Mama Siri Data Capacity Building Training



SESSION PURPOSE

Understand Accountability
Learn what accountability means in Mama Siri work and why it matters.

Strengthen Data Collection
Improve how we capture information from toll-free calls accurately..

Improve Reporting
Ensure complete records that support better decision-making and impact.

Objectives

1. **Understand Accountability** - Grasp what accountability means in your daily work as Mama Siri.
2. **Value Accurate Data** - Know why precise data collection is essential for our mission.
3. **Connect to Reporting** - Understand how your data drives meaningful reports and decisions.

The Critical Role of Mama Siri

1. **You Are the First Point of Contact -** s a Mama Siri, you listen to sensitive issues, provide guidance and support, and represent the organization to the community.

Why Your Role Matters

- Callers trust you with their most important concerns
- Your actions and records reflect our collective impact
- The data you collect tells the story of lives changed

What Is Accountability?

1. **Being Responsible -** Taking ownership of your work and the quality of information you record.
2. **Recording Truth -** Documenting what actually happened in each call, honestly and completely.
3. **Being Answerable -** Responding to both callers and the organization with integrity.
4. **Simple meaning:** Do the right thing and record it correctly.

Why Accountability Matters

- **Builds Trust** - Callers trust Mama Siri with sensitive information.
- **Provides Protection -** Protects both Mama Siri and the organization.
- **Shows Impact -** Demonstrates the support provided to communities.
- **Strengthens Partnerships -** Builds trust with partners and donors.

The Data Collection Tool & Reporting

1. **Track Calls -** Record all toll-free calls and caller issues.
2. **Document Support -** Capture support provided and referrals made.
3. **Generate Reports -** Summarize data for monthly and quarterly reporting.
4. **Drive Decisions-** **S**ee insights for planning and service improvement.

Reporting means summarizing collected data, sharing information with the program team, and showing results, gaps, and challenges to improve services for callers.



Mama Siri Is Responsible For:

1. **Recording Every Call -** Document all interactions completely.
2. **Accurate Data Entry -** Fill the tool with precision and care.
3. **Complete All Section -** Ensure no required fields are missed.
4. **Timely Submission -** Submit data according to schedule.

Support Available:

1. Training & Refreshers
2. Supervision & Guidance
3. Feedback on Data
4. Safe Space for Challenges



Safe Space for Challenges

1. **Accountability Starts With Honest Data -** Your integrity in recording creates trust and impact
2. **Data Supports Reporting -** Accurate records enable meaningful insights and decisions.
3. **Reporting Shows Impact -** Your work tells the story of lives changed and communities supported.
4. **Every Mama Siri Plays an Important Role -** You are essential to our mission and the callers we serve.



Data Quality Essentials for Mama Siri

Why Accurate Data Changes Lives

Every data point represents a real woman or girl seeking help. When we record information accurately, we ensure survivors get the support they need and deserve. Quality data helps us identify patterns, allocate resources effectively, and advocate for systemic change.

Inaccurate data doesn't just affect statistics—it affects people's lives, their access to services, and their path to healing and justice.

Four Pillars of Quality Data

Accuracy - nformation is correct, truthful, and reflects what actually happened. Always double-check details and verify understanding with survivors.

Completeness
All required fields are filled in with no gaps. Every missing detail could delay services or support.

Consistency - Data matches across forms and systems. Use standardized terms and formats every time you record information.

Timeliness
Information is recorded and submitted promptly whilst details are fresh and services can be mobilised quickly

These core principles guide every interaction and every form we complete. Together, they ensure our data serves the women and girls we support.

Accuracy in Practice

Means - The Recording exactly what the survivor shares, using their own words when appropriate. Verifying details respectfully without interrogation.

Means - The Recording exactly what the survivor shares, using their own words when appropriate. Verifying details respectfully without interrogation.

