

DIGITALLY SUPPORTED CASE MANAGEMENT



Primero

An easy and secure digital solution for social services and case management

MULTIPLE GLOBAL CRISES ARE PLUNGING MILLIONS OF CHILDREN AND WOMEN INTO VULNERABILITY.

From forced migration to a worsening mental health crisis, to violence and gender-based violence (GBV), a complex set of global issues are exacerbating existing vulnerabilities for children and creating new ones. At the same time, these forces are undermining services that protect children, including social services. Beyond the direct risks posed by pandemics, forced separation from family, armed conflict and climate change, children face safety risks on a daily basis, and without access to services, they may have to face them alone.

Every child is unique. Each child is affected differently by these factors. Social services providers identify and assess vulnerable children and survivors of violence, and then plan interventions tailored to their needs. Through this process called 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, there are significant challenges in maintaining contact with children and ensuring continuity of care. More efficient means of service delivery and case management are needed.

Social services workers need a fit-for-purpose digital solution for case management that allows them to be mobile, more efficient, and empowered to support continuity of care:

- The demand to follow up on existing cases must be managed, 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. It does not require specialized technical skills to make changes to forms, roles, and flows, giving the teams using the app the autonomy to manage their own implementation. Primero allows partners - including governments, civil society, international organizations and frontline service providers - the flexibility to adapt/localize/change the app as the programming evolves.

A certified Digital Public Good¹ 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.

1. <https://digitalpublicgoods.net/>

A PROVEN SOLUTION

DEPLOYED SUCCESSFULLY:
60+ COUNTRIES

CURRENT USERS:
100+ ORGANIZATIONS

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 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. Primero is a progressive web app, so you can work online and offline

seamlessly regardless of where case workers are located, including in low connectivity areas.

5.

Leverage best practices.

Aligned with global best practices², 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. Workflows to support multiple teams, organizations and programmes.

2. <https://alliancecpha.org/en/>; <http://www.socialserviceworkforce.org/>

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 2 with optional hosting on UNICEF's 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.



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