

Data Management Training of Paralegals and Managers

Ocean View Hotel, Levuma Beach, Juba, Freetown.
21 & 25th April, 2017

The screenshot shows the homepage of the Case Records Management System. At the top left, there is a language selector set to 'EN /'. To the right are 'Sign In' and 'Sign Up' links. The main header features a green circular logo with a white arrow and the text 'Case Records Management System' and 'Case Monitoring'. On the right side of the header are 'FAQ' and 'Contact Us' links. The main content area has a dark blue background with a geometric pattern. It displays the title 'Paralegal Case Records Management System' and the subtitle 'Legal Empowerment Shared Framework Project'. Below this is a 'Login to view Records' button. To the right, there are images of a smartphone, a tablet, and a laptop, each displaying the system's interface. Below these images is the text 'Fully Responsive Design' and 'Use a web browser on a desktop or mobile to access the System'. At the bottom left, it says 'The Justice Sector Coordination Office' and 'ISCO was set up in June 2007 by the Government of Sierra Leone (GoSL) to serve as the main outfit for the coordination of reforms in the'. At the bottom right is a green 'Learn More' button.

TRAINING REPORT

Autorisation

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Introduction

This report catalogues the proceedings of the Data Management training organized by the JSCO and NAMATI for Paralegals and their Managers under the Legal Empowerment Shared Framework held from 21st & 25th April 2017, at the Ocean View Hotel in Juba, Freetown. The Legal Empowerment Shared Framework Project (LESF) is funded by the Open Society Initiative for West Africa to increase the provision of primary justice services in communities across Sierra Leone through the use of Paralegals. The LESF Project is implemented in several countries across Africa and South America and in Sierra Leone, six partner institutions are participating in the scheme.

The objective of the training was to introduce and build the capacity of partner paralegals and their managers in the use of the case records forms and the web-based data management platform. This was done to counter varied data and ensure the comprehensive and standardised/uniform collection, collation, analysis and reporting of data generated in communities.

A total of 87 participants were trained organised into two groups. This comprised of 70 Paralegals, six Data Clerks and 11 Managers. The first set of trainees consisting of 46 participants, were drawn from the Justice and Peace Commission in Kenema, the Access to Justice and Law Centre in Kabala, the Methodist Church Sierra Leone in Bonthe, Lady Ellen Women's Foundation in Waterloo and the National Movement for Justice and Development in Kono. A few Paralegals who could not attend this training were invited to join the second batch of trainees. This second batch of trainees was mostly drawn from the Legal Aid Board of Sierra Leone consisting of 41 participants.

The training was designed to be highly interactive with teaching sessions interspersed with questions and reactions from the participants. Peer learning was encouraged through group work sessions and open class participation.

The rest of this report is laid out in sections to show the following:

- The conclusions from the training
- The main highlights of the training
- Proceedings of first set of Training
- Proceedings of second set of Training
- Training Evaluation
- Appendices

Key Conclusions:

- The need for OSIWA to consider funding additional training to ensure the increased knowledge and skills;
- Participants will share their knowledge and skills with other paralegals in their institutions who could not attend the training;
- The case record form has been simplified to encourage records management culture;
- Paralegals and their managers are encouraged to spend the next two months to re-format data collected since January using the new case record forms;
- The case form does not diminish the importance of other procedural data that institutions may be collecting for their internal use and hence should maintain such practices;
- JSCO and OSIWA to consider development of a desk based version of the data management platform which will allow for offline upload of data;
- Re-formatted data to be sent through to JSCO and the individual headquarter offices;
- All institutions are to provide the JSCO with their Office codes and Paralegal codes to ensure web-based platform is updated;
- Peer learning for paralegals will continue on the WhatsApp group created and managed by JSCO;
- Further consideration later on in the project will explore the possibility of paralegals using the platform to send through reports to their respective headquarter offices and OSIWA to minimize delay in reporting.

Key highlights of the training:

- Partner institutions received laptops to enhance their data management capacity;
- Institutions were provided with copies of the case records forms to expedite data collection; and
- Participants were awarded certificates of participation at the end of the training.

¹ Four partner institutions were presented with Laptops as per first tranche budget. The remaining two (LAB & LEWAF) will received laptops later

² LAB received 7,500 copies of forms due to their larger coverage while other partners received 5,000. Additional forms will be printed and disseminated on quarterly basis

Proceedings of First Training

I. OPENING COURTESY

The Training commenced at 9:30am with a minute of silent prayers by all participants and welcome address by the JSCO Coordinator, Dr Henry Mbawa. He underscored the importance of the work of paralegals in providing primary justice services to communities and the nexus of their work with the rest of the justice sector. This he noted minimized the case load on an already overcrowded justice system. He further highlighted developments in the sector that could have impact on the primary justice services such as the enactment of Criminal Procedure and Bail and Sentencing Instruments. The training he noted, provided an opportunity for peer learning and networking as no one has command of all expertise in paralegal work hence the need for participants as well as Facilitators were in that forum to exchange knowledge.

The component of data collection and management, he emphasised, is crucial to the project as it assists in evidence based planning and policy development. Additionally, he furthered that, it helps compare results achieved across communities and countries. Hence the project places emphasis on data management. This training, he noted, is one among several that the paralegals will be attending in order to improve their data management skills. The need for standardised data collection across institutions has been addressed by creating a uniform form agreed on by all managers of paralegals. The Form is then automated to a web-based platform to allow for multi-user access and update.

He closed this session by thanking the management and staff of OSIWA for their support in promoting primary justice services across the country



Figure 1: JSCO Coordinator giving his welcome address

II. PRESENTATION OF THE FINAL CASE RECORD FORM

The final Case Record Form had been developed by NAMATI who has vast experience in paralegal work in Sierra Leone. The Form was then tested and approval sought from partners and OSIWA. This final approved form was presented by Mr Daniel Sesay of NAMATI to the participants to understand.



Figure 2: Cross-section of Trainees

He explained that the Form consists of three main sections which are:

- The Dashboard, which indicates the status of the case
- The Intake section which captures the basic details of the case
- The Case Resolution section which captures actions, tools and resources used to resolve the case. This section also contains the case action log for

recording the daily activities of the paralegal in the bid to resolve and close the case.

Mr Sesay encouraged participants to ensure that their case record forms are updated on a daily basis and warned against compiling records for later as this will increase errors in the data. Significant time was spent explaining how to develop the unique case number for each case, the various questions and possible answers options in the form. He further underscored the following in his presentation:

- The form had been developed to minimize writing by the Paralegals and reduce the burden of data collection
- For any individual case, three forms are to be filled out concurrently particularly the case intake sections. One copy is then sent to the Head office to be entered into the database, while one copy is maintained in the field office files and the third is forwarded to the Head office once the case has been closed.
- Paralegals should always be polite to their clients and maintain confidentiality in the community as the lack of this will drive clients away from the office
- Paralegals are to be honest in their work and not fabricate data or cases. Fictitious data or cases will always be found out by a monitoring team or the web-based platform

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- Paralegals should always collaborate with their team members and other institutions in resolving a case.
- Paralegals are to avoid giving out information that they are unsure of as it will result in the misinformation of large numbers of people/communities. They must call for help from their supervising

lawyer or other colleagues when in doubt.

- Ensure that they maintain professionalism at all times.

The session ended with a group exercise where participants were provided with a case scenario for data entry into the sample case forms provided to them. Each group was then asked to share what they had learned with the rest of the group.

III. PRESENTATION OF LAPTOPS AND OTHER PROJECT MATERIALS

This was done by Ms Nancy Sesay, Programme Manager of OSIWA. Four institutions - AJLC, JPC, MCSL and NMJD, were presented with laptops to facilitate their work under the Legal Empowerment Shared Framework Project. All institutions were also presented with 5000 copies of Case Record Forms to cater for the recording of data collected in the first quarter of the year. These will then be returned to the Headquarter offices and the JSCO for inputting.



