



Driving innovation in social, economic, and environmental development across the globe

Root Change is an innovator in systems strengthening initiatives, capacity development best practices for organizations and leadership, and along with our professional network of international partners, has worked to advance pattern-breaking capacity development approaches worldwide.

Our innovations include Organizational Capacity Assessment, capacity building accounts, Organizational Network Analysis, Idea Markets for Development, regional and global grassroots crowd-sourcing programs for innovation discovery, web-hosted collaborative competitions, and local service provider market development. Root Change's capacity building tools and strategies are widely deployed in international and local NGOs operating across the world.



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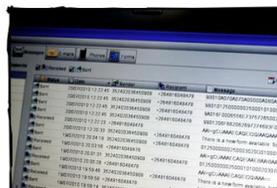
How Community Links SMSConnect Works:

1. Form is submitted to SMS Connect system through FrontlineForms application on phone



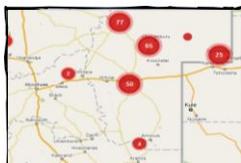
WELCOME TO SMS CONNECT!
 TODAY'S DATE: _____
 CHILD'S SURNAME: _____
 CHILD'S FIRST NAME: _____
 CONSTITUENCY NAME: _____
 VILLAGE: _____
 CHILD'S BIRTHDATE: _____
 DOES CHILD OR CARETAKER RECEIVE GRANT?
 YES NO UNSURE
 IS CHILD CURRENTLY ATTENDING SCHOOL?
 YES NO UNSURE
 IS CHILD OR CARETAKER PAYING SCHOOL FEES?
 YES NO UNSURE

2. Submitted forms are automatically saved on the SMS Connect computer in the FrontlineSMS software.



3. Form responses are separated by constituency and compiled into a monthly report and sent by SMS to each OVC Forum. They review the report and coordinate the appropriate response with first responders.

5. A follow-up SMS is sent to messengers to see if OVC's with "red flag" forms have had their problem solved. If problem hasn't been solved, second respondents are then notified.



We have an Alarm!



4. Reports are automatically posted to an interactive, searchable, online mapping platform called Ushahidi.

Community Based Reporting, Systems Strengthening & OVC Well Being

The Namibia Pilot During a planning workshop held in the Omaheke region of Namibia, participants including ministry officials, NGO representatives and community activists were asked to identify the most important issues facing OVCs in their constituencies. The issue of OVC school fee exemption and educational support, nutrition, and safety and security were identified and selected to be the three issues on which SMS Connect would collect data.

In terms of education, for example, one challenge is that learners who are orphans are eligible for full exemption from paying for school fees and/or making contributions to the school development fund. Workshop participants, however, discussed that this did not always happen at the constituency level. If an OVC is unable to contribute to the school development fund, many are unfairly excluded from school activities.

The collection of data encompass education, nutrition, and shelter and will enable the constituency OVC Forums to monitor the overall well being status of OVCs in their constituencies and mobilize the entire system of service providers across various ministries and NGOs.

Community Links SMSConnect for community based reporting

Community Links SMSConnect in Namibia delivers community based evidence to local coordinating groups and leaders for the purpose of monitoring OVC well-being, and for mobilizing the entire system of diverse service providers to respond to OVC needs.

While the project in Namibia is focused on OVC wellbeing, the approach and tools can be used in many different sectors to build community based mechanisms for gathering evidence and taking action.

Community Links uses FrontlineSMS, a free and open-source software which turns a laptop and USB modem into a central communications hub capable of managing the sending and receiving of SMS and electronic forms to both individuals and groups.



Community Links Ushahidi map displaying reports for OVC needing school supplies in the Omaheke region of Namibia.

<http://smsconnectnamibia.crowdmap.com>