

CPIMS+ and the COVID-19 pandemic

Purpose

This guidance note aims at providing practical support to case management service providers on how to adapt the use of CPIMS+ in their response in the context of the COVID-19 pandemic. This guidance note focuses on the use of Primero/CPIMS+ and complements the CMTF guidance note “**COVID-19 Child Protection Case Management Guidance**”¹.

Adapting Primero/CPIMS+ to national responses

The below table presents the use of Primero/CPIMS+ in the context of COVID-19 response:

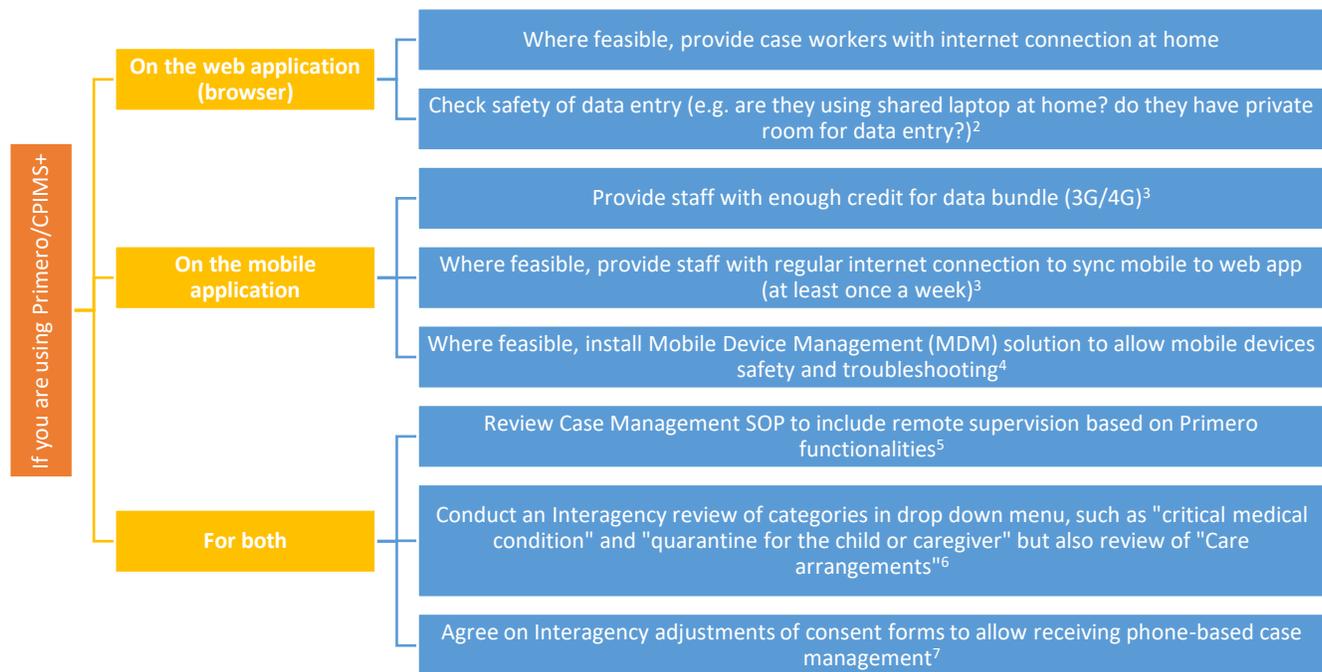


Figure 1 Adaptation to the Primero/CPIMS+ for remote case management from case workers' homes

¹ **COVID 19 Child Protection Case Management Guidance**, April 2020, Case Management Task Force from The Alliance for Child Protection in Humanitarian Action, available [here](#).

² See information below on ensuring Confidentiality, Data Protection and adapting ISP for remote Case Management.

³ We are recommending organizations to procure dongles rather than having Case Workers and Supervisors going to open WIFI connection.

⁴ Additional guidance on MDM is available [here](#), you can also contact the Global CPIMS team for more info.

