

Data for Impact

Moldova Longitudinal Case Management Information System for Child Protection Three-Year Implementation Roadmap

April, 2021



Contents

Introduction	3
Timeline of Activities.....	3
Year 1: Conceptualize and Design.....	5
Year 2: Operationalize	5
Year 3: Transition.....	6
Illustrative Use Cases of the Longitudinal Information System	7
MOHLSP’s Expected Role	9
High-Level Vision of the CMIS	10
Child Dossier	10
Profile	10
Case Investigation	12
Social Services	12
Additional Services.....	13
Abduction Management	13
Adoptions	13
Dossier Dashboards, Reports, and Indicators.....	13
General Dashboards, Reports, and Indicators	13
Administration	14
Interoperability	14

Introduction

Data for Impact (D4I) will support the Ministry of Health, Labour and Social Protection (MOHLSP) to develop a case management information system and strengthen its capacity to use data to address the needs of vulnerable children and generate reliable longitudinal data and indicators needed to plan reform initiatives and support decision-making processes. The Case Management Information System for Child Protection (hereinafter called CMIS) will help community and rayon social assistants and the MOHLSP manage data for children-at-risk, with digital tools that facilitate case management and longitudinal tracking. In addition to the CMIS, in year three, an analytical module that will integrate data from different data sources will be developed. The analytical module will produce indicators for case management performance, violence against children, and alternative care, based on availability and existence of the required data sources to produce the indicators and agreements with relevant stakeholders.

Unlike manual reporting processes using paper-based forms or file sharing through Excel, a digitized, web-based process will streamline and integrate vertical information from the community levels up to the rayon and national levels. The CMIS will also facilitate horizontal integration of service delivery/case management data from rayons and local communities.

During the three-year development of the CMIS, D4I will conduct several cycles of validation with final users and stakeholders to ensure that the system meets their requirements and needs while delivering rapid results. Success of this approach is subject to availability of the main stakeholders to validate the system.

Activities in years two and three will be dependent on funding received by the United States Agency for International Development (USAID).

