



Indirect registration

Case work

Children and their families

# Colombia

## CMIS for the Mi familia program in Colombia

### Information system description

A case management information system (CMIS) was developed to support the case management program **Mi Familia** (“My Family”). **Mi Familia** is an accompaniment program that provides tailored psychological support to promote children and teenagers’ development and mitigate the risks of growing up in a violent, abusive, or negligent family environment. The focus of the program is tailored psychological support, referrals to other services/programs are complementary. The CMIS was developed as a tool to gather confidential information to monitor and evaluate the progress in the implementation of the **Mi Familia** program.

### Initial challenge

Colombia has a long-standing experience in case management for child protection, but not in prevention. Before the introduction of the CMIS it took long for the central authorities to get a sense of the implementation situation in the field and track the program. The program implementers wanted to have timely information to track progress in the field and shorten the time to analyze program effectiveness. But they were also interested in working with less paper and having reliable data to be better able to provide on-time technical assistance. Before the introduction of the CMIS, paperwork had to be collected in regions and processed in the central administration.

### Results

Using the CMIS, social workers can now record in-time information about all stages of the case management process of **Mi Familia** which includes an assessment based on psychometric tests, followed by the preparation of a tailored accompaniment plan that includes psychological support and referrals to relevant program/services (when available), home visits and group meetings and closing assessment to evaluate results. The CMIS was designed with the support of the World Bank. There are still ongoing negotiations for the full adoption of the system. During a pilot phase, at central level, the information from the CMIS was used to identify the profile of participating families and assess the performance of the programs (activities that used to be outsourced). The number of **Mi Familia** beneficiary families was about 190,000 families in 2021. It has been implemented by 5,482 psychosocial professionals (field operators) in charge of home visits and group meetings, and 746 experts that support the administration of the program.

### **INTAKE POINT: Indirect registration**

Mi Familia is directed toward three types of families:

- i. beneficiaries of programs of the Colombian Institute of Family Welfare (Instituto Colombiano de Bienestar Familiar, ICBF) aiming at protecting children from violence inside the family, or supporting children and teenagers with past involvement in crimes;
- ii. beneficiaries of public early childhood development (ECD) services and social programs directed to children and teenagers; and
- iii. families with children with disability, registered in the National System for Disability or identified as vulnerable by the Social Registry.

Registration normally takes place in municipalities. While the program is opened for registration by demand, beneficiaries are normally pre-identified by Mi Familia (this pre-identification is based on information from ICBF, ECD or other services or registries in which potential Mi Familia beneficiaries are already participating).

### **LEVEL OF CASE MANAGEMENT: Case work**

Mi Familia is an accompaniment program that provides tailored psychological support to promote children and teenagers' development and mitigate the risks of growing up in a violent, abusive, or negligent family environment. It begins with an assessment (based on psychometric tests), followed by the preparation of a tailored accompaniment plan that includes psychological support and referrals to relevant program/services, home visits and group meetings and ends with a closing assessment to evaluate results. Referrals are a complementary service of the program, which mainly focuses on the implementation of tailored psychological support.

### **POPULATION GROUP SERVED: Children and their families**

Mi Familia supports families with children and teenagers. The program's beneficiaries tend to be in the lower quintiles of income, but the program is not targeted at poor families.

<b>CMIS existing and active?</b>	No*
<b>Year of launch:</b>	
<b>Tenants:</b>	
<b>Registered operators (all unique users):</b>	
<b>Beneficiaries supported by the CMIS:</b>	
<b>Beneficiaries covered by the program:</b>	190,000families in 2021
<b>URL:</b>	

*\*The CMIS was designed with the support of the World Bank. There are still ongoing negotiations for the full adoption of the informational system.*

## I. Context

### Institutional context

Mi familia was established in 2019 to operationalize one of the goals of the National Development Plan 2018-2022. The plan included three main goals or 'pacts': the pact to promote lawfulness, the pact to promote formalization and the pact to promote equity. Mi familia is considered a central axis of the pact for equity. It was designed with families at its center, considering their co-responsibility in the welfare of their own members and in warranting the rights of children and teenagers.

Mi familia is implemented by the Colombian Institute of Family Welfare (**Instituto Colombiano de Bienestar Familiar** -ICBF) which is a decentralized public institution, with legal and administrative autonomy. The ICBF was created by law in 1968 and established as an independent institution under the Administrative Department of the Ministry of Social Prosperity in 2011<sup>1</sup>. The ICBF is the governing body of the National Family Welfare System which coordinates the design and implementation of policies to promote the protection of children and teenagers. In addition to Mi familia, the ICBF implements a variety of programs targeted to children and teenagers including adoptions, daycares, scholarships for teenagers (**Proyecto Suenhos** – Dreams' project), virtual libraries, etc.

