

SNVA – Special Needs and Vulnerability Assessment tool





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User Guide

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1. Introduction

1.1. Purpose of this document

The purpose of the Special Needs and Vulnerability Assessment (SNVA) tool user manual is to help users to learn how to fully utilise the application and increase the application's adoption.

1.2. How to access and install the application

In order to access the SNVA tool, you should open a modern browser like Google Chrome, Mozilla Firefox, Microsoft Edge or Safari and go to <https://SNVA.EUAA.europa.eu>. You can use the tool immediately after the page loads.

The application can be installed in order to access it more easily and to enhance its offline functionality and the overall user experience.

1.2.1. Desktop install of the app

When visiting the URL of the application from a PC, the following icon or a similar one will appear at the end of the address bar (may vary depending on browser).

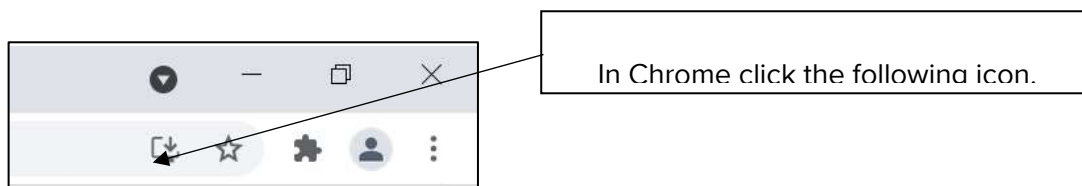


Figure 1: Install icon in the address bar

When you click on the icon, a dialog appears, and you can install the SNVA application by clicking "Install".



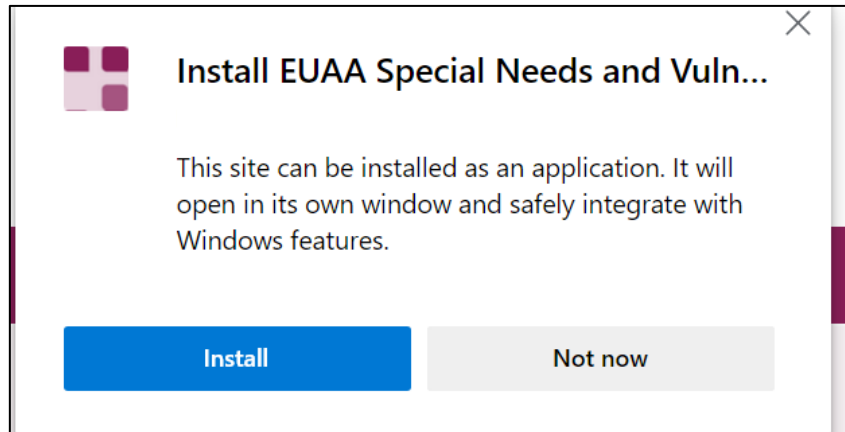


Figure 2: Install SNVA dialog PC

When you access the application through the browser on a desktop device and install the Progressive Web App you should see the following:



Figure 3: SNVA added to desktop screen



1.2.2. Android install of the app

Click the the three dots in the top right of the screen.



Figure 4: Start android installation of tool

Then you should see the following dialog box. Click 'Install App' to complete.

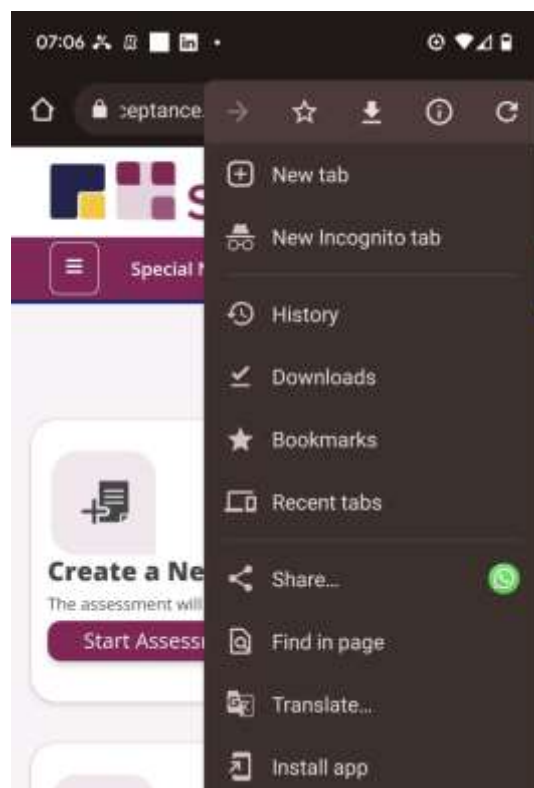


Figure 5: Add SNVA to home screen dialog on Android

Click install to continue.



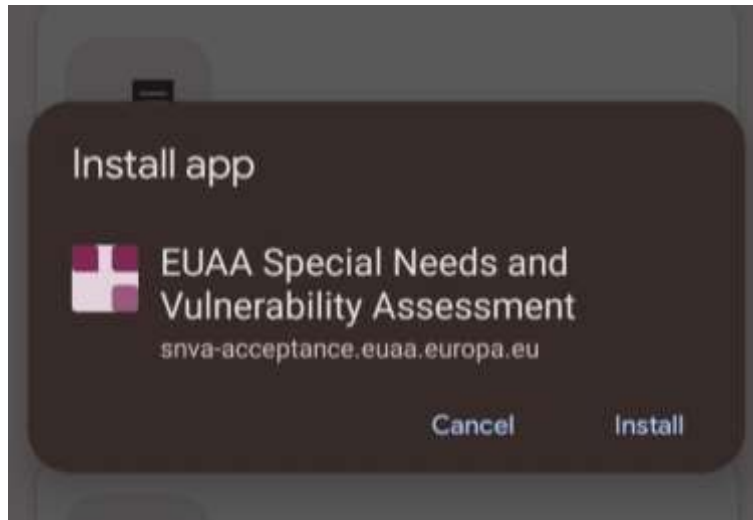


Figure 6: Android install dialogue

The SNVA app will now appear on your home screen.



Figure 7: App added to home screen.

1.2.3. iPhone install of the app

You can install the application by tapping on the “Add SNVA to Home screen”. If you access the application using a device with iOS, like an iPhone or an iPad, then the following notification will show up with instructions on how to add the application.



Click the following icon:

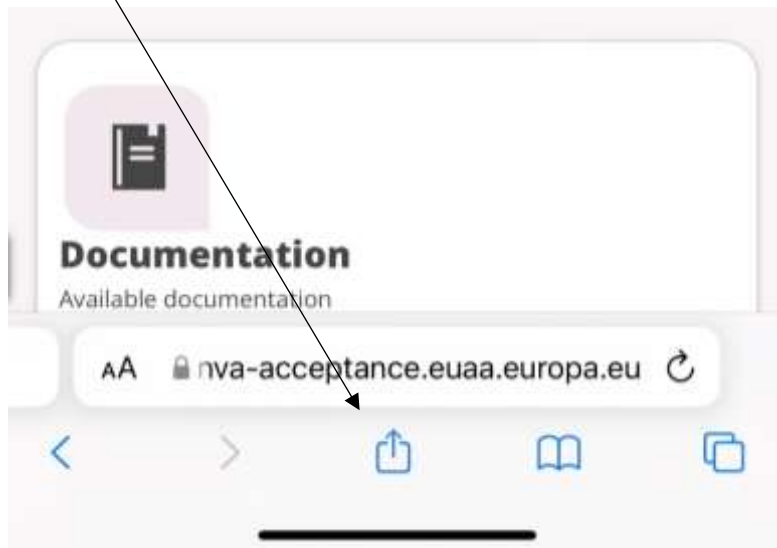


Figure 8: Add to home screen iPhone

Click the 'Add to Home Screen' button.

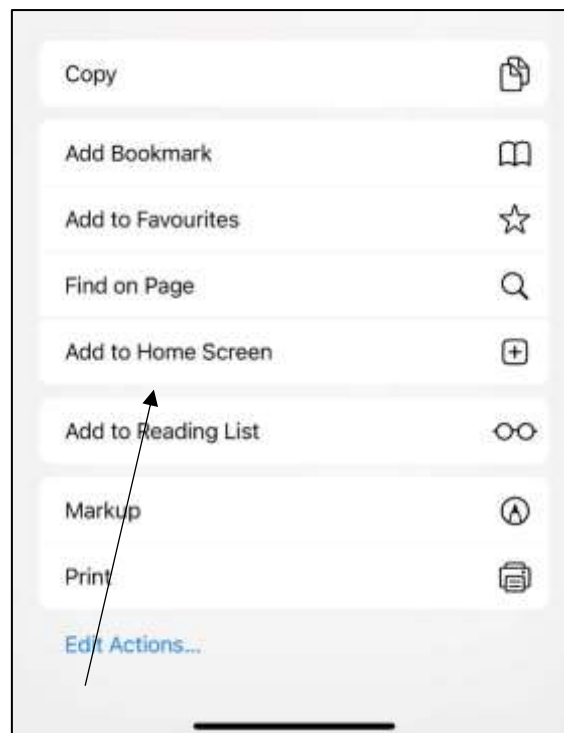


Figure 9: Add to home screen notification for iOS



2. Application Overview

The SNVA tool, together with the tool for the Identification of Persons with Special Needs (IPSN) and the Referral toolkit, is part of the EUAA **Vulnerability Toolkit**. This is a three-step package developed by the EUAA to offer EU+ countries the guidance and support for handling vulnerable cases ensuring that the identification, assessment, and referral of applicants with special needs is done in a sensitive and effective manner.

According to article 21 and 22 of the Reception Conditions Directive¹, Member States (MS) have the obligation to identify and assess whether the applicant is an applicant with special needs and to ensure that persons in a situation of vulnerability receive the assistance and protection they are entitled. In addition, Article 24 of the Asylum Procedure Directive requires Member States to assess within a reasonable period of time whether the applicant is in need of special procedural guarantees.

The SNVA tool is designed to support MS authorities in the assessment of the special needs of persons in a situation of vulnerability. It aims to support specialised staff in assessing special needs in a structured way and to identify appropriate future actions to be taken in the interest of the applicant. A timely response and a prompt access to services will also avoid vulnerable applicants to become more vulnerable due to delayed service provision.

The tool has been developed to support **specialised professionals** tasked to assess the needs of persons in a situation of vulnerability and to take actions in order to provide timely and adequate response to those needs.

The structure, content, and format of the SNVA tool were created in a close collaboration of a working group of experts specialised in vulnerability related issues.

2.1. Main Functionalities

The SNVA tool is available for Desktop and Mobile devices. It enables users to complete assessments.

The application requires an internet connection only for the first time that the user access the tool on its hosting environment <https://SNVA.EUAA.europa.eu>. From that point on, the tool can be operated “offline”, without need of internet. However, within the application, there are external pages which require an internet connection to access them, e.g., under the “documentation” section and the “contact us” function. Without a connection these pages and function will not be accessible.

¹ Directive 2013/33/EU of the European Parliament and of the Council of 26 June 2013 laying down standards for the reception of applicants for international protection, OJ L 180, 29.6.2013, p. 96–116. Available at: <https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=celex%3A32013L0033>



In this sense, the entire processing of data is done locally on the user's device (either Mobile or Desktop) and the assessment data are saved locally on the users' device, **nothing is transmitted or saved on the web**. These assessment(s) can be re-opened to update information as well as shared with other users

Assessments can be saved with or without file encryption. Encryption adds an additional layer of security for sensitive data. It is important to remember that when using encryption within the application, if the key is lost, you will no longer be able to re-open or use the assessment data.

The application also allows users to generate statistics for selected assessments.

The SNVA tool can be used in any operating system and with varying display sizes as long as a compatible browser is used. The latest versions of all major browsers are supported, such as Chrome, Mozilla Firefox, Safari, Microsoft Edge, as well as their mobile counterparts.

2.2. User Roles

The SNVA tool has three user roles:

- "System administrators"
- "Content administrators"
- "Anonymous users"

Users with the "System administrators" role can update the platform and troubleshoot issues.

"Content administrators" can manage the content of the application by, e.g., updating/adding new content, adding translations etc.

"Anonymous users" can complete assessments, generate reports, and use the application offline.



3. User Interface Description

The user interface and the overall structure of the application is very user friendly. There are two primary elements on the site: the sidebar navigation menu and the assessment page.

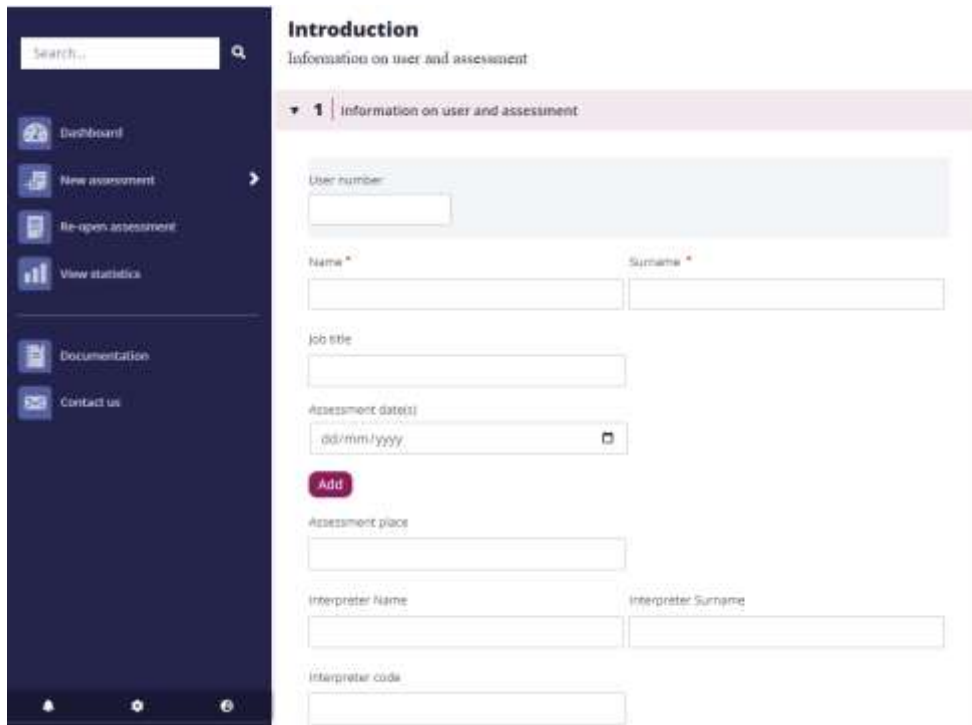


Figure 10: Primary elements of SNVA

The sidebar navigation menu is the main way to access all parts of the application, and it can be opened by clicking on the burger menu button at the top left of the screen underneath the EUAA logo.



Figure 11: Open button for sidebar navigation menu

When you click on the open button, the sidebar navigation menu appears.

