



# The Closed User Group: Enhancing a Coordinated Response for Improved Child Protection and HIV Outcomes for OVC

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## Background

Through USAID/Uganda Better Outcomes for Children and Youth in Eastern and Northern Uganda (BOCY), the [Bantwana Initiative of World Education, Inc.](#) delivers a holistic service package to mitigate the risks and impact of HIV and violence on orphans and vulnerable children (OVC) as part of Uganda's integrated HIV response.

Weak coordination among multiple community and district providers has delayed a timely and integrated response to urgent services across the HIV care continuum for OVC.

WEI/Bantwana connected **3,600** health, social welfare, and child protection actors together through the **Closed User Group (CUG) in-service mobile phone network** to more effectively operate within an integrated referral network and case management system.

## Methods

- Over 16 months, unlimited calls and texts accelerated timely response, service referral completion, and follow up of urgent child protection cases.

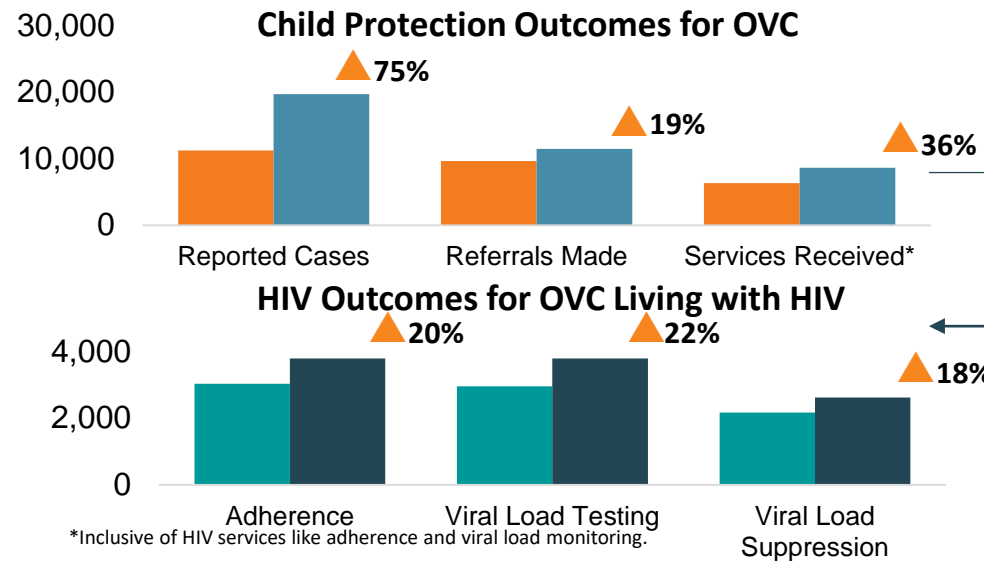
**\$ The CUG cost the project \$1.74 USD per user, per month**

- Strengthened clinic-community coordination fast-tracked urgent treatment and adherence support and critical community follow up for OVC living with HIV.

Scale-up of low-cost mobile technology solutions that accelerate coordination within an integrated referral network and case management system is essential to accelerate and sustain Uganda's epidemic control and social development goals.



## Results (June 2017 – October 2018 BOCY program data)



## Recommendations



Build in digital data collection and user tracking components to bolster efficacy



Engage government and development partners at the outset for buy-in and wider adoption



Test before scale-up to address functionality issues

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