Timeline of Activities

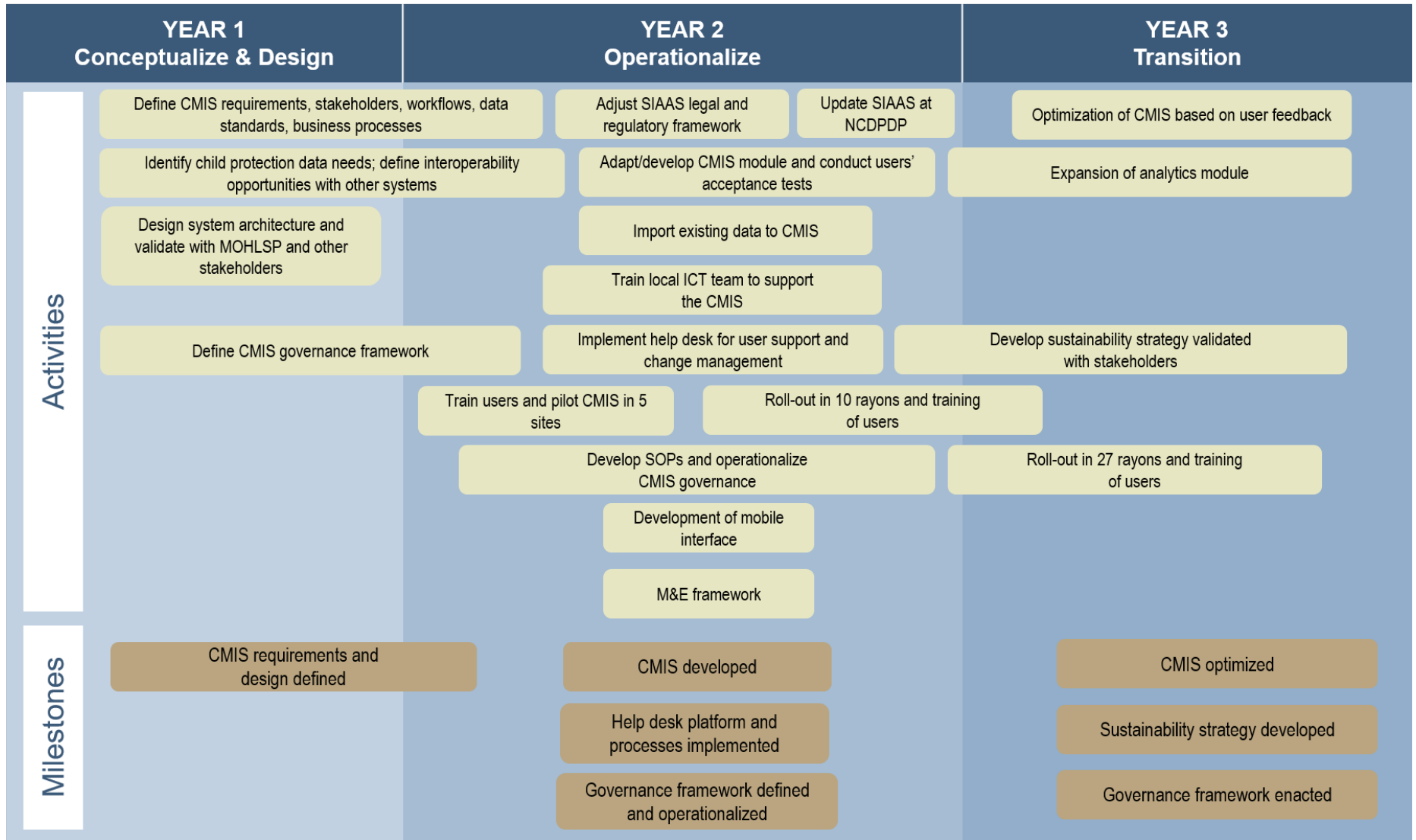
The following diagram illustrates the estimated timeline of activities that D4I will conduct during the three-year implementation period. Below are the estimated timelines per year of implementation.

Year 1: March 2020 – June 2021

Year 2: June 2021 – June 2022

Year 3: June 2022 – May 2023

Figure 1. Implementation roadmap



Year 1: Conceptualize and Design

Year 1 activities have been focused on development and validation, with the MOHLSP and relevant stakeholders, of the requirements, design, and governance framework of the longitudinal information system.

Activities:¹

- Defined CMIS requirements, including the identification of potential users and stakeholders (started in November 2019 under MEASURE Evaluation Phase IV); analyzed the technical and operational feasibility of the platform; and researched the legal and regulatory context for its implementation.
- Identified information systems, and analyzed data and data sharing mechanisms with external information systems (Agency of Public Services; Ministry of Health, Labor and Social Protection; Ministry of Education, Culture and Research; National Health Insurance House).
- Identified data needs at all levels to determine the tools (e.g., dashboards, digital forms, reports, etc.) that need to be developed for decision making at all levels. Identified data sources and data standards to produce the child protection indicators (alternative care, case management performance, and violence against children indicators).
- Evaluated the available open-source case management platforms (e.g., Primero, District Health Information Software 2 [DHIS2] Tracker, etc.). Researched and identified available platforms in the market based on the agreed requirements with MOHSLP. Implemented alternatives in test environments. Established a testing committee that involved government stakeholders. Selected a platform through technical review and testing.
- Designed the architecture of the longitudinal information system based on MOHLSP software development standards.
- Defined a governance framework to ensure that the decisions required for the design, implementation, and ongoing operation of the longitudinal information system are made in a timely manner and are aligned with the country's priorities. To achieve this goal, D4I will conduct a desk review of relevant policies, regulations, and effective approaches to governance.