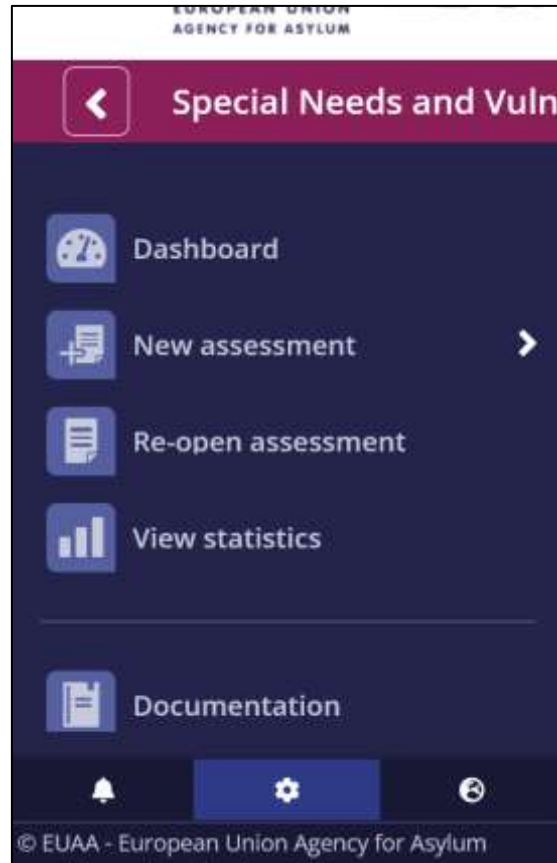


Figure 12: Side navigation menu

You can go directly to any of the pages by clicking on the corresponding menu item. Whenever we click to go to a specific page, the menu closes, and the page loads. You can open the menu again by clicking on the open menu icon at the top left of the page.

From the sidebar navigation menu, if you want to start a new assessment, you can also go to a specific section of the assessment which you want to complete.



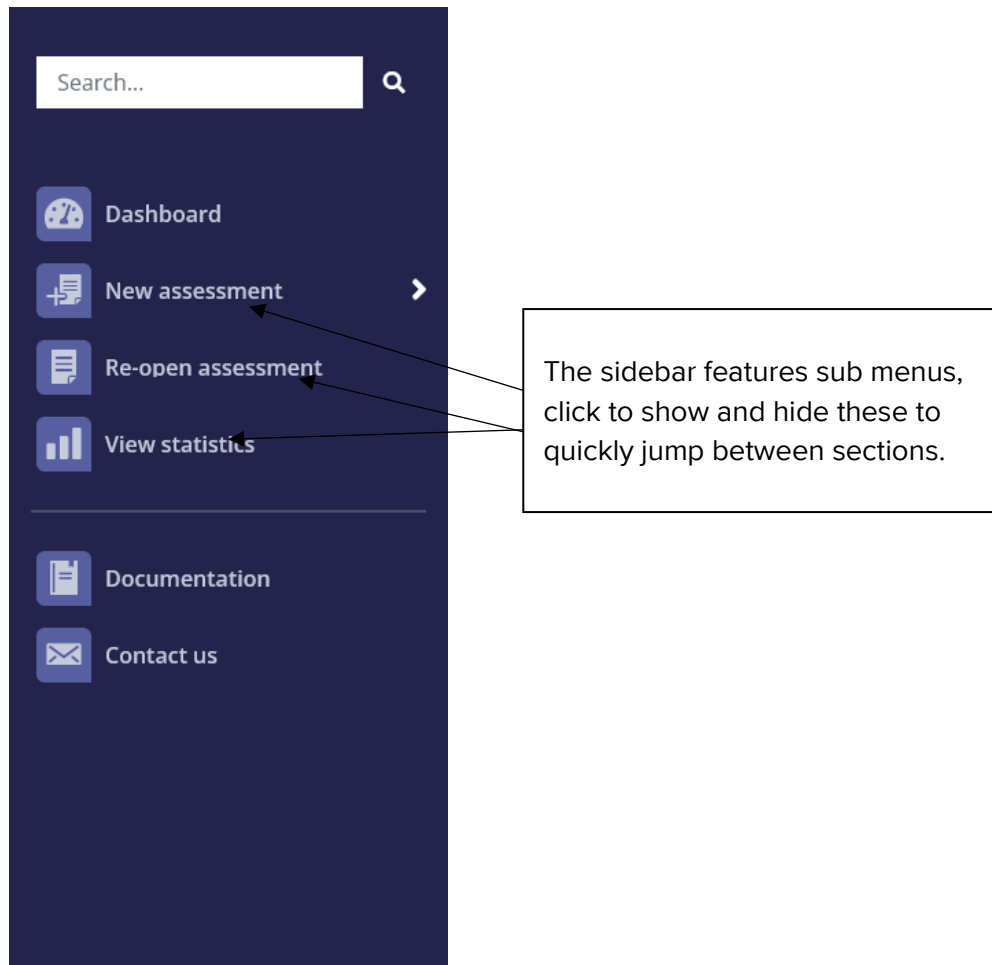


Figure 13: SNVA General guidance sidebar navigation menu options

You can also navigate through a new assessment by using the horizontal menu located at the bottom of the page. This is a great feature that will allow you to move easily between the main sections of the app.



Figure 14: SNVA General guidance horizontal navigation menu



4. User Application Interaction

4.1. Dashboard

The dashboard of the application is the first page you see once the SNVA application has loaded. Through the dashboard you can start a new assessment, re-open an assessment, access the documentation, and view the statistics.

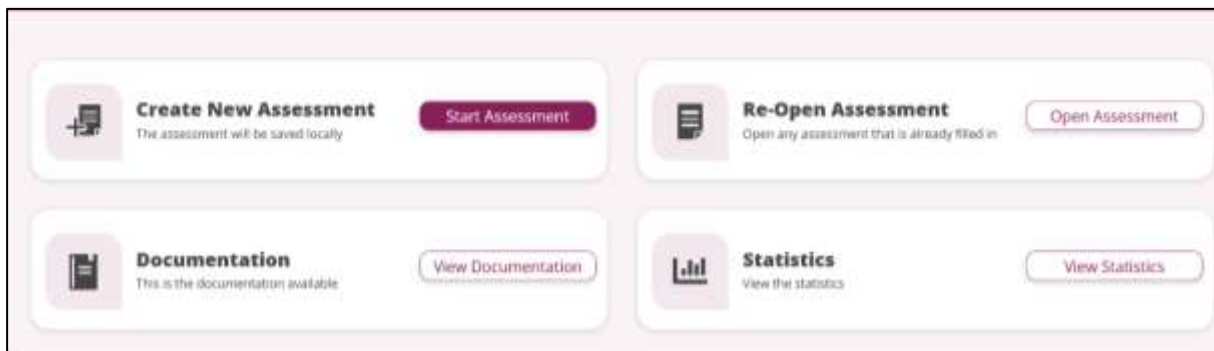


Figure 15: SNVA Dashboard

4.1.1. Create a new assessment

Through the dashboard, you can start a new assessment or re-open an existing one. If you wish to start a new assessment, click the “Start Assessment” button.

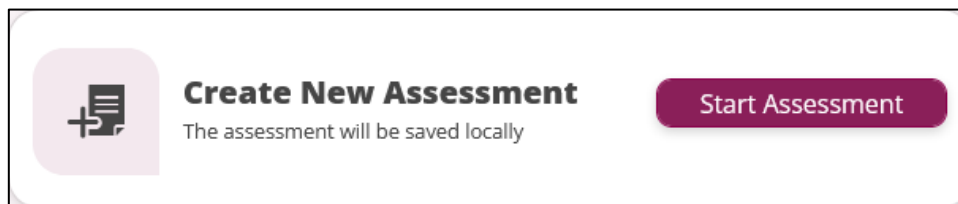


Figure 16: Dashboard – start assessment

After clicking the “Start Assessment” button from the dashboard, you can start a new assessment by clicking on “Start Assessment” from the pop-up window. The pop-up window gives you the possibility to re-open an assessment by clicking on the “Open Assessment” button.



New assessment?

