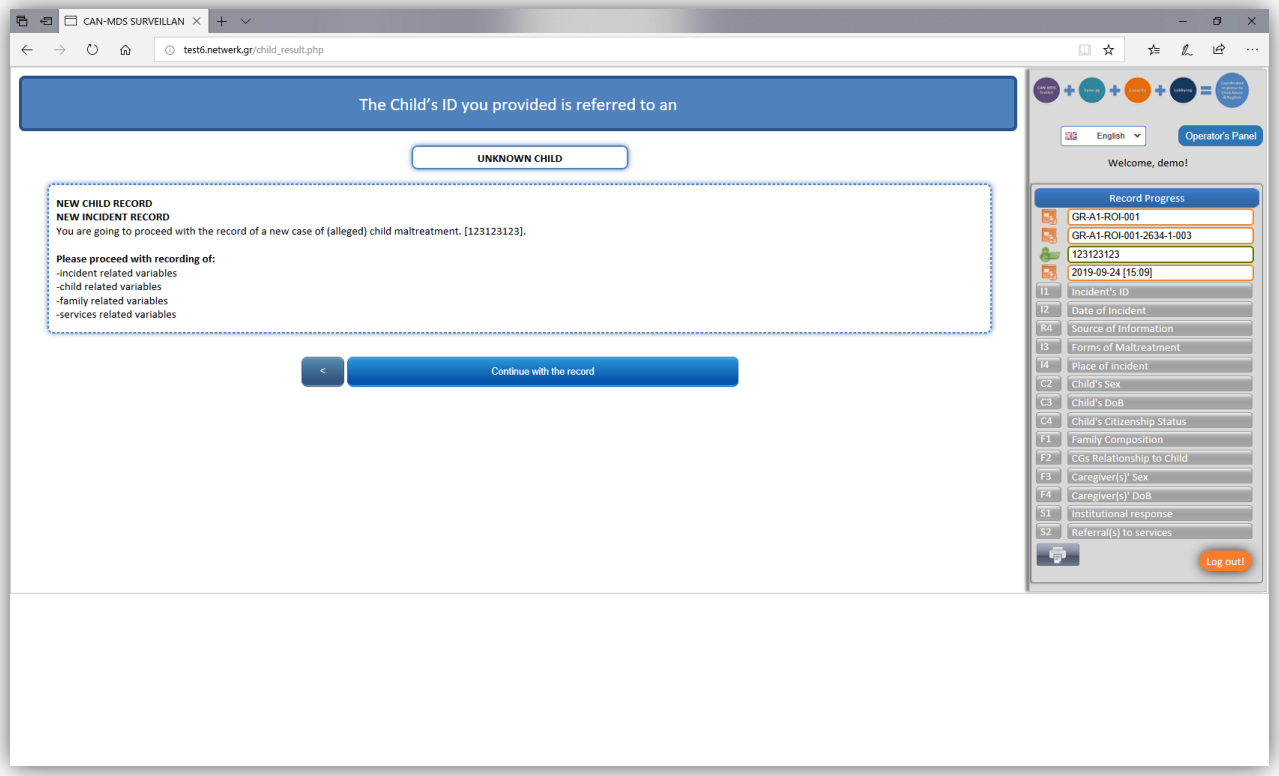
If the child is known, the pseudonym will be identified by the system and the Operator will be informed respectively (see screenshot in the left).

- In case of a known child the Operator will be able to see the available information for previous incidents according to his/her level of access as well as who else worked with the child.
- Moreover, standard data elements (such as child's sex and date of birth) will be pre-completed although the Operator will have the opportunity to make corrections

TIP: In this case a slight different process will follow, as it will be explained below (after the process with the not known child).

Press Continue with the record

… new incident → child's ID → **unknown child**



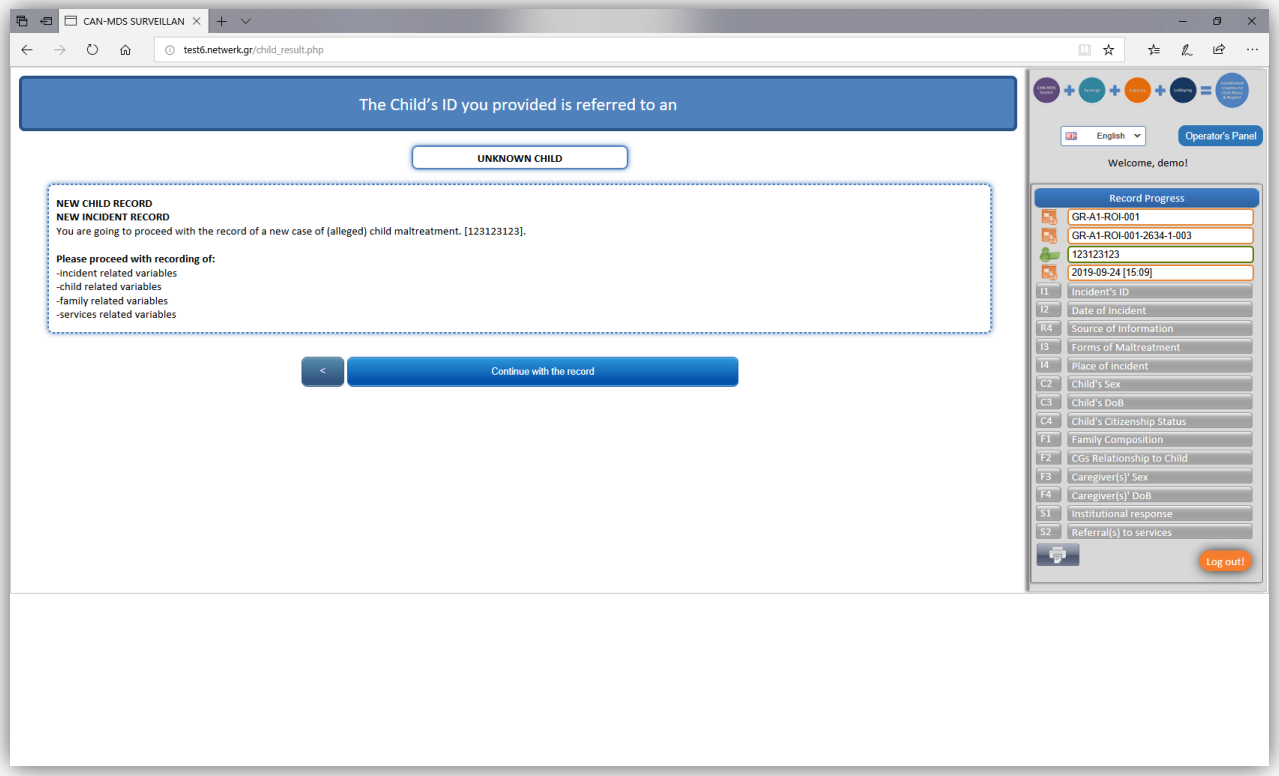
Notes

UNKNOWN CHILD

If the child is not known, the pseudonym will not be identified by the system and the Operator will be informed respectively (see screenshot in the left); in such a case the Operator should fill in all information that is available for the child, his/her caregivers and the current incident.

Press Continue with the record

new incident → unknown child → **date of record**



Notes

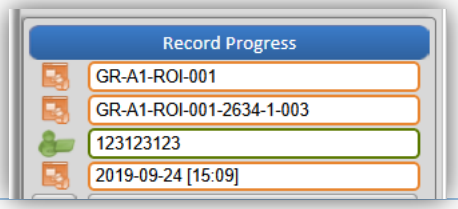
SYSTEM: *Date of record* [DE_R3] is auto-completed

e.g. **2019-09-24 (15:09)**

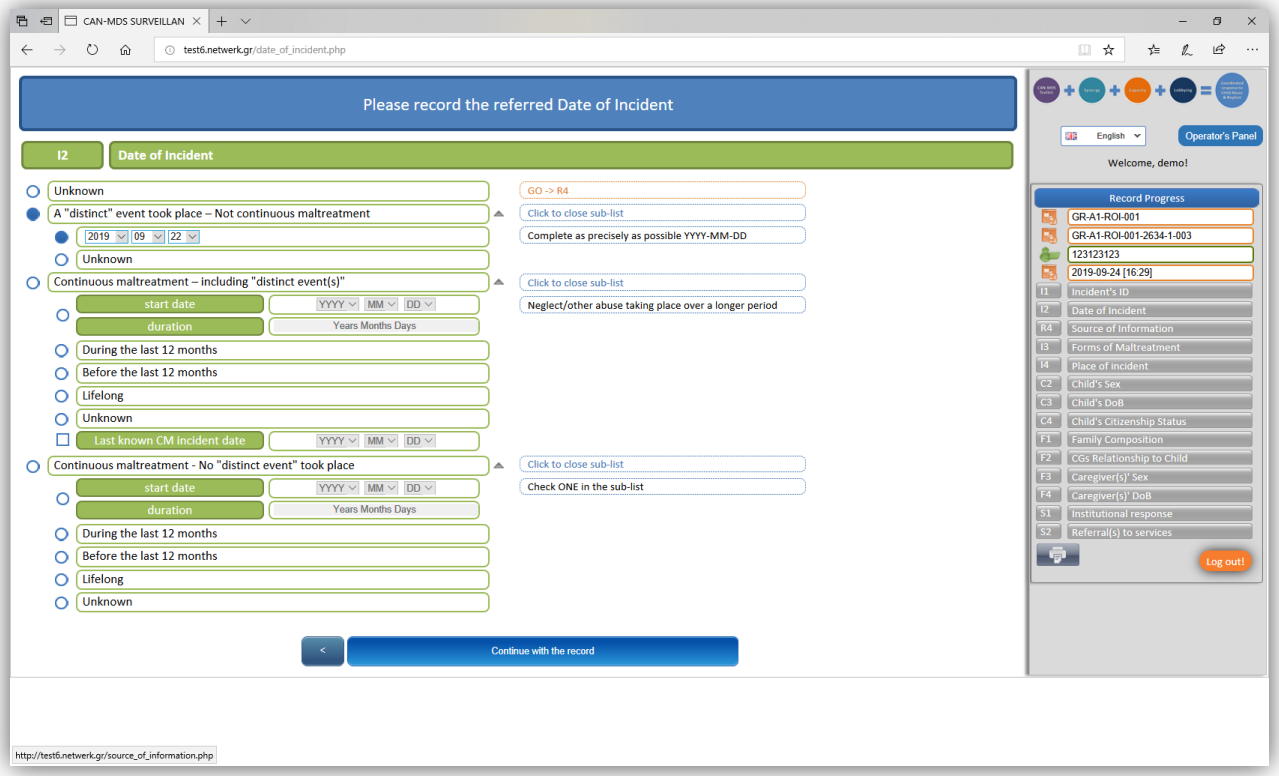
Continue with the record

Note: To this point 4 out of the 18 data elements of the CAN-MDS are already completed:

- Agency's ID [DE-R1], Operator's ID [DE-R2] and Date of record [DE-R3] have been completed by the system
- Child's ID [DE_C1] has been completed by the Operator.



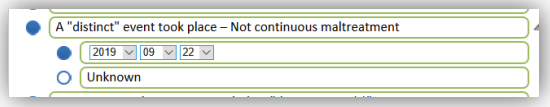
new incident → unknown child → **date (and type) of incident**



Notes

OPERATOR: Enter *Date of Incident* [DE_I2]

e.g.

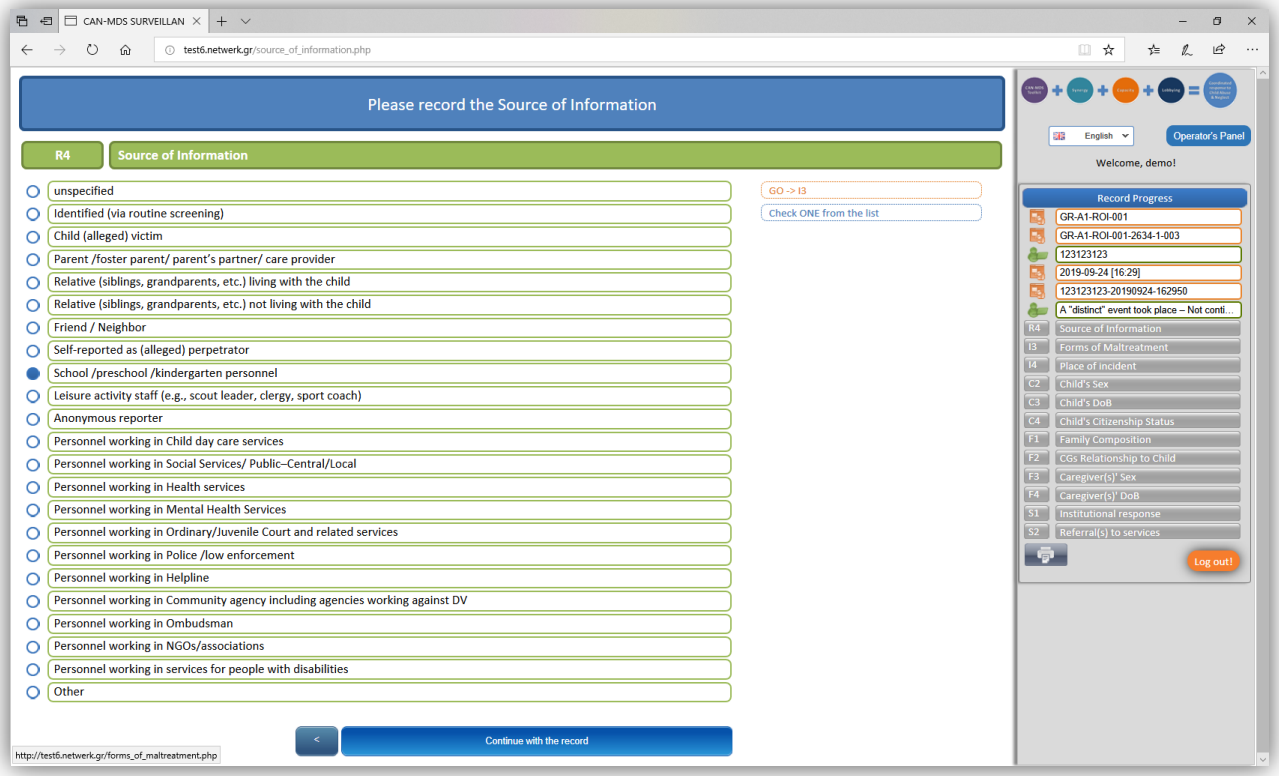


TIP: The incident could be a distinct event with no information for further maltreatment, a distinct event in the context of continuous maltreatment or continuous maltreatment (e.g. omissions in child's care) without distinct events (for more details see Operator's Manual).