Milestones:

- CMIS requirements and architecture defined
- Governance framework defined

Year 2: Operationalize

In year 2, an initial version of the CMIS will be developed, tested, and validated in five sites. Also in year 2, activities will focus on operationalizing the CMIS in an initial set of rayons selected by the MOHLSP in coordination with other relevant stakeholders. Activities will include the implementation of user support platforms (help desk) and the launch and rollout across 10 rayons.

Activities:

- Configure, adapt, and develop the CMIS based on identified requirements.
- Select, in agreement with the technical working group (TWG), the locations based on a predefined set of criteria.
- Recommend five priority sites to the CMIS TWG based on information collected from piloting of the indicators previously performed in the project and an assessment of the information and communication technologies (ICT) feasibility.

¹ Some activities may be delayed due to COVID-19. D4I will conduct remote activities to achieve progress.

- Test CMIS in five priority sites selected by the MOHSLP in coordination with other relevant stakeholders. Adapt the system based on results from the tests.
- Operationalize the structure and processes to govern the implementation of the information system.
- Develop data transfer mechanisms from the previous system (SIAAS) into the CMIS and establish processes to load data collected from paper-based systems.
- Refine new functionalities and fix bugs discovered in the CMIS based on the results from piloting.
- Develop data exchange methods with the Registry of Population and Registry of Legal Entities.
- Develop user support mechanisms for the CMIS, including the establishment of a help desk and standard operating procedures (SOPs).
- Design training mechanisms for users at facility, rayon, and central levels on proper use of the CMIS, and train users and developers within the MOHSLP for the management and continuous support of the system.
- Optimize the CMIS to be accessed by users on-site from handheld devices (e.g., smartphones, tablets, etc.). D4I will develop a CMIS interface that is adaptable to the screens of smartphones and tablets. D4I will advise on costs and selection of devices, however, this assistance will not include the purchase of mobile units.
- Validate and agree on the governance framework by conducting a consultative process with stakeholders. Develop SOPs for use of the system and transition to the governance processes for routine operation of the longitudinal information system.
- Establish the total cost of CMIS ownership and support the MOHSLP in defining a plan for further CMIS use, development, and maintenance.
- Agree on a minimum child data set among stakeholders.
- Initiate rollout and training of users in 10 rayons .
- Codevelop with the CMIS TWG and other relevant stakeholders a monitoring and evaluation (M&E) framework that defines the measures of success for implementation of the CMIS.

Milestones:

- First CMIS version developed, piloted, and validated in five sites
- Help desk platform and processes for user support implemented
- Governance framework operationalized

Year 3: Transition

In year 3, activities will focus on transitioning the CMIS to government stakeholders and development of a sustainability plan to ensure and maximize long-term impact in Moldova.

Activities:

- Optimize the CMIS based on user feedback. From the piloting conducted in the first 10 rayons, D4I will adapt and optimize the CMIS and ensure that the MOHSLP has ownership over the system to modify it and meet the needs of users at all levels.
- Based on work in previous years around identifying data needs, data sharing mechanisms, and required child protection indicators, D4I will develop an analytics module that includes interactive dashboards, report generators, and data visualizations for indicators collectable from the CMIS and other sources.
- Develop data sharing mechanisms from other government agencies' systems into the CMIS, as previously identified through the governmental interoperability platform MConnect.
- Facilitate and codesign with in-country stakeholders a sustainability strategy to ensure that adoption, use, and growth of the CMIS is not interrupted once D4I ends.
- Rollout of the CMIS in 27 additional rayons and training of users.

- Transition of CMIS to the government by providing the documentation, source code, tools, and training necessary for future maintenance of the system.

Milestones:

- Functional CMIS optimized and in-use by the government
- Sustainability strategy developed
- Governance framework enacted and adopted by government stakeholders

Illustrative Use Cases of the Longitudinal Information System

The following table provides an illustrative list of use cases that the longitudinal information system will have and specifies the related user groups. This list will be reviewed during the second phase of design and analysis.

