

**CPIMS+ Fact Sheet and Minimum Criteria – March 2021**



**The CPIMS+: Supporting More Secure, Ethical and Efficient Case Management Services for Child Protection**

The CPIMS+ is the module of the Primero software platform that supports child protection case management programs. The database is an enhancement of the Inter-agency Child Protection Information Management (IA CPIMS) database. For the CPIMS+ to adequately support information management systems for child protection case management, strong foundations are needed in social and case worker capacity. In addition, in accordance with the CPWG, 2014, Interagency Guidelines for Case Management and Child Protection (pp. 44-47), core components of an inter-agency CPIMS include:

1. Inter-agency (IA) Child protection Case Management forms;
2. Relevant sections of Case Management Standard Operating Procedures (SOPs);
3. Data Protection Impact Assessments (DPIA) and Data Protection Protocols (DPPs);
4. Information Sharing Protocol (ISP).

The global CPIMS+ Steering Committee (CPIMS+ SC) is comprised of senior child protection specialists from IRC, Save the Children, UNICEF, Terre Des Hommes Lausanne, Plan International, UNHCR and the CP Areas of Responsibility. The vision of the Steering Committee is to promote and sustain the integration of the CPIMS+ database and tools as part of child protection case management program strengthening. The CPIMS+ SC works closely with the global Case Management Task Force (CMTF) and the Child Protection Alliance to develop resources and standard practices related to CPIMS+.

Technical support of the CPIMS+ is provided by the UNICEF Primero Technical Team who coordinate the overall Primero Project. They support and advise on the technical deployment of the CPIMS+, hosting of the application, feature development of the software platform aligned to CPIMS SC requirements as well as provide Helpdesk support.

The CPIMS strengthening approach is ongoing in over 50 localities and the CPIMS+ software is being rolled-out worldwide to replace the IA CPIMS as a tool to support effective child protection case management. In 2021 a new version (Primero Version 2) was launched, allowing in-country partners to easily deploy and configure the forms and functionality without the support of a software development vendor. Primero v2 is based on a subscription model to enable partners to have more autonomy in implementing the CPIMS+ with access to services that support the installation, hosting and on-going end-user technical support.

**The CPIMS+ roll out offers the opportunity to:**

* Collect, organize, store and disseminate child data in a uniform way to facilitate data sharing at all levels to strengthen processes and practices;
* Provide access to timely and relevant information that is necessary for solutions;
* Bring organizations together for enhanced coordination and collaboration;
* Help close data gaps and improve data quality, and improve data protection and information sharing standards;
* Strengthen and supports the capacity of government partners and child protection social workforce to enhance case management services.