Note: Please record date of incident as accurately as possible; if the exact date is not known, you may select from the remaining options the most appropriate (see also Operator's Manual, DE_I2)

Press Continue with the record

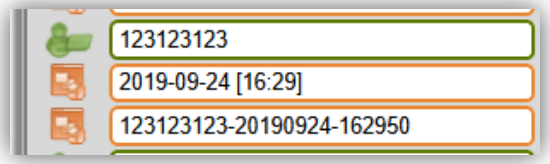
new incident → unknown child → **incident ID**



Notes

SYSTEM: *Incident ID* [DE_I1] is auto-generated

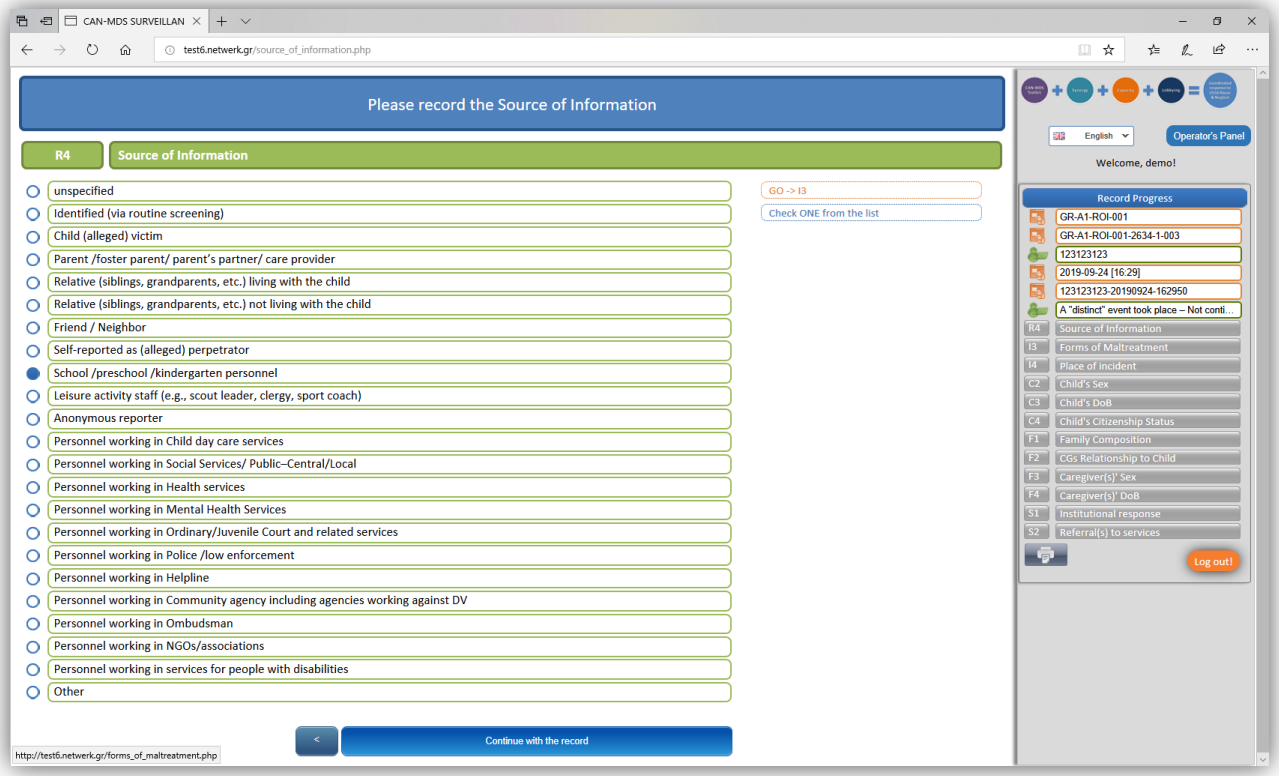
e.g.



Note: Once the Operator enters the **Child's ID** (or temporary ID) and the **Date of Incident**, a unique Incident's ID is generated by the system (combining Child's ID [DE-C1], Date and Time of Record [DE-R3]).

Press Continue with the record

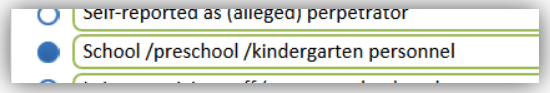
new incident → unknown child → **source of information**



Notes

OPERATOR: Indicate the *Source of Information* [DE_R4]

e.g.

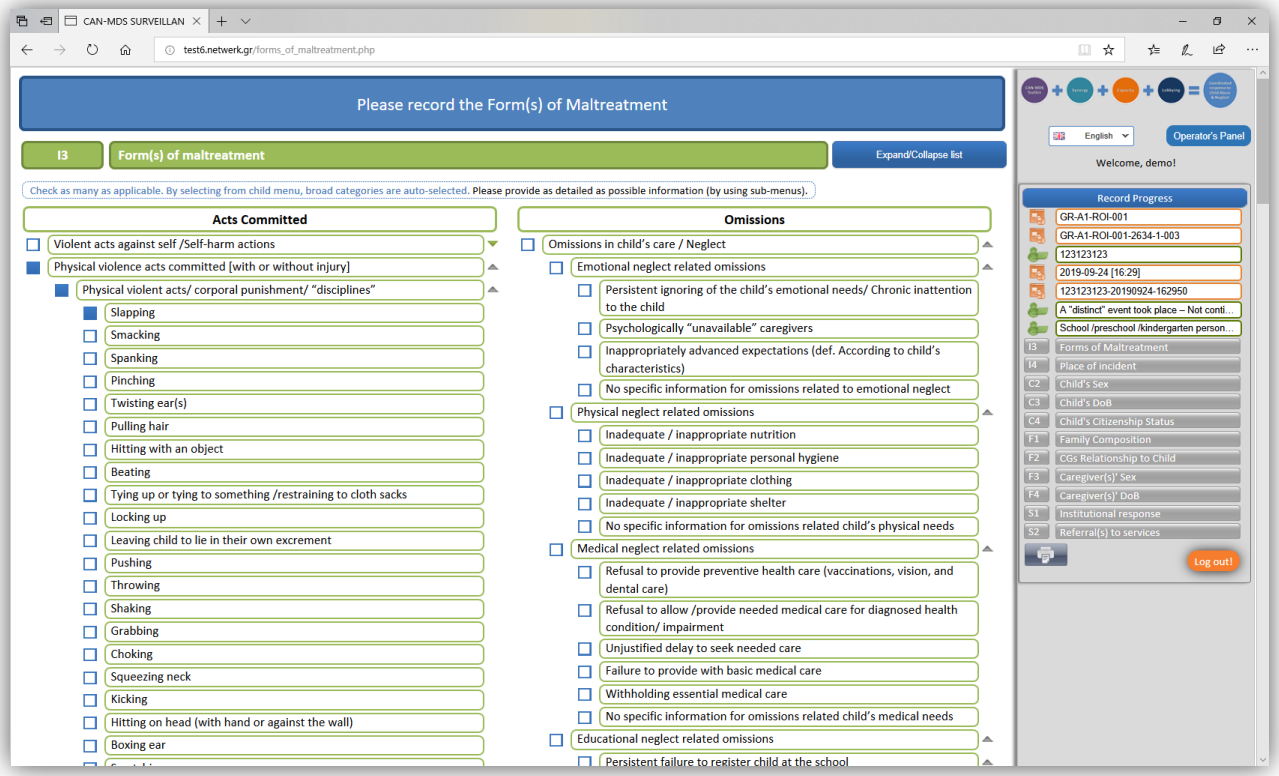


TIP: A child maltreatment incident can be detected by you (the professional-Operator), reported by the (alleged) victim (the child) or reported by another source (see also Flowchart, phase "Reporting Procedure")

Note: Personal information concerning source of information are expected to be kept by you (the Operator) in the context of your everyday work. No further information about the "source of information" are recorded in the system. Any issues about the source of information can be discussed with the National Administrator (see also Operator's Manual, DE_R4).

Press Continue with the record

new incident → unknown child → **form(s) of maltreatment**



Notes

OPERATOR: Indicate the *Form(s) of Maltreatment* [DE_I3]

e.g.

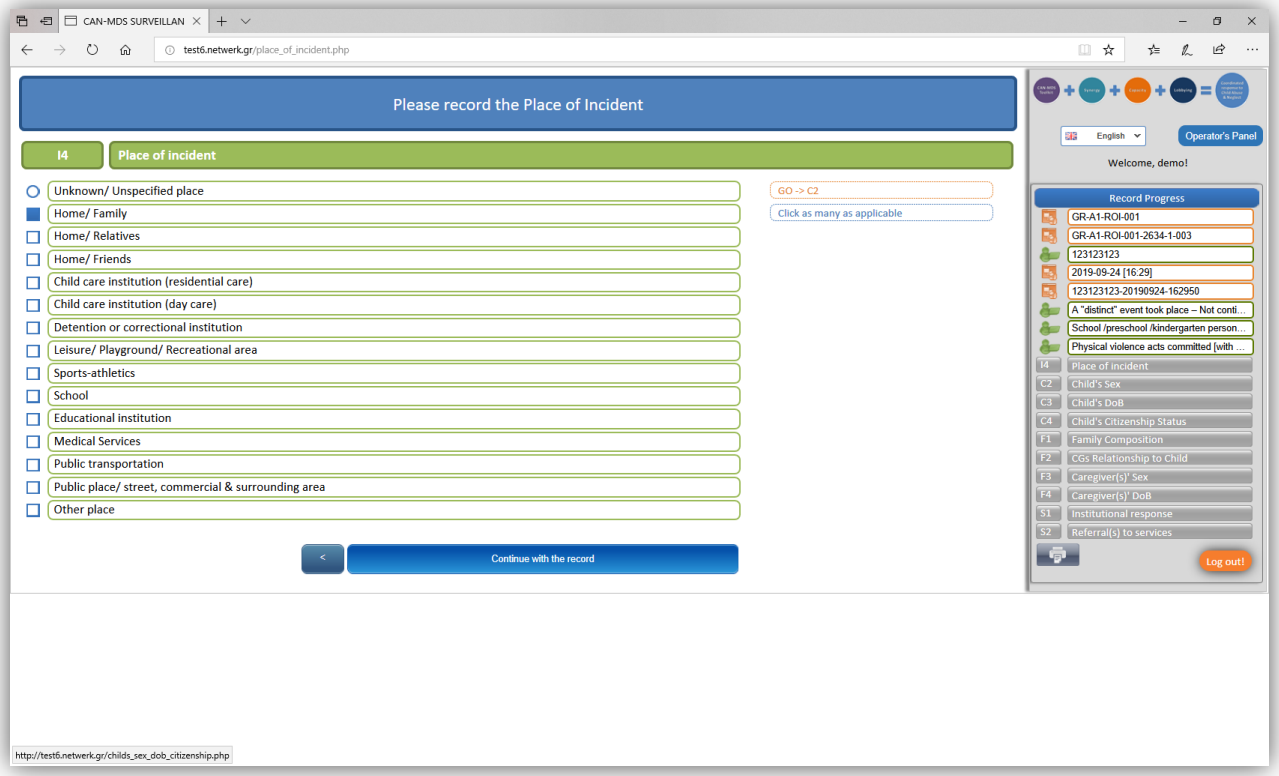
IMPORTANT*:* DE_I3 is the core of the CAN-MDS and the prerequisite for a new record in the CAN-MDS: no data for DE_I3 means ***no incident to record***.

