



# Referrals and Transfers of Cases in proGres v4

Regional SGBV CM/IM Workshop

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# Learning Objectives

- Distinguish between referrals and transfers.
- Clarify the points in your work flow when a referral or transfer of a case would take place.

# Review of terms

- Entity
- Parent record; child record
- Security model

# Referral vs. Transfer

## Referral

- Linking the survivor to services, providing information about the case to a different partner or unit on a need-to-know basis;
- No change in case ownership

## Transfer

- Handing over the case to another case management agency or a different unit within the same agency;
- Ownership of case is transferred.

# Referral from “parent record”

- Referrals can be made in proGres v4 for any of the following entities.
  1. Individual
  2. Registration Group
  3. RSD Case
  4. SSD Case
  5. RST Case
  6. SGBV Case
  7. Child Protection Case
  8. Repatriation Case
  9. Fraud Case

# Referral from “child record”

- Whenever a Referral is created from one of the above, it is associated with both the Child record and the Parent Record.
- For example, if a Referral is created from an SGBV Incident it is associated to the SGBV Incident itself, but also to the corresponding SGBV Case.

1. **SGBV Incident** (parent: SGBV Case)
2. **SGBV Assessment** (parent: SGBV Case)
3. Best Interests Assessment (**BIA**)
4. **LP Incident** (parent: Individual)
5. **LP Assessment** (parent: Individual)
6. **Counselling** (parent: Individual)
7. **Communication** (parent: Individual)



# Referrals can be made to:

- Non-proGres service unit -----> Partner not using proGres
- Service Provider (in proGres) -----> Partner using proGres
- proGres user -----> UNHCR user
- Service unit or sub-unit -----> UNHCR unit

# Referral Status



## Service Type

- If selected service type requires approval: →
- If selected service type does NOT require approval: →

## Status

Pending  
Recommendation

Pending Review

Pending  
Acknowledgement

Pending Action



# Notification of Referrals

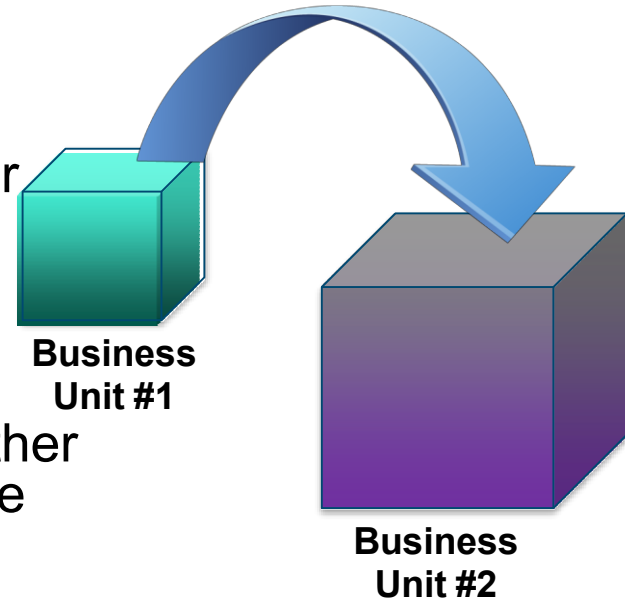


- Due date of Referral can be set.
- Notification of Due Date will appear in the system of the user Referred from and Referred to if they are a proGres user.

# Data Transfer Request



- An Advanced or Intermediate user can transfer a record directly to another Advanced or Intermediate user in another Business Unit.
- **Data Transfer Requests** are used whenever there is a need to request the transfer of one or several records to another Business Unit and the user does not have the necessary permissions in the target Business Unit.



# Data Transfer Request (continued)

- When transferring an individual record, you must also make a few choices on what to transfer by checking Yes/No:

- Transfer Related Child Protection Cases?
- Transfer Related RSD Cases?
- Transfer Related Fraud Cases?



# Data Transfer Request process flow

## Request Status

- Pending Submission
- Pending Decision
- Pending Transfer

## Outcomes

- Request Rejected
- Transferred
- Transfer failed

(See p.36 in DTR User Guide for diagram)

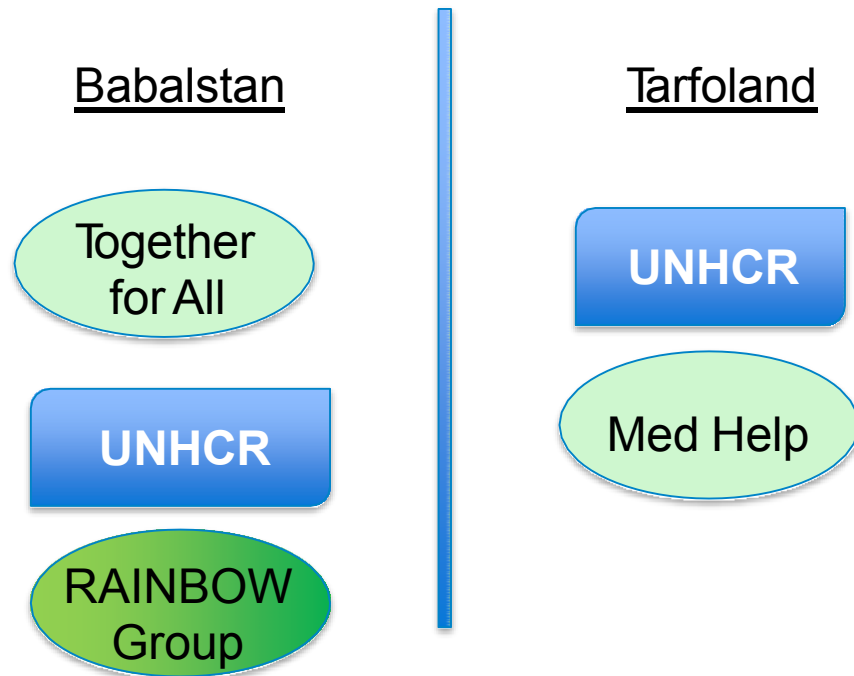
# ACTIVITY: Guided Simulation of Referral and Transfer in proGres v4

**30 minutes: 15 min**

1. Each participant will receive a role.
2. Read the COLOR card you have been given. Listen to the guided instructions and join in when the role indicated on your card arises.

3. Roles include:

- **Staff members** 
- **Form** 
- **Process** 
- **System error!** 



# Simulation Debrief

- Some organizations will be using an IM platform. Some will need agreed, paper-based **inter-agency referral forms**.
- Inter-agency forms (i.e. intake forms, referral forms, BIA/BID forms, etc.) should be **clarified and agreed upon in a coordinated setting** for parallel use of both paper and electronic versions.
- **Cross-border case management** without paper files is possible if UNHCR and partners are using proGres v4.
- An IM platform can improve certain aspects of case management. Coordination and communication will still be necessary!



# Coordination and communication



# Key messages



- ❑ **Referrals:** Record ownership does not change; notification of Due Date can be sent to both parties involved in the referral.
- ❑ **Transfers:** The record ownership is transferred; must select if all associated records are to be transferred.
- ❑ Even though the IM tools have improved, **coordination and communication** is still required!