Key

Case number*

Open Assessment **Start Assessment**

Figure 17: Starting a new Assessment from within the app

4.1.2. Re-Open an assessment

If you wish to upload a previously saved assessment from your device, click the “Open Assessment” button from the dashboard. If the assessment is encrypted, the correct key should be inserted.



Re-Open an Assessment
Open any assessment that was already filled in

Open Assessment

Figure 18: Re-open assessment from dashboard

Select file to open

File
 No file selected.

Key
  

Close **Open file**

Figure 19: Open existing assessment from your device



In order to re-open an assessment previously filled in, see steps below.

- 1) Choose local file: you can load an assessment file that exists within your device. These files are saved on your device whenever you click the save button of an assessment. You can also transfer such files from other devices simply by copying them into your device. If an encryption key is required, be sure to have this available when opening the assessment, otherwise the load process will fail.
- 2) After you select a file, by clicking the “Open file” button, the appropriate assessment page loads with all the values filled in previously.

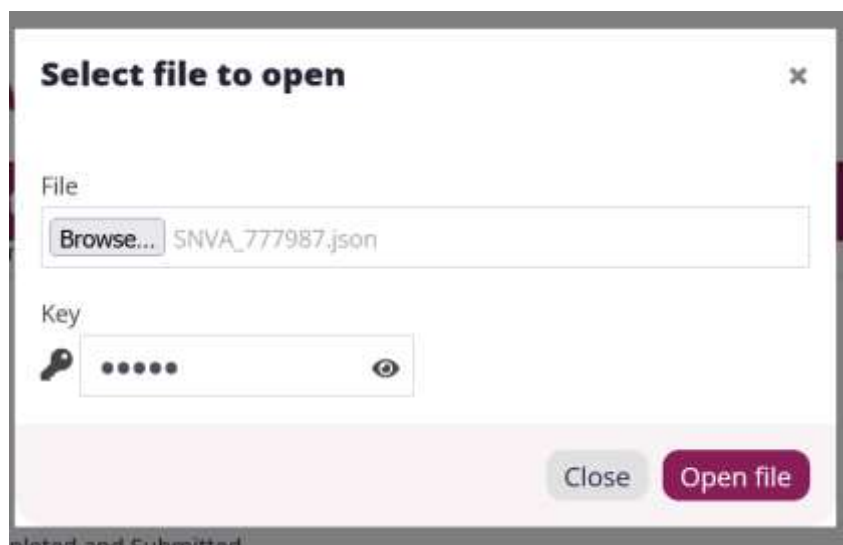


Figure 20: Select file to open dialog with a selected file

In addition, the tool automatically saves your progress when entering data into the application. Therefore, when continuing a previously started application, you should see the following:

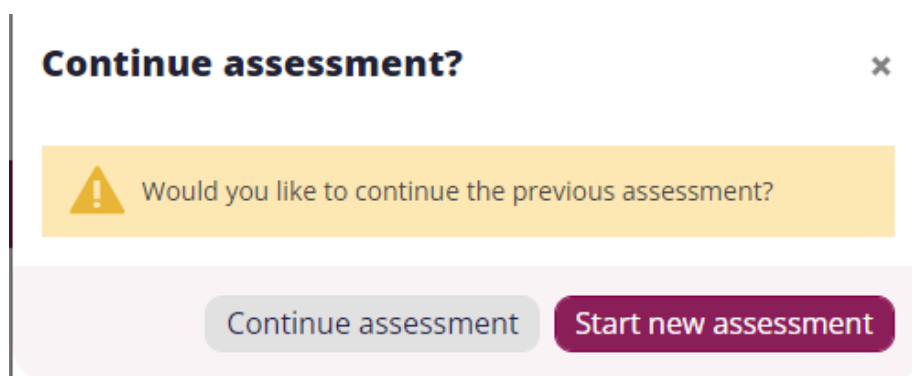


Figure 21: continuing the assessment dialog

If the button “Continue assessment” is selected, this will allow you to pick up from where you left off, while if you click on “Start new assessment” then the screen from figure 17 will display.



4.2. Toolbar of the sidebar navigation menu

At the bottom of the sidebar navigation menu, there are three buttons. A notifications button, a cog button, and a language selection button.

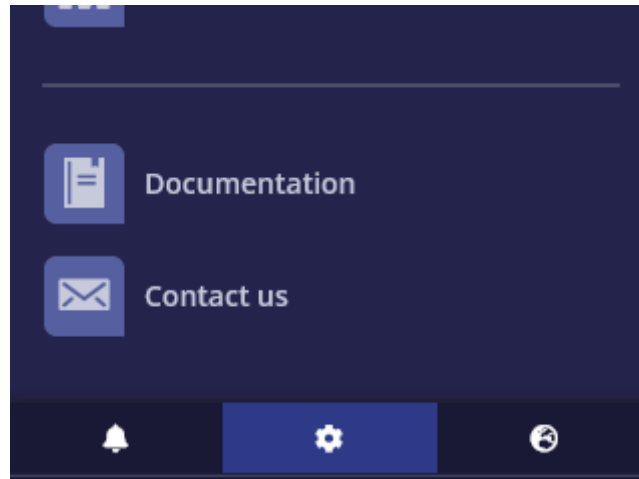


Figure 22: Side menu toolbar

4.2.1. Notification button

At the bottom of the sidebar navigation menu, there is the notification button. The purpose of the notification is to inform the user that there is a pending action or referral that needs to be completed.

Once an action is selected from the “Special Reception needs and referrals” section, and the button “Is the action already completed?” is not ticked, then a notification will appear.

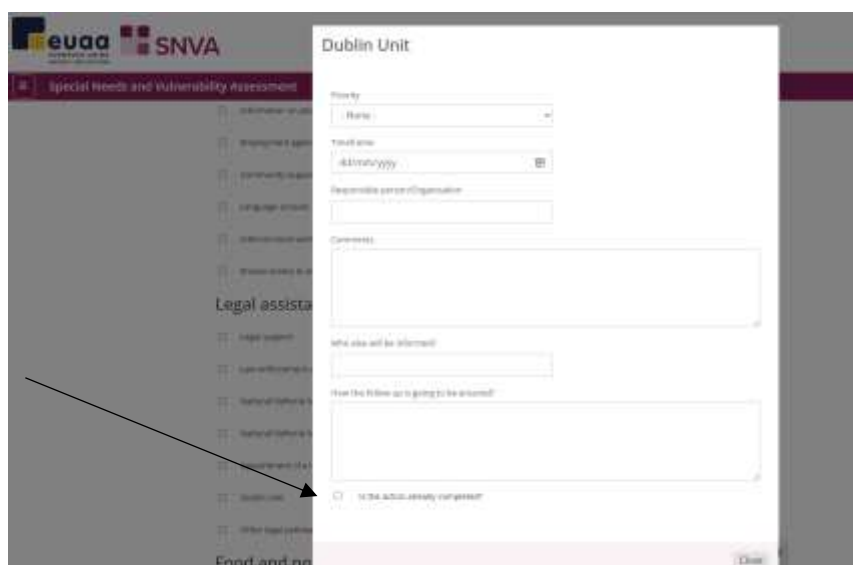


Figure 23: Referral pop-up window



The notification disappears when the action is marked taken form the pop-up window.

When you press the notification button, you can see all the current notifications, if any.