Note: Select **AS MANY AS APPLY** among the alternative violent acts and/or omissions presented in the pre-coded lists (e.g. see picture in the left side)

TIP: You can choose among "basic list", "expanded list" or use the "search" option (ctrl+F)

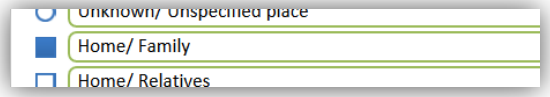
Press Continue with the record

new incident → unknown child → **place of incident**



Notes

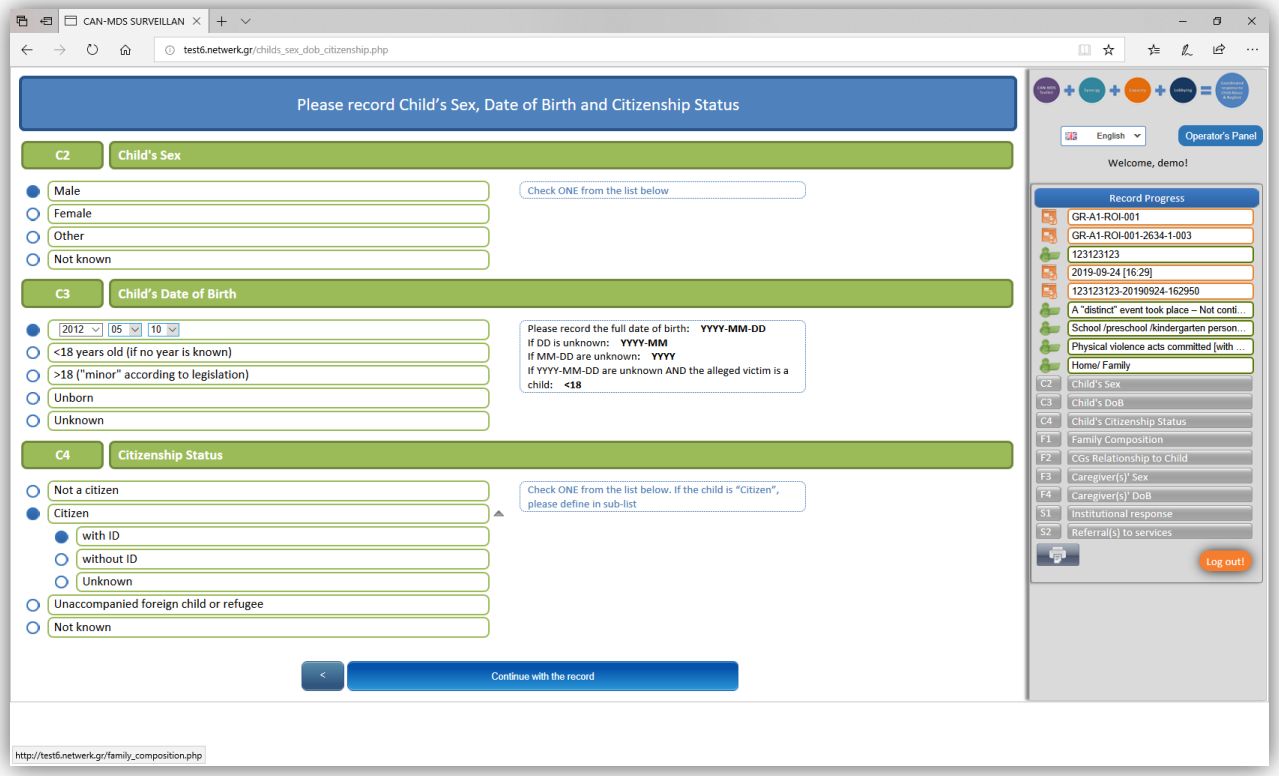
OPERATOR: Indicate the *Place of Incident* [DE_I4]
e.g.



Note: Even though the incident can concern a case of continuous maltreatment taking place in various locations, please record the last known location mentioned by the source of information.

Press Continue with the record

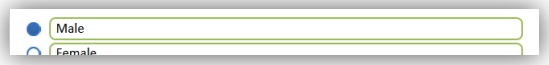
new incident → unknown child → **child's sex, date of birth and citizenship**



Notes

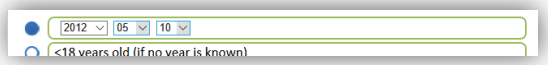
OPERATOR: Record *Child's Sex* [DE_C2], *DoB* [DE_C3] *and Citizenship Status* [DE_C4]

e.g.



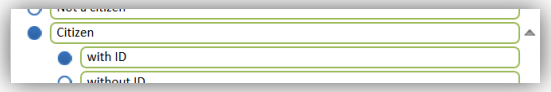
TIP:

"Sex" refers to child's biological status



NOTE: It is important to record the full date of birth of the child (if not available see the instructions)

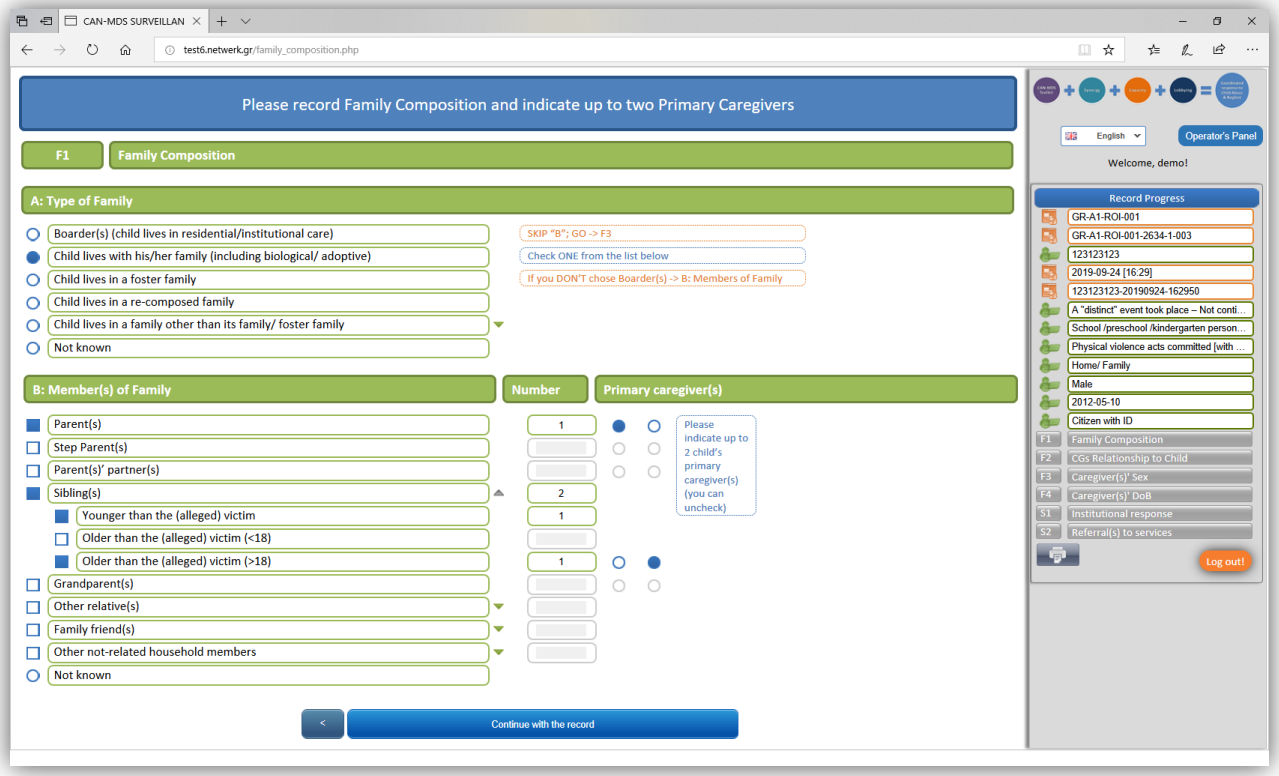
Note: *Citizen* e.g. parents are citizens (*jus sanguinis*); born within a country (*jus soli*); naturalization (for



more details see Operator's Manual)

Press

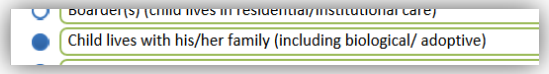
new incident➔ unknown child➔ **family composition & primary caregivers**

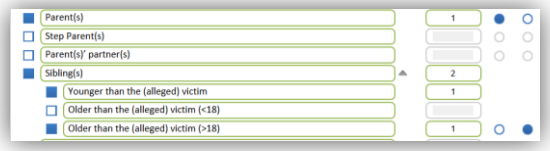


Notes

OPERATOR: Indicate the *Family Composition* [DE_F1 A, B, B.1] and *Primary Caregiver(s)' Relationship to Child* [F1 C➔DE_F2]

e.g.

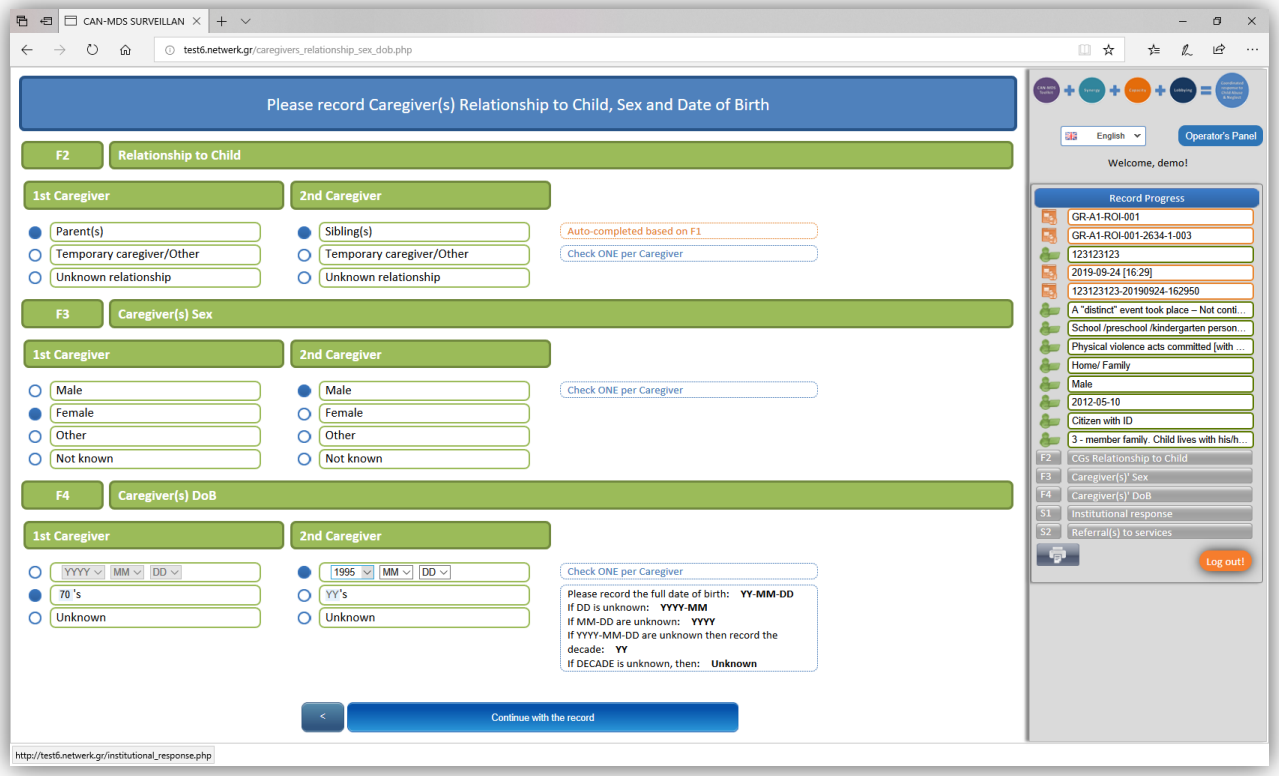




Note: If you check *"Boarder(s) (when the child lives in residential/ institutional care)"* or *"Not known"*, the CAN-MDS will automatically skip the sub-elements B, B1 and C, and will redirect you in the next data element (related to child's primary caregivers).

Press Continue with the record

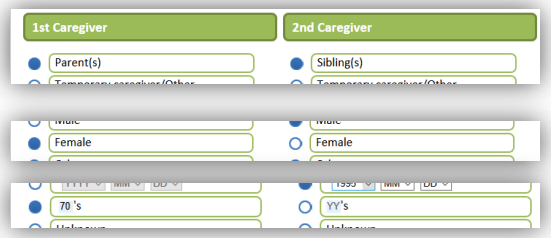
new incident→ unknown child→ **caregiver(s) relationship to child, sex, date of birth**



Notes

OPERATOR: for *Primary Caregiver(s)* record relationship (DE_F2) (if not auto-recorded), ***Sex* [DE_F3] and *DoB* [DE_F4]**

e.g.

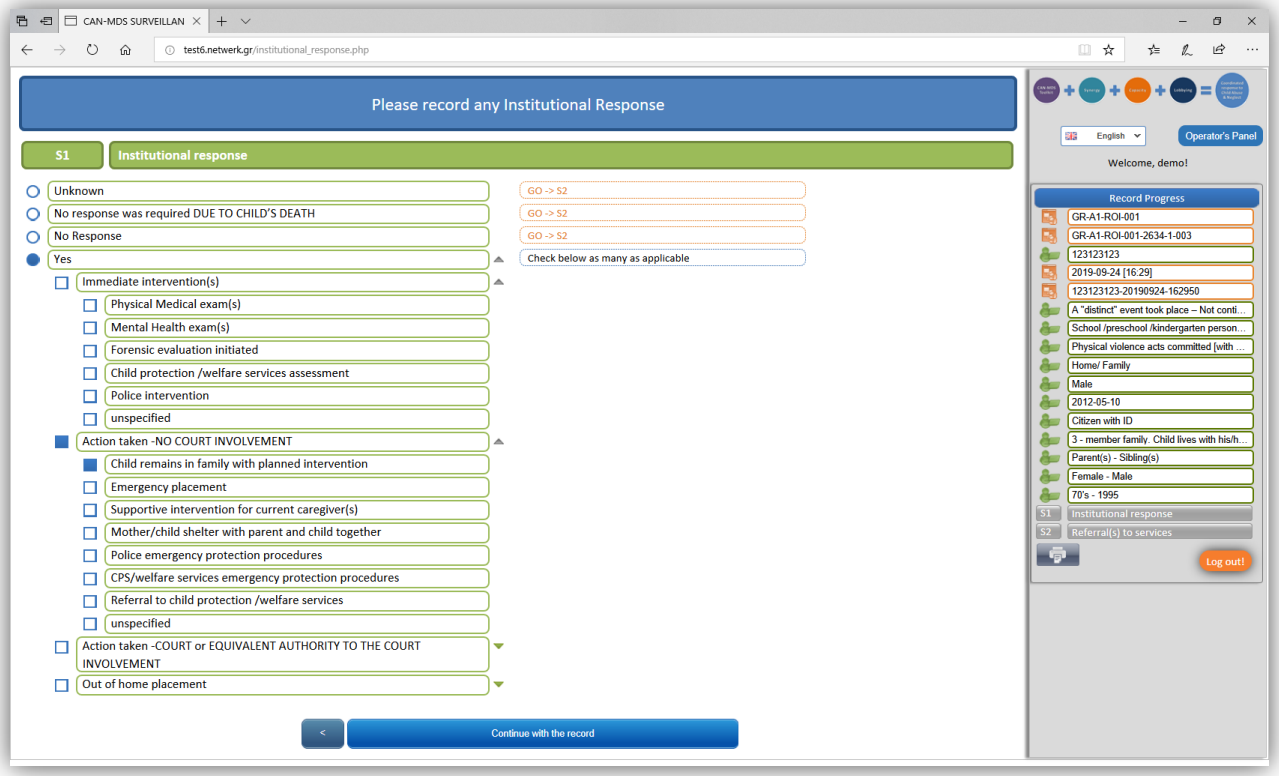


Note: *The CAN-MDS will update the respective fields in the DE_F2 according to your selections in F1C.*