Case management activity	Potential users	Illustrative use cases
Notification/alert of child protection issue	Community social worker/case manager Schoolteacher Police Community doctor Community members	Users alert local guardianship authorities about a possible child protection issue through an official reporting channel (longitudinal information system web form, help line, etc.).
Case registration	Community social worker/case manager Local/territorial guardianship authorities	A case manager enters the child's information in the longitudinal information system through a device (smartphone, tablet, web-based form). Through interoperability, the longitudinal information system connects with other agencies' databases (health, education, police) to retrieve approved historical information on the child and family. Local/territorial guardianship authorities track the case through the longitudinal information system.
Initial assessment	Community social worker/case manager	The case manager performs an initial assessment in the location where the issue was reported, using a device to record information (smartphone, tablet, web-based form).
Referral to emergency placement services	Social worker/case manager Local guardianship authorities	The case manager refers the case to the emergency placement service through the longitudinal information system, following the placement decision of the local guardianship authority. Local guardianship authorities track and authorize referrals through the longitudinal information system. A social worker in the emergency placement service reviews the case through the longitudinal information system.

Case management activity	Potential users	Illustrative use cases
Complex assessment	Case manager Multidisciplinary teams	Case manager/multidisciplinary teams perform a complex assessment, recording information in the longitudinal information system.
Individual assistance plan with services to be received plus progress with regular follow-up	Community caseworkers Doctor Schoolteacher Psychopedagogue Territorial guardianship authorities	<p>The case manager completes a care review form and creates an assistance plan in the longitudinal information system with the support of the multidisciplinary team (if needed).</p> <p>Case managers receive reminders and alerts through the longitudinal information system about the interventions required for children.</p> <p>The doctor, teacher, and psychopedagogue review the plan, perform interventions, and record results in the longitudinal information system.</p> <p>The case manager follows up on the child's progress through the dashboard or report generated by the longitudinal information system.</p> <p>Territorial guardianship authorities follow up on progress through aggregated child protection indicators displayed in dashboards or reports generated in the longitudinal information system.</p>
Referral to planned placement services plus report on services provided and progress made	Caseworkers Doctor Schoolteacher Psychopedagogue Territorial guardianship authorities	<p>The case manager refers the case to planned placement services through the longitudinal information system, following the decision of the territorial guardianship authority.</p> <p>Territorial guardianship authorities track and authorize referrals through the longitudinal information system.</p> <p>Specialists in the planned placement service (foster care, residential-type care, kinship care) review the case through the longitudinal information system.</p> <p>The doctor, teacher, psychopedagogue, and other specialists perform interventions stipulated in the assistance plan and record results in the longitudinal information system.</p> <p>The case manager follows up on the child's progress through the dashboard or report generated in the longitudinal information system.</p> <p>District authorities follow up on progress through aggregated child protection indicators displayed in dashboards or reports generated in the longitudinal information system.</p>

Case management activity	Potential users	Illustrative use cases
Reintegration with family placement to permanent family care	Community caseworkers Rayon guardianship authorities	The case manager monitors the case post-reintegration, closes the case, and enters final details in the longitudinal information system. Case managers maintain the adoptions database and match adoptable children with prospective adoptive parents through the longitudinal information system. Territorial guardianship authorities follow up and verify closed cases.
Decision making	Territorial guardianship authorities National authorities	The longitudinal information system sends reports and aggregated data from local levels to rayon and national levels. Rayon and national authorities view dashboards and take decisions related to service availability, quality of service, human resources, funding, and monitoring indicators. National authorities export longitudinal information system data to report to other government agencies.