Key actions

- Listen carefully and take notes



- Read back information to confirm
- Ask clarifying questions gently
- Never assume or guess missing details

Good Practice

Can you tell me the date this happened? If you're not sure of the exact day, that's okay—what do you remember?"

✗ What to Avoid

Filling in approximate dates without asking, or recording assumptions as facts.

Completeness & Consistency

Consistency means using the same terminology, codes, and formats every time. This allows data to be compared across regions and time periods, revealing patterns that inform better services.

Before Meeting

Have all forms ready. Review which fields are required for this type of case.



During Meeting

Fill in information as you go. Use standard codes and terminology from your training.

After Meeting

Review for completeness. Check that all sections align and nothing contradicts.

Common Errors & How to Avoid Them

Delayed Reporting

Error: Waiting days or weeks to enter data

Solution: Enter information same day or within 24 hours while details are fresh

Incomplete Forms

Error: Leaving required fields blank

Solution: Use a checklist. Mark N/A only when truly not applicable

Inconsistent Information

Solution: Cross-reference forms before submission. Use copy-paste for digital forms



Sexual and Gender-Based Violence Definitions

Understanding key terms to recognize, prevent, and respond to SGBV.

PHYSICAL VIOLENCE

Rape and Attempted Rape

Rape
Non-consensual penetration of the vagina, anus, or mouth with a body part or object, through force, threat, coercion, or when the person cannot give consent.

Attempted Rape
An act where a person attempts to commit rape but does not complete the act due to interruption, resistance, or other factors.

Sexual Abuse and Exploitation

1. Any unwanted sexual act, contact, or behavior imposed on a person without their consent, including harassment, touching, or exploitation.

Sexual Exploitation

2. Abuse of a position of power or trust for sexual purposes, including exchanging sex for money, goods, services, protection, or assistance.

Forced Reproductive Contro

1. **Forced Marriage** -A marriage in which one or both parties have not given free and full consent.
2. **Forced Sterilization -** A procedure that permanently removes a person's ability to reproduce without their informed and voluntary consent.
3. **Forced Pregnancy -** Unlawfully confining a woman or girl with the intent of making her pregnant against her will.



4. **Forced Abortion-** Termination of a pregnancy without the woman's free and informed consent.

Trafficking and Enslavement

1. **Sex Trafficking -** The recruitment, transportation, transfer, or harbouring of persons for sexual exploitation through force, coercion, deception, or abuse of power.

2. **Sexual Enslavement -** Exercising ownership or control over a person for the purpose of repeated sexual exploitation.

Forced Genital Procedures

PHYSICAL HARM

1. **Forced Circumcision -** Removal of part or all of the genitalia without consent, including Female Genital Mutilation (FGM) or forced male circumcision.
2. **Castration -** Forced removal or destruction of a person's sexual organs.
3. **Bodily Autonomy -** Every person has the right to make decisions about their own body without coercion or force.

Dignity Violations

PHYSICAL HARM

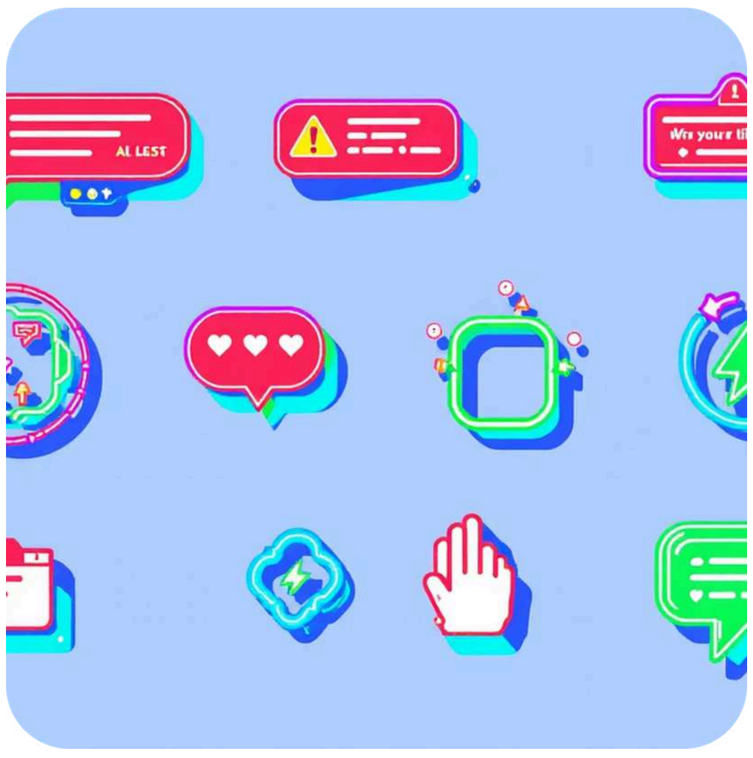
1. **Forced Nudity -** ompelling a person to undress or remain naked against their will, often used to humiliate, punish, or intimidate.