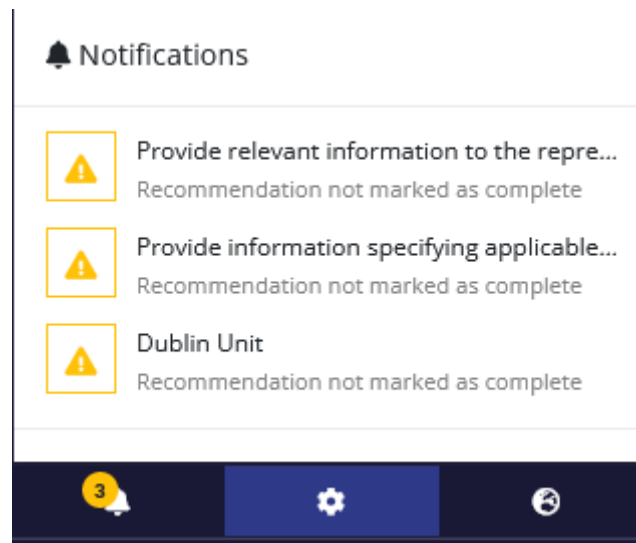


Figure 24: Sidebar notifications

You can click on a notification to go directly to the source of the notification and resolve it. A modal will display for your convenience, and actions can be updated here directly.

Dublin Unit

Priority
Medium

Timeframe
dd / mm / yyyy

Responsible person/ Contact Person / Organization

Comments

Figure 25: Referral modal



4.2.2. Cog button

At the bottom of the sidebar navigation menu, there is the cog button. When you click on it, there is a list of actions that vary depending on the current page.

You can save the assessment, re-open an assessment, start a new assessment, read the about the tool and the privacy notice.

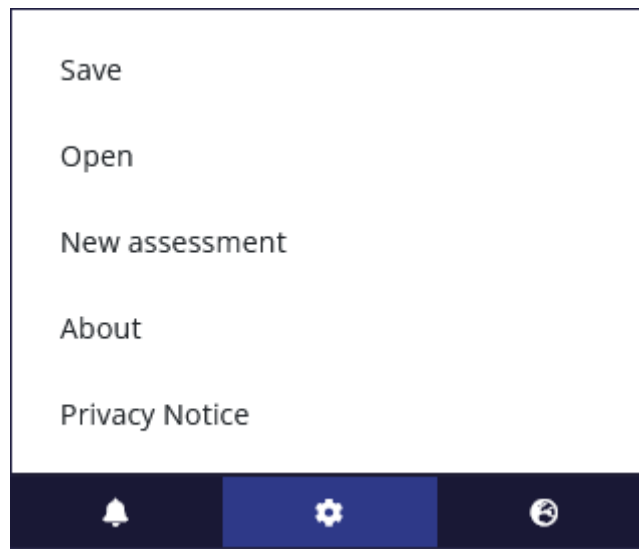


Figure 26: Cog menu actions of assessment page

4.2.3. Language selection button

At the bottom of the sidebar navigation menu, you can see the language selection button. When you click on it, you can see a list of all the available languages which you can select.

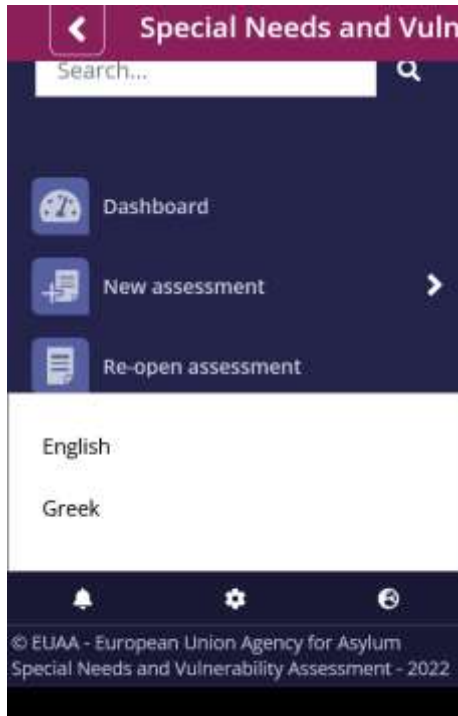


Figure 27: Available application languages

When you select a language, the application page reloads and displays the application in the selected language. You need to be online in order to change the language of the application.

4.3. Assessment navigation and actions

You can navigate to any of the assessment pages by clicking on the corresponding link in the sidebar navigation menu (See figure 13).

You can complete the assessment sections in any order using the navigation options available either on the sidebar navigation menu or on the horizontal navigation menu, which can be found at the bottom of the assessment page (See figure 14).

There are three buttons “Reset” “Next” and “Mark as complete” at the bottom of each section.

If you select the “Next” button, you will move to the next section within the assessment.



Figure 28: Actions buttons at the bottom of each section

If on the last section, when the “Save assessment button” is clicked a file is generated and saved on the device containing all of the current assessment data that were entered.



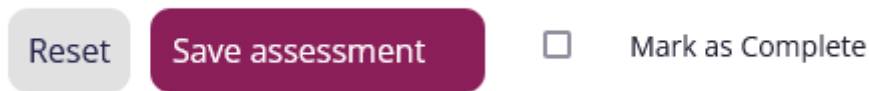


Figure 29: Saving in the last section

If you want to reset a section of the assessment, you can click on the “Reset” button. A dialog will appear informing you that if you continue with the process, data within the section will be lost.

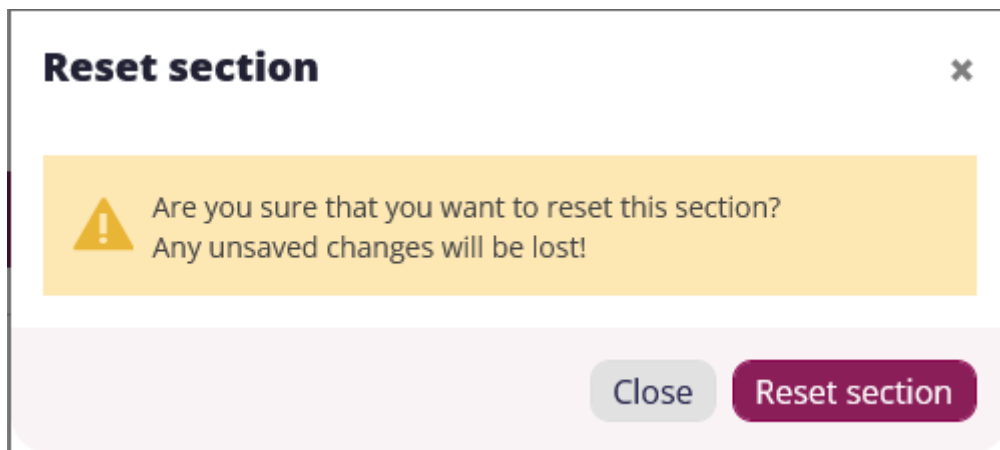


Figure 30: Reset button

If you click the “Reset all” button, it will allow you to clear any data entered the assessment.



Figure 31: Reset all button

4.4. Saving an assessment

At any time during the assessment the user (either utilising a Mobile or a Desktop device) can choose to save the already generated data through the button “Save” that you can find on your screen (See figure 32) or on the sidebar navigation cog button (See figure 23)



Figure 32: Save an assessment

The application saves a .JSON file on the device (during operation of the tool no data are transmitted or saved over the internet) of the user, with a predefined naming convention. Because the tool operates in a browser environment, the actual location (folder) of the saved documents is determined by the browser settings. In this sense it might be different from device to device and from browser to browser. It is up to the user to define to some extent where the assessment data are saved and to retrieve it there.

On the user's device, the user can load any previously saved assessment for further editing, viewing or continuation.

Sharing the SNVA tool created assessments with other users, is accomplished only via **external means**. It is up to the user or the respective organisation to decide where to store centrally the developed assessments (i.e., shared folders, google drive, OneDrive etc.) and how to share amongst users (i.e., access to shared repositories, via email, etc.). As previously mentioned, assessments saved with encryptions keys will not be able to be opened without this key, so if assessments are received from a colleague be sure to get the key from them to enable access to the assessment.