MOHLSP’s Expected Role

To ensure that development and implementation of the longitudinal information system is successful, the following activities are required to be performed by the MOHLSP, with support from D4I:

- Designate as counterpart an official from the Minister’s office in charge of leading system development and assisting in coordinating activities with other agencies.
- Designate two staff members from the ICT unit to attend technical meetings and provide assistance to coordinate activities related with MOHLSP’s ICT infrastructure, hosting, development standards, etc.
- Designate one staff member from the Directorate for the Protection of the Rights of the Child and Families with Children to lead the system under development and participate in TWGs. Additional personnel will be allocated by agreement with the Ministry in accordance with any needs that might arise in the context of longitudinal information system development.
- Facilitate the necessary hardware and software resources for the maintenance of the longitudinal information system, either through internal resources or coordinating with other government agencies. This may include:
 - A server to host the longitudinal information system: The server will need to have an operating system installed (Linux or Windows) and other open-source software to be determined when MOHLSP selects the platform for the longitudinal information system in year 1.
 - Computers and internet access available for longitudinal information system users (central, rayon, and community levels).
- Facilitate the adoption of a government decision to guarantee the long-term sustainability of the longitudinal information system and issue a Minister’s Order to regulate the system’s development.
- Guarantee the stability of technical personnel at the MOHLSP central level who support the system’s development and implementation, as well as their commitment to participate in trainings provided by D4I.
- Provide logistical and communications support with rayon and community authorities to ensure the adoption of the longitudinal information system and related procedures developed with D4I technical assistance and promote their use through inclusion in a governance regime to be established.
- Seek, identify, and coordinate the support of the internal and external resources that may support development of the longitudinal information system. This includes the search for and integration of efforts sourced from other cooperating agencies, both national and international.

High-Level Vision of the CMIS

The high-level vision presented in Figure 2 provides a preliminary overview of the modules that D4I will develop during the three-year implementation plan. The following sections provide a brief description of each component and its interoperability with other agencies' information systems.

Child Dossier

Profile

Personal child identification data

The personal child identification data will contain child identification information, permanent address, and temporary address. This information will be extracted through the MConnect interoperability platform from the State Register of Population based on the personal identification number (IDNP) provided, or entered by the LIS users if data is not present in the State Register of Population.

Family members

Information about family members can also be extracted from the State Register of Population based on the child IDNP. If the information is not available, it will be entered by the user.

Legal representatives

This information will be entered by the user for children under other persons' /authority's' responsibility.

Medical summary

This section will contain information about the medical institution, family doctors, contacts, and chronic diseases. Some of this information may be extracted from the Automated Information System for Primary Health Care (AIS PHC), owned by the MOHLSP.

Social summary

This section will summarize last activities, child status: adoptable/not adoptable, in family or placement, case manager contact details, etc.