Figure 3: Presentation of Laptop to MCSL

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IV. INTRODUCTION TO THE WEB-BASED DATA MANAGEMENT PLATFORM

The web-based database is a multi-user platform that caters for the collection, management and reporting of data between users. The presentation was done by Ms Josephine Scott-Manga and two representatives from the technology developing firm (Prime Solutions). In the presentation, she reiterated the importance of capturing data correctly and reporting it in a timely manner. She noted that the platform had been developed to closely mimic the Case Record Form for ease of entry. She noted that access to the database is currently limited to one Data Clerk and a Supervising Manager. Issues discussed include:

- Access to the data base is limited to only two individuals per institution but with the possibility of more users as the project expands
- User Name and Password are to be closely guarded to maintain client information confidentiality as well safeguarding the integrity of the data held in the database
- Institutions can only view their specific data while the JSCO has the project-wide view of all data. Managers have editing rights while Data Clerks have inputting and viewing rights
- Managers can generate reports which could go into their reporting templates to OSIWA
- Errors in the systems can be traced to the paralegal or data clerk as such managers should be vigilant in the data that is entered in the database
- Support is available from the JSCO team via telephone or WhatsApp

The presentation climaxed with a practice session where data from the previous group work was inputted into the web database. Questions relating to user access and rights were entertained from the participants and jointly addressed by the JSCO, NAMATI and Ms Sesay of OSIWA.

V. PRESENTATION OF CERTIFICATES AND EVALUATION OF THE TRAINING

The participants were presented with certificates of participation by Ms Nancy Sesay of OSIWA. Each participant was photographed as they received their certificates with delight. An Evaluation form was provided to each participant to provide feedback on various aspects of the workshop to inform the planning and execution of future trainings/events.

The training closed once the evaluation forms had been returned to the JSCO staff. Participants were ushered through administrative and logistics arrangements before departing for their various duty stations.



Proceedings of the Second Training

The training for the second set of training was held on the 25th April 2017, a day from the first training at the Ocean View Hotel. Participants were drawn mostly from the Legal Aid Board of Sierra Leone and a staff each from the MCSL and NMJD.

VI. SILENT REFLECTIONS AND OPENING STATEMENT

The training commenced with silent reflections and prayers. The Coordinator JSCO welcomed all to the training and encouraged interaction among participants who were randomly seated around round tables. He briefly discussed the concept behind the Legal Empowerment Project which is part of a global effort by OSF to increase primary justice to communities across countries of the world. The Legal Empowerment Project he noted, seeks to empower communities through the work of paralegals who provide services that local communities cannot access from the formal legal practitioners. The Legal Empowerment Project is relevant to reforms in the justice sector given that it assists in decongesting the formal justice system by handling minor and non-criminal cases. The project provides funding for the recruitment of paralegals in seven institutions totaling 70 paralegals, about 50% of whom had already received training in data management.

VII. PRESENTATIONS OF THE CASE RECORD FORM AND WEB-BASED PLATFORM

The presentations mimicked those of the training on Day One with group exercise and discussions on the Case record form. The presentation on the web-platform started off with a presentation of the manual. This was later followed by the online inputting of the case form data from the group exercise.

VIII. PRESENTATION OF CERTIFICATES AND TRAINING MATERIALS

The Participants were each awarded with a certificate demonstrating their participation and skills gained in data management. Ms Sonia Osho-Williams, Consultant with the LESF, was at hand to assist with the presentation. Training materials were then handed over and signed for by the Data Clerk of the Legal Aid Board, Mr Sallu Jusu.

TRAINING EVALUATION

Participants were guided through the evaluation form by Mrs Miriam B Jalloh of JSCO who encouraged all to provide feedback on the training. Participants were taken through administrative and logistic arrangements after returning the filled out evaluation forms to the JSCO (see evaluation form in Annex). The data is analysed using excel and shows the following. The analysis showed that 97% of participants who attended the training on Day one agreed that the objectives of the training were clearly defined and met (69% of participants strongly agreed while 28% agreed). A high level of interaction was encouraged throughout the training. This evidenced by 51% of participants strongly agreed while 46%

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agreed that participation was high and encouraged. With regards the course content, 77% strongly agreed that content was relevant, easy to follow and organised. Training materials were distributed to participants to facilitate learning. The Evaluation showed that 49% of participants strongly agreed that the materials Participants perceived that the materials were helpful while an additional 26% agreed that the materials were useful. The remaining 25% were mostly neutral or did not respond to the question.