2. **Voyeurism -** Observing, recording, or sharing images of a person engaged in private activities without their consent.

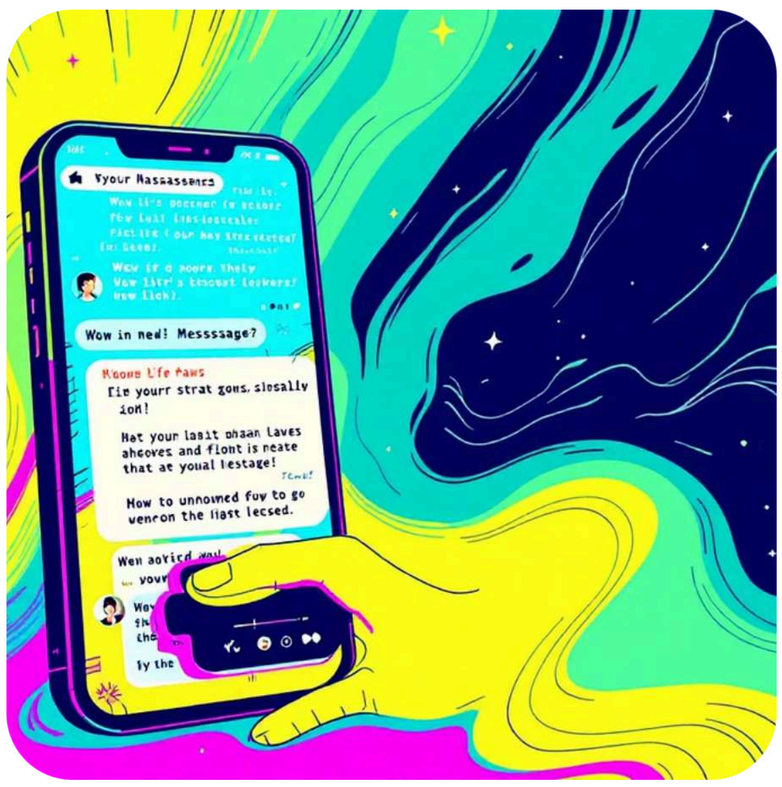


Cyber Abuse and Online Harassment

DIGITAL VIOLENCE



1. **Cyber Abuse-** Use of digital platforms to harass, threaten, shame, or exploit a person sexually or emotionally.



1. **Online Harassment-** Repeated unwanted online behaviour such as messages, comments, threats, or sexual advances intended to intimidate or distress a person.

Key Takeaways

- **Consent is Essential-** All forms of SGBV involve the absence of free, informed, and voluntary consent.
- **Power Dynamics Matter-** any forms of SGBV exploit positions of power, trust, or vulnerability.
- **Violence Takes Many Forms-** any forms of SGBV exploit positions of power, trust, or vulnerability.
- **Recognition Enables Action-** Understanding these definitions is the first step toward prevention and response.