TIP: *A primary caregiver cannot be an underage person (i.e. another child).*

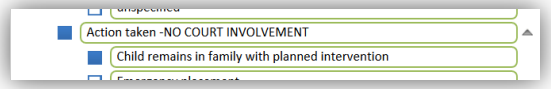
Press Continue with the record

new incident → unknown child → **institutional response**



Notes

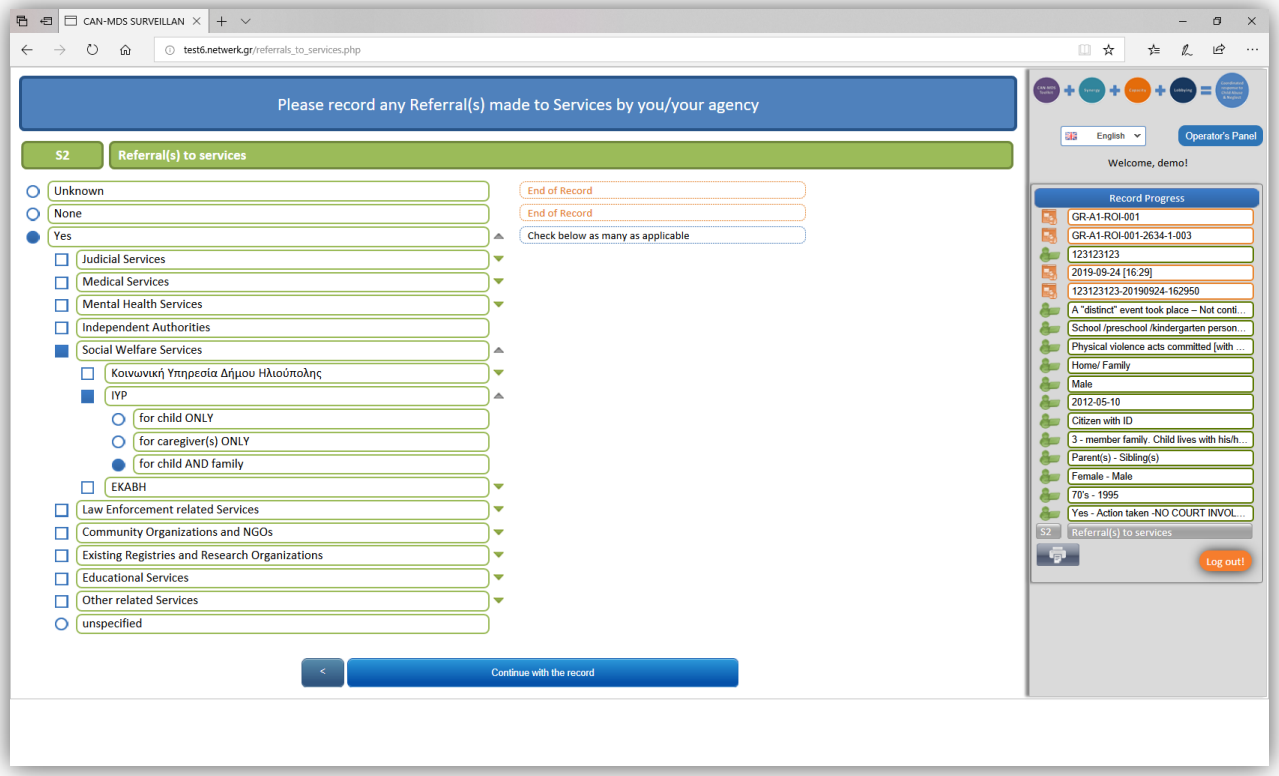
OPERATOR: Indicate the *Institutional Response* [DE_S1]
e.g.



Note: If "Yes" is applicable, then proceed by checking from the list below as many as applicable.

Press Continue with the record

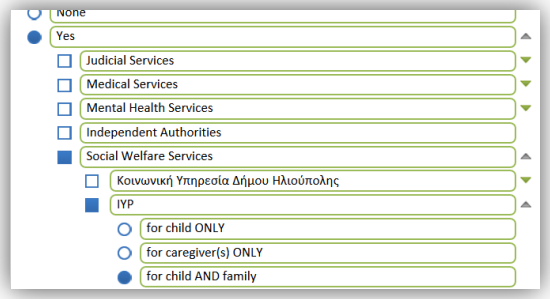
new incident → unknown child → **referral(s) made to services**



Notes

OPERATOR: Indicate the *Referral(s)* made *to Services* [DE_S2, S2.1 and S2A]

e.g.

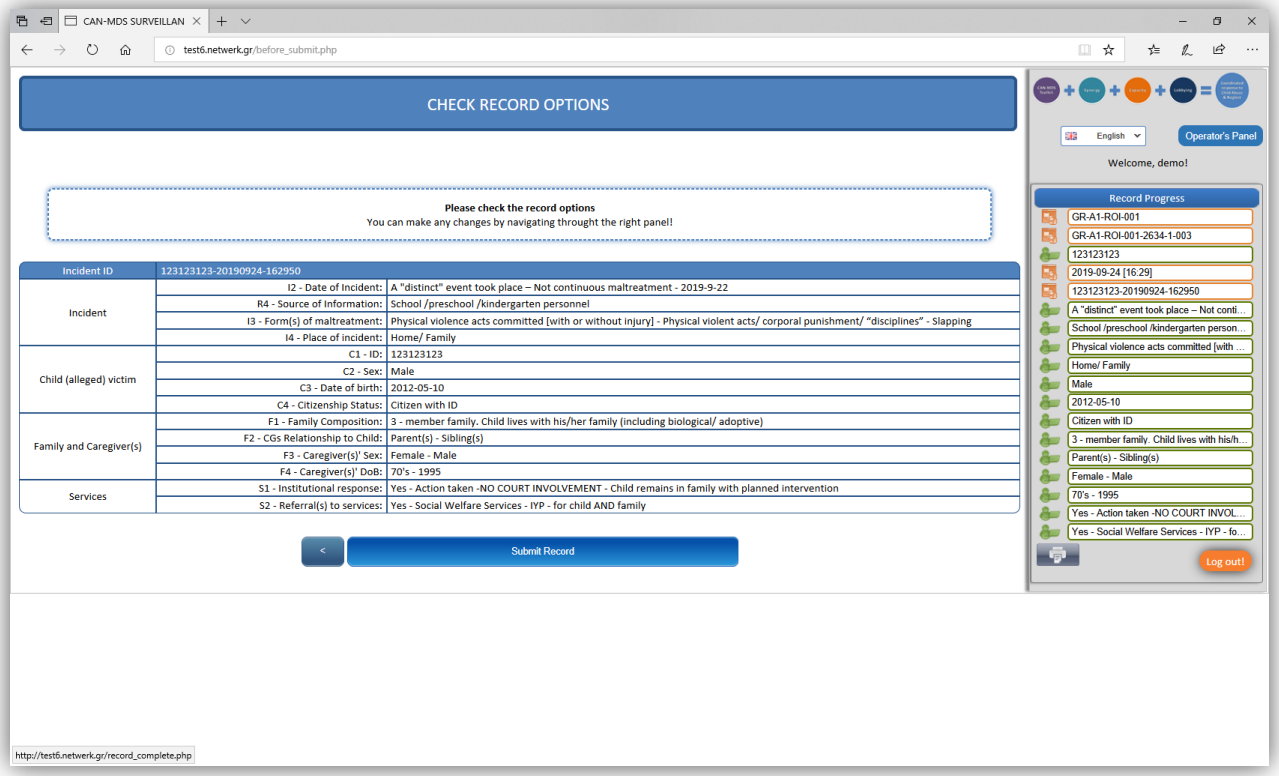


TIP: Notifications will be automatically sent to services selected by you in DE_S2

Note: Sub-element (S2.A) is completed by CAN-MDS Operator(s) working in the Agency(-ies) that received the referral(s) made (by you, as indicated in DE_S2)

Press Continue with the record

new incident → unknown child → **check record before submission**



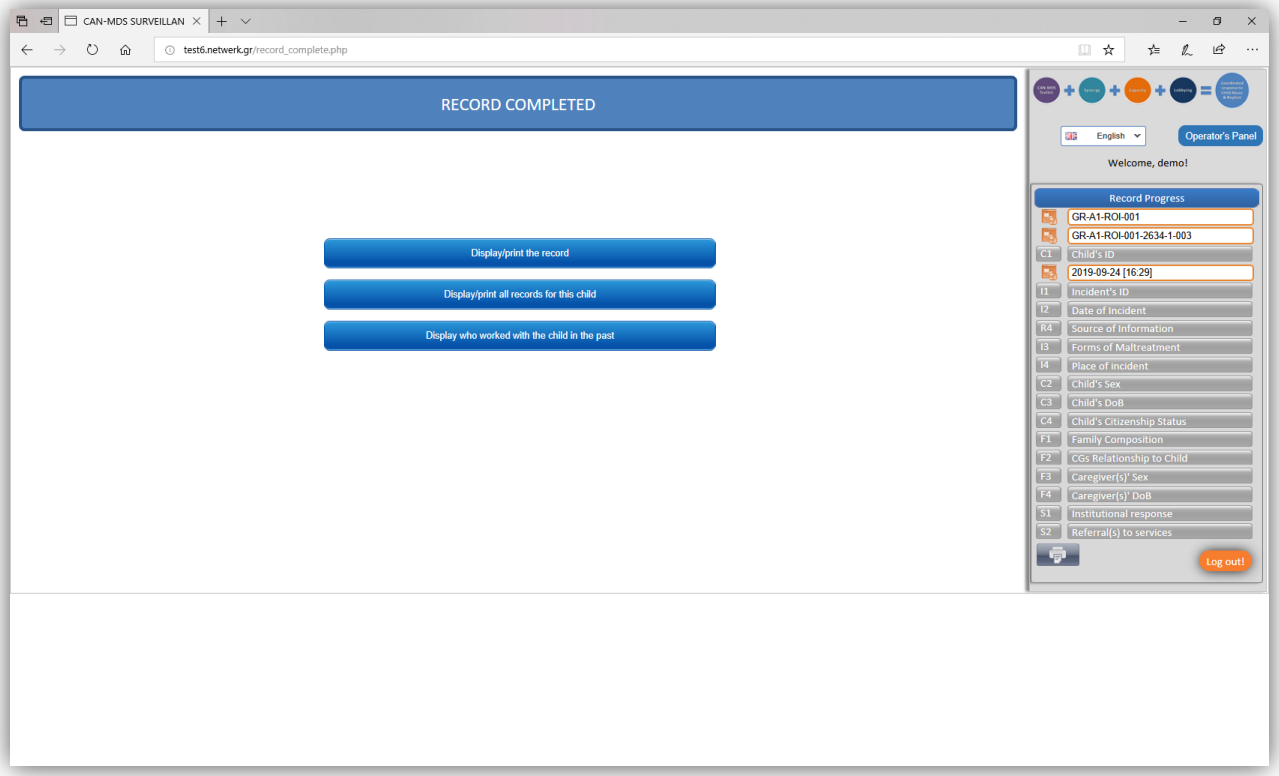
Notes

The incident record is completed.

Now you have the opportunity to check the information you have entered.
If you realize that something is not correct, you can make the necessary modifications by clicking in the respective Data Element on the right side of the screen.

Afterwards you can submit your record

new incident → unknown child → **submit record**



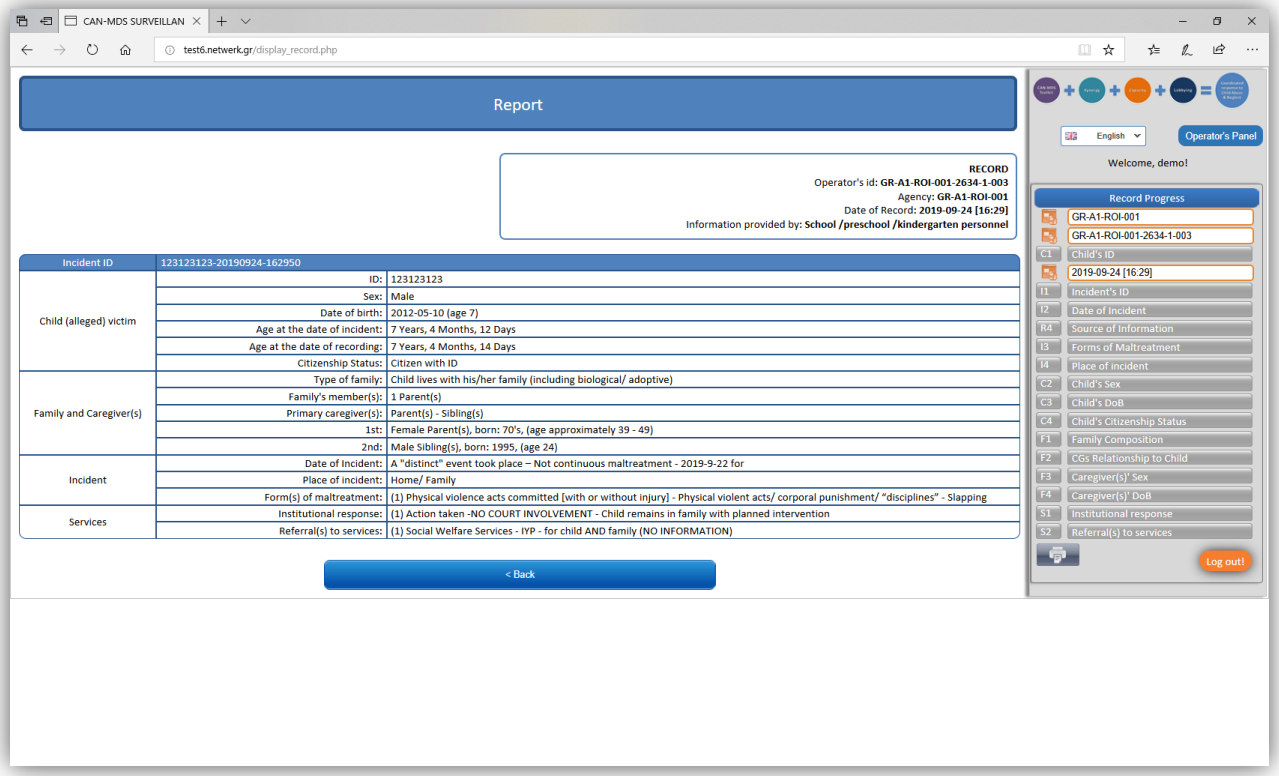
Notes

CAN-MDS Feedback
[for Operators with access level 1 or 2]

Note: From this menu you have the option to

- view and/or print the auto-produced report
- view and/or print all records for the specific child
- view who worked with the child in the past (if the record concerns an already known child)

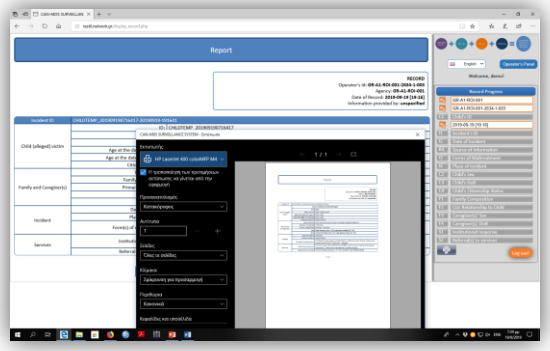
submitted incident → unknown child → **display/print record**



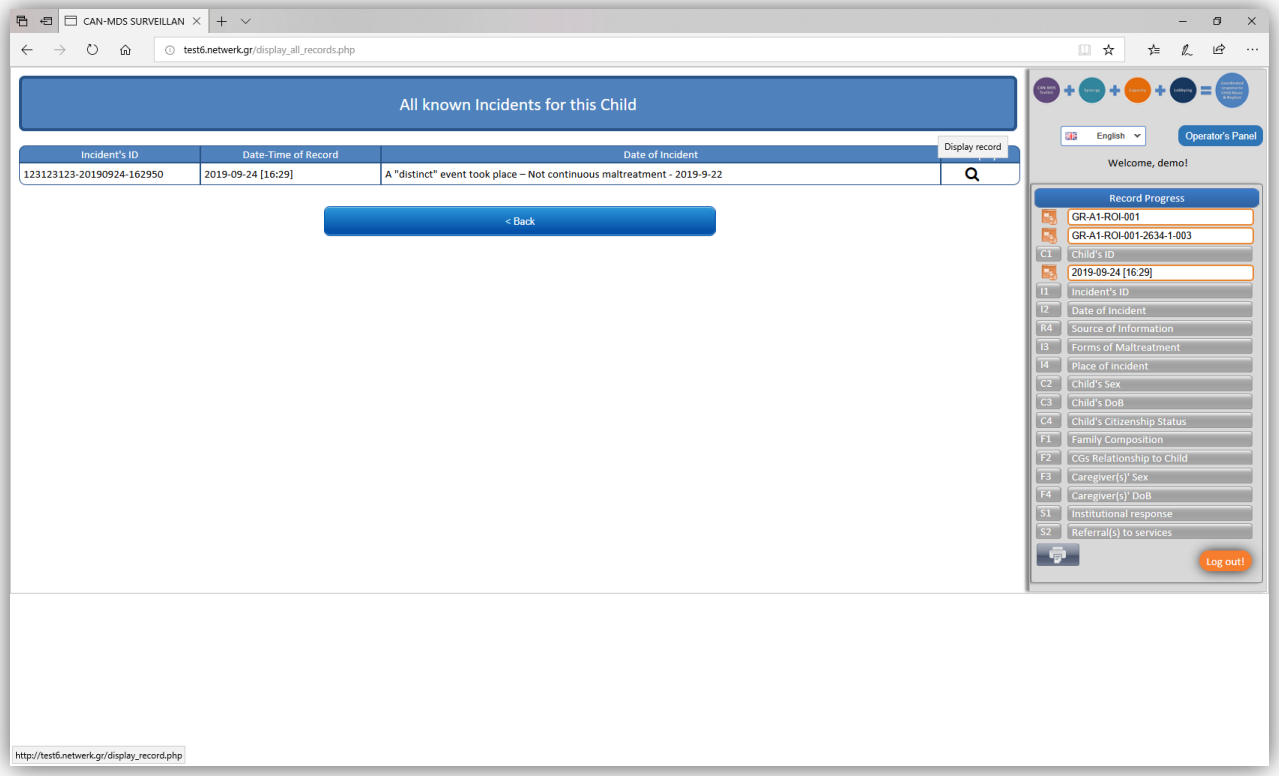
Notes

Example of auto-produced report
[for Operators with access level 1 or 2]

By pressing the "print" button you can print the report (or save it as a pdf file)



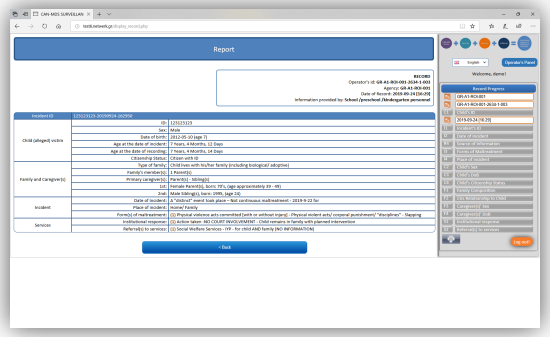
submitted incident → unknown child → **display all records for this child**



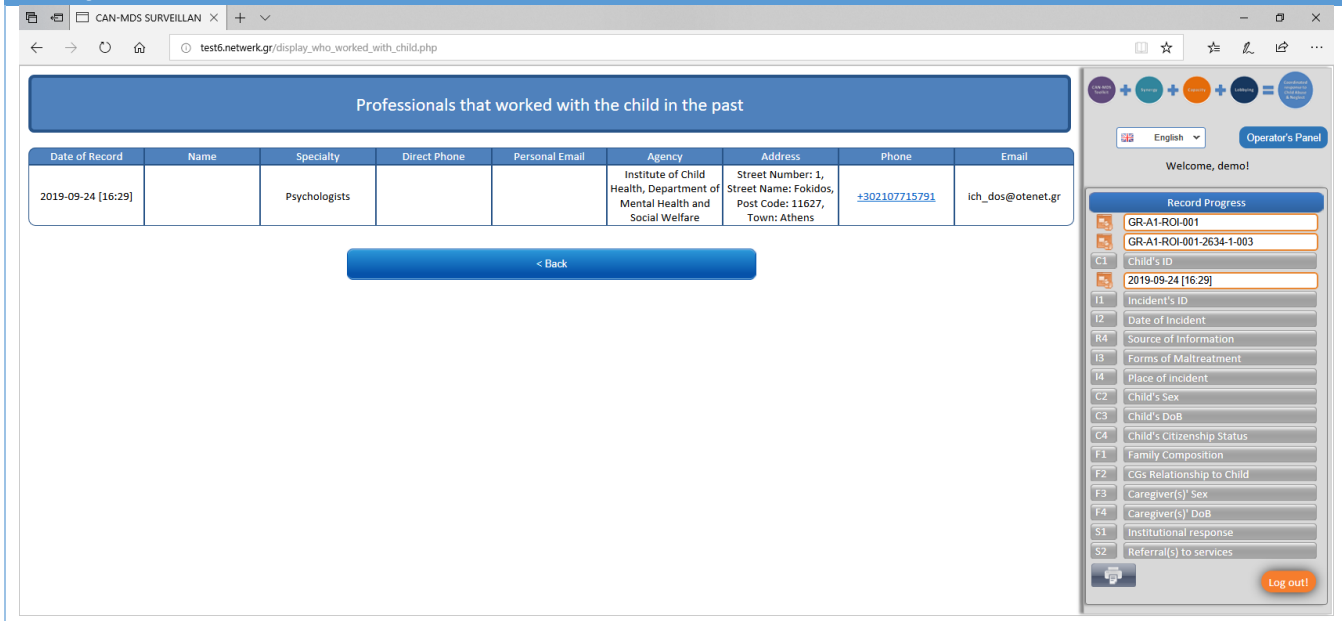
Notes

History of records for the specific child
[for Operators with access level 1 or 2]

By pressing the "display record" button you can see each of the available reports



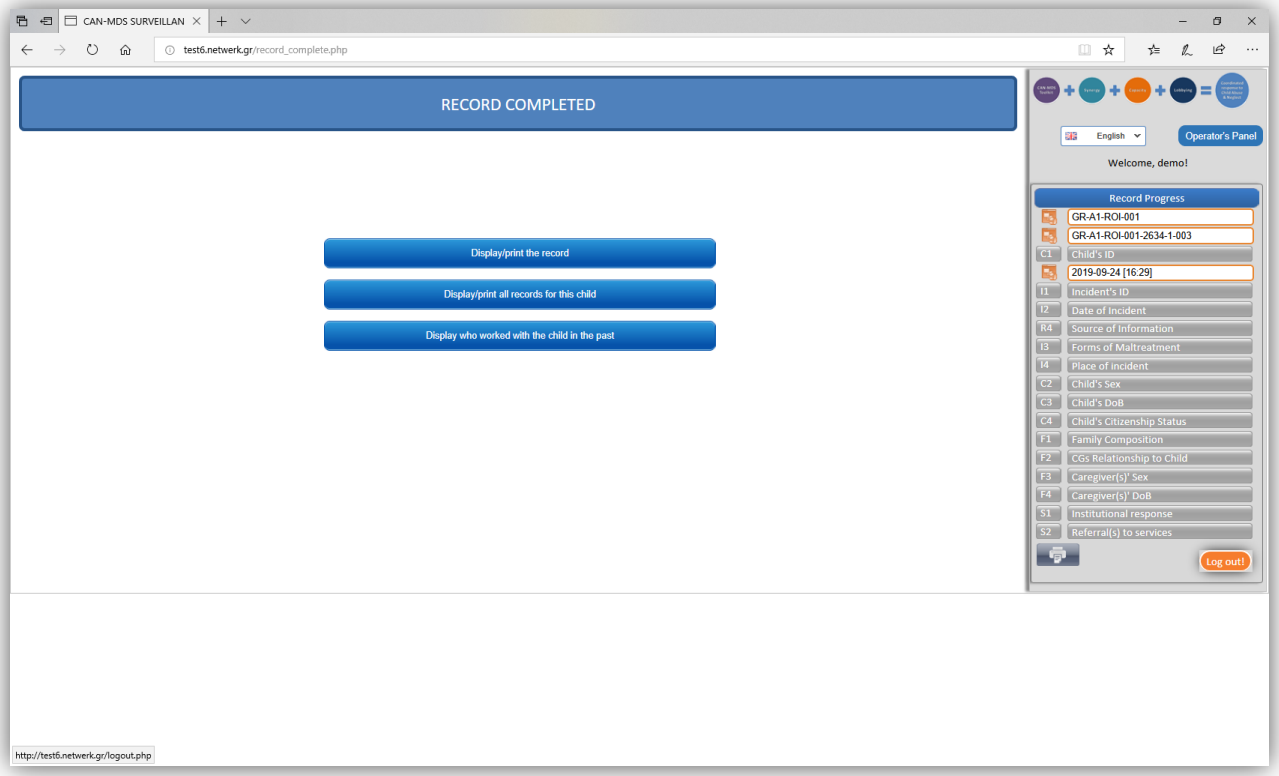
submitted incident → unknown child → **display who worked with the child in the past**



Notes

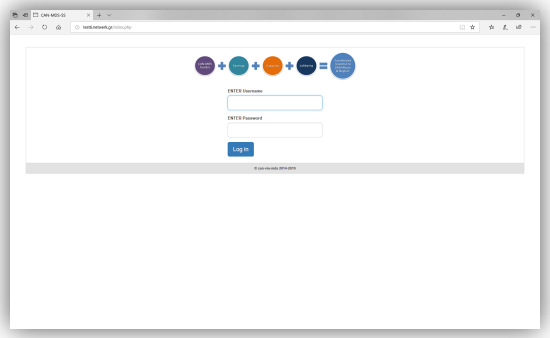
Sample of the report providing authorized users with information related to professionals who have worked with the specific child in the past (including contact details of professional(s) and of agency (-ies) where they worked.

submitted incident → unknown child → **log out**

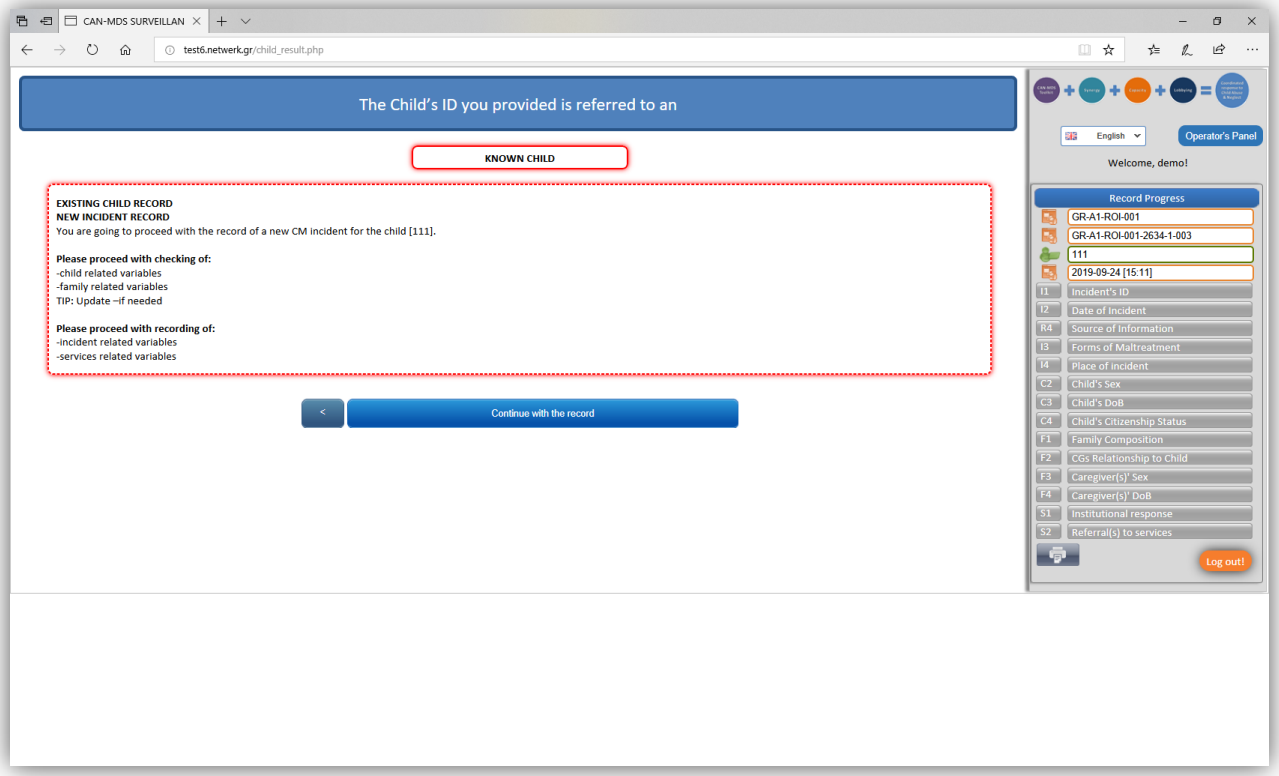


Notes

You can exit the CAN-MDS by pressing the button



… new incident → child's ID → **known child**



Notes

KNOWN CHILD

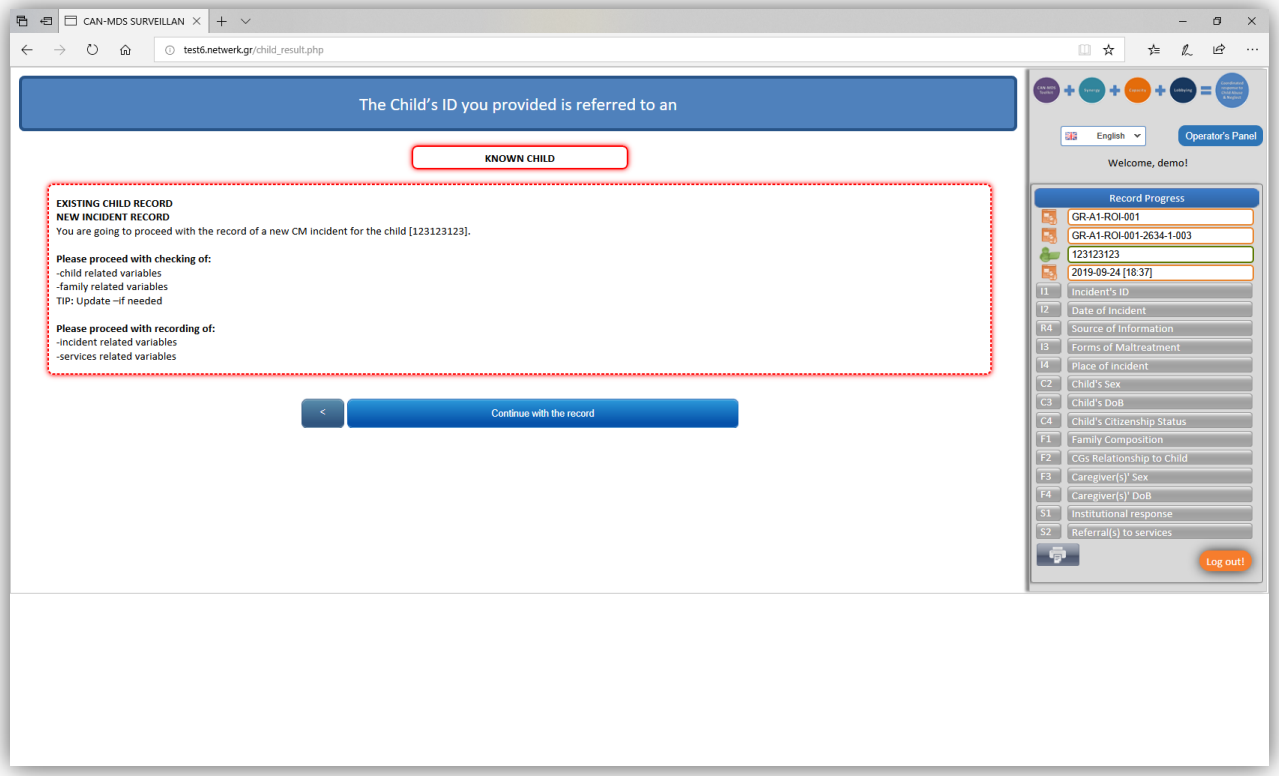
If the child is known, the pseudonym will be identified by the system and the Operator will be informed respectively (see screenshot in the left).

- In case of a known child the Operator will be able to see the available information concerning previous incidents according to his/her level of access as well as who else worked with the child.
- Moreover, standard data elements (such as child's sex and date of birth) will be pre-completed although the Operator will have the opportunity to make corrections

TIP: In this case a slight different process will follow, as it will be explained below.

Press Continue with the record

new incident → known child → **date of record**



Notes

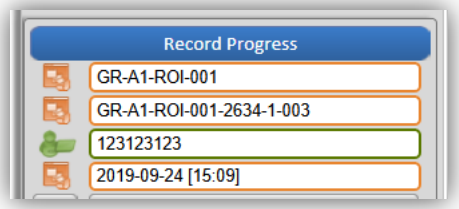
SYSTEM: *Date of record* [DE_R3] is auto-completed

e.g. **2019-09-24 (15:09)**

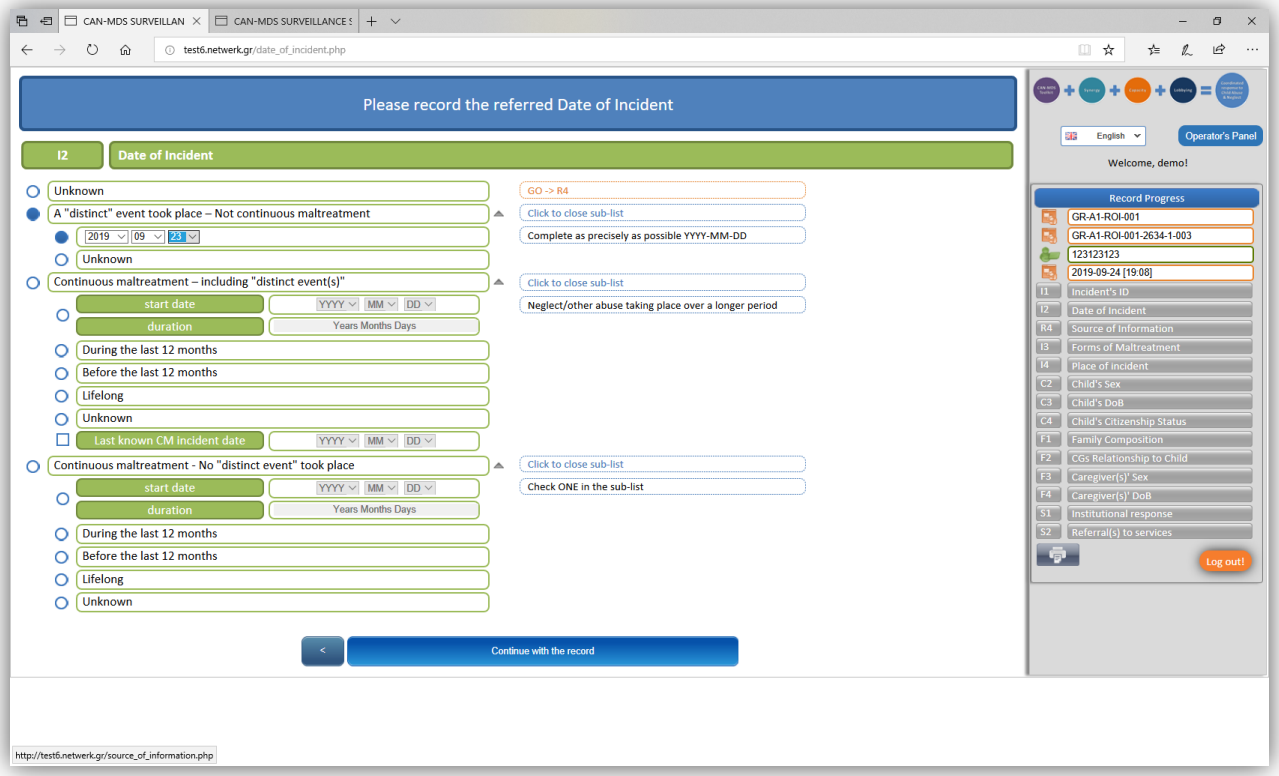
Continue with the record

Note: To this point 4 out of 18 data elements of the CAN-MDS are already completed:

- Agency's ID [DE-R1], Operator's ID [DE-R2] and Date of record [DE-R3] have been completed by the system
- Child's ID [DE_C1] has been completed by the Operator.



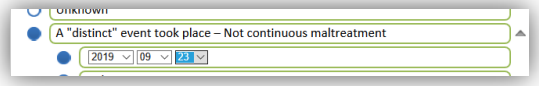
new incident → known child → **date (and type) of incident**



Notes

OPERATOR: Enter *Date of Incident* [DE_I2]

e.g.

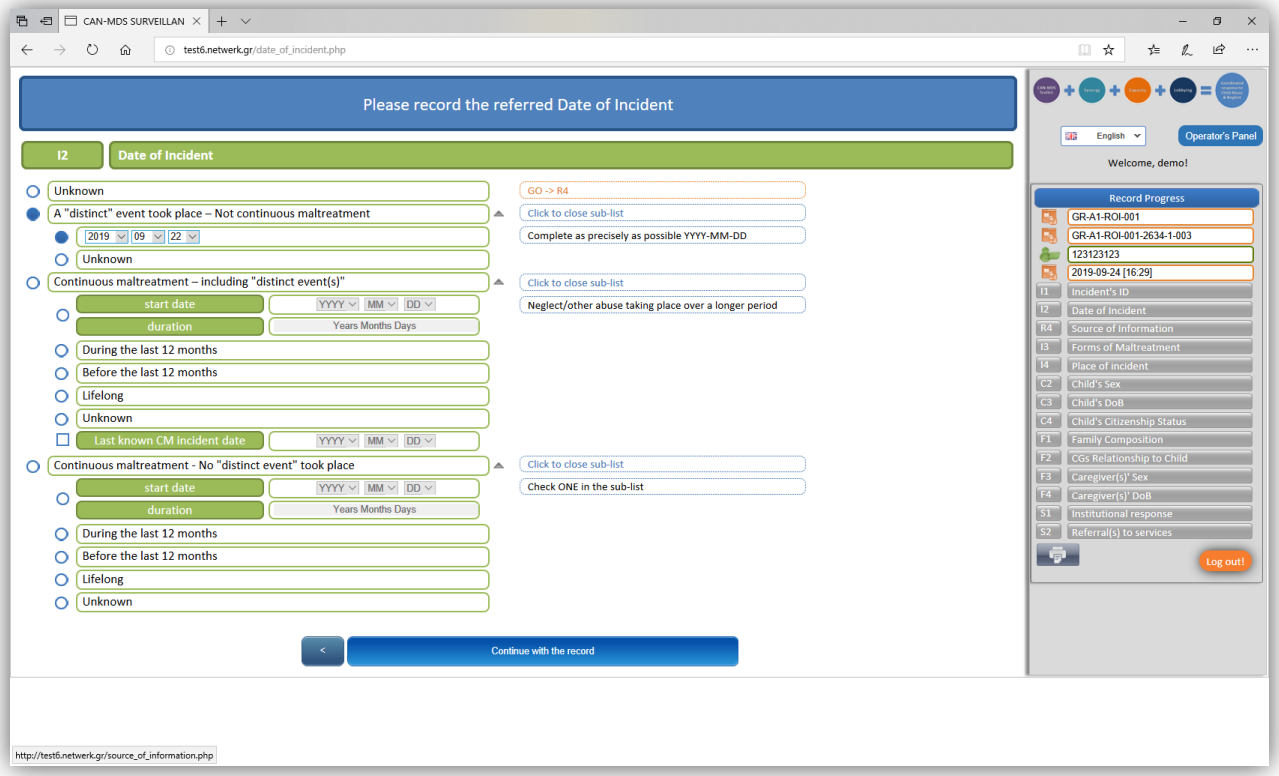


TIP: The incident could be a distinct event with no information for further maltreatment, a distinct event in the context of continuous maltreatment or continuous maltreatment (e.g. omissions in child's care) without distinct events.

Note: Please record the date of incident as accurately as possible; if the exact date is not known, you may select from the remaining options the most appropriate (see also Operator's Manual, DE_I2)

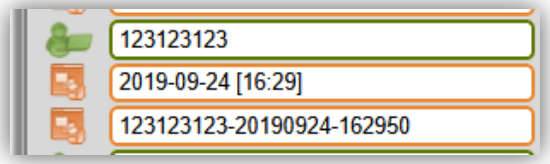
Press Continue with the record

new incident → known child → **incident ID**



Notes

SYSTEM: *Incident ID* [DE_I1] is auto-generated
e.g.