### Provision of Case Management Services

Colombia has previous experience in case work through the program Red Unidos implemented by the Department of Family and Communitarian Accompaniment of the Ministry of Social Prosperity. Red Unidos is a family accompaniment program established in 2007 that targets families in extreme poverty (identified by the Social Registry)<sup>2</sup>. Like Mi Familia, Red Unidos starts with an assessment that serves as input for the preparation of family development plan and includes referrals to relevant services, home visits and a final closing evaluation. Red Unidos has about 1.4 million active beneficiary families<sup>3</sup> (as of October 2021).

Even though implemented by different institutions, lessons learned from the implementation of Red Unidos informed the design of Mi familia. The main difference between the two interventions is that while Unidos focuses on providing tailored referrals to services and programs, the focus of Mi Familia is the provision of psychological support adjusted to family needs; referrals are complementary.

Mi familia is implemented country-wide. There are two modalities within the program: Mi familia urbana, for families living in urban or suburban settings, and Mi familia rural, for families in rural communities. Families fall into either category based on where they live, and whether the Colombian government classifies their municipality as rural, dispersed rural or urban.

For both modalities, the program is provided in yearly cycles, with the possibility of re-enrollment based on specific vulnerabilities. For implementation, it schedules an initial phase of 3.5 months to plan the operation and provide training and technical assistance to field implementors; and to implement outreach activities and identify potential beneficiaries. After this initial phase, home visits and group meetings are implemented for a period of 6.5 months after which the intervention finalizes with 1 month of closing activities that include a home visit to assess results based on the goals in the family plan and time for formal administrative closing (see Figure 1).

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<sup>1</sup> See <https://www.icbf.gov.co/instituto>

<sup>2</sup> See <https://prosperidadsocial.gov.co/sqsp/acompanamiento-familiar-y-comunitario/unidos/>

<sup>3</sup> See <https://www.datos.gov.co/Inclusi-n-Social-y-Reconciliaci-n/Beneficiarios-Estrategia-UNIDOS/snvf-epi8/data>

The frequency of home visits and group meetings differs depending on the modality and by type of beneficiary family. In the Mi Familia urbana modality there are three types of accompaniment: intensive, preventive and differential. Intensive accompaniment is directed at families with children or teenagers experiencing violence inside the family, or that had children or teenagers with past involvement in crime; it includes 13 home visits and 4 group meetings. Preventive accompaniment targets families benefiting from early childhood development services and social programs; it involves 9 home visits and 4 group meetings. Differential accompaniment is directed to families with children with disabilities and involves 10 regular home visits, 3 specialized home visits (focusing on the needs due to disability), 4 regular group meetings and 2 specialized group meetings (only for families with persons with disabilities).

Mi Familia rural differs from Mi familia urbana in the number and types of contacts: it relies on a significant number of community meetings (i.e., group meetings adapted to rural realities) and a reduced number of home visits compared to urban settings. It also reduces the types of accompaniment to two: preventive and differential. Preventive accompaniment is directed toward families with children benefiting from social programs or in a situation that does not respect children or teenagers' rights and includes 9 home visits and 6 community meetings. Differential accompaniment is directed to families with children with disabilities and involves 5 regular home visits, 3 specialized home visits (focusing on the needs due to disability), 6 regular community meetings and 1 specialized community meeting (only for families with persons with disabilities).

Fig. 1: Mi Familia implementation phases



1.a. Mi familia urbana



1.b. Mi familia rura

The number of Mi Familia beneficiary families is about 190,000 families in 2021. It has been implemented by 5,482 psychosocial professionals (field operators) in charge of home visits and group meetings, and 746 experts that support the administration of the program.

The CMIS of Mi Familia was developed when the program began its operation. It follows the steps of the case work process. It was designed and developed by the ICBF with the support of the World Bank but has not yet been officially adopted due to pending negotiations. Currently, field operators input relevant information in Excel templates that are later gathered in regional and central offices.

### **Supporting Tools for case management services and IT infrastructure**

When formally adopted, it is expected that local ICBF offices will use the CMIS platform for Mi Familia to register and assess beneficiaries and refer them to different social programs and services and different agencies and institutions.

In the platform the registration of the beneficiaries in the system happens when the beneficiaries arrive to the municipalities (by demand or after being identified by field operators) and an operator introduces the information of the beneficiaries into the platform. After a first assessment (that uses questions from psychometric tests) a plan is developed. This plan includes tailored psychological support during home visits and group meetings and referrals to relevant programs and services available for them in their locality.

