THE COVID-19 CRISIS IS PLUNGING MILLIONS OF CHILDREN AND WOMEN INTO VULNERABILITY.

From increased risks of negative social and mental health impacts, to violence and gender based violence (GBV), this global pandemic is exacerbating existing vulnerabilities and creating new ones, while undermining services that protect children, including social services.

Beyond the direct health risks posed by pandemics, children face safety risks as a result of being out of school and in lockdown¹.

Every child is unique. Each child is affected differently by a pandemic and the measures taken to respond to it. Social services providers identify and assess vulnerable children and survivors of violence, and then plan interventions tailored to their needs. Through this case management, they provide a shield of protection and lifesaving security for children in situations of risk.

As social services depend on person to person contact, the need for social distancing due to COVID-19 led to significant challenges in service delivery and the necessary shift towards remote case management:

- Adapting to remote case work allows social services providers ensure continuity of care often using technology.
- Existing cases demand follow up while new cases are identified and registered.
- Case work involves referrals between multiple actors, so sharing sensitive data is necessary.
- Confidentiality and data security are crucial so that case work documentation does no harm.
- Mismanagement of data can lead to severe risks for individuals especially in cases of abuse and GBV where the perpetrator may be in the home or close to the family.

Demand for a secure, out-of-the-box digital case management solution for social services has never been greater.

This is where Primero comes in, offering an open source, license free web application designed to support social services providers, who are often overburdened and under resourced, with their data management needs. Primero helps with day to day case work and planning so there is more time to focus on their clients and communities.

Like children, no two programmes are the same. Designed by and for social services workers, Primero is highly configurable as a truly fit for purpose technology that allows partners including governments, civil society, international organizations and frontline service providers flexibility to adapt/localize/change the app as the programming evolves.

A Digital Public Good² developed and supported by an interagency group of rights-based actors, Primero is the go to option for social services organizations that don’t want to waste time and resources on software development or costly licenses.

Don’t reinvent the wheel. Primero partners benefit from the shared investment, programme expertise and operational support of a diverse global community. Join our alliance of motivated and experienced child protection and GBV specialists from the IRC, Save the Children, Terre des Hommes (Lausanne), Plan International, UNFPA and UNICEF.

² https://digitalpublicgoods.net/
COVID-19 CASE MANAGEMENT WITH PRIMERO™

6 KEY BENEFITS

1. **User friendly, intuitive digital case management.** Streamlined processes, easy to use digital forms and clear workflows for documenting cases from registration to assessment case planning, referrals and transfers and case closure. Primero can also be used for COVID-19 service tracking, contact tracing, and remote case work.

2. **Rapidly deployable.** As a hosted service on the UNICEF cloud, or on your organization's cloud, Primero can be deployed quickly and cost effectively for your team.

3. **Keep it confidential.** Confidentiality by design with role based access, so many organizations can work together seamlessly while respecting the “need to know” principle.

4. **Work anywhere.** Work online or offline with an Android mobile app, regardless of where case workers are located, including in low connectivity areas or in COVID-19 isolation.

5. **Leverage best practices.** Aligned with global best practices, including programming tools and templates, training materials, information sharing protocols, implementation plans, and more.

6. **Configurable to your programming needs.** Adaptable to support users’ needs as their programmes evolve during and after an emergency response.


Join Primero’s global community of partners today!
Together we are transforming digital case management for social services.

PACKAGE OF SERVICES

As a not for profit, rights-based initiative, our Team is here to help improve outcomes for vulnerable children and survivors of violence through **Quality programming | Reliable support | Sustainability**

- **Primero version 1.7 with option to use UNICEF Microsoft cloud.**
- **Technical & programmatic readiness assessment.**
- **Access to our Support Hub & Community Forum of committed, expert social service professionals.**
- **Rights-based Terms of Use with privacy & data protections so you control your data.**
- **Standard, localized configuration based on global Case Management Task Force forms.**
- **Case management, incident monitoring, and family tracing & reunification functionality.**
- **Transferable, portable open source web app designed to be owned by your programme.**
- **Project management support and optional support to contract third party vendors.**


FOR MORE INFORMATION, CONTACT: Robert MacTavish, Child Protection Specialist, rmactavish@unicef.org