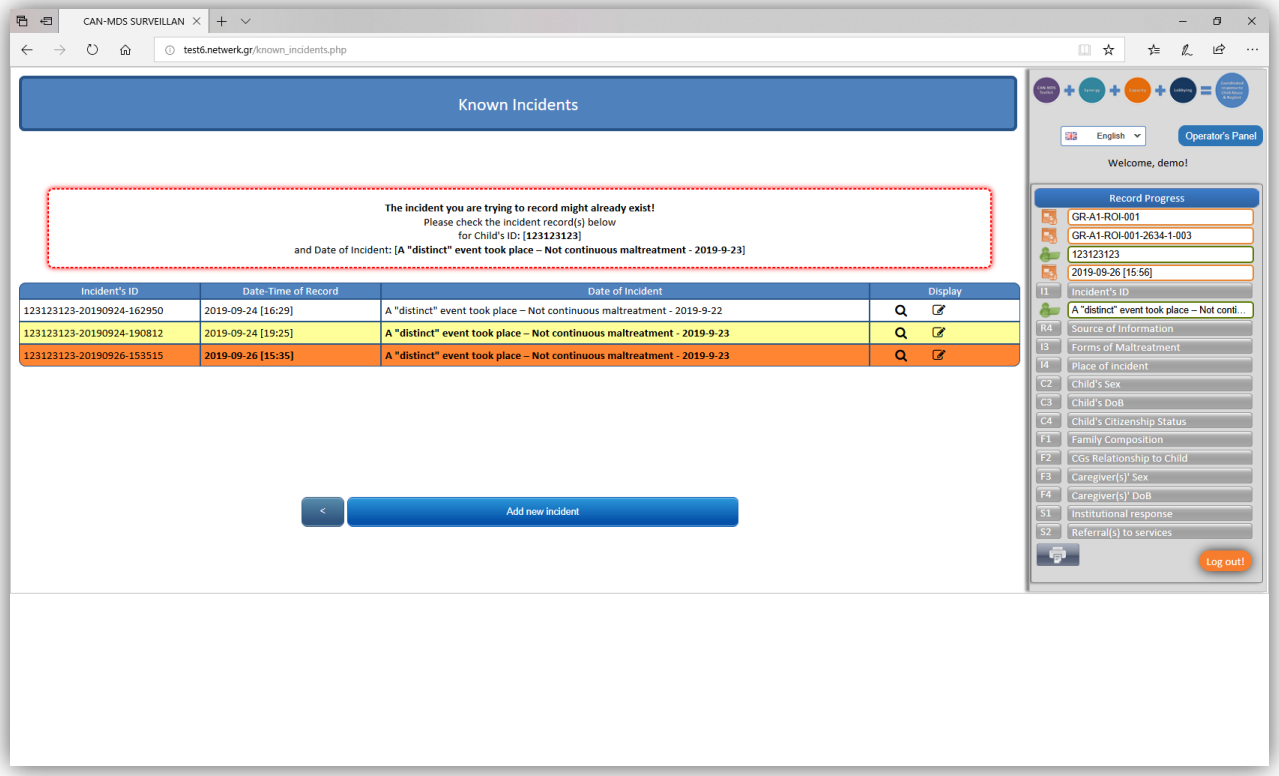


Note: Once the Operator enters the **Child's ID** (or temporary ID) and the **Date of Incident**, a unique Incident's ID is generated by the system (combining Child's ID [DE-C1], Date and Time of Record [DE-R3]).

Attention! When the CAN-MDS identifies a record (for the specific child) which is similar to the current one (in terms of *time of record* and *time of incident*) it will notify you with a message that *other incident(s) was/were recorded previously by you or another Operator* and it will provide you with information for the most similar already existing record; the highlighted records are the most similar in terms of Incident ID to your current record (see next page).

Note: If the Incident ID is not similar with a previous one for the same child, operator can continue with the next data element DE_R4 ("Source of Information").

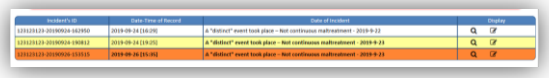
new incident → known child → **previous incidents**



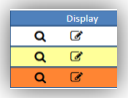
Notes

Known child, previous incidents

The list of previous incidents will appear; older/non similar records will appear without colour, relatively similar records with yellow and very similar records with orange colour. For example:



TIP: In order for the Operator to decide whether s/he will proceed with the addition of a new incident, s/he can first check the previous records by using the "view" button. If s/he decides that the new incident is already recorded (from someone else, for example), the Administrator or Operator with level of access 1 can use the "edit" button in order to add some information in the existing record (see table below) and resubmit the record (this action will not delete the previous one). Otherwise, the Operator can proceed with the recording of a new incident.

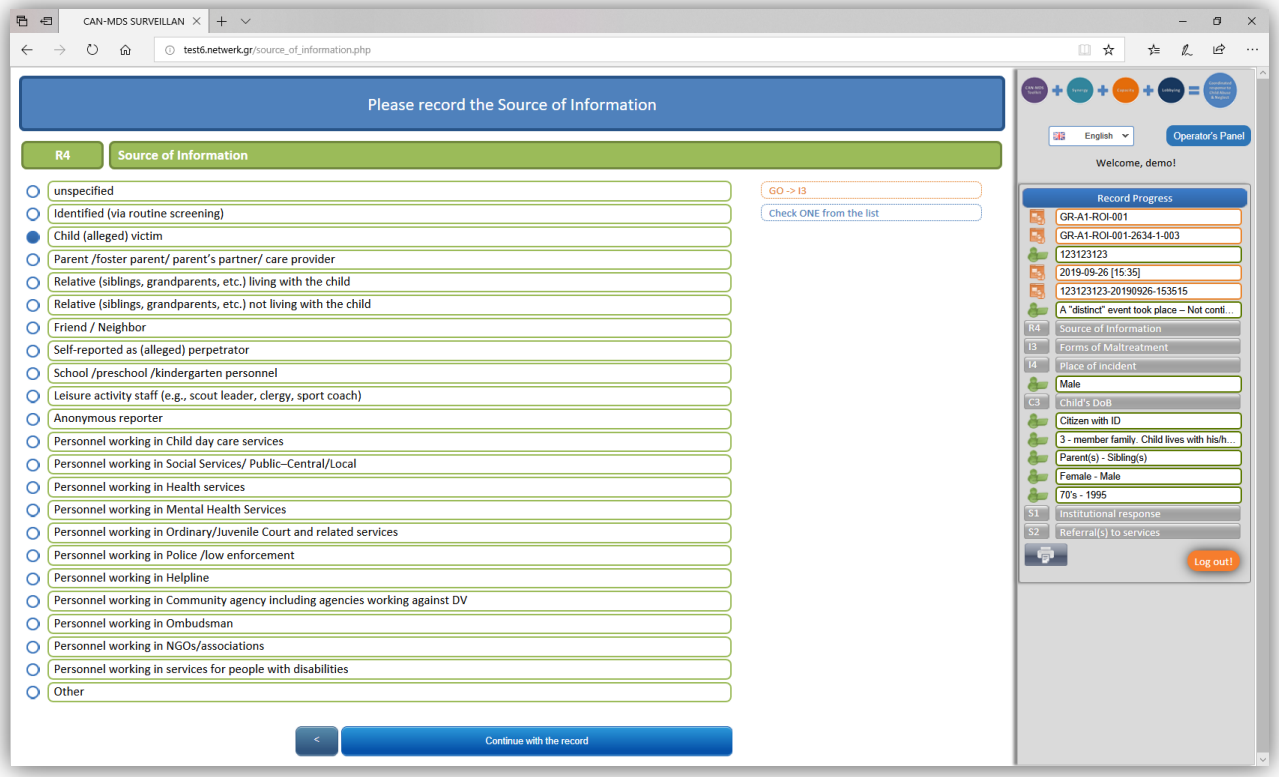


Press

Data element	related to:	Editing/update permissions
R1 (Agency's ID); **R2** (Operator's ID); **R3** (Date of record):	RECORD	No editing permitted; auto-completed
C1 (Child's ID):	CHILD	
I1 (Incident's ID):	INCIDENT	
C2 (Child's Sex); **C3** (Child's DoB); **C4** (Child's Citizenship Status):	CHILD	Editing/update by the Administrator [Level 0] (ALL Children's IDs)
F1 Family Composition-**F1.A.** Type of Family; **F1.B.1** Member(s) of Family; **F1.B.2** Number (per identity of member(s):	FAMILY	
R4 (Source of Information):	RECORD	Editing/update by ▰ the Administrator [Level 0] (for ALL Children's IDs) ▰ Operator with Level 1 Access (for incidents recorded by
I2 (Date (& Type) of Incident); **I3** (Forms of Maltreatment); **I4** (Place of incident):	INCIDENT	
F1.C Primary Caregiver(s); **F2** (Caregiver(s)' relationship to child); **F3** (Caregiver(s)' Sex); **F4** (Caregiver's DoB):	INCIDENT	

S1 (Institutional Response); **S2** (referral(s) to Services):	INCIDENT	him/her self ONLY)

…known child ➔ **proceeding with the addition of new incident**



Notes

Attention!

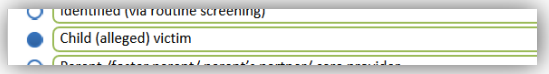
If a new incident is to be added under the ID of a known child, some data elements will be already pre-filled, specifically:

- Child's sex [DE-C2]
- Child's date of birth [DE-C3]
- Child's citizenship status [DE-C4]
- Family Composition [DE-F1]
- Caregiver(s) relationship to child [DE-F2]
- Caregiver(s) relationship to child [DE-F2]
- Caregiver(s) sex [DE-F3]
- Caregiver(s) date of birth [DE-F4]

Operator can keep or modify this information (the new record will be saved as a new one, without deleting the previous one)

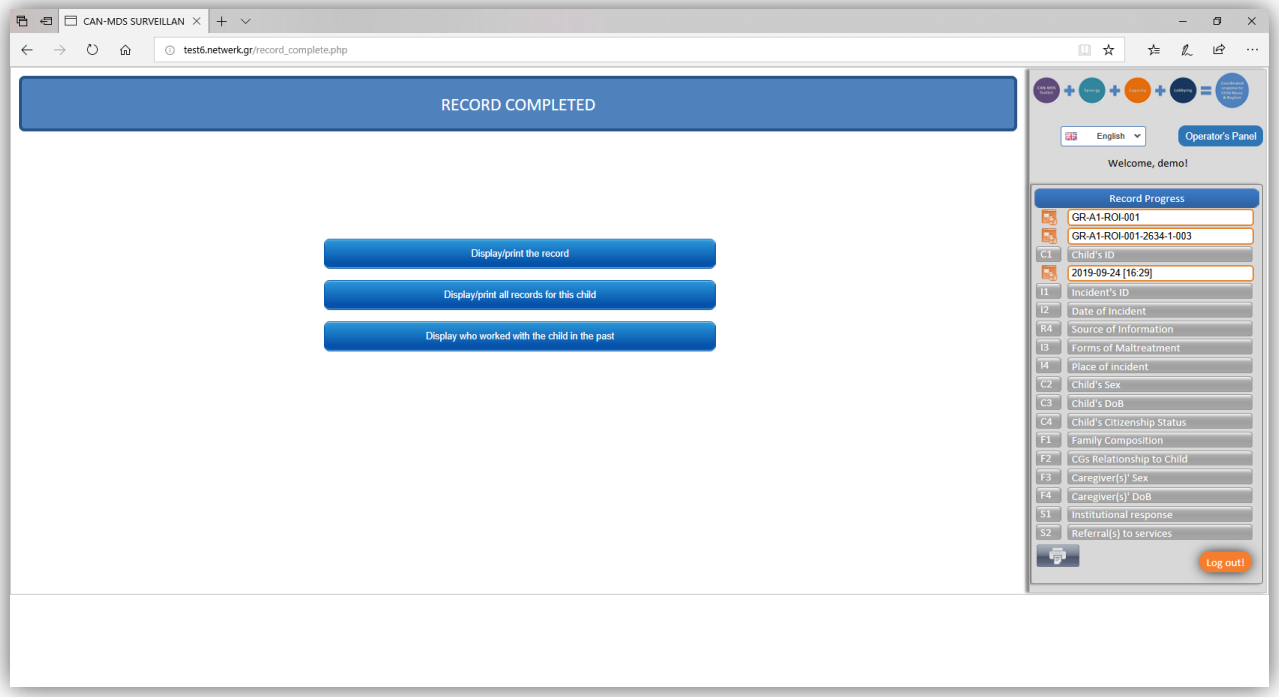
Press Continue with the record

OPERATOR: Indicate the *Source of Information* [DE_R4]

e.g. 

and continue with the recording of incident-related information as described above.

new incident → unknown child → **submit record**



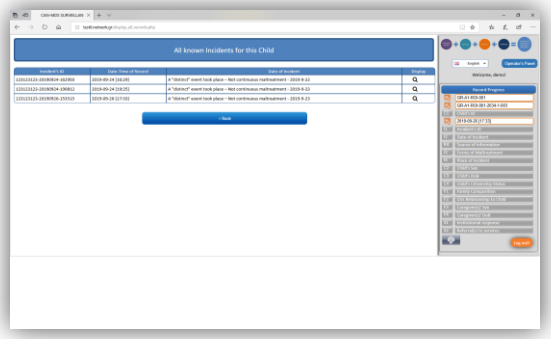
Notes

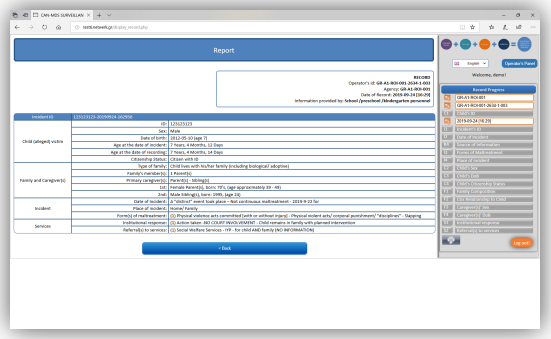
CAN-MDS Feedback
[for Operators with access level 1 or 2]

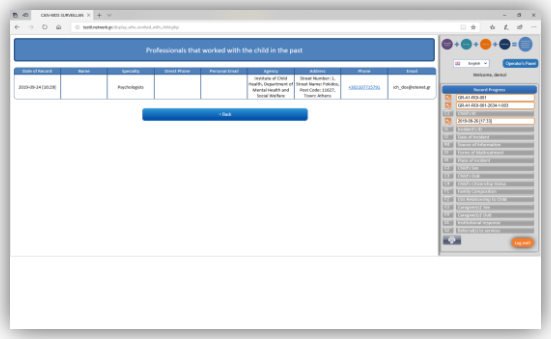
From this menu you have the option to

- view and/or print the auto-produced report
- view and/or print all records for the specific child
- view who worked with the child in the past (if the record concerns an already known child)

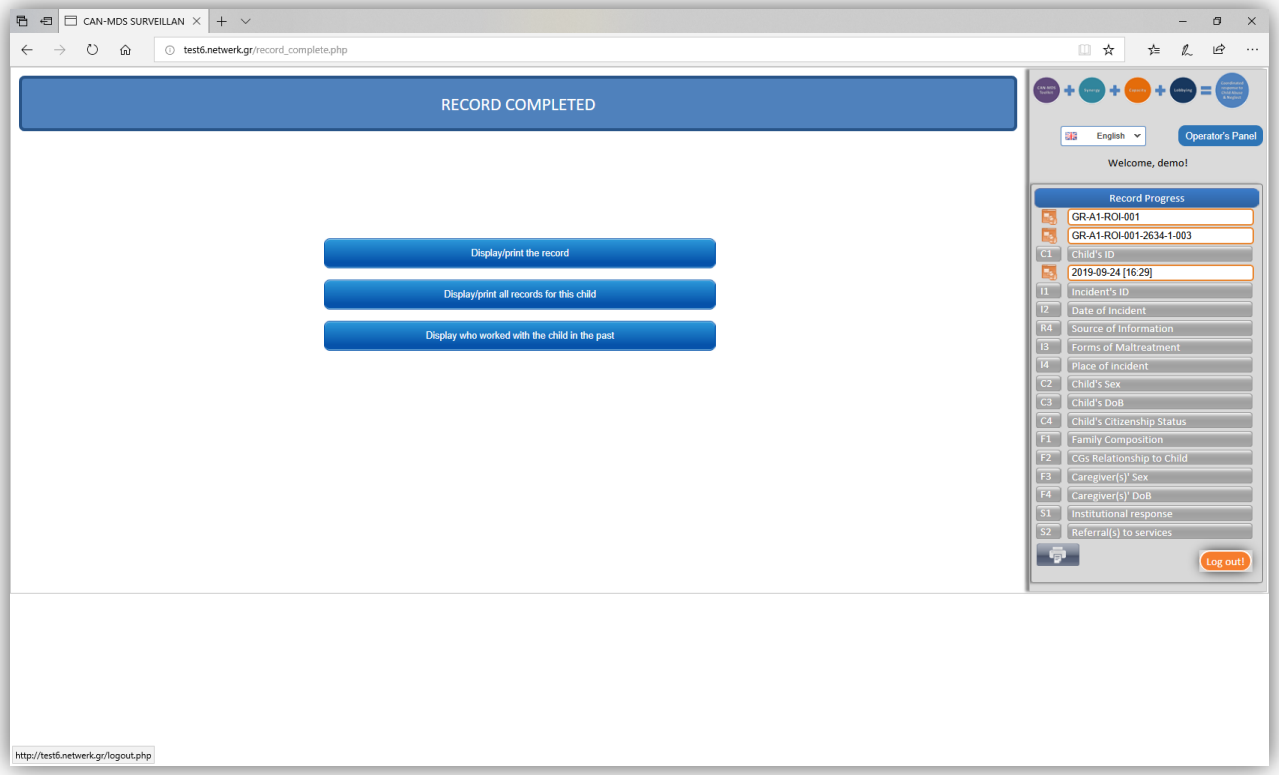
(see screenshots below)





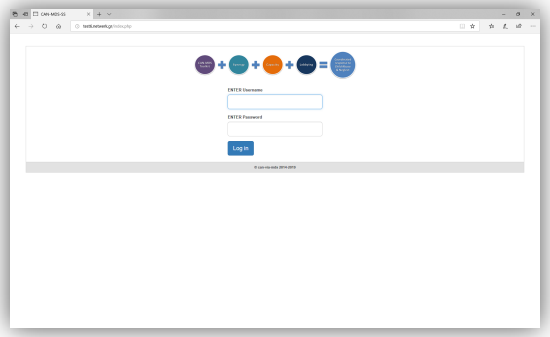


submitted incident → known child → **log out**



Notes

You can exit the CAN-MDS by pressing the button



b. a CAN case is reported to an Agency by a source of information

For screenshot examples, please see paragraph 6.a

1. The Operator proceeds with keeping information about the case (according to his/her usual practice).

   NOTE The case could be either documented or suspected; given that no investigation has taken place yet, ALL cases are considered as suspected

2. The Operator shall try to keep all information required to be recorded in the CAN-MDS (if they are not included in the ordinary information the Operator keeps and if this is feasible).

TIP. The checklists in Annexes I and II could be of help for checking about the completeness of required information.

NOTE If the report is made during a face-to-face meeting with the source of information or via a telephone call, for each data element suggested questions are provided below (4e-4k). If the report is written, the Operator extracts as many information as feasible for the CAN-MDS

3. The Operator communicates with the National Administrator to ask for a pseudonym

4. After receiving the pseudonym, the Operator enters the system using his/her username and password and proceeds with the recording of the case following the instructions included in the Manual and in the online CAN-MDS System, as follows:
   a. OPERATOR: Enter username and password
   b. SYSTEM: *Agency's ID* [R1] and *Operator's ID* [R2] are auto-completed*
   c. OPERATOR: Enter *Child's ID* (i.e. pseudonym)** [C1]
   d. SYSTEM: *Date of record* [R3] is auto-completed
   e. OPERATOR: Enter *Date of Incident* [I2]
   f. SYSTEM: *Incident ID* [I1] is auto-generated***
   g. OPERATOR: Indicate the *Source of Information* [R4]
   h. OPERATOR: Indicate the *Form(s) of Maltreatment* [I3]
   i. OPERATOR: Indicate the *Place of Incident* [I4]
   j. OPERATOR: Record *Child's Sex* [C2], *DoB* [C3] *and Citizenship Status* [C4]
   k. OPERATOR: Indicate the *Family Composition* [F1] and *Primary Caregiver(s)' Relationship to Child* [F2]; for *Primary Caregiver(s)* record *Sex* [F3] and *DoB* [F4]
   l. OPERATOR: Indicate the *Institutional Response* [S1]
   m. OPERATOR: Indicate the *Referral(s)* made *to Services* [S2]; SYSTEM: notifications would automatically be sent to respective services
   n. View, Save and Submit the Record [print report for your files, if needed]

NOTES

* *The Operator checks the correctness of the information; in case that an update is needed, the Operator should communicate with the National Administrator*

** *If the child is known, the pseudonym will be identified by the system and the Operator will be informed respectively; in such a case the Operator could see the available information for previous incidents according to his/her level of access*

*** *If the incident ID is identified by the system as already known, then the operator is informed that the incident is already recorded by another operator in his/her agency or in another agency*

Suggested questions and prompts for collecting required information for CAN-MDS

NOTE ***The sequence and the phrasing of questions may change depending on the case and what the source of information has already mentioned.***

OPERATOR: Apart from your professional identity, introduce also yourself as Operator of CAN-MDS. Explain the reason why you are going to ask some further questions and encourage the source of information to provide as much detail as possible:

> *"For the more effective coordination of our efforts to protect the child, some of the information you provide us with, is going to be recorded in the system; in this way we will have the opportunity to see whether the child had similar problems in the past and at the same time other professionals-agencies will be aware of the case. Last but not least via records like this we are able to keep a track regarding the problem of child maltreatment on a regular basis and gain knowledge in order to implement more effective preventive strategies".*

Concerning confidentiality issues, I would like to let you know that the CAN-MDS is in accordance with the current legislation and moreover the information to be recorded about the incident we discuss is coded and provisions are taken in order that none of the involved persons (you, the child or the caregivers) can be identified by non-authorized parties.

If a source of information does not understand the need to provide specific information, the reasons can be explained again (namely for more effective intervention in the case); if s/he hesitates to give the child's name or other information, it should be stressed out that without such information it is not possible for any further action to be taken and, moreover, the identity of the involved persons will not be disclosed in non-authorized Agencies.

Explain that even a suspected case should be reported in order for further investigation to be initiated.

First ask from the source of information the exact name of the child as well as nicknames (if nicknames exist).

For DE_R4 (Source of Information)

If the source of information does not mention his/her identity, please ask "Do you like to tell me what your relationship to the child is or how you are informed about the incident?"

For DE_I3 (Form(s) of Maltreatment

It is expected that the source of information will refer at least one piece of information concerning the form(s) of maltreatment; in any case, the Operator should provide some prompts for collecting further information, such as "Could you please give me more information on specific acts the child suffers? Are you aware of any specific omissions in the child's care?"

For DE_I2 (Date of Incident)

If the source of information does not mention when the incident took place or he/she is not precise, please ask "Could you please tell me when exactly the specific incident took place?" (try to collect the exact date as this information will be further used for the formulation of V9 "Incident ID")

For DE_I4 (Place of Incident)

If the source of information does not mention where the incident took place or he/she is not precise, please ask "Could you please tell me where exactly the specific incident took place?"

For DE_C2 (Child's Sex)

Regardless whether the child's sex is clearly mentioned by the source of information or not, please ask "what is the sex of the child you are referring to?"

For DE_C3 (Child's Date of Birth)

Please ask the source of information for the exact date of birth of the child; if the full date is not known, ask for month and year; otherwise, only for year

For DE_C4 (Citizenship Status)

Please ask the source of information about the child's Citizenship Status "Do you know whether the child is a citizen (and if yes, with or without ID"

For DE_F1-F4 (Family composition and primary caregivers)

Please ask the source of information about the child's family and for up to 2 primary caregivers: "Could you please provide me with some more information about the status of the child's family? Who else is living with the child? Who are the people who were responsible for the child during the incident, namely what is their relationship to the child? Could you please tell me their sex and date of birth?" If the date of birth is not known, then ask for month and year; otherwise for year; if even the year is not known, then ask for decade.

Mean time required for incident recording

It is expected that the recording of each case will take 15+15 minutes to complete. (15 min to collect the information (also part of the routine procedure/not exclusively for the CAN-MDS, 5 min communication with administrator, 10 min to complete the form).

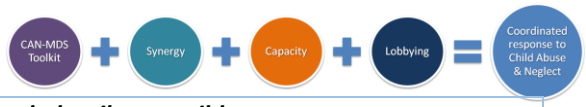
NOTE:

You can use the form in the Annex I as a check list in order to be sure that you are going to keep all necessary information to be recorded afterwards in the CAN-MDS.

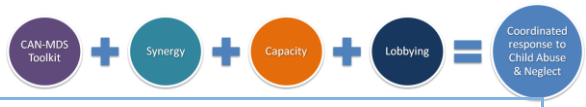
ATTENTION!

Do not forget to keep also the information in Annex II that is necessary to provide to National Administrator concerning the identity of the child and its caregivers when you'll request a CHILD's ID; this information will NOT be recorded in the CAN-MDS (instead, a pseudonym is going to be used)

ANNEX I. Information to be collected from the data source and recorded in CAN-MDS

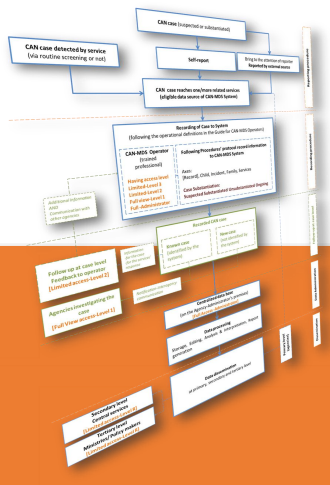


check-box	Data Elements		***Here keep your notes with as much detail as possible*** *(you can use also the back side of the page)*
ANNEX II. Information to be collected from data source and provided to National Administrator (NOT to be recorded in the CAN-MDS)			
	About the incident		
☐	*Date and type of Incident*		
☐	*Form(s) of maltreatment*		
☐	*Location of Incident*		
	About the child		
☐	*Child's Sex*		
☐	*Child's Date of Birth*		
☐	*Child's Citizenship Status*		
	About child's family composition		
☐	*Type of family*		
☐	*Family members*		
☐	*Number of members per identity (and their ages)*		
	About adult(s) person(s) who was/were responsible for the child's when the incident took place [primary caregiver(s)]		
☐	***caregiv***	*Relationship to Child*	
☐		*Sex*	
☐		*Date of Birth*	
☐	***Caregiv***	*Relationship to Child*	
☐		*Sex*	
☐		*Date of Birth*	
Notes			



Child's Personal data	surname	
	name	
	middle name	
	nickname (if any)	
Contact details	what (home, relative, other)	
Postal Address	street name	
	street number	
Telephone	phone number	
	what (home, mobile) & whose	
Caregiver's data	surname	
1st caregiver	name	
	phone number	
	surname	
2nd caregiver	name	
	phone number	
Notes		

CAN-MDS Toolkit
Synergy
Capacity
Lobbying
Coordinated response to Child Abuse & Neglect



CAN-MDS Data Collection Protocol

Ntinapogias, A., Gray, J., Jud, A., Nikolaidis, G. & CAN-MDS II Action's Partners

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