**What are the purposes, features and functionalities of the CPIMS+?** See table below.

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| page2image48601104**Purpose, Features & Functionalities of the CPIMS+**page2image50395776page2image50387712 |
| **Online and Offline Functionality**: CPIMS+ can be used both online and offline in all browsers on any type of device (mobile device, tablet or laptop). The online function means that organizations have full access to all features and functionality of the CPIMS+ such as sharing case referrals and transfers quickly, request approvals for key case management processes, or access the reports. While offline, case workers can view, create, save and edit cases until they are back online. |
| page2image50389248**Adapting the CPIMS+ to the context**: The CPIMS+ comes with a standard configuration that is based on the global inter-agency CMTF forms and best practices for child protection case management. Whenever feasible, we encourage country programs to use the standard set-up. With the new Version 2 country programs can easily design and configure the CPIMS+ to meet the specific needs in their context. The system could cover all child protection cases nationally or a smaller geographic or thematic area, as needed. |
| page2image50389824**Family tracing and reunification**: The database systematically records children who are unaccompanied and separated and accepts tracing requests by parents/caregivers and families looking for children. The system then compares tracing requests to the children’s cases and shows caseworkers the likelihood of a match. |
| **Day-to-day case management**: The database software allows caseworkers to store and organize children’s information in electronic case files that can be adjusted and edited as a child’s case progresses over time. Amongst other things, the system can track, refer and transfer individual cases to other staff or agencies using the system CPIMS+ can be used to “flag” tasks that are due (or overdue) to encourage timely follow-up. New features have also been developed for approvals by managers of Best Interests Assessments, care plans and case closure forms, planning key actions such as assessments and follow ups as well as email notifications. |
| page2image50389440**Data aggregation, analysis and dashboard**: CPIMS+ can be used to tailor reports to for advocacy purposes, influencing governments and fulfilling donor-reporting requirements, as well as for the Child Protection sub-cluster, Case Management Working Group, and others as needed. This (basic) aggregate data analysis function can be used to inform program design, strategy and plans for resource allocation. CPIMS+ makes reporting and analysis quicker and easier. For advanced analysis data can also be easily exported to Excel. |
| **Information sharing:** The system allows information to be shared internally within an organization or externally to another organization within the framework of data protection protocols and an interagency information sharing protocols. This can facilitate the management of cases and actions like family tracing and reunification. The CPIMS+ is a tool for collaboration and coordination to strengthen service provision. |
| **Data protection and confidentiality**: The database has built-in safeguards that protect children’s information by allowing for different levels of user permission/access to information stored in the database. This is called “role-based access”. There are options to withhold or encrypt information when sharing files and there is a function that allows data protection requirements specific to each child’s wishes to be stored. Only people who need to see the data have access to it on a ‘need to know’ basis. The Primero platform has undergone a rigorous third-party information security review. |

**What do you need to roll out the CPIMS+ in your context? *Note: this may not be all in place but should be planned and agreed to as this will be required for CPIMS+ deployment.***

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|  | page1image65083280 At the inter-agency level | page1image65078288At the organizational level |
| page1image65092848page1image65077872**Case Management Program** | Existing Inter-Agency Case Management SOPs (incl. updated referral pathways);  Harmonised IA Case Management Forms or specific fields to be used in CPIMS+ agreed at IA level;  Provision of CM services to at least 100- 200 children on a regular basis; | Ongoing plan for users to be able to integrate the new tool in their daily case management work;  *For agencies deploying the CPIMS+ without other partners Case Management SOPs and*  *Case Management Forms are required*  *Provision of CM services to at least 100- 200 children on a regular basis* |
| page1image65364928**Coordination** | * Existing coordination structure for the CPIMS be it the Case Management Task Force or Working Group in country * Data Protection and Impact Assessment * Information Sharing Protocol / Data Protection Policy * SOP for case management * Agreement on server hosting * Terms of Use signed by all users | |
| page1image65369296**Human Resources and staff capacity** | Human, financial and technical resource to carry out the assessment, roll out and maintain the CPIMS+ (see below budget/resources section); | Organizational commitment to implement a new data management system and a case management and IMS designated focal point per agency;  Necessary human resources in place (i.e. child protection manager, case/social workers, IT staff) and trained  Contribute to the mobilization of financial and technical resource(s) to carry out the assessment and roll out of the CPIMS+ (see resources below) |
|  | * Dedicated focal points and deployment support * IT support at the organisational/IA level * Staff familiar with web browsing | |
| page2image65106112page2image65107776  **Hardware and connectivity** | * Necessary resources for safe and secure data management (locked cabinets, computers, printing, phones etc.); * Materials such as computers (and tablets or mobile device if applicable); * Stable internet connection needed in locations to access full features and functionality of the CPIMS+; offline functionality exists for data collection purposes   page2image51099328 | |
| page2image65469888 **Budget / Resources Needed**  *(will depend on context and needs, adjacent are estimates* | Resources needed to specific to set up the CPIMS+ (will depend on context and needs, below are estimates):  *MUST HAVE:*   * CPIMS+ database set-up and testing (TBC), * System maintenance and troubleshooting (TBC) * CPIMS+ System Administrator * Cloud hosting ($150 per month) * materials such as computers (and tablets if applicable), stable internet connection   *HIGHLY DESIRABLE:* IA CPIMS+ Coordinator: a dedicated focal point for at least 6-12 months for inter-agency roll outs, for complex roll outs this is a must have.  NOTE: these costs are for the set-up of the CPIMS+, these do not include technical support from members of the CPIMS+ Steering Committee, capacity building for ends users on the CPIMS+ and country level human resources | |