### **Provision of social, labor (and other) benefits and services**

Each local office of Mi Familia identifies programs and services available to their beneficiaries; a 2020 process evaluation showed the key role of the psychosocial professionals in identifying and connecting beneficiaries to the supply of programs available locally. As a result, the referrals for similar families in one locality can be very different from one in another locality. Referrals are a complementary service of the program, which mainly focuses on the implementation of tailored psychological support.

### **Collaboration mechanisms**

Collaboration only takes place at the local level for referrals. As designed, the case management itself, through psychological support, constitutes the main intervention to achieve expected results in family dynamics.

### **Information and technology**

The CMIS for Mi Familia was prepared by the ICBF with the support of the World Bank but has not yet been officially adopted; to date, field operators input relevant information in Excel templates that are later gathered in regional and central offices.

## **II. THE CMIS AND ITS CORE MODULES System Architecture**

### **The CMIS operational modalities**

The platform for Mi Familia will be accessible from any internet browser, from any kind of device. The platform works on PCs, mobile phones, tablets etc. as long as the device has internet connection.

### **Core features of the CMIS**

To access the platform, operators need to login using their national ID number and a password. Once there, different options will appear on the screen (see Fig 2):

1. Operators (Operadores)
2. Technical Assistance Units (Unidades de Asistencia Técnica)
3. Field officers: Psychosocials (Psicosociales)
4. Families (Familias)



Fig. 2: Mi Familia platform's different options

The field operators (psychosocial) tab lists the families that psychosocials are visiting (see Fig. 3). Users can search for Different families by ID number, area of residence or type of accompaniment. There is also a tab with all the information related to the calendar and the visits with the families. In the calendar tab the information of each visit will include the name and last name of the family, a brief description of the visit, the day of the visit and the state (completed, pending form, synchronized or complete and synchronized).



Fig. 3: Psychosocials' tab

The family tab includes functionalities to update information of the family members (see Figure 4a) and to input answers to the initial assessment's questionnaire (see Fig. 4b). The assessment includes question from psychometric tests on four dimensions: positive discipline, parental confidence, emotional control and family ties.

Fig. 4: Family tab.

**Actualización de datos**

Ubicación de la vivienda

- Tipo de vivienda: Casa
- País: Colombia
- Departamento: Cundinamarca
- Municipio: Bogotá
- Ranchería: Ranchería XXX
- Zona de ubicación: Cabecera
- Nombre de la cabecera: Cabecera XXX
- Tipo de cabecera: Localidad
- Nombre de la localidad: Localidad XXX
- Nombre del barrio: Entre Rios
- Dirección: Calle 50 no. 23-45
- Teléfono: 137 123 4567
- Tenencia de la vivienda: En arriendo

**Servicios**

1. Agua:	<input checked="" type="checkbox"/> Sí <input type="checkbox"/> No
2. Alcantarillado:	<input checked="" type="checkbox"/> Sí <input type="checkbox"/> No
3. Energía eléctrica:	<input checked="" type="checkbox"/> Sí <input type="checkbox"/> No
4. Gas natural:	<input checked="" type="checkbox"/> Sí <input type="checkbox"/> No
5. Recolección de basuras:	<input checked="" type="checkbox"/> Sí <input type="checkbox"/> No
6. Telefonía fija:	<input checked="" type="checkbox"/> Sí <input type="checkbox"/> No
7. Telefonía móvil:	<input checked="" type="checkbox"/> Sí <input type="checkbox"/> No
7.1. Celular con datos:	<input checked="" type="checkbox"/> Sí <input type="checkbox"/> No
7.2. Whatsapp:	<input checked="" type="checkbox"/> Sí <input type="checkbox"/> No
8. Internet/WiFi:	<input checked="" type="checkbox"/> Sí <input type="checkbox"/> No
9. Computador:	<input checked="" type="checkbox"/> Sí <input type="checkbox"/> No

Flia. Murcia Alejo (ID: 123456)

Zona RURAL, Modalidad PREVENTIVO

Bienvenido Usuario Administrador

Operadores, Unidades de Asistencia Técnica, Psicosociales, Familias

Evaluación psicosocial - Luis Eduardo

50% Completado

**SECCIÓN 1.** Indique la frecuencia con la que ocurren las siguientes afirmaciones:

1. Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh jhs euismod tincidunt ut.
  - Nunca
  - Casi nunca
  - Muchas veces
  - Siempre
2. Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh jhs euismod tincidunt ut.
  - Nunca
  - Casi nunca
  - Muchas veces
  - Siempre
3. Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh jhs euismod tincidunt ut.
  - Nunca
  - Casi nunca
  - Muchas veces
  - Siempre
4. Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh jhs euismod tincidunt ut.
  - Nunca
  - Casi nunca
  - Muchas veces
  - Siempre

4b. Tab for initial assessment

4a. Tab to update information of family members

Based on the initial assessment, the platform provides a summary of the family's basic data (characteristics of dwelling, head of households and family composition) and includes summary indicators of the dimensions included in the assessment. For example, Fig 5 shows the results for the positive discipline dimension.