Any required fields should be entered before you are able to save. The required fields are marked with an asterisk at the end of the field title.

 A screenshot of the SNVA application interface. At the top left, it says 'HOME / Tools' and 'SNVA'. At the top right, there are three buttons: 'Save', 'Reset', and 'Print'. Below this is a section titled 'Introduction'. Underneath, there is a sub-section titled 'Information on user and assessment' with a dropdown arrow. This section contains a form with three input fields: 'User number' (with a dropdown arrow), 'Name *' (with an asterisk), and 'Surname *' (with an asterisk). The 'Name' and 'Surname' fields are currently empty.

Figure 33: General details section

When you leave a required field empty, the field gets highlighted.



Figure 34: Highlighted empty required fields

If there are required fields that are empty, when you select the “Save” button, then you will receive the following message, that you cannot continue until missing fields are entered.

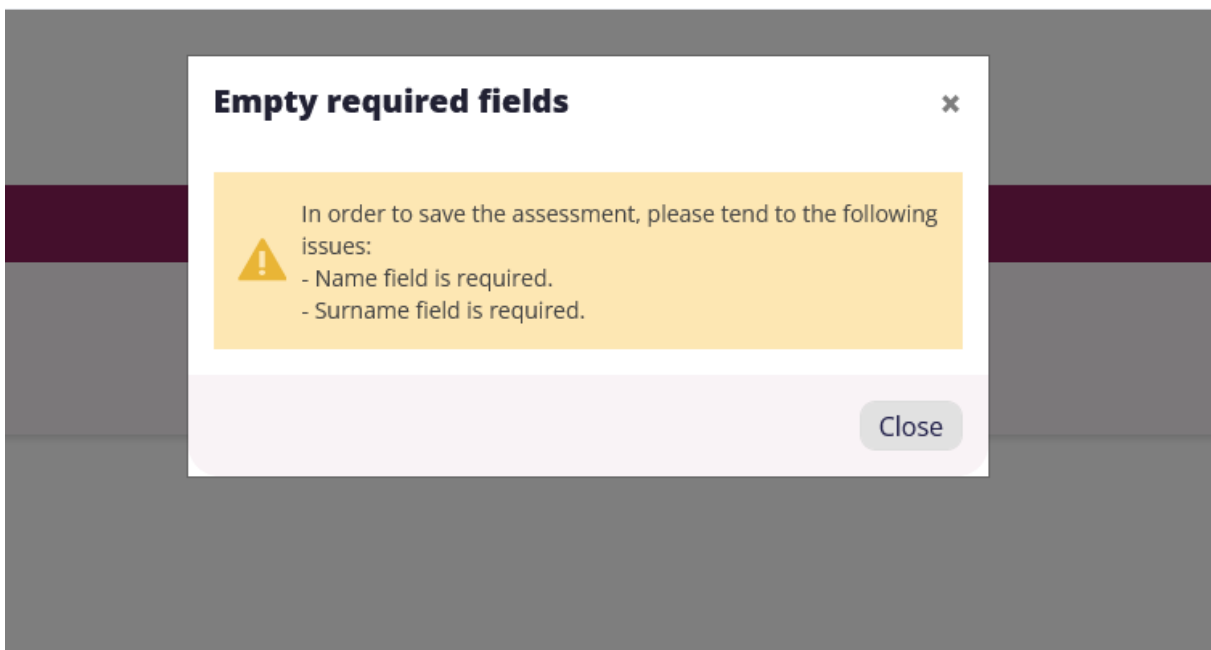


Figure 35: Assessment required fields

4.5. Statistics

In the statistics page multiple assessments can be uploaded.

All the indicator data are calculated and aggregated into simple and understandable tables and graphs, grouped by their value.

The application allows comparison among various assessments. Types of statistics are:

- # of cases examined
- # of unaccompanied minor
- Age groups
- Gender



- Country
- Country of assessment
- Special needs category
- Stage of the asylum process
- Recommendations
- Type of referral

You can access the report pages by using the sidebar navigation menu or the dashboard.

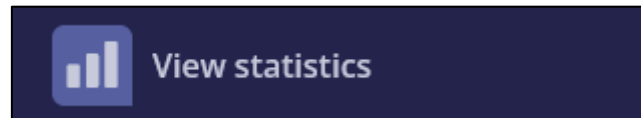


Figure 36: View statistics

Once clicked on the relevant buttons, the statistics page will appear:

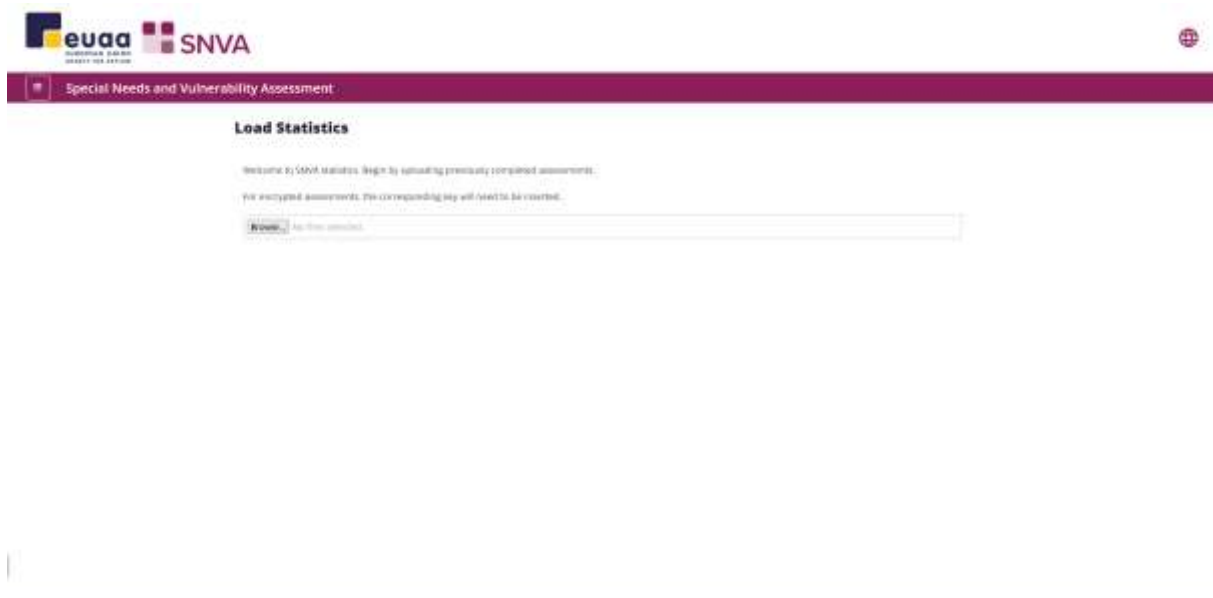


Figure 37: Open statistics page

On the statistic page, you can select to open multiple assessment files saved locally on your device.



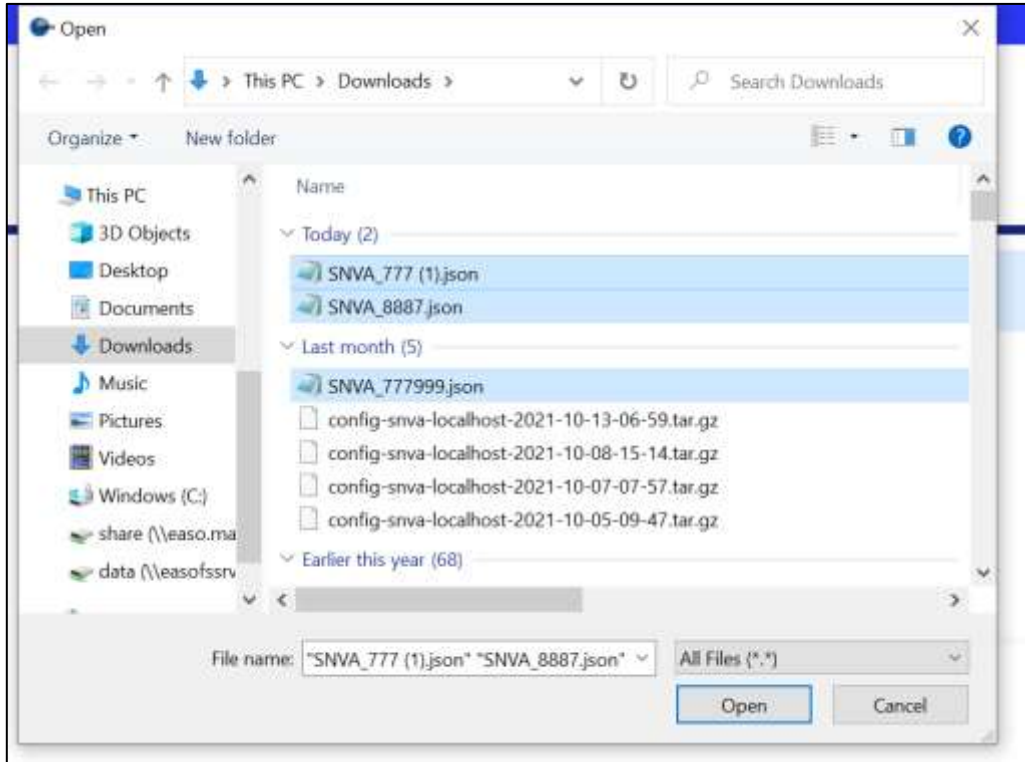


Figure 38: Selecting files to open within the statistics page

When opening encrypted files within statistics, you will be presented with the opportunity to enter the encryption key. If the encryption key is unknown, the bin icon within the row of the file can be clicked to remove it from the current data set.



Figure 39: Removing assessment if encryption not known



If an invalid key is entered, the application will highlight which file has failed.

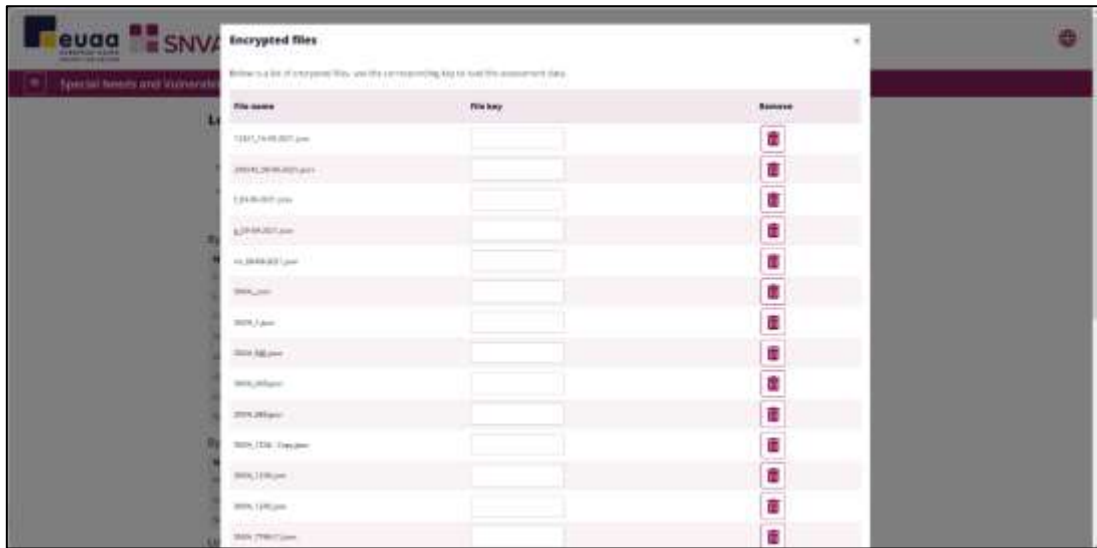


Figure 40: Loading encrypted files

Once all files are decrypted you may then load and continue to the statistics results.



Figure 41: Load stats button



4.5.1. Aggregated statistics

There are range of filters that can be used to filter data in statistics for a more granular data set.

The image shows a 'Toggle filters' interface with a grid of filter options. The filters are arranged in two rows. The first row includes: Month, Year, File name, Case number, Date, Case status, and Country of Assessment. The second row includes: Age, Gender, Country, Stage of Asylum, Housing, and Nationality. Below the filters, there is a 'Show 11 entries' indicator and a search bar.

Figure 42: Statistics filters

Use the filters to refine which data is displayed within the statistics page.

The graphs below illustrate data on country of assessment, age, gender, country, stage of asylum, and housing.

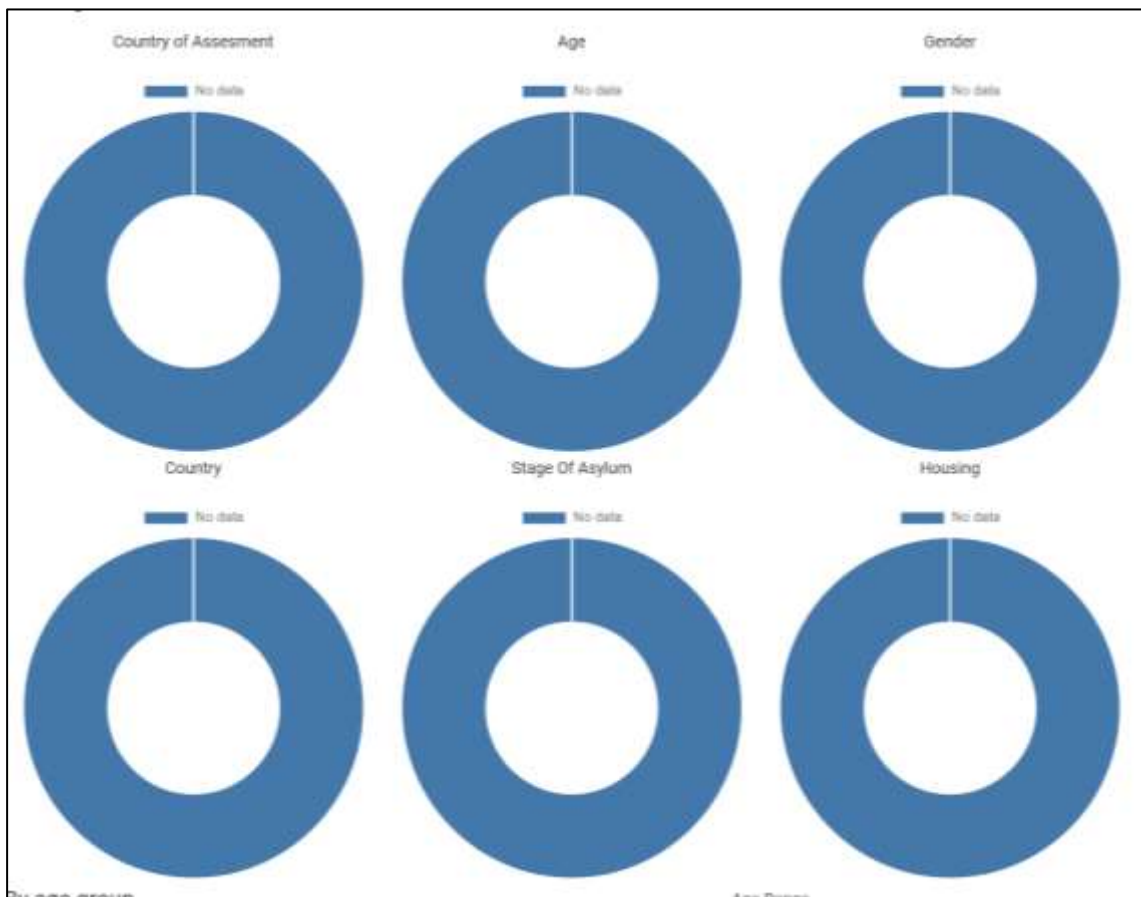


Figure 43: Sample of top-level charts

The graphs below show disaggregated data by age group, minors/adults, and unaccompanied minors.



By age group

Name	Value
0 - 5	0
6 - 10	0
11 - 17	0
18 - 25	0
26 - 39	0
40 - 65	0
65+	0
No Data	5

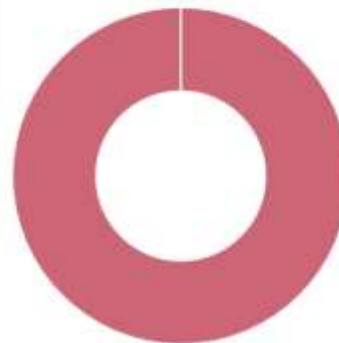
Age Range:



By minors / adults

Name	Value
Minors	0
Adults	0
No Data	5

Minors / Adult



Unaccompanied minors

Name	Value
Unaccompanied minors	0

Figure 44: Sample of top-level charts and table

This last table shows data on the referrals, and the actions that were considered high priority.

Name	Value	Name	Value
	0		0
Provide information specifying the applicable and available assistance, in a manner suitable to the special needs of the applicant.	0	Provide information specifying the applicable and available assistance, in a manner suitable to the special needs of the applicant.	0
Provide relevant information to the representative.	0	Provide relevant information to the representative.	0
Reception center	0	Reception center	0
Accommodation for persons with special needs	0	Accommodation for persons with special needs	0
Safe shelter for persons at risk of violence	0	Safe shelter for persons at risk of violence	0
Other accommodation	0	Other accommodation	0
General practitioner	0	General practitioner	0
Fetal care	0	Fetal care	0
Gynecologist	0	Gynecologist	0
Paediatrician	0	Paediatrician	0
Emergency services	0	Emergency services	0
Access to pharmacy	0	Access to pharmacy	0
Psychiatrist	0	Psychiatrist	0
Psychologist	0	Psychologist	0
Nutritionist	0	Nutritionist	0
Forensic scientist	0	Forensic scientist	0
Specialist on female genital mutilation / cutting	0	Specialist on female genital mutilation / cutting	0
Rehabilitation services	0	Rehabilitation services	0

Figure 45: Sample of recommendations table



4.6. Documentation

The documentation page is accessible through the sidebar navigation menu and the Dashboard. It contains information relevant to the SNVA tool and instructions on how to complete the assessments.

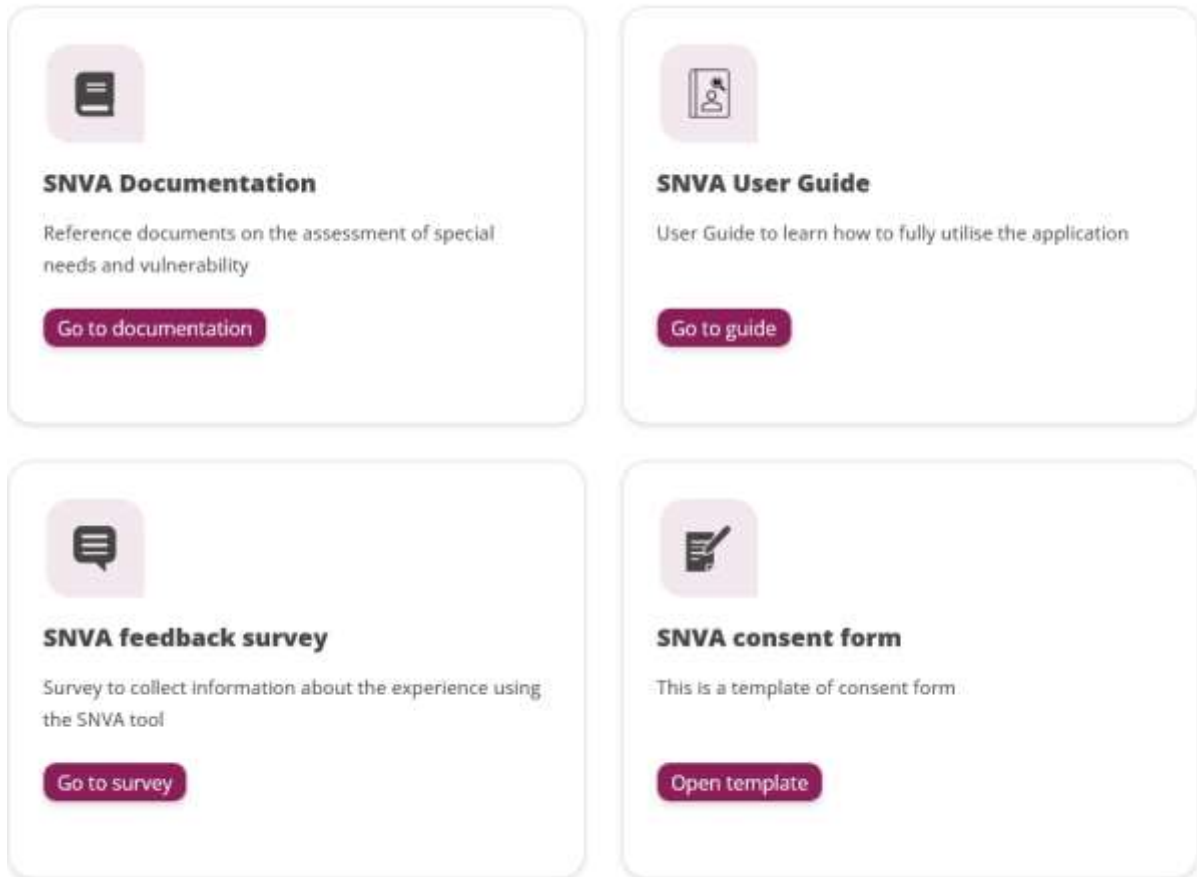


Figure 46: Documentation page

Within this page there are some external links:

- SNVA feedback
- SNVA consent form

To access these pages, you will require an external connection.

Internal links, so available directly within the app.

- SNVA Documentation
- SNVA user guide



4.7. History

Within the application there is a history tracking mechanism, this allows questions with yes, no and a comment to store what has previously been filled in by other colleagues.

Introduction of caseworker, interpreter, and anyone else present

Yes
 No

Figure 47: History style question

After working through an assessment and saving, the application will save what was commented and the choice that was selected out of yes and no.

Introduction of caseworker, interpreter, and anyone else present

History
 Yes
 No

Figure 48: History style question with history attached

Once re-opened all history will be available to view, by clicking the History button.

Introduction of caseworker, interpreter, and anyone else present

Date	Person	Answer	Comment
05/04/2022	Ryan Blake	Yes	Unknown person present
05/04/2022	John Smith	Yes	It was the uncle that was present.

[Close](#)

Figure 49: History modal showing previous comments



4.8. Linkages

Throughout the assessment, there are questions which will cause an automatic linkage in the Referrals Section (Section 22) in the form of an automatically checked action. This will help you to identify referrals that should be carried out based on your selections.

For Example:

Dublin Case found in the Biodata section.

Dublin case

Yes No

Comment 

Figure 50: Example of question with a linkage.

By selecting yes and going to the Special reception needs and referrals section. The following referral is automatically suggested.

Dublin Unit

Figure 51: Auto linked referral.