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**The following criteria are used by the CPIMS Steering Committee to prioritize support to countries requesting the roll out of the CPIMS+:**

* **Countries using the IA CPIMS older version** of the CPIMS+ and wanting to upgrade to the new version
* **Humanitarian context** (this may also refer to a specific geographic region or group)
* **Case management program already in** place or process established and with a clear timeframe and harmonized case management forms in development/place
* **Functional CP coordination body** and human resources available to support pre- deployment phase and deployment of CPIMS itself
* Agencies/ coordination body demonstrate **motivation and commitment to strengthen child protection information management practices** for case management
* **Existing and tested SOPs and IA case management forms** or measures taken to begin development/harmonization
* Existing protocol on in**formation sharing and data protection or measures taken/ agreement to begin** development of related document
* **Vision to ensure the sustainability** of the CPIMS+

There are 4 stages to rolling- out CPIMS+. The time needed for each of these phases depends on resources available in country and the complexity of the context and can thus vary significantly.

In the **Assessment phase focused on** whether the CPIMS+ the right fit for your context and what needs to be done for it to be utilized appropriately and efficiently. The **Planning phase** is an end-to-end implementation plan where you set objectives, roles and responsibilities for implementation. During the **Implementation phase** the CPIMS+ is configured and rolled out. **Support & Maintenance** is the last phase when the system is live to support users and on-going maintenance

**Should you decide to rollout Primero/CPIMS+ in your context, the CPIMS+ Steering Committee commits to:**

* Help you conduct an information management assessment for child protection case management to evaluate appropriateness and next steps;
* Help you understand the costs and resources needed for the rollout and maintenance of the system;
* Support you in the planning and implementation phase of the rollout;
* Conduct in-country trainings and mentoring of end-users and system administrator;
* Support you in monitoring and evaluating the CPIMS+ to improve programming

*Note that the timeliness of the support will depend on the demand worldwide and available resources to respond to the demand*.

**CPIMS+ in a Refugee Context**

To roll out the CPIMS+ in a refugee context, close coordination with the UNHCR country office is needed. The relevance of the use of the CPIMS+ vis a vis the use if ProgressV4 is will be determined as per the Guideline on IM in Refugee/Mixed/IDP settings which is currently under development.

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| KEY MESSAGES   * The CPIMS+ database is just one brick in the bigger CM and CPIMS wall and the database requires a solid case management foundation * This is an opportunity to strengthen case management work through information management tools * The CPIMS+ database requires all the other 4 elements (Standard Operating Procedures, IA Case Management Forms, Data protection Impact Assessment, Data Protection Protocols) to exist and meet minimum standards * This is an inter-agency process that requires active participation and ‘ownership’ on the part of in-country agencies and authorities in some contexts. * Databases should not necessarily replicate case management forms in their entirety, but instead field selection should be purposeful. * All participating agencies need to actively contribute to the process, 1 or 2 dedicated staff for roll out at the agency/inter-agency level and the possibility of sustainable funding are essential * In case of particularly urgent deployment the timeline and support can be ‘fast-tracked’ |

If you have any questions regarding Primero and the CPIMS+ module, please contact [childprotectioninnovation@gmail.com](mailto:childprotectioninnovation@gmail.com).

For more information on Primero, visit [www.primero.org](http://www.primero.org) or for the CPIMS+, visit <www.cpims.org>.