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# HAVEN CONNECT SYSTEM

## Comprehensive System Report

Haven Aid | March 2026

## 1. Executive Summary

Haven Connect is a digital professional support platform designed to assist social workers, therapists, counsellors, and mental health professionals in managing cases, communicating with clients, and maintaining secure documentation.

The platform integrates case management, communication tools, and AI-assisted reporting into a single system. It is designed to address administrative inefficiencies, improve service delivery, and support compliance with data protection regulations.

This report outlines the system’s structure, features, and its role in addressing operational challenges within the social services and mental health sectors.

## 2. Industry Challenges

Professionals in social work and therapy face several operational challenges that impact service delivery:

### 2.1 Administrative Workload

- Significant time spent on documentation and reporting
- Manual processes for case tracking and report generation
- Use of multiple tools for different administrative tasks



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## 2.2 Workforce Strain

- High caseload volumes
- Exposure to emotionally demanding environments
- Limited access to structured support systems

## 2.3 Communication Limitations

- Use of unsecured communication platforms
- Fragmented communication channels
- Limited accessibility for certain client groups
- Barriers for remote or rural service delivery

## 2.4 Compliance and Accountability

- Difficulty maintaining complete audit trails
- Inconsistent documentation practices
- Regulatory requirements for secure data handling (e.g., POPIA)

# 3. System Overview

Haven Connect is a cloud-based platform that consolidates professional workflows into a single application.

## 3.1 Architecture

Component	Technology	Function
Frontend	React + TypeScript (PWA)	Cross-device accessibility
Backend	Supabase (PostgreSQL)	Data storage and synchronization
Authentication	Multi-factor authentication	Secure access control
Communication	WebRTC	Real-time messaging and calls
AI Engine	NLP models	Report generation and analysis
Storage	Encrypted cloud storage	Secure file handling





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## 3.2 User Roles

- **Client** – Case submission and communication
- **Professional** – Case management and service delivery
- **Manager/Supervisor** – Oversight and approvals
- **Administrator** – System configuration and user management
- **Student/Trainee** – Training environment access
- **Security Analyst** – Monitoring and compliance

## 4. Core System Features

### 4.1 Case Management

- Digital case intake and classification
- Automated case assignment
- Case tracking dashboards
- Structured case notes
- Case transfer and closure processes

### 4.2 Communication Tools

- Secure real-time messaging
- Voice messaging
- File sharing within cases
- Integrated video and voice calls
- Communication history stored per case

### 4.3 Professional Collaboration

- Direct messaging between professionals
- Group communication channels
- Cross-organisation collaboration

### 4.4 AI-Assisted Reporting

- Automated draft report generation
- Multiple report formats (e.g., case notes, referrals)
- Editable document interface
- Document upload and data extraction
- Export functionality



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## 4.5 Referral Management

- Digital referral creation
- Status tracking
- Full audit history

## 4.6 Scheduling and Calendar

- Appointment scheduling
- Availability management
- Automated reminders

## 4.7 Client Access Portal

- Case submission interface
- Secure communication access
- Case status tracking
- Document upload capability

# 5. Operational Impact

The system addresses key operational inefficiencies by:

- Reducing manual administrative processes
- Consolidating tools into a unified platform
- Improving visibility across case workflows
- Supporting remote and accessible service delivery
- Enhancing documentation consistency

# 6. Professional Use Cases

## 6.1 Social Workers

- Manage multiple cases within a single dashboard
- Maintain structured documentation
- Communicate securely with clients
- Track case progress and outcomes



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## 6.2 Therapists and Counsellors

- Document sessions efficiently
- Maintain complete client histories
- Provide flexible communication options
- Coordinate referrals when required

## 7. Client Access and Experience

The platform provides clients with:

- Digital case submission
- Secure communication with professionals
- Multiple communication formats (text, voice, video)
- Real-time updates on case progress
- Access across devices via web application

## 8. Security and Compliance

Haven Connect implements security and compliance measures aligned with data protection standards:

- POPIA compliance
- Multi-factor authentication
- Role-based access control
- End-to-end data encryption
- Audit logging of system activity
- Configurable data retention policies
- Incident monitoring and response systems

## 9. Organisation Management Features

- User and role management
- Case distribution oversight
- Performance and case analytics
- Team coordination tools



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## 10. Training and Development

The platform includes a training environment for students and professionals:

- Simulated case scenarios
- AI-assisted interaction practice
- Supervisor feedback integration
- Separation of training and live data

## 11. Conclusion

Haven Connect is a unified system designed to support professionals in social work and mental health services through improved workflow management, secure communication, and structured documentation.

By integrating multiple operational functions into a single platform, the system supports more efficient service delivery, improved accountability, and enhanced accessibility for both professionals and clients.