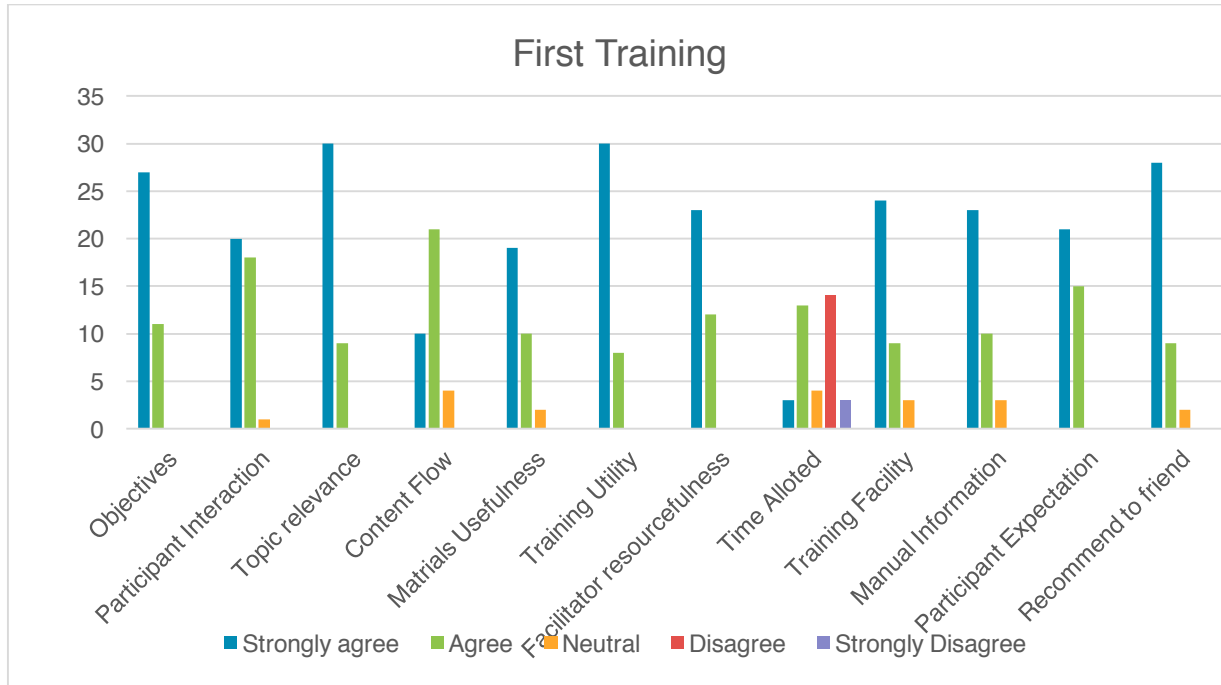


Figure 4: Analysis of evaluation of first training

On the second day of training, all participants either strongly agreed (78%) or agreed (22%) that the training objectives were clearly defined and met by the training team. All participants also either strongly agreed (76%) or agreed (28%) that a high level of participation was maintained in the training sessions. With regards the relevance of course content, 72% of participants strongly agreed while 27% simply agreed that the content was relevant and easy to follow. When asked about the usefulness of the training materials provided, 76% of participants strongly agreed while 19% simply agreed that the materials are useful to their work. On a whole, the training received a high rating from participants.