Fig. 5: Family tab. Summary of assessment's results



The family tab also includes an intervention plan that describes the issues to be covered in home visits and group meetings (see Figure 6). Relevant referrals will be identified and monitored during home visits.

The screenshot shows the 'Intervention plan' for FLIA. Murcia Alejo (ID: 123456). The page is titled 'Bienvenido Usuario Administrador' and includes a navigation menu on the left with options like 'Operadores', 'Unidades de Asistencia Técnica', 'Psicosociales', and 'Familias'. The main content area is divided into sections for 'PERFIL DE LA FAMILIA', 'EVALUACIÓN PSICOSOCIAL', 'PLAN DE ACOMPAÑAMIENTO', and 'REGISTRO DE LLAMADAS'. The 'Intervention plan' is displayed as a table with the following data:

Visita	Temática	Fecha programada	Hora programada	Tipo de atención	Acciones
1. Inicio	Nombre de la temática a tratar en la visita	03 ABR 2020	3:45 PM	Presencial	[Icon]
2. Título	Nombre de la temática a tratar en la visita	05 MAY 2020	3:45 PM	Telefónica	[Icon]
3. Título	Nombre de la temática a tratar en la visita	10 JUN 2020	3:45 PM	Presencial	[Icon]
4. Título	Nombre de la temática a tratar en la visita	12 JUL 2020	3:45 PM	Telefónica	[Icon]
5. Título	Nombre de la temática a tratar en la visita	09 AGO 2020	3:45 PM	Telefónica	[Icon]
6. Título	Nombre de la temática a tratar en la visita	02 SEP 2020	3:45 PM	Telefónica	[Icon]
7. Título	Nombre de la temática a tratar en la visita	03 OCT 2020	3:45 PM	Presencial	[Icon]
8. Título	Nombre de la temática a tratar en la visita	05 NOV 2020	3:45 PM	Presencial	[Icon]
9. Finalización	Nombre de la temática a tratar en la visita	22 DIC 2020	3:45 PM	Telefónica	[Icon]

Fig. 6: Intervention plan

The platform also includes the record of calls and other virtual communications with the family and information about preferences for phone contacts.

The screenshot shows the 'Call Record' for FLIA. Murcia Alejo (ID: 123456). The page is titled 'Bienvenido Usuario Administrador' and includes a navigation menu on the left. The main content area is divided into sections for 'PERFIL DE LA FAMILIA', 'EVALUACIÓN PSICOSOCIAL', 'PLAN DE ACOMPAÑAMIENTO', and 'REGISTRO DE LLAMADAS'. The 'Call Record' is displayed as a form with the following preferences:

- La familia aceptaría un acompañamiento NO presencial (telefónico):  Sí  No
- Preferencia sobre número y frecuencia de llamadas: 2 llamadas de 20 min a la semana
- Día preferible 1: Lunes
- Día preferible 2: Miércoles
- Día preferible 3: Viernes
- Horario preferible 1: Inicio de la tarde 2:01 - 3:30 pm
- Horario preferible 2: Mañana temprano 6:00 - 9:00 am
- Horario preferible 3: Noche 6:01 - 9:00 pm

Fig. 7: Call Record



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## **Acknowledgments**

*This report was produced by Santiago de la Cadena, Veronica Silva and Melissa Zumaeta under the supervision of Alessandra Marini and Francesco Cenedese, with guidance from Cem Mete and Loli Arribas-Banos. It was edited by Robert J. March, Francesco Cenedese and Alessandra Marini. Graphic design support was provided by Andrea Jambor and Bernadette Herkner. The team sincerely thanks Ana Lorena Carrero Latorre and Katty de Oro Genes from the Colombian Institute of Family Welfare (Instituto Colombiano de Bienestar Familiar, ICBF) for their time and availability to share and review the information included in the country card.*

*The authors acknowledge the generous support of the Rapid Social Response Program (RSR)<sup>4</sup>*



RAPID SOCIAL RESPONSE

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<sup>4</sup> The Social Protection and Jobs team wishes to recognize the generous award of a grant from the World Bank's Rapid Social Response Adaptive and Dynamic Social Protection (RSR-ADSP) Umbrella Trust Fund Program, which is supported by the Russian Federation, United Kingdom, Norway, Sweden, Australia, Denmark, the Bill and Melinda Gates Foundation, USAID, GHR Foundation and UBS Optimus Foundation without which this work would not have been possible.