⁵ See **COVID 19 Child Protection Case Management Guidance**, April 2020, Case Management Task Force from The Alliance for Child Protection in Humanitarian Action, available [here](#), for additional information on SOPs.

⁶ Those changes can only be done by the national system administrator after getting the authorization from all organizations using the system. Keep in mind that changes should always be tested with a Virtual Machine before going live. For further support, please reach out to CPIMS Global team.

⁷ In addition, a mention on getting consent for another case worker to follow up in person in the event that the number of case workers accessing the camp/location is limited or the case worker gets sick.



Strengthening CP case management information management for COVID-19

Usage of Primero/CPIMS+⁸

Primero/CPIMS+ is particularly well suited to ensuring and supporting stronger CP case management service provision during the COVID-19 pandemic if it must be delivered remotely through mobile phones, instead of in-person or static site-based service provision, for the following reasons:

- **It can be used in low/infrequent internet connectivity contexts** – such situations may be more common for CP case workers based at home with no regular internet connection – and it allows case workers to go ‘paperless’ – providing a solution to paper file storage issues that CP case workers may face when working from home. While the web version of Primero/CPIMS+ can be used from an internet-connected computer and enjoys the highest level of functionality, Primero/CPIMS+ can also be used offline for data entry on a **mobile device**, such as a smartphone or tablet. The [mobile version](#) works entirely offline and data can be synced to the cloud after the user is able to access a secure internet connection. This means that no data is stored on paper or on the user’s desktop. Furthermore, if mobile devices are used, a Mobile Device Management (MDM) solution is recommended, but not mandatory, to ensure the safety and confidentiality of data stored on the device.⁹
- Where case workers and their supervisors may be confined to their homes, limiting in-person supervision, supervisors can use Primero/CPIMS+ to support **remote supervision**, such as case file review for each case worker they supervise. Findings from case file reviews can be discussed in remote individual or group supervision sessions. Supervisors can also use the [‘approvals’ feature](#), by which a case worker can request supervisor approval, review and feedback for an action plan, or case closure¹⁰. They can also benefit from the [‘flagging’ feature](#), whereby supervisors can add a ‘flag’ to a case to draw attention to a particular issue and insert a reason. Notes can also be added by supervisor for each case to provide guidance on case management.¹¹ In order to efficiently use the remote supervision functionality of Primero/CPIMS+, ensure that Case Management SOPs already include the modalities of remote supervision, and if not, ensure SOPs are revised accordingly.
- When case workers are working from home and mobility is limited, it may be challenging to consolidate data from each staff member. With Primero/CPIMS+, data is hosted on an internet Cloud, meaning that it **eliminates the need to compile data internally** in an organization from multiple sources – data from each case worker is automatically compiled online (once they have access). Consistent with Information Sharing Protocols, this data can be exported, by the agency focal point or national system administrator, from the Primero/CPIMS+ platform, and then analysis (and inter-agency sharing of aggregate, anonymized statistics) can be conducted. Additional analytical reports related to the COVID-19 pandemic can be developed. It can also support trend analysis and understand new risks arising from the COVID-19 pandemic. This can be done easily by making minor modifications to be able to report on [COVID-19 specific fields](#).
- Primero/CPIMS+ features **heightened security for personal data**. This was a crucial part of the development of this system. Primero is built in a secure framework and before it was even field-tested had threat tests conducted. In addition, any rollout process of CPIMS+ is going through a Data

⁸ <https://www.cpims.org/> and <https://www.primero.org/>

⁹ Additional guidance on MDM is available [here](#), you can also contact the Global CPIMS team for more info.

¹⁰ In some instances, approvals from supervisors are requested for the assessment step as well.

¹¹ Case workers will also see a notification about the new note when viewing the case on mobile device.

Protection Impact Assessment (DPIA) that helps organizations to identify, evaluate, and address the risks related to handling Personal Data and made adjustments to their ISP accordingly.

Linkages with service provision in the context of the COVID-19 pandemic

The use of Primero/CPIMS+ in the context of the COVID-19 pandemic is interlinked with the changes in modalities of CP service provision (e.g. from community-based to home-based, and in-person to remote) and should therefore be adapted correspondingly. Whenever possible, remote capacity-building opportunities for CP case workers and supervisors should be considered. Additional information on Capacity Building could be found on the COVID-19 CP CM guidance Section “Staffing and Capacity”.

Confidentiality for remote Case Management



- **Reminder:** Confidentiality is maintained through strict information sharing practices that rests on the principles of sharing only what is absolutely necessary to those involved in the case's care with the case's permission.
- Supervisors should **assess** that the level of privacy and availability to provide confidential care over the phone is sufficient (in CW homes).
- Case workers must have obtained informed consent from cases to conduct phone-based case management. This is particularly important for cases where perpetrator is staying in the same location as the child. Being contacted over the phone might put them at risk even when consent was provided, confidentiality should be assessed every time when establishing contact over the phone with survivors.
- Safe and confidential storage of case' information should be available and make sure data is recording using CPIMS+.
- To record case' phone number, it is recommended that caseworkers used case codes instead of identifying information such as their name. Phone number connected to case codes can be saved in caseworkers phones.
- Ensure that case workers & supervisors' phone and laptop are password protected

Adapting Data Protection and Information Sharing Protocol for remote Case Management



- Ensure that all staff is familiar with the Data Protection and Information Sharing Protocol
- Key considerations for an adapted ISP:

Potential risks	Proposed mitigations
Informed consent is <u>not always</u> sought for remote Case Management & Case Workers are unable to provide clear information on consent over phone	Ensure that case workers have a brief note that can explain consent / assent for remote case management
Case workers and supervisors have no access to <u>secure</u> internet connexion	Ensure that dongles or data bundle can be provided to staff
When using phones, case workers kept personal data on cases or share it through WhatsApp/SMS with their supervisors	If any communication is done over phone, make sure you're using case code and delete any written communication on child case after the receiver read it
New agencies provided support for referral are not part of the ISP but are receiving information on cases	Ensure that any new organization taking part of Case Management response sign the ISP



Caution

- Be careful not to change forms in the system
- If you want to simplify data entry, fields or forms can be hidden in the system, and [minor modifications](#) can be made so you can easily find case records with children impacted from COVID-19 as well as report on these cases
- In case community members are starting to do assessment, rapid assessment forms can be created by displaying essential fields that do not include sensitive information
- New roles can be created in the system for those specific potential new users
- Those changes can only be done by the **national system administrator** after getting the authorization from all organizations using the system. Keep in mind that changes should always be tested with a [Virtual Machine](#) before going live

For further support, please reach out to CPIMS Global team

If you are using CPIMS+ and are a service provider:

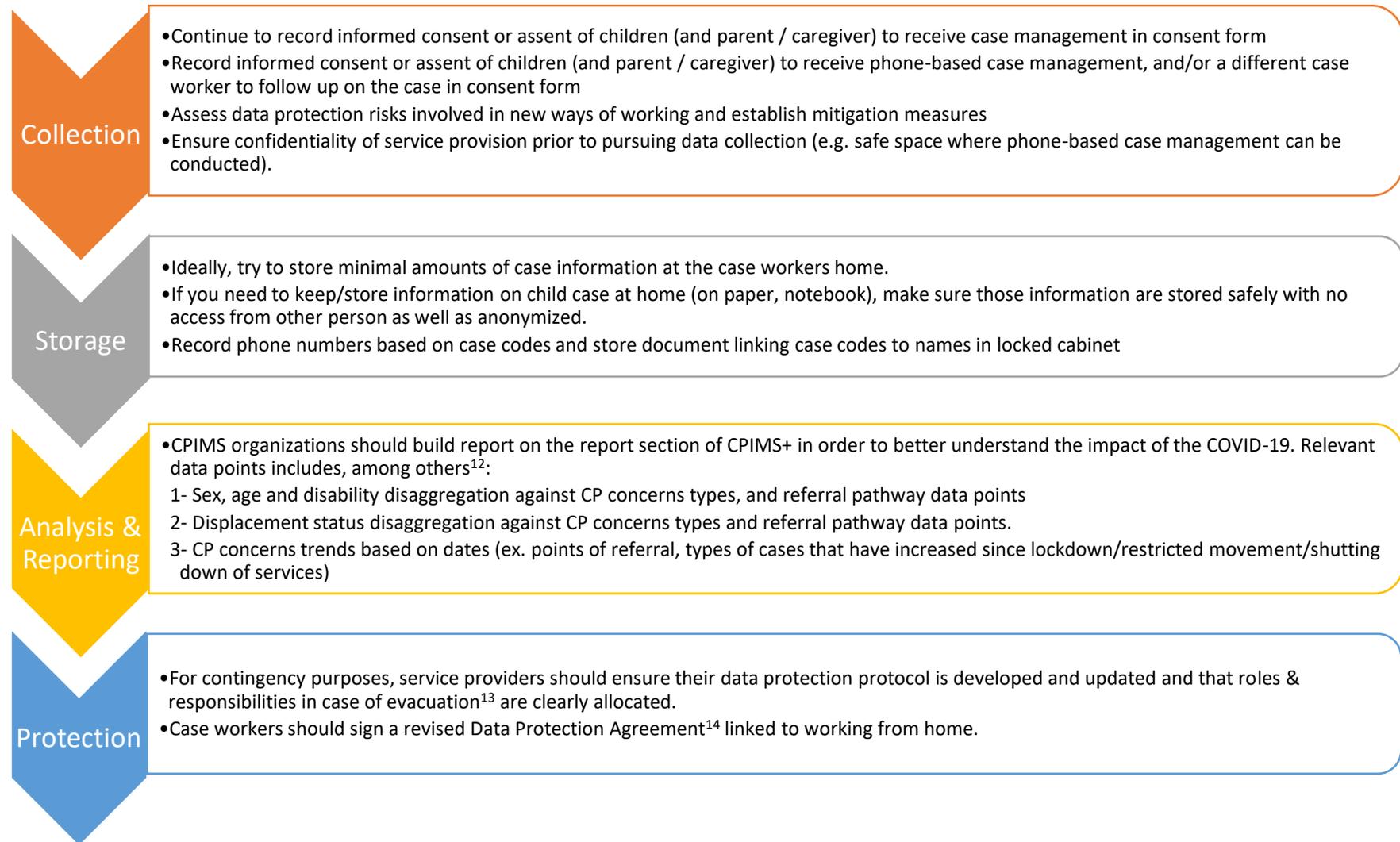


Figure 2: Recommendations for CPIMS+ User Organizations during COVID-19 response

^{12 13 14} See additional information at the end of the document.

If you are using CPIMS+ and are CPIMS Interagency Coordinator/Focal Point:

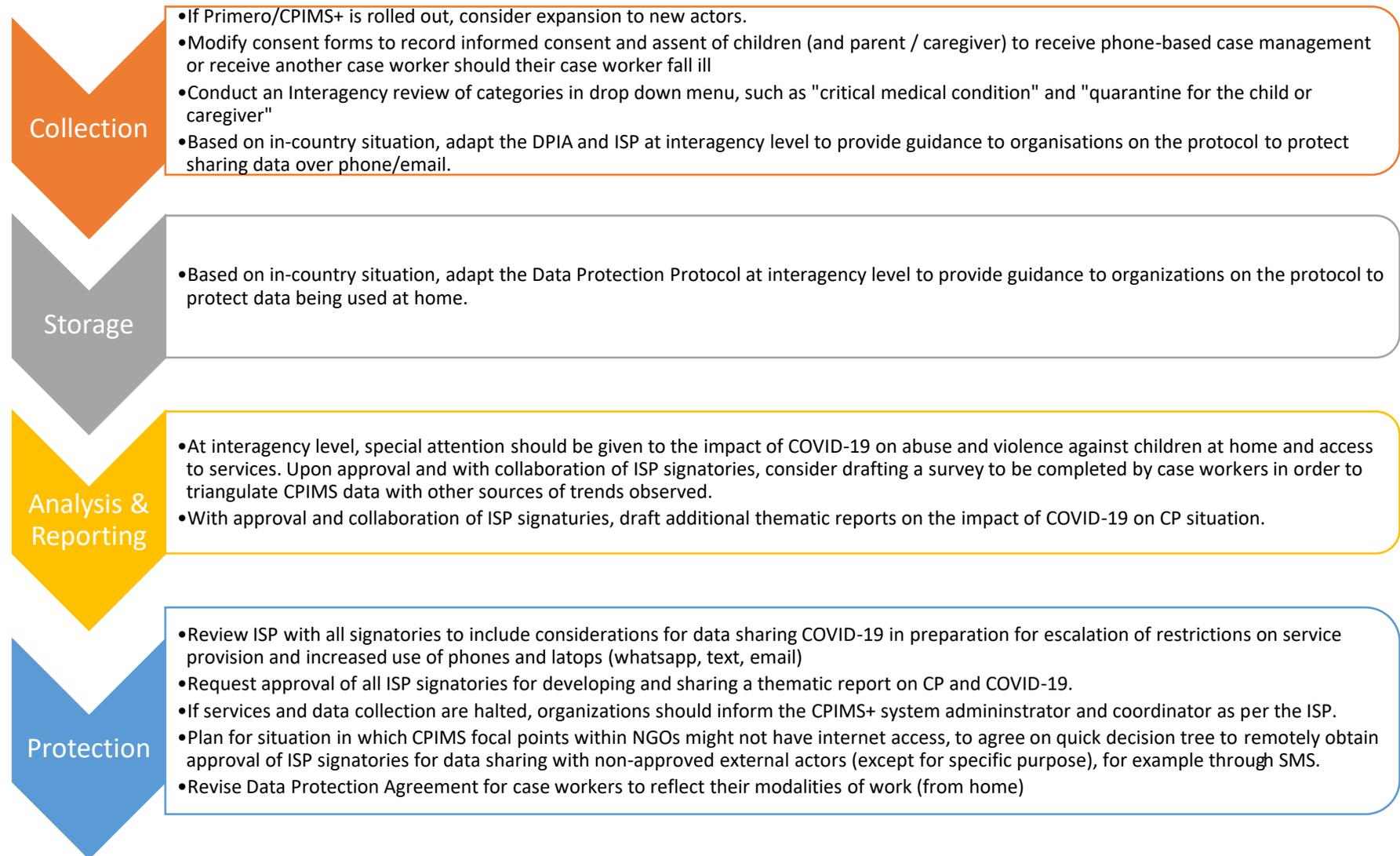


Figure 3: CPIMS Interagency Coordinators/Focal role and responsibilities during COVID-19 response

Additional footnotes and clarification

- From figure 2 Recommendations for CPIMS+ User Organizations during COVID-19 response:

¹² **Please reach out to the CPIMS+ global team to report on successes and challenges faced in using CPIMS+ during COVID-19 pandemic.**

¹³ In the event of an evacuation/relocation, all parties must ensure that the computer(s) or devices used for data collection with any confidential information (if that has not been uploaded) and paper files are moved to a safe location. When moving assets and paper files is not possible, parties should ensure assets are destroyed and papers burnt. It should be noted that in some circumstances, it may not be necessary to destroy files and therefore is more important to ensure they are properly secured and protected during the period of evacuation/relocation. All parties should have a clear evacuation/relocation plan should outline a 'scheme of delegation' dictating who has responsibility for making decisions regarding removing or destroying data (for both paper and electronic data).

¹⁴ Data Protection Agreement: You can find a sample of Data Protection Agreement [here](#). In the purpose of adjusting the DPA to COVID-19 response, make sure you are removing the following mention "I will not access the Primero/CPIMS+ database or other case files or records when I am at home or in a public, non-private setting". Additional rules can be adding mentioning the importance of keeping case information stored in safe place.