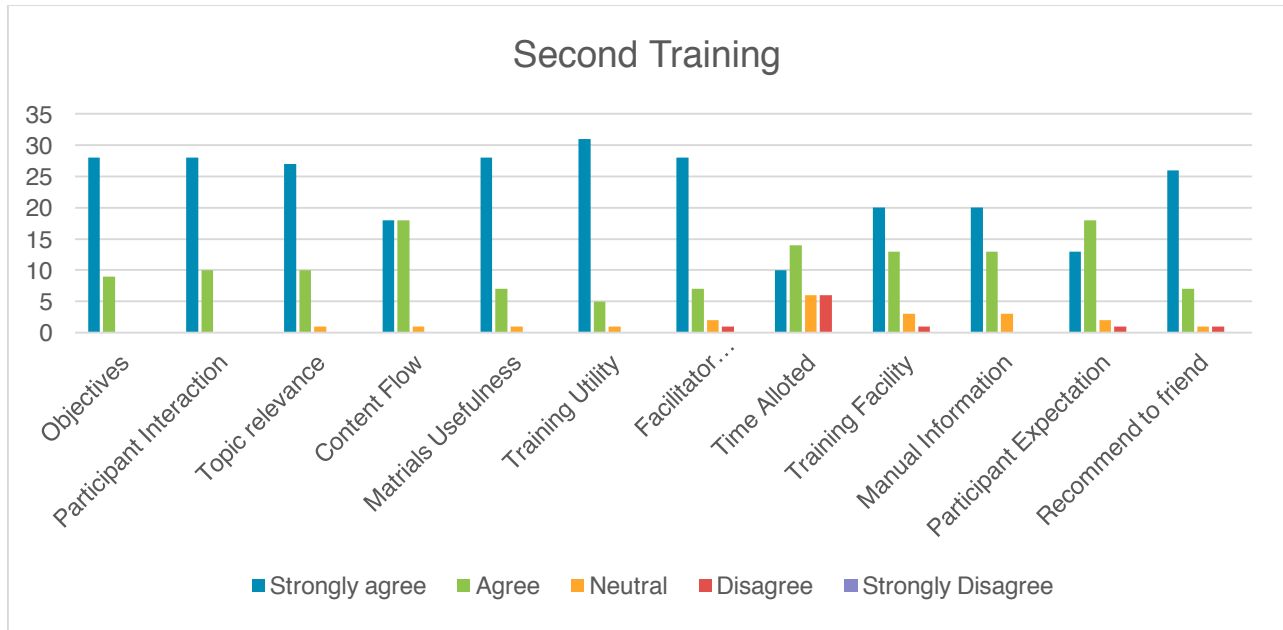


Figure 5: Analysis of evaluation of second training.

LEGAL EMPOWERMENT SHARED FRAMEWORK DATA MANAGEMENT TRAINING AND PRESENTATION OF PROJECT MATERIALS: 21 & 25 April 2017
VENUE: OCEAN VIEW RESORT HOTEL CONFERENCE HALL

Training Agenda

Module	Time	Party	Comments
Registration of Participants	9:00-10:00 am	JSCO Admin	Participants are expected to register and be settled into the hall before 10:00 am
Silent Prayers	10:00 – 10:05	All	
Welcome Address & M&E Framework	10:05 – 10:15	JSCO Coordinator	The Coordinator will welcome everyone and explain the purpose of the Training. This will also include the framework for monitoring the Project
Presentation of Final Case Form	10:15 – 11:00	NAMATI	Explanation and interaction with the Case Form
Tea Break	11:00 – 11:15	All Participants	Opportunity for Managers & Paralegals to network
Practice case Form intake	11:15 – 12:30	Group Work & Discussion	Participants break into groups to practice using the case form to record data
Presentation of Web Platform	12:30 – 1:00	Programmes Coordinator	Overview of the web platform interface and its features
Statement & presentation - OSIWA	1:00 – 1:15	OSIWA	OSIWA staff of computers and batch case forms to Institution
Lunch	1:15 – 2:00	All Participants	LUNCH
Data Entry of completed forms using Platform	2:00 – 3:30	JSCO Coordinator	Participants practice data input into the web-based platform
Sample Analysis and Reporting using Platform	3:30 – 4:30	Programmes Coordinator	Participants practice data analysis using the platform

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Attendance Sheet Day One

Name	Office/Designation	Name	Office/Designation
Michaela Finoh	LEWAF	Veronica Kpevai	CAJPHR Paralegal
Isata Kamara	LWEAF	Sia Karfinei	Coordinator
Francis G Williams	JPC	Alice E Conteh	Paralegal
Lamin A Kamara	LEWAF	Lahai Kamara	Manager
George S Sandi	LEWAF – Paralegal	Mariatu Kamara	Paralegal
Allan T Mongor	NMJD – Kono	Aminata Michael	JPC Paralegal
Magnus M Bonnie	LEWAF Paralegal	Mariama Phama- Bassie	CAJPHR
Alfred T F Moryou	NMJD – Kono	Kumba Favour Amara	NMJD Paralegal
Mohamed A Lansana	LEWAF Data Clerk	Tamba Charles	NMJD Paralegal
Dauda Sesay	LEWAF Paralegal	Foday Rogers	JPC Paralegal
Lawrence S Bockarie	JPC Paralegal	Joseph A Mowai	JPC Paralegal
John M Salieu	MCSL Paralegal	Alfred P Fraizer	JPC Paralegal
Paul Sawyer	MCSL Paralegal	Abdul P Bundu	MCSL Bonthé

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Nancy Charlie	MCSL Paralegal	Swaibu Koroma	MCSL Bonthé
Magaret Momoh	NMJD Paralegal	Mohamed B Jalloh	LEWAF
Alpha O Kamara	AJLC Paralegal	Dr Henry Mbawa	JSCO
Fr Fatorma A Combey	Manager	Daniel Sesay	NAMATI
Patrick N Johnbull	Manager – CAJPHR	Miriam B Jalloh	JSCO
Gibril S K Sama	Data Clerk – CAJPHR	Gloria Mingo	JSCO
Dyfan J J Jebbeh	CAJPHR Paralegal	Sia Karfinei	Coordinator
Joseph Ndanema	CAJPHR Paralegal	Alice E Conteh	Paralegal
Joseph Johnny	CAJPHR Paralegal	Lahai Kamara	Manager
Helen Kabba	NMJD Paralegal	Mariatu Kamara	Paralegal
Tamba A Nyukeh	NMJD Paralegal	Aminata Michael	JPC Paralegal
Veronica Kpevai	CAJPHR Paralegal	Mariama Phama- Bassie	CAJPHR

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Attendance Sheet Day Two

Name	Office/Designation	Name	Office/Designation
Joseph Ansumana	NMJD District Manager – Kono	Fatmata T Kpukumu	Paralegal LAB Bonthe
Francis Sam-Saidu	Regional Manager LAB – Bo	Abdul Karim Sesay	Paralegal Bombali
Kemoh Kandeh	Paralegal LAB – Kono	Martha M Mustapha	Paralegal LAB Kenema
Feremusu A Koroma	Paralegal LAB – Koinadugu	Sheik Mannah	Paralegal Bonthe
Mustapha Kalokoh	Paralegal LAB Port Loko	Melvin Sidikie	Paralegal Kailahun
Sam Sylvester Luseni	Paralegal LAB Bo	Augustine S Yambasu	Paralegal Kailahun
Kakpama Lansana	Paralegal LAB Pujehun	Julius G Kamara	Paralegal Pujehun
John H Bangura	Paralegal LAB Moyamba	Martin Luther Turay	Paralegal Port Loko
Isatu Kamara	Paralegal LAB Bombali	Francis K Musa	Acting Dev Secretary
Emmanuel R Conteh	Paralegal LAB Magburaka	Edmond Pratt	Paralegal W/ Area
Alhaji S Y Turay	Paralegal LAB Kambia	Ibrahim B Kargbo	Paralegal
Alice Gbandebo	Paralegal LAB Kono	Dominic Tholley	Paralegal W/ Area
Alex B Musa	Paralegal LAB Bo	Yusuf Kamara	Paralegal Tonkolili

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Alfred Kpange	Paralegal Moyamba	Samuel M Harding	Paralegal W / Area
Emmanuel A Tarawalie	Paralegal Kambia	Marvel Lombi	Paralegal W / Area
Musa Sesay	LAB Kenema	Nusiratu K Bah	JSCO
Mohamed Dabor	Paralegal Koinadugu	Miriam B Jalloh	M&E Specialist, JSCO
Sallu Jusu	M&E Officer – LAB	Gloria Mingo	Admin Manager, JSCO
Mohamed A Jalloh	Prog. Officer North	Josephine Scott-Manga	Prog. Coordinator
James M D T Mafinda	Prog. Manager East		
Daniel Sesay	Prog Officer NAMATI		
Ramatu Bangura	Legal Aid Board		
Komabai Dyabuya	Legal Aid Board		
Matthew Belden	Legal Aid Board		
Arnold V D Davies	Legal Aid Board		
Marion F R Bangura	Legal Aid Board		
Gibril Abdulai Jalloh	Legal Aid Board		
Dr Henry Mbawa	Legal Aid Board		