Child Protection Information Management System Information Sharing Protocol
Between
International Medical Corps (IMC), International Rescue Committee (IRC), Nour Hussein Foundation (NHF), Jordanian River Foundation (JRF) United Nations Child Fund (UNICEF), United Nations High Commission for Refugees (UNHCR) In Jordan[1]

Purpose

This information sharing protocol is to set out the guiding principles and describe procedures for sharing child protection (CP) case management data among Child Protection Information Management System Task Force (CPIMS TF) members. The CPIMS Task Force is coordinated by UNHCR and IMC and reports to the Child Protection Sub-Working Group coordinated by UNHCR and UNICEF. The Task Force will be the main entity mandated to collect, share and compile CP case management data for programing and protection purposes.

CPIMS data is currently being gathered in the twelve governorates of Jordan, including the following refugee camps: Zaatari Camp, Emirate Jordanian Camp, Cyber City, King Abdullah Park and Azraq Camp. The protocol is meant to facilitate the on-going interagency case management and information sharing between CPIMS agencies (See Annex I).

The data gathering/case management organizations - International Rescue Committee (IRC), International Medical Corps (IMC), Nour Hussein Foundation/ Institute for Family Health (NHF/IFH) and Jordan River Foundation (JRF) and United Nations High Commission for Refugees (UNHCR) -recognize that sharing and receiving CP case management data will contribute towards improved inter-agency coordination, identifying and targeting gaps, prioritization of actions, and improved programming for prevention and response, as well as identification of protection interventions and durable solutions for children at risk . It may also result in improved advocacy efforts, increased leverage for fund raising and resource mobilization, and improved monitoring. All agencies will protect information to ensure that no harm comes to any survivor, service provider or the community from information sharing efforts. This protocol is to be used in conjunction with the CPIMS data protection protocol.

The protocols aim at ensuring ethical collection, recording and sharing of CP case management data with consideration to safety and confidentiality, whereby sensitive data is protected, accessible and disclosed only to authorised persons during reporting, interview and assessment.

RAIS-CPIMS module

The RAIS-CPIMS online module (Refugee Assistance Information System) was created by UNHCR in June 2013 in consultation with the Unaccompanied and Separated Children Task Force (UASC). Its purpose is to facilitate data entry and compilation, improve functionality and strengthen data security, whilst ensuring safe and confidential inter-agency CP case management and data collection. The RAIS-CPIMS module contains the CPIMS BIA Form and other CP case management forms as agreed by the UASC Task Force and mirrors the data entered into CPIMS stand-alone format. The RAIS-CPIMS module was piloted by UNHCR, NHF, and JRF in accordance with CPIMS principles in the first half of 2015.

The information collected in the RAIS-CPIMS module can be easily exported to and imported from the CPIMS stand-alone format without compromising the confidentiality and security of the data. As such, signatories of this Information Sharing Protocol (ISP) may opt for either of the information gathering systems as per the procedures established in the next sections of this ISP.

The module is only accessible to authorized users through the internet. Each case management organization using the RAIS-CPIMS module will also be able to generate from its own data monthly, quarterly and yearly reports (accessible only to this partner) for programming and protection purposes in real time. RAIS-CPIMS users will similarly be able to cross reference all variables using

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[1] This protocol will be amended accordingly to welcome additional organizations

online pivot tables in order to generate specific statistics related to different periods of time, ranging from 1 day to multiyear reports.

CPIMS stand-alone

The CP IMS stand-alone is a tool that supports the implementation of effective child protection case management when used within a comprehensive case management system. It has been in use in Jordan since early 2013, and IMC was chosen as the agency to house the CP IMS stand-alone. IRC also use the CP IMS stand-alone for the case management of unaccompanied and separated children. The CP IMS stand-alone includes an electronic database in which children's information is recorded along with related tools and resources for best practices, designed to enhance and assist child protection programmes to provide improved support to vulnerable children in a given context.

Inter-agency data consolidation will not require data to be shared via email or other manual means as this can be done using the built-in functionalities. The RAIS-CPIMS module is hosted by UNHCR. The stand-alone CPIMS is hosted by IMC.

Data security procedures as well as consolidation and compilation processes are further explained in the following section. For more information please contact the UNHCR Focal Point.

Adherence to the Protocol

The protocol constitutes a strict set of rules that participating agencies of the CPIMS must adhere to. All agencies participating in such interventions must sign these information sharing protocols.

Ground rules

1. IMC and UNHCR are responsible for the coordination of the CPIMS process (ensuring training, coordination meetings, facilitating external information requests, and managing the process to address any breaches of the ISP).

2. In its capacity of CP Sub-Working Group Co-lead, UNHCR and UNICEF are responsible for providing technical support, capacity building, and contributing to analysis of information generated by the signatories of this ISP.

3. In their capacity as data gathering/case management organizations, Noor Al Hussein Foundation/Institute for Family Health (NHF/IFH), International Rescue Committee (IRC), International Medical Corps (IMC), Jordan River Foundation (JRF), and United Nations High Commission for Refugees (UNHCR), and UNICEF for MRM, are responsible for data collection based on CPIMS mandatory fields exclusively based on CP case management in their areas of operation. This ISP covers programs specifically supporting populations affected by the Syrian crisis where the CPIMS is in use, which might include refugees from different nationalities as well as Jordanian individuals.

4. Information will be submitted to the coordinators (IMC, UNHCR) within the agreed-upon format (common tracking sheet).

5. The information shared by data gathering organizations will be consolidated by the coordinators of the CPIMS TF into a monthly aggregate report through the RAIS-CPIMS online module. This report will be shared back to the data gathering organizations for shared analysis.

6. Each data gathering/case management organization reserves the right to share its own statistical (non-identifiable data) externally, for example for internal and donor reporting requirements, resource mobilization, and advocacy. Even when using its own data externally, all signatories of this ISP are expected to do this in a responsible manner that maintains the safety and security of children, service providers and their communities. Each data gathering/case management organization may suspend the sharing of information for reasons of safety, security, or capacity through written justification to other ISP signatories.

7. There are two ways in which the CPIMS data are being entered into databases for case management and analysis:

   a) Best Interest Assessment is being entered into the online RAIS-CPIMS module by: Jordan River Foundation, Noor Al Hussein Foundation/Institute for Family Health (IFH\NHF) and UNHCR.

b) Best Interest Assessment form is also being entered in CPIMS stand-alone format. This is being used by: International Rescue Committee (IRC) and International Medical Corps (IMC).

Procedures relating to data security for the two processes are different and are further discussed in the data security section of the ISP. However, both systems enable the agreed upon aggregate monthly reports to be automatically generated and shared electronically via email/web portal.

8. An organization wanting to switch from using the CPIMS stand-alone database to the RAIS-CPIMS Module or vice versa should inform the coordinating agencies, which are responsible to ensure that appropriate training is provided, prior to making effective the change. The signatories of this ISP will be notified by the coordinating agencies about the change.

9. The aggregated data in the common tracking sheet shared with the consolidating agencies by other CPIMS agencies will not be shared with external parties without consent of the CPIMS. If consolidated data in the common tracking sheet or statistical data is required to be shared externally, permission must be sought through UNHCR and IMC which will then be responsible to seek permission from the CPIMS data gathering organizations: International Rescue Committee (IRC), International Medical Corps (IMC), UNHCR, NHF/IFH and JRF, and UNICEF. The authorization will be granted in accordance with the best interest of children.

10. When reporting data externally, the following attributions should be given:
   - *The data shared is only from reported cases and is in no way representative of the total UASC and Child Protection concerns in Jordan. This consolidated statistical report is generated exclusively by Child Protection case management providers who use the CPIMS for data collection in the implementation of Child protection/case management response activities in twelve governorates of Jordan that target the population affected by the Syria crisis, and with the consent of children and their caregivers.*
   - *This information is confidential and cannot be reproduced without the authorization of the CPIMS agencies. If you would like to use this information for any other purpose, please contact the CPIMS Focal Points at UNHCR and IMC. IMC's focal point is Lucy Cracknell lcracknell@internationalmedicalcorps.org.   UNHCR's focal point is Ana Belén Anguita Arjona, anguita@unhcr.org.*

11. Following the signature of the protocol, the data gathering/case management organizations and the coordinating and consolidating agencies' Focal Points have the responsibility to raise awareness among their colleagues internally about the standards and procedures outlined in this information sharing protocol. Notably, that CPIMS data is shared on a monthly basis among ISP signatories in the manner outlined in this document; any requests from external actors for access to consolidated CPIMS information must be directed to the UNHCR and IMC focal points in order to begin the authorization process among the CPIMS agencies.

12. New data gathering/case management organizations' information will be added to reports for analysis once they have been briefed on, agreed to sign the protocol by the CPIMS coordinators with the agreement of the other CPIMS agencies.

INTERNAL INFORMATION SHARING PROCEDURES and CONSOLIDATED REPORTS
Data will be shared with UNHCR/IMC by Data Gathering/Case management Organizations on a monthly basis for compilation and analysis. Additional reports will be compiled based on this data on quarterly and annual basis, but no additional data will need to be shared by the Data Gathering Organizations.

Monthly
Internal Report (Tracking Sheet) (See Annex II)
1. Data Gathering/Case Management Organizations will be responsible to share rights to aggregated data reports in the format agreed upon (common tracking sheet) by the 7th (or the next working day) of the following month.
   a. For Data Gathering/Case management Organizations using the stand-alone CPIMS, the agreed upon data will be compiled by IMC. The compiled sheet will be then copied into a blank Excel sheet and uploaded to RAIS-CPIMS using a given user name and password. These reports will then be shared with the UNHCR Focal Point for compilation.

b. For Data Gathering/Case management Organizations using the RAIS-CPIMS, they will generate the reports within RAIS and share with the UNHCR Focal Point for compilation.

2. UNHCR will consolidate all recorded/submitted data, and generate an aggregate monthly report with all Data Gathering/Case management Organizations' identifying information removed. This will be sent back to all the CPIMS agencies by the 10th (or the next working day) of each month. The reports will be produced at national level and breakdown per geographical area/site as needed.

3. The CPIMS Task Force will meet once a month to discuss the trends and patterns in reporting based on the consolidated aggregate report that was shared by UNHCR. UNHCR will update the analysis and finalize the report.

Sectorial (External) Report

1. For sectoral external reports, the process above will be reduplicated**.** The template with the agreed data points will be developed by the CPIMS Task Force members in due course. Data analysis will be produced twice a year.
2. Each agency signatory of this protocol will be responsible for entering CPIMS data in Activity Info[2] for sectorial reporting.
3. UNHCR and IMC will compile reports as per agreed upon in this ISP based on the previously compiled monthly reports and will send to all of the Data Gathering/Case management Organizations by the 10th working day of June and December.
4. The signatories of this ISP will meet twice a year to discuss the trends and patterns in reporting based on the consolidated aggregate report that was shared by UNHCR. Based on this report, the analysis will be finalized by UNHCR. The findings of the report will be presented to the ISWG, Protection WG, CPSWG, and SGBV SWG at national level and in the field.
5. Based on this meeting, UNHCR and IMC will update the analysis and finalize the report.
6. Annual analysis will also be shared with relevant government bodies such as MOSD, NCFA, FPD and other recommended by the CPIMS Task Force in accordance with the best interest of the children.

WHEN OTHERS REQUEST Child Protection INFORMATION

Internal and Donor Reporting
UNHCR, UNICEF, IMC, IRC, JRF and NHF are authorized to use statistics consolidated as external reports on Child Protection and Unaccompanied and Separated children situation for their internal and donor reporting requirements, with the exception of SGBV related[3]. If a Data Gathering/Case management Organization wishes to use the consolidated CPIMS data for other purposes, a discussion should be held with the other signatories to this ISP. Focal Points are responsible for sharing the compiled internal CPIMS monthly statistics in a responsible manner, on a need to know basis and in accordance with the "Do not-harm principle"

UNHCR, UNICEF, IMC, IRC, JRF, and NHF can share information with each other without seeking approval from the full group. Additionally, individual Data Gathering/Case management Organizations may authorize external sharing of its information by another CPIMS organization

Other External Actors
Each time external agencies or actors not already approved for data sharing by the data gathering organizations submit a request for any other consolidated CPIMS data, UNHCR and IMC CPIMS Focal Points will issue a written request to the signatories of this ISP for authorization to share aggregate consolidated data. Each request for authorization to share consolidated CPIMS data will specify details of the request:
- Who is requesting the information (organization, name, position, contact information)
- What the information will be used for (report, article, etc.)
- How the information will be used (advocacy, media, research, etc.)
- How the information produced with the consolidated data and analysis will be fed back to the data gathering organizations or if not, why not?

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[2] Activity Info Activity Info is an online system designed for humanitarian actors and that facilitate Data Entry and reports generation (charts, maps, pivot tables and custom reports). In the context of the Refugee Response in Jordan, Activity Info is used in 4 distinct situations: gaps analysis, Refugee Response Plan (RRP) preparation, Refugee Response Plan Monitoring, and Service Mapping.

[3] The statistical data on Early Marriage will be shared as per the GBVIMS ISP protocol signed by the same agencies. The GBVIMS agencies agreed to share only percentages and not absolute numbers of incidents or cases. As per the interagency CP GBV SOP, cases of child survivor should be managed by completing the BIA (CPIMS) and the Intake Assessment Form (GBVIMS)

- A written guarantee by the receiving party to not disseminate the report to any other party or utilize it for any purpose beyond that which was requested and authorized

When a request for authorization to share data is submitted by **UNHCR and IMC**, the CPIMS agencies will respond to the request within five (5) working days. If no response is received, then the UNHCR and IMC CPIMS Focal Points will follow up with the organization for a response by first contacting the secondary focal point and then, if no response within ten (10) working days, by contacting the decision maker/signatory to the ISP for a decision on the external request to be facilitated.

The consolidated data will be shared only if **all** of the Data Gathering Organizations give such authorization.

By this Information Sharing Protocol, the Data Gathering Organizations understand that they should refer any request for CPIMS consolidated information to IMC and UNHCR who will then share the data after receiving authorization from all Data Gathering Organizations in response to the written request.

Any denial of authorization should be accompanied with an explanation that can be shared in a non-identifiable format with the requesting party at the discretion of IMC and UNHCR.

A party that has been authorized to receive consolidated CPIMS data must direct any requests they receive for access to this shared data to **UNHCR and IMC**, and agree to not disseminate the information to any other sources in the written request they submit to **UNHCR** and **IMC**. For example, if Organization X receives the consolidated data from the consolidation agency and then Organization Z requests to receive that same information from Organization X, then Organization X needs to refer Organization Z back to UNHCR and IMC who will be responsible for requesting authorization from the data gathering organizations before sending the consolidated data to Organization Z.

Media and External Advocacy Institutions
Due to the impact it can have if data is shared inappropriately, all information requests from the media and external advocacy institutions will be reviewed on a case by case basis. Any request for CPIMS consolidated information will follow the protocol outlined above.

In addition, information from the CPIMS Annual Report may be included in the CPSWG Briefing Note that is shared with the media on request. The information to be included will be determined during the meeting of the CPIMS TF agreement of all them.

Time limit

The requirement to uphold confidentiality agreements and maintain data protection is not time-bound.

Once agreed, this information sharing protocol will take effect on 15th October, 2015 and will be valid for **one year** upon which date agencies will review the effectiveness, use of and adherence to the protocols. This timeframe may be reviewed earlier depending on the context and the needs.

Case management organisations reserve the right to start and/or stop sharing data for safety, security or capacity related reason at any time and will inform the CPIMS Coordinators in writing if/when they do so.

Breaches

In cases of breach by any of those participating in this ISP, a process will be followed to discuss the matter and determine appropriate action to be taken. This process is designed to address the issue within one month of a breach in order to facilitate ongoing information sharing.
- A meeting will be convened including **the CPIMS Focal Points** from all participating agencies to discuss the matter and to determine appropriate action to be taken within one (1) week. If unresolved, the matter should be referred to the **Senior Management** within two (2) weeks of the breach or suspected breach.

This resolution process should not impact regular information sharing if resolved.

Data Gathering Organizations reserve the right to stop sharing aggregate data if the ISP is breached and will inform UNHCR and IMC in writing with the reasons for stopping the flow of data. While the matter is being resolved, and if UNHCR and/or IMC are not involved, it is recommended that CPIMS agencies continue to share data with UNHCR IMC to inform field level activities (i.e. programming and service delivery gaps). The CPIMS consolidated data will not be shared externally until the breach is resolved.

The resolution of a breach or suspected breach must be agreed to by all organizations who are signatories to this protocol. In the event that the resolution cannot be agreed upon, signatories have the option to terminate, in writing, their inclusion in the protocol and the protocol will be revised accordingly.

Annex I : CPIMS Sites and Focal Points

Annex I.a : Locations where CPIMS is in use by Signatories to the ISP

	Amman	Mafraq	Irbid	Zarqa	Balqa	Jarash	Ajloun	South	Zaatari	Azraq	CC	KAP	EJC
IMC										X			
IRC		X	X										
JRF	X							X					
IFH/NHF	X			X	X	X	X		X		X	X	X
UNHCR	X	X	X	X	X	X	X	X	X	X	X	X	X

Annex I.b : CPIMS Focal Points

Org.	Name	Position	Contact information
IRC	1.Mustafa Hassan	Child and Youth Protection and Development Coordinator	mustafa.hassan@rescue.org
	2. Duaa Shaalan	Senior Child Protection Officer	duaa.shaalan@rescue.org
IMC	1. Yazan Al-Smadi	Senior Information and Knowledge Management Officer	yal-smadi@InternationalMedicalCorps.org
	2. Lucy Cracknell	Social Work Advisor	lcracknell@InternationalMedicalCorps.org
	3. Rifqa Alameddin	Grants and M&E Coordinator	ralameddin@InternationalMedicalCorps.org
JRF	1. Lama Sabri	Project Manager	l.sabri@jrf.org.jo
	2. Shadi Ammari	Project manager	s.ammari@jrf.org.jo
NHF/IFH	1. Kholoud Dajja	Social Worker	k.social@ifh-jo.org
	2.Mohammad Hadidi	IT Officer	m.hadidi@ifh-jo.org
UNHCR	1. Ana Belén Anguita Arjona	Protection Officer	Anguita@unhcr.org
	2. Nisreen Abo Sammour	Senior I.M. Associate	abosammo@unhcr.org
	3. Karen Whiting	Senior Protection Officer	whiting@unhcr.org
	4. Zaina Jadaan	Associate Protection Officer	Jadaan@unhcr.org
UNICEF	1. Mariam El Qasem	Child Protection Officer	melqasem@unicef.org
	2. Muhammad Rafiq Khan	Child Protection Specialist	mrkhan@unicef.org

Annex II : CPIMS Monthly Tracking Sheet

Child Protection Monthly Tracking Sheet		
From Month / Year	January/2015	Date Submitted
To Month / Year	January/2015	17 Jan 2015

id	Individual Progres ID	CPIMS Code	Date of Iden.	PRT. Concern	Secondary PRT.	Governorate	Sex	DOB	Age	Cause of Separation	Country of Origin	Current Care Arrangement	Reunification Status (Y/N)	Date LastModifie
1	000-00012345	EBFS000-001	25-Apr-14	Child at Risk	SC-SC,	Ajloun	F	1-Oct-97	17		Syrian		N	6-Jan-15

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SIGNATORIES OF THE PROTOCOLS

United Nations High Commissioner for Refugees (UNHCR)

Daniela Cicchella
Assistant Representative for Protection
UNHCR Jordan
Date:

United Nations Children's Fund (UNICEF)

Robert Jenkins
Representative
UNICEF Jordan
Date: 17 Sep. 2015

International Medical Corps (IMC)

Susan Collyer
Country Director
IMC Jordan
Date: 26 August 2015

International Rescue Committee (IRC)

Wendy Taeuber
Country Director
IRC Jordan
Date: 14/9/15

Jordan River Foundation

Enaam Barrishi
General Director
Jordan River Foundation
Date: 7/10/2015

Nour Hussein Foundation/Institute for Family Health

Dr. Manal Tahtamouni
IFH Director
Nour Hussein Foundation/Institute for Family Health
Date: