



CPIMS+™

The CPIMS+: Supporting More Effective and Efficient Case Management Services for Child Protection

The CPIMS+ is a module of the Primero software platform that supports child protection case management (CM) practices. The platform is the “next generation” of the widely used Inter-agency Child Protection Information Management System (IA CPIMS). The CPIMS+ is much more than a software: It is a part of an integrated approach to child protection information management accompanied by a package of services and tools that are designed to promote quality case management and positive outcomes for vulnerable children. This package includes technical support for assessments and roll outs, tools for data protection and information sharing, inter-agency case management SOPs and referral pathway templates, harmonised inter-agency forms, and data protection protocols.

The global CPIMS Steering Committee (CPIMS SC) consists of members from IRC, Save the Children, UNICEF, TdH Lausanne and UNHCR. The vision of the Steering Committee is to promote and sustain the integration of the CPIMS+ and tools as part of child protection case management program strengthening. Three global staff members form the **CPIMS Technical Team** and directly support the roll-out of the CPIMS+. The CPIMS SC works in close collaboration with the global **Case Management Task Force** and the **Alliance for Child Protection in Humanitarian Action** to develop resources and standard practices related to the CPIMS.

The Primero Technical Team coordinates the overall Primero Project, including software development and IT support.

The CPIMS+ has been rolled out in Kenya (Kakuma), Jordan, Nepal, and Sierra Leone and CPIMS support is ongoing in at least 8 other countries. It is now being rolled-out globally to replace the IA CPIMS as a tool to support effective child protection case management.



Purpose and functions of the CPIMS+:

- A information management system which supports case workers to run a more efficient and effective case management service for child protection
- Capture diverse information needs and provide comprehensive data on the situation of vulnerable children
- Support for family tracing efforts (matching of cases to tracing requests);
- Online and offline data collection
- Enhance data collection, quality and security to promote the principles of confidentiality, informed consent and need-to-know

- Real-time analysis of aggregate data trends across organizations. E.g. CPIMS+ has reporting and data analysis functions to support program reviews and course correction, national context analyses, and child protection advocacy
- Currently, the platform is supported in English, Arabic and French. Full internationalization is planned in end of 2017

The CPIMS+ roll out also 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
- Close data gaps, improve data quality, and improve data protection and information sharing standards
- Strengthen and support the capacity of government partners and child protection social workforce to enhance case management services

What do you need to roll out the CPIMS+ in your context?

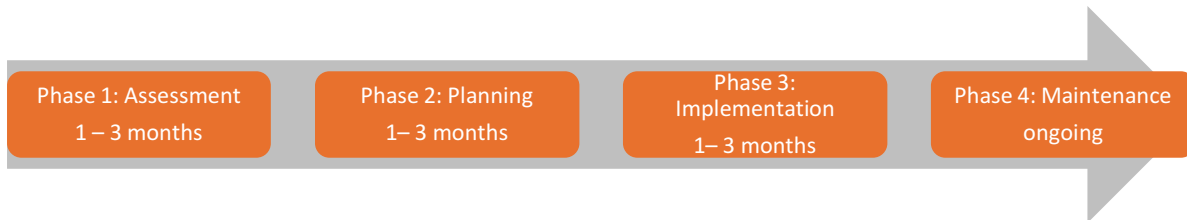
| At the inter-agency level | At the organizational level |
|--|--|
| <ul style="list-style-type: none"> • Established and functional CP coordination body; • Existing Inter-Agency Case Management SoPs (including updated referral pathways); • Harmonised Inter Agency Case Management Forms; • Provision of CM services to at least 100-200 children on a regular basis; • Mobilise human, financial and technical resource to carry out the assessment, roll out and maintain the CPIMS+ (see below resources section) | <ul style="list-style-type: none"> • Necessary resources for safe and secure data management (locked cabinets, computers, printing, phones etc.); • Necessary human resources in place (i.e. CP manager, case/social workers, IT staff) and trained; • Stable internet connection preferable in locations where data is entered into Primero/CPIMS+. • Organizational commitment to implement a new data management system and a CM and IMS designated focal point per agency • (Contribute to) the mobilisation of financial and technical resource (s) to carry out the assessment and roll out of the CPIMS+ (see resources below): • Ongoing support plan for users to be able to integrate the new tool in their daily case management work |
| <p>Resources Needed (will depend on context and needs, below are estimates):</p> <p>MUST HAVE: CPIMS+ database set-up and testing (\$10-20k), Initial assessment workshop and training costs (TBD in country), system maintenance and troubleshooting (\$1-5k per month depending on complexity), CPIMS+ System Administrator, Cloud hosting (\$150 per month), materials such as computers (and tablets if applicable), stable internet connection where possible, human resources to keep CM SOPs, referral pathways, ISPs up to date.</p> <p>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.</p> <p>OPTIONAL: Feature Development: This refers to software enhancements in the event that the CPIMS+ does not meet all the requirements of your program. (Costs vary depending on the scope of the work)</p> | |

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

- Countries currently using the IA CPIMS
- Emergency contexts
- Case management practice already in place
- Functional CP coordination body and human resources available to support the coordination of the assessment, the preparatory phase to roll-out (such as development /consolidation of harmonised forms, Information sharing protocols, etc.) and the roll out of the CPIMS+
- Agencies and CP coordination body show motivation and engagement to strengthening child protection information management practices for case management. Ideally, the request for CPIMS+ should come through the CP coordination body

- Vision to ensure the sustainability of the CPIMS+
- Existing and tested IA case management forms in place or steps taken for development
- Existing, CM SOPs and Information Sharing and Data Protection Protocol in place or steps taken for development

The process of rolling-out the CPIMS+ can be complex, and is broken down into 4 stages. The time needed for each of these phases depends on resources available in country and the complexity of the context, and can thus vary from place to place.



Should you decide to rollout Primero/CPIMS+, the CPIMS Steering Committee commits to:

- ⇒ Help you conduct an information management assessment for child protection case management to evaluate appropriateness and next steps
- ⇒ Support you in the planning and implementation phase of the rollout
- ⇒ Conduct in-country trainings and mentoring of end-users and system administrator
- ⇒ Assist with conducting a Data Protection Impact Assessment
- ⇒ Act as global-level system administrators to maintain the platform and liaise with the software company for helpdesk support

Note: The Support Services packages may vary depending on demand and available resources

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+ in a refugee setting will depend on:

- Existing systems for refugee case management
- If the case management system extends beyond the refugee context
- Which information management system is supported by case management actors
- Other factors, as assessed and analyzed by all stakeholders

KEY MESSAGES

- CPIMS+ is just one component in a healthy case management practice; a solid case management foundation is a necessary prerequisite
- Simpler is better: An easy-to-use system with simple forms is the best start
- Dedicated staff and sustainable funding are essential for this process to succeed
- All participating agencies need to actively contribute to the process
- The roll out process can take time, but it is critical to sustainability
- In cases of particular urgency, deployment and support can be ‘fast-tracked’

If you have any questions regarding Primero and the CPIMS, please contact:

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