The CPIMS+: Supporting More Effective 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 current Inter-agency Child Protection Information Management (IA CPIMS) database. The CPIMS+ comes not only with the database but also the assessment and creation of tools for data protection and information sharing, such as inter-agency case management SOPs and referral pathways, harmonised inter-agency forms and information sharing and data protection protocols.

The global CPIMS Steering Committee has IRC, Save the Children, UNICEF, TdH Lausanne and UNHCR as members. 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. 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 and coordination with the Global Case Management Task Force and the Child Protection Alliance to develop resources and standard practices related to cpims.

The Primero Technical Team coordinate the overall Primero Project, develop the database software and provide IT support.

The CPIMS+ roll out has been piloted in Kenya, Jordan, Nepal, and Sierra Leone and is now being rolled-out worldwide to replace the IA CPIMS as a tool to support effective child protection case management.

Purpose and functions of the CPIMS+:

- A database 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;
- 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 do you need to roll out the CPIMS+ in your context?

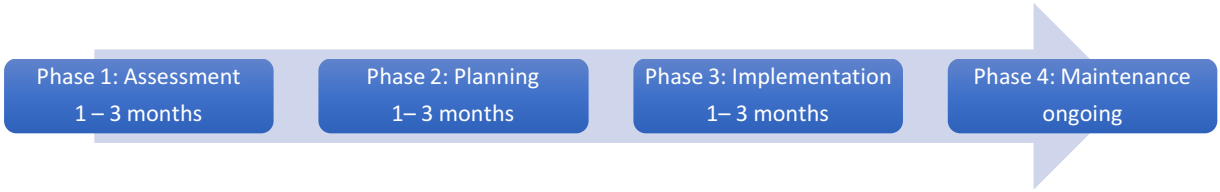
At the inter-agency level	At the organizational level
• Established and functional CP coordination body; • Existing Inter-Agency Case Management SoPs (incl. updated referral pathways); • Harmonised IA Case Management Forms; • Provision of CM services to at least 100-200 children on a regular basis; • Mobilise human, financial and technical resource to carry out the assessment, roll out and maintain the CPIMS+ (see below resources section)	• 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
Resources Needed (will depend on context and needs, below are estimates): ***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 ($150k 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. ***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. ***OPTIONAL***: Development work if CPIMS+ does not do all that it needs to in your context (ranging from $10k to $X depending on requirements)	

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

- Current IA CPIMS using countries;
- Emergency contexts;
- Case management program already in place;
- Functional CP coordination body and human resource 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+ itself;
- 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 CPIMS+ is more complex compared to using IA 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.



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;
⇒ Support you in the planning and implementation phase of the rollout;
⇒ Conduct in-country trainings and mentoring of end-users and system administrator;
⇒ Act as global-level system administrators to maintain the platform and liaise with the software company for helpdesk support.

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+ 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+ database is just one brick in the bigger CPIMS wall and the database requires a solid case management foundation
- A simple database based on simple forms is better
- 1 or 2 dedicated staff for roll out and sustainable funding is essential
- All participating agencies need to actively contribute to the process
- The roll out process can be lengthy but it is worth it;
- 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 **Tessa Marks, CPIMS Global Coordinator, at tmarks@unicef.org.** For more information on Primero, visit www.primero.org or for the CPIMS+, visit www.cpims.org.