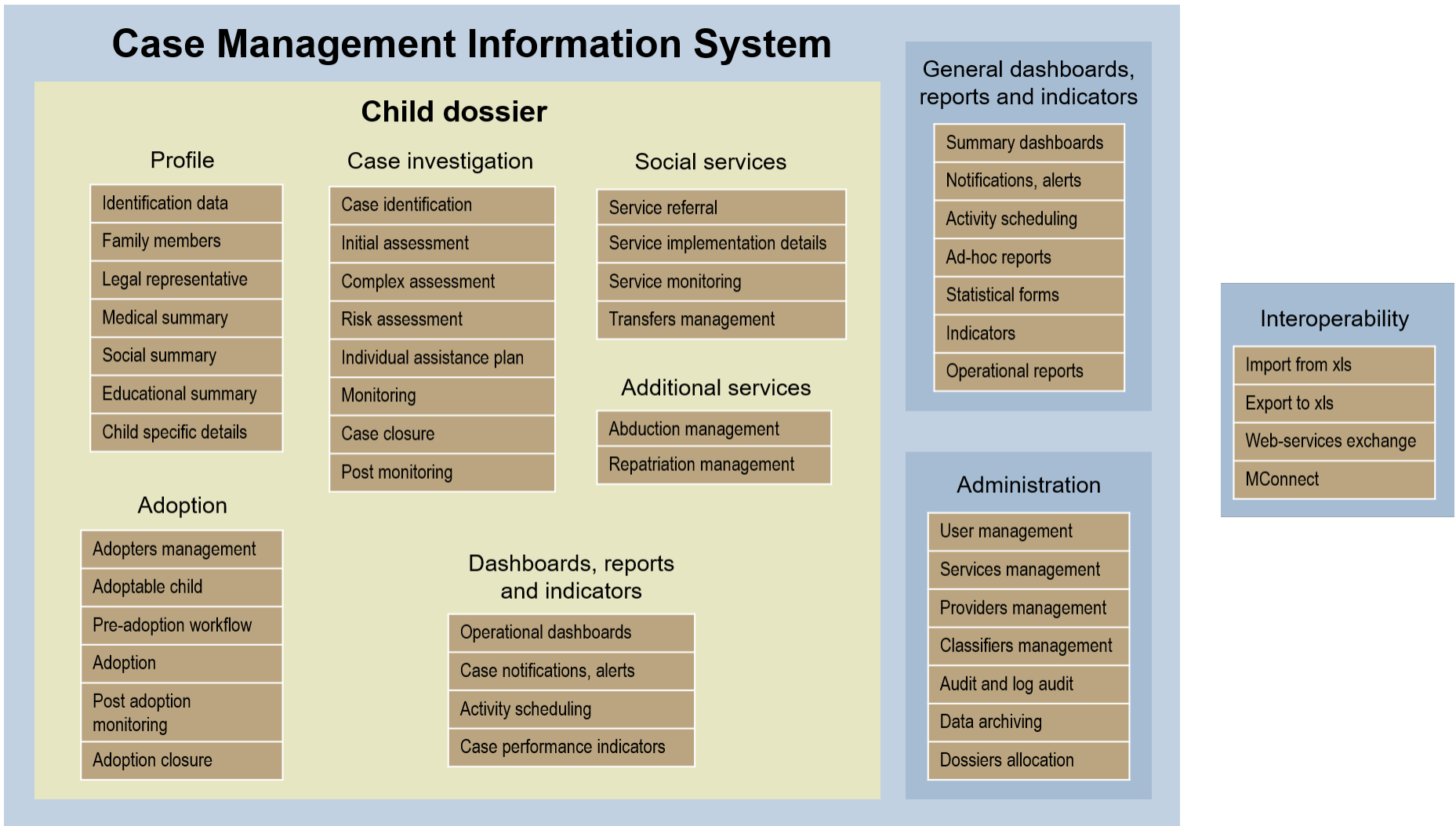
Educational summary

This section will contain information regarding school, class, evaluation from the school, contact details, and psychopedagogical reports. Some of this information may be extracted from the EMIS.

Child specific details

This section will contain information regarding police restrictions, status, history, etc.

Figure 2. Case management information system



Case Investigation

Case identification

This section will contain the case identification data according to the case management notification form. The child data will be displayed from the Child Profile section so the user does not need to enter it again. The form will also show data available from other modules.

Initial assessment

This section will collect data according to the case management initial assessment form. Child and family data will be displayed from the existing sections.

Complex assessment

This section will collect the data according to the case management complex assessment form. Child and family data will be displayed from the data previously recorded in the other sections of the system (profile, family, institution, etc.).

Risk assessment

This should be a semiautomated tool that will help the case manager assess risk using the recorded information. The case manager will have to provide a summary of the assessed risk.

Individual assistance plan

This section will collect data according to the case management individual assistance plan form. The actions will be selected from a classifier defined by the Ministry and other stakeholders.

Monitoring

This section will collect data according to the case management individual assistance plan monitoring form. The actions will be selected from a classifier defined by the Ministry and other stakeholders.

Case closure

This section will detail the results of the case/situation closure.

Post monitoring

This section will detail post-case closure monitoring activities.

Social Services

Service referral

This section will allow the referral to a specific service for a particular period from a services classifier.

Service implementation details

This section will detail the referred service (who, when, why, where, what next) and information about the progress of the service implementation.

Service monitoring

This section will act as a log/monitoring tool. It will be possible to track the milestones of the case. This will be linked to IAP or other forms that require monitoring.

Transfer management

This section will detail transfers of the child to a temporary placement. The user will be able to track the entire transfer path.

Additional Services

Abduction Management

Management of abduction episodes. To be confirmed if it will be included in the first phase of development.

Repatriation management

Management of repatriation episodes. To be confirmed if it will be included in the first phase of development.

Adoptions

This section will register information about the persons willing to adopt children.

Adoptable child

This section will track the path of the child that becomes adoptable. The level of detail to be collected in the system should be established by the team and stakeholders.

Pre-adoption workflow

This section will collect data/documents regarding the pre-adoption activities when the situation leads to an adoption.

Adoption

This section will collect data/documents regarding the completed adoption. In this section, users will be able to retrieve data from the adoption certificate held by the State Register of Population. This section will contain information about the new child family, contacts, etc. The level of details to be collected in the system should be established by the team and stakeholders.

Post-adoption monitoring

This section will contain post-adoption monitoring activities that should be performed after adoption occurs.

Adoption closure

This section will specify a summary of post-adoption monitoring results and will provide closing adoption data.

Dossier Dashboards, Reports, and Indicators

Operational dashboards

This section will provide the users (case managers, other staff) with day-by-day working dashboards at the user, locality, and rayon levels.

Cases notifications, alerts

This section will provide users with information messages on modifications in the system, updates to the child cases, alerts on scheduled activities, outdated terms, and other relevant notifications.

Activity scheduling

This section will allow users to schedule activities on active cases and incidents.

General Dashboards, Reports, and Indicators

Summary dashboards

This section will provide users (case managers, other staff) with access to case management dashboards at the user, locality, and rayon levels.

Operational reports

This section will provide users (case managers, other staff) with day-by-day working lists (children, cases, plan, monitoring activities).

Periodical reports

This section will provide users (case managers, other staff) with lists (children, cases, plans, monitoring activities) that may be filtered through date intervals (month, quarter, year).

Ad hoc reports

This section will provide users with lists that can be generated according to a set of filters in order to extract personalized data.

Statistical forms

This section will provide users with actual CER-103/CER-103A statistical reports.

Indicators

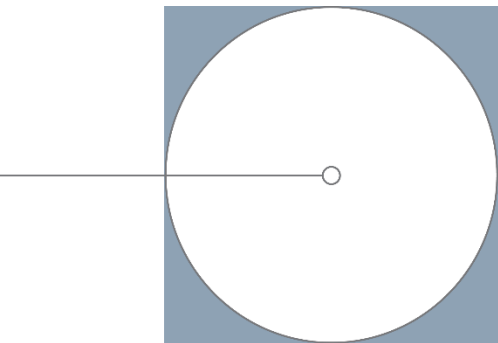
This section will provide users with all sets of indicators (case management, services, providers, VAC, etc.).

Administration

The administration component will allow for the management of users, classifiers management through manual import/export, or interoperability platform configuration. The user will also manage the dossier transfer from one rayon to another, or from one social worker to another. The administrator will be able to audit users' activities and archive unused data.

Interoperability

Import/export of data using files (Excel, csv, etc.), web services, and interface with MConnect interoperability platform.



This publication was produced with the support of the United States Agency for International Development (USAID) under the terms of the Data for Impact (D4I) associate award 7200AA18LA00008, which is implemented by the Carolina Population Center at the University of North Carolina at Chapel Hill, in partnership with Palladium International, LLC; ICF Macro, Inc.; John Snow, Inc.; and Tulane University. The views expressed in this publication do not necessarily reflect the views of USAID or the United States government. SR-21